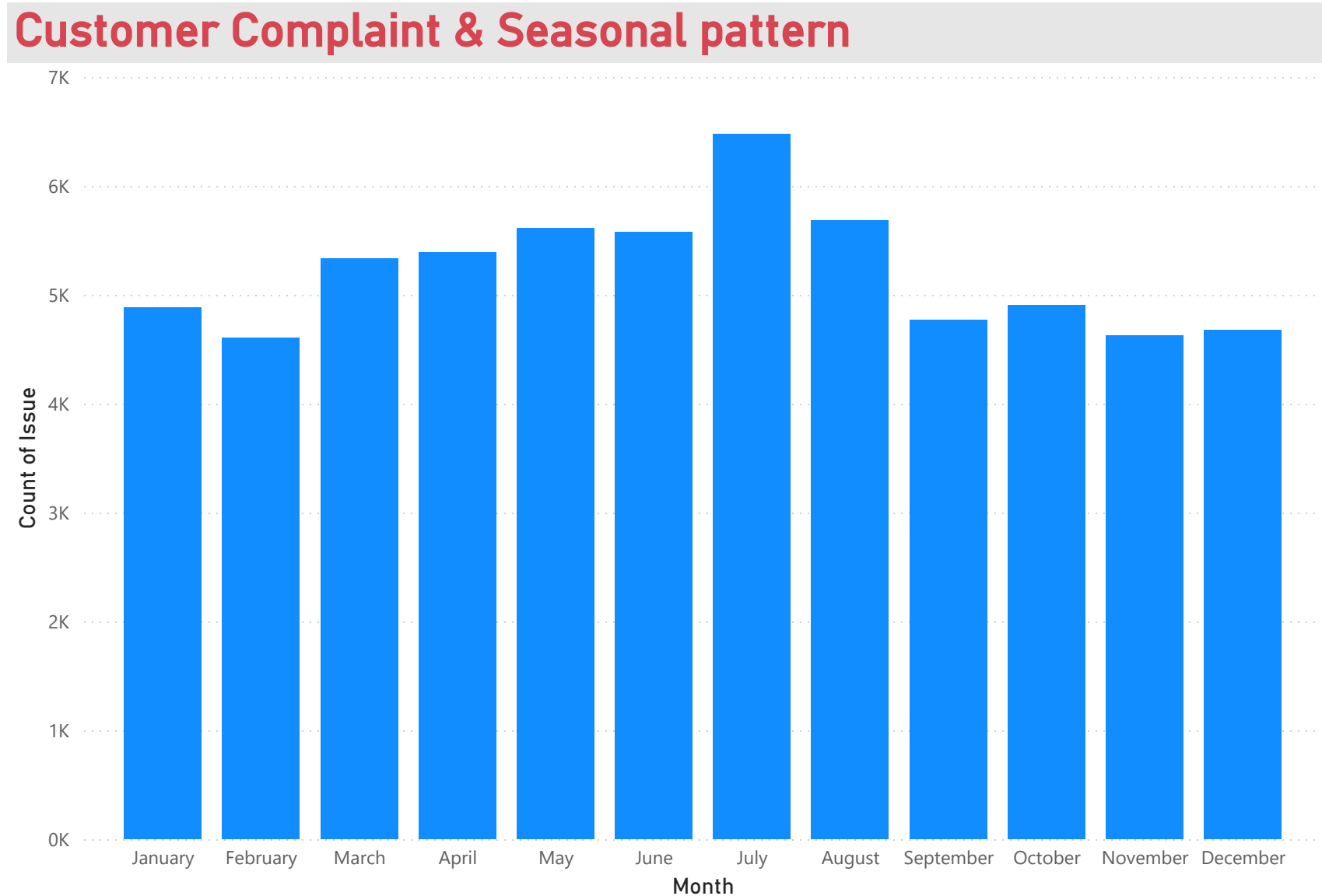


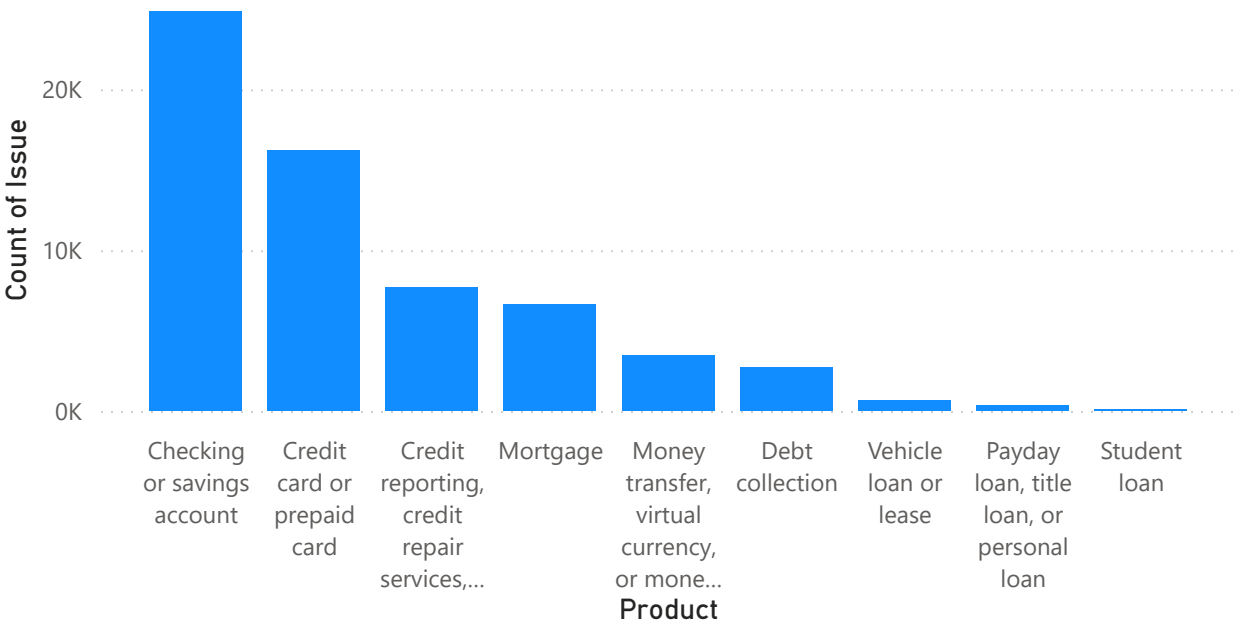
FINANCIAL CONSUMER COMPLAINTS

Month	Count of Issue
January	4883
February	4602
March	5335
April	5386
May	5608
June	5575
July	6474
August	5684
September	4765
October	4902
November	4626
December	4676
