



Consumer Financial
Protection Bureau

PRODUCT & ISSUE

GEOGRAPHICAL

COMPANIES

RESPONSE

Select Year

2017	2019	2021	2023
2018	2020	2022	

Select Month

Jan	Apr	Jul	Oct
Feb	May	Aug	Nov
Mar	Jun	Sep	Dec

Total Complaints

62516

Total Product

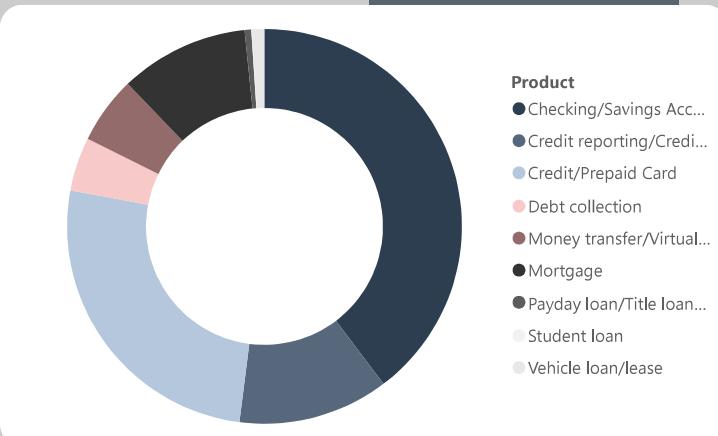
9

Total Issue

9

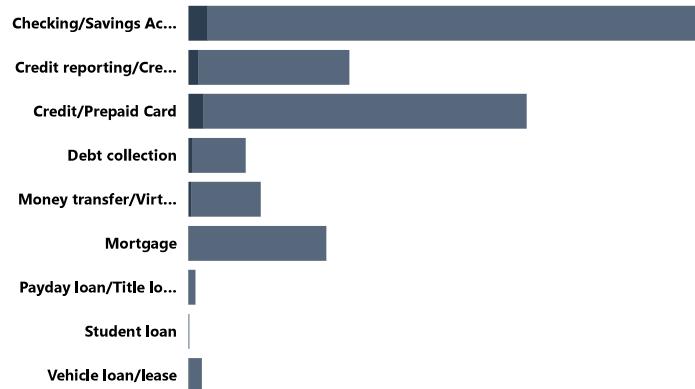
Issue

Product



Majority resolved on time, shows quickly response

Timely response? ● No ● Yes

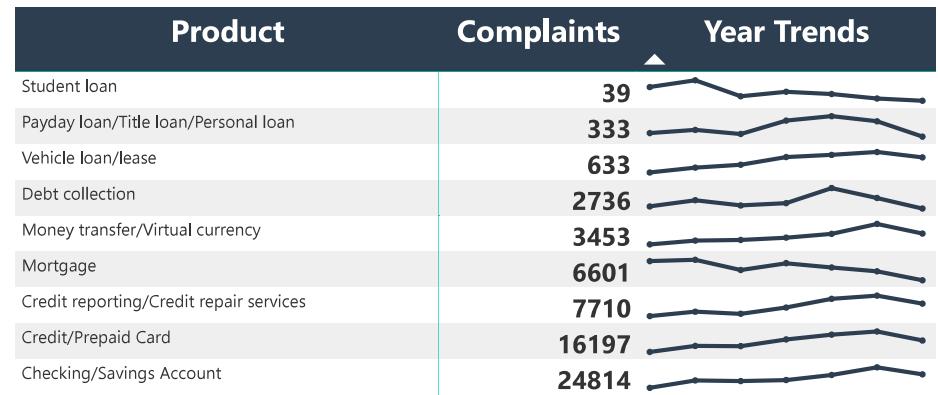


Complaints Trends by Time period

Complaints have fluctuated over time, showing key spikes in specific periods.



Complaints Count and Trends





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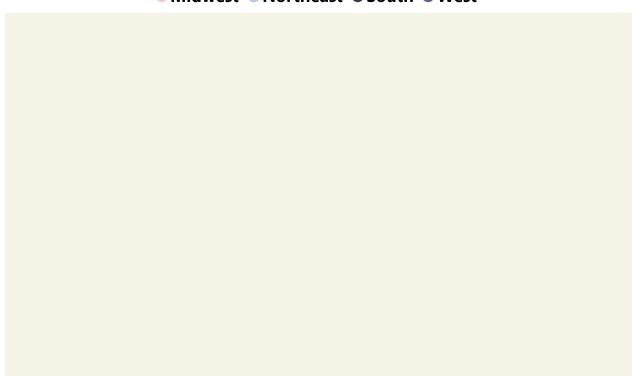
Total States

