```
knitr::opts_chunk$set(echo = TRUE)
```

##Two Tables

```
Table A
```

```
library(dplyr)
## Attaching package: 'dplyr'
## The following objects are masked from 'package:stats':
##
      filter, lag
## The following objects are masked from 'package:base':
##
##
      intersect, setdiff, setequal, union
library(magrittr)
library(knitr)
library(data.table)
## Attaching package: 'data.table'
## The following objects are masked from 'package:dplyr':
##
##
      between, first, last
library(formattable)
library(tidyr)
## Attaching package: 'tidyr'
## The following object is masked from 'package:magrittr':
##
      extract
library(kableExtra)
## Attaching package: 'kableExtra'
## The following object is masked from 'package:dplyr':
##
##
      group_rows
consumer <- readRDS("/Users/Thiago/Downloads/complaints.rds")</pre>
## Warning in readRDS("/Users/Thiago/Downloads/complaints.rds"): input string 'NEW
## YORK STATE HIGHER EDUCATION SERVICES CORPORATION (HESC)â€"' cannot be translated
## to UTF-8, is it valid in 'CP1252'?
## Warning in readRDS("/Users/Thiago/Downloads/complaints.rds"): input string 'NEW
## YORK STATE HIGHER EDUCATION SERVICES CORPORATION (HESC)â€"' cannot be translated
## to UTF-8, is it valid in 'CP1252'?
## Warning in readRDS("/Users/Thiago/Downloads/complaints.rds"): input string 'NEW
## YORK STATE HIGHER EDUCATION SERVICES CORPORATION (HESC)â€"' cannot be translated
## to UTF-8, is it valid in 'CP1252'?
## Warning in readRDS("/Users/Thiago/Downloads/complaints.rds"): input string 'NEW
## YORK STATE HIGHER EDUCATION SERVICES CORPORATION (HESC)â€"' cannot be translated
## to UTF-8, is it valid in 'CP1252'?
## Warning in readRDS("/Users/Thiago/Downloads/complaints.rds"): input string 'NEW
## YORK STATE HIGHER EDUCATION SERVICES CORPORATION (HESC)â€"' cannot be translated
## to UTF-8, is it valid in 'CP1252'?
## Warning in readRDS("/Users/Thiago/Downloads/complaints.rds"): input string 'NEW
## YORK STATE HIGHER EDUCATION SERVICES CORPORATION (HESC)â€"' cannot be translated
## to UTF-8, is it valid in 'CP1252'?
## Warning in readRDS("/Users/Thiago/Downloads/complaints.rds"): input string 'NEW
## YORK STATE HIGHER EDUCATION SERVICES CORPORATION (HESC)â€" cannot be translated
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## Warning in readRDS("/Users/Thiago/Downloads/complaints.rds"): input string 'NEW
## YORK STATE HIGHER EDUCATION SERVICES CORPORATION (HESC)â€" cannot be translated
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## Warning in readRDS("/Users/Thiago/Downloads/complaints.rds"): input string 'NEW
## YORK STATE HIGHER EDUCATION SERVICES CORPORATION (HESC)â€" cannot be translated
## to UTF-8, is it valid in 'CP1252'?
## Warning in readRDS("/Users/Thiago/Downloads/complaints.rds"): input string 'NEW
## YORK STATE HIGHER EDUCATION SERVICES CORPORATION (HESC)â€"' cannot be translated
## to UTF-8, is it valid in 'CP1252'?
tbl1 <- consumer %>%
 group by(sub product) %>%
 summarise(n()) %>%
```

Selecting by n()

 $top_n(5)$

kbl(tbl1) sub_product

n() Checking account 16513 Conventional home mortgage 13600 Credit reporting 253946 General-purpose credit card or charge card 20329 12072 Other debt

Column

Table B

```
library(kableExtra)
tbl <- consumer %>%
 group_by(issue) %>%
 summarise(n()) %>%
  top_n(10)
```

Selecting by n()

kbl(tbl)

n() issue Applying for a mortgage or refinancing an existing mortgage 3848 Attempts to collect debt not owed 24363 Improper use of your report 13951 Incorrect information on your report 176946 Managing an account 13161 Problem with a credit reporting company's investigation into an existing problem 62708 Problem with a purchase shown on your statement Struggling to pay mortgage 4221 9724 Trouble during payment process Written notification about debt 10949

kbl() %>% #kable_styling()

##Two Visualizations Chart A

```
library(ggplot2)
library(scales)
```

##

comma, percent, scientific

```
## Attaching package: 'scales'
```

```
## The following objects are masked from 'package:formattable':
##
```

```
library(stringr)
ggplot(data=consumer, aes(x=company_response_to_consumer)) +
geom_bar() +
geom_text(stat='count', aes(label=..count..), vjust=-1) +
scale_x_discrete(labels = function(x) str_wrap(x, width = 2)) +
scale y continuous(labels = comma)
```

