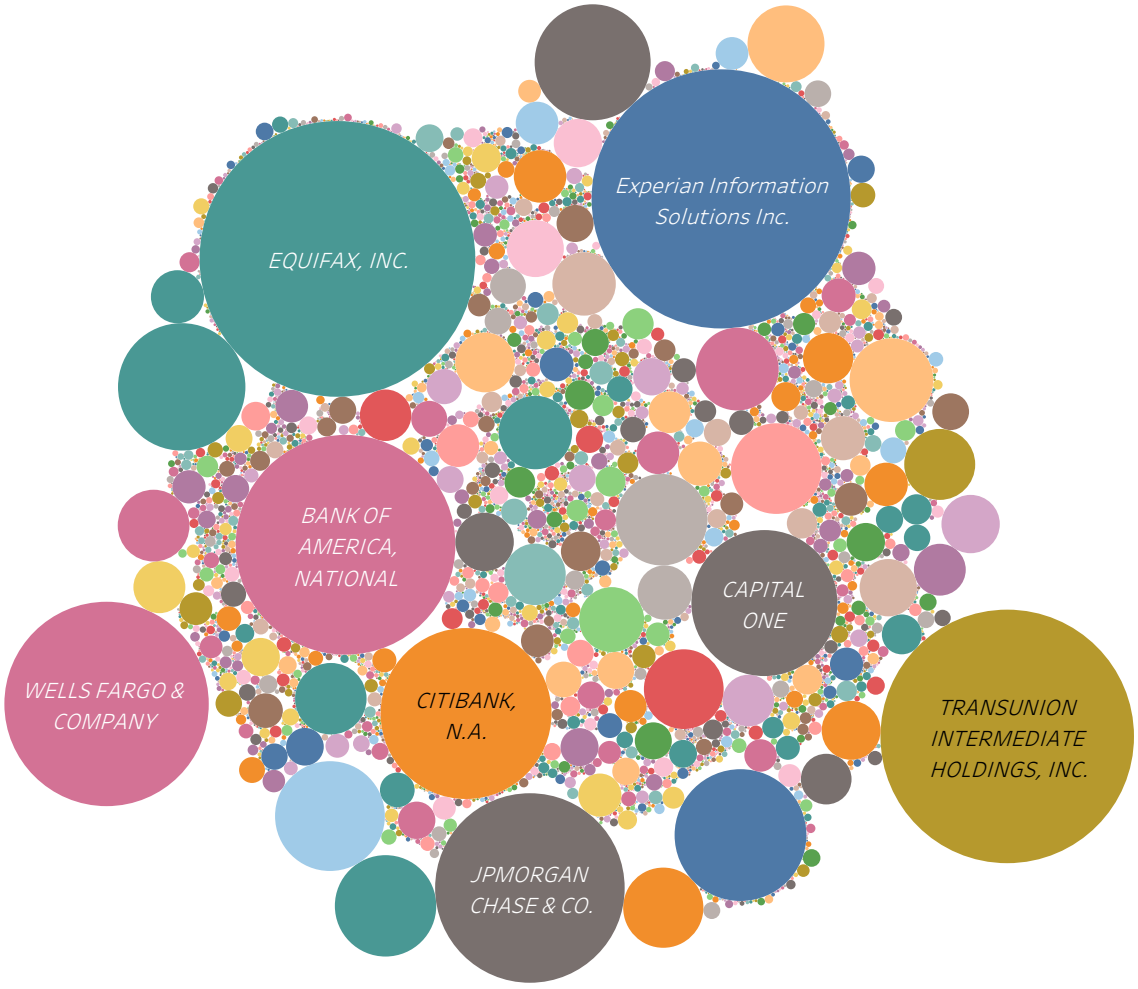
Consumer Complaints-How Angry Customer Gets Furious

Complaint Receivers	Angry States	Products with the Most Complains	3 Main Products with the most complaints	Complaint Submission Method	Trends	Top 15 Slow Responding ..



