

Product	Sub-product	Issue	Company	State	Submitted via	Date sent to company	Company response to consumer
Consumer Loan	Vehicle loan	Managing the loan or lease	Wells Fargo & Company	VA	Phone	41485	Closed with explanation
Bank account or service	Checking account	Using a debit or ATM card	Wells Fargo & Company	CA	Web	41486	Closed with explanation
Bank account or service	Checking account	Account opening, closing, or management	Santander Bank US	NY	Fax	41486	Closed
Bank account or service	Checking account	Deposits and withdrawals	Wells Fargo & Company	GA	Web	41485	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan servicing, payments, escrow account	Franklin Credit Management	CT	Web	41485	Closed with explanation
Bank account or service	Checking account	Deposits and withdrawals	Bank of America	TX	Web	41485	Closed with explanation
Debt collection	Other (i.e. phone, health club, etc.)	Cont'd attempts collect debt not owed	NRA Group, LLC	VA	Web	41493	Closed with non-monetary relief
Debt collection	I do not know	Cont'd attempts collect debt not owed	SunTrust Banks, Inc.	FL	Referral	41487	Closed with explanation
Credit card		Billing statement	Citibank	OH	Referral	41485	Closed with explanation
Mortgage	Other mortgage	Loan servicing, payments, escrow account	Wells Fargo & Company	NV	Referral	41485	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Bank of America	NC	Referral	41485	Closed with non-monetary relief
Mortgage	Other mortgage	Loan servicing, payments, escrow account	JPMorgan Chase & Co.	CA	Referral	41485	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Citibank	CA	Referral	41486	Closed with explanation
Debt collection	Credit card	Communication tactics	Asset Management Professionals, LLC	PA	Phone	41487	Closed with explanation
Debt collection	Credit card	Communication tactics	Wells Fargo & Company	PA	Phone	41487	Closed with non-monetary relief
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	JPMorgan Chase & Co.	NY	Phone	41486	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	Ocwen	FL	Web	41486	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	JPMorgan Chase & Co.	NY	Web	41485	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan servicing, payments, escrow account	Citibank	NJ	Web	41485	Closed with explanation
Credit card		APR or interest rate	Synchrony Financial	WA	Web	41484	Closed with monetary relief
Credit reporting		Credit monitoring or identity protection	Experian	CA	Web	41484	Closed with monetary relief
Mortgage	Conventional adjustable mortgage (ARM)	Loan modification, collection, foreclosure	Bank of America	HI	Web	41486	Closed with explanation
Mortgage	Other mortgage	Application, originator, mortgage broker	JPMorgan Chase & Co.	FL	Postal mail	41485	Closed with explanation
Mortgage	Conventional fixed mortgage	Application, originator, mortgage broker	Wells Fargo & Company	NY	Web	41486	Closed with non-monetary relief
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Ocwen	NY	Referral	41485	Closed with explanation
Mortgage	Other mortgage	Loan servicing, payments, escrow account	U.S. Bancorp	CA	Referral	41486	Closed with monetary relief
Mortgage	Conventional adjustable mortgage (ARM)	Application, originator, mortgage broker	Bank of America	IL	Web	41487	Closed with explanation
Bank account or service	Other bank product/service	Deposits and withdrawals	Wells Fargo & Company	CA	Web	41487	Closed with explanation
Credit reporting		Incorrect information on credit report	Equifax	CA	Web	41484	Closed with non-monetary relief
Student loan	Non-federal student loan	Repaying your loan	Navient Solutions, Inc.	OH	Web	41485	Closed with explanation
Debt collection	Other (i.e. phone, health club, etc.)	Cont'd attempts collect debt not owed	Northland Group, Inc.	FL	Referral	41487	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	SunTrust Banks, Inc.	FL	Referral	41488	Closed with non-monetary relief
Mortgage	Conventional adjustable mortgage (ARM)	Loan modification, collection, foreclosure	Bank of America	FL	Web	41485	Closed with non-monetary relief
Mortgage	Other mortgage	Loan servicing, payments, escrow account	SunTrust Banks, Inc.	FL	Referral	41488	Closed
Consumer Loan	Vehicle loan	Managing the loan or lease	Santander Consumer USA Holdings Inc	CA	Referral	41491	Closed
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Land/Home Financial Services	MI	Fax	41492	Closed with explanation
Bank account or service	Checking account	Deposits and withdrawals	JPMorgan Chase & Co.	NJ	Postal mail	41485	Closed with monetary relief
Credit card		Delinquent account	Amex	TX	Web	41484	Closed with monetary relief
Mortgage	FHA mortgage	Loan modification, collection, foreclosure	Nationstar Mortgage	GA	Web	41485	Closed with explanation
Bank account or service	(CD) Certificate of deposit	Account opening, closing, or management	Wells Fargo & Company	TX	Postal mail	41485	Closed with explanation
Mortgage	Conventional adjustable mortgage (ARM)	Loan modification, collection, foreclosure	Ocwen	MA	Web	41485	Closed with explanation
Student loan	Non-federal student loan	Repaying your loan	Navient Solutions, Inc.	FL	Web	41485	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan servicing, payments, escrow account	CIT Bank National Association	NY	Web	41486	Closed with explanation
Mortgage	Other mortgage	Loan servicing, payments, escrow account	Bank of America	CA	Web	41487	Closed with explanation
Debt collection	I do not know	Communication tactics	Alpine Financial Solutions, Inc.	KY	Postal mail	41612	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan servicing, payments, escrow account	Ditech Financial LLC	TN	Web	41485	Closed with explanation
Bank account or service	Checking account	Problems caused by my funds being low	Wells Fargo & Company	NJ	Phone	41485	Closed with explanation

Mortgage	FHA mortgage	Loan modification, collection, foreclosure	Citibank	GA	Web	41485	Closed with explanation
Credit reporting		Improper use of my credit report	Equifax	MO	Fax	41484	Closed with explanation
Mortgage	Conventional fixed mortgage	Settlement process and costs	U.S. Bancorp	MN	Web	41487	Closed with non-monetary relief
Credit card		Billing disputes	Capital One	FL	Web	41484	Closed with explanation
Bank account or service	Checking account	Deposits and withdrawals	Wells Fargo & Company	CA	Web	41491	Closed with explanation
