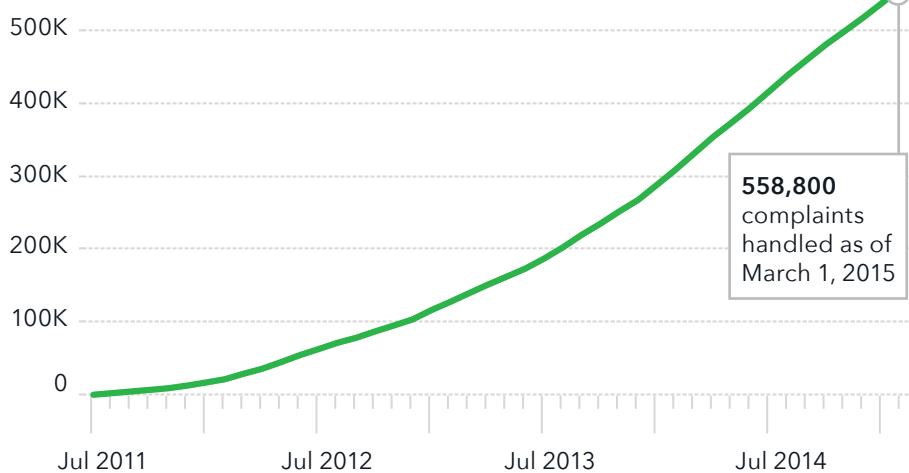


CONSUMER RESPONSE

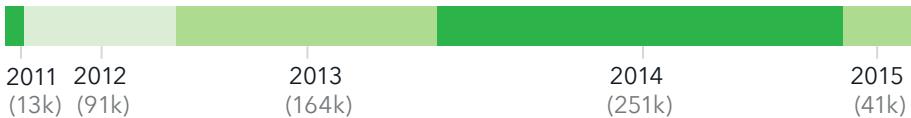
Complaints by the numbers

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 558,800 consumer complaints.

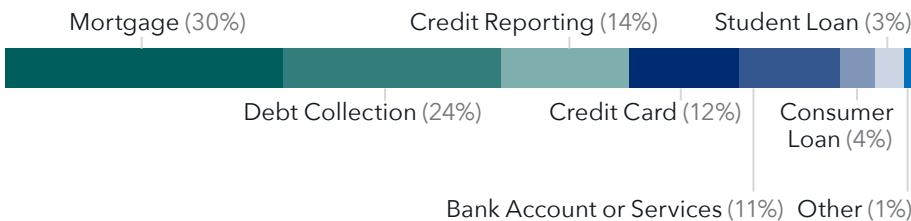
Cumulative complaints



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.

Visit the **Consumer Complaint Database** at 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.