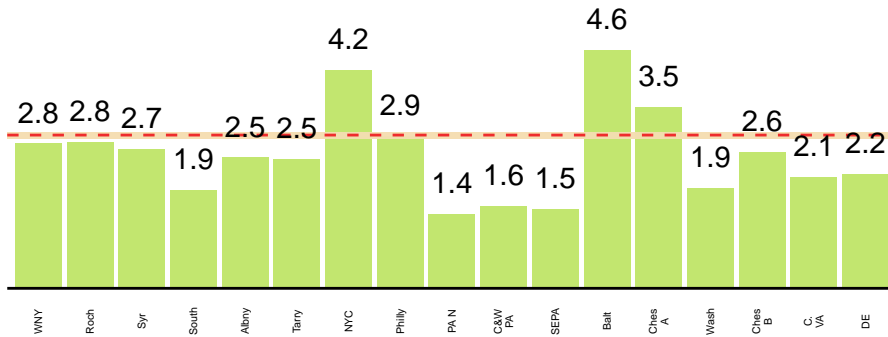
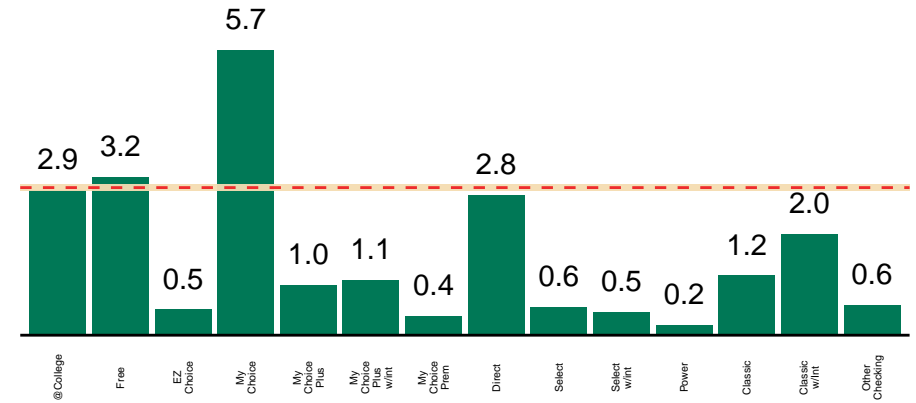


Group #1: Checking account/NSF Fees – Problems caused by low funds/Overdraft/Insufficient funds fees/Low balance (N=5,239)

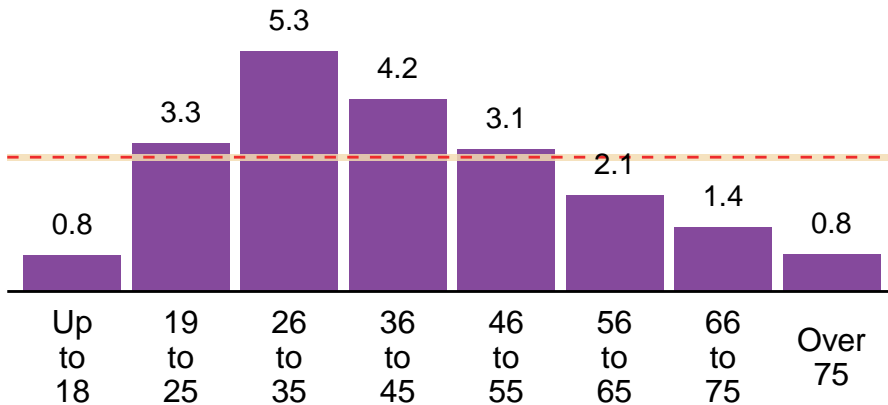
Complaint Rate by Community Bank



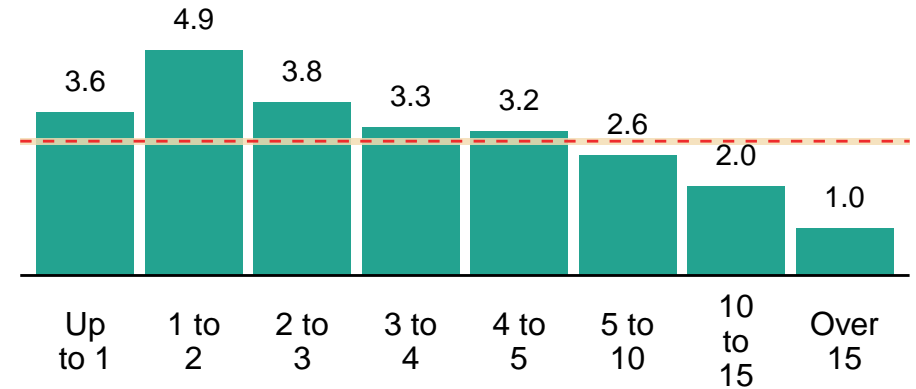
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

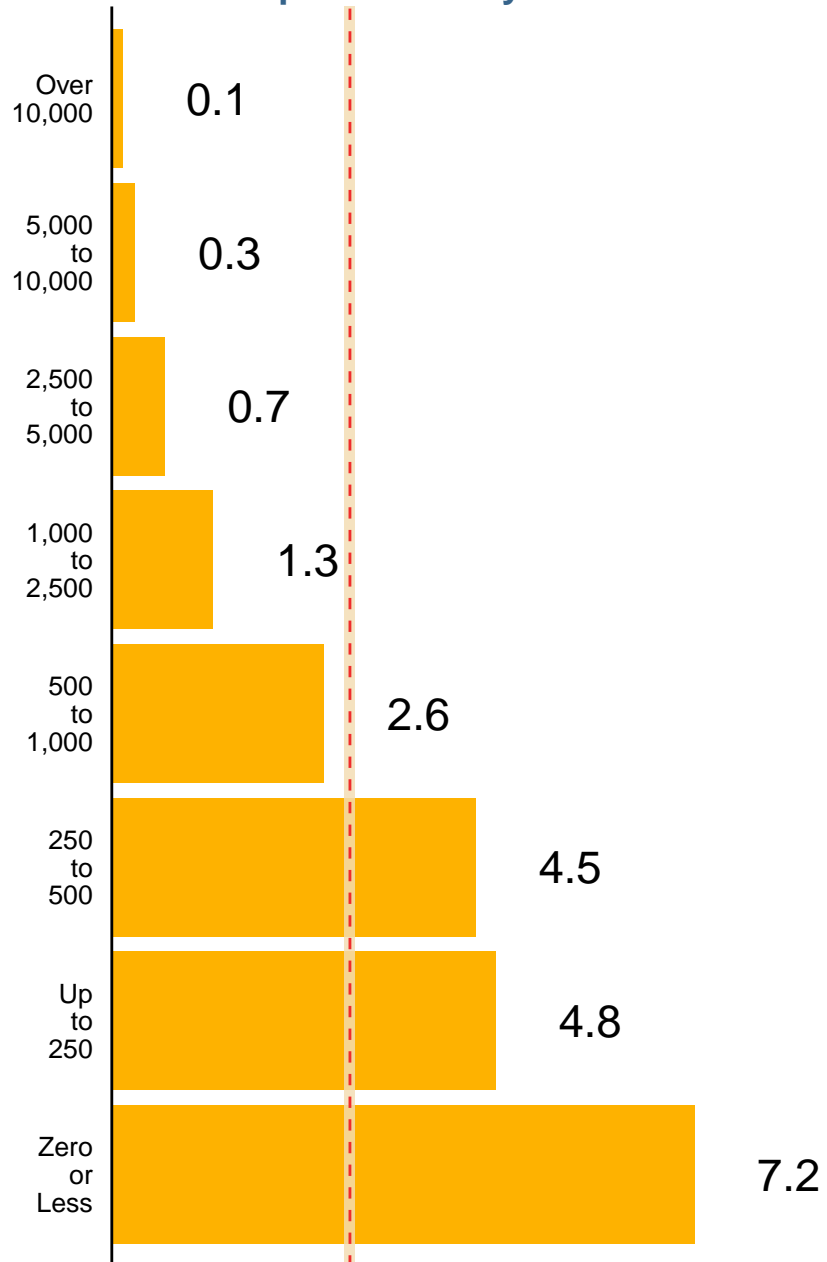


Complaint Rate by Account Tenure (Years)



Group #1: Checking account/NSF Fees – Problems caused by low funds/Overdraft/Insufficient funds fees/Low balance (N=5,239)

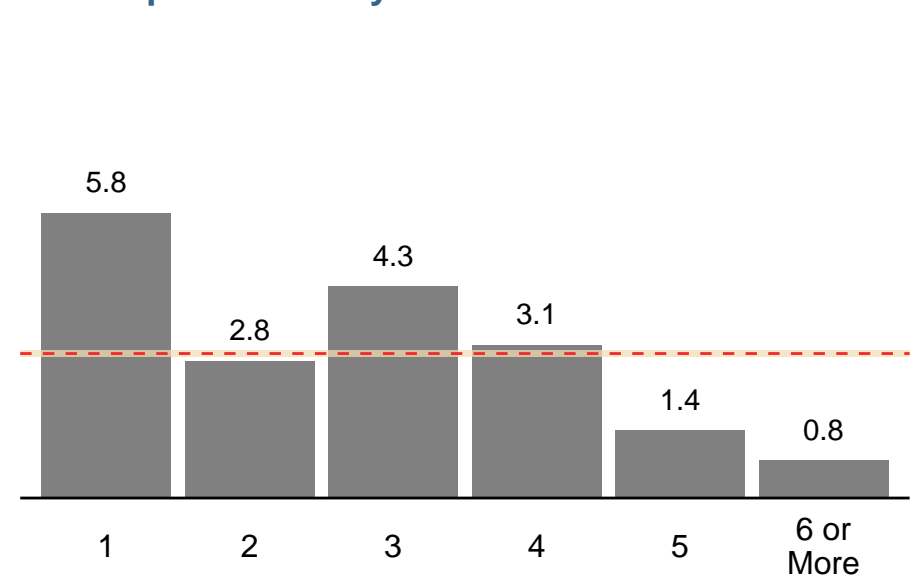
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

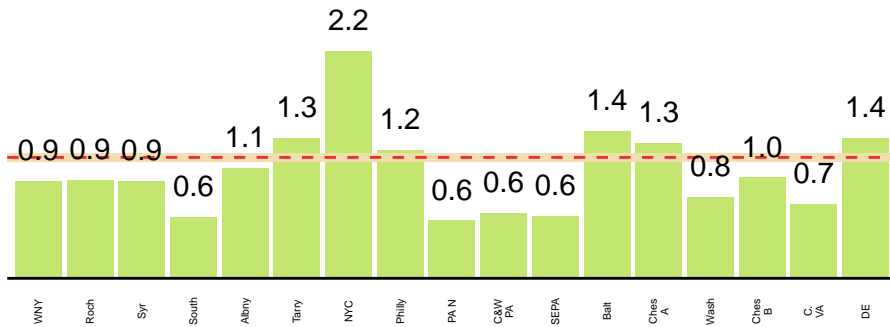


Complaint Rate by Number of HHLD Services

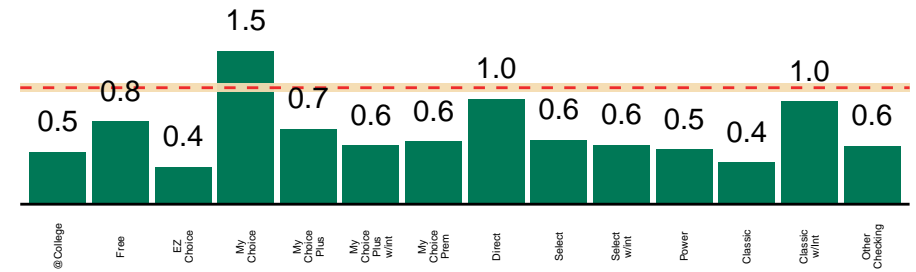


Group #2: Checking account/Account maintenance, opening, or closing/Other/blank (N=2,067)

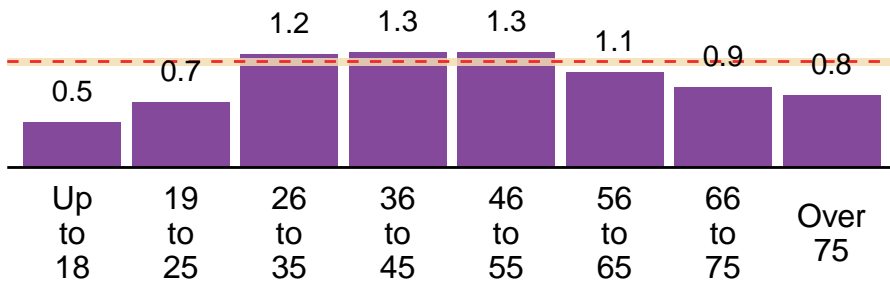
Complaint Rate by Community Bank



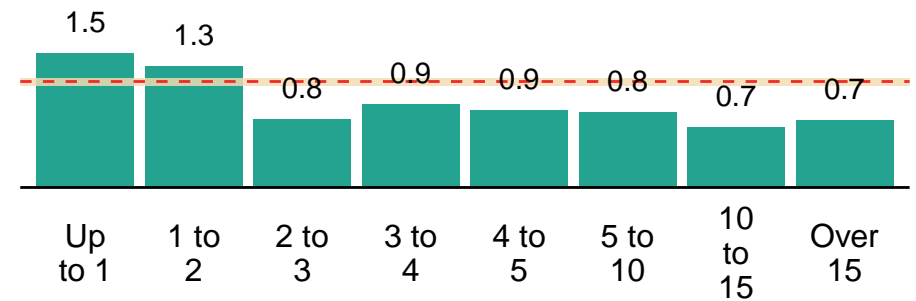
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

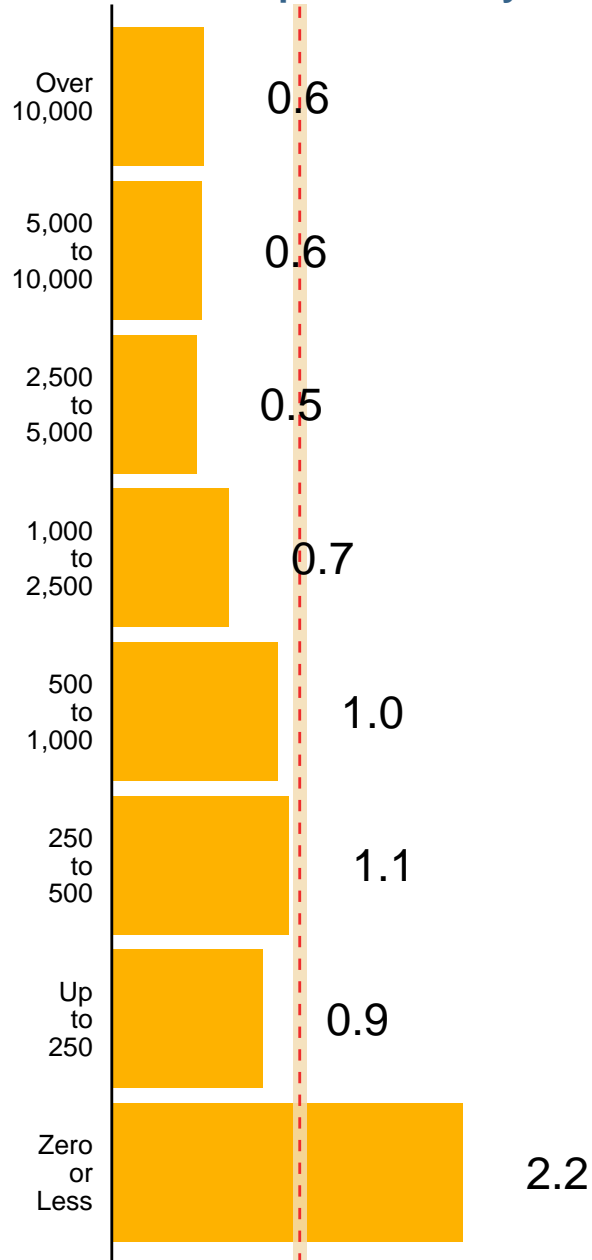


Complaint Rate by Account Tenure (Years)

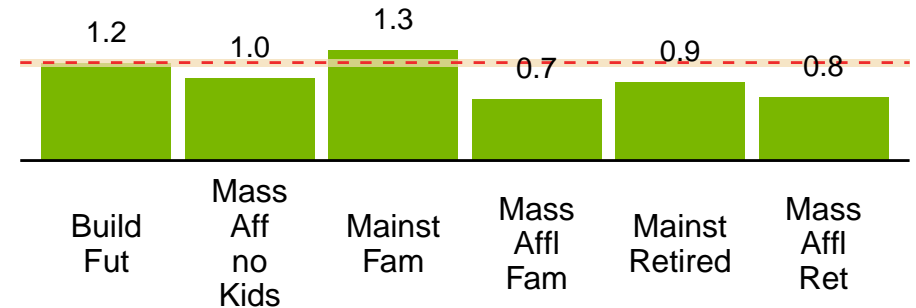


Group #2: Checking account/Account maintenance, opening, or closing/Other/blank (N=2,067)

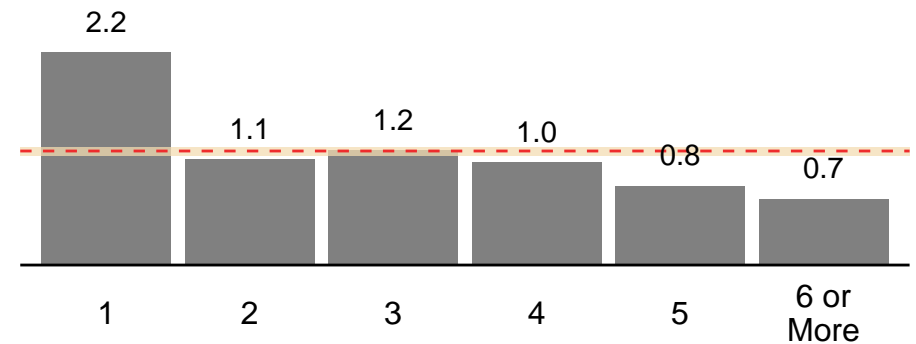
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

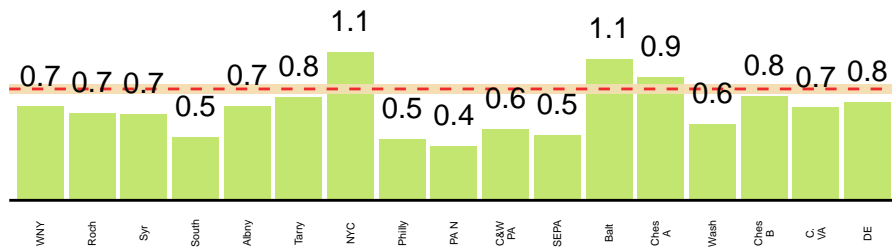


Complaint Rate by Number of HHLD Services

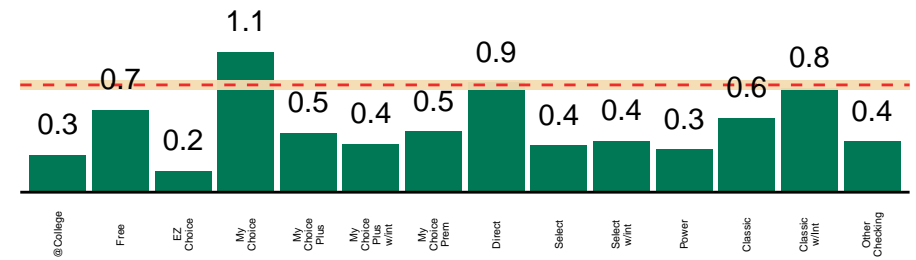


Group #3: Checking account/Deposits or withdrawals/Other/blank (N=1,523)

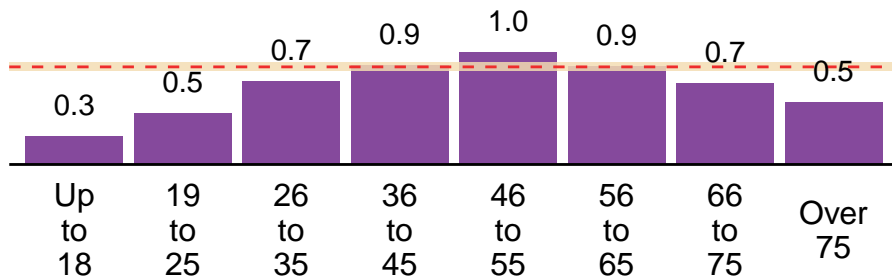
Complaint Rate by Community Bank



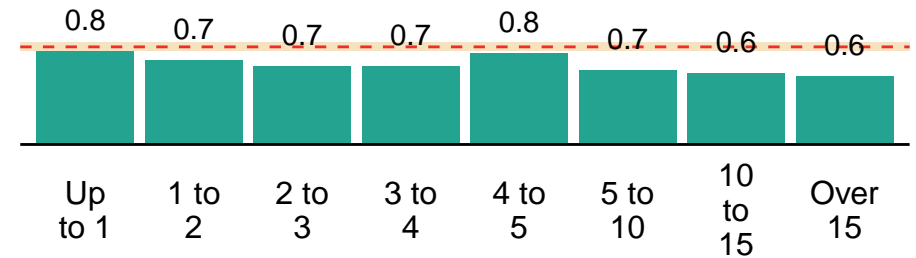
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

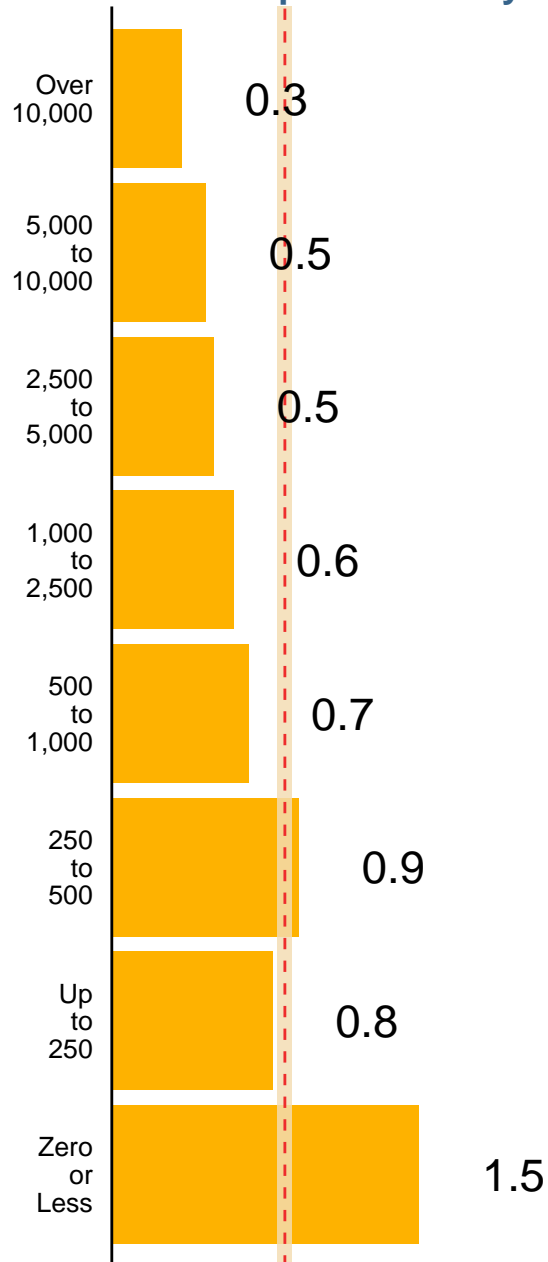


Complaint Rate by Account Tenure (Years)

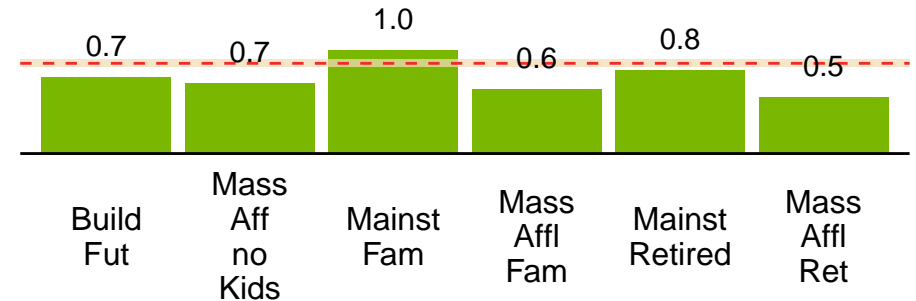


Group #3: Checking account/Deposits or withdrawals/Other/blank (N=1,523)

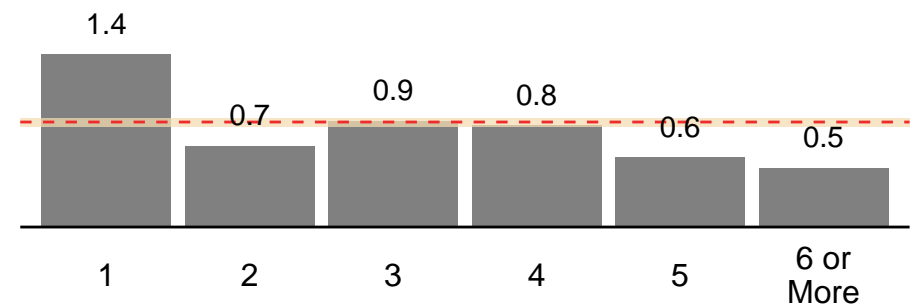
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

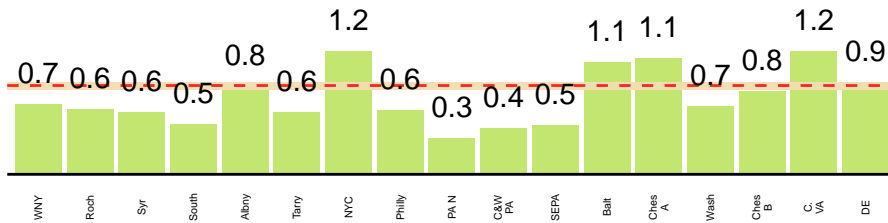


Complaint Rate by Number of HHL D Services

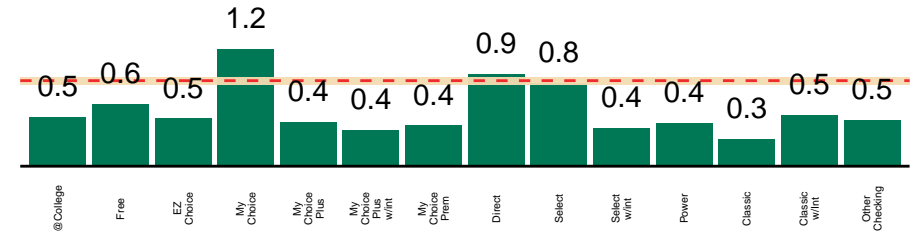


Group #4: Checking account/Using a debit, ATM, or custom card/Card issues/Other (N=1,518)