Bank account or service	Checking account	Account opening, closing, or management	First Tennessee Bank	TN	Phone	41485	Closed with explanation
Student loan	Non-federal student loan	Repaying your loan	Discover	MA	Web	41485	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	Wells Fargo & Company	CA	Phone	41485	Closed with explanation
Mortgage	Conventional fixed mortgage	Application, originator, mortgage broker	Bank of America	CA	Web	41486	Closed with explanation
Credit card		Credit line increase/decrease	Citibank	WI	Phone	41485	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Ocwen	CA	Web	41485	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	CIT Bank National Association	CA	Phone	41486	Closed
Debt collection	Credit card	Communication tactics	Borenstein & Associates, LLC	WY	Web	41534	Closed
Mortgage	Conventional fixed mortgage	Settlement process and costs	Houston Home Loan, Inc.	TX	Web	41516	Closed with explanation
Mortgage	Other mortgage	Loan servicing, payments, escrow account	Ocwen	NY	Web	41499	Closed
Mortgage	Conventional fixed mortgage	Loan servicing, payments, escrow account	Ocwen	VA	Web	41485	Closed with explanation
Bank account or service	Other bank product/service	Problems caused by my funds being low	Bank of America	NY	Phone	41487	Closed with explanation
Credit reporting		Incorrect information on credit report	Fidelity National Information Services, Inc. (FNIS)	CT	Referral	41507	Closed with explanation
Bank account or service	Checking account	Deposits and withdrawals	People's United Bank	CT	Referral	41486	Closed with explanation
Mortgage	Home equity loan or line of credit	Loan servicing, payments, escrow account	Citizens Financial Group, Inc.	VT	Web	41487	Closed with non-monetary relief
Consumer Loan	Vehicle lease	Managing the loan or lease	Ally Financial Inc.	MI	Fax	41487	Closed with explanation
Consumer Loan	Vehicle lease	Managing the loan or lease	Asset Management Outsourcing, Inc.	NY	Web	41486	Closed with explanation
Credit card		Payoff process	Wells Fargo & Company	NV	Phone	41488	Closed with explanation
Mortgage	Conventional adjustable mortgage (ARM)	Loan modification, collection, foreclosure	Bank of America	CA	Web	41486	Closed with non-monetary relief
Bank account or service	Checking account	Deposits and withdrawals	TD Bank US Holding Company	NJ	Postal mail	41486	Closed with monetary relief
Credit reporting		Unable to get credit report/credit score	TransUnion Intermediate Holdings, Inc.	CO	Web	41484	Closed with non-monetary relief
Bank account or service	Checking account	Using a debit or ATM card	JPMorgan Chase & Co.	NY	Web	41487	Closed with explanation
Bank account or service	Checking account	Deposits and withdrawals	Wells Fargo & Company	FL	Web	41486	Closed with explanation
Bank account or service	Savings account	Deposits and withdrawals	JPMorgan Chase & Co.	NY	Web	41487	Closed with explanation
Credit card		Closing/Cancelling account	Citibank	TX	Web	41485	Closed with explanation
Bank account or service	Checking account	Account opening, closing, or management	Wells Fargo & Company	GA	Web	41487	Closed with non-monetary relief
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Bank of America	MI	Referral	41488	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Ocwen	NY	Referral	41485	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Wells Fargo & Company	CA	Referral	41486	Closed with explanation
Mortgage	Home equity loan or line of credit	Loan modification, collection, foreclosure	JPMorgan Chase & Co.	AZ	Referral	41485	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Wells Fargo & Company	NY	Referral	41485	Closed with explanation
Credit reporting		Incorrect information on credit report	Ocwen	MA	Referral	41487	Closed
Credit card		Billing statement	JPMorgan Chase & Co.	DE	Web	41485	Closed with monetary relief
Bank account or service	Checking account	Deposits and withdrawals	Santander Bank US	NJ	Web	41487	Closed with explanation
Mortgage	Conventional adjustable mortgage (ARM)	Loan modification, collection, foreclosure	HSBC North America Holdings Inc.	OH	Phone	41485	Closed with explanation
Credit reporting		Credit reporting company's investigation	Experian	NY	Web	41486	Closed with explanation
Debt collection	Credit card	Taking/threatening an illegal action	Encore Capital Group	NY	Web	41485	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan servicing, payments, escrow account	Ocwen	IN	Web	41485	Closed with explanation
Debt collection	I do not know	Con'td attempts collect debt not owed	Fidelity National Information Services, Inc. (FNIS)	CO	Web	41534	Closed with explanation
Credit card		Payoff process	Citibank	NJ	Web	41485	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	Bank of America	NY	Web	41486	Closed with explanation
Mortgage	Conventional adjustable mortgage (ARM)	Loan modification, collection, foreclosure	Nationstar Mortgage	CA	Web	41486	Closed with explanation
Debt collection	Federal student loan	Communication tactics	Navient Solutions, Inc.	NY	Web	41484	Closed with explanation

Mortgage	Conventional adjustable mortgage (ARM)	Loan modification, collection, foreclosure	Citibank	CA	Web	41486	Closed with explanation
Debt collection	Credit card	Cont'd attempts collect debt not owed	The Moore Law Group	CA	Web	41485	Closed with explanation
Debt collection	Other (i.e. phone, health club, etc.)	Cont'd attempts collect debt not owed	Franklin Collection Service, Inc.	IL	Phone	41487	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan servicing, payments, escrow account	HSBC North America Holdings Inc.	FL	Web	41486	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan servicing, payments, escrow account	EverBank	TN	Web	41485	Closed with explanation
Credit reporting		Incorrect information on credit report	TransUnion Intermediate Holdings, Inc.	DE	Postal mail	41512	Closed with explanation
Credit card		Credit determination	Wells Fargo & Company	CA	Web	41484	Closed with explanation
Mortgage	Conventional adjustable mortgage (ARM)	Loan modification, collection, foreclosure	JPMorgan Chase & Co.	CO	Web	41485	Closed with explanation
Credit card		Credit determination	Bank of America	FL	Web	41486	Closed with explanation
Debt collection	Other (i.e. phone, health club, etc.)	Cont'd attempts collect debt not owed	Professional Debt Mediation, Inc.	FL	Web	41536	Closed with explanation
Debt collection	Mortgage	Communication tactics	Select Portfolio Servicing, Inc	NY	Web	41484	Closed with explanation
