

# FINANCIAL COMPLAINTS | OVERVIEW

DECEMBER 2011 - OCTOBER 2020



TOTAL COMPLAINTS

**75,513**



TIMELY RESPONSE

**98.1%**



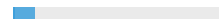
IN PROGRESS

**283**

(0.37%)

DISPUTED RATE

**9.8%**

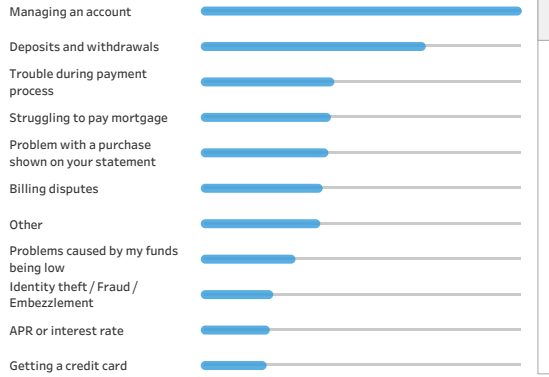


RESOLVED AT NO COST

**84.5%**



## COMPLAINTS BY ISSUE



## COMPLAINTS BY STATES

Click any states to filter the dashboard