Total	62516



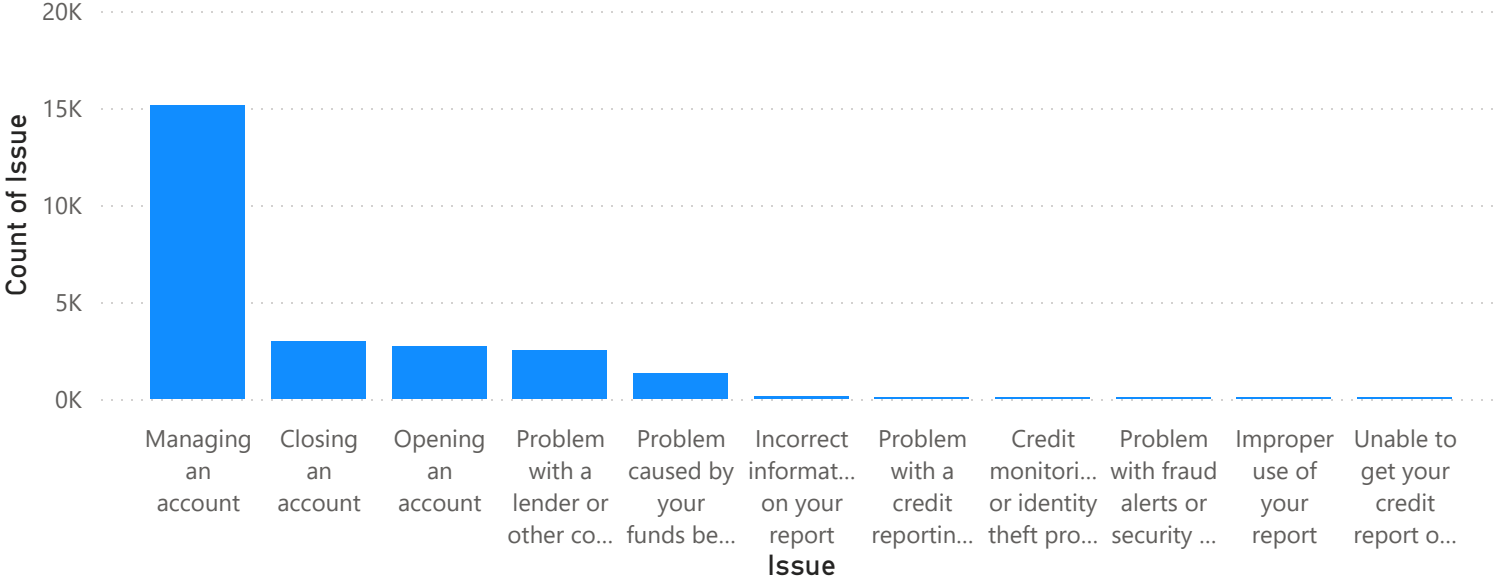
There is a partially significant relationship between Customer complaint and the Season though the complaints cut across all the months but there is a peak number of complaints at the middle of the year especially in the month of July.

