CUSTOMER COMPLAINT DASHBOARD Select Prod., OTHERS 72,431 9,690 I_{13.38%} 12,192 I 16.83% 18,910 l_{26.11%} 11,918 I 16.45% 19,721 I 27.23% Checking/savings Bank account or service **CREDIT CARD MORTGAGE OTHERS TOTAL COMPLAINTS COMPLAINTS PER YEAR** Map All **Date Received** 100.. 54.60% 1,416 58.91% %80.09 161 1.074 WA ΜT 78.68% 82.73% 88.65% 127 MN 916 94.54% 907 261 100.00% 67 OR ID 326 50% WY IA 2,720 1,986^{2,44} 408 1,402 308 45.40% CO KS 32.84% 1.944 340 21.32% 223 MS ΑZ NM 0% 2014 2016 2020 2011 **Request Type Year Trend Date Received** Web 65.55% 3,831 4K 4K 17.77% Referral 3,049 **Number of Complaints Number of Complaints** 3,388 3K 3K 8.00% Postal mail 7.31% Phone 1.769 Fax 1.35% 1K 1,198 1,122 770 Email | 0.01% 0К 0К 2020 2012 2013 2015 2016 2018 2019 2014 10% 20% 30% 40% 50% 60% 70%