

PRESENTATION

By Bikram Dey

FINANCIAL CONSUMER COMPLAINTS

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.

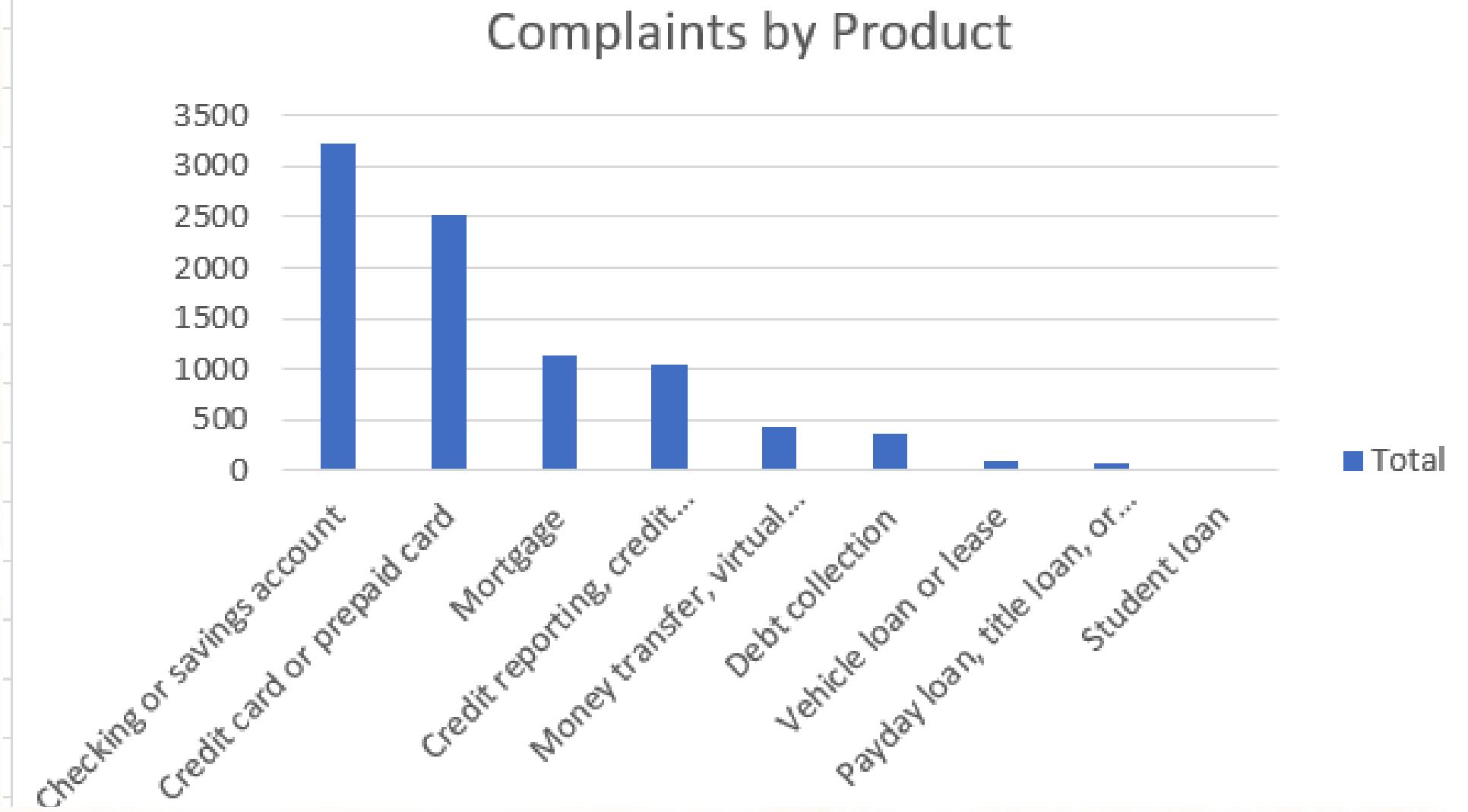
PROJECT GOALS

- Do consumer complaints show any seasonal patterns?
- Which products present the most complaints? What are its most common issues?
- How are complaints typically resolved?
- Can we learn anything from the complaints with untimely responses?

