

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

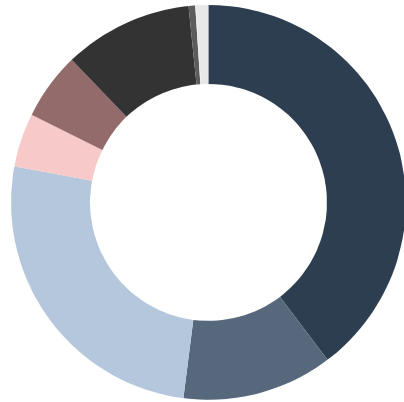
9

Total Issue

9

Issue

Product

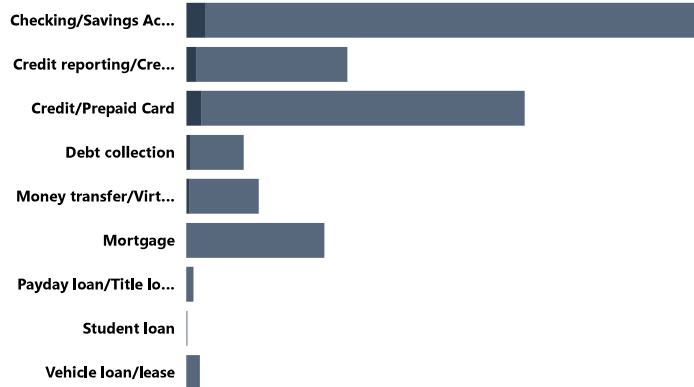


Product

- Checking/Savings Accounts
- Credit reporting/Credit repair services
- Credit/Prepaid Card
- Debt collection
- Money transfer/Virtual currency
- Mortgage
- Payday loan/Title loan/Personal loan
- Student loan
- Vehicle loan/lease

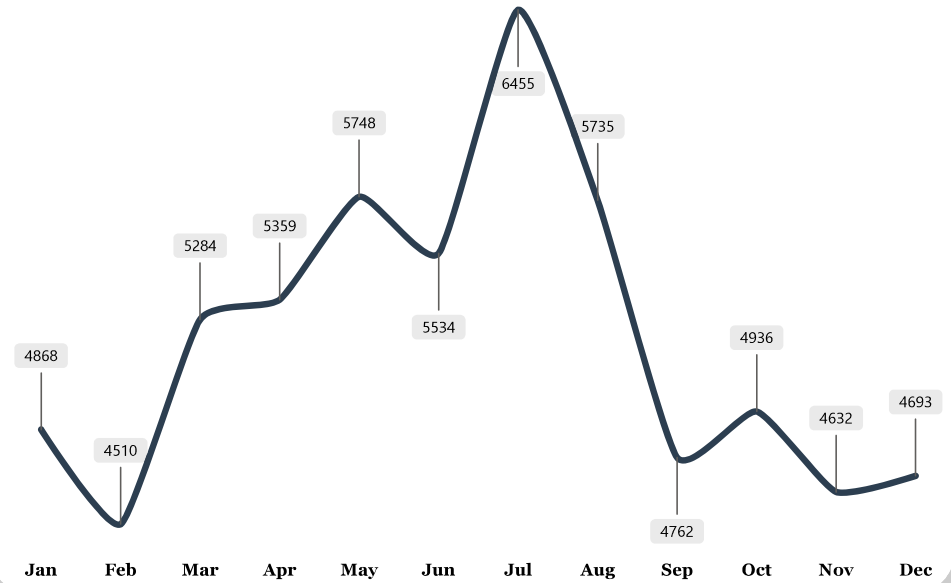
Majority resolved on time, shows quickly response

Timely response? ● No ● Yes



Complaints Trends by Time period

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



Complaints Count and Trends

Product	Complaints	Year Trends
Student loan	39	
Payday loan/Title loan/Personal loan	333	
Vehicle loan/lease	633	
Debt collection	2736	
Money transfer/Virtual currency	3453	
Mortgage	6601	
Credit reporting/Credit repair services	7710	
Credit/Prepaid Card	16197	
Checking/Savings Account	24814	