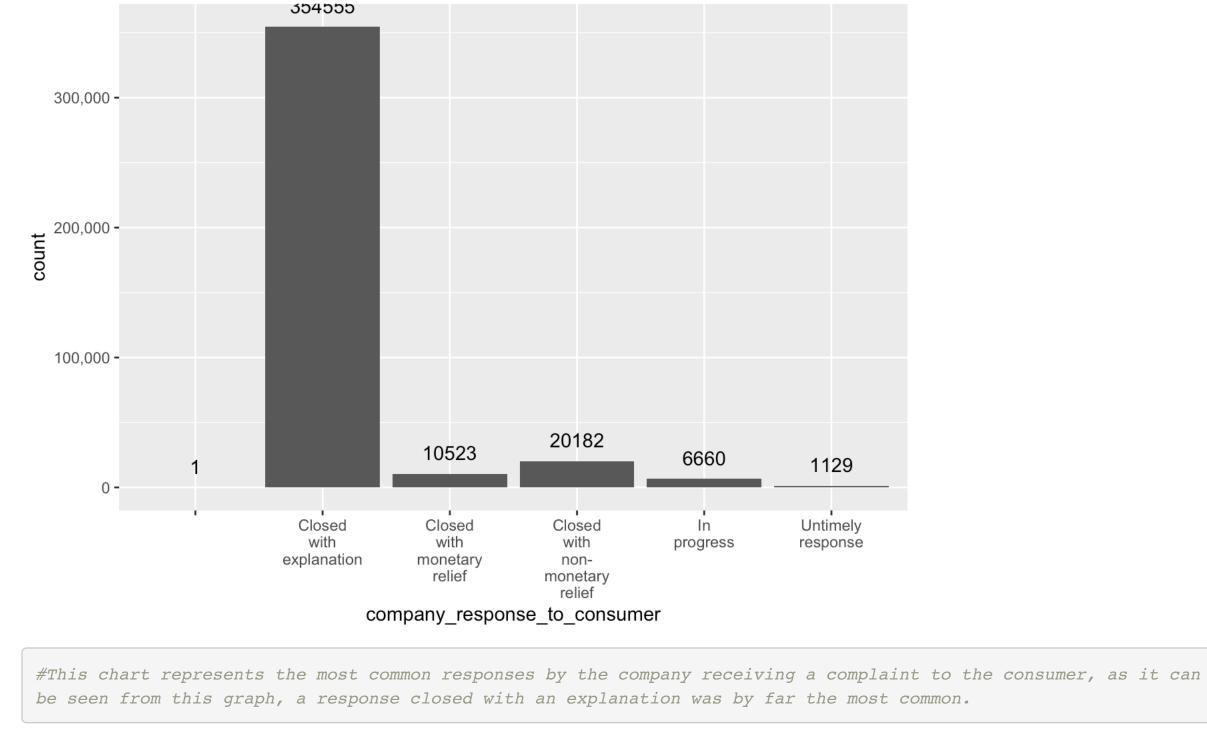
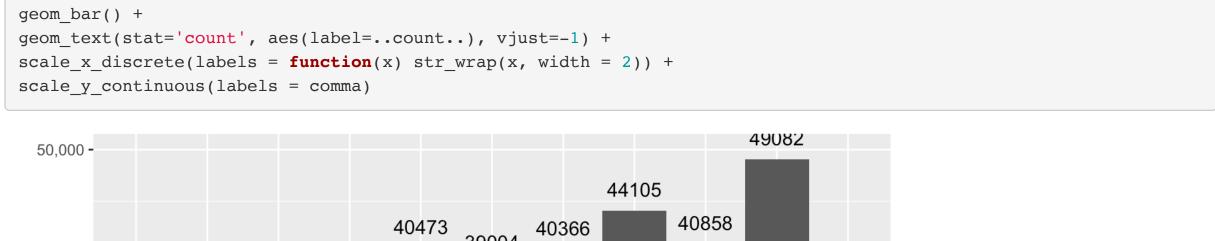
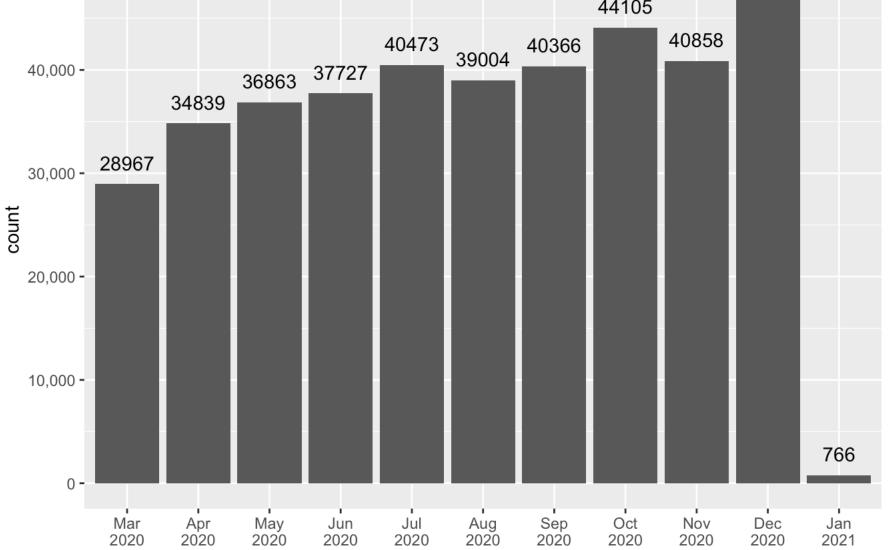


Chart B

library(ggplot2) library(scales) library(stringr) ggplot(data=consumer, aes(x=mm_yy_sent_to_company)) +





mm_yy_sent_to_company

#This chart represents the months in which complaints from customers were the most frequent, as it can be seen fr om the plot below, the month with the highest amount of complaints was December 2020.