



Customer COMplaints



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01



PROJECT RECAP



You can enter a subtitle here if you need it



QUICK RECAP

- Consumer complaints on financial products & services for Bank of America from 2017 to 2023, including the dates the complaint was submitted to the CFPB and then sent to the company, the product and issue mentioned in the complaint, and the company's response.
-





02



THE GOAL

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THE REAL GOAL

"Our goal is to study these complaints that bank customers are bringing up. Studying these complaints will help us understand the most common problems and grievances our customers face, enabling us to try to avoid them and strive to provide a better and easier service. This may involve attempting to change or implement a new system for the bank to ensure better service while retaining the fundamentals."





03



THE TEAM

You can enter a subtitle here if you need it



OUR TEAM



TIMMY JIMMY

You can replace the image
on the screen with your own



JENNA DOE

You can replace the image
on the screen with your own



04



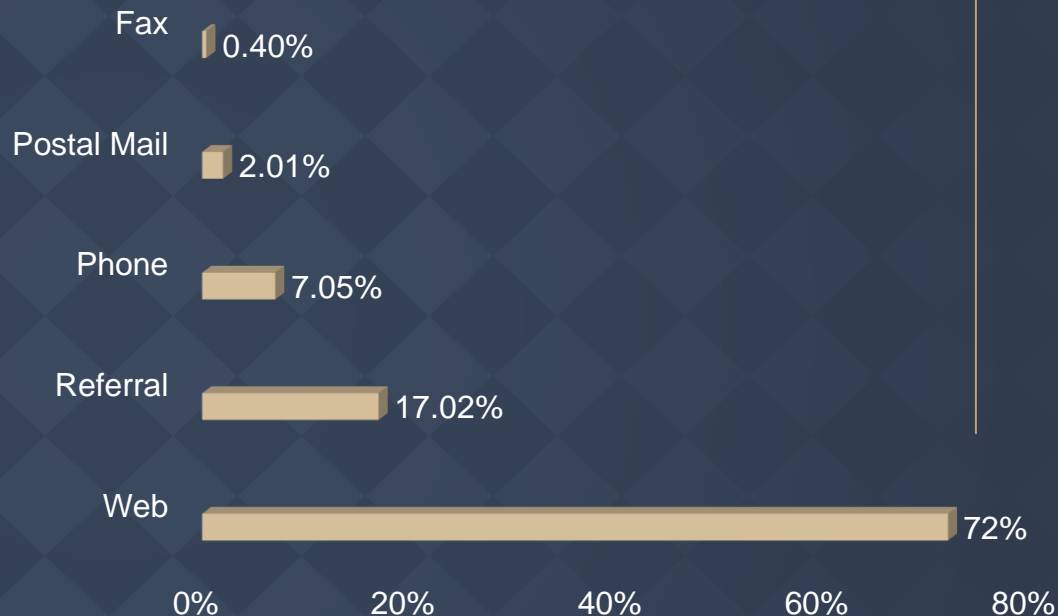
INGHTS

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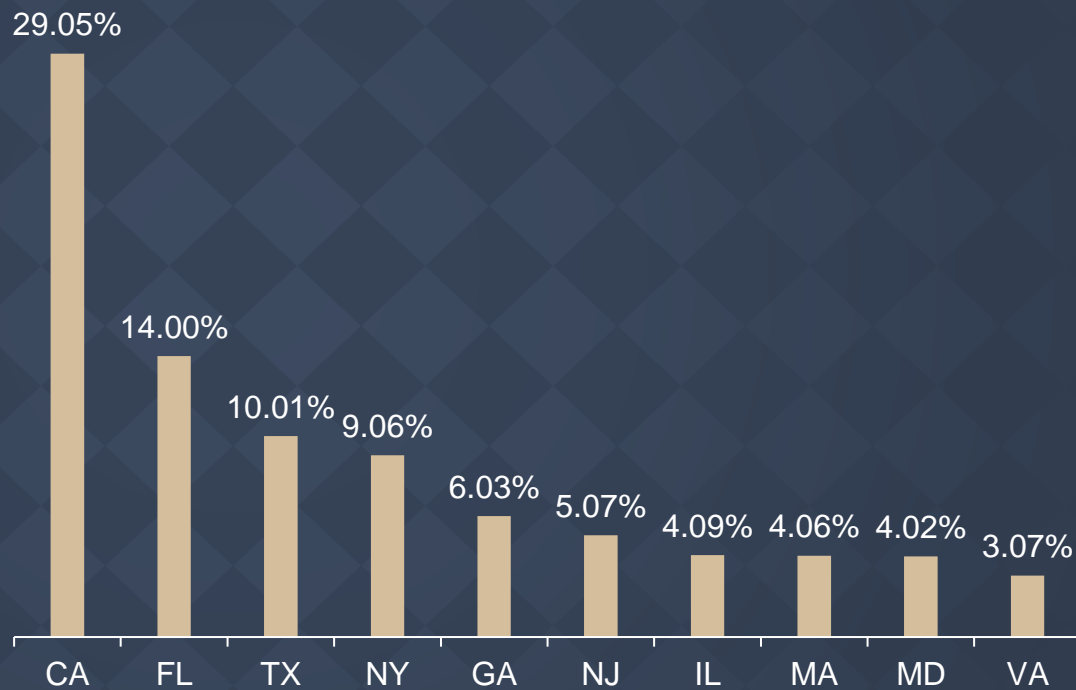


How the complaint was submitted to the CFPB

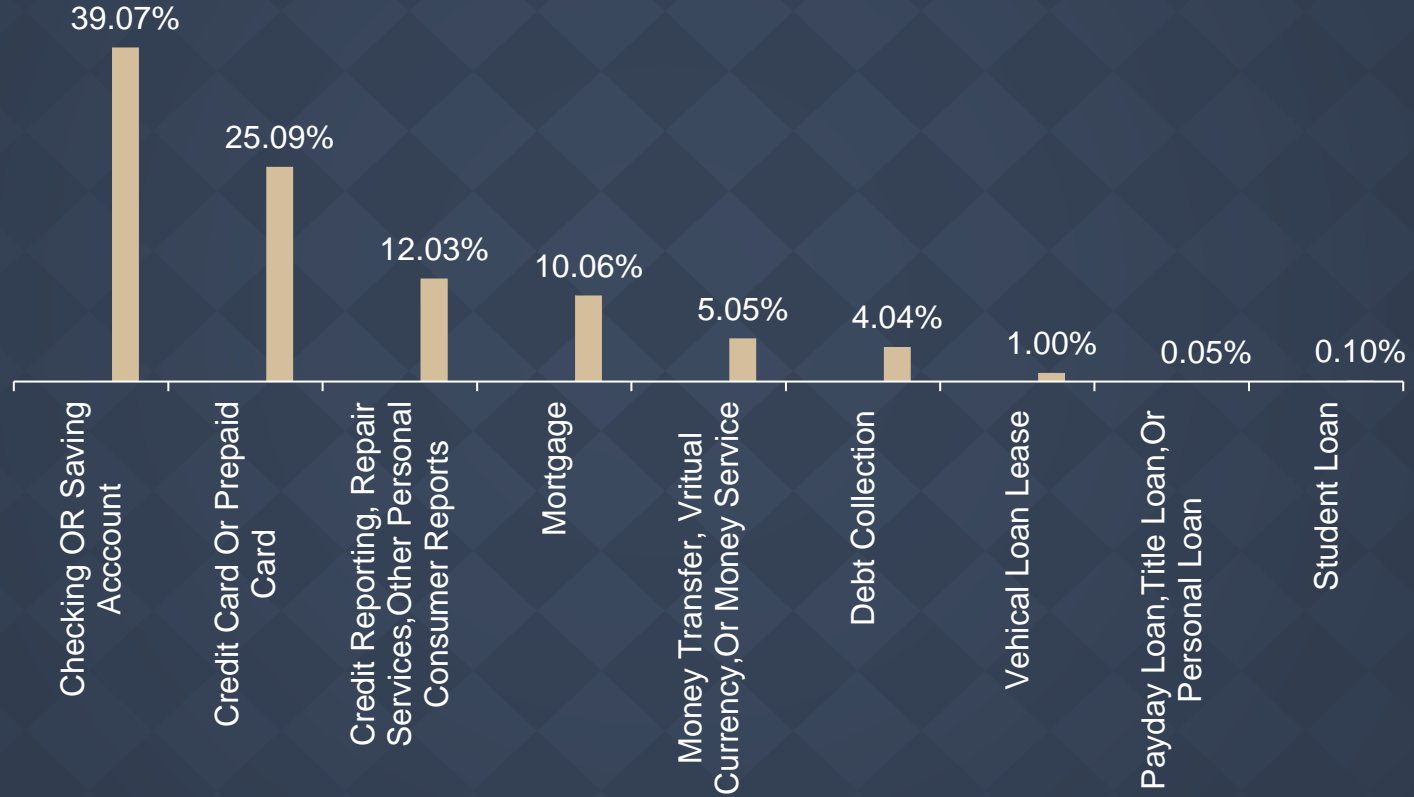
The graph shows us the sources of complaints, and it became clear from the analysis process that the majority of complaints come from the web. We must be careful, provide better service, perform frequent maintenance, and follow up frequently.