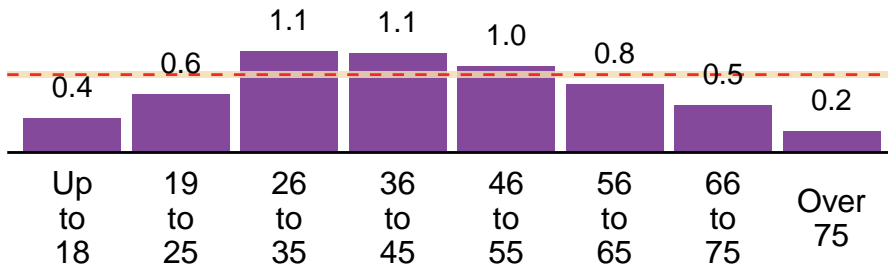
Complaint Rate by Community Bank



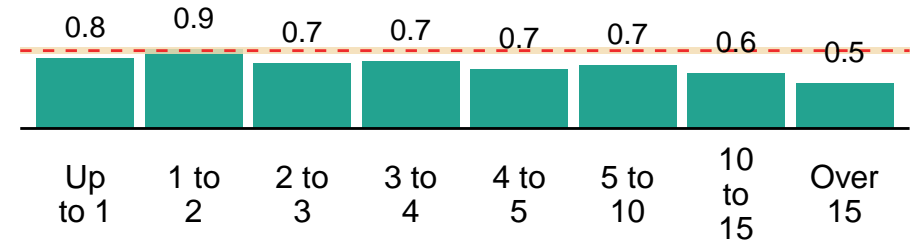
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

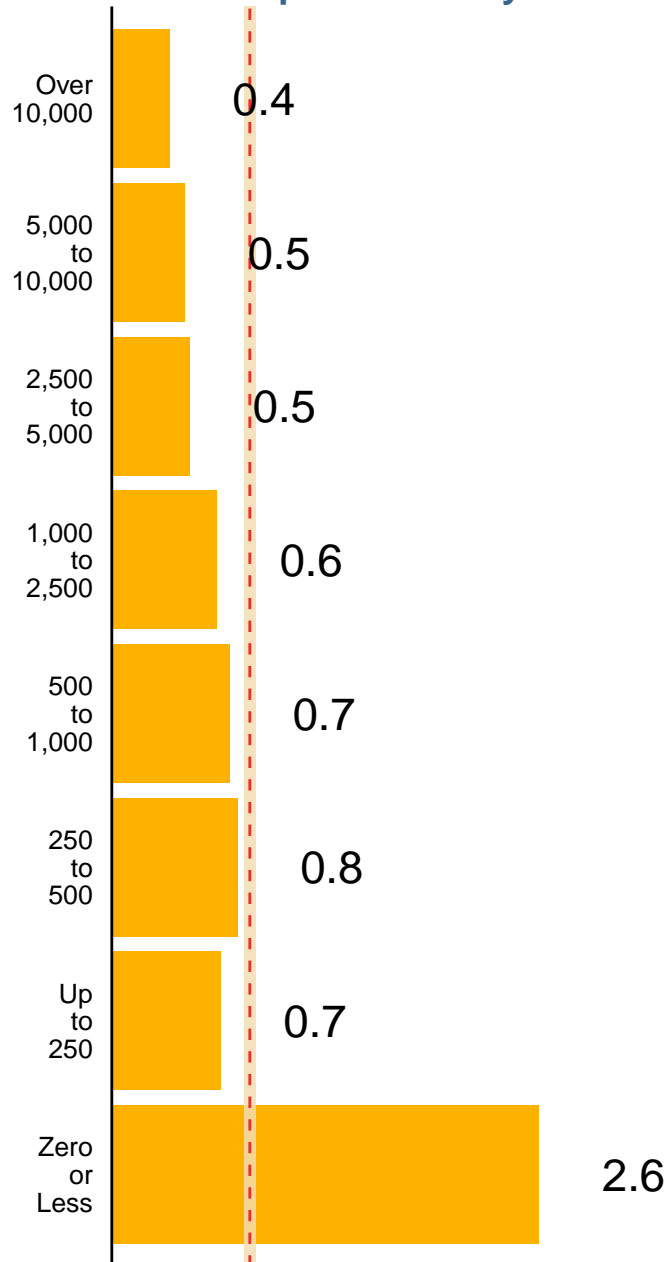


Complaint Rate by Account Tenure (Years)

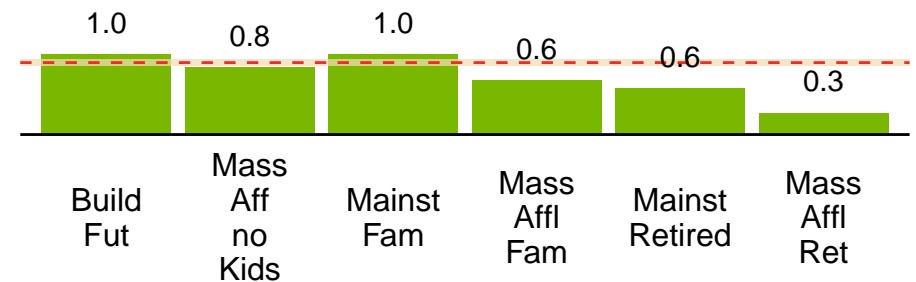


Group #4: Checking account/Using a debit, ATM, or custom card/Card issues/Other (N=1,518)

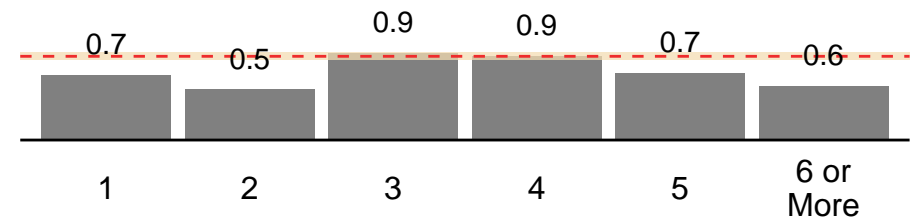
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

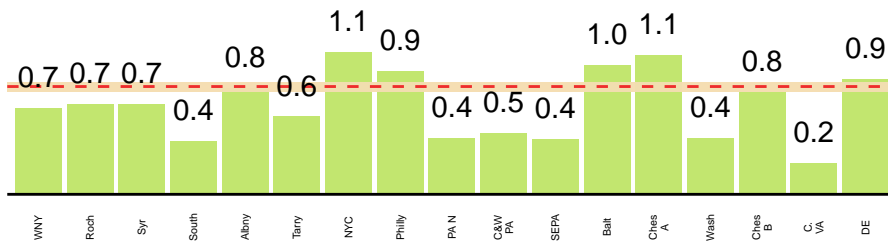


Complaint Rate by Number of HHLD Services

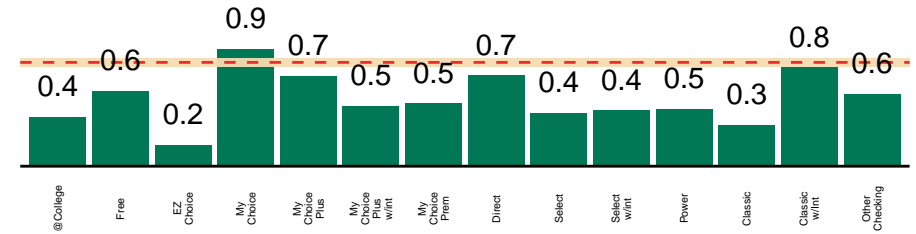


Group #5: Checking account/Service with bank personnel/Other/blank (N=1,474)

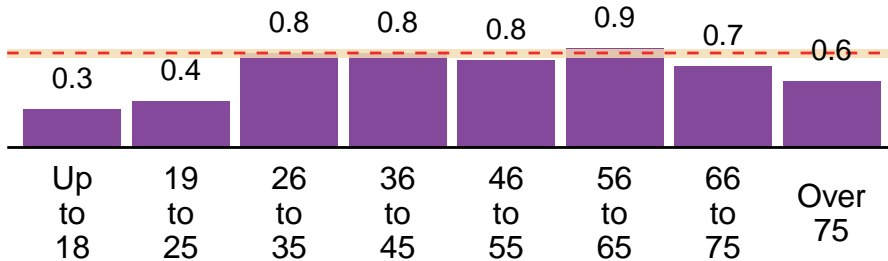
Complaint Rate by Community Bank



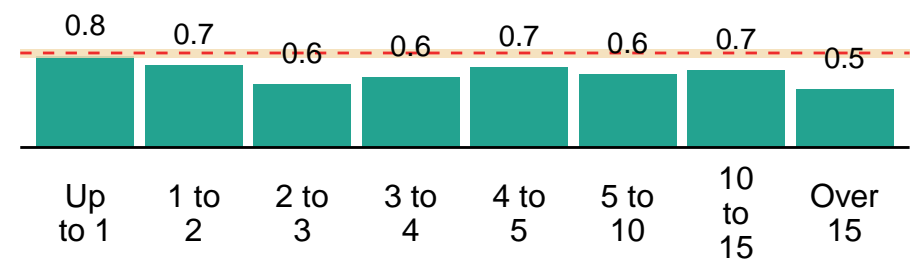
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

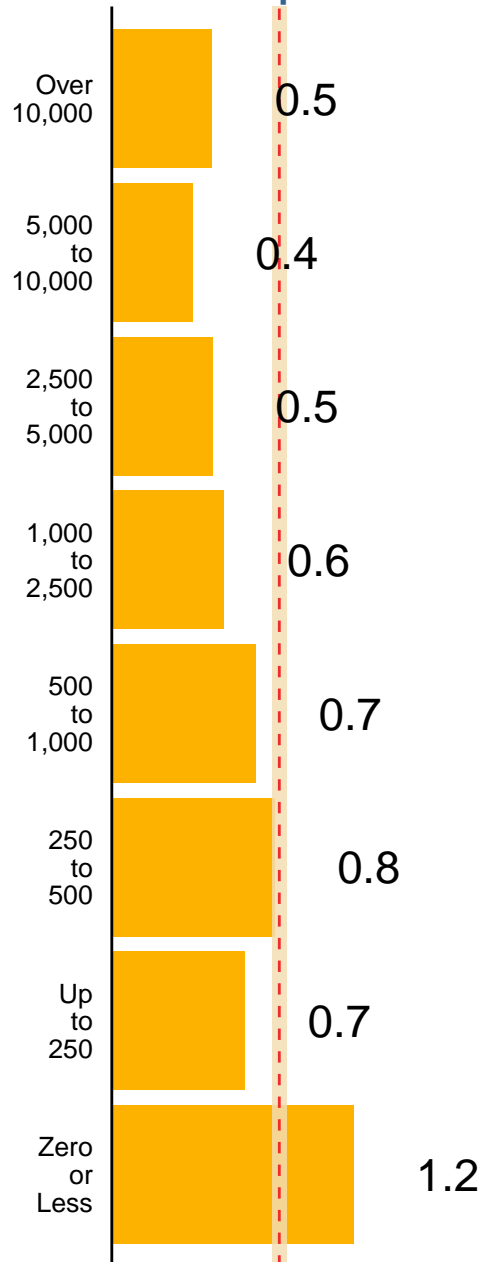


Complaint Rate by Account Tenure (Years)

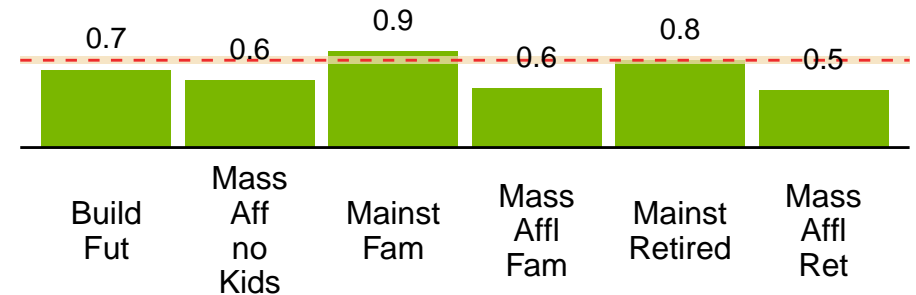


Group #5: Checking account/Service with bank personnel/Other/blank (N=1,474)

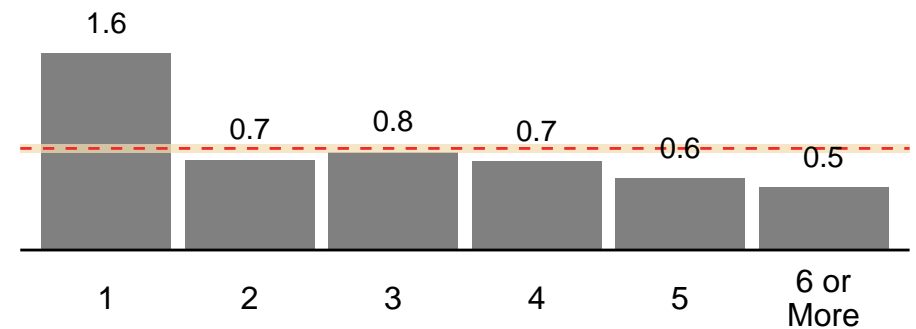
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

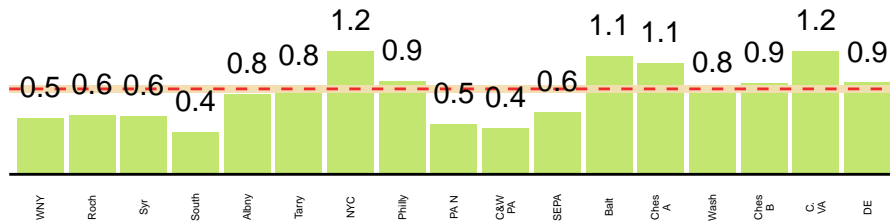


Complaint Rate by Number of HHLD Services

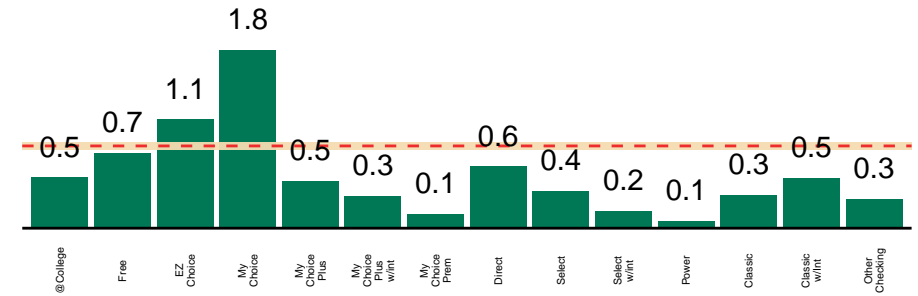


Group #6: Checking account/Deposits or withdrawals/Availability of deposits/Standard check deposit availability (N=1,460)

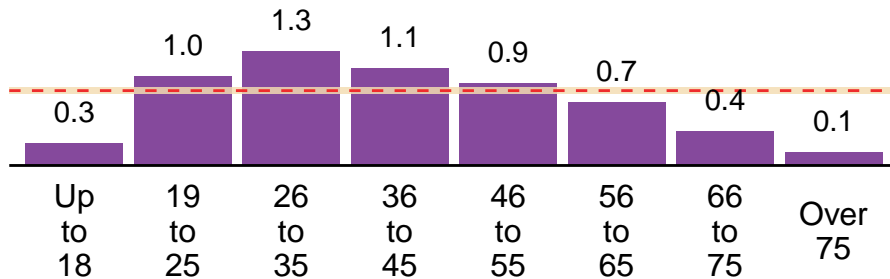
Complaint Rate by Community Bank



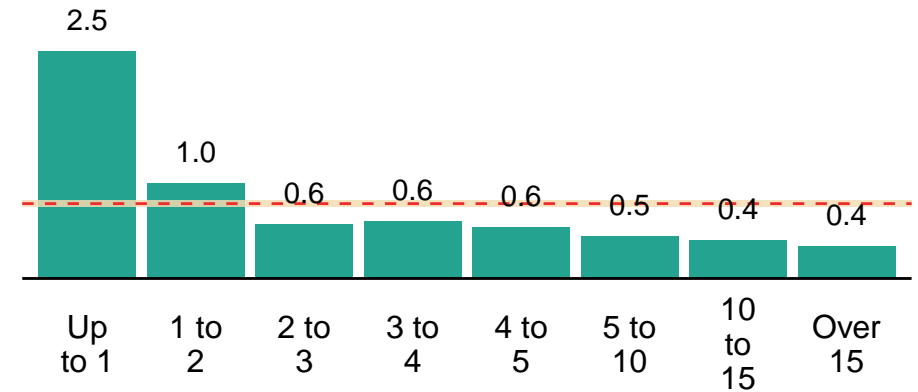
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

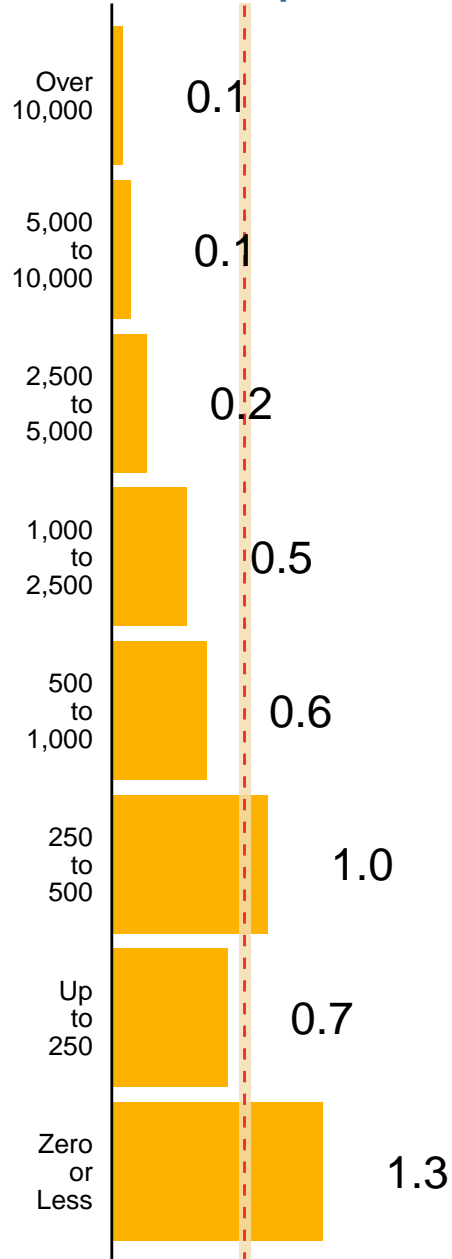


Complaint Rate by Account Tenure (Years)

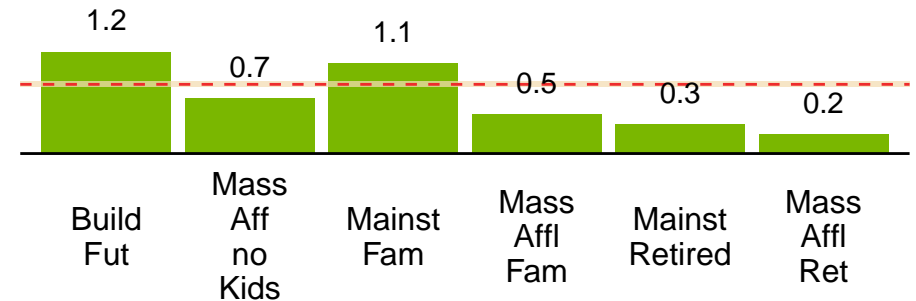


Group #6: Checking account/Deposits or withdrawals/Availability of deposits/Standard check deposit availability (N=1,460)

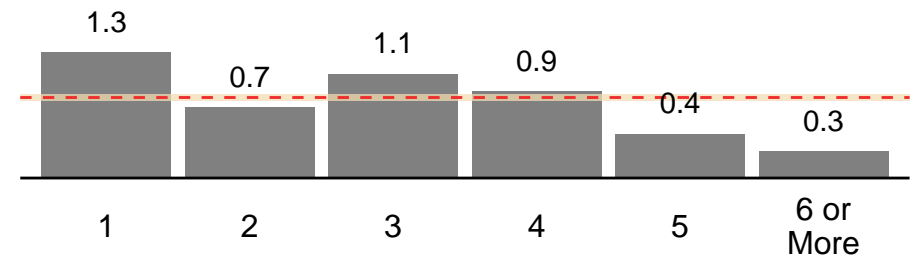
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

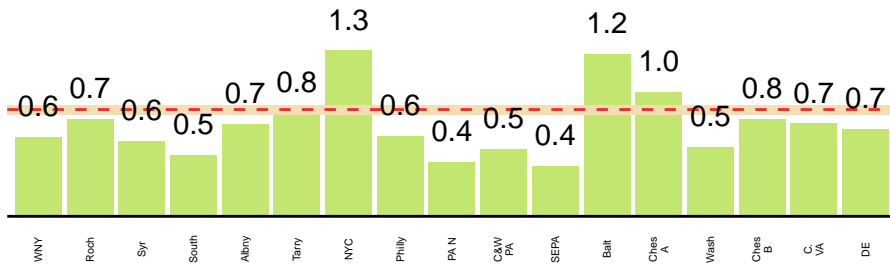


Complaint Rate by Number of HHLD Services

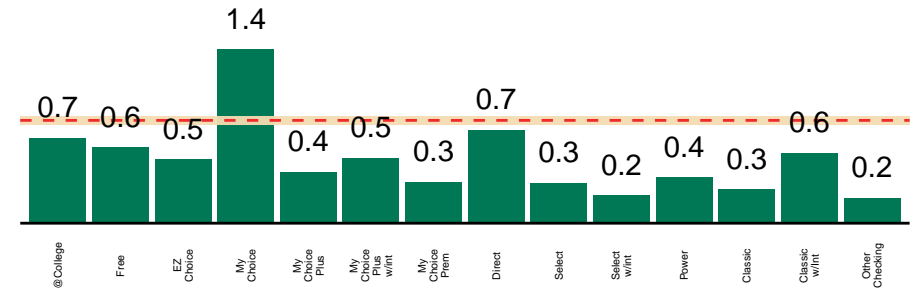


Group #7: Checking account/Service with bank personnel/Inaccurate info provided/blank (N=1,460)

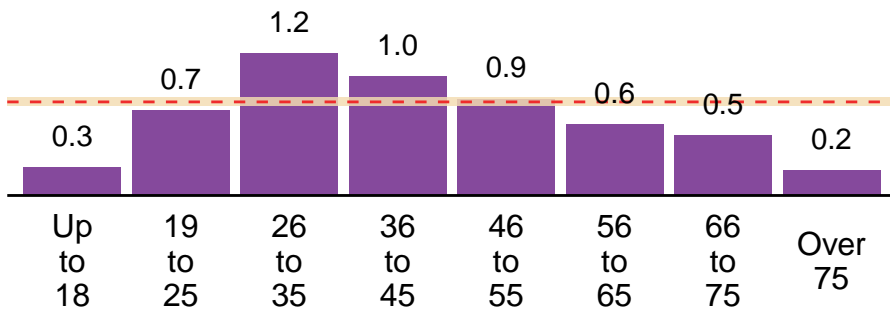
Complaint Rate by Community Bank



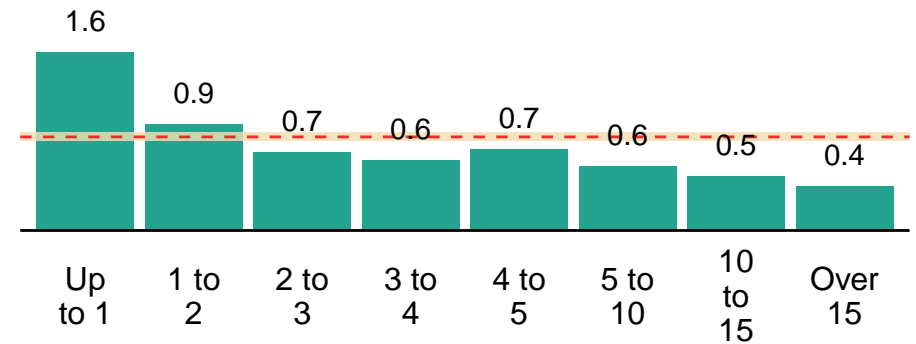
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

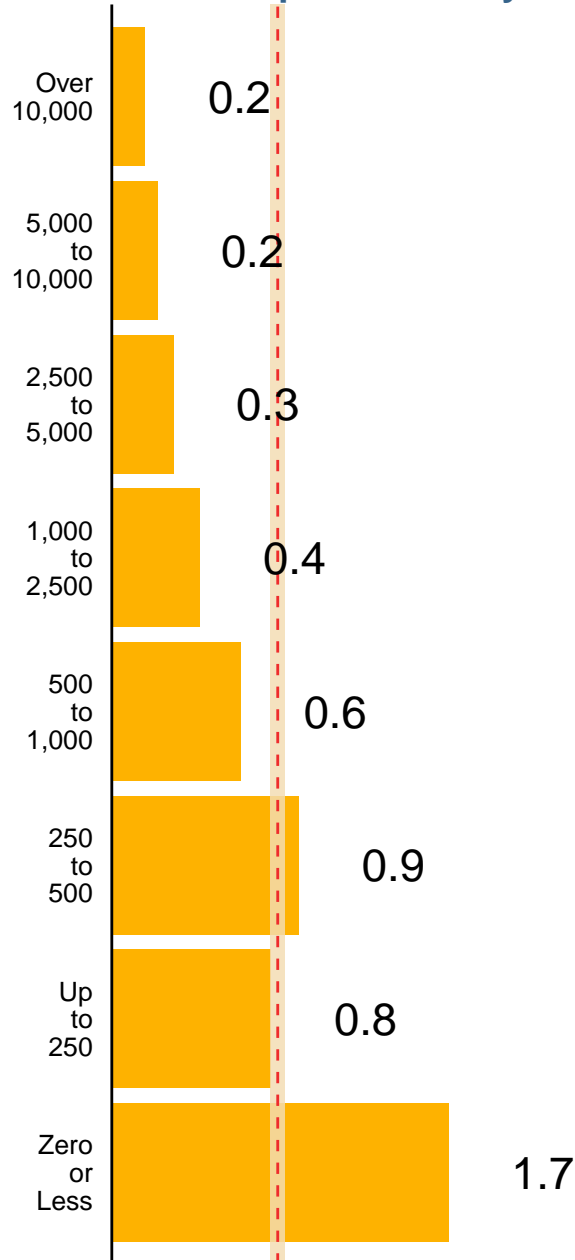


Complaint Rate by Account Tenure (Years)