Credit card		Identity theft / Fraud / Embezzlement	Barclays PLC	SC	Web	41484	Closed with explanation
Credit reporting		Incorrect information on credit report	Capital One	GA	Web	41488	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	Bank of America	CA	Web	41485	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	JPMorgan Chase & Co.	NC	Referral	41491	Closed with explanation
Credit reporting		Incorrect information on credit report	Experian	MN	Postal mail	41498	Closed with explanation
Credit reporting		Incorrect information on credit report	Experian	IA	Postal mail	41498	Closed with explanation
Credit reporting		Credit reporting company's investigation	TransUnion Intermediate Holdings, Inc.	OH	Web	41485	Closed with explanation
Credit reporting		Credit reporting company's investigation	Experian	IL	Postal mail	41488	Closed with non-monetary relief
Debt collection	Other (i.e. phone, health club, etc.)	Improper contact or sharing of info	Receivables Performance Management LLC	NY	Web	41486	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Nationstar Mortgage	NC	Referral	41486	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	JPMorgan Chase & Co.	AL	Referral	41486	Closed with explanation
Credit reporting		Incorrect information on credit report	Equifax	NJ	Referral	41505	Closed with non-monetary relief
Credit reporting		Credit reporting company's investigation	TransUnion Intermediate Holdings, Inc.	IL	Postal mail	41488	Closed with explanation
Bank account or service	Checking account	Problems caused by my funds being low	TD Bank US Holding Company	FL	Referral	41488	Closed with monetary relief
Mortgage	Other mortgage	Application, originator, mortgage broker	U.S. Bancorp	WI	Referral	41491	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Wells Fargo & Company	CA	Referral	41486	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Citibank	AL	Referral	41486	Closed with monetary relief
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	Ocwen	FL	Phone	41581	Closed with explanation
Credit card		APR or interest rate	Amex	MA	Referral	41488	Closed with explanation
Debt collection	I do not know	Disclosure verification of debt	Convergent Resources, Inc.	NV	Referral	41487	Closed
Credit card		Billing disputes	Amex	NY	Referral	41488	Closed with explanation
Mortgage	Other mortgage	Loan servicing, payments, escrow account	Bank of America	TX	Fax	41486	Closed with explanation
Credit card		Transaction issue	Discover	OR	Referral	41488	Closed with non-monetary relief
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Nationstar Mortgage	GA	Referral	41536	Closed with explanation
Mortgage	Conventional adjustable mortgage (ARM)	Loan servicing, payments, escrow account	Ocwen	VA	Web	41486	Closed with explanation
Credit reporting		Incorrect information on credit report	Equifax	MI	Postal mail	41512	Closed with explanation
Student loan	Non-federal student loan	Repaying your loan	Navient Solutions, Inc.	MD	Web	41486	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	Provident Funding	CT	Web	41491	Closed with explanation
Mortgage	Home equity loan or line of credit	Application, originator, mortgage broker	Bank of America	NY	Web	41491	Closed with explanation
Credit card		Balance transfer fee	Discover	CA	Web	41486	Closed with non-monetary relief
Mortgage	Conventional fixed mortgage	Loan servicing, payments, escrow account	Bank of America	GA	Web	41486	Closed with non-monetary relief
Mortgage	Conventional fixed mortgage	Loan servicing, payments, escrow account	Specialized Loan Servicing LLC	CA	Web	41491	Closed
Bank account or service	Checking account	Account opening, closing, or management	Bank of America	IL	Phone	41486	Closed with monetary relief
Credit reporting		Incorrect information on credit report	TransUnion Intermediate Holdings, Inc.	OR	Postal mail	41506	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan servicing, payments, escrow account	Bank of America	OK	Web	41485	Closed with explanation
Mortgage	Reverse mortgage	Loan modification, collection, foreclosure	CIT Bank National Association	FL	Referral	41486	Closed with explanation
Credit reporting		Incorrect information on credit report	Equifax	MO	Web	41492	Closed with non-monetary relief

Mortgage	Other mortgage	Loan modification,collection,foreclosure	Bank of America	MO	Referral	41486	Closed with explanation
Mortgage	Other mortgage	Loan modification,collection,foreclosure	Wells Fargo & Company	CA	Postal mail	41491	Closed with explanation
Mortgage	Other mortgage	Loan modification,collection,foreclosure	JPMorgan Chase & Co.	SC	Referral	41486	Closed with explanation
Debt collection	Other (i.e. phone, health club, etc.)	Improper contact or sharing of info	Total Recovery Solutions	TX	Web	41502	Closed with explanation
Credit card		Billing disputes	Bank of America	MT	Phone	41488	Closed with monetary relief
Credit reporting		Incorrect information on credit report	Experian	AL	Web	41486	Closed with non-monetary relief
Mortgage	Other mortgage	Other	Ditech Financial LLC	NH	Referral	41488	Closed with explanation
Debt collection	I do not know	Cont'd attempts collect debt not owed	Afni, Inc.	NY	Postal mail	41486	Closed with explanation
Mortgage	FHA mortgage	Loan modification,collection,foreclosure	Wells Fargo & Company	PA	Web	41488	Closed with explanation
Credit reporting		Credit reporting company's investigation	Experian	TX	Web	41485	Closed with explanation
Debt collection	Auto	Communication tactics	Santander Consumer USA Holdings Inc	IL	Web	41485	Closed with explanation
Consumer Loan	Vehicle loan	Managing the loan or lease	BMW Financial Services	IL	Web	41486	Closed with explanation
Mortgage	Other mortgage	Loan modification,collection,foreclosure	Bank of America	MD	Referral	41486	Closed
Debt collection	I do not know	Cont'd attempts collect debt not owed	Southwest Credit Systems, L.P.	NY	Postal mail	41486	Closed
Credit card		Closing/Cancelling account	Wells Fargo & Company	CO	Postal mail	41486	Closed
Consumer Loan	Vehicle loan	Problems when you are unable to pay	Credit Acceptance Corporation	AL	Web	41491	Closed with explanation
Bank account or service	Checking account	Deposits and withdrawals	TD Bank US Holding Company	NJ	Phone	41486	Closed with explanation
Bank account or service	Savings account	Account opening, closing, or management	Wells Fargo & Company	CA	Web	41488	Closed with explanation
