

July 2017

Monthly Complaint Report

Vol. 25



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1. Introduction

The Consumer Financial Protection Bureau began consumer response operations on July 21, 2011, as the nation's first federal agency with the sole mission to protect American consumers in the financial marketplace.¹ Listening to consumers is key to our mission, and the work of our Office of Consumer Response (Consumer Response) is integral to this work. By answering consumers' questions and handling their complaints, we learn about consumers' experiences in the financial marketplace, about company practices and behaviors, and about emerging trends in the marketplace.

Consumer Response answers consumers' questions about financial products and services through its U.S.-based Consumer Resource Centers, which provide services to consumers in more than 180 languages and to consumers who are deaf, have hearing loss, or have speech disabilities. By calling the Bureau's toll-free number, consumers can talk to someone Monday through Friday from 8 a.m. to 8 p.m. Eastern Time. We help consumers with answers to their questions about consumer financial products and services, point consumers to Bureau tools on our website, and connect them to other resources as well. Consumers can also check the status of a complaint or get help submitting a complaint over the phone.

Through complaints submitted by consumers,² Consumer Response hears directly from consumers about the challenges they face in the marketplace, brings their concerns to the attention of companies, and assists in addressing their complaints. Complaints are sent to companies for response – typically in less than one day – giving companies the opportunity

¹ The Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010, Pub. L. No. 111-203 ("Dodd-Frank Act") created the CFPB to protect consumers of financial products or services and to encourage the fair and competitive operation of consumer financial markets.

² Consumer complaints are submissions that express dissatisfaction with, or communicate suspicion of wrongful conduct by, an identifiable entity related to a consumer's personal experience with a financial product or service.

respond to their customers when there is a problem or misunderstanding, generally within 15 days.

The CFPB accepts complaints through its website and by telephone, mail, email, fax, and referral. In addition to submitting complaints on the Bureau's website or by speaking to one of our Consumer Guides over the phone, consumers can also log on to a secure online consumer portal to check the status of a complaint and review a company's response.



When consumers submit complaints, they select the consumer financial product or service as well as the issue they are having with that product or service from a list. Consumers describe what happened including information like dates, amounts, and actions they or the company has taken, describe their desired resolution and answer questions to help the Bureau and the company understand their issue. Consumers may also submit documents. Complaints are sent via a secure web portal to the appropriate company.³ The company reviews the information, communicates with the consumer as needed, and determines what action to take in response. The company then reports back to the consumer and the CFPB via their secure company portal, and the Bureau invites the consumer to review the response. Consumers who have submitted complaints with the Bureau can log onto their secure consumer portal available through the CFPB's website or speak to a consumer guide to receive status updates, provide additional information, and review responses provided to the consumer by the company.

³ In some cases, Consumer Response refers or sends a complaint to another regulator, for example, if a particular complaint does not involve a product or market that is within the Bureau's jurisdiction or one that is not currently being handled by the Bureau, or in cases where the company is not yet registered to respond to complaints in our system. Complaints handled by the Bureau, including those sent to other regulators, serve to inform the Bureau in its work to supervise companies, to enforce consumer financial laws, to write better rules and regulations, and to educate and engage consumers.

Collecting, investigating, and responding to consumer complaints is central to the CFPB's work.⁴ The CFPB continually strives to collect reliable complaint data while ensuring the system's ease-of-use and effectiveness for consumers and companies. Feedback from consumers and companies is instrumental in that work. This Monthly Complaint Report takes a closer look at companies' responses to complaints and consumers' perspectives on the complaint process and company responses.⁵

⁴ See Dodd-Frank Act, Pub. L. No. 111-203, Section 1021(c)(2).

⁵ This is a special edition complaint report. Our standard monthly complaint reports provide timely information and insights into the type of complaints consumers are submitting with spotlights on a product or market and a city and state. The next standard monthly complaint report will be available in September 2017.