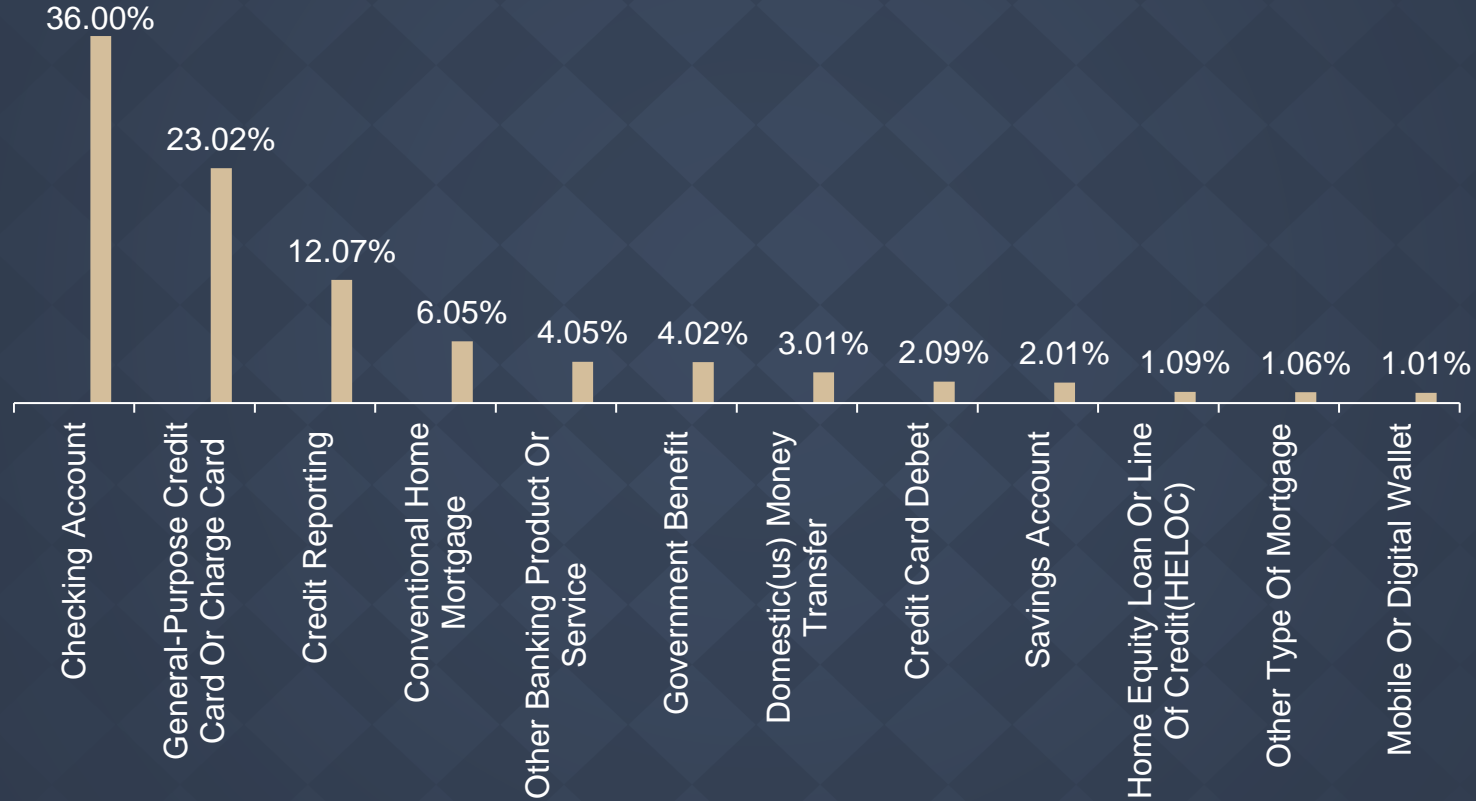
The state of the mailing address provided by the consumer