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Total States

51

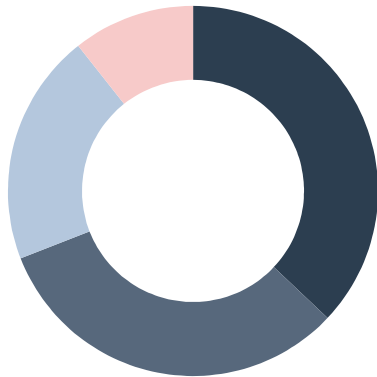
Regional Complaints

1,225.80

Midwest Northeast South West



Highest Complaints from SOUTH



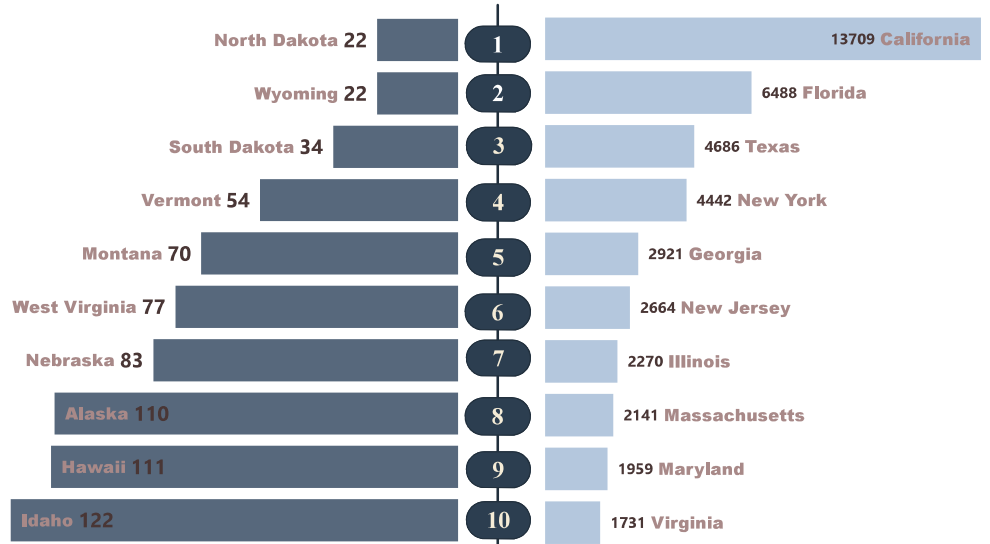
Midwest
6663

Northeast
12674

South
23152

West
20027

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	

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

PRODUCT & ISSUE

GEOGRAPHICAL

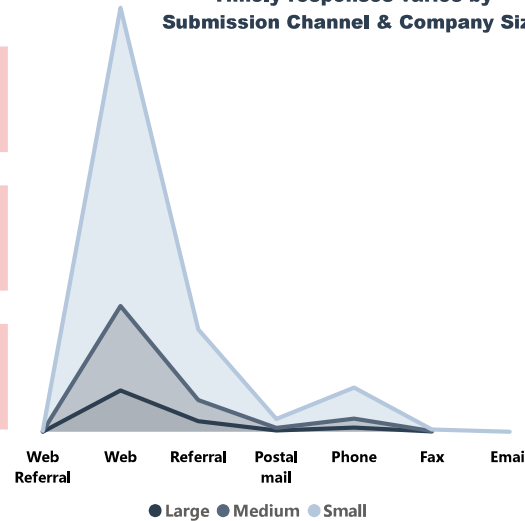
COMPANIES

RESPONSE

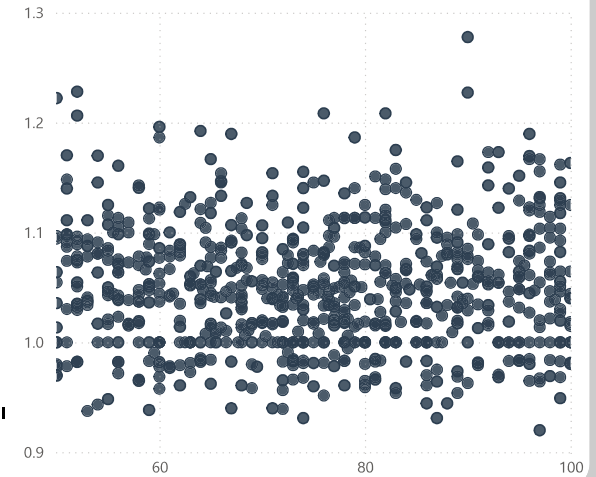
Complaints vary by Company Size
and Reputation Score