51

Regional Complaints

1,225.80

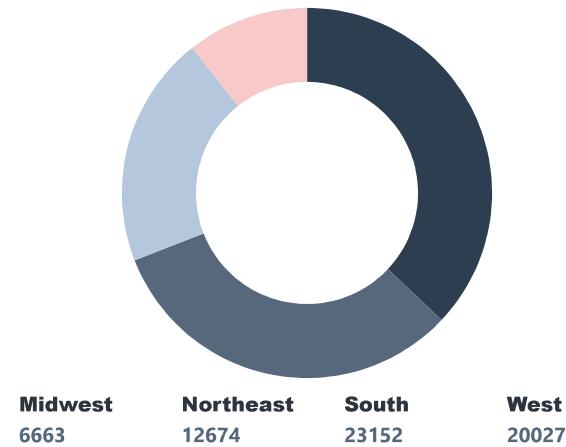
● Midwest ● Northeast ● South ● West



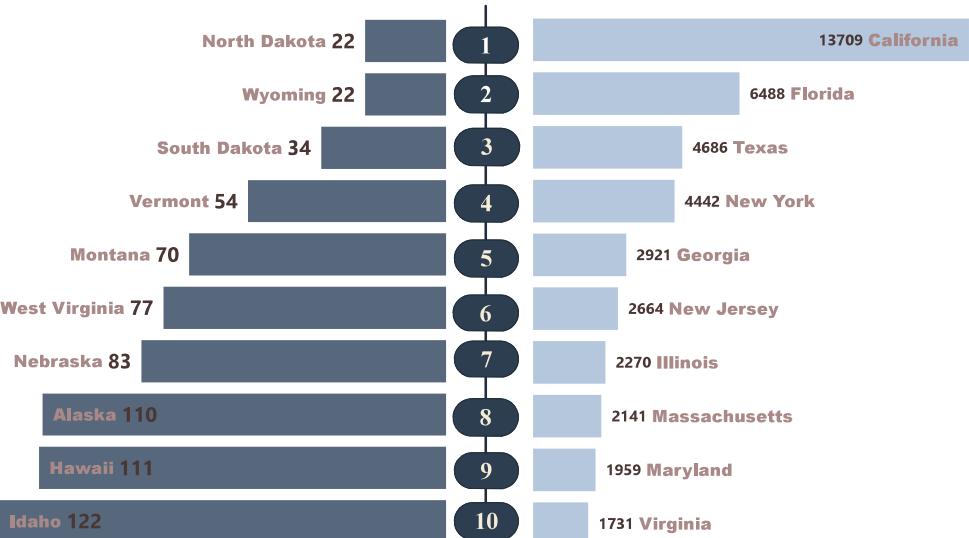
Microsoft Azure

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Highest Complaints from SOUTH



Top & Bottom 10 States by Complaints Volume



Geographically Complaints

Region	Division	State	Complaints	Year Trends
Midwest	West North Central	North Dakota	22	▲
West	Mountain	Wyoming	22	▲
Midwest	West North Central	South Dakota	34	▲
Northeast	New England	Vermont	54	▲
West	Mountain	Montana	70	▲
South	South Atlantic	West Virginia	77	▲
Midwest	West North Central	Nebraska	83	▲
West	Pacific	Alaska	110	▲
West	Pacific	Hawaii	111	▲
West	Mountain	Idaho	122	▲
South	East South Central	Mississippi	141	▲
Northeast	New England	Maine	152	▲
Midwest	West North Central	Iowa	154	▲
South	East South Central	Kentucky	157	▲
Northeast	New England	New Hampshire	199	▲