Company

- 1 STOP MONEY CENT..
- 1ST 2ND MORTGAGE ..
- 1ST ALLIANCE LENDI..
- 1st Capital Finance of..
- 1st Capital Mortgage..
- 1st Fidelity Loan Serv..
- 1ST FINANCIAL, INC.
- 1st Florida Lending C..
- 1st Franklin Financial..
- 1st Maryland Mortga..
- 1st Midwest Mortgag..
- 1st Money Center, Inc.
- 1st Portfolio Holding ..
- 1ST PREFERENCE MO..
- 1ST RESULTS BILLING..
- 1st United Funding, L..
- 3D Financial
- 3G+1, Inc. dba Califor..
- 3rd Generation, Inc.
- 4 Star Resolution LLC ..
- 4M Collections, LLC
- 8 Investments Corpor..
- 10 Cent Title Pawn Inc
- 21ST MORTGAGE CO..
- 24 Asset Managemen..
- 60 Month Loans, Inc.
- 77 Elite
- 99th Floor LLC
- 245 Holdings LLC
- 360 MORTGAGE GRO..
- 2233 Paradise Road L..
- 2288984 Ontario Inc.
- Lippman Recupero, L..
- (Former)Shapiro, Sw..
- A & E Futures LLC
- A & J COLLECTION
- A & O Recovery Soluti..
- A & S Collection Assoc..

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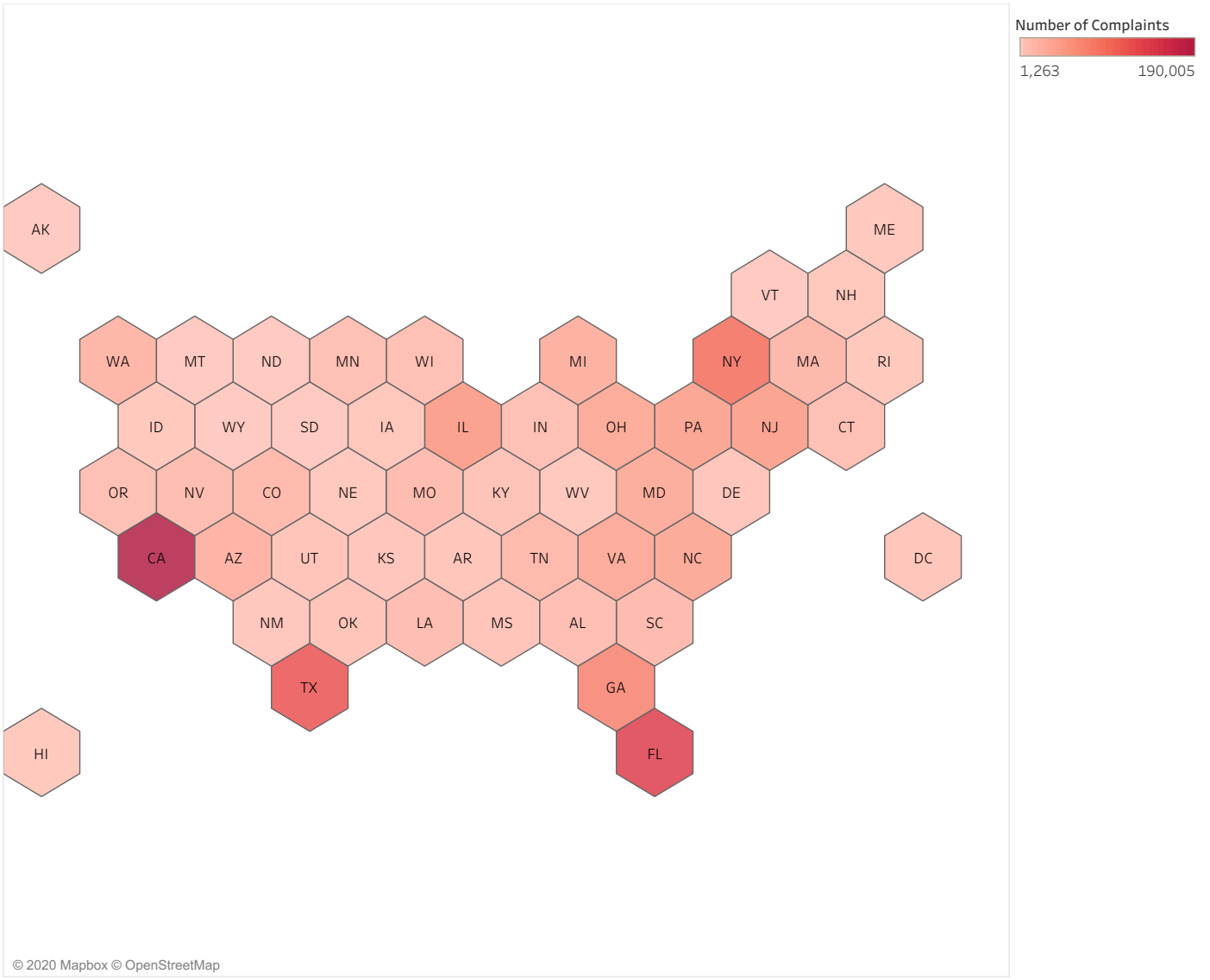