Credit card		Billing disputes	JPMorgan Chase & Co.	MO	Web	41488	Closed with monetary relief
Bank account or service	Checking account	Problems caused by my funds being low	TD Bank US Holding Company	NJ	Web	41488	Closed with explanation
Mortgage	Conventional adjustable mortgage (ARM)	Loan modification,collection,foreclosure	Citibank	CA	Web	41488	Closed with explanation
Bank account or service	Other bank product/service	Using a debit or ATM card	Synchrony Financial	NC	Web	41492	Closed with explanation
Credit reporting		Incorrect information on credit report	Experian	CT	Postal mail	41498	Closed with non-monetary relief
Student loan	Non-federal student loan	Repaying your loan	PNC Bank N.A.	MD	Web	41491	Closed with explanation
Mortgage	Other mortgage	Loan servicing, payments, escrow account	Carrington Mortgage Holdings, LLC.	CA	Postal mail	41486	Closed with non-monetary relief
Mortgage	Other mortgage	Loan modification,collection,foreclosure	Nationstar Mortgage	CA	Postal mail	41488	Closed with explanation
Credit card		Billing disputes	Citibank	PA	Postal mail	41488	Closed with monetary relief
Credit reporting		Incorrect information on credit report	Experian	GA	Web	41486	Closed with explanation
Bank account or service	Savings account	Account opening, closing, or management	BB&T Financial	FL	Referral	41488	Closed with monetary relief
Debt collection	Credit card	Cont'd attempts collect debt not owed	Synchrony Financial	KS	Postal mail	41487	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan modification,collection,foreclosure	Bayview Loan Servicing, LLC	GA	Web	41487	Closed with explanation
Bank account or service	Checking account	Deposits and withdrawals	U.S. Bancorp	TX	Web	41488	Closed with explanation
Credit reporting		Incorrect information on credit report	TransUnion Intermediate Holdings, Inc.	FL	Postal mail	41498	Closed with explanation
Debt collection	I do not know	Improper contact or sharing of info	Platinum Holdings Group, LLC	CA	Web	41502	Closed with explanation
Bank account or service	Checking account	Deposits and withdrawals	Bank of America	MI	Phone	41488	Closed with explanation
Credit card		Payoff process	Citibank	ME	Phone	41488	Closed with explanation
Mortgage	Other mortgage	Loan modification,collection,foreclosure	Bank of America	MD	Postal mail	41486	Closed with explanation
Credit reporting		Incorrect information on credit report	Equifax	CO	Web	41486	Closed with non-monetary relief
Mortgage	Other mortgage	Loan modification,collection,foreclosure	Bank of America	FL	Referral	41491	Closed with explanation
Mortgage	Other mortgage	Loan modification,collection,foreclosure	Seterus, Inc.	FL	Referral	41488	Closed with explanation
Mortgage	Other mortgage	Loan modification,collection,foreclosure	Citibank	FL	Referral	41488	Closed with explanation
Credit card		Billing disputes	Discover	HI	Referral	41488	Closed with explanation
Mortgage	Other mortgage	Loan modification,collection,foreclosure	Bank of America	FL	Referral	41488	Closed with explanation
Debt collection	Mortgage	Cont'd attempts collect debt not owed	Bank of America	NV	Phone	41487	Closed with explanation
Credit card		Billing disputes	Amex	NJ	Referral	41486	Closed with explanation
Bank account or service	Checking account	Account opening, closing, or management	Bank of America	MA	Referral	41486	Closed with explanation
Mortgage	Other mortgage	Loan modification,collection,foreclosure	JPMorgan Chase & Co.	GA	Referral	41488	Closed with explanation
Mortgage	Other mortgage	Loan modification,collection,foreclosure	Citibank	CA	Referral	41488	Closed with explanation

Mortgage	Other mortgage	Settlement process and costs	Embrace Home Loans Inc	NC	Referral	41488	Closed with explanation
Mortgage	Other mortgage	Other	Bank of America	CO	Referral	41491	Closed with non-monetary relief
Bank account or service	Checking account	Account opening, closing, or management	Regions Financial Corporation		Referral	41488	Closed
Mortgage	Conventional fixed mortgage	Settlement process and costs	Nationstar Mortgage	MD	Web	41488	Closed with explanation
Credit reporting		Incorrect information on credit report	TransUnion Intermediate Holdings, Inc.	CO	Web	41486	Closed with non-monetary relief
Credit reporting		Unable to get credit report/credit score	Experian	TX	Web	41492	Closed with non-monetary relief
Bank account or service	Checking account	Making/receiving payments, sending money	Bank of America	NJ	Referral	41491	Closed with explanation
Credit card		APR or interest rate	Discover	MI	Web	41485	Closed with monetary relief
Credit card		Late fee	JPMorgan Chase & Co.	IL	Web	41486	Closed with monetary relief
Mortgage	Other mortgage	Loan servicing, payments, escrow account	Third Federal Savings & Loan	OH	Referral	41488	Closed with explanation
Mortgage	FHA mortgage	Loan modification, collection, foreclosure	Bank of America	FL	Web	41488	Closed with explanation
Bank account or service	Other bank product/service	Making/receiving payments, sending money	PayPal Holdings, Inc.	FL	Phone	41487	Closed with monetary relief
Credit reporting		Unable to get credit report/credit score	TransUnion Intermediate Holdings, Inc.	OR	Web	41485	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Bank of America	NY	Referral	41488	Closed with explanation
Consumer Loan	Vehicle loan	Problems when you are unable to pay	Wells Fargo & Company	CA	Referral	41491	Closed with monetary relief
Student loan	Non-federal student loan	Problems when you are unable to pay	Navient Solutions, Inc.	WA	Phone	41486	Closed with explanation
Bank account or service	Checking account	Making/receiving payments, sending money	BBVA Compass	AZ	Web	41491	Closed with explanation
Credit card		Advertising and marketing	Amex	WI	Web	41486	Closed with monetary relief
Mortgage	Conventional fixed mortgage	Application, originator, mortgage broker	PNC Bank N.A.	GA	Web	41526	Closed with non-monetary relief
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Nationstar Mortgage	FL	Web	41488	Closed with explanation
Student loan	Non-federal student loan	Repaying your loan	Navient Solutions, Inc.	NV	Web	41486	Closed with explanation
Credit card		Credit card protection / Debt protection	Capital One	ID	Web	41486	Closed with explanation
Credit reporting		Incorrect information on credit report	Equifax	WA	Web	41486	Closed with non-monetary relief