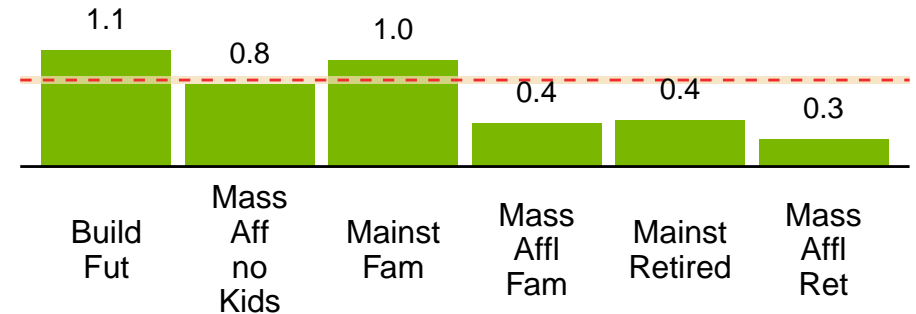


Group #7: Checking account/Service with bank personnel/Inaccurate info provided/blank (N=1,460)

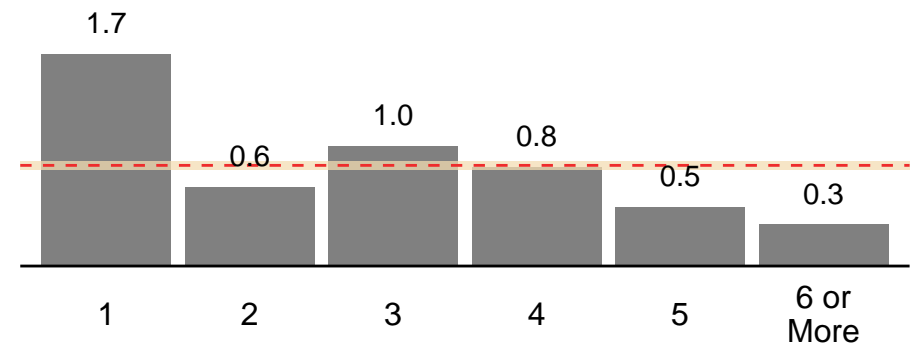
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

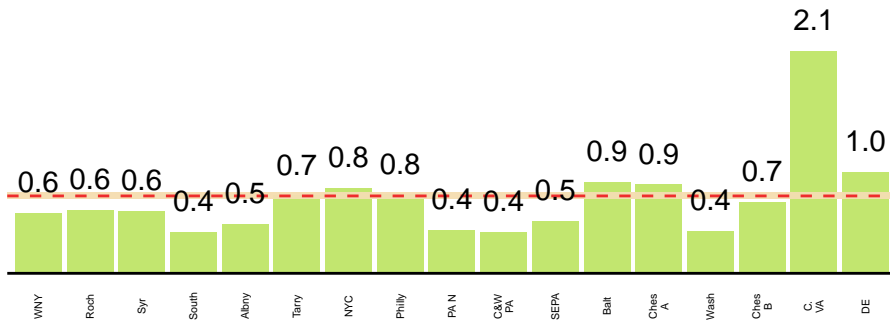


Complaint Rate by Number of HHLD Services

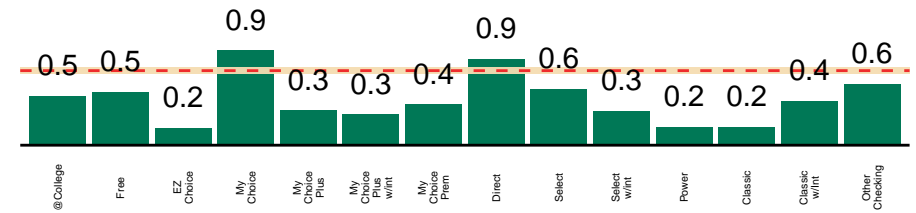


Group #8: Checking account/Using a debit, ATM, or custom card/Other/blank (N=1,323)

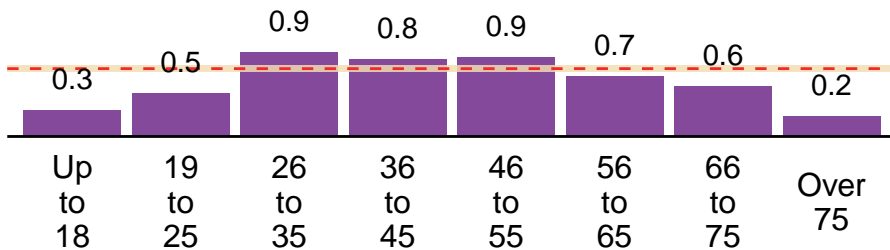
Complaint Rate by Community Bank



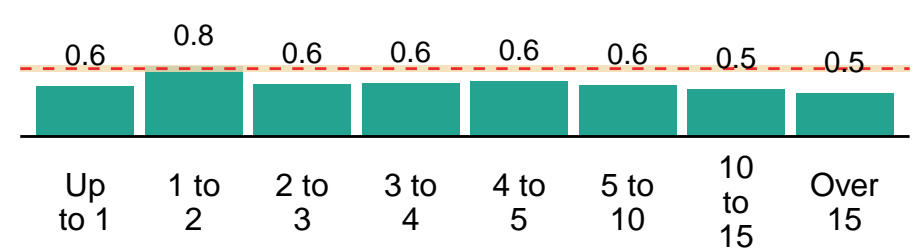
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

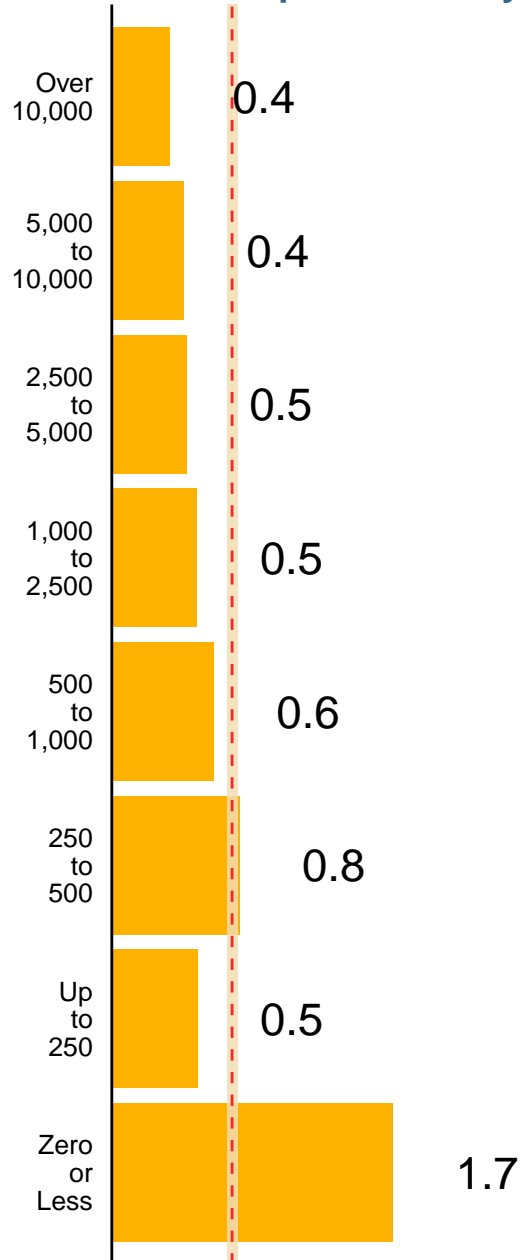


Complaint Rate by Account Tenure (Years)

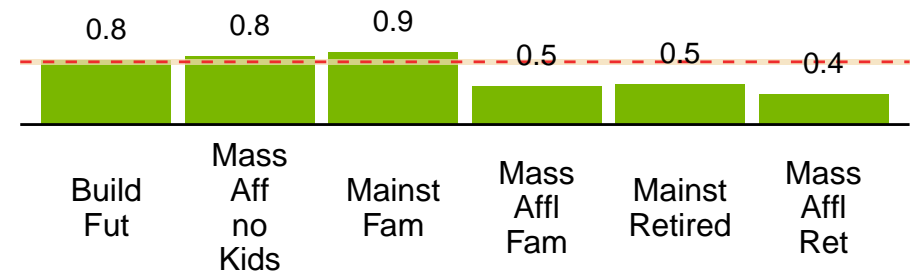


Group #8: Checking account/Using a debit, ATM, or custom card/Other/blank (N=1,323)

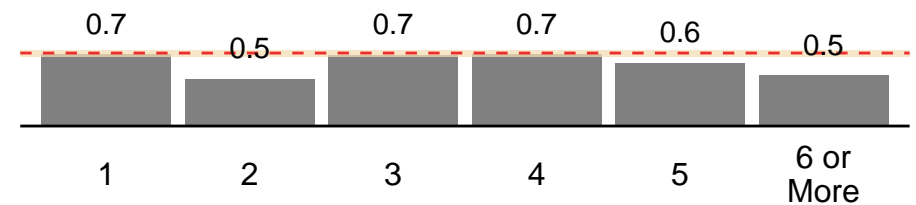
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

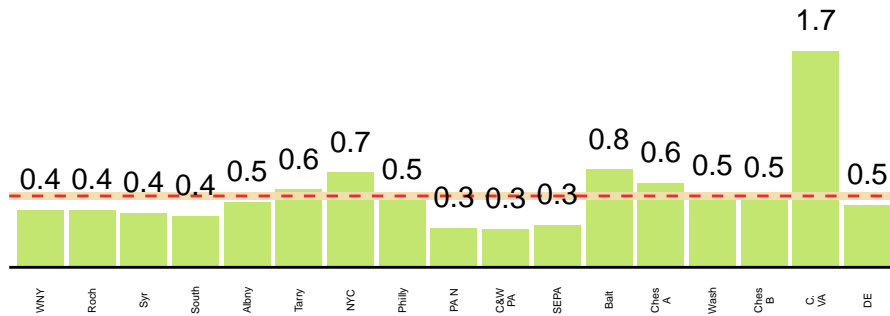


Complaint Rate by Number of HHLD Services

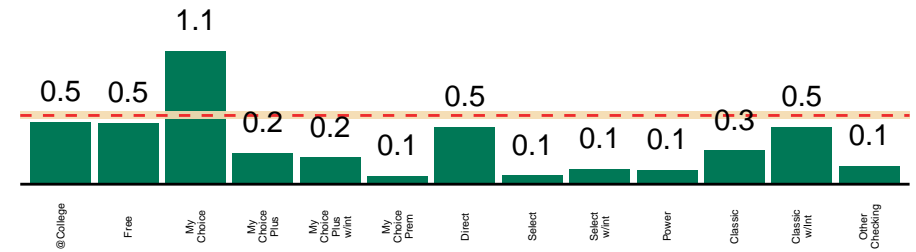


Group #9: Checking account/NSF Fees – Problems caused by low funds/Overdraft/Insufficient funds fees/Other (N=976)

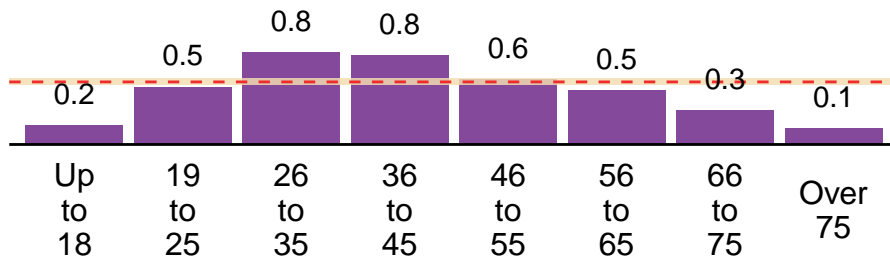
Complaint Rate by Community Bank



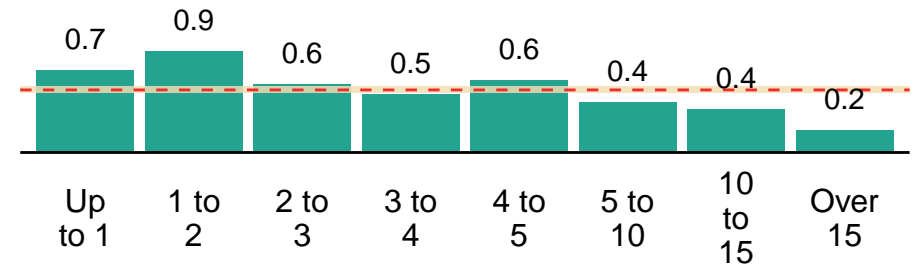
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

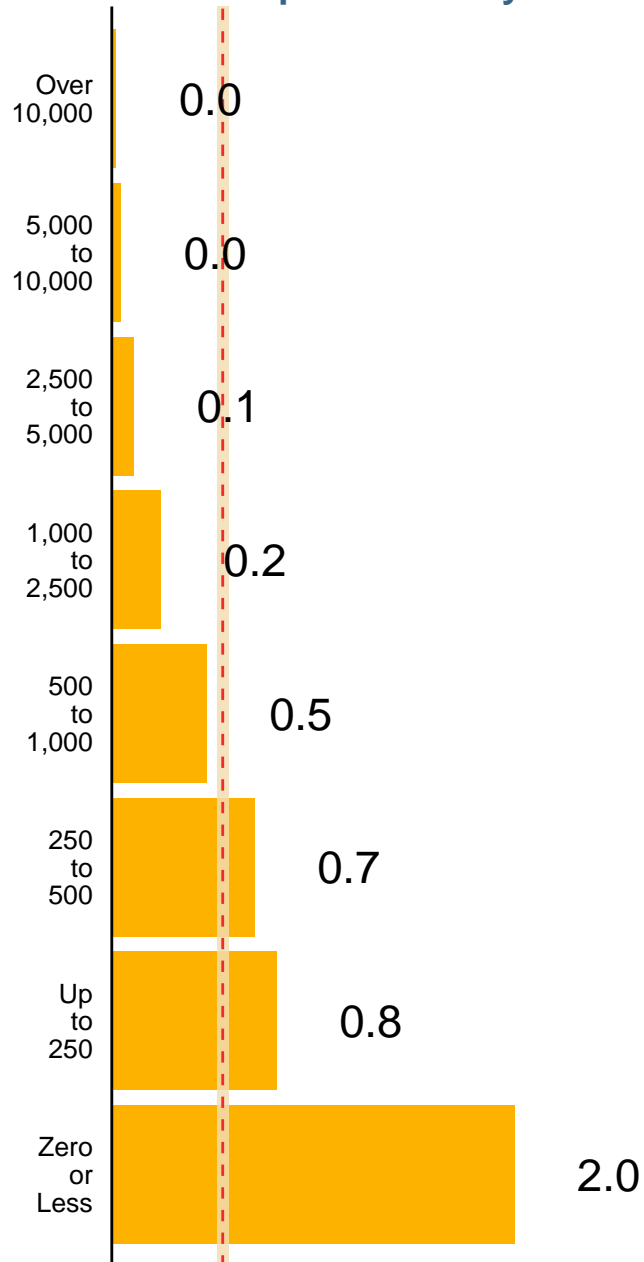


Complaint Rate by Account Tenure (Years)

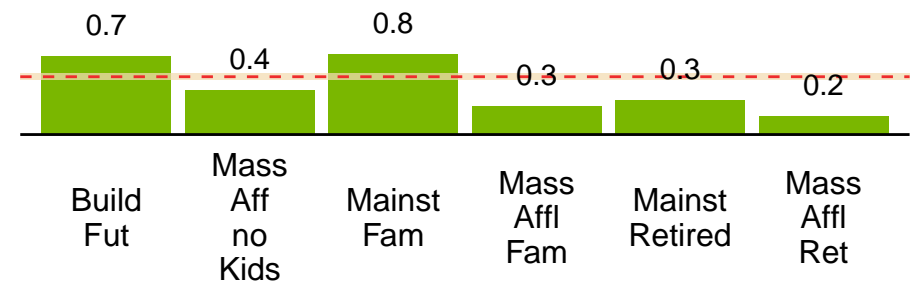


Group #9: Checking account/NSF Fees – Problems caused by low funds/Overdraft/Insufficient funds fees/Other (N=976)

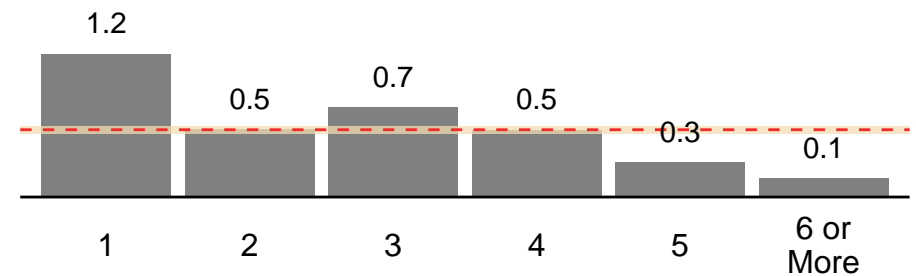
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

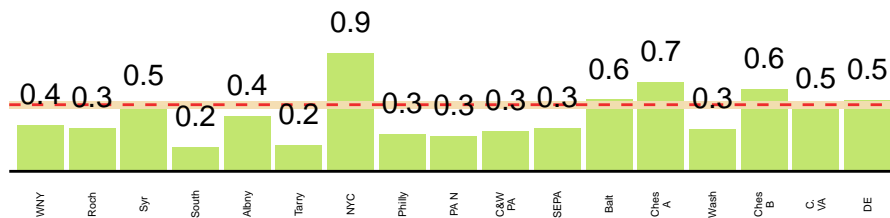


Complaint Rate by Number of HHLD Services

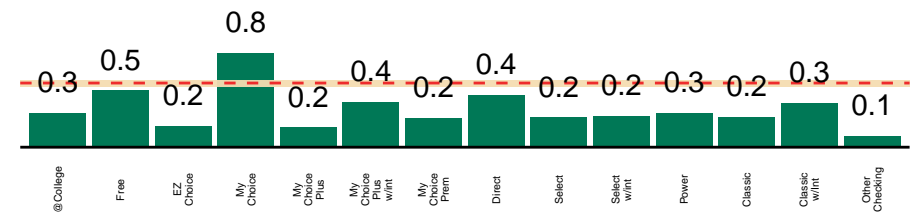


Group #10: Checking account/Service with bank personnel/Rude and Unpleasant Personnel/blank (N=911)

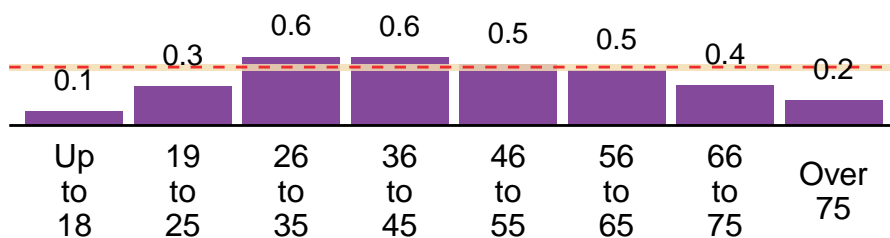
Complaint Rate by Community Bank



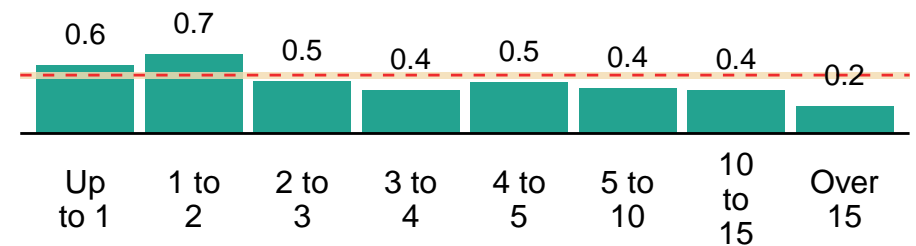
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

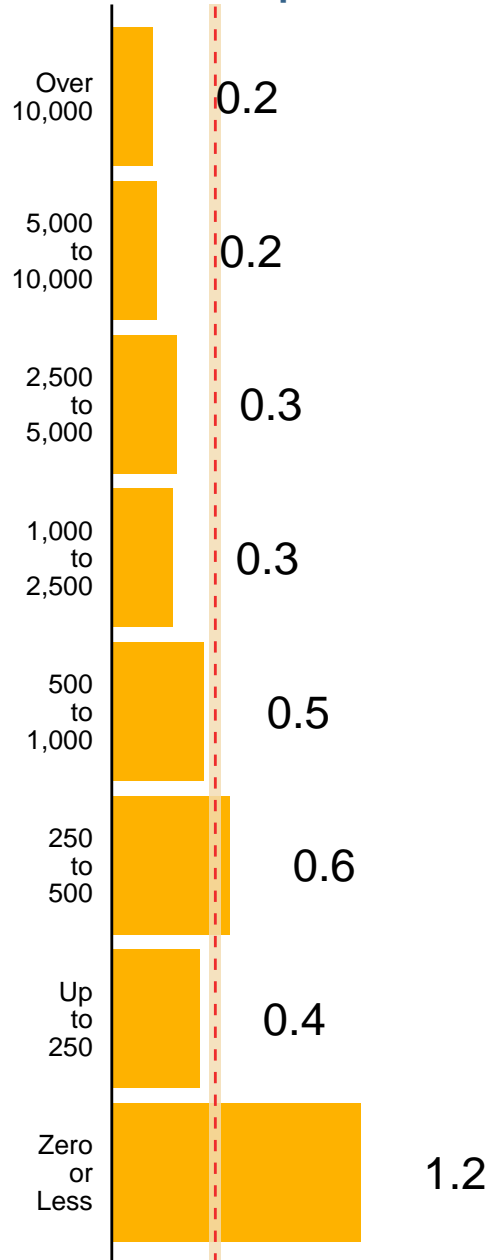


Complaint Rate by Account Tenure (Years)

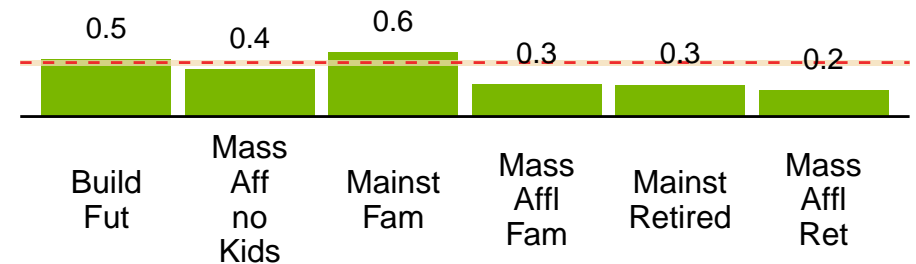


Group #10: Checking account/Service with bank personnel/Rude and Unpleasant Personnel/blank (N=911)

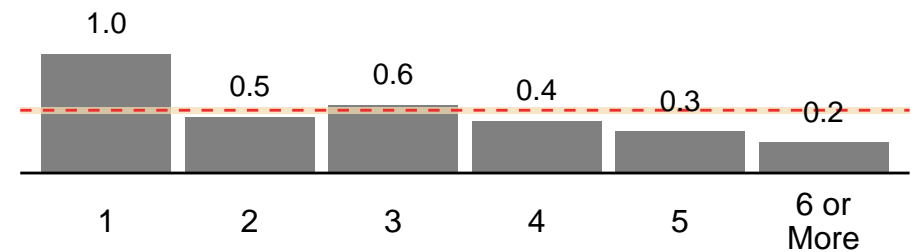
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

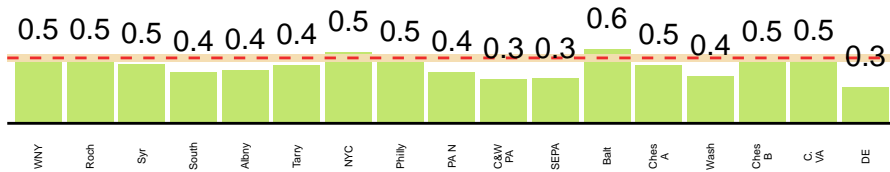


Complaint Rate by Number of HHLD Services

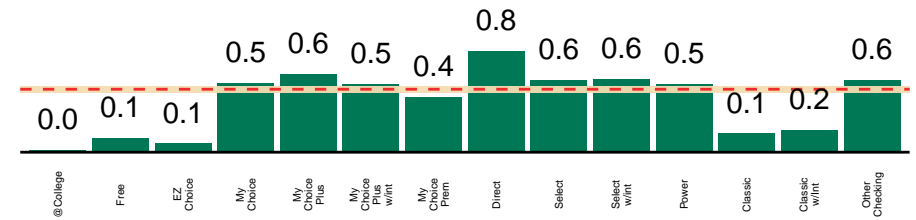


Group #11: Checking account/Account maintenance, opening, or closing/Fees/Monthly service charge (N=894)

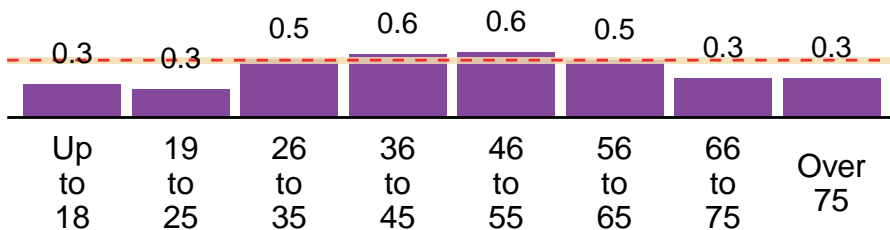
Complaint Rate by Community Bank



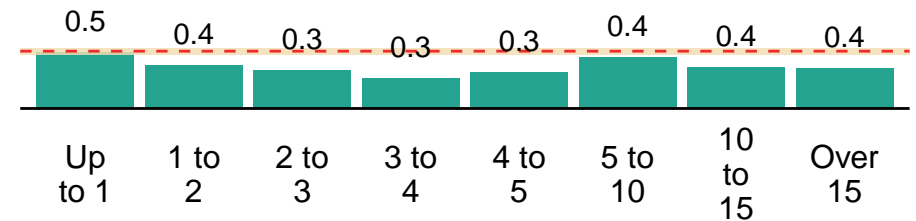
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

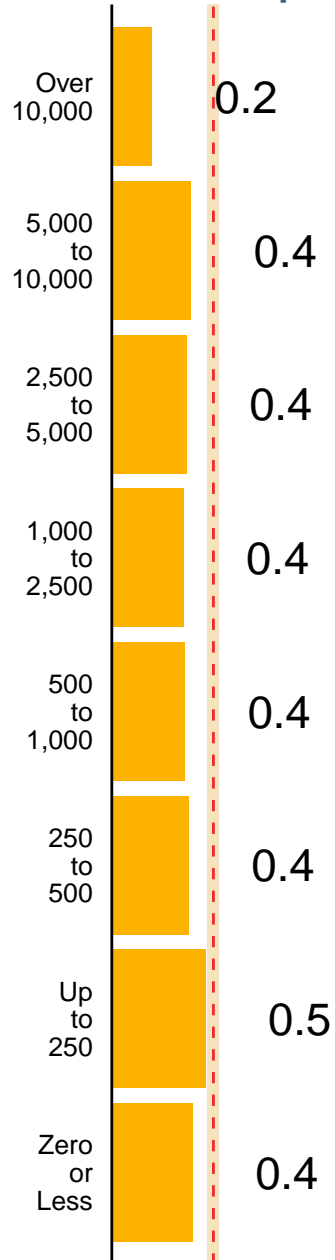


Complaint Rate by Account Tenure (Years)