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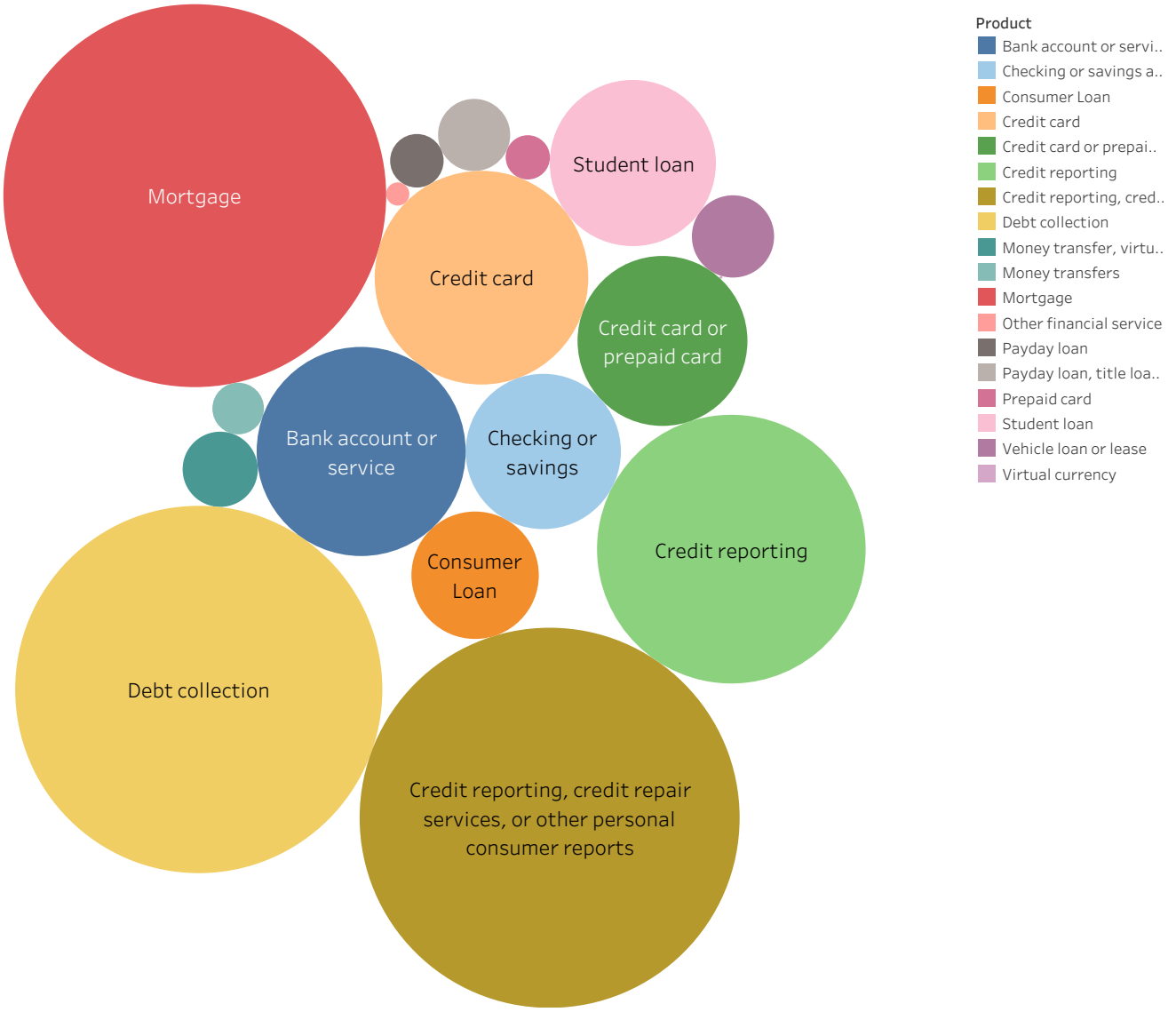
