

# FINANCIAL COMPLAINTS OVERVIEW

Email

Fax

Phone

Postal mail

Referral

Web

Total Complaints

75K

Timely Response %

98.05%

Disputed Rate%

9.71%

YOY% change

14.33%

Resolved at no cost

84.50%

In progress

280

Date Received

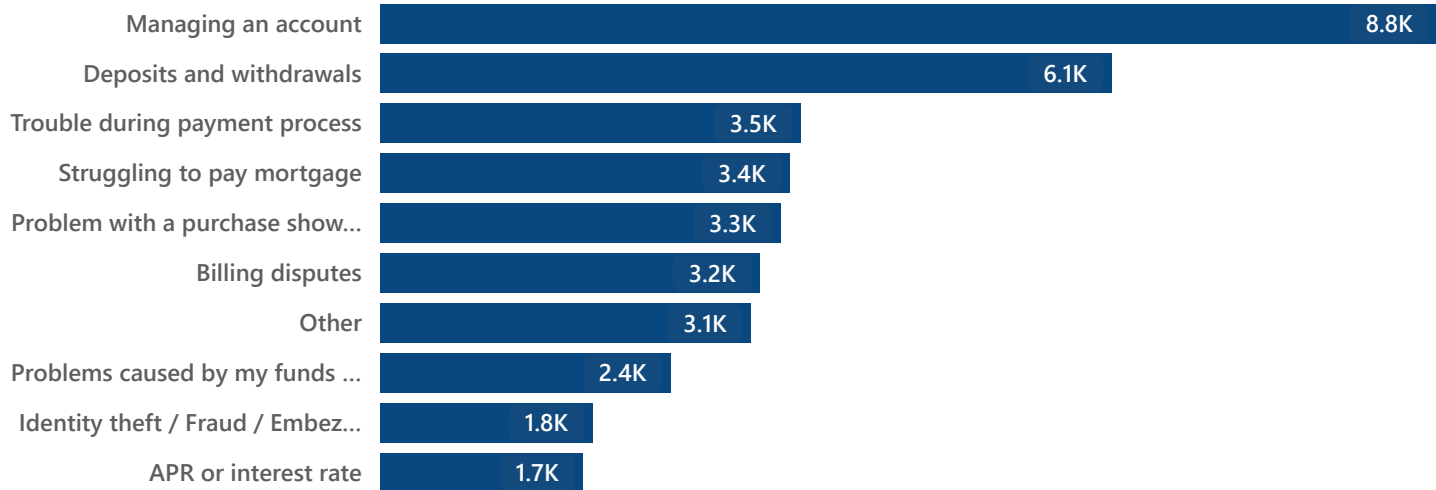
01-12-2011



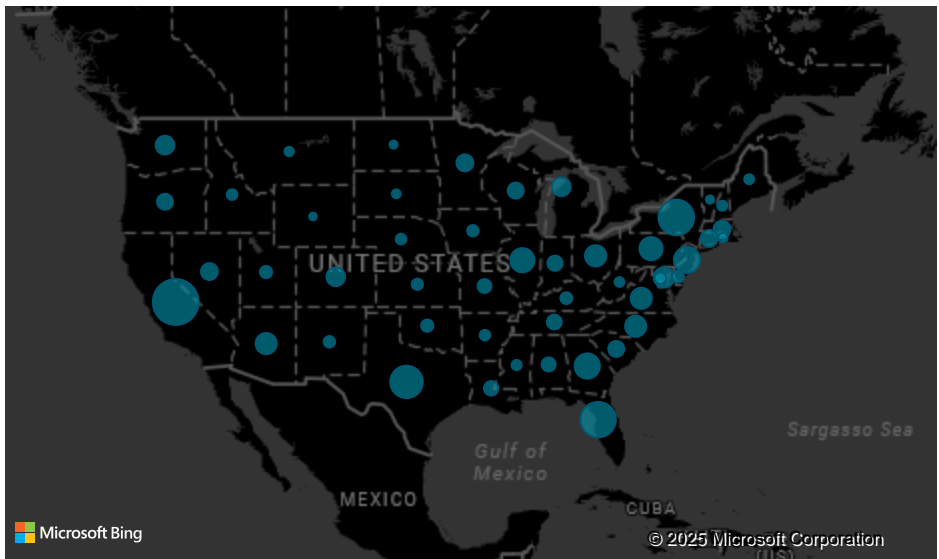
13-10-2020



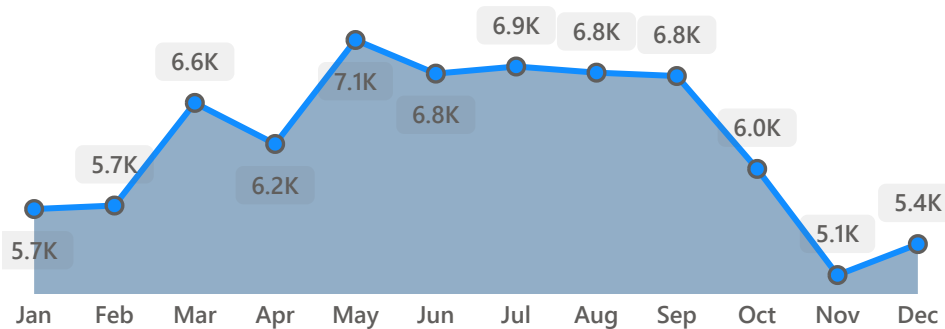
## Complaints by Issue



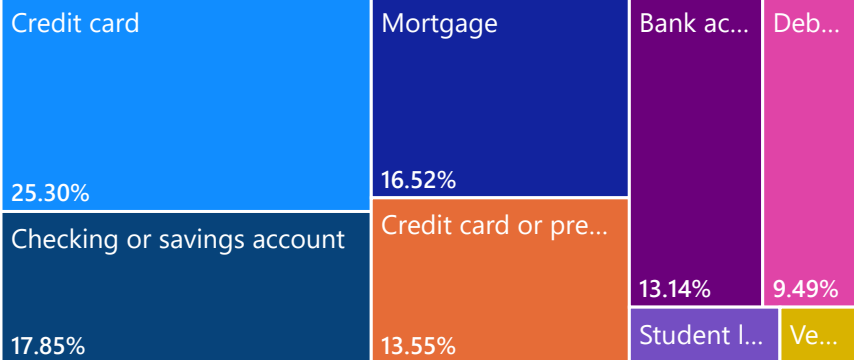
## Complaints by State



## Monthly Trend



## Complaints by Product



## % Consumer disputed