Credit card		Advertising and marketing	First National Bank of Omaha	VT	Web	41488	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	HSBC North America Holdings Inc.	GA	Referral	41486	Closed with explanation
Bank account or service	Savings account	Deposits and withdrawals	Wells Fargo & Company	NJ	Phone	41486	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Wells Fargo & Company	MD	Referral	41486	Closed with explanation
Mortgage	Conventional adjustable mortgage (ARM)	Loan servicing, payments, escrow account	Bank of America	NV	Web	41485	Closed with explanation
Credit card		Identity theft / Fraud / Embezzlement	Capital One	RI	Web	41485	Closed with monetary relief
Credit card		Application processing delay	JPMorgan Chase & Co.	PR	Web	41488	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	Wells Fargo & Company	MD	Phone	41488	Closed with explanation
Credit reporting		Unable to get credit report/credit score	TransUnion Intermediate Holdings, Inc.	GA	Web	41486	Closed with explanation
Debt collection	Credit card	Cont'd attempts collect debt not owed	Resurgent Capital Services L.P.	TX	Phone	41492	Closed with explanation
Debt collection	Other (i.e. phone, health club, etc.)	Communication tactics	U.S. Bancorp	OR	Web	41485	Closed with explanation
Consumer Loan	Vehicle loan	Managing the loan or lease	Santander Consumer USA Holdings Inc	NY	Web	41486	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	Select Portfolio Servicing, Inc	CA	Web	41486	Closed with explanation
Student loan	Non-federal student loan	Repaying your loan	Navient Solutions, Inc.	CA	Web	41486	Closed with monetary relief
Bank account or service	Checking account	Deposits and withdrawals	TCF National Bank	IL	Referral	41493	Closed with monetary relief
Mortgage	Other mortgage	Loan modification, collection, foreclosure	JPMorgan Chase & Co.	NM	Postal mail	41491	Closed with explanation
Mortgage	Conventional adjustable mortgage (ARM)	Loan servicing, payments, escrow account	Ditech Financial LLC	VA	Fax	41488	Closed with explanation
Credit card		Other	Amex	CA	Postal mail	41491	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Wells Fargo & Company	NY	Referral	41492	Closed with explanation
Credit card		Payoff process	Citibank	MA	Web	41485	Closed with explanation
Mortgage	FHA mortgage	Credit decision / Underwriting	SunTrust Banks, Inc.	GA	Referral	41488	Closed with explanation
Debt collection	I do not know	Disclosure verification of debt	Bank of America	MI	Web	41485	Closed with non-monetary relief
Mortgage	Other mortgage	Application, originator, mortgage broker	UMB Bank	KS	Referral	41488	Closed with explanation
Consumer Loan	Installment loan	Problems when you are unable to pay	Ditech Financial LLC	GA	Phone	41486	Closed with explanation
Debt collection	Medical	False statements or representation	Capio Partners, LLC	CA	Web	41492	Closed with non-monetary relief

Credit card		Billing disputes	Fifth Third Financial Corporation	MI	Referral	41486	Closed with monetary relief
Credit reporting		Incorrect information on credit report	TransUnion Intermediate Holdings, Inc.	MD	Web	41486	Closed with explanation
Mortgage	FHA mortgage	Application, originator, mortgage broker	JPMorgan Chase & Co.	NY	Web	41486	Closed with monetary relief
Bank account or service	Checking account	Account opening, closing, or management	U.S. Bancorp	NV	Referral	41486	Closed with explanation
Consumer Loan	Vehicle loan	Managing the loan or lease	Synchrony Financial	CA	Referral	41486	Closed with explanation
Mortgage	FHA mortgage	Loan servicing, payments, escrow account	American Southwest Mortgage Corporation	TX	Web	41480	Closed
Bank account or service	Checking account	Problems caused by my funds being low	Navy FCU	CA	Referral	41486	Closed with monetary relief
Mortgage	FHA mortgage	Loan modification, collection, foreclosure	Bank of America	MO	Web	41488	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan servicing, payments, escrow account	Ditech Financial LLC	OH	Web	41480	Closed with explanation
Mortgage	Other mortgage	Other	HSBC North America Holdings Inc.	IL	Postal mail	41491	Closed with explanation
Bank account or service	Checking account	Account opening, closing, or management	Regions Financial Corporation	TN	Referral	41488	Closed with monetary relief
Debt collection	Mortgage	Improper contact or sharing of info	JPMorgan Chase & Co.	GA	Phone	41492	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	JPMorgan Chase & Co.	VA	Postal mail	41486	Closed with explanation
Credit reporting		Incorrect information on credit report	Experian	PA	Web	41486	Closed with non-monetary relief
Bank account or service	Checking account	Deposits and withdrawals	Citibank	CA	Phone	41478	Closed with monetary relief
Consumer Loan	Vehicle loan	Managing the loan or lease	Bank of the West	CA	Web	41478	Closed with monetary relief
Bank account or service	Savings account	Account opening, closing, or management	Ally Financial Inc.	NY	Web	41486	Closed with explanation
Credit reporting		Incorrect information on credit report	Equifax	NY	Web	41477	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	HSBC North America Holdings Inc.	TX	Web	41486	Closed with explanation
Credit reporting		Incorrect information on credit report	Experian	PA	Web	41486	Closed with explanation
Credit reporting		Incorrect information on credit report	ECMC Group, Inc.	SC	Web	41477	Closed with explanation
Credit reporting		Incorrect information on credit report	Experian	IL	Web	41485	Closed with non-monetary relief
Debt collection	Other (i.e. phone, health club, etc.)	Communication tactics	Bank of America	VA	Web	41488	Closed with explanation
Debt collection	Other (i.e. phone, health club, etc.)	False statements or representation	Collection Bureau of America Ltd.	CA	Phone	41495	Closed with explanation
Credit reporting		Incorrect information on credit report	TransUnion Intermediate Holdings, Inc.	PA	Web	41486	Closed with explanation
Credit card		APR or interest rate	Barclays PLC	AZ	Phone	41488	Closed with explanation
Student loan	Non-federal student loan	Problems when you are unable to pay	JPMorgan Chase & Co.	CO	Web	41480	Closed with explanation
Mortgage	Home equity loan or line of credit	Credit decision / Underwriting	U.S. Bancorp	CA	Web	41486	Closed with explanation
Bank account or service	Savings account	Making/receiving payments, sending money	Pentagon FCU	WA	Web	41486	Closed with explanation