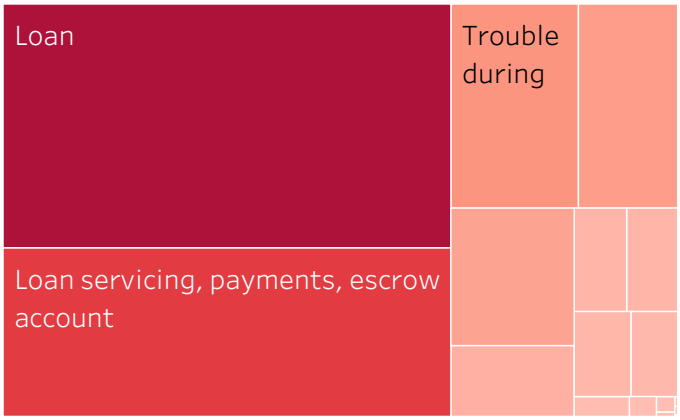
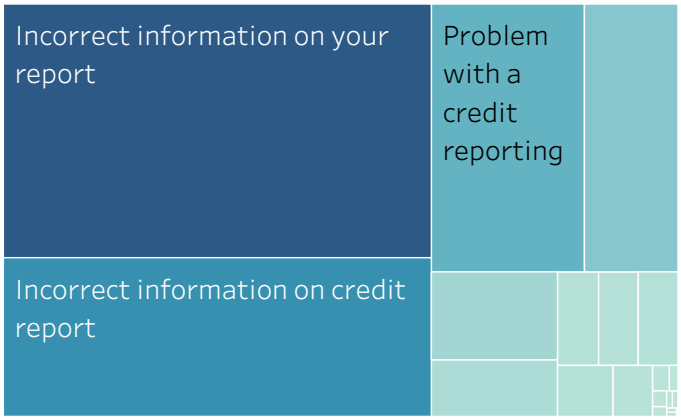