Timely responses varies by
Submission Channel & Company Size



Reputation and Severity change with
Market Share



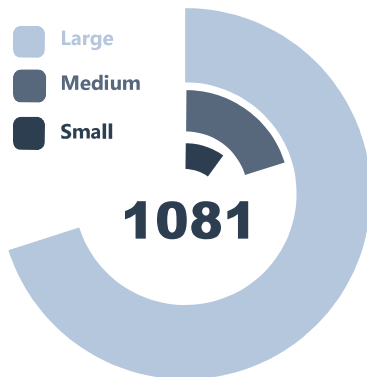
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Company Size



Companies Breakdown

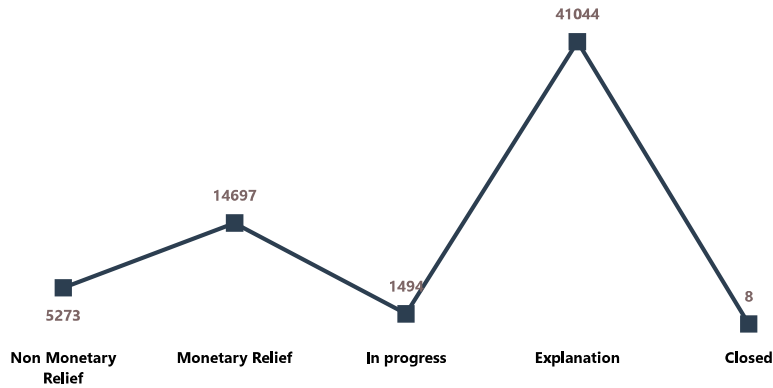
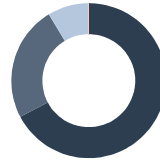
Company Size: All | Reputation Score: All | Response Days: All

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	13.00	99.15	

Company response to Consumer Summary

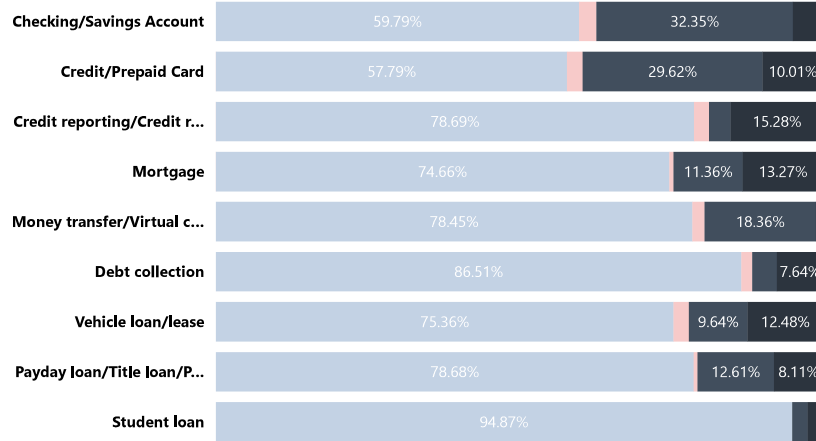
2.39% of complaints are in progress

61022 complaints are closed

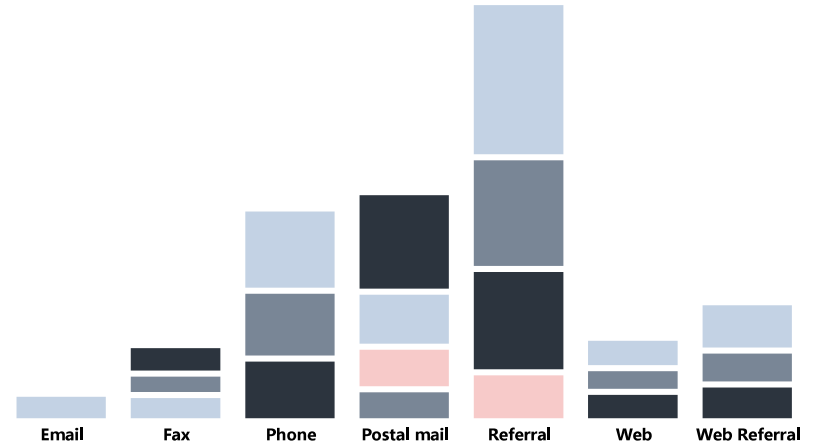


Company response to Consumer Complaints by:

Issues Product



Resolution speed by Channels and Outcomes



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Submitted via Company respon... Avg_Response_T...