Bank account or service	Checking account	Account opening, closing, or management	Bank of America	FL	Phone	41486	Closed with non-monetary relief
Debt collection	Non-federal student loan	Disclosure verification of debt	Expert Global Solutions, Inc.	KS	Web	41477	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	Ocwen	CA	Web	41491	Closed with explanation
Mortgage	Conventional adjustable mortgage (ARM)	Loan modification, collection, foreclosure	Ocwen	VA	Web	41488	Closed with explanation
Credit card		Other	Synchrony Financial	TX	Web	41477	Closed with explanation
Debt collection	Other (i.e. phone, health club, etc.)	Disclosure verification of debt	Professional Debt Mediation, Inc.	OR	Web	41547	Closed with explanation
Credit reporting		Credit reporting company's investigation	Experian	CO	Web	41477	Closed with non-monetary relief
Bank account or service	Checking account	Deposits and withdrawals	JPMorgan Chase & Co.	CA	Web	41488	Closed with explanation
Mortgage	Conventional adjustable mortgage (ARM)	Loan servicing, payments, escrow account	Ditech Financial LLC	IL	Web	41480	Closed with explanation
Bank account or service	Checking account	Account opening, closing, or management	JPMorgan Chase & Co.	VA	Phone	41486	Closed with explanation
Mortgage	Conventional adjustable mortgage (ARM)	Loan modification, collection, foreclosure	Nationstar Mortgage	VA	Web	41478	Closed with explanation
Mortgage	FHA mortgage	Loan modification, collection, foreclosure	Bank of America	WA	Phone	41487	Closed with non-monetary relief
Mortgage	VA mortgage	Loan servicing, payments, escrow account	Wells Fargo & Company	NV	Referral	41493	Closed with explanation
Debt collection	Credit card	Communication tactics	Encore Capital Group	OK	Phone	41493	Closed with explanation
Mortgage	Other mortgage	Loan servicing, payments, escrow account	JPMorgan Chase & Co.	GA	Referral	41493	Closed with explanation
Credit reporting		Incorrect information on credit report	Equifax	CA	Web	41486	Closed with non-monetary relief
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Ocwen	MD	Referral	41498	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Bank of America	NY	Referral	41494	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Wells Fargo & Company	CA	Referral	41488	Closed with explanation

Credit card		Customer service / Customer relations	Capital One	OH	Referral	41493	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Ocwen	FL	Referral	41494	Closed with explanation
Mortgage	Conventional fixed mortgage	Application, originator, mortgage broker	Bank of America	MA	Web	41507	Closed with non-monetary relief
Mortgage	VA mortgage	Loan modification, collection, foreclosure	CIT Bank National Association	NY	Referral	41488	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Bank of America	OH	Referral	41493	Closed with explanation
Mortgage	Conventional adjustable mortgage (ARM)	Loan servicing, payments, escrow account	Ocwen	MA	Web	41494	Closed with explanation
Credit reporting		Incorrect information on credit report	TransUnion Intermediate Holdings, Inc.	CA	Web	41486	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Bank of America	NJ	Referral	41488	Closed with non-monetary relief
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	Bank of America	IL	Web	41494	Closed with explanation
Mortgage	FHA mortgage	Loan modification, collection, foreclosure	HSBC North America Holdings Inc.	NY	Referral	41494	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Wells Fargo & Company	GA	Referral	41491	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Bank of America	GA	Referral	41491	Closed with explanation
Debt collection	Credit card	Disclosure verification of debt	Encore Capital Group	TX	Web	41495	Closed with explanation
Mortgage	Other mortgage	Loan servicing, payments, escrow account	JPMorgan Chase & Co.	NY	Referral	41491	Closed with explanation
Credit card		Billing disputes	Bank of America	FL	Referral	41491	Closed with explanation
Bank account or service	Checking account	Account opening, closing, or management	Bank of America	MD	Referral	41488	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	JPMorgan Chase & Co.	CA	Referral	41491	Closed with explanation
Bank account or service	Other bank product/service	Account opening, closing, or management	Wells Fargo & Company	CA	Phone	41485	Closed with explanation
Credit reporting		Credit reporting company's investigation	TransUnion Intermediate Holdings, Inc.	IL	Web	41492	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Wells Fargo & Company	CA	Referral	41491	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	JPMorgan Chase & Co.	CA	Referral	41491	Closed with explanation
Bank account or service	Checking account	Account opening, closing, or management	HSBC North America Holdings Inc.	CO	Referral	41563	Closed with explanation
Bank account or service	Other bank product/service	Problems caused by my funds being low	Citizens Financial Group, Inc.	NY	Web	41479	Closed with monetary relief
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Wells Fargo & Company	MN	Referral	41491	Closed with monetary relief
Bank account or service	Checking account	Problems caused by my funds being low	JPMorgan Chase & Co.	NJ	Web	41488	Closed with non-monetary relief
Credit card		Identity theft / Fraud / Embezzlement	Wells Fargo & Company	LA	Phone	41491	Closed with non-monetary relief
Mortgage	Conventional fixed mortgage	Loan servicing, payments, escrow account	Ditech Financial LLC	TN	Web	41493	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	Ocwen	CO	Web	41479	Closed with explanation
Bank account or service	Checking account	Account opening, closing, or management	Bank of America	TX	Phone	41479	Closed with explanation
Credit card		Billing disputes	TD Bank US Holding Company	FL	Web	41492	Closed with monetary relief
Mortgage	FHA mortgage	Application, originator, mortgage broker	HSBC North America Holdings Inc.	NY	Web	41492	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	Wells Fargo & Company	CA	Web	41494	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan servicing, payments, escrow account	Wells Fargo & Company	PA	Phone	41493	Closed with explanation
Credit card		Closing/Cancelling account	Bank of America	DE	Web	41477	Closed with non-monetary relief
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	Ocwen	NY	Web	41478	Closed with explanation
Debt collection	Credit card	False statements or representation	U.S. Bancorp	CA	Web	41492	Closed with explanation