Consumer Complaints-How Angry Customer Gets Furious

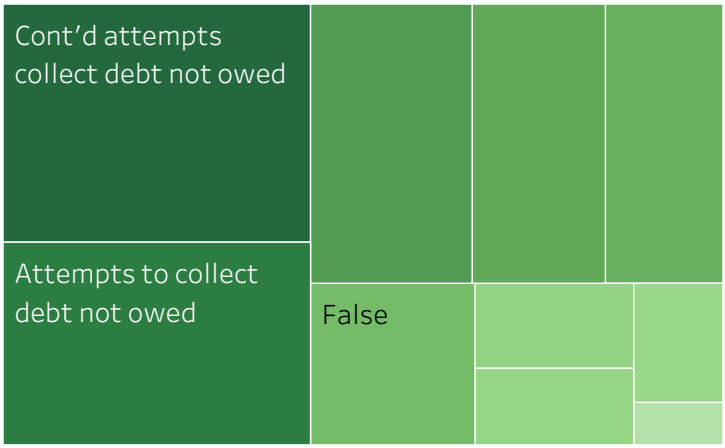
What are the Main Issues Associated with Mortgage Products?



What are the Main Issues Associated with Credit Reporting Products?



What are the Main Issues Associated with Credit Reporting Products?



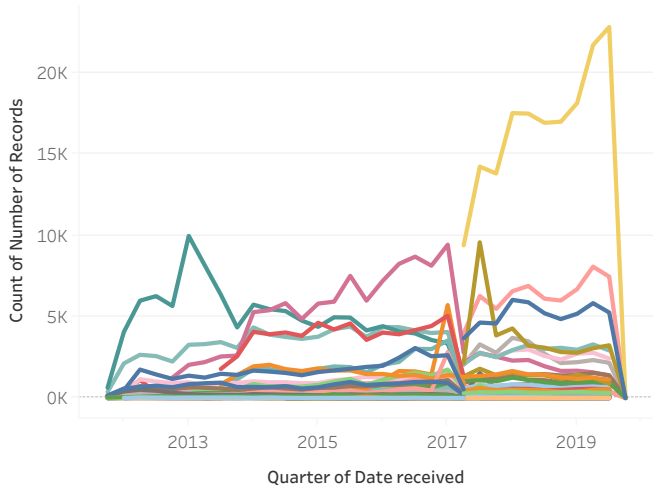
Consumer Complaints-How Angry Customer Gets Furious

Number of Records 1 — 253,194

Product	Submitted via: Email	Fax	Phone	Postal mail	Referral	We
Bank account or service	59	1,106	11,385	3,613	27,812	
Checking or savings account	3	388	3,223	1,332	16,485	
Consumer Loan	14	346	2,720	1,281	3,400	
Credit card	38	853	6,436	5,178	14,435	
Credit card or prepaid card	5	450	2,958	2,539	6,914	
Credit reporting	21	2,053	2,995	17,858	9,433	
Credit reporting, credit repair service..	15	5,404	6,451	8,505	4,935	
Debt collection	10	2,435	12,629	10,097	13,249	
Money transfer, virtual currency, or m..		61	577	141	525	
Money transfers		52	1,272	132	190	
Mortgage	155	5,465	16,617	15,894	73,787	
Other financial service	1	21	160	102	172	
Payday loan		27	303	71	141	
Payday loan, title loan, or personal loan		175	512	288	800	
Prepaid card		18	491	101	476	
Student loan	7	211	1,540	1,030	2,518	
Vehicle loan or lease		132	668	453	1,254	
Virtual currency						
Grand Total	328	19,197	70,937	68,615	176,526	

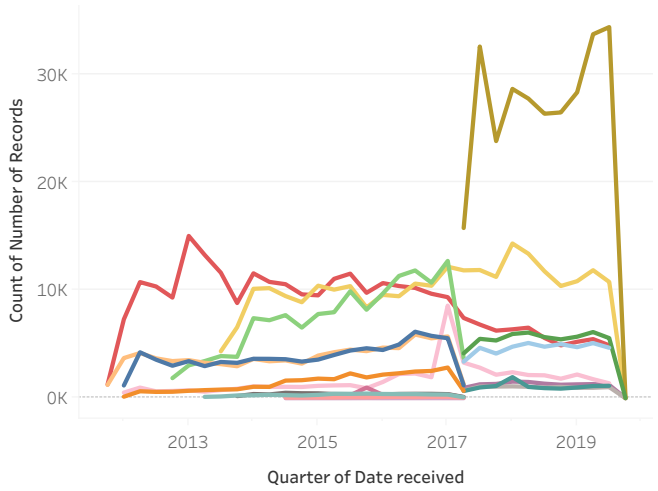
Consumer Complaints-How Angry Customer Gets Furious

