

Overview

Products

Responses



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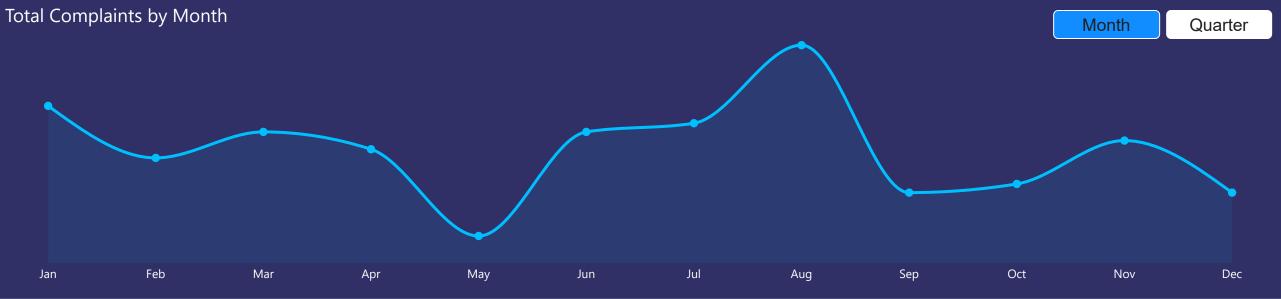
State