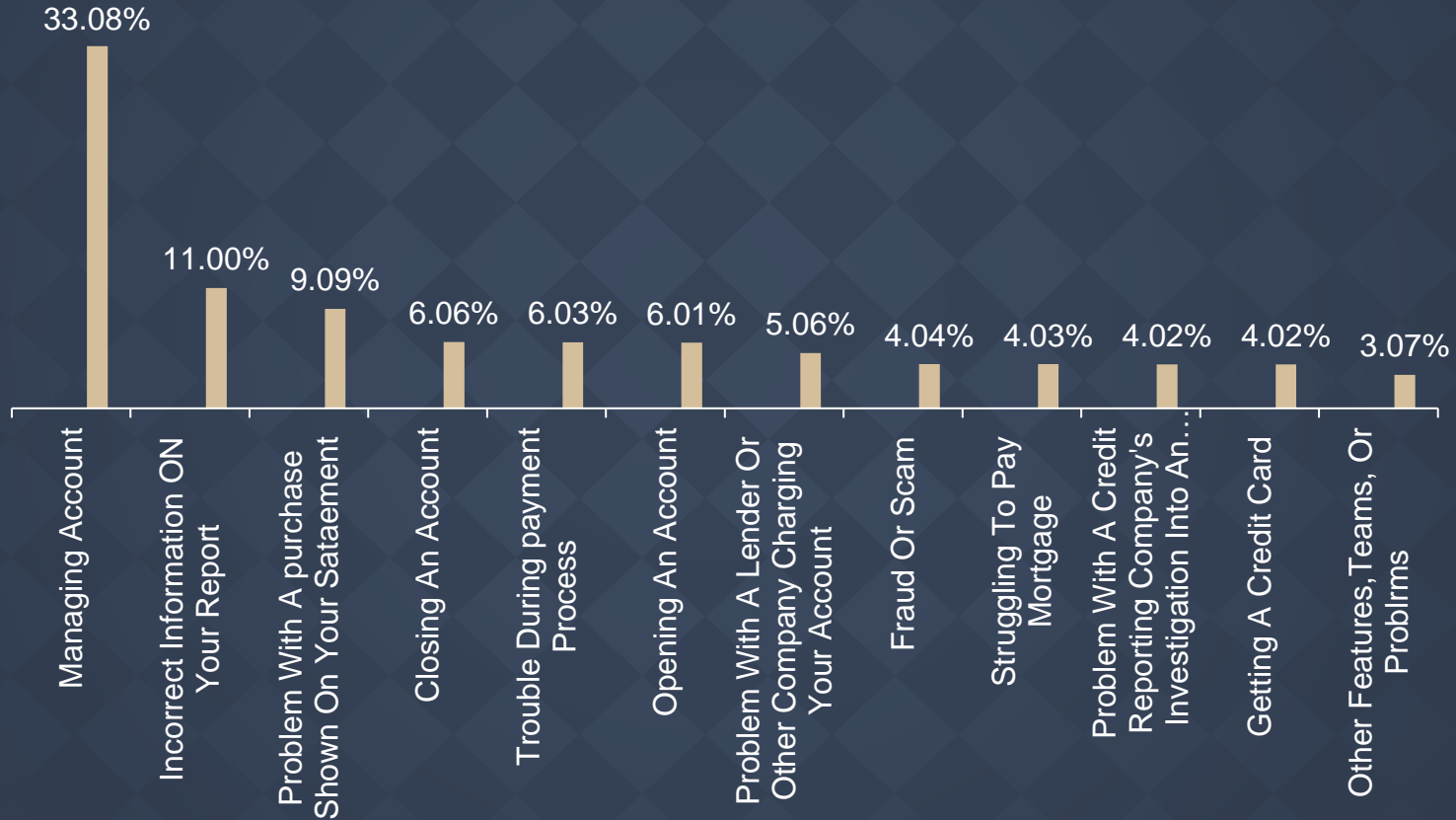
The type of product the consumer identified in the complaint