Issues Trend



Issue
- Account opening, clos..
- Account terms and ch..
- Adding money
- Advertising
- Advertising and mark..
- Advertising and mark..
- Advertising, marketi..
- Application processin..
- Application, originat..
- Applied for loan/did n..
- Applying for a mortg..
- Applying for a mortg..
- APR or interest rate
- Arbitration
- Attempts to collect d..
- Balance transfer
- Balance transfer fee
- Bankruptcy
- Billing disputes

Product Trends



Product
- Bank account or servi..
- Checking or savings a..
- Consumer Loan
- Credit card
- Credit card or prepai..
- Credit reporting
- Credit reporting, cred..
- Debt collection
- Money transfer, virtu..
- Money transfers
- Mortgage
- Other financial service
- Payday loan
- Payday loan, title loa..
- Prepaid card
- Student loan
- Vehicle loan or lease
- Virtual currency

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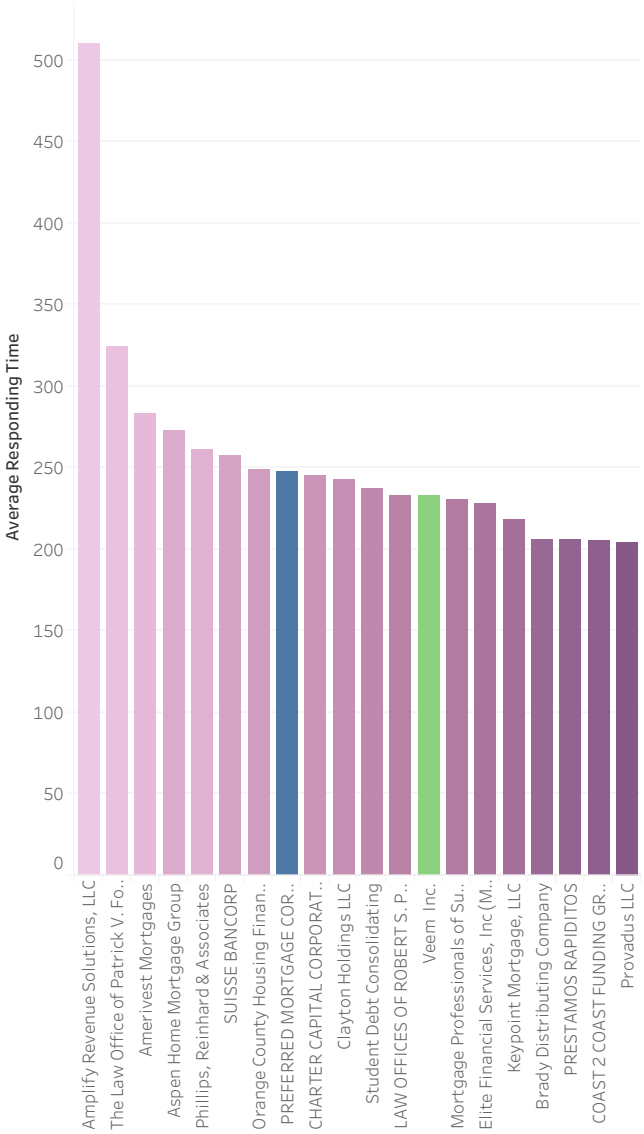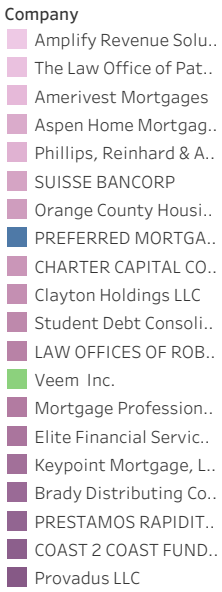
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