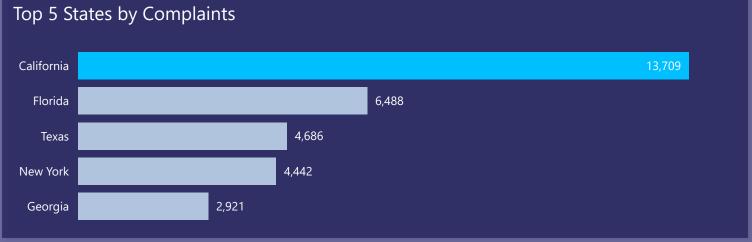
Colorado



Product



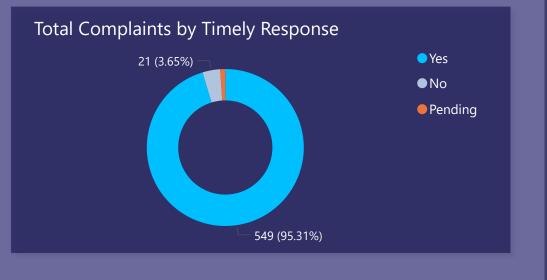




Complaints

576

VS. last Year



Overview

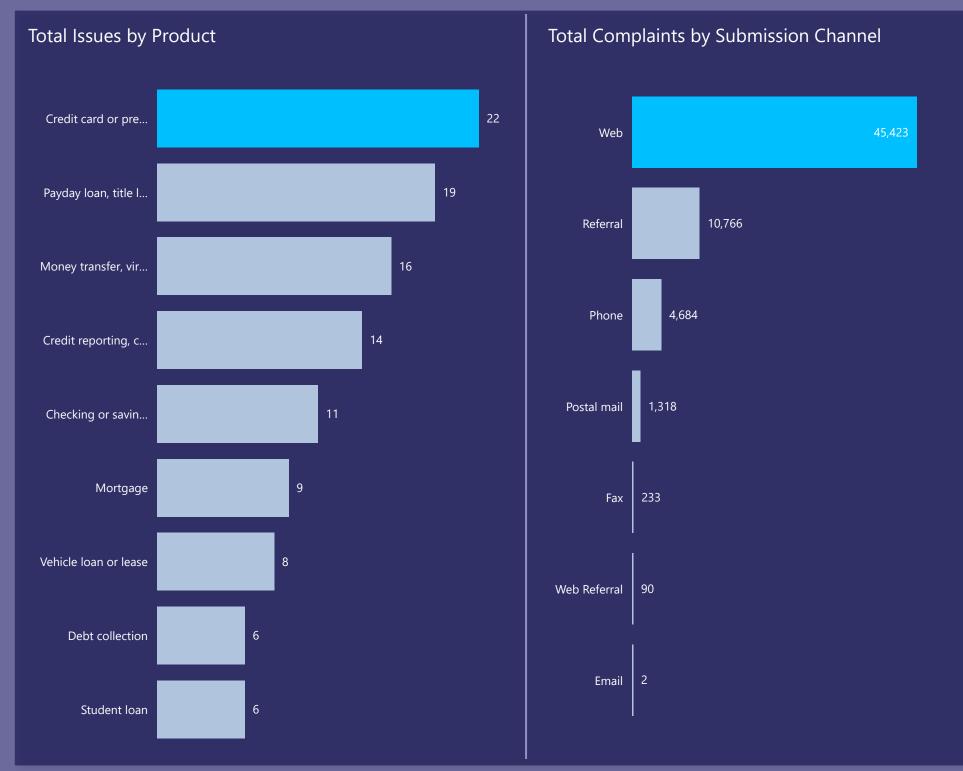
Products

Responses



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Choose State



Issue	Total Complaints	Total Same Day Duration	Closed Complaints
Managing an account	15,109	10,405	14,729
Incorrect information on your report	4,931	4,422	4,851
Problem with a purchase shown on your statement	4,415	3,597	4,352
Closing an account	2,953	2,337	2,870
Trouble during payment process	2,827	1,984	2,811
Opening an account	2,725	2,425	2,625
Problem with a lender or other company charging your account	2,493	2,059	2,400
Fraud or scam	1,987	1,778	1,949
Struggling to pay mortgage	1,904	1,308	1,894
Problem with a credit reporting company's investigation into an existing problem	1,876	1,692	1,827
Getting a credit card	1,867	1,663	1,817
Other features, terms, or problems	1,633	1,367	1,566
Improper use of your report	1,624	1,529	1,562
Fees or interest	1,422	1,197	1,380
Problem when making payments	1,366	1,090	1,341
Attempts to collect debt not owed	1,351	1,127	1,336
Problem caused by your funds being low	1,330	1,022	1,278
Problem with a purchase or transfer	1,098	754	1,073
Closing your account	1,077	890	1,054
Applying for a mortgage or refinancing an existing mortgage	1,017	772	1,008
Unexpected or other fees	662	553	623
Closing on a mortgage	610	494	600
Trouble using the card	605	433	590
Other transaction problem	571	491	561
Advertising and marketing, including promotional offers	107	122	165



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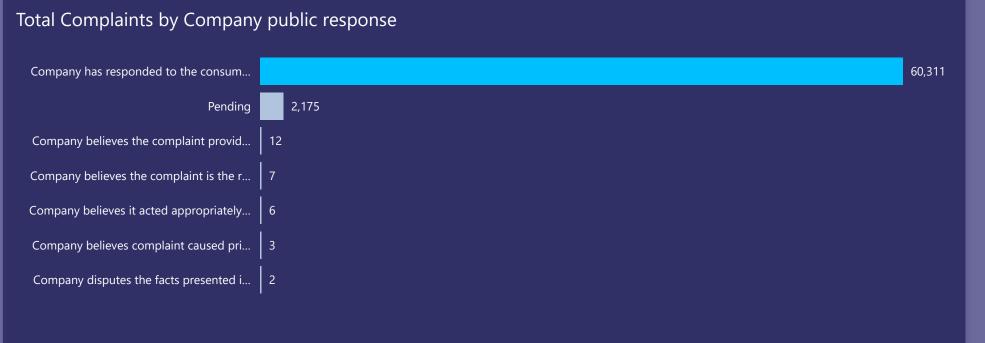






Choose State





Issue	Total Complaints	Closed Complaints	Sum of Yes	Sum of No Sum
Managing an account	15,109	14,729	14,232	497
Incorrect information on your report	4,931	4,851	4,529	322
Problem with a purchase shown on your statement	4,415	4,352	4,155	197
Closing an account	2,953	2,870	2,754	116
Trouble during payment process	2,827	2,811	2,803	8
Opening an account	2,725	2,625	2,518	107
Problem with a lender or other company charging your account	2,493	2,400	2,301	99
Fraud or scam	1,987	1,949	1,869	80
Struggling to pay mortgage	1,904	1,894	1,890	4
Problem with a credit reporting company's investigation into an existing problem	1,876	1,827	1,728	99
Getting a credit card	1,867	1,817	1,741	76
Other features, terms, or problems	1,633	1,566	1,496	70
Improper use of your report	1,624	1,562	1,482	80
Fees or interest	1,422	1,380	1,335	45
Problem when making payments	1,366	1,341	1,286	55
Attempts to collect debt not owed	1,351	1,336	1,218	118
Problem caused by your funds being low	1,330	1,278	1,240	38
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