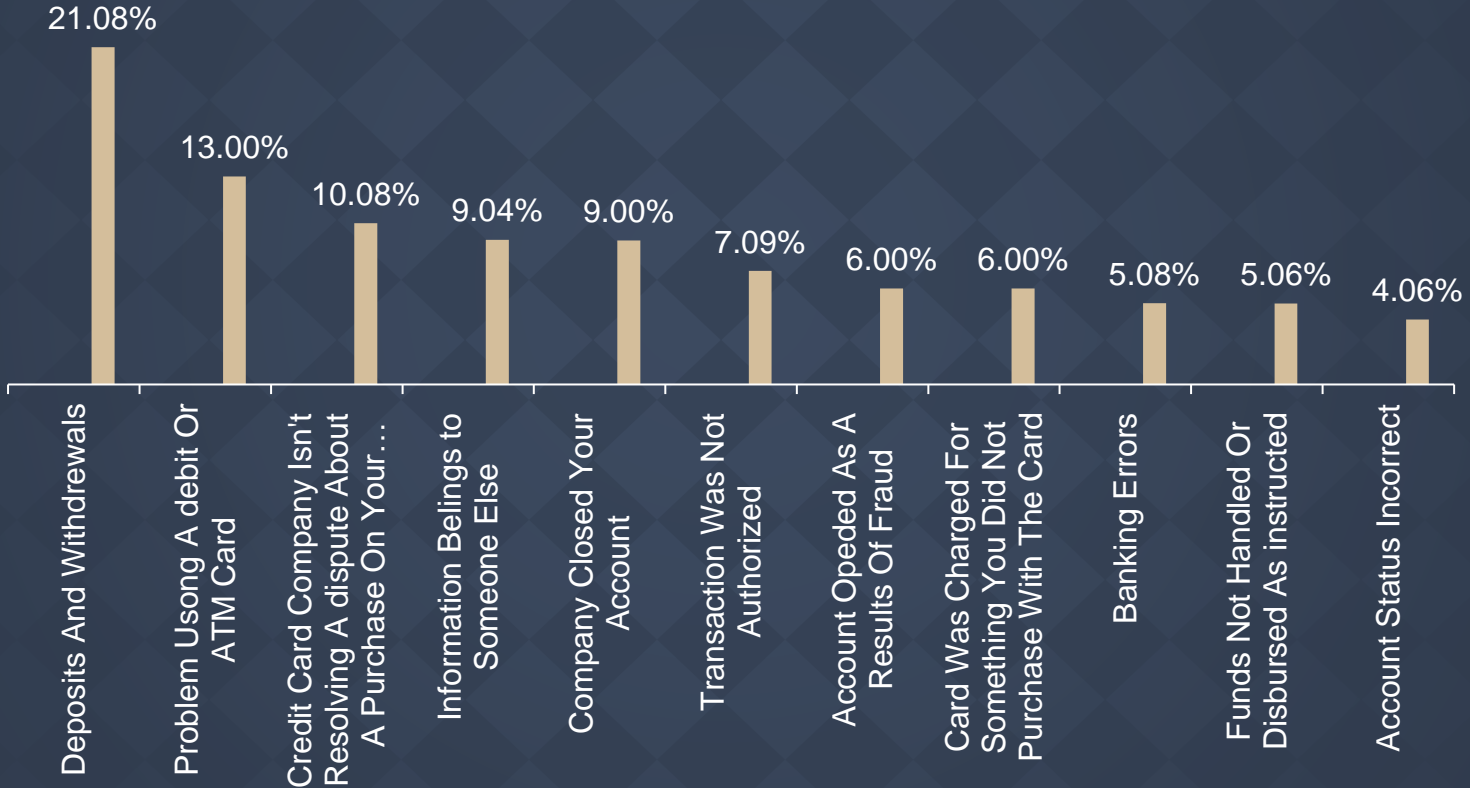
The type of sub-product the consumer identified in the complaint (not all Products have Sub-products)