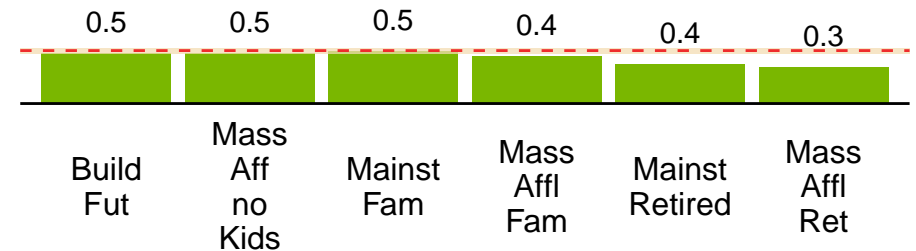


Group #11: Checking account/Account maintenance, opening, or closing/Fees/Monthly service charge (N=894)

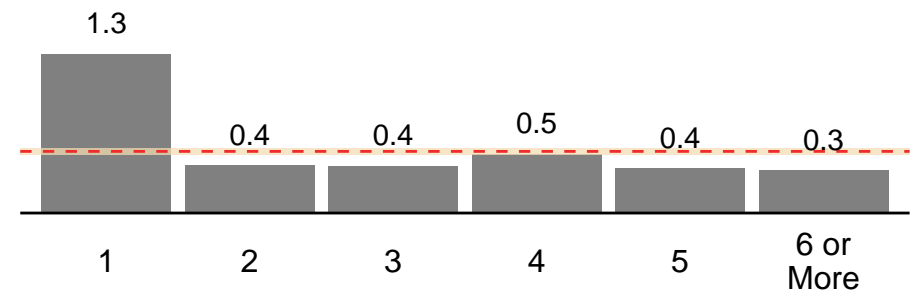
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

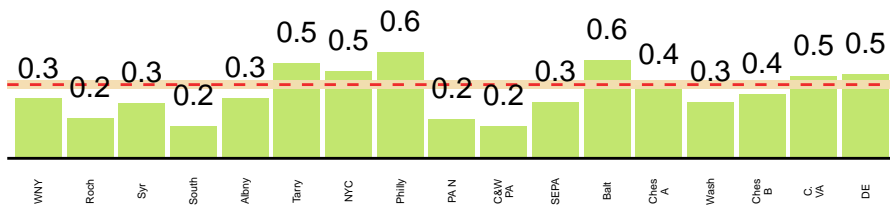


Complaint Rate by Number of HHLD Services

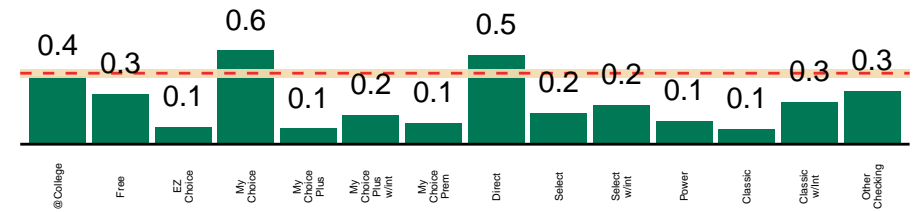


Group #12: Checking account/Using a debit, ATM, or custom card/Unauthorized card use/Fraud/ID theft (N=756)

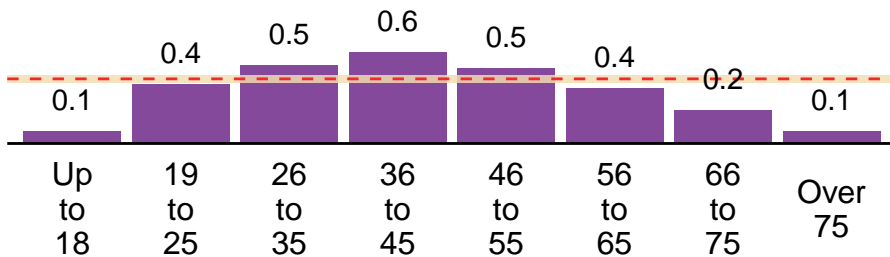
Complaint Rate by Community Bank



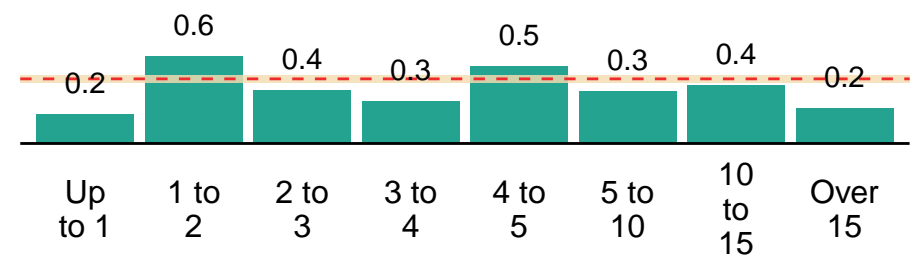
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

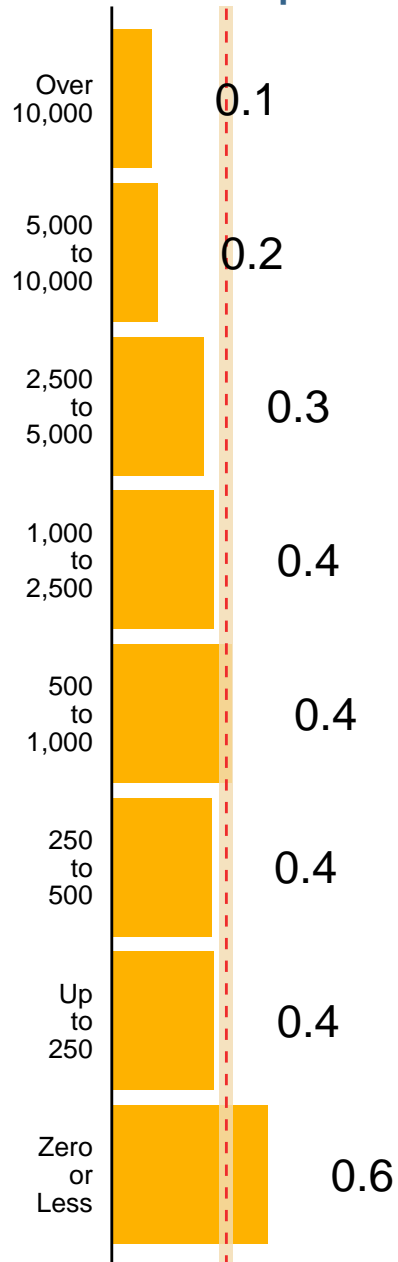


Complaint Rate by Account Tenure (Years)

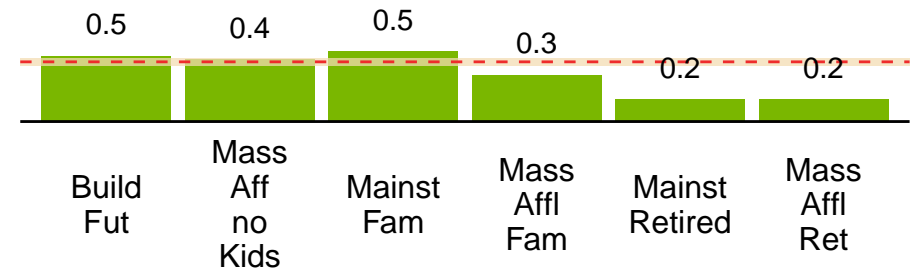


Group #12: Checking account/Using a debit, ATM, or custom card/Unauthorized card use/Fraud/ID theft (N=756)

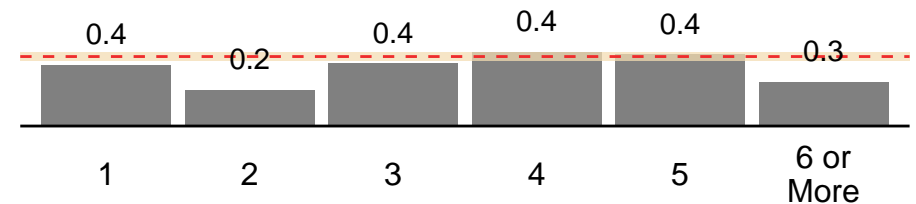
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

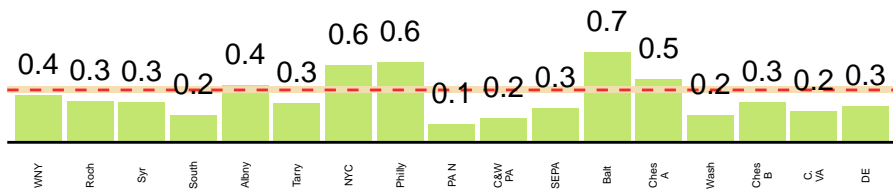


Complaint Rate by Number of HHLD Services

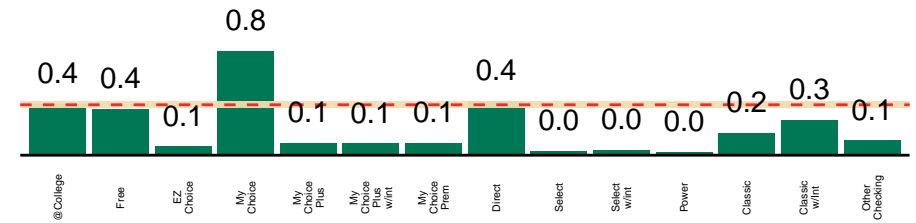


Group #13: Checking account/NSF Fees – Problems caused by low funds/Overdraft/Insufficient funds fees/Fee clarity (N=716)

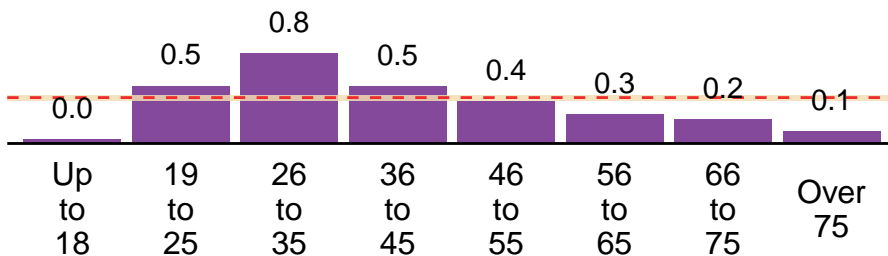
Complaint Rate by Community Bank



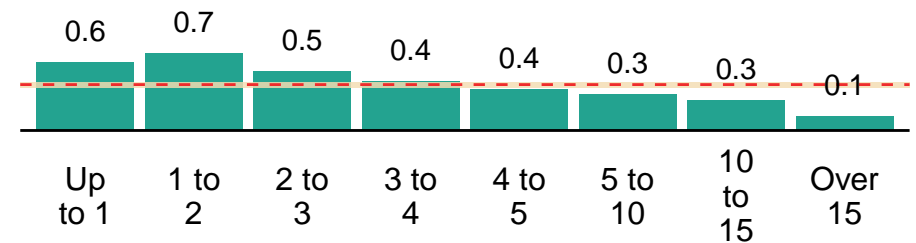
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

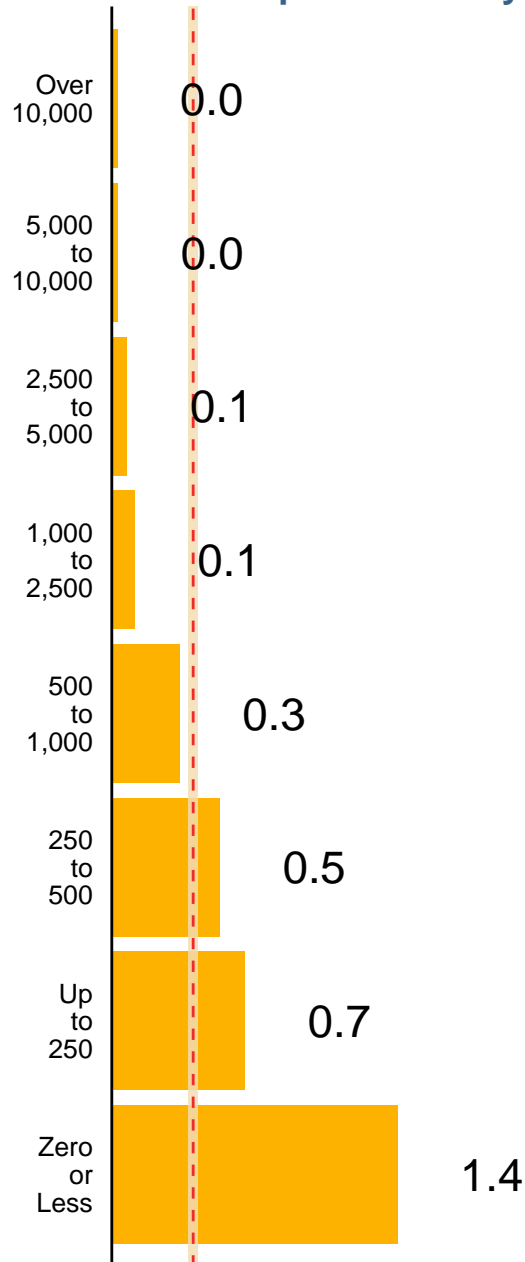


Complaint Rate by Account Tenure (Years)

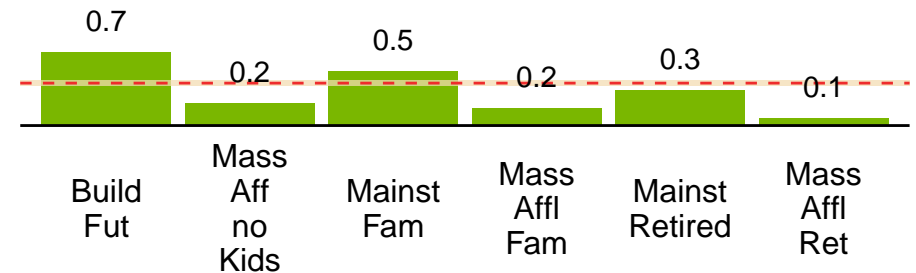


Group #13: Checking account/NSF Fees – Problems caused by low funds/Overdraft/Insufficient funds fees/Fee clarity (N=716)

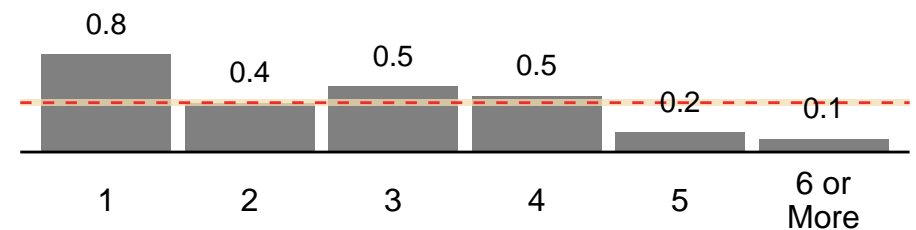
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

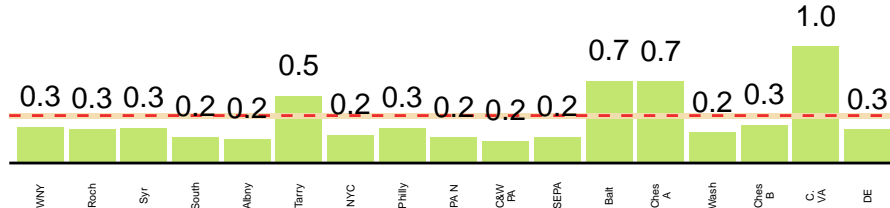


Complaint Rate by Number of HHLD Services

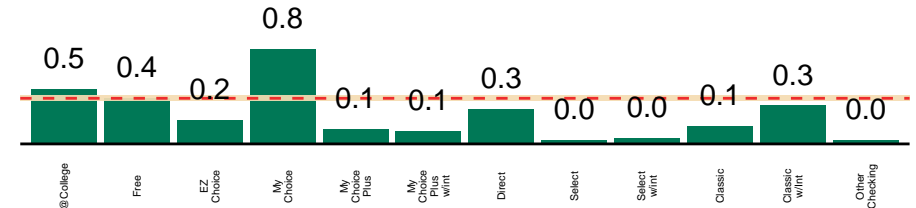


Group #14: Checking account/NSF Fees – Problems caused by low funds/Overdraft/Insufficient funds fees/Extended overdraft fee (N=690)

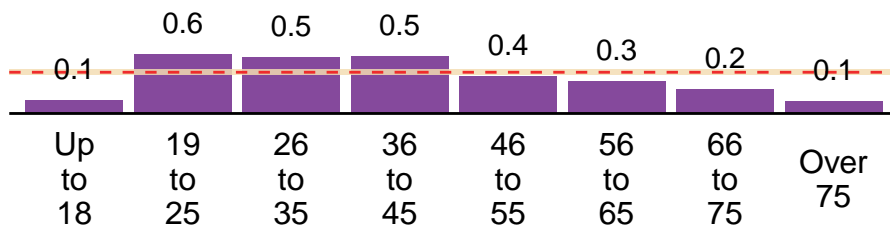
Complaint Rate by Community Bank



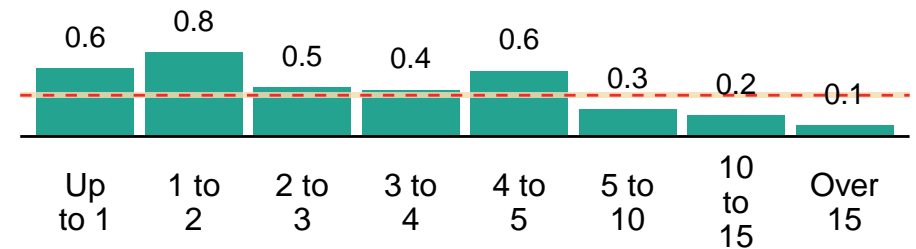
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

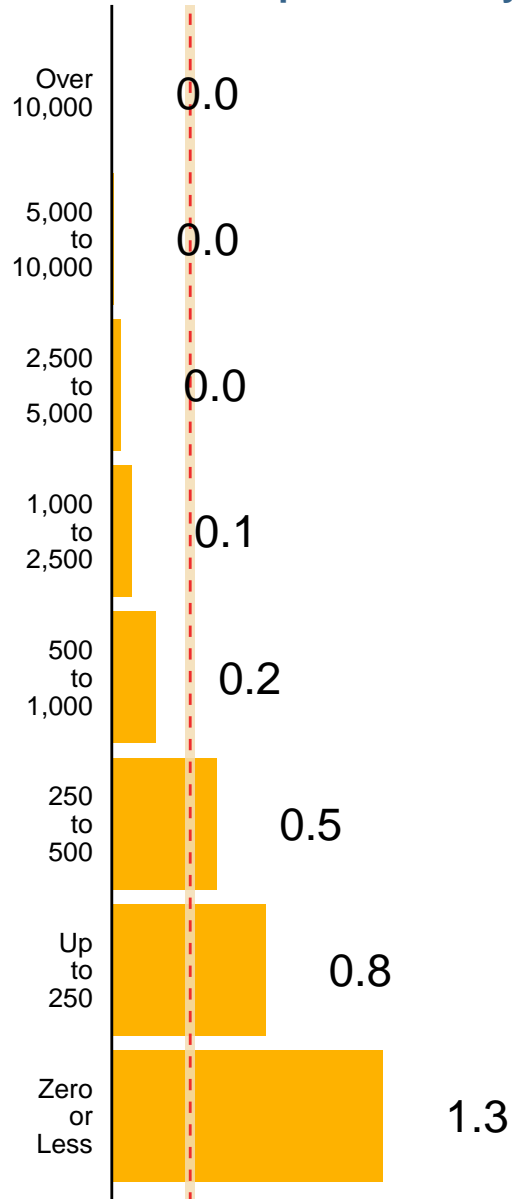


Complaint Rate by Account Tenure (Years)

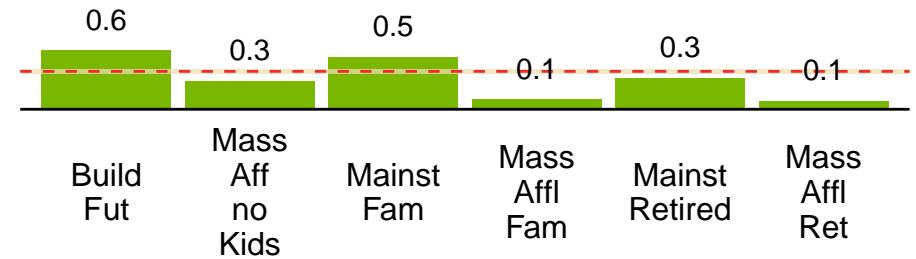


Group #14: Checking account/NSF Fees – Problems caused by low funds/Overdraft/Insufficient funds fees/Extended overdraft fee (N=690)

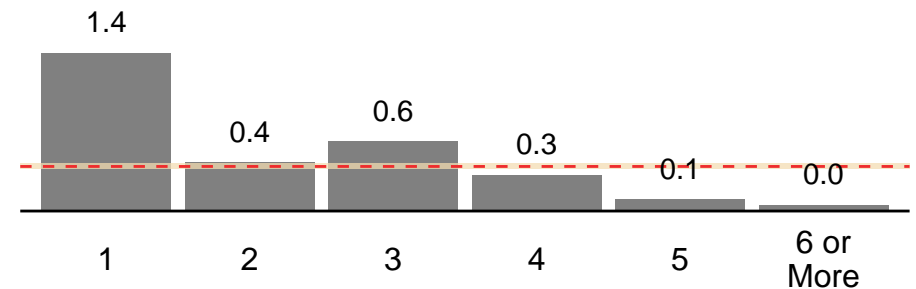
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

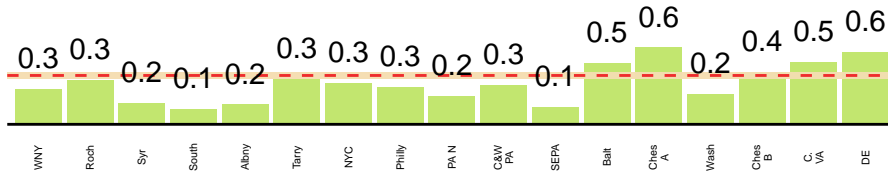


Complaint Rate by Number of HHLD Services

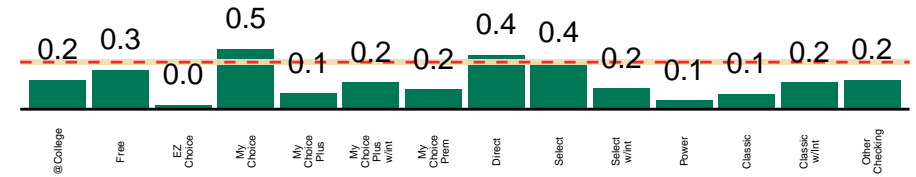


Group #15: Checking account/Using a debit, ATM, or custom card/Card issues/Card blocked/closed (N=668)

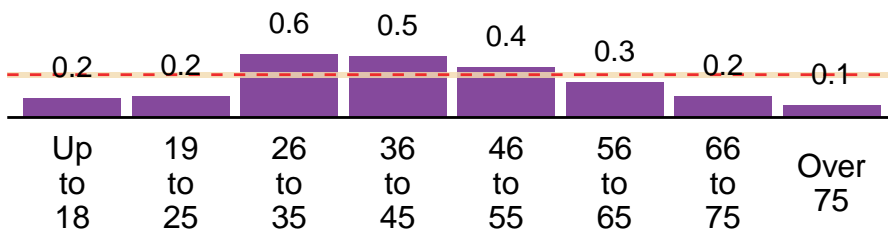
Complaint Rate by Community Bank



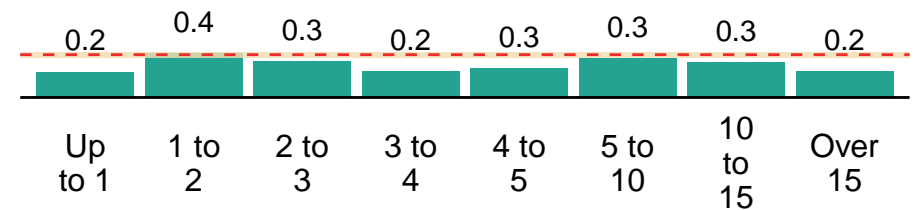
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

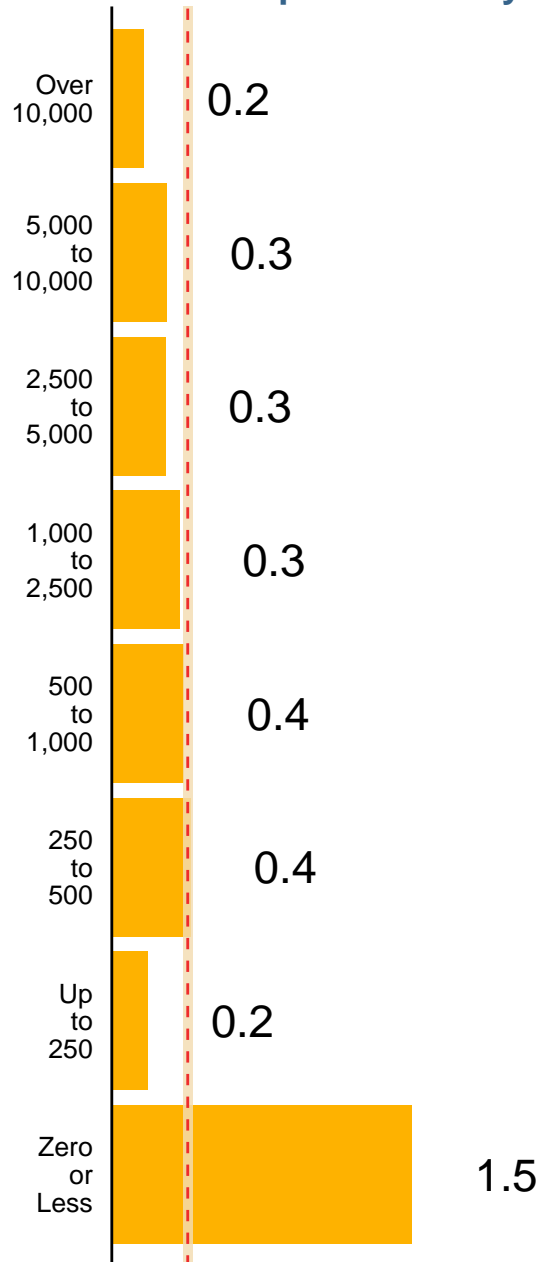


Complaint Rate by Account Tenure (Years)