Credit reporting		Unable to get credit report/credit score	TransUnion Intermediate Holdings, Inc.	IL	Web	41492	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	TCF National Bank	IL	Web	41491	Closed with non-monetary relief
Mortgage	FHA mortgage	Loan modification, collection, foreclosure	Bank of America	FL	Web	41478	Closed with explanation
Money transfers	Domestic (US) money transfer	Incorrect/missing disclosures or info	JPMorgan Chase & Co.	CA	Web	41486	Closed with monetary relief
Bank account or service	Checking account	Deposits and withdrawals	Santander Bank US	NJ	Postal mail	41493	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Nationstar Mortgage	NH	Referral	41491	Closed with explanation
Debt collection	Other (i.e. phone, health club, etc.)	Disclosure verification of debt	Encore Capital Group	LA	Web	41477	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	Bank of America	FL	Web	41478	Closed with explanation
Mortgage	Conventional adjustable mortgage (ARM)	Application, originator, mortgage broker	Bank of America	NC	Phone	41494	Closed with explanation
Credit card		Cash advance	Amex	CA	Web	41486	Closed with explanation
Bank account or service	Checking account	Deposits and withdrawals	Wells Fargo & Company	CA	Web	41488	Closed with monetary relief
Credit reporting		Incorrect information on credit report	TransUnion Intermediate Holdings, Inc.	NY	Web	41484	Closed with explanation

Bank account or service	Other bank product/service	Account opening, closing, or management	SunTrust Banks, Inc.	GA	Web	41479	Closed with explanation
Mortgage	Conventional adjustable mortgage (ARM)	Loan modification, collection, foreclosure	JPMorgan Chase & Co.	NJ	Web	41480	Closed with explanation
Bank account or service	Other bank product/service	Problems caused by my funds being low	PNC Bank N.A.	CA	Web	41492	Closed with explanation
Credit card		Closing/Cancelling account	Capital One	CA	Web	41486	Closed with explanation
Bank account or service	Checking account	Account opening, closing, or management	JPMorgan Chase & Co.	CA	Web	41479	Closed with explanation
Consumer Loan	Vehicle loan	Shopping for a loan or lease	BMW Financial Services	CA	Web	41479	Closed with explanation
Credit reporting		Credit reporting company's investigation	Experian	NJ	Web	41487	Closed with non-monetary relief
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	Specialized Loan Servicing LLC	WA	Web	41495	Closed
Mortgage	Other mortgage	Loan modification, collection, foreclosure	JPMorgan Chase & Co.	DC	Referral	41498	Closed with explanation
Student loan	Non-federal student loan	Repaying your loan	Navient Solutions, Inc.	IL	Web	41480	Closed with monetary relief
Mortgage	Conventional adjustable mortgage (ARM)	Loan modification, collection, foreclosure	Wells Fargo & Company	WA	Web	41478	Closed with explanation
Debt collection	Other (i.e. phone, health club, etc.)	Cont'd attempts collect debt not owed	ERC	LA	Web	41522	Closed with non-monetary relief
Mortgage	FHA mortgage	Loan modification, collection, foreclosure	Bank of America	ID	Web	41491	Closed with explanation
Bank account or service	Checking account	Making/receiving payments, sending money	Citibank	WA	Referral	41488	Closed with non-monetary relief
Mortgage	Other mortgage	Loan modification, collection, foreclosure	JPMorgan Chase & Co.	TX	Referral	41479	Closed with explanation
Mortgage	Other mortgage	Loan servicing, payments, escrow account	Bank of America	WA	Referral	41479	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Wells Fargo & Company	WA	Referral	41480	Closed with explanation
Mortgage	Other mortgage	Application, originator, mortgage broker	Wells Fargo & Company	UT	Referral	41479	Closed with explanation
Mortgage	FHA mortgage	Loan modification, collection, foreclosure	Bank of America	IL	Referral	41479	Closed with explanation
Mortgage	FHA mortgage	Loan modification, collection, foreclosure	Nationstar Mortgage	FL	Web	41495	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Wells Fargo & Company	CA	Referral	41479	Closed with monetary relief
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Wells Fargo & Company	MN	Referral	41480	Closed with explanation
Credit card		Billing disputes	Bank of America	VA	Referral	41480	Closed with explanation
Mortgage	Other mortgage	Other	Ocwen	NY	Postal mail	41491	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Nationstar Mortgage	VA	Referral	41491	Closed with explanation
Mortgage	FHA mortgage	Loan modification, collection, foreclosure	Bank of America	FL	Web	41491	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Wells Fargo & Company	IL	Referral	41479	Closed with explanation
Mortgage	Other mortgage	Other	JPMorgan Chase & Co.	AL	Referral	41479	Closed with explanation
Bank account or service	Checking account	Deposits and withdrawals	JPMorgan Chase & Co.	CA	Referral	41479	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Ditech Financial LLC	DC	Referral	41480	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan servicing, payments, escrow account	Flagstar Bank	CO	Web	41494	Closed with monetary relief
Mortgage	Other mortgage	Loan servicing, payments, escrow account	Citibank	MO	Referral	41491	Closed with explanation
Credit reporting		Incorrect information on credit report	Experian	TX	Postal mail	41522	Closed with non-monetary relief
Money transfers	Domestic (US) money transfer	Other transaction issues	The Western Union Company	KS	Web	41487	Closed with explanation
Debt collection	Credit card	False statements or representation	Portfolio Recovery Associates, Inc.	CA	Web	41478	Closed with explanation
Credit card		APR or interest rate	Synchrony Financial	MD	Referral	41481	Closed with explanation
Bank account or service	Other bank product/service	Account opening, closing, or management	Wells Fargo & Company	VA	Postal mail	41487	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Bank of America	PA	Web	41491	Closed with non-monetary relief
Bank account or service	Other bank product/service	Account opening, closing, or management	BMO Harris	IL	Web	41495	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan servicing, payments, escrow account	JPMorgan Chase & Co.	CA	Web	41491	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	JPMorgan Chase & Co.	GA	Phone	41480	Closed with explanation