The issue the consumer identified in the complaint (possible values are dependent on Product)



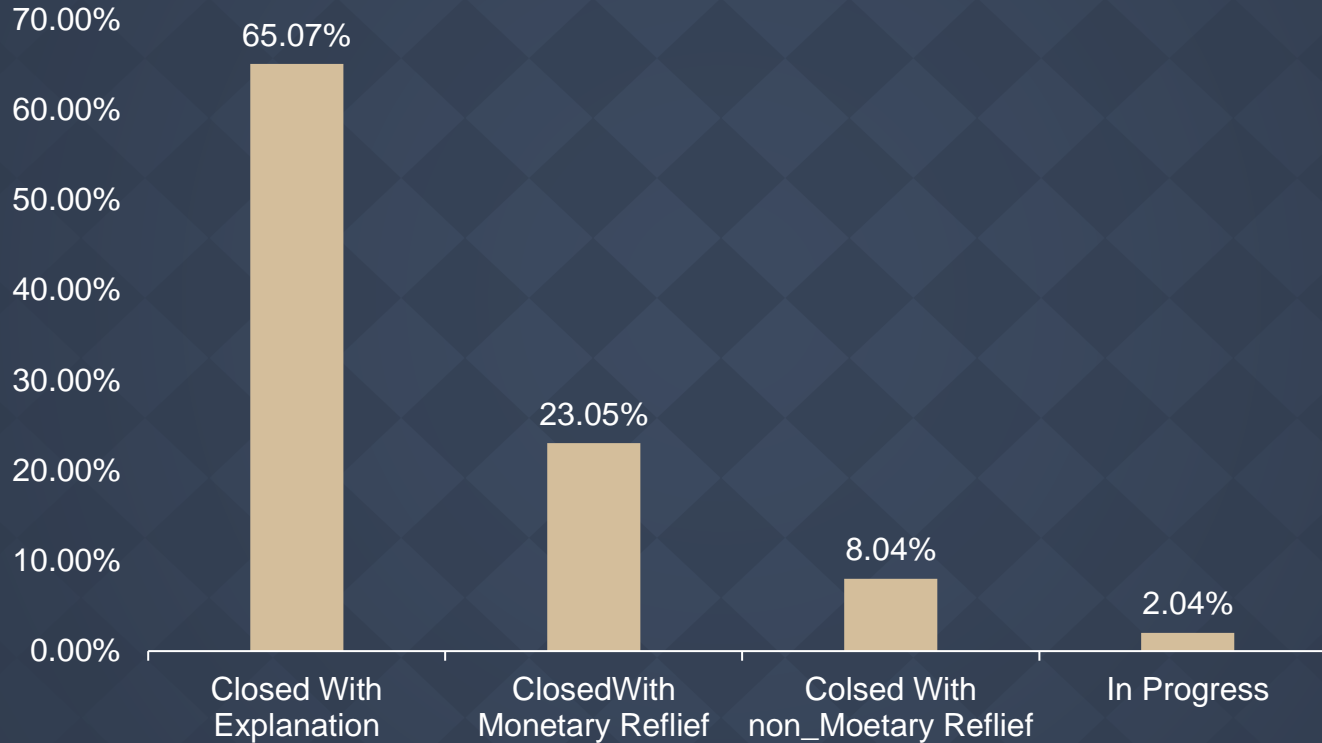
The sub-issue the consumer identified in the complaint (possible values are dependent on Product and Issue and not all Issues have corresponding Sub-issues)