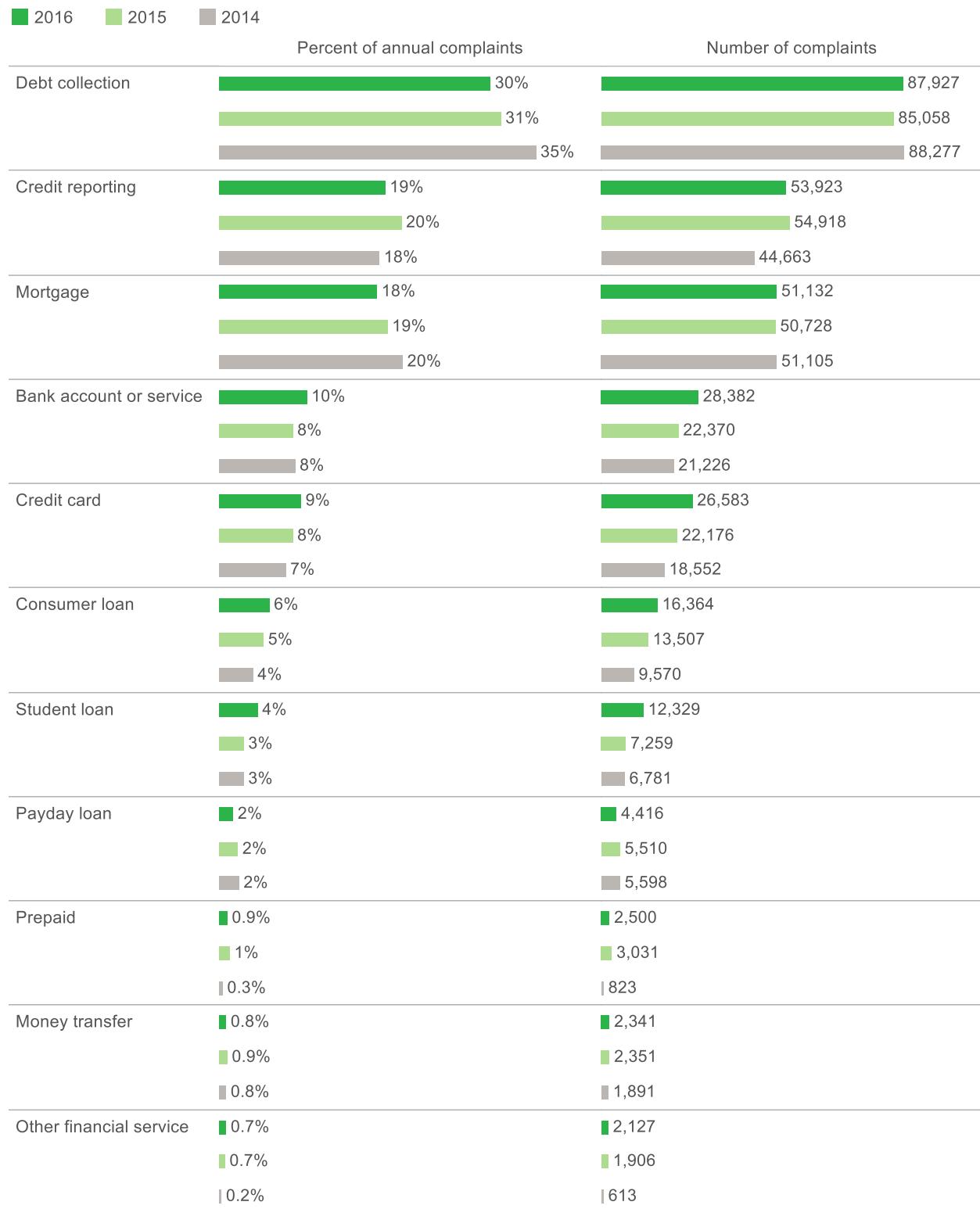
2.Consumer Response by the numbers

Each day consumers come to the CFPB looking for answers to their questions about consumer financial products and services and to submit complaints when they encounter problems with those products and services. More than 25,000 consumers call our U.S.-based consumer resource centers each month.

The CFPB accepts complaints about many consumer financial products and services, including mortgages, credit cards, auto loans, student loans, deposit accounts, debt collection, credit reporting, payday loans, consumer loans, and more. As of July 1, 2017, we have handled over 1,242,800 consumer complaints.