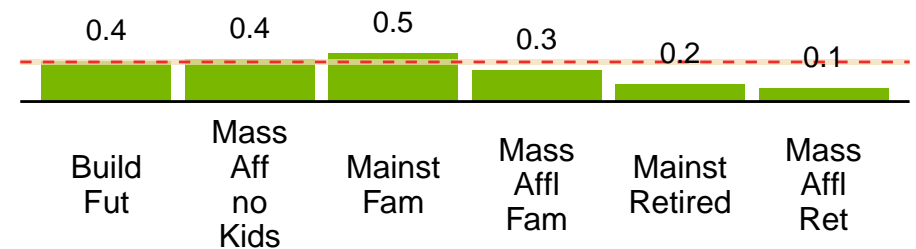


Group #15: Checking account/Using a debit, ATM, or custom card/Card issues/Card blocked/closed (N=668)

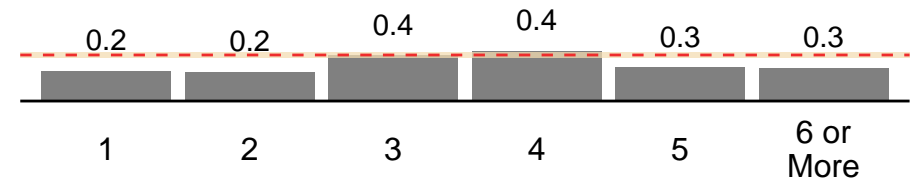
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

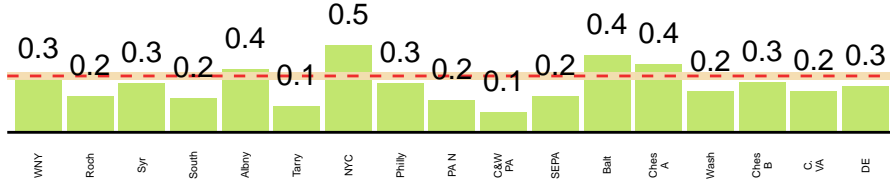


Complaint Rate by Number of HHLD Services

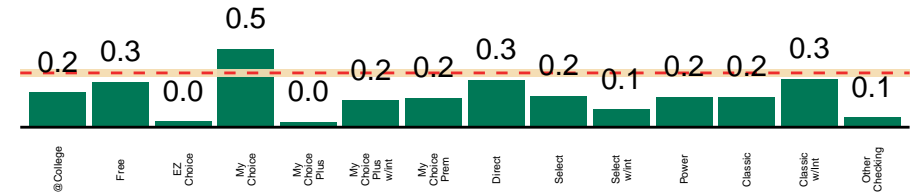


Group #16: Checking account/Deposits or withdrawals/Withdrawal problems or penalties/Other (N=578)

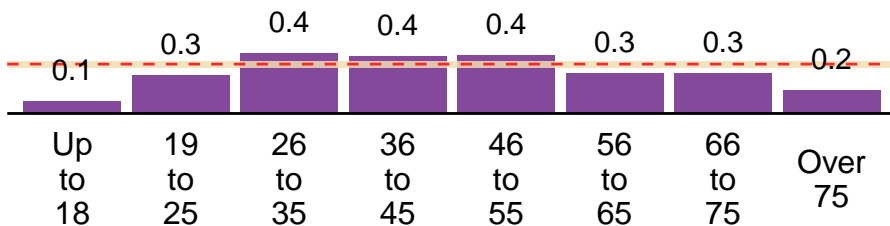
Complaint Rate by Community Bank



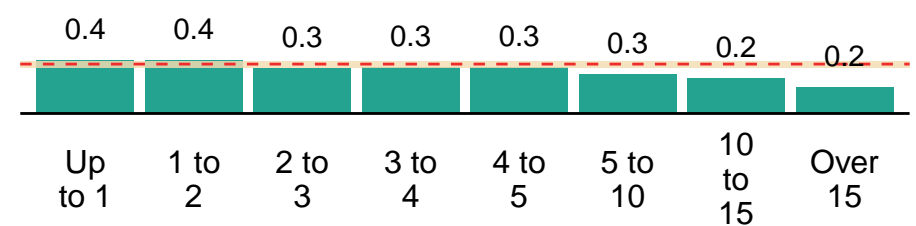
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

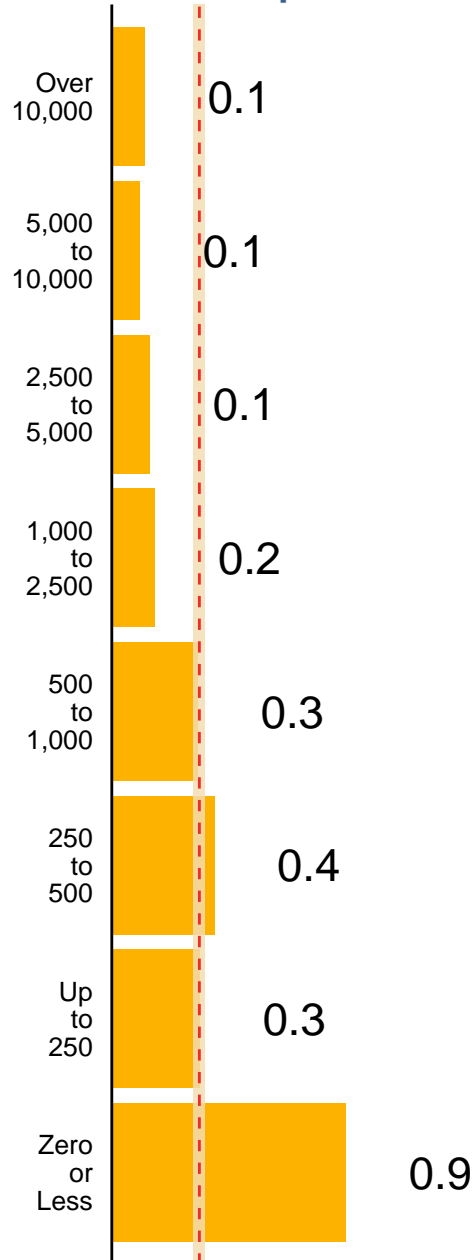


Complaint Rate by Account Tenure (Years)

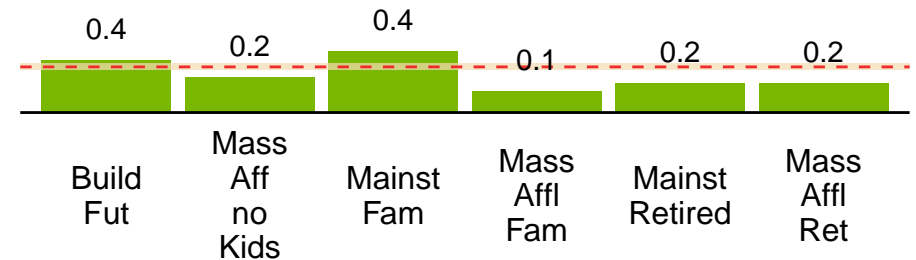


Group #16: Checking account/Deposits or withdrawals/Withdrawal problems or penalties/Other (N=578)

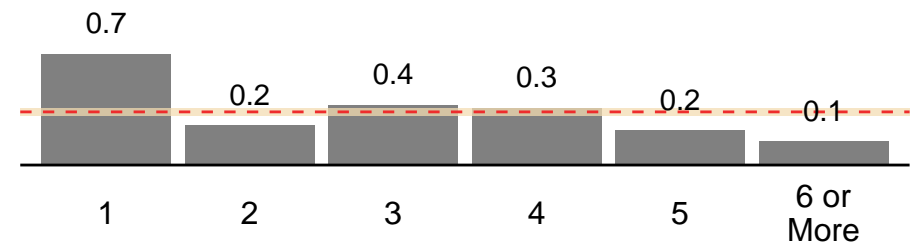
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

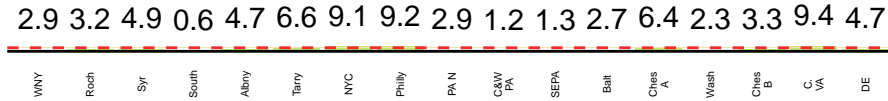


Complaint Rate by Number of HHLD Services

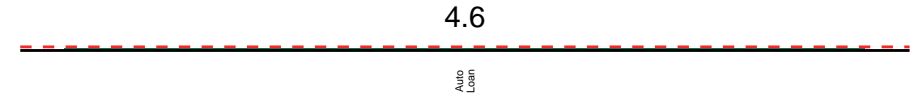


Group #17: Auto Loan/Managing the loan, lease, or line of credit/Payments/Other (N=535)

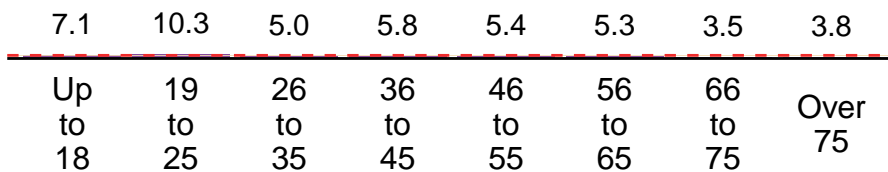
Complaint Rate by Community Bank



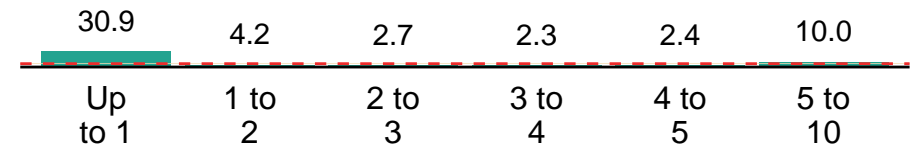
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

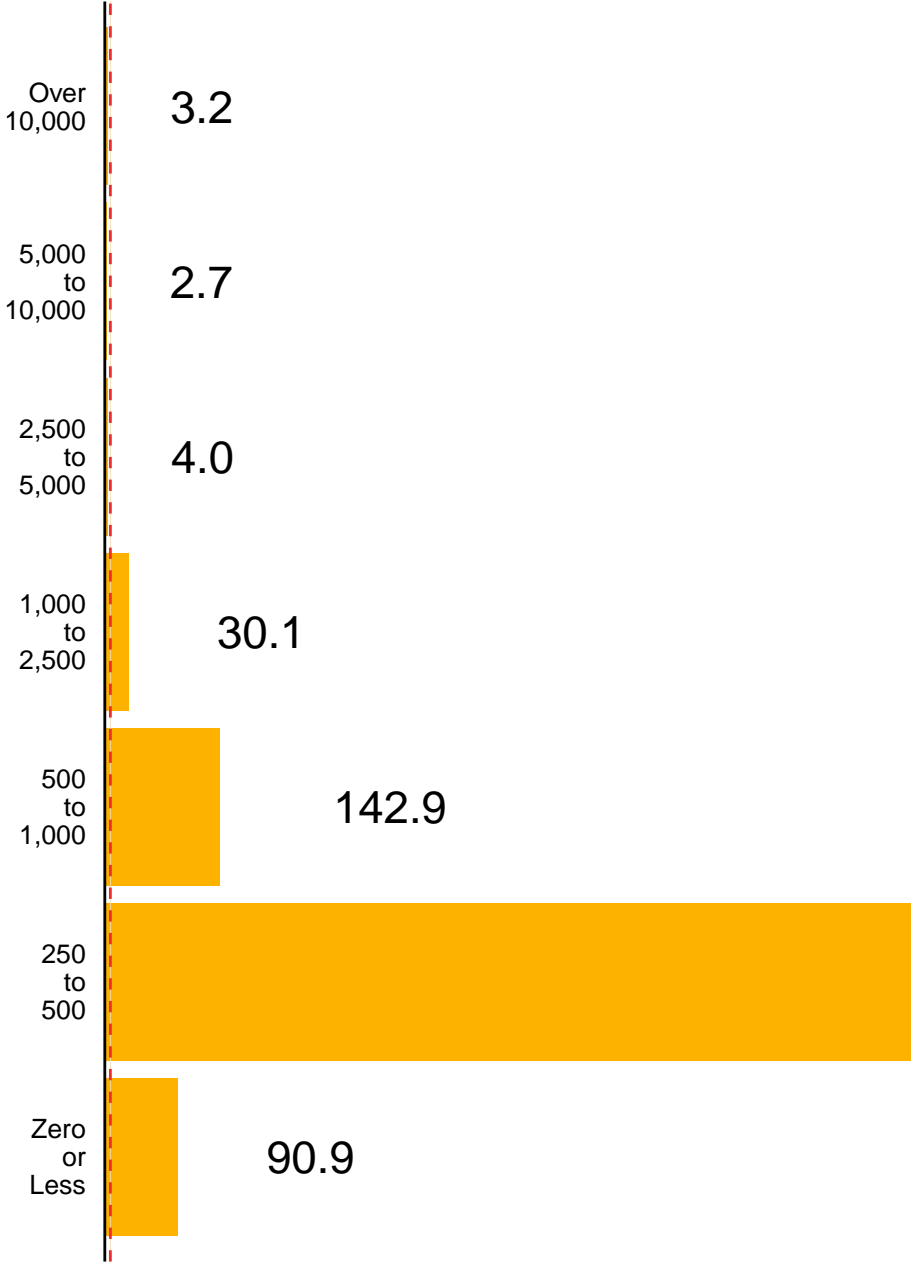


Complaint Rate by Account Tenure (Years)

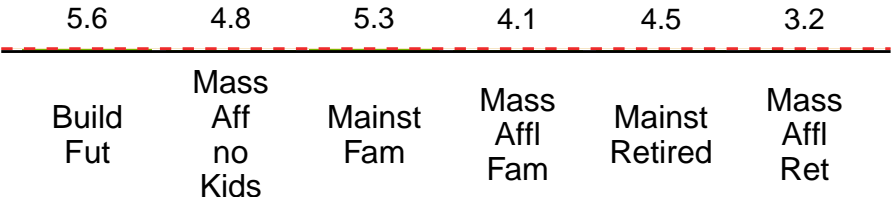


Group #17: Auto Loan/Managing the loan, lease, or line of credit/Payments/Other (N=535)

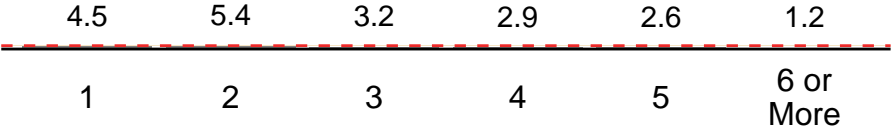
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

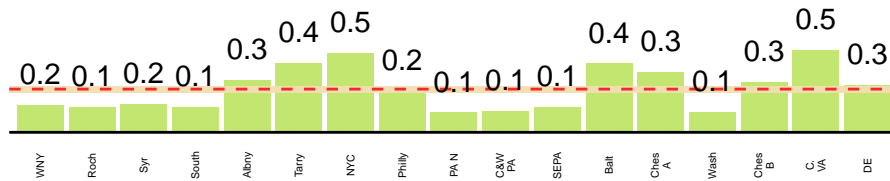


Complaint Rate by Number of HHLD Services

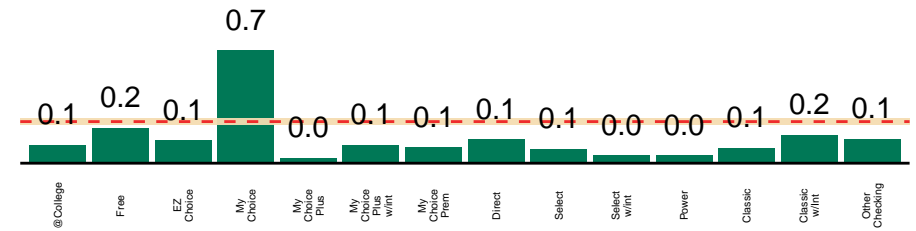


Group #18: Checking account/Deposits or withdrawals/Availability of deposits/Other (N=443)

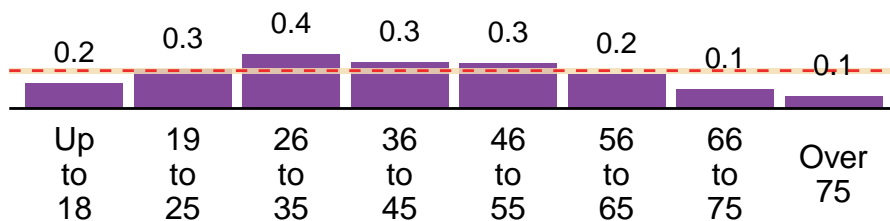
Complaint Rate by Community Bank



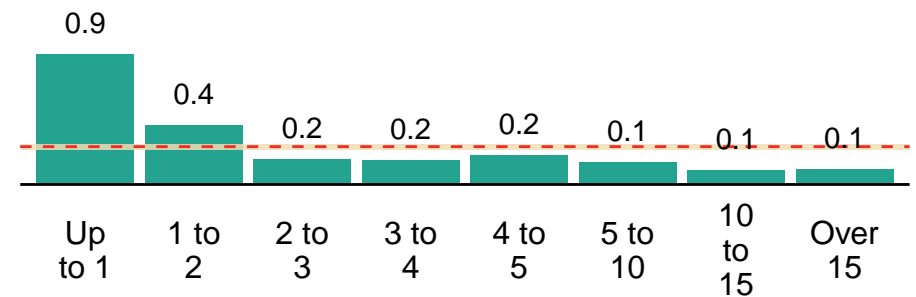
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

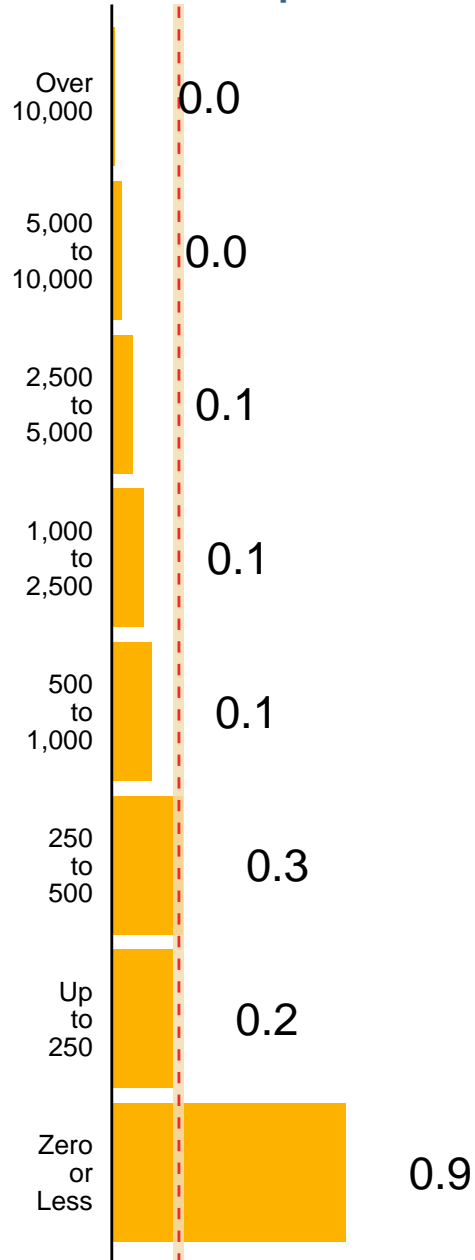


Complaint Rate by Account Tenure (Years)

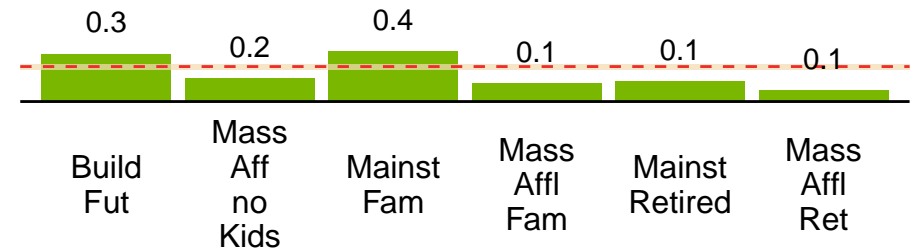


Group #18: Checking account/Deposits or withdrawals/Availability of deposits/Other (N=443)

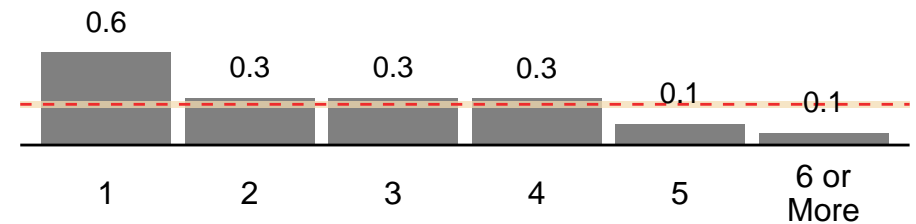
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

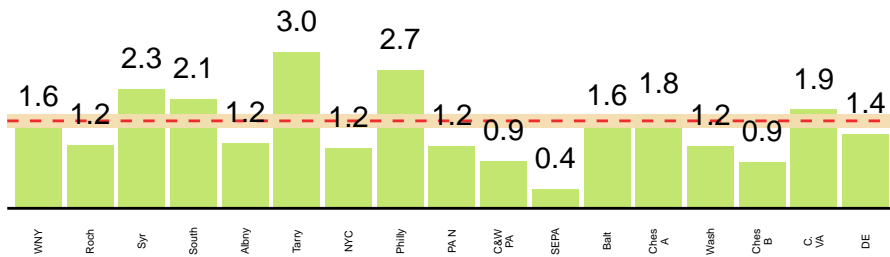


Complaint Rate by Number of HHLD Services

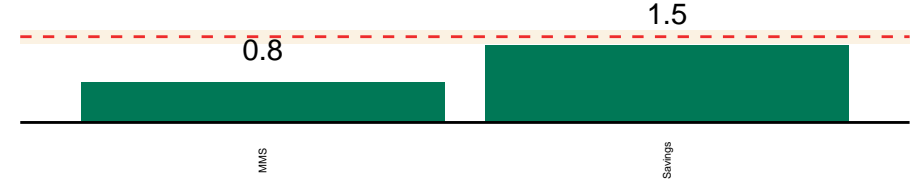


Group #19: Savings MMS/Account maintenance, opening, or closing/Fees/Monthly service charge (N=442)

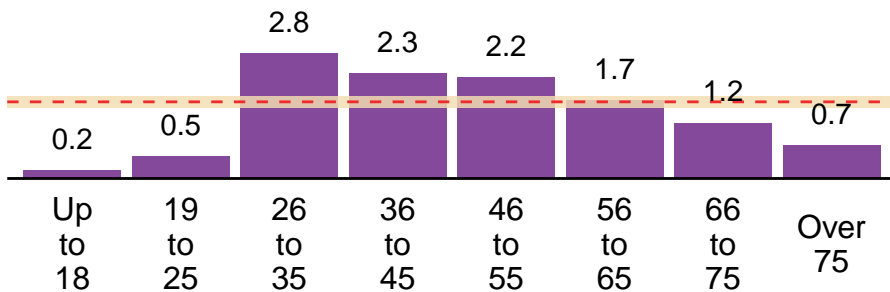
Complaint Rate by Community Bank



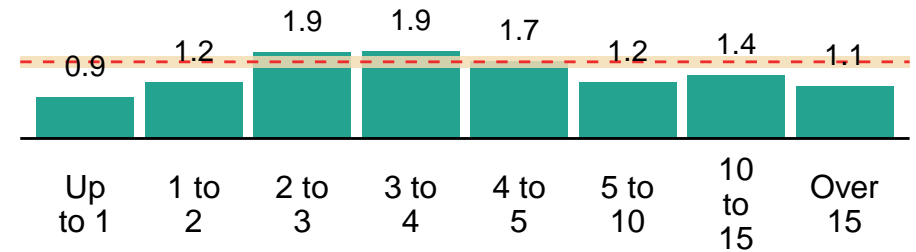
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

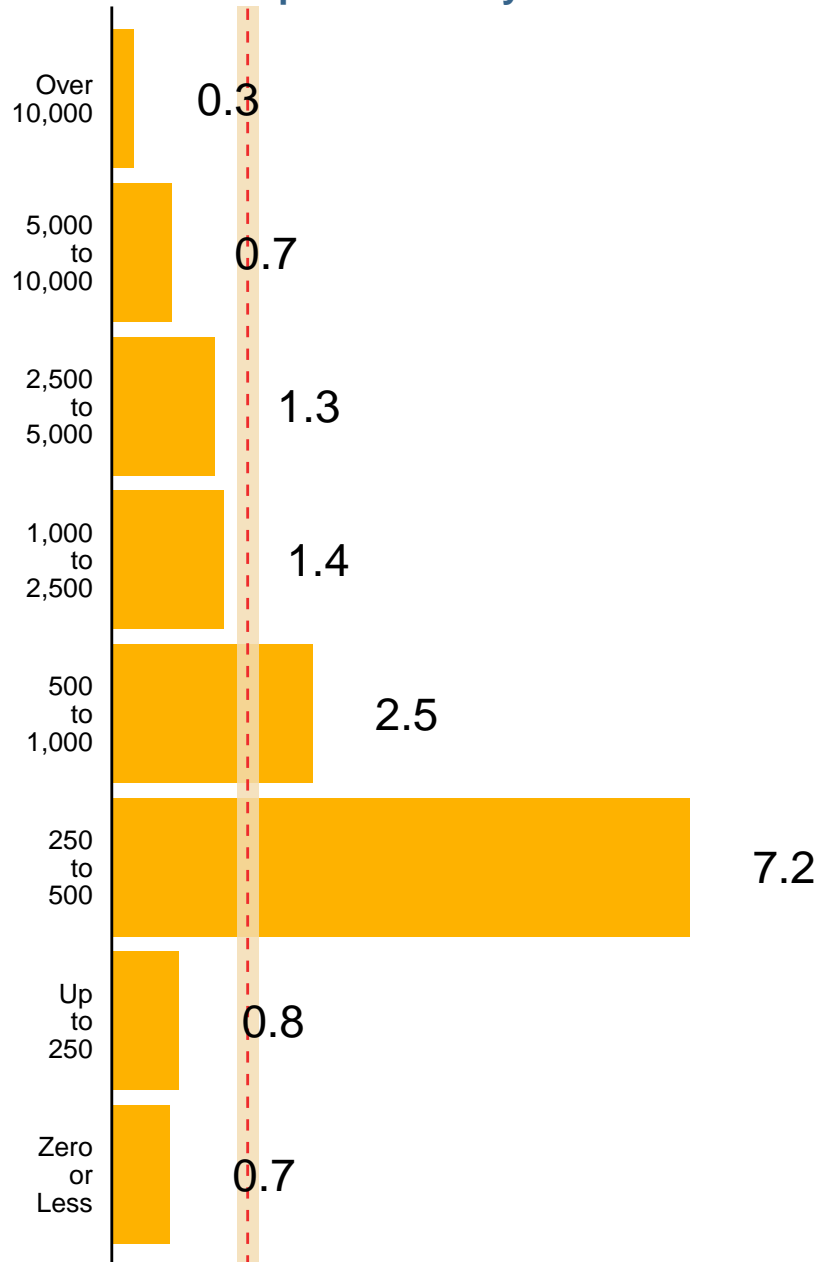


Complaint Rate by Account Tenure (Years)