DISCUSSION

We will use Power Query and Power Pivot to clean the data & transform the data, then we will analyze the data using charts and graphs. We will represent the analysis of Financial Complaints using a Dashboard in Excel.

SUBJECT 1

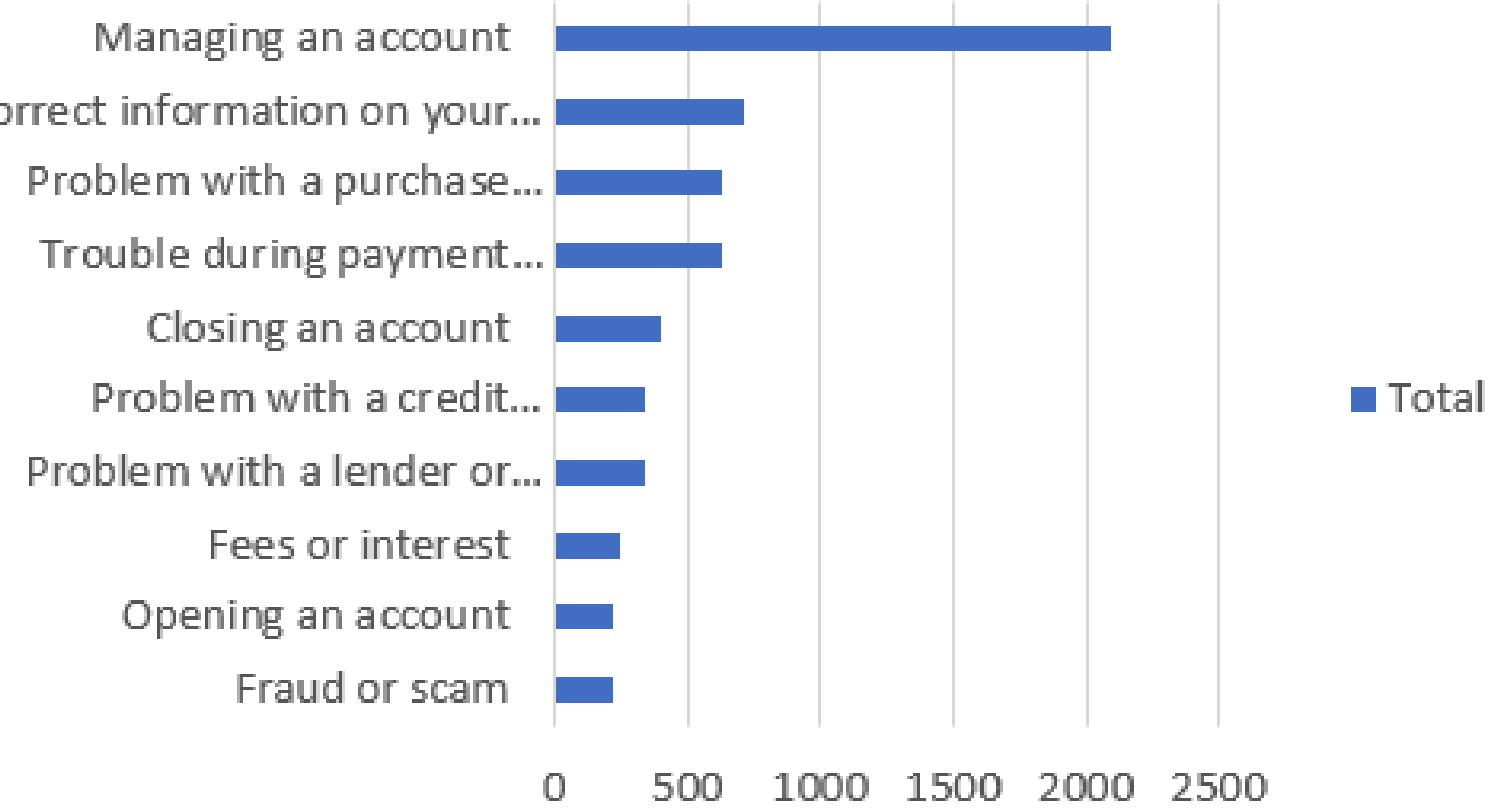


SUBJECT 2

Count of Complaint ID

Complaints by Issue

Chart Area



SUBJECT 3



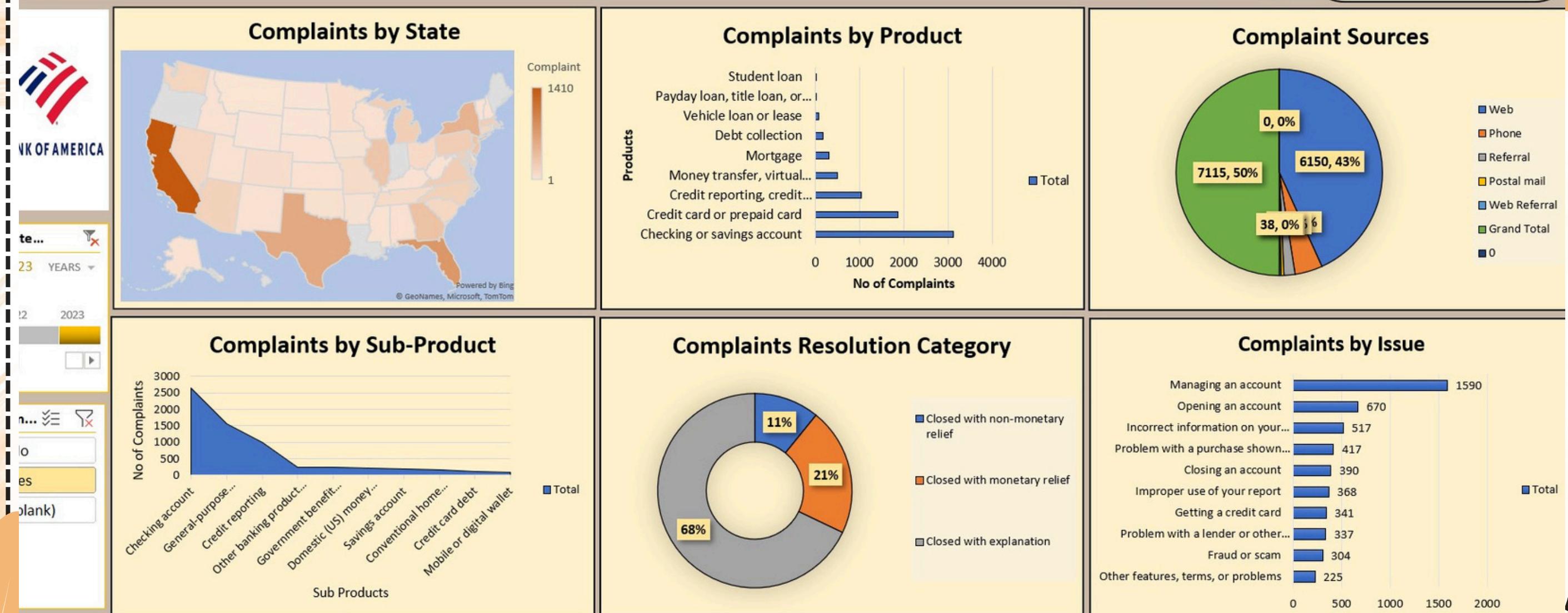
RESULT

- In the FY 2022, Maximum Number of Complaints were registered
- Checking or Saving Account presents the greatest number of complaints with the maximum issues related to managing an account.
- Complaints typically resolved with full explanation
- In FY 2021, Maximum Number of Untimely responses were made by the bank and the maximum number of issues were regarding incorrect information on the report

Analysis of Financial Consumer Complaints For BANK OF AMERICA



7115
Total Complaints





THANK YOU