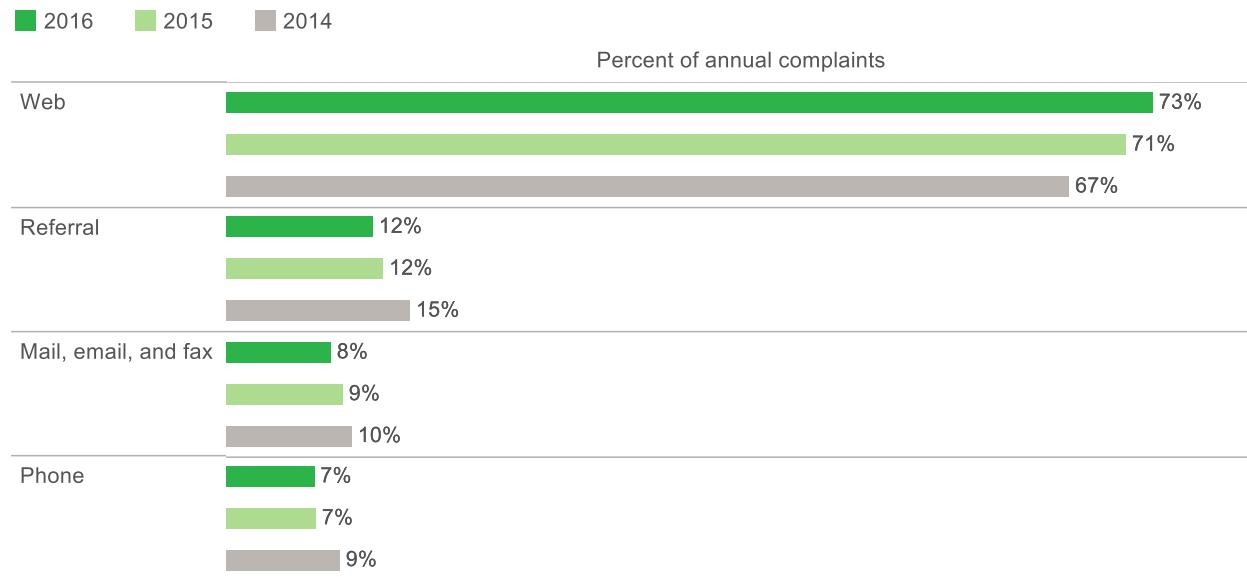
Figure 1 shows the types of complaints submitted by consumers in 2014, 2015, and 2016. Debt collection, credit reporting and mortgage complaints have been the most common types of complaints submitted by consumers in each of the last three years.

FIGURE 1: COMPLAINT VOLUME BY PRODUCT HANDLED IN 2014, 2015, 2016



Over the last three years, consumers have increasingly submitted complaints through the CFPB's website while referrals and complaints submitted by mail, email, fax, and phone have all decreased.

FIGURE 2: SHARE OF COMPLAINTS BY SUBMISSION CHANNEL 2014, 2015, 2016



In 2016, consumers submitted approximately 73% of all complaints through the CFPB's website with referrals from other government agencies accounting for approximately 12% of all complaints. The rest were submitted by mail, email, fax and phone.⁶

⁶ This report is based on dynamic data and may slightly differ from other public reports. Complaints referred to other regulators, such as complaints about depository institutions with less than \$10 billion in assets, are not published in the Consumer Complaint Database.

3. Company responses to consumer complaints

The CFPB sends consumer complaints to companies for response through a secure company portal, typically in less than one day. Companies have provided timely responses to approximately 97% of complaints sent to them by the CFPB for response. Company responses to consumer complaints include descriptions of steps that have been or that will be taken, communications received from the consumer, and any follow-up actions or planned follow-up actions tailored to the individual consumer's complaint.

As shown in Table 1, companies most often respond to their customers and the CFPB using one of the following response category options: "Closed with monetary relief," "Closed with non-monetary relief," "Closed with explanation," and "Closed."⁷ "Monetary relief" is defined as objective, measurable, and verifiable monetary relief to the consumer as a direct result of the steps that have been or that will be taken in response to the complaint. "Closed with non-monetary relief" indicates that the steps taken by the company in response to the complaint did not result in monetary relief to the consumer, but included other objective, verifiable relief. "Nonmonetary relief" is defined as other objective and verifiable relief to the consumer as a direct result of the steps that have been or that will be taken in response to the complaint. "Closed with explanation" indicates that the steps taken by the company in response to the complaint included an explanation that was tailored to the individual consumer's complaint. For example, this category would be used if the explanation substantively meets the consumer's desired resolution or explains why no further action will be taken. "Closed with explanation" would not be used if specific, verifiable monetary or non-monetary relief was provided to the

⁷ Companies also use the administrative options available in the portal to indicate to the CFPB that further review of the complaint by the CFPB may be needed.

consumer in response to the complaint. “Closed” indicates that the company closed the complaint without relief – monetary or non-monetary – or explanation.

