

Q1. Which Product has the most of the complaints? State top five with Count

```
SELECT product, count(complaint_id)
FROM financial_consumer_complaints
GROUP BY product
HAVING count(complaint_id) > 8000
ORDER BY COUNT(complaint_id) DESC;
```

	product	# count
1	Credit card	19176
2	Checking or savings account	13436
3	Mortgage	12470
4	Credit card or prepaid card	10241
5	Bank account or service	9893

Q2. What kind of Issues Distinct Issues are present in Mortgage Product?

```
SELECT DISTINCT issue
FROM financial_consumer_complaints
WHERE product = 'Mortgage';
```

	issue
1	Trouble during payment process
2	Struggling to pay mortgage
3	Settlement process and costs
4	Closing on a mortgage
5	Credit decision / Underwriting
6	Other
7	Applying for a mortgage or refinancing
8	Improper use of your report
9	Incorrect information on your report
10	Problem with a credit reporting company
11	Credit monitoring or identity theft protection
12	Unable to get your credit report or score
13	Problem with fraud alerts or security

Q3. Which State has the most complaints for Credit Card? And how many were timely closed?

```
SELECT state, COUNT(complaint_id) as no_complaints,  
SUM(CASE  
    WHEN timely_response = 'Yes' THEN 1  
    ELSE 0  
END) as no_timely_responded_complaints  
FROM financial_consumer_complaints  
WHERE LOWER(product) = 'credit card'  
GROUP BY state  
HAVING no_complaints > 2000  
ORDER BY COUNT(complaint_id) DESC;
```

	state	# no_complaints	# no_timely_responded_complaints
1	CA	2786	2739

Q4. Summarize # of complaints received from sources (web, post) from state of New York NY only?

```
SELECT financial_consumer_complaints.state, submitted_via, COUNT(complaint_id)  
From financial_consumer_complaints  
WHERE LOWER(financial_consumer_complaints.state) LIKE "%ny%"  
GROUP BY submitted_via  
ORDER BY COUNT(complaint_id) desc;
```

	state	submitted_via	# count
1	NY	Web	3251
2	NY	Referral	2265
3	NY	Phone	702
4	NY	Postal mail	517
5	NY	Fax	105
6	NY	Email	1

Q5. What is the popular company response to complaints by number of complaints?

```
SELECT company_response_to_consumer, COUNT(complaint_id)
FROM financial_consumer_complaints
GROUP BY company_response_to_consumer
ORDER BY COUNT(complaint_id) DESC;
```

	<input type="text"/> company_response_to_consumer ▼	# count ▼
1	Closed with explanation	54666
2	Closed with monetary relief	11693
3	Closed with non-monetary relief	5912
4	Closed without relief	1779
5	Closed with relief	938
6	In progress	283
7	Closed	241
8	Untimely response	1

Q6. How many complaints were timely resolved and provide breakup by both timely resolve & consumer dispute status?

```
SELECT timely_response, consumer_disputed, COUNT(complaint_id)
FROM financial_consumer_complaints
GROUP BY timely_response, consumer_disputed
ORDER BY COUNT(complaint_id) DESC;
```

	<input type="text"/> timely_response ▼	<input type="text"/> consumer_disputed ▼	# count ▼
1	Yes	N/A	36312
2	Yes	No	30473
3	Yes	Yes	7259
4	No	No	730
5	No	N/A	635
6	No	Yes	104

Q7. Which is the most popular year for complaints related to "Vehicle loan or lease"?

```
SELECT product, YEAR(date_submited), COUNT(complaint_id)
FROM financial_consumer_complaints
WHERE LOWER(product) like '%Vehicle loan or lease%'
GROUP BY YEAR(date_submited)
ORDER BY COUNT(complaint_id) DESC;
```

	<input type="text"/> product ▼	# year ▼	# count ▼
1	Vehicle loan or lease	2018	351
2	Vehicle loan or lease	2019	266
3	Vehicle loan or lease	2020	245
4	Vehicle loan or lease	2017	208

2018 most popular

Q8. What is the average gap in number of days between complaints submitted and complaint received for the post mail?

```
SELECT submitted_via, AVG(DATE_DIFF(date_submited, date_received, "day"))
FROM financial_consumer_complaints
WHERE lower(submitted_via) LIKE "%post%";
```

	<input type="text"/> submitted_via ▼	# avg ▼
1	Postal mail	3.0105

Q9. Which complaints have not been resolved till date. What is the minimum and maximum no. of days passed from submission date?

```
SELECT company_response_to_consumer,  
MIN(DATE_DIFF(date_submited, date_received, "day")),  
MAX(DATE_DIFF(date_submited, date_received, "day"))  
FROM financial_consumer_complaints  
WHERE LOWER(company_response_to_consumer) LIKE '%in progress%';
```

	<input type="text"/> company_response_to_consumer ▼	# min ▼	# max ▼
1	In progress	0	12