



# THE BANKERS BANK CONSUMER COMPLAINTS REPORT



Total Complaints  
**9,823**

Closed Complaints  
**9,572**

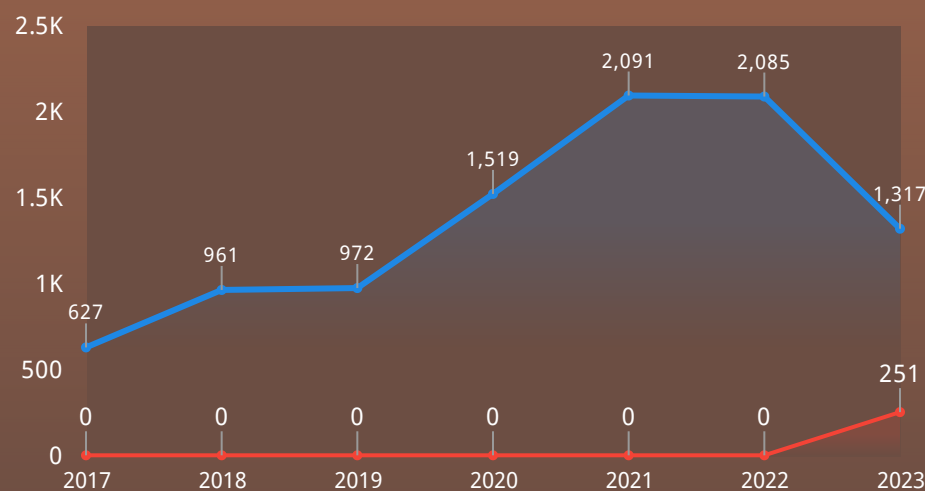
Open Complaints  
**251**

Select Year

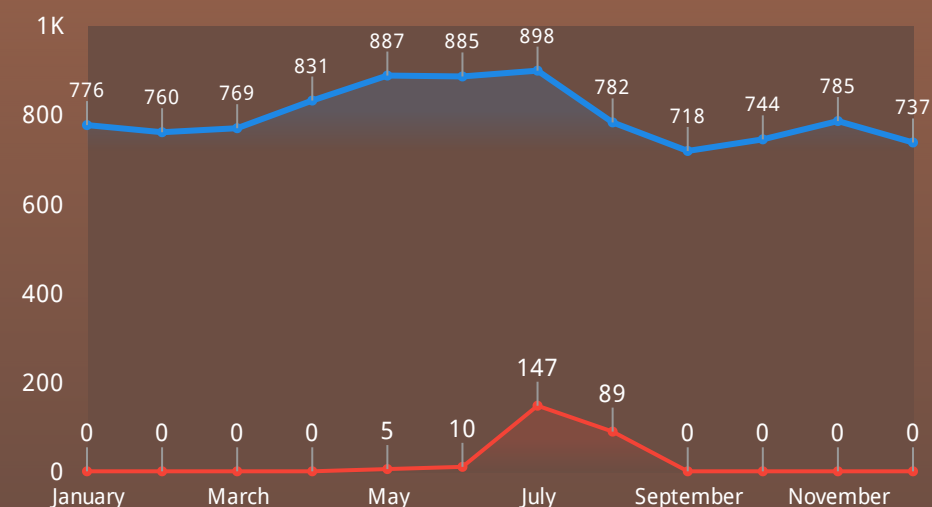
Submitted comms: Web

(1)

## Yearly Complaints



## Monthly Complaints



State: CA

(1)

### Insights:

2022 has the highest complaints and in montly trends, August is the highest number of complaints.

As we checked further, we have 587 open complaints that has not yet resolved due to managing accounts.

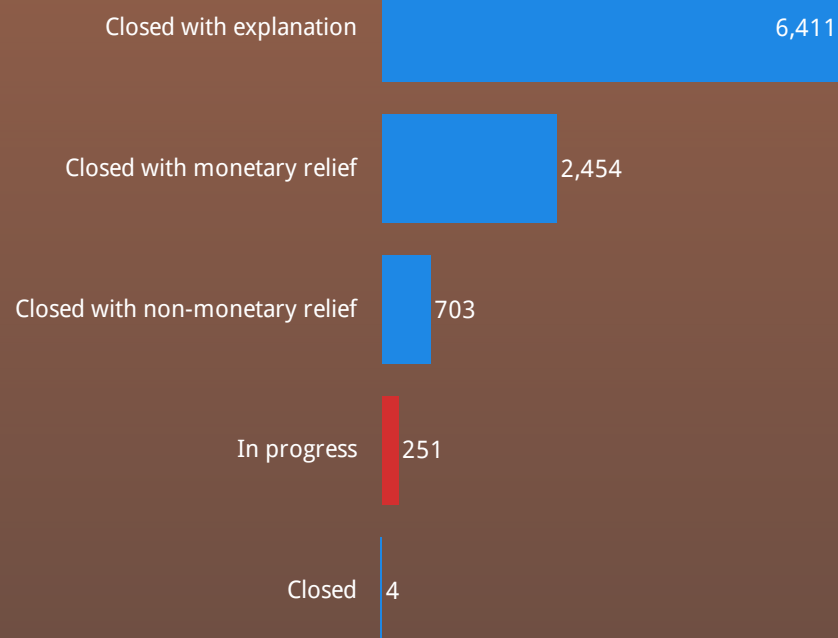
Managing an account is the top complaints for most consumer even in the previous years.

We were able to handle the complaints on time, but some are not handled properly.

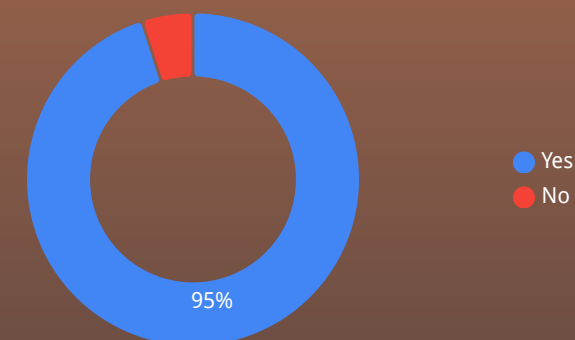
And most consumers were submitted via web since its more convinient.

Lastly, of all the states we handled, CA has the highest number of complaints and managing the account is the most common complaint.

## Number of Response to Consumers



## Are complaints handled on time?



## Top 10 Complaint Issues

Complaints	Total Complaints
Managing an account	1,905
Incorrect information on your report	976
Problem with a purchase shown on your statement	648
Problem with a purchase or transfer	560
Fraud or scam	469
Problem with a lender or other company charging you...	430