TABLE 1: HOW COMPANIES HAVE RESPONDED TO CONSUMER COMPLAINTS THROUGH MARCH 31, 2017

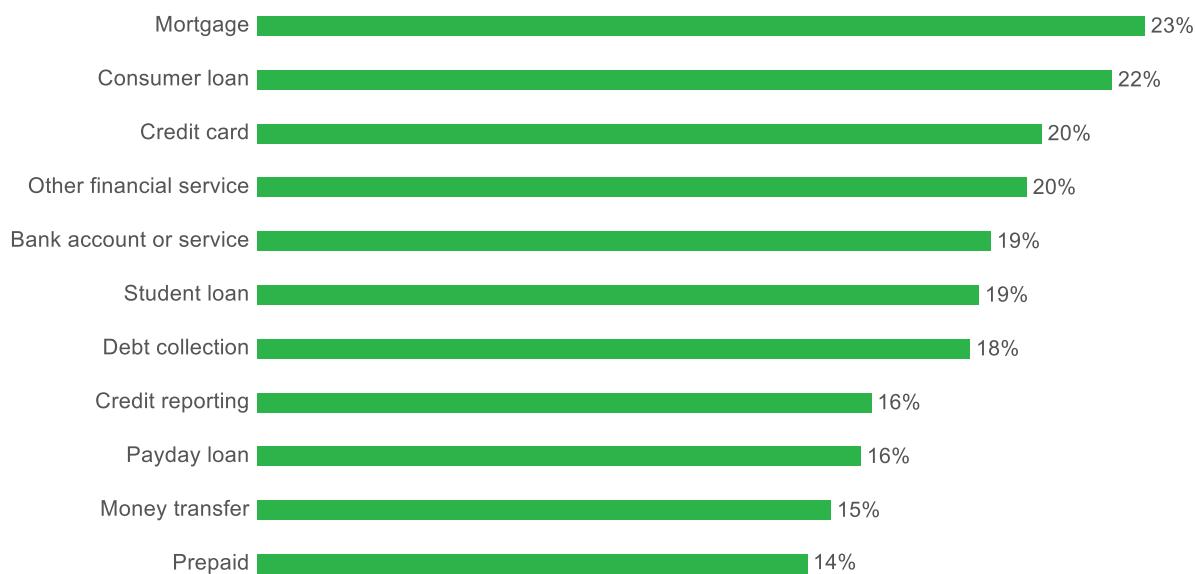
	Closed with monetary relief	Closed with non-monetary relief	Closed with explanation	Closed (without relief or explanation)	Administrative response	Company reviewing	Company did not provide a timely response
Debt collection	1%	14%	70%	4%	2%	1%	7%
Mortgage	3%	6%	82%	2%	4%	1%	2%
Credit reporting	<1%	26%	69%	<1%	2%	2%	<1%
Credit card	26%	10%	60%	<1%	2%	1%	1%
Bank account or service	22%	6%	64%	3%	2%	1%	3%
Consumer loan	7%	8%	76%	2%	2%	2%	4%
Student loan	4%	7%	84%	<1%	<1%	3%	1%
Payday loan	4%	3%	68%	3%	11%	<1%	10%
Money transfer	12%	4%	78%	1%	1%	1%	3%
Prepaid	30%	13%	52%	1%	1%	2%	1%
Other financial service	11%	3%	68%	3%	2%	4%	9%
All	8%	12%	72%	2%	2%	1%	3%

Consumer Response analyzes consumer complaints, including the accuracy, completeness, and timeliness of companies' responses as well as consumers' feedback about companies' responses, to ensure that consumers receive timely responses to their complaints and that the Bureau and other regulators, consumers, and the marketplace have the complaint information needed to monitor and improve the functioning of the consumer financial markets for such products and services.

4. Consumers' feedback about companies' responses

Consumer feedback provides helpful insight into which issues are being addressed and how companies are addressing the concerns consumers raise in their complaints. After a company responds to a consumer complaint sent to it by the CFPB, consumers are given the opportunity to provide feedback on the company's response. Through early 2017, consumers primarily provided feedback by disputing companies' responses to their complaints.

FIGURE 3: CONSUMER DISPUTE OF COMPANIES' RESPONSES JULY 21, 2011 THROUGH MARCH 31, 2017



As shown in Figure 3, consumers' disputes of company responses to their complaints range from approximately 14% of company responses to prepaid card complaints to 23% of company responses to mortgage complaints. While collecting and sharing information about consumer disputes of company responses is an indicator of consumer satisfaction with companies'

responses to consumers' issues, it has some limitations. For example, quantitative dispute data does not provide insight into the reasons why a consumer was dissatisfied with the company's response to their complaint and dispute data does not reflect the positive feedback consumers have about how companies have addressed their concerns.