Debt collection	Credit card	Communication tactics	Citibank	NY	Postal mail	41486	Closed with non-monetary relief
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	Bank of America	MD	Phone	41491	Closed with explanation
Credit card		Other	Capital One	NH	Web	41478	Closed with explanation
Bank account or service	Savings account	Account opening, closing, or management	SunTrust Banks, Inc.	TN	Referral	41494	Closed with explanation
Credit reporting		Unable to get credit report/credit score	TransUnion Intermediate Holdings, Inc.	GA	Postal mail	41505	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	Bank of America	FL	Web	41491	Closed with explanation
Bank account or service	Other bank product/service	Problems caused by my funds being low	Bank of America	FL	Web	41479	Closed with explanation



Consumer Loan	Installment loan	Taking out the loan or lease	Wells Fargo & Company	SC	Web	41491	Closed with explanation
Mortgage	Conventional adjustable mortgage (ARM)	Loan modification, collection, foreclosure	Wells Fargo & Company	CA	Web	41499	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	JPMorgan Chase & Co.	AZ	Web	41494	Closed with explanation
Mortgage	Conventional fixed mortgage	Application, originator, mortgage broker	Citizens Financial Group, Inc.	MA	Web	41479	Closed with explanation
Credit card		Other	JPMorgan Chase & Co.	CA	Web	41478	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	Select Portfolio Servicing, Inc	NJ	Web	41495	Closed with explanation
Credit reporting		Incorrect information on credit report	Wells Fargo & Company	FL	Web	41494	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	JPMorgan Chase & Co.	MI	Fax	41480	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	Bank of America	FL	Web	41491	Closed with non-monetary relief
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	JPMorgan Chase & Co.	FL	Phone	41479	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Regions Financial Corporation	MS	Referral	41495	Closed
Mortgage	Other mortgage	Loan servicing, payments, escrow account	Ocwen	MA	Web	41491	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Citibank	FL	Referral	41491	Closed with explanation
Credit reporting		Incorrect information on credit report	Focused Recovery Solutions, Inc.	VA	Web	41491	Closed with non-monetary relief
Credit reporting		Incorrect information on credit report	TransUnion Intermediate Holdings, Inc.	FL	Postal mail	41484	Closed with explanation
Mortgage	Conventional adjustable mortgage (ARM)	Loan servicing, payments, escrow account	Ocwen	CA	Web	41491	Closed with explanation
Debt collection	Credit card	Con'td attempts collect debt not owed	Citibank	IL	Web	41648	Closed with explanation
Credit card		Late fee	Capital One	AR	Web	41478	Closed with monetary relief
Credit reporting		Incorrect information on credit report	Experian	WA	Web	41492	Closed with explanation
Credit reporting		Incorrect information on credit report	Equifax	GA	Web	41478	Closed with non-monetary relief
Mortgage	FHA mortgage	Settlement process and costs	Prospect Mortgage	FL	Web	41491	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Bank of America	NY	Referral	41479	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Bank of America	CA	Referral	41480	Closed with explanation
Credit card		Billing disputes	HSBC North America Holdings Inc.	NY	Web	41479	Closed with explanation
Bank account or service	Checking account	Problems caused by my funds being low	TD Bank US Holding Company	CT	Referral	41481	Closed with monetary relief
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	Nationstar Mortgage	VA	Web	41480	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan servicing, payments, escrow account	Citibank	MI	Web	41495	Closed with explanation
Bank account or service	Checking account	Deposits and withdrawals	U.S. Bancorp	CO	Web	41493	Closed with explanation
Bank account or service	Savings account	Account opening, closing, or management	Santander Bank US	ME	Web	41479	Closed with explanation
Credit card		Payoff process	U.S. Bancorp	MA	Referral	41481	Closed with explanation
Mortgage	Conventional fixed mortgage	Application, originator, mortgage broker	JPMorgan Chase & Co.	TN	Web	41484	Closed with explanation
Credit card		Billing disputes	Amex	CA	Referral	41499	Closed with monetary relief
Mortgage	Conventional adjustable mortgage (ARM)	Loan modification, collection, foreclosure	Bank of America	VA	Web	41493	Closed with non-monetary relief
Credit reporting		Unable to get credit report/credit score	Sterling Infosystems, Inc.	FL	Web	41495	Closed with explanation
Mortgage	Other mortgage	Loan modification, collection, foreclosure	Bank of America	FL	Referral	41481	Closed with explanation
Mortgage	Home equity loan or line of credit	Loan modification, collection, foreclosure	Specialized Loan Servicing LLC	CA	Postal mail	41493	Closed
Credit card		APR or interest rate	PNC Bank N.A.	PA	Phone	41481	Closed with explanation
Mortgage	Home equity loan or line of credit	Loan modification, collection, foreclosure	Citibank	NY	Web	41481	Closed with monetary relief
Credit card		Other	Amex	FL	Postal mail	41480	Closed with monetary relief
Credit card		Billing disputes	Capital One	MA	Web	41478	Closed with explanation
Credit card		Billing disputes	Bank of America	CO	Web	41480	Closed with explanation
Student loan	Non-federal student loan	Repaying your loan	Navient Solutions, Inc.	NJ	Web	41480	Closed with explanation
Credit reporting		Improper use of my credit report	Experian	FL	Web	41484	Closed with non-monetary relief
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	Bank of America	NC	Phone	41537	Closed with explanation
Debt collection	Other (i.e. phone, health club, etc.)	Communication tactics	Stellar Recovery Inc.	NJ	Postal mail	41498	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan modification, collection, foreclosure	Ditech Financial LLC	CA	Web	41493	Closed with explanation
Mortgage	Conventional fixed mortgage	Loan servicing, payments, escrow account	Ditech Financial LLC	MI	Web	41479	Closed with explanation
Bank account or service	(CD) Certificate of deposit	Deposits and withdrawals	Citizens Financial Group, Inc.	PA	Referral	41481	Closed with explanation

Mortgage	Other mortgage	Loan modification,collection,foreclosure	JPMorgan Chase & Co.	CA	Referral	41481	Closed with explanation
Credit reporting		Incorrect information on credit report	Equifax	OR	Web	41492	Closed with non-monetary relief