Company public response

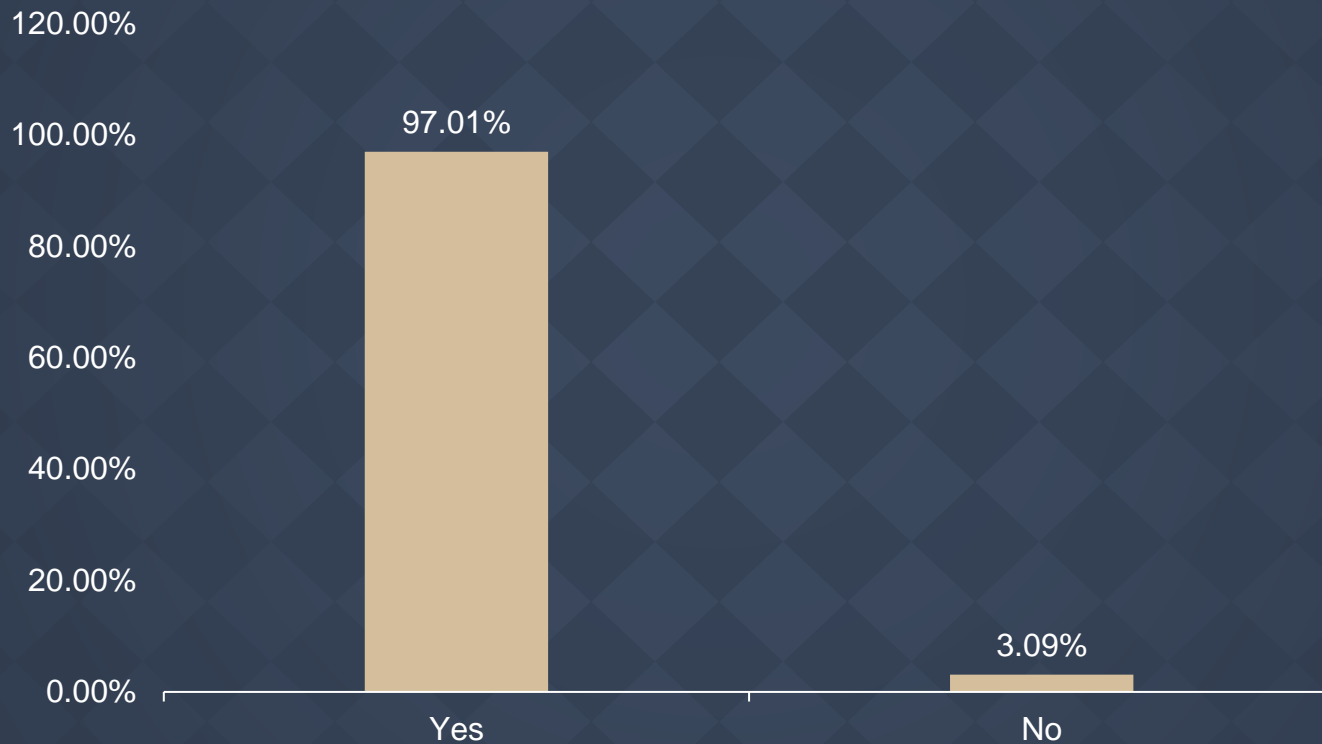
The company responded to a customer and the Consumer Financial Protection Bureau (CFPB) regarding a specific issue. However, it decided not to provide a public response. This indicates that although it responded to inquiries or complaints internally or with relevant parties, it chose not to disclose its response publicly.

This is how the company responded



Whether the company gave a timely response (Yes/No)

Rows per page



DONE