Consumers' feedback lets the CFPB know when the process did not deliver their desired result and where the CFPB may want to take a closer look. Sometimes consumers' feedback expresses appreciation for the timeliness of the response to their complaint while suggesting the company's response was incomplete.

"The complaint process is excellent. It was easy to provide information and attached (sic) documents. I appreciate the ability to have your office see the issues that are happening to people across the country from businesses that affect probably millions of people. I do not agree with this company's answer because they did not answer the basic concerns I have; nonetheless, without your help from CFPB I would not have received an answer." – *Consumer from Texas*

"This complaint process was easy, but it didn't work for me. Dispute the fact that [the company] is admitting to the fact that they closed my case numerous times, they take no responsibility for their actions. First, I did submit the required paperwork numerous times, but this company's roundabout is saying I didn't and since I don't have access to their portal I'm unable to provide that information." – *Consumer from New Jersey*

Others have told the CFPB that they do not understand what the company said or did in response to their issue. Some consumers have shared positive feedback about company responses. Consumers tell the Bureau when the process has worked for them and resulted in a better outcome regarding their issue. For example, consumers share feedback about the ease-of-use of the process and the speed of the company's response:

"We were pleasantly surprised at the ease of the process and the quick response. [The company] received notice of our complaint promptly and moved to address the issue quickly (we will have to see if their response is complete). It is extremely difficult as a

regular citizen to get the attention of our mortgage financing company when a problem arises. Without the accountability provided by the CFPB, I am sure we would still be on hold in purgatory with yet another so called “customer service representative.” – *Consumer from Washington*

“I had a problem with fees billed multiple times to my credit card account. I called the credit card company multiple times and spent hours on hold and talking to people who couldn’t help me even though they seemed to understand the problem. After four months without resolution, I finally filed a complaint with the CFPB. Within days, I received a call from a very helpful person at the credit card company who researched the issue and understood the problem completely. Within a week, I had a refund to my account.

“– *Consumer from North Carolina*

Consumers also more succinctly express their appreciation for the quick response of the company to their complaint once it was sent by the CFPB.

“Thank you. I was getting the runaround from the company until they received the CFPB complaint and then they resolved it very quickly.” – *Consumer from California*

Consumer feedback – both positive and negative – about company responses provides helpful insight into which issues are being addressed and how companies are addressing the concerns consumers raise in their complaints. This feedback informs the Bureau’s efforts to improve our complaint process. To assist companies in their efforts to identify issues and to support their desire to build and sustain successful customer relationships, the Bureau is working to collect and share more useful consumer feedback with companies over time.

APPENDIX A:

TABLE 2: TOTAL COMPLAINTS BY MONTH AND PRODUCT THROUGH MARCH 31, 2017

	Bank account or services	Consumer loan	Credit card	Credit reporting	Debt collection	Money transfer	Mortgage	Other financial services	Payday loan	Prepaid	Student loans	Total
11-Jul	13	3	517	2	4	0	14	4	0	2	2	564
11-Aug	140	27	1,817	12	6	1	127	9	0	5	5	2,166
11-Sep	191	45	1,718	18	17	2	179	28	4	7	3	2,233
11-Oct	159	26	1,748	11	8	3	178	24	0	7	4	2,188
11-Nov	199	39	1,752	5	9	1	275	17	1	0	5	2,324
11-Dec	206	29	1,604	8	6	2	1,696	0	0	14	4	3,584
12-Jan	191	30	1,453	4	5	0	2,525	1	3	6	11	4,252
12-Feb	216	37	1,433	10	12	2	2,694	0	0	6	8	4,437
12-Mar	1,463	220	1,615	12	31	7	3,441	6	7	17	666	7,526
12-Apr	1,504	250	1,352	13	31	3	3,395	2	8	13	315	6,902
12-May	1,963	366	1,661	19	36	5	4,685	3	8	12	242	9,069
12-Jun	1,692	340	1,976	12	34	2	4,642	7	6	10	757	9,533
12-Jul	1,619	329	1,794	32	33	3	4,171	6	4	5	315	8,353
12-Aug	1,596	359	1,586	33	24	0	4,610	8	3	6	298	8,556
12-Sep	1,367	304	1,256	21	17	0	3,653	11	4	12	260	6,927
12-Oct	1,567	388	1,699	551	18	2	4,013	6	6	7	398	8,686
12-Nov	1,252	328	1,401	1,252	24	1	3,525	4	1	4	332	8,156
12-Dec	1,248	343	1,312	1,370	62	1	3,737	4	15	8	272	8,420
13-Jan	1,651	391	1,454	1,561	94	3	7,225	6	8	4	384	12,877
13-Feb	1,459	352	1,442	1,710	113	11	5,681	11	16	9	331	11,230
13-Mar	1,685	439	1,607	1,728	153	6	5,633	3	15	18	373	11,815
13-Apr	1,422	457	1,508	1,903	179	79	5,623	3	16	16	371	11,704
13-May	1,415	442	1,364	1,875	111	58	5,250	2	26	16	302	10,956
13-Jun	1,490	426	1,312	2,042	108	93	5,246	4	22	5	287	11,089
13-Jul	1,657	446	1,278	2,236	2,433	100	5,237	2	17	11	341	13,786
13-Aug	1,683	520	1,352	2,273	4,224	91	4,961	2	40	8	350	15,538
13-Sep	1,666	608	1,357	2,326	6,298	121	4,341	3	36	5	371	17,166
13-Oct	1,800	540	1,369	2,267	4,865	155	3,864	4	35	5	422	15,372
13-Nov	1,565	472	1,246	2,340	6,653	168	3,475	1	396	3	344	16,708
13-Dec	1,535	508	1,322	1,943	5,972	137	3,386	3	385	4	409	15,633

	Bank account or services	Consumer loan	Credit card	Credit reporting	Debt collection	Money transfer	Mortgage	Other financial services	Payday loan	Prepaid	Student loans	Total
14-Jan	1,829	580	1,549	3,221	8,137	162	4,240	0	441	8	491	20,694
14-Feb	1,808	581	1,615	3,509	7,795	144	4,545	2	374	3	494	20,889
14-Mar	2,047	663	1,668	3,556	8,422	171	4,898	3	413	6	584	22,459
14-Apr	1,987	688	1,665	3,850	8,313	171	4,757	8	402	1	541	22,411
14-May	1,950	591	1,497	3,394	7,374	175	4,099	2	324	5	537	19,983
14-Jun	1,943	696	1,497	3,463	7,753	184	4,134	4	347	5	584	20,626
14-Jul	2,026	872	1,571	3,816	7,993	157	4,411	62	587	94	582	22,276
14-Aug	1,564	1,002	1,689	4,647	7,223	148	4,340	104	645	138	626	22,320
14-Sep	1,593	979	1,548	4,379	6,381	164	4,114	110	587	151	594	20,806
14-Oct	1,625	1,026	1,437	3,561	6,685	132	4,474	124	532	139	654	20,583
14-Nov	1,391	910	1,357	3,569	6,131	123	3,506	102	478	129	546	18,396
14-Dec	1,463	982	1,459	3,698	6,070	160	3,587	92	468	144	548	18,862
15-Jan	1,617	998	1,515	4,149	6,547	144	3,513	107	458	165	575	19,941
15-Feb	1,457	990	1,788	4,032	6,874	141	3,601	112	472	183	603	20,403
15-Mar	1,725	1,092	1,896	4,815	8,000	195	4,287	158	538	199	719	23,797
15-Apr	1,748	941	1,757	4,733	7,179	190	4,238	146	484	192	686	22,488
15-May	1,704	1,029	1,825	4,493	7,149	208	4,266	156	414	177	645	22,266
15-Jun	1,968	1,095	1,890	4,297	7,471	211	4,664	166	460	195	626	23,250
15-Jul	1,997	1,344	1,961	6,547	8,184	235	4,464	203	478	187	645	26,424
15-Aug	2,042	1,340	1,931	5,591	7,545	218	4,949	197	445	179	656	25,299
15-Sep	1,907	1,253	1,947	4,679	6,666	198	4,566	148	450	179	612	22,817
15-Oct	2,247	1,292	1,964	4,432	6,810	229	4,435	160	508	892	568	23,795
15-Nov	1,984	1,092	1,819	3,731	6,291	192	3,951	191	421	260	457	20,612
15-Dec	1,974	1,041	1,883	3,419	6,342	190	3,794	162	382	223	467	20,137
16-Jan	2,110	1,174	2,001	3,367	6,681	222	4,192	183	422	227	567	21,366
16-Feb	1,834	1,251	1,997	3,705	7,248	198	4,455	171	394	206	618	22,333
16-Mar	2,036	1,349	2,052	4,861	8,030	187	4,947	207	436	241	1,134	25,740
16-Apr	1,880	1,263	1,995	4,507	7,234	195	4,315	188	383	177	1,190	23,553
16-May	2,192	1,286	1,983	4,807	6,845	198	4,273	126	395	226	963	23,607
16-Jun	2,541	1,274	1,979	4,907	6,943	197	4,289	199	370	221	1,001	24,187
16-Jul	2,379	1,310	2,147	5,207	6,471	164	3,907	137	335	208	1,167	23,653
16-Aug	2,652	1,491	2,598	4,987	9,642	228	4,288	261	422	244	1,246	28,356
16-Sep	3,086	1,528	2,690	4,591	7,298	208	4,463	173	329	187	1,322	26,121
16-Oct	2,834	1,597	2,637	5,222	7,703	189	4,318	176	336	180	1,237	26,711
16-Nov	2,424	1,375	2,221	4,043	6,688	181	3,953	161	336	181	1,040	22,901
16-Dec	2,414	1,466	2,283	3,719	7,144	174	3,732	145	258	202	844	22,575