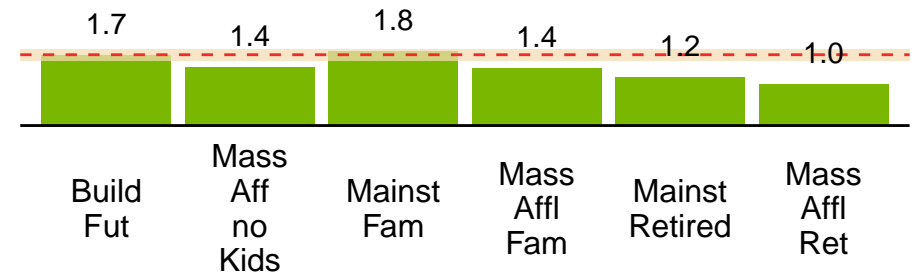


Group #19: Savings MMS/Account maintenance, opening, or closing/Fees/Monthly service charge (N=442)

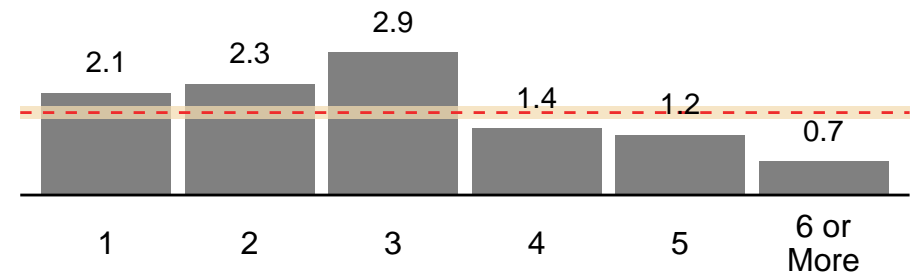
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

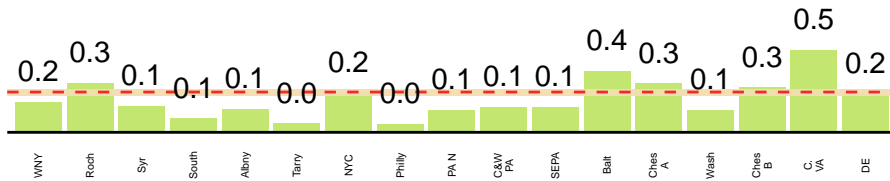


Complaint Rate by Number of HHLD Services

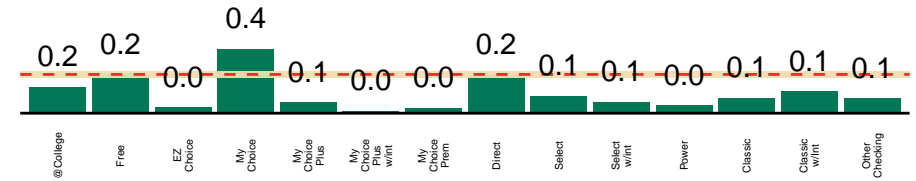


Group #20: Checking account/Using a debit, ATM, or custom card/Disputed transaction/Dispute status (N=413)

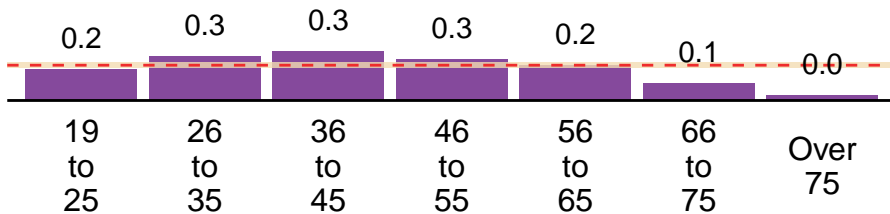
Complaint Rate by Community Bank



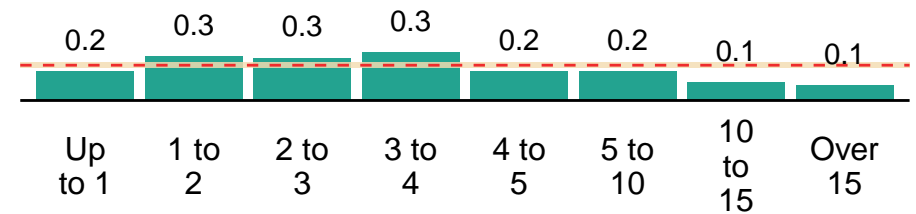
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

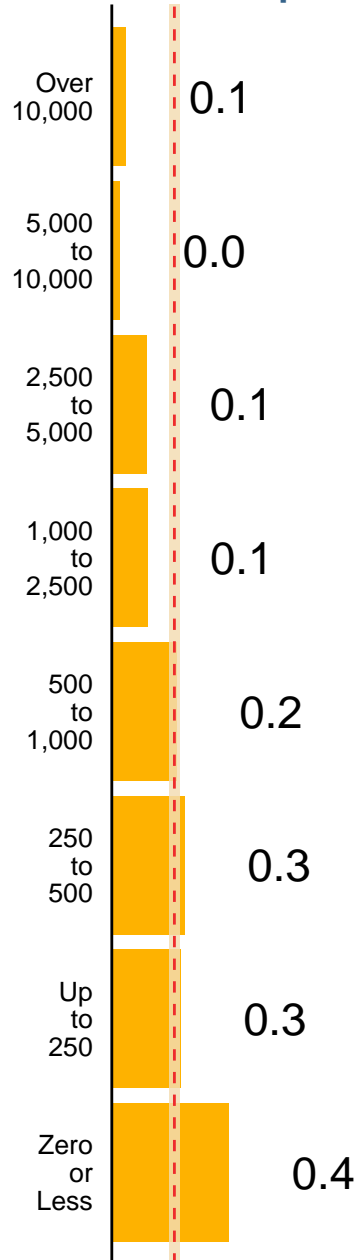


Complaint Rate by Account Tenure (Years)

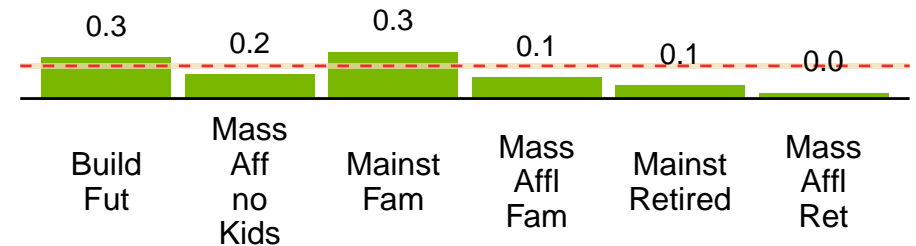


Group #20: Checking account/Using a debit, ATM, or custom card/Disputed transaction/Dispute status (N=413)

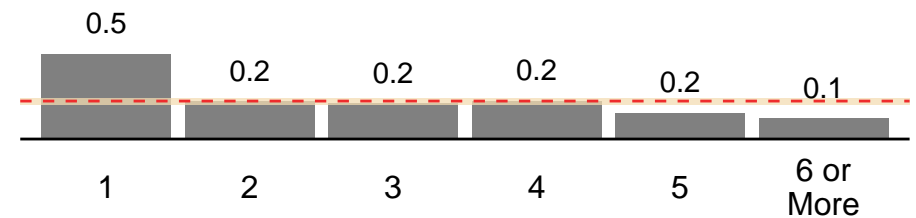
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

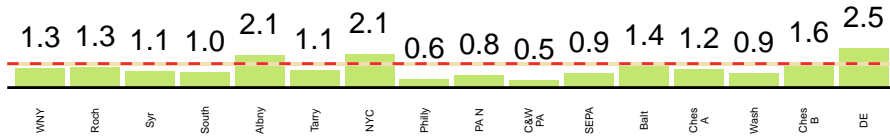


Complaint Rate by Number of HHLD Services

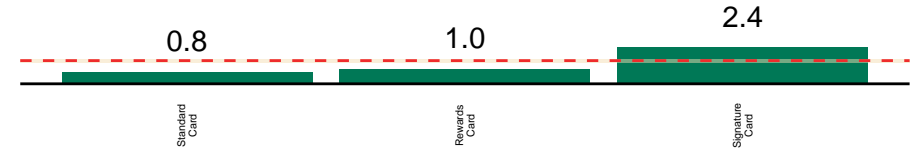


Group #21: Credit Card/Servicing/blank/Other (N=408)

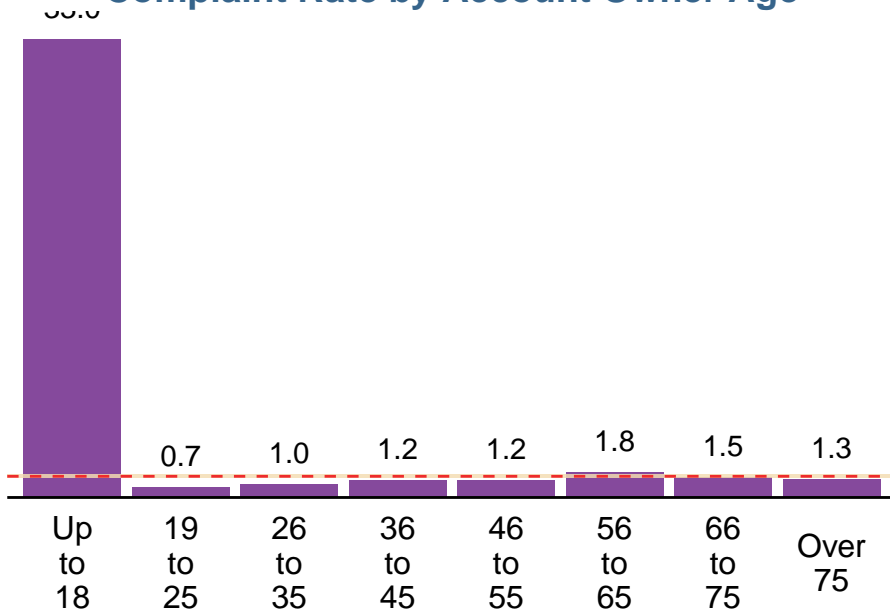
Complaint Rate by Community Bank



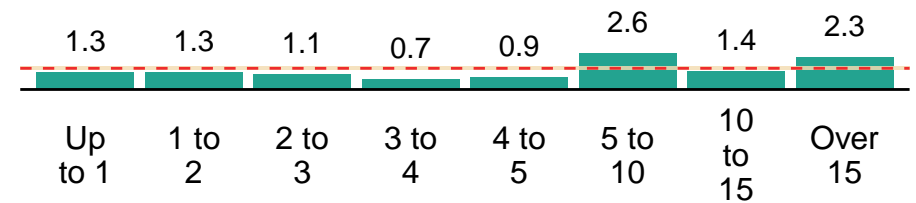
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

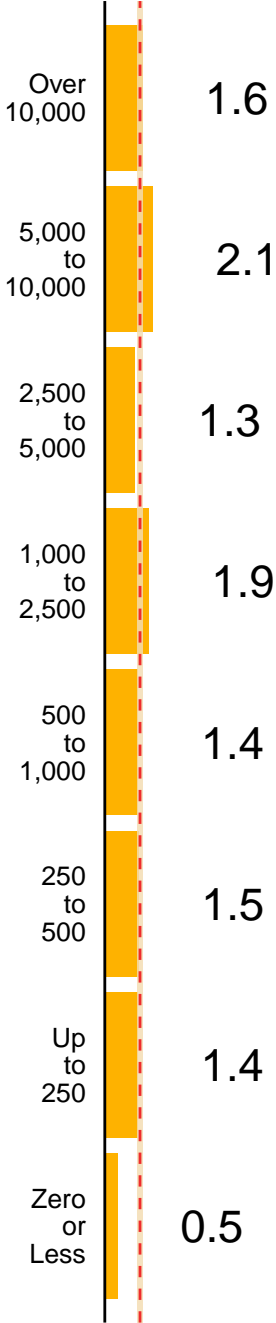


Complaint Rate by Account Tenure (Years)

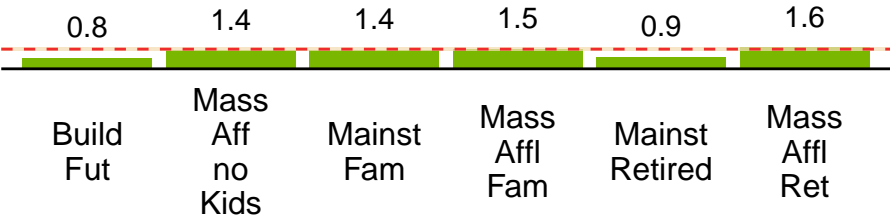


Group #21: Credit Card/Servicing/blank/Other (N=408)

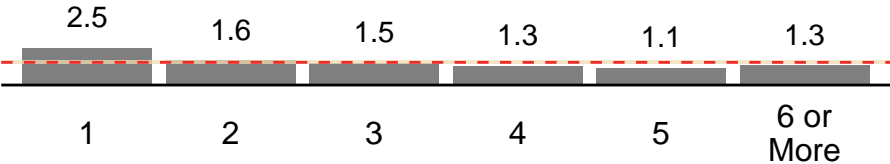
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

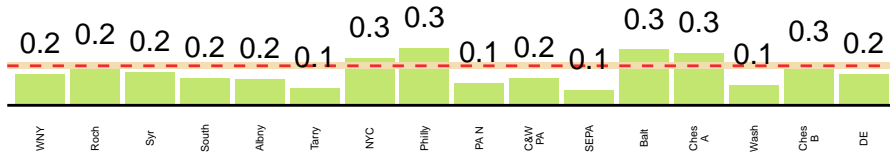


Complaint Rate by Number of HHLN Services

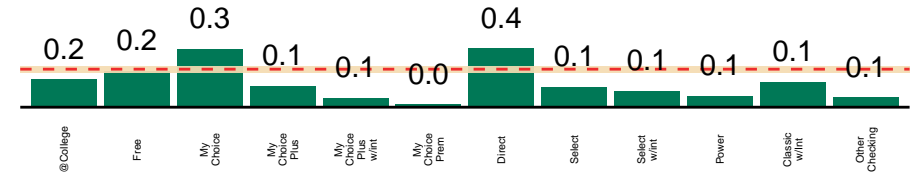


Group #22: Checking account/Deposits or withdrawals/Unauthorized transactions/Transaction dispute (N=405)

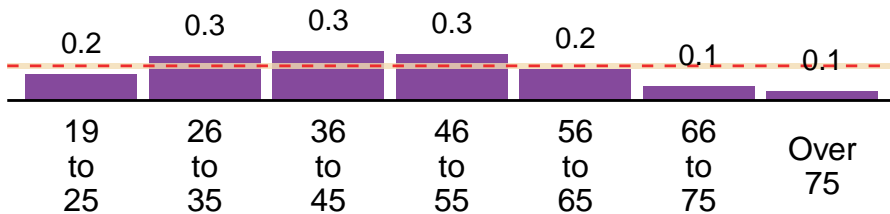
Complaint Rate by Community Bank



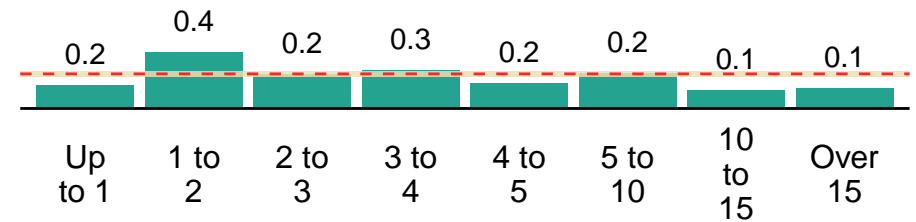
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

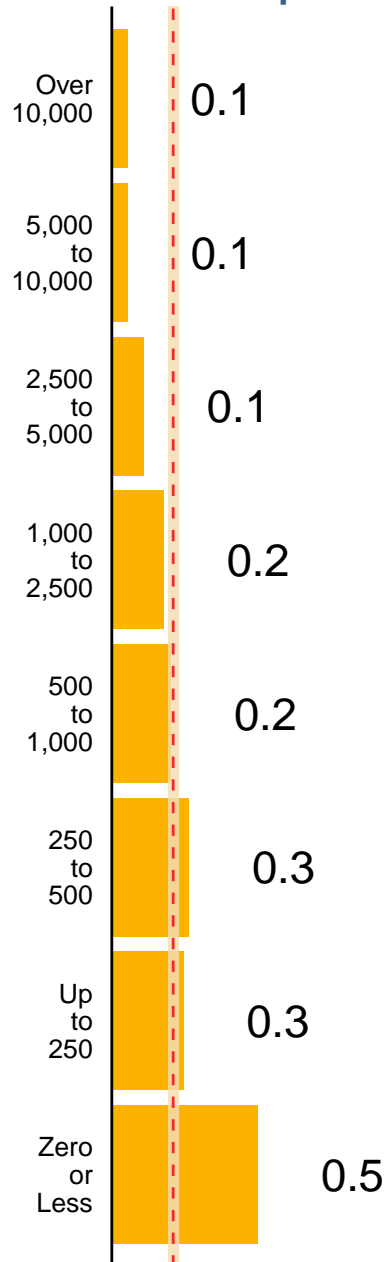


Complaint Rate by Account Tenure (Years)

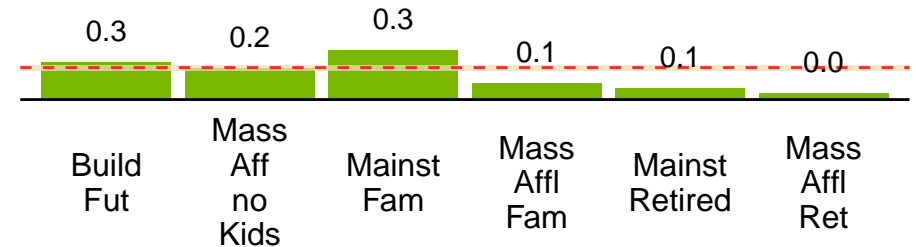


Group #22: Checking account/Deposits or withdrawals/Unauthorized transactions/Transaction dispute (N=405)

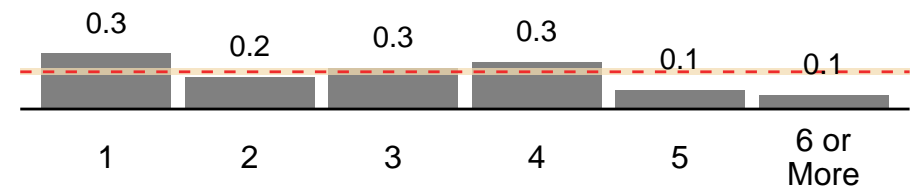
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

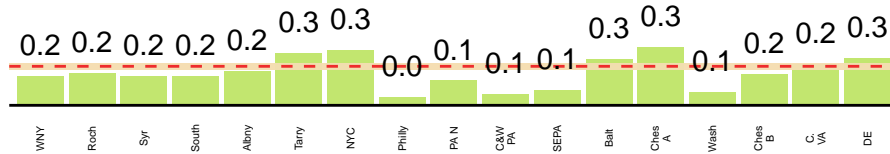


Complaint Rate by Number of HHLD Services

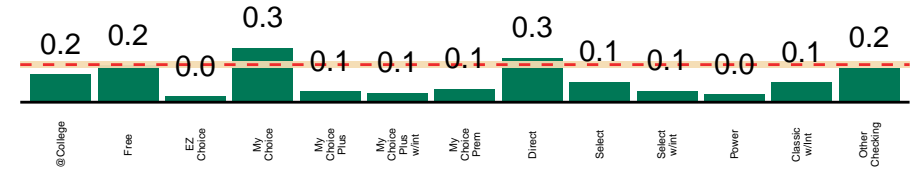


Group #23: Checking account/Using a debit, ATM, or custom card/Card issues/Card not received (N=400)

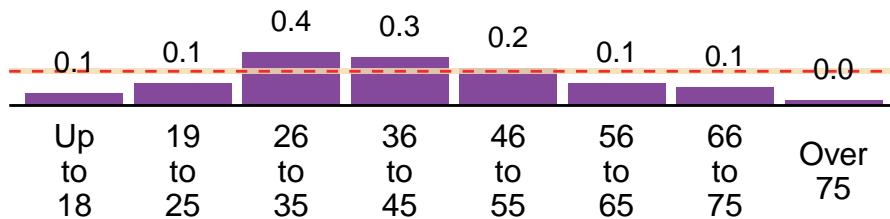
Complaint Rate by Community Bank



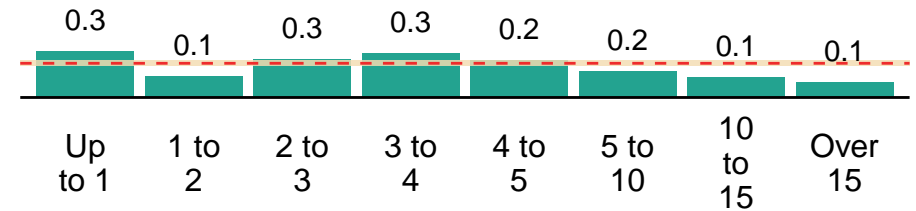
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

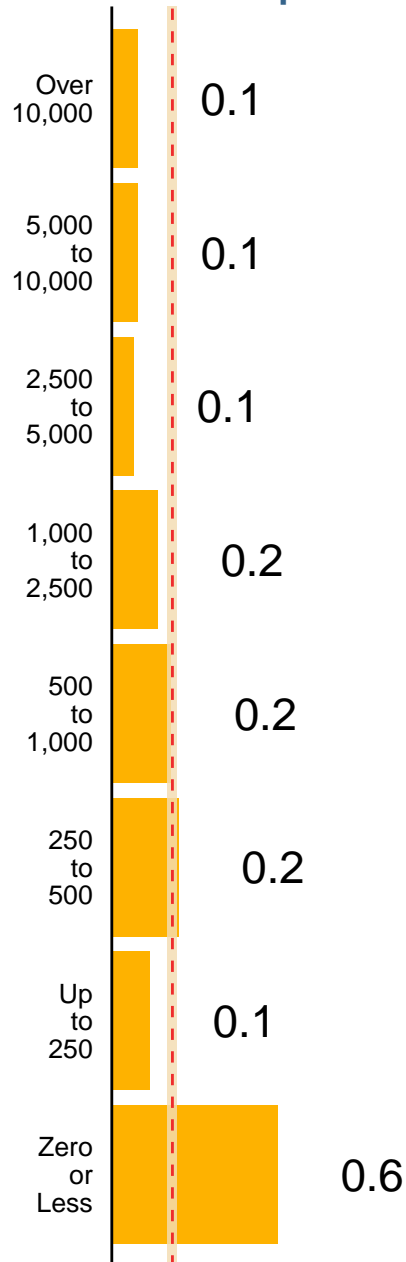


Complaint Rate by Account Tenure (Years)

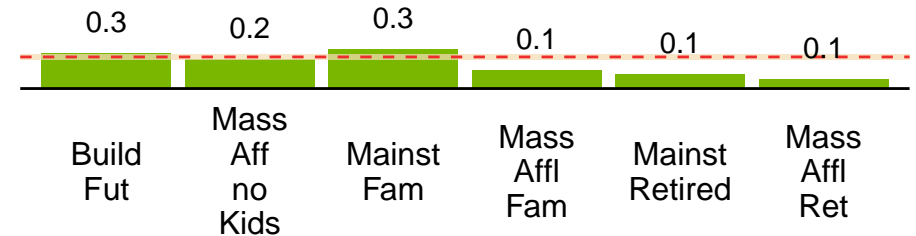


Group #23: Checking account/Using a debit, ATM, or custom card/Card issues/Card not received (N=400)

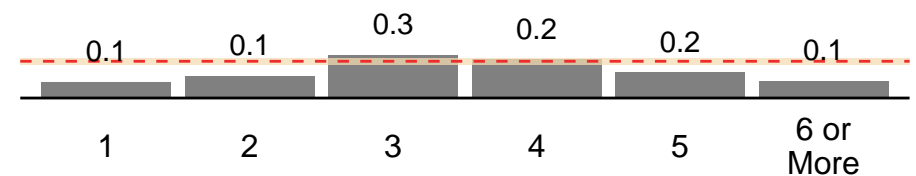
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

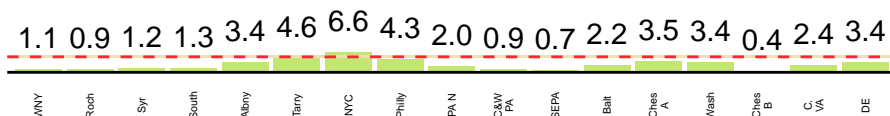


Complaint Rate by Number of HHLD Services

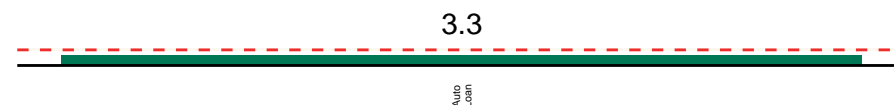


Group #24: Auto Loan/Managing the loan, lease, or line of credit/Other/blank (N=392)

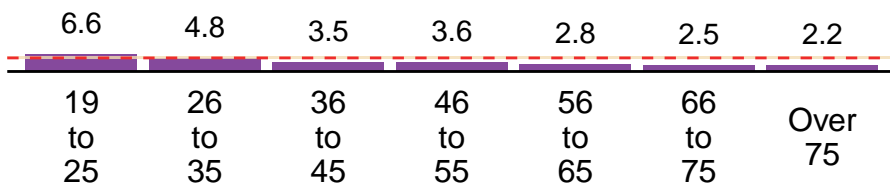
Complaint Rate by Community Bank



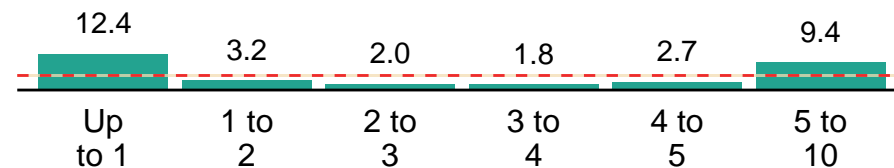
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