Product with the Highest Complaint



Issue	Count of Issue
Closing an account	2953
Credit monitoring or identity theft protection services	17
Improper use of your report	16
Incorrect information on your report	129
Managing an account	15109
Opening an account	2725
Problem caused by your funds being low	1330
Problem with a credit reporting company's investigation into an existing problem	20
Problem with a lender or other company charging your account	2493
Problem with fraud alerts or security freezes	17
Unable to get your credit report or credit score	5
Total	24814

Highest Complaint In Checking and Savings Account



The Product with the highest Complaint is Checking or Saving Account

WHILE the Managing an Account is the highest complaint made under Checking or Savings.

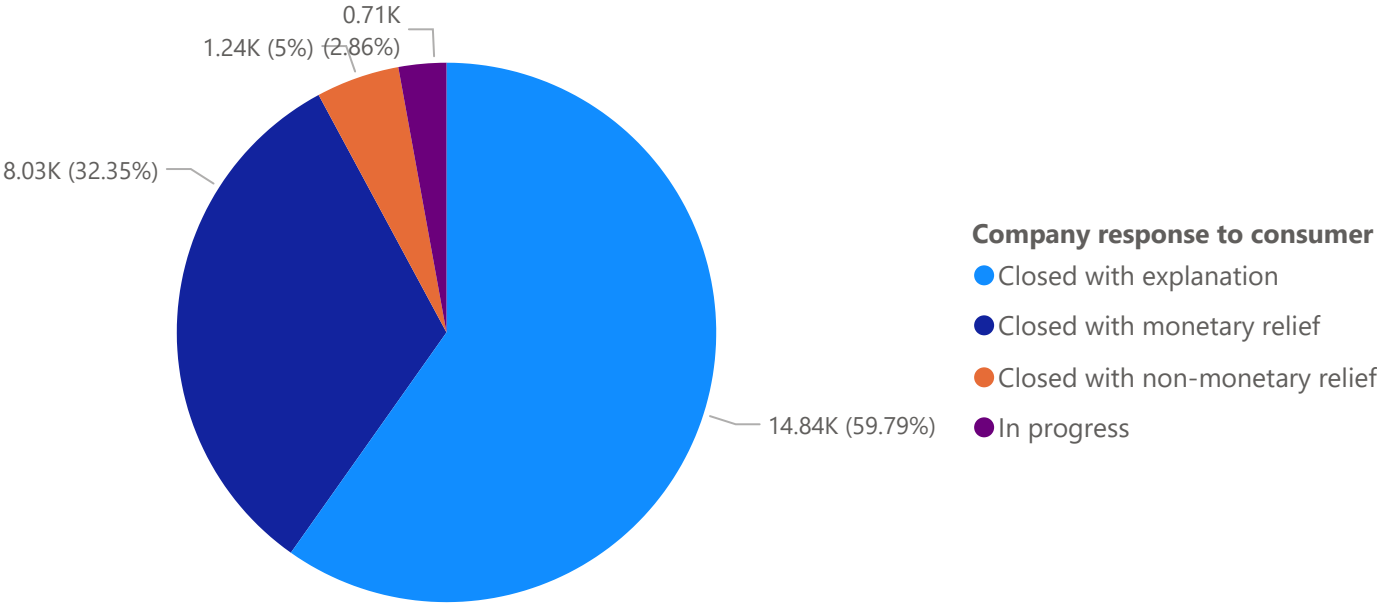
Company response to consumer

Count of Company response to consumer

Closed with explanation	14836
Closed with monetary relief	8027
Closed with non-monetary relief	1241
In progress	710
Total	24814

Most Complaints were Closed with explanation.

Count of Company response to consumer by Company response to consumer



Issue	Untimely
Closing an account	
Closing an account	No
Credit monitoring or identity theft protection services	
Credit monitoring or identity theft protection services	No
Improper use of your report	
Improper use of your report	No
Incorrect information on your report	
Incorrect information on your report	No
Managing an account	
Managing an account	No
Opening an account	
Opening an account	No
Problem caused by your funds being low	
Problem caused by your funds being low	No
Problem with a credit reporting company's investigation into an existing problem	
Problem with a credit reporting company's investigation into an existing problem	No
Problem with a lender or other company charging your account	
Problem with a lender or other company charging your account	No
Problem with fraud alerts or security freezes	
Unable to get your credit report or credit score	
Unable to get your credit report or credit score	No

FROM THE DATA GIVEN, IT WAS OBSERVED THAT ALL ISSUES RELATING TO CHECKING OR SAVINGS ACCOUNT ALL GOT TIMELY RESPONSES AND NO UNTIMELY RESPONSE.



Q & A SESSION



what is the highest product with issues



Key influencers Top segments



What influences Product to be Checking or savings acc... ▾ ?

When...

....the likelihood of Product
being Checking or savings
account increases by

Issue is Managing an
account

4.85x

← Product is more likely to be Checking or savings
account when Issue is Managing an account than
otherwise (on average).



☐ Only show values that are influencers