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Avg Reputation Score

75.07

Avg Severity Score

1.05

Avg Complaint per Company

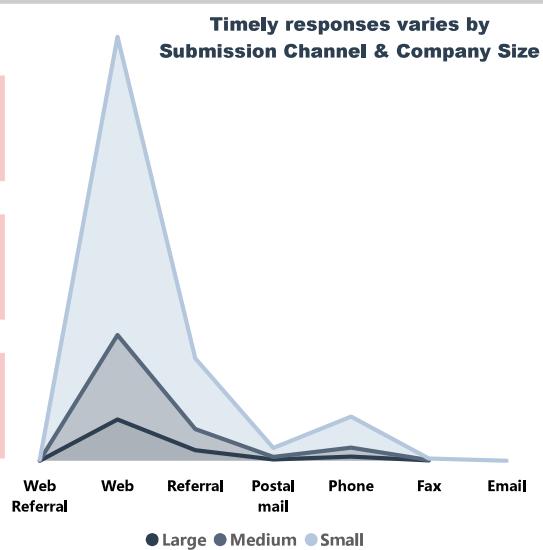
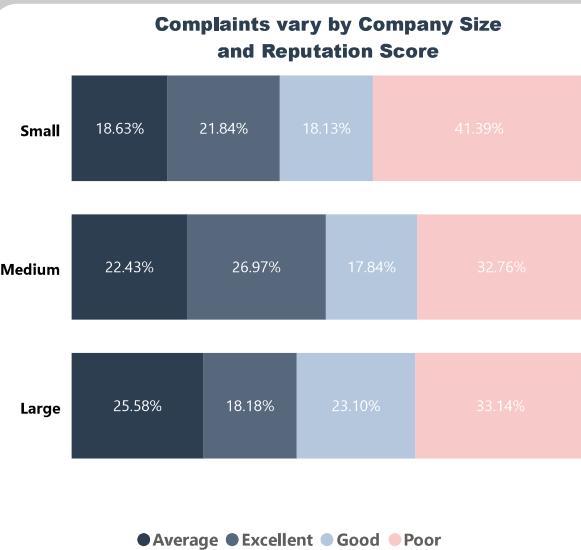
57.83

Avg Days to Response

15.09 Days

Timely Response Rate

96.05



Company Size

- Large
- Medium
- Small

1081

Companies Breakdown

Company ID	Market Share	Reputation	Days to Response	Timely Response Rate (%)	Trends
COMP-0001	3.85%	● Average	14.60	94.00	
COMP-0002	7.81%	▲ Good	13.29	95.24	
COMP-0003	1.69%	◆ Poor	13.28	98.36	
COMP-0004	2.71%	● Excellent	16.16	94.64	
COMP-0005	2.73%	◆ Poor	15.23	95.71	
COMP-0006	5.71%	◆ Poor	16.65	97.06	
COMP-0007	2.16%	◆ Poor	14.10	95.24	
COMP-0008	2.34%	◆ Poor	15.72	96.55	
COMP-0009	20.14%	▲ Good	11.76	95.92	
COMP-0010	13.58%	● Excellent	17.04	97.92	
COMP-0011	10.00%	◆ Poor	13.88	98.15	



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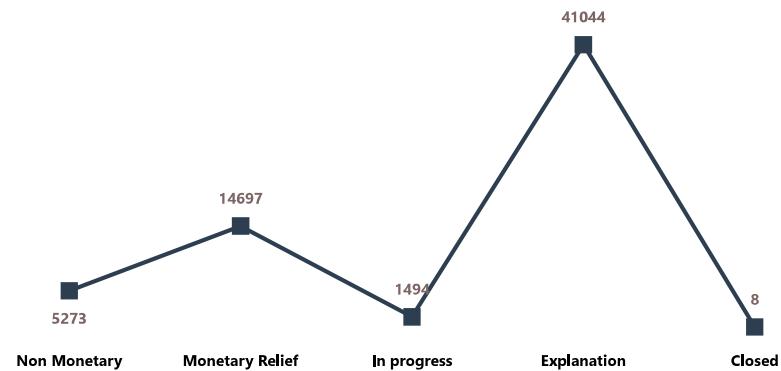
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Company response to Consumer Summary

2.39% of complaints are in progress

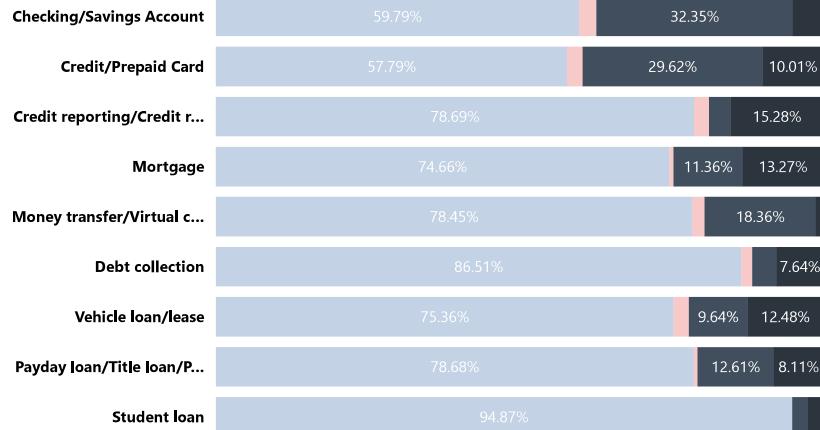


61022 complaints are closed



Company response to Consumer Complaints by:

Issues Product



Resolution speed by Channels and Outcomes