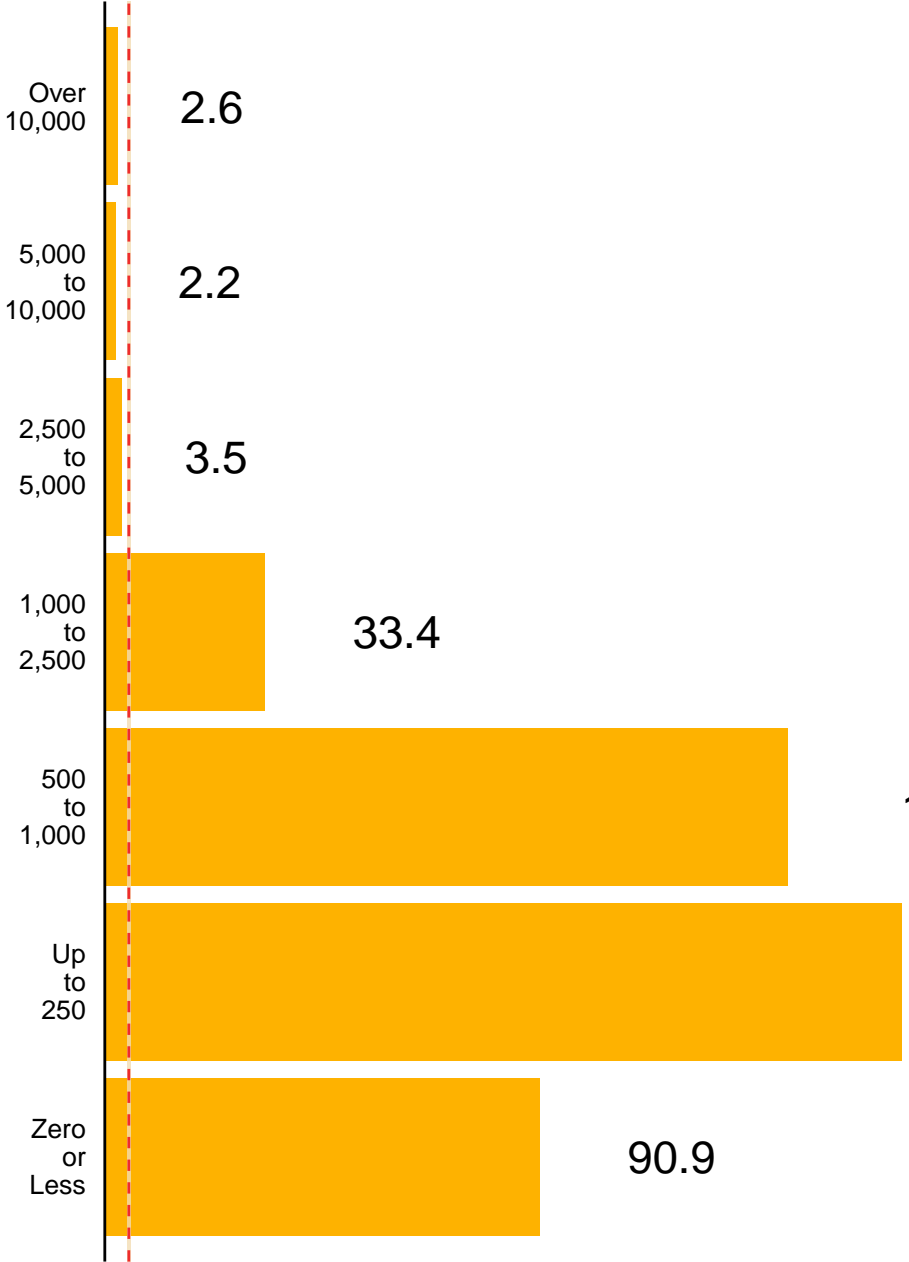


Complaint Rate by Account Tenure (Years)

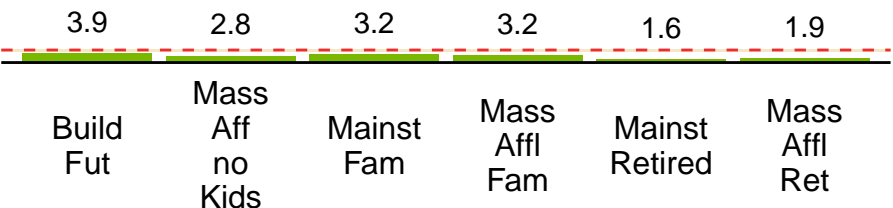


Group #24: Auto Loan/Managing the loan, lease, or line of credit/Other/blank (N=392)

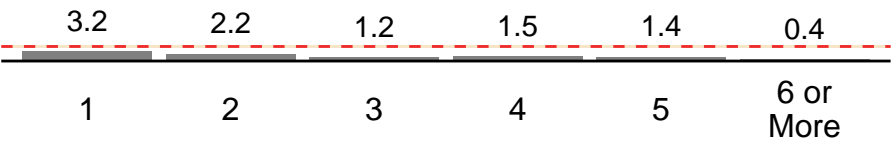
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

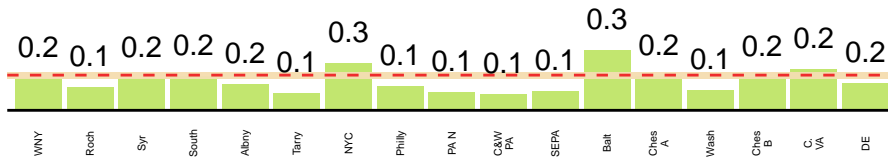


Complaint Rate by Number of HHLD Services

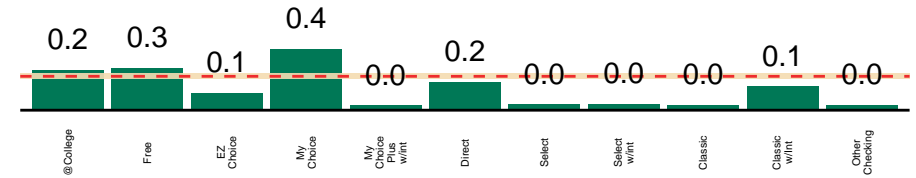


Group #25: Checking account/NSF Fees – Problems caused by low funds/Overdraft/Insufficient funds fees/Merchant error (N=361)

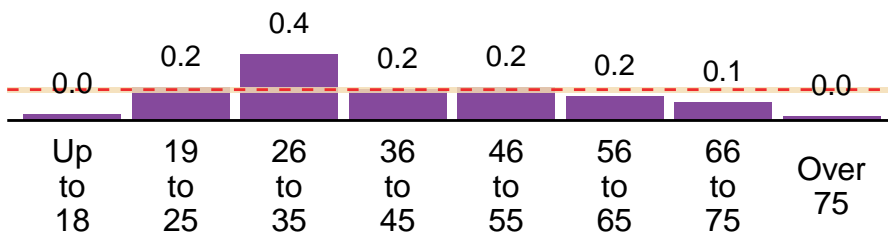
Complaint Rate by Community Bank



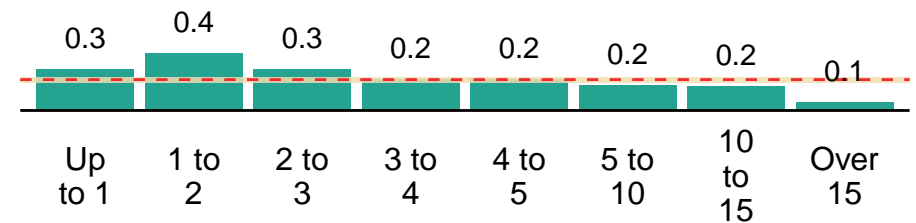
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

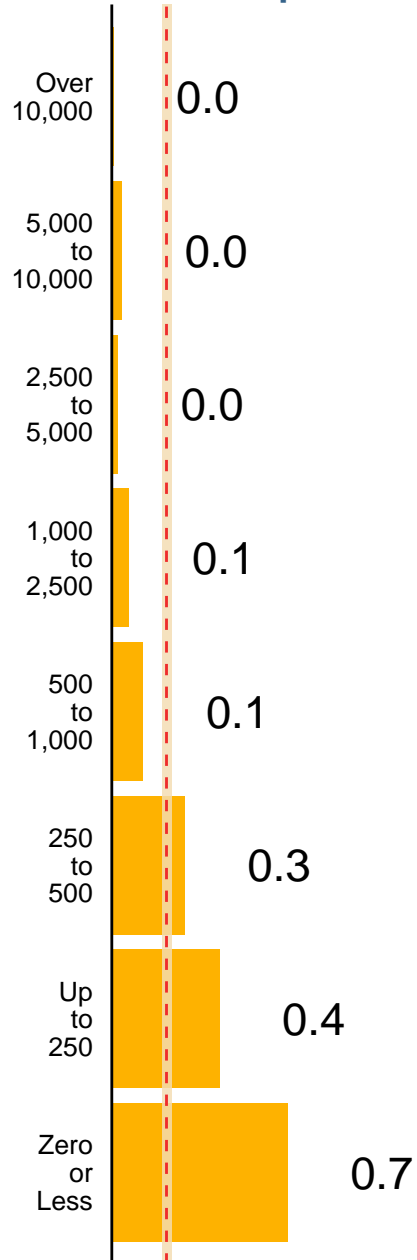


Complaint Rate by Account Tenure (Years)

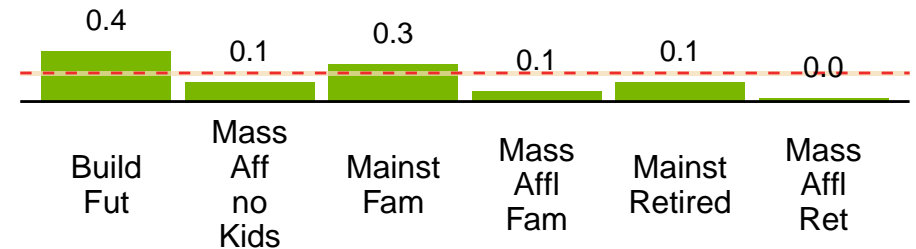


Group #25: Checking account/NSF Fees – Problems caused by low funds/Overdraft/Insufficient funds fees/Merchant error (N=361)

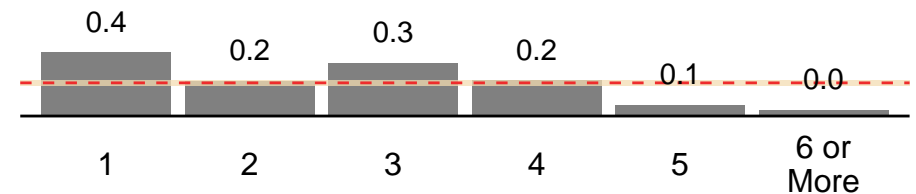
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

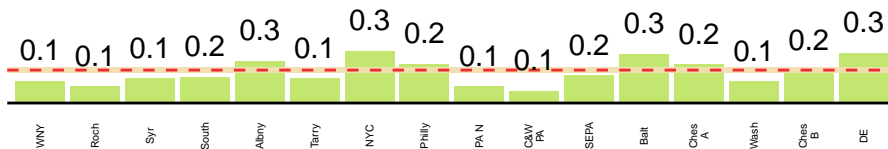


Complaint Rate by Number of HHLA Services

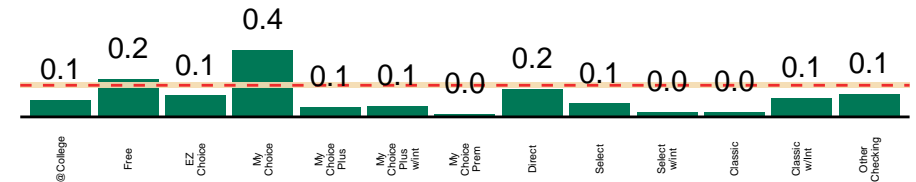


Group #26: Checking account/NSF Fees – Problems caused by low funds/Overdraft/Insufficient funds fees/Alleged balance confusion (N=359)

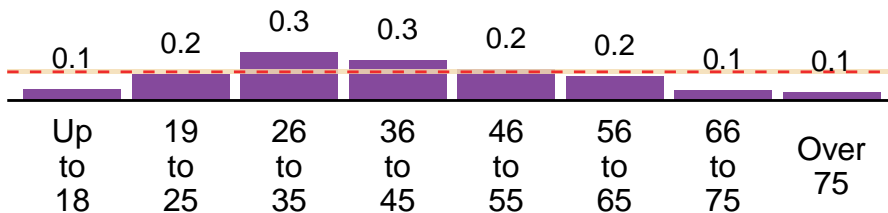
Complaint Rate by Community Bank



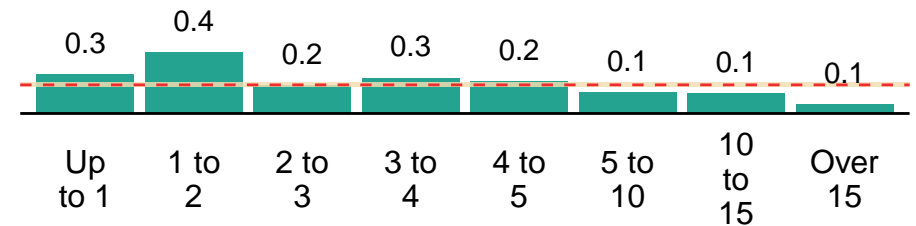
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

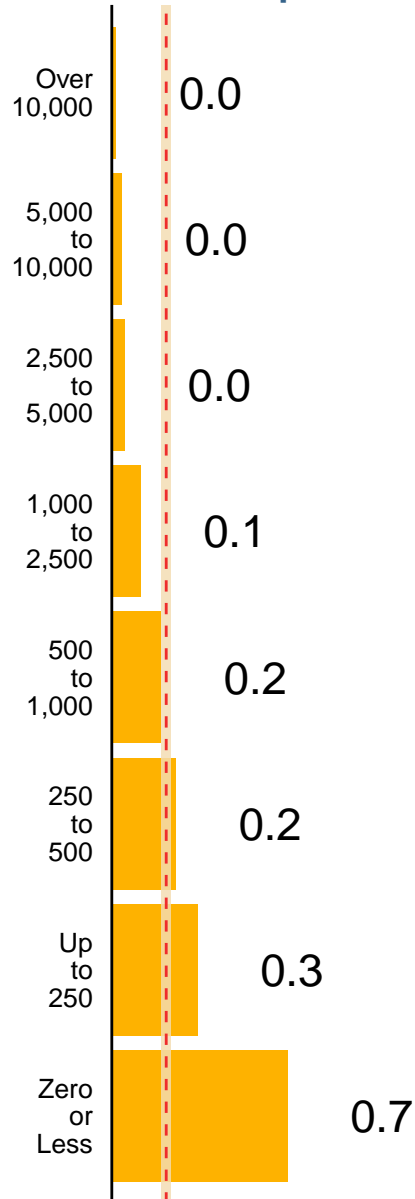


Complaint Rate by Account Tenure (Years)

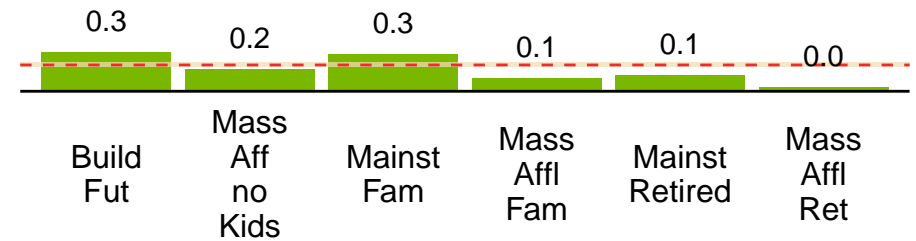


Group #26: Checking account/NSF Fees – Problems caused by low funds/Overdraft/Insufficient funds fees/Alleged balance confusion (N=359)

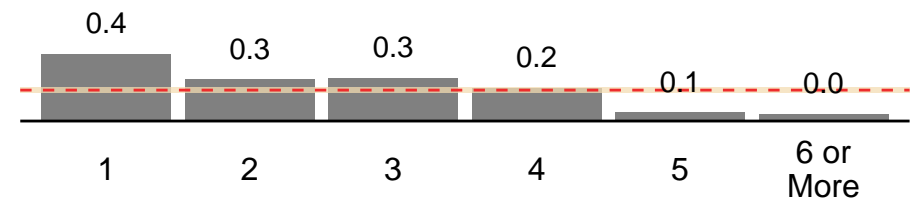
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

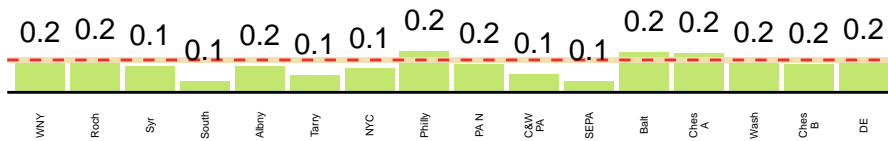


Complaint Rate by Number of HHLA Services

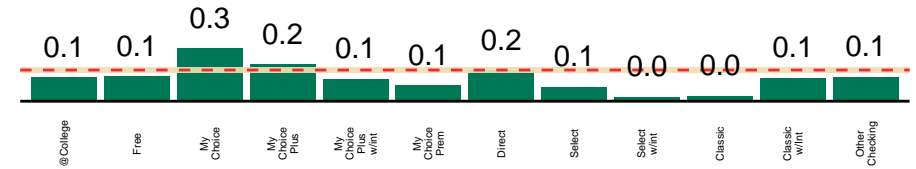


Group #27: Checking account/NSF Fees – Problems caused by low funds/Other/blank (N=332)

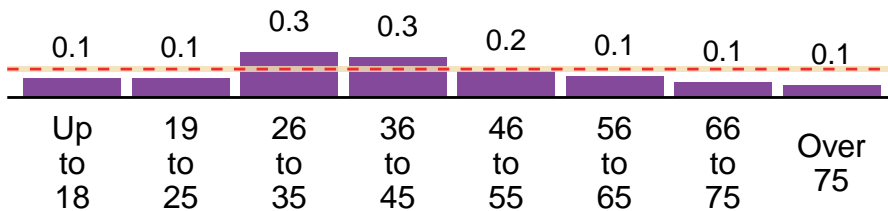
Complaint Rate by Community Bank



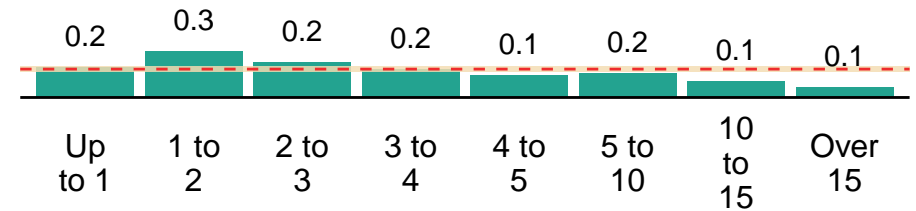
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

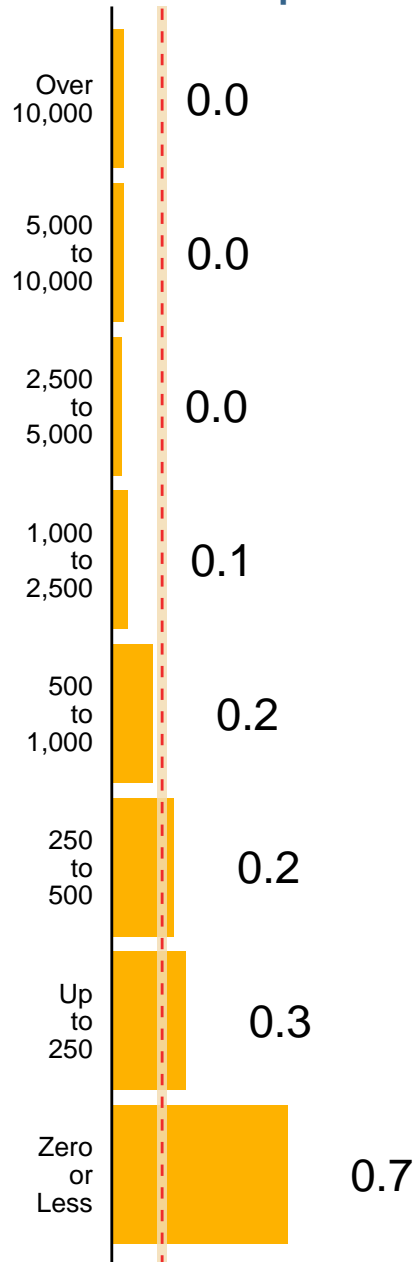


Complaint Rate by Account Tenure (Years)

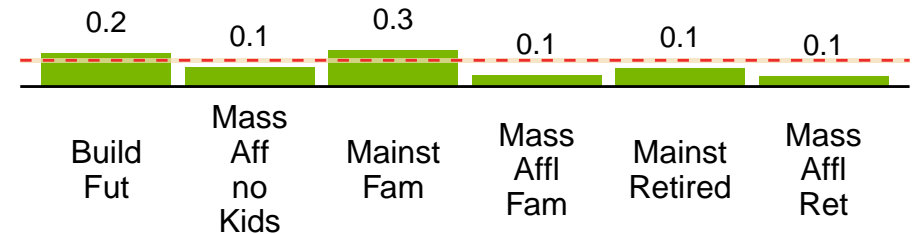


Group #27: Checking account/NSF Fees – Problems caused by low funds/Other/blank (N=332)

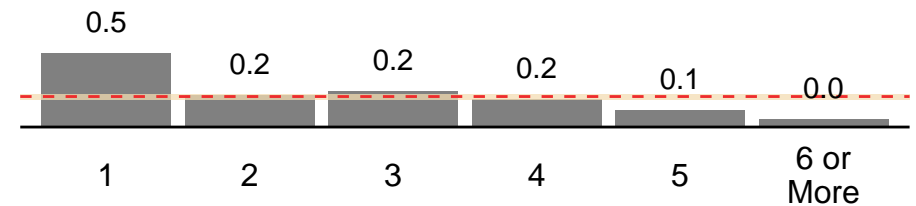
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

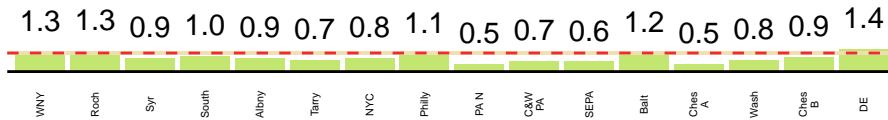


Complaint Rate by Number of HHLD Services

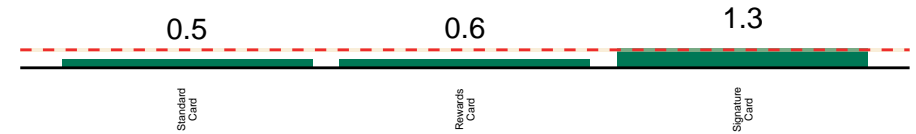


Group #28: Credit Card/Card issues/blank/Other (N=316)

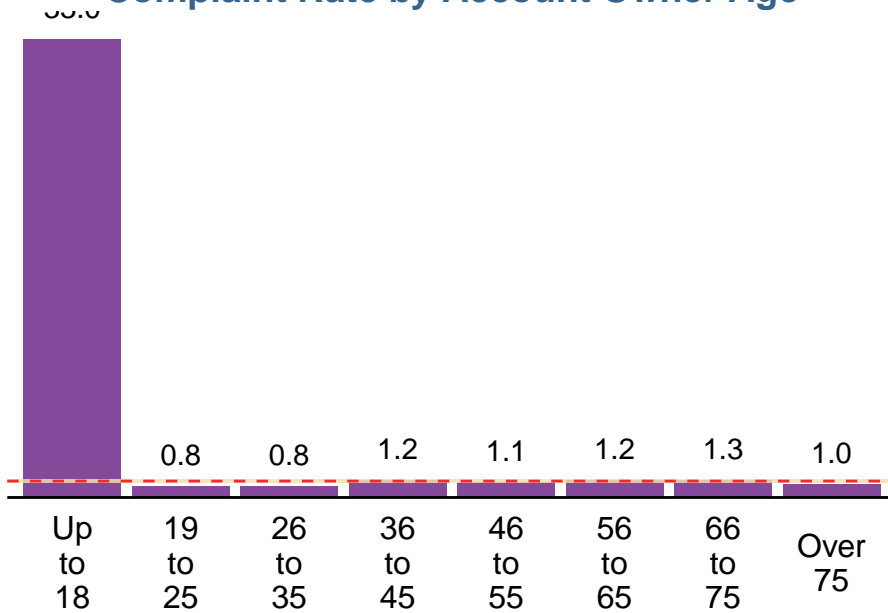
Complaint Rate by Community Bank



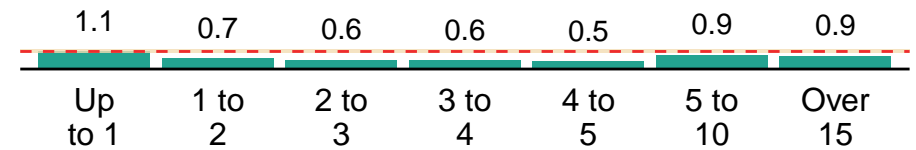
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

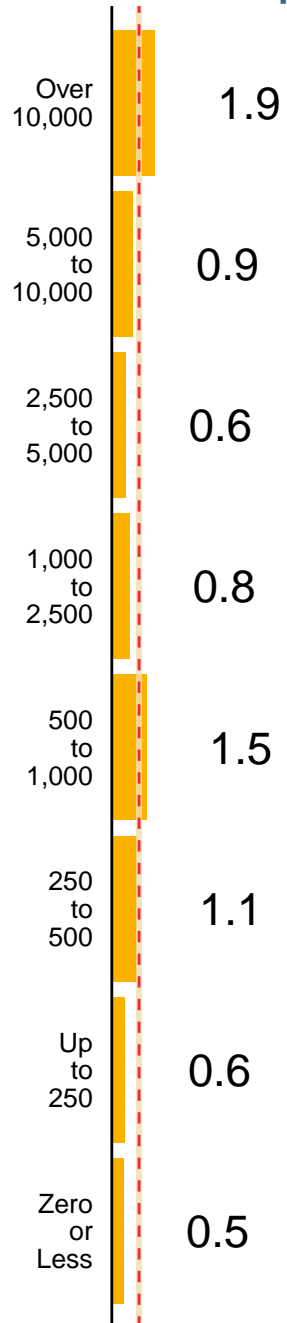


Complaint Rate by Account Tenure (Years)

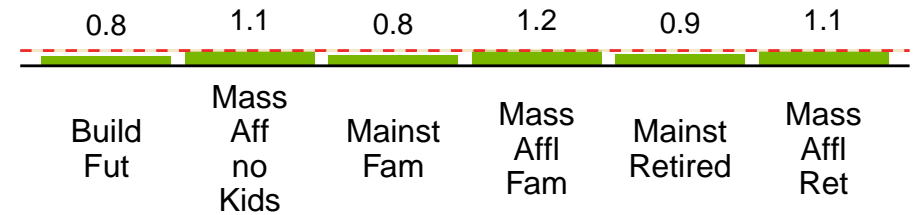


Group #28: Credit Card/Card issues/blank/Other (N=316)

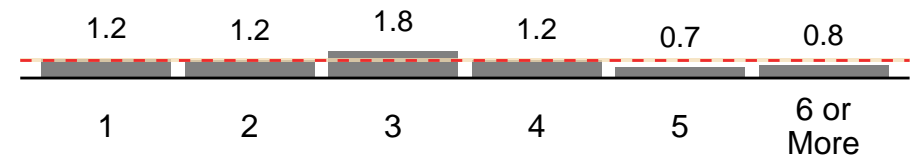
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