	Bank account or services	Consumer loan	Credit card	Credit reporting	Debt collection	Money transfer	Mortgage	Other financial services	Payday loan	Prepaid	Student loans	Total
17-Jan	2,601	1,612	2,321	4,542	7,650	164	4,119	169	308	228	5,289	29,234
17-Feb	2,386	1,458	2,243	4,693	7,607	158	3,622	158	291	223	2,530	25,555
17-Mar	2,476	1,633	2,552	5,498	8,711	212	3,965	183	294	206	2,033	27,980
Total⁸	115,055	53,208	118,732	195,826	316,810	8,174	272,153	5,340	17,499	7,256	44,403	1,163,156

⁸ Total column includes approximately 8,700 complaints where the consumer did not select a consumer financial product.

TABLE 3: TOTAL COMPLAINTS BY LOCALITY AND PRODUCT THROUGH MARCH 31, 2017

	Bank account or services	Consumer loan	Credit card	Credit reporting	Debt collection	Money transfer	Mortgage	Other financial services	Payday loan	Prepaid	Student loans	Total
Alabama	1,145	884	969	2,470	4,236	71	2,128	75	354	98	522	13,070
Alaska	136	62	190	227	504	13	253	9	34	8	65	1,508
American Samoa	11	2	5	6	15	1	7	0	0	0	3	51
Arizona	2,438	1,330	2,631	3,852	7,502	154	6,232	85	262	150	850	25,696
Arkansas	507	305	504	1,073	1,638	40	944	31	76	33	250	5,440
California	15,411	6,396	15,742	24,826	40,038	1,136	46,412	636	1,845	1,032	4,739	159,158
Colorado	1,801	851	2,185	3,201	5,414	124	4,667	80	241	122	758	19,574
Connecticut	1,533	575	1,707	1,857	2,884	88	3,168	67	185	95	641	12,903
Delaware	694	331	722	861	1,627	27	1,268	34	105	27	159	5,889
District of Columbia	922	254	790	944	1,588	68	1,393	55	128	55	412	6,690
Federated States of Micronesia	6	2	14	10	16	1	15	1	2	0	1	68
Florida	10,189	4,354	10,251	22,574	28,457	631	29,346	388	1,236	458	2,918	111,559
Georgia	4,638	2,713	3,951	9,853	12,833	286	13,446	170	417	331	1,793	50,751
Guam	15	14	14	30	48	3	29	1	3	1	8	166
Hawaii	306	155	473	662	1,052	22	1,159	16	43	15	116	4,042
Idaho	290	181	444	714	1,493	28	804	8	70	12	172	4,241
Illinois	4,633	1,668	4,287	7,298	10,866	266	9,274	141	628	305	1,643	41,273
Indiana	1,233	736	1,271	2,158	4,348	93	2,484	77	356	89	861	13,794
Iowa	405	247	634	941	1,827	44	816	43	135	47	292	5,466
Kansas	610	315	699	917	2,198	43	1,008	26	116	46	274	6,309
Kentucky	744	472	785	1,577	3,185	65	1,589	43	216	58	438	9,229
Louisiana	1,003	726	901	2,495	4,434	86	2,316	63	350	89	443	12,982
Maine	354	172	578	425	959	16	931	25	60	36	205	3,782
Marshall Islands	5	8	8	4	14	0	11	1	0	0	2	53
Maryland	3,576	1,638	3,409	5,132	8,316	235	10,010	168	627	196	1,300	34,905
Massachusetts	2,887	780	2,953	2,675	4,317	202	5,416	112	305	151	1,177	21,101
Michigan	2,682	1,216	2,627	4,281	7,790	187	7,804	133	550	204	1,438	29,210
Minnesota	1,408	470	1,586	1,763	3,361	119	3,263	71	258	88	715	13,211
Mississippi	539	448	437	1,142	2,114	39	1,047	27	174	49	247	6,297
Missouri	1,352	932	1,407	2,459	5,033	105	3,405	80	312	117	841	16,133
Montana	134	85	242	308	791	11	351	10	39	12	96	2,093
Nebraska	392	176	457	465	1,412	24	661	21	94	29	220	3,974

