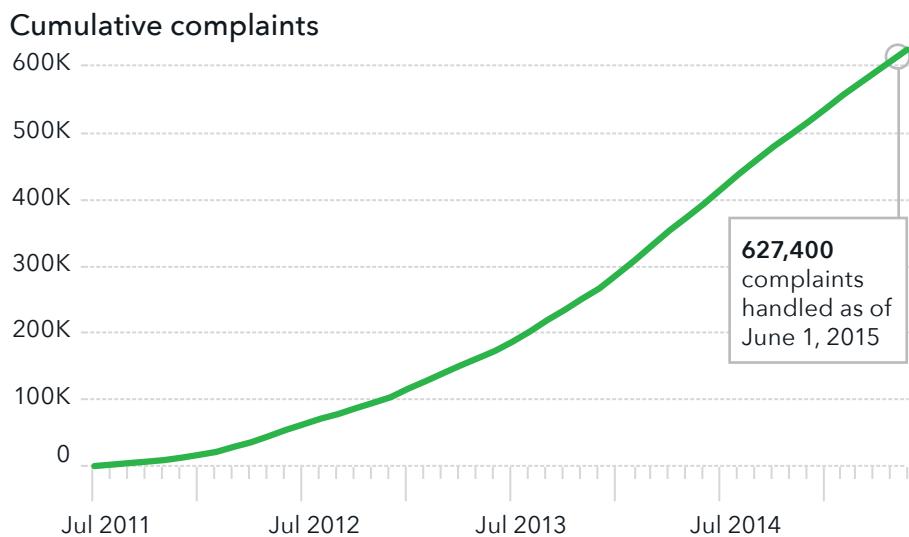


## CONSUMER RESPONSE

# Complaints by the numbers

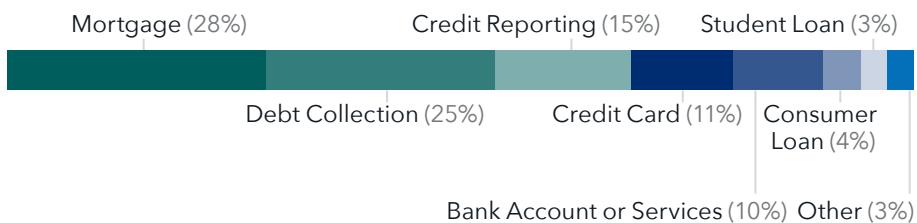
The Bureau's Office of Consumer Response hears directly from consumers about the challenges they face in the marketplace. We forward their complaints to companies and work to get them a response – generally within 15 days. In just over three and a half years, we've handled more than 627,400 consumer complaints.



### Cumulative complaints by year



### Cumulative complaints by type



The top three most common complaints are about mortgages, debt collection, and credit reporting. We also handle credit card, bank account and service, private student loan, vehicle and other consumer loan, payday loan, prepaid card, money transfer and virtual currency, and other financial service complaints.

Percentages may not sum to 100 percent due to rounding.

Visit the **Consumer Complaint Database** at [www.consumerfinance.gov/complaintdatabase](http://www.consumerfinance.gov/complaintdatabase) to sort and filter individual complaint data by product, issue, company, state, and more. You can also see actions taken on a complaint – whether the company's response was timely, how the company responded, and whether the consumer disputed the company's response.