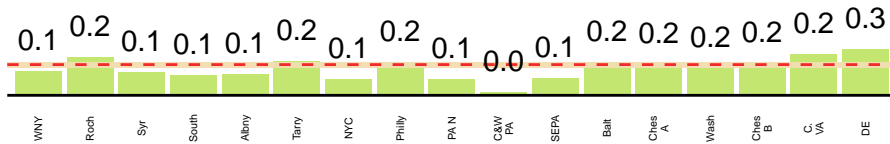


Complaint Rate by Number of HHL D Services

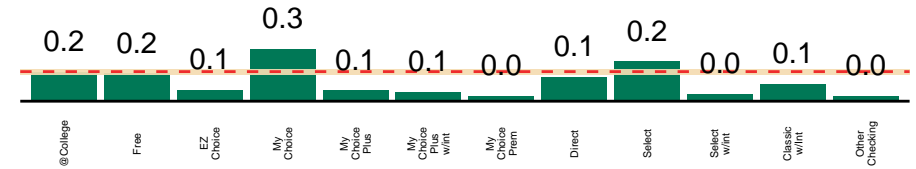


Group #29: Checking account/Using a debit, ATM, or custom card/Disputed transaction/Provisional credit inquiry (N=315)

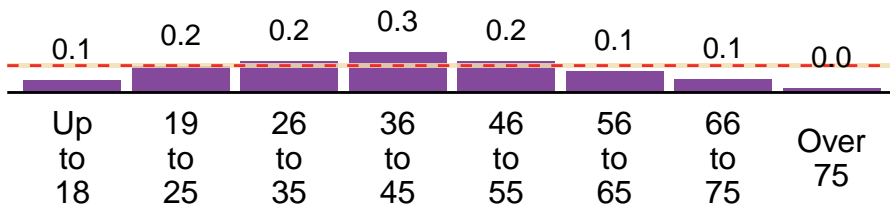
Complaint Rate by Community Bank



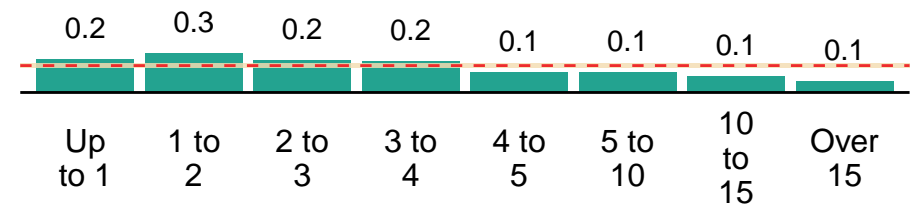
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

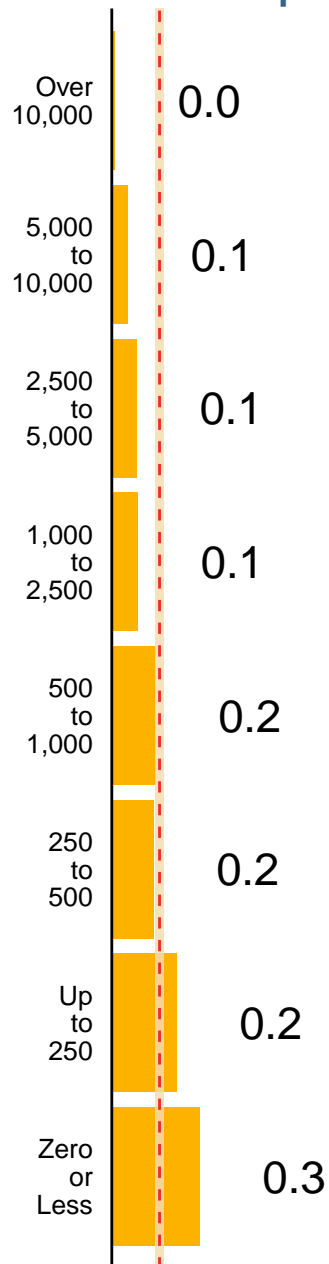


Complaint Rate by Account Tenure (Years)

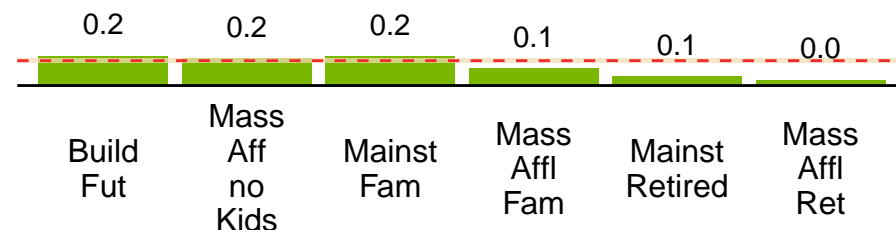


Group #29: Checking account/Using a debit, ATM, or custom card/Disputed transaction/Provisional credit inquiry (N=315)

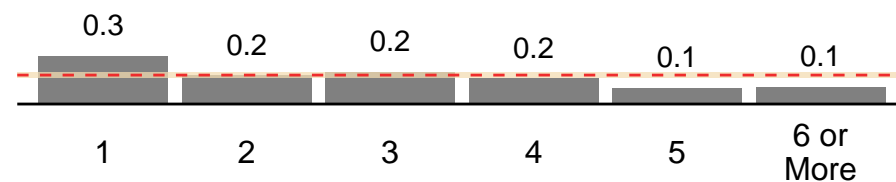
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

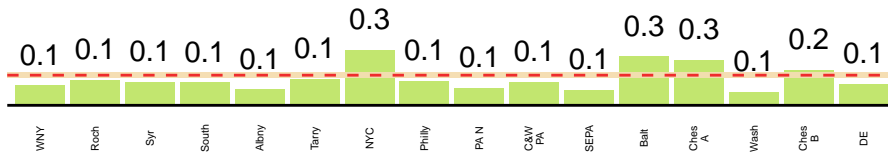


Complaint Rate by Number of HHLD Services

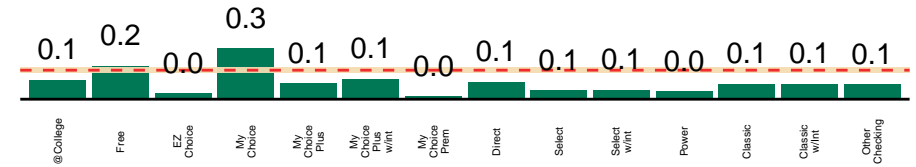


Group #30: Checking account/Deposits or withdrawals/Availability of deposits/Cash availability (Changeover) (N=309)

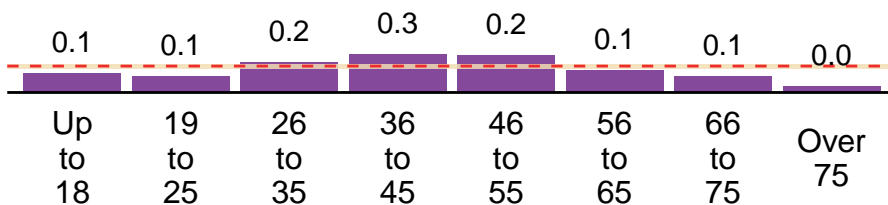
Complaint Rate by Community Bank



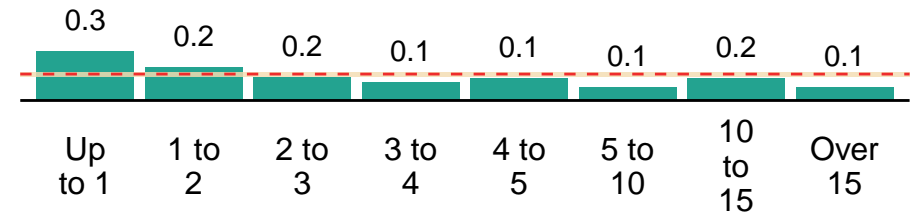
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

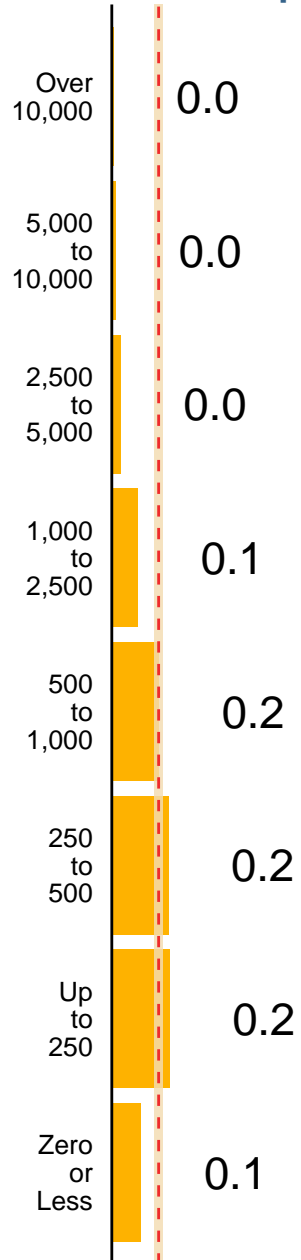


Complaint Rate by Account Tenure (Years)

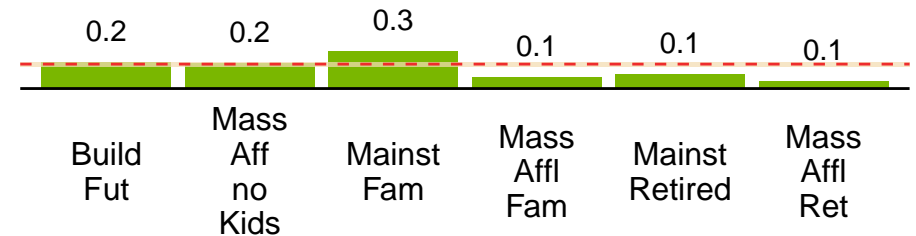


Group #30: Checking account/Deposits or withdrawals/Availability of deposits/Cash availability (Changeover) (N=309)

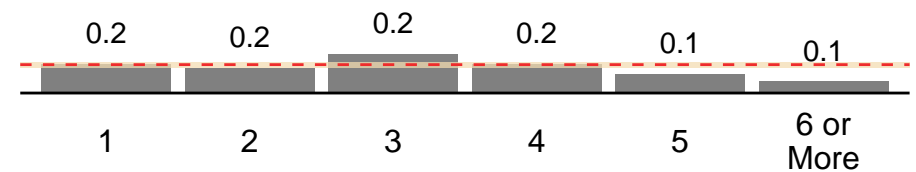
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

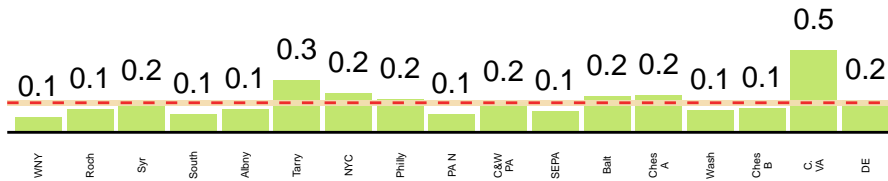


Complaint Rate by Number of HHLD Services

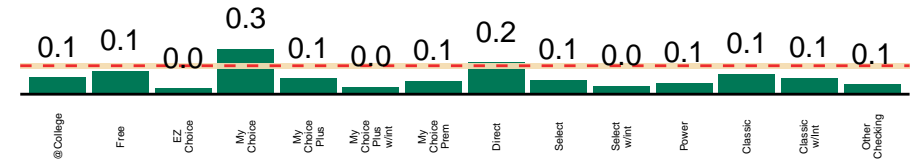


Group #31: Checking account/Using a debit, ATM, or custom card/Unauthorized card use/Other (N=303)

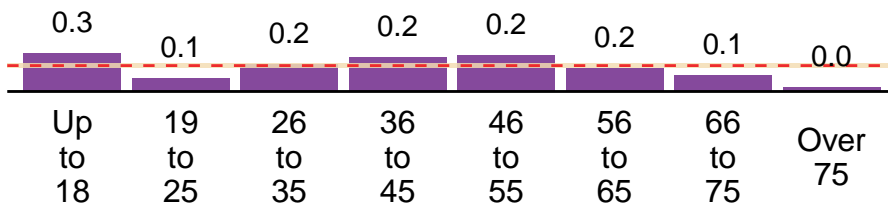
Complaint Rate by Community Bank



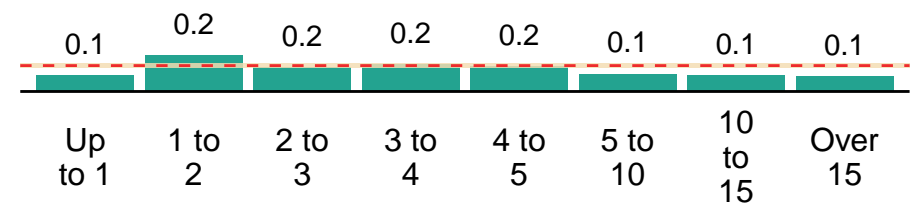
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

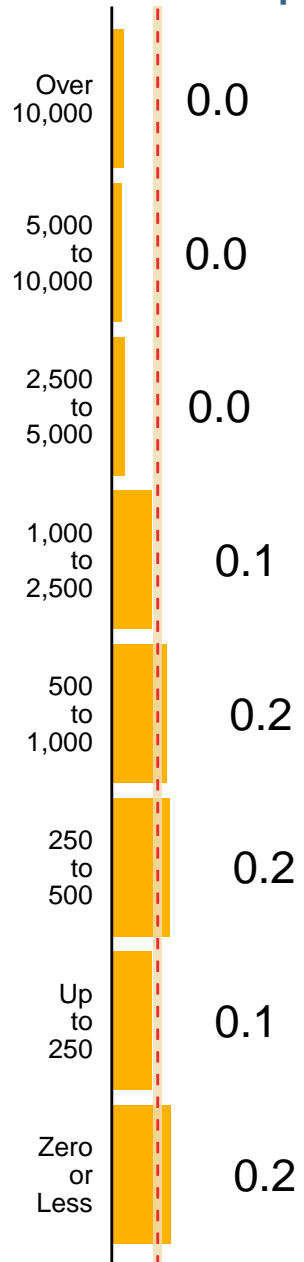


Complaint Rate by Account Tenure (Years)

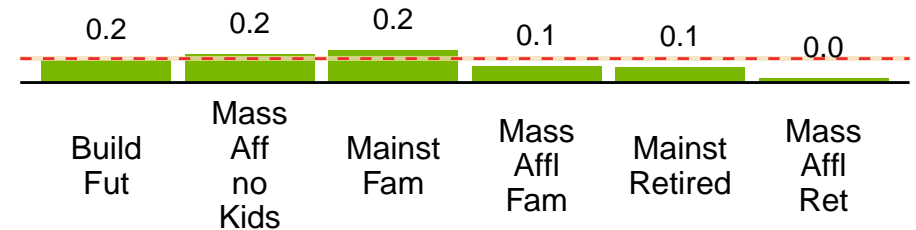


Group #31: Checking account/Using a debit, ATM, or custom card/Unauthorized card use/Other (N=303)

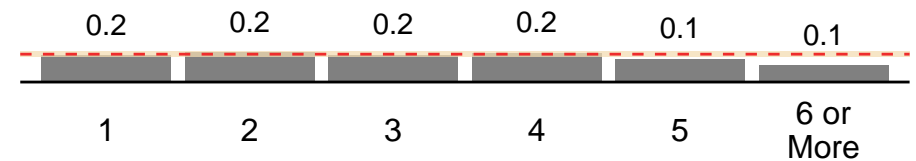
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

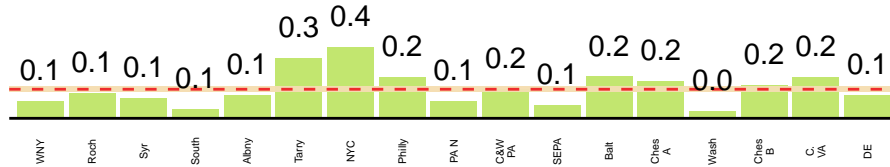


Complaint Rate by Number of HHLD Services

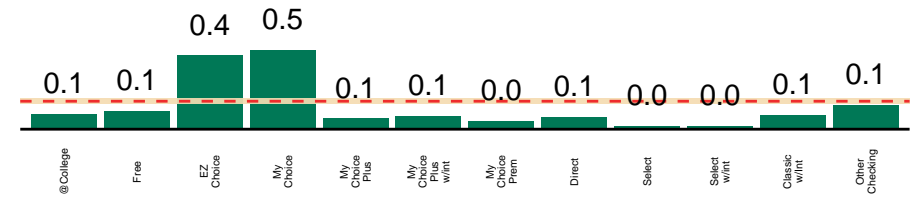


Group #32: Checking account/Deposits or withdrawals/Availability of deposits/Discretionary holds (N=298)

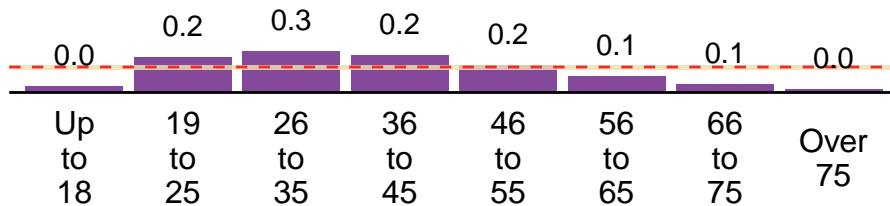
Complaint Rate by Community Bank



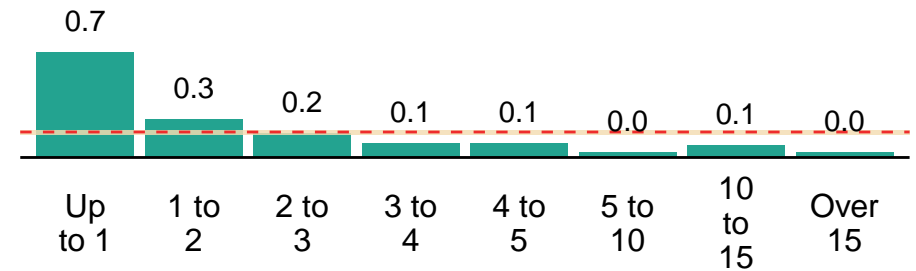
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

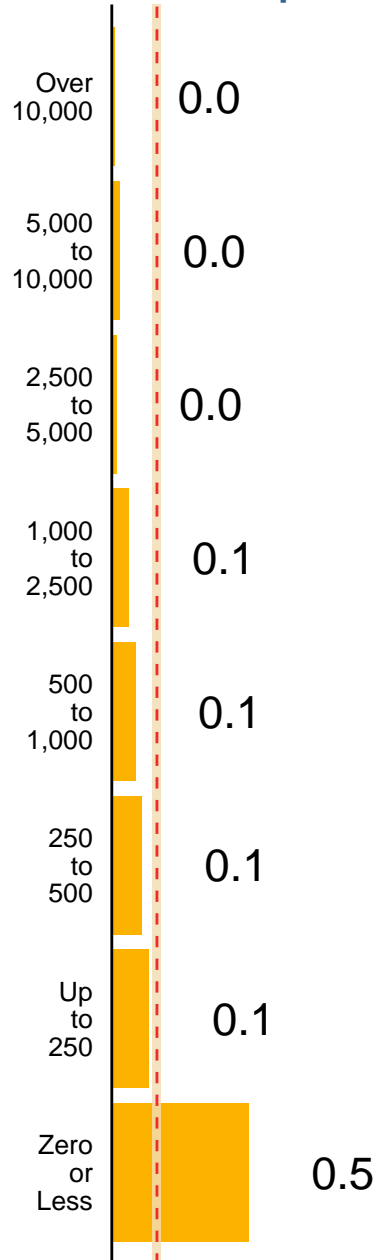


Complaint Rate by Account Tenure (Years)

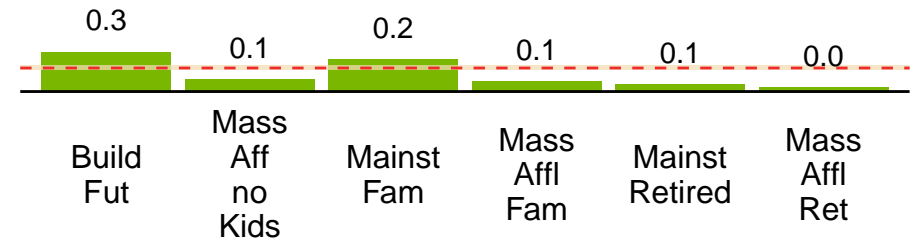


Group #32: Checking account/Deposits or withdrawals/Availability of deposits/Discretionary holds (N=298)

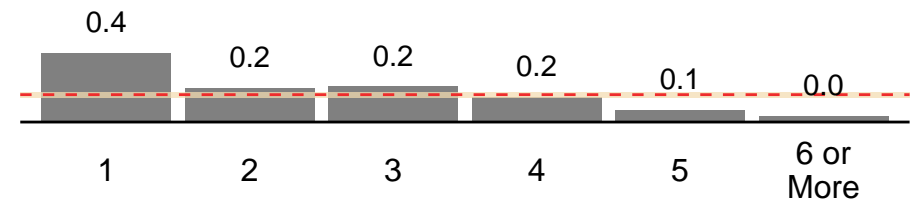
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

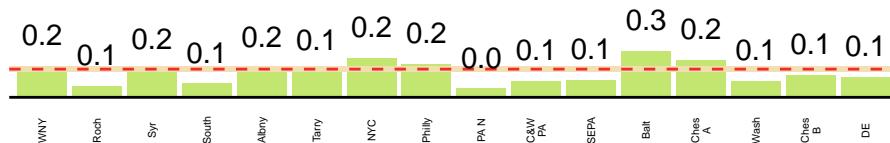


Complaint Rate by Number of HHLD Services

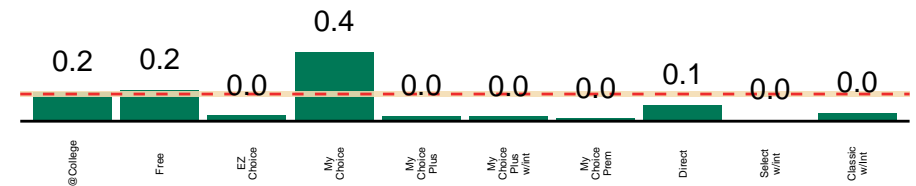


Group #33: Checking account/NSF Fees – Problems caused by low funds/Overdraft/Insufficient funds fees/Overdraft election (N=289)

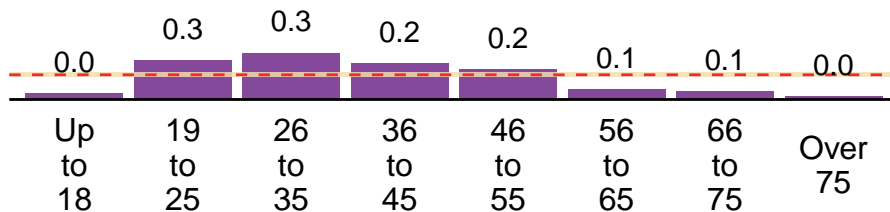
Complaint Rate by Community Bank



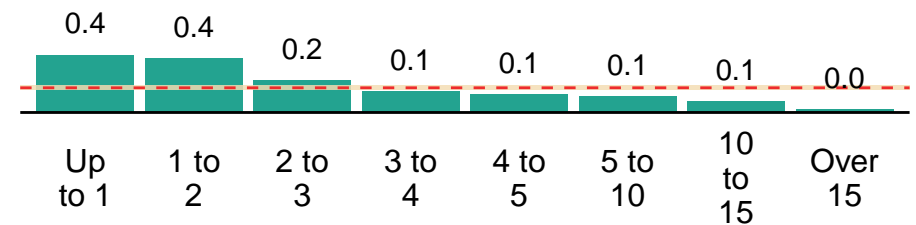
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

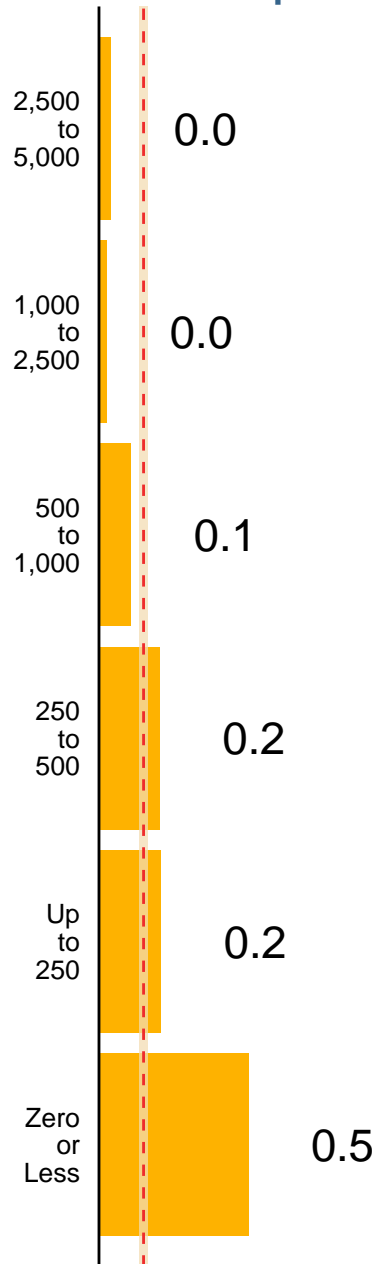


Complaint Rate by Account Tenure (Years)

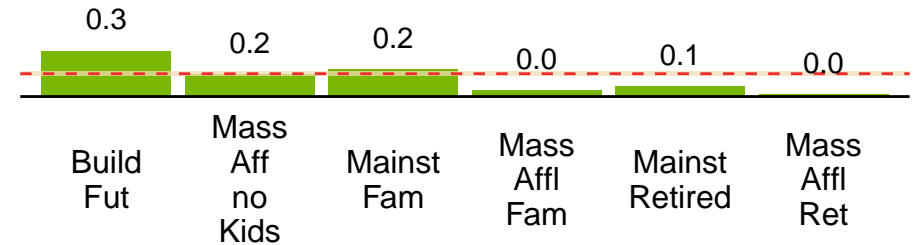


Group #33: Checking account/NSF Fees – Problems caused by low funds/Overdraft/Insufficient funds fees/Overdraft election (N=289)

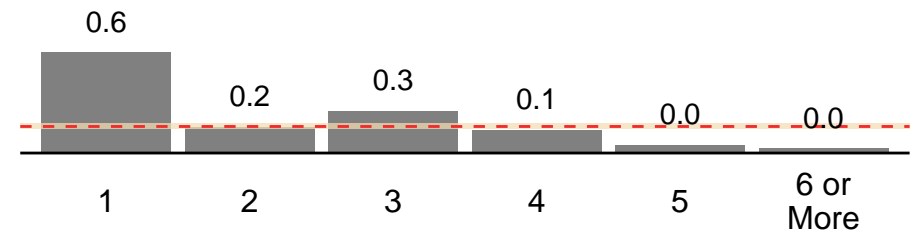
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