	Bank account or services	Consumer loan	Credit card	Credit reporting	Debt collection	Money transfer	Mortgage	Other financial services	Payday loan	Prepaid	Student loans	Total
Nevada	1,389	726	1,296	2,585	4,159	93	3,413	54	260	101	348	14,559
New Hampshire	430	189	520	580	1,178	23	1,644	22	68	31	257	4,983
New Jersey	4,923	1,823	4,957	6,350	9,705	288	12,257	244	680	258	1,650	43,462
New Mexico	544	330	534	1,161	1,925	57	1,105	30	127	29	205	6,095
New York	9,414	2,610	10,445	12,586	16,083	626	17,207	419	483	476	3,235	74,072
North Carolina	3,085	1,829	3,237	5,630	8,322	194	7,803	158	489	183	1,145	32,335
North Dakota	89	55	118	240	442	9	148	8	16	8	45	1,184
Northern Mariana Islands	7	1	3	7	10	1	7	0	0	0	5	41
Ohio	3,420	1,869	3,982	4,904	10,611	207	7,282	151	707	261	1,874	35,511
Oklahoma	615	583	729	1,415	3,102	66	1,401	35	270	56	332	8,676
Oregon	1,367	499	1,459	1,776	3,844	70	3,274	70	185	96	611	13,368
Palau	1	1	2	3	1	0	6	0	0	0	0	14
Pennsylvania	4,870	1,849	4,514	6,306	10,851	272	8,897	224	663	257	2,307	41,264
Puerto Rico	364	158	386	733	546	15	503	19	6	9	70	2,855
Rhode Island	477	166	449	433	970	28	802	24	100	23	142	3,633
South Carolina	1,212	1,047	1,217	2,947	4,910	101	3,155	59	286	94	647	15,765
South Dakota	151	113	231	232	638	17	239	10	37	9	85	1,773
Tennessee	1,691	1,164	1,624	2,964	6,624	105	3,500	105	468	122	786	19,266
Texas	7,371	4,909	7,534	22,203	31,674	571	13,443	335	1,610	517	2,715	93,472
Utah	484	322	683	1,002	2,218	38	1,494	23	128	35	235	6,709
Vermont	220	92	275	249	387	11	428	9	23	17	117	1,837
Virgin Islands	37	10	39	78	55	5	53	2	4	1	6	293
Virginia	3,358	1,791	3,846	6,332	9,462	272	8,299	191	544	250	1,351	35,954
Washington	2,105	846	2,326	3,491	6,564	161	6,288	97	277	166	1,220	23,697
West Virginia	308	147	341	659	926	32	505	37	31	27	208	3,267
Wisconsin	1,246	606	1,709	1,597	4,006	93	2,833	57	292	126	615	13,285
Wyoming	73	67	124	202	435	7	218	10	34	3	57	1,245
U.S. Armed Forces – Americas	10	1	6	1	24	1	9	2	1	2	2	61
U.S. Armed Forces – Europe	47	26	39	73	105	6	98	4	0	2	34	435
U.S. Armed Forces – Pacific	21	21	43	50	93	3	57	0	2	0	15	305
Unspecified	3,727	860	3,191	1,837	6,630	574	4,128	244	487	144	485	23,122
Total	115,055	53,208	118,732	195,826	316,810	8,174	272,153	5,340	17,499	7,256	44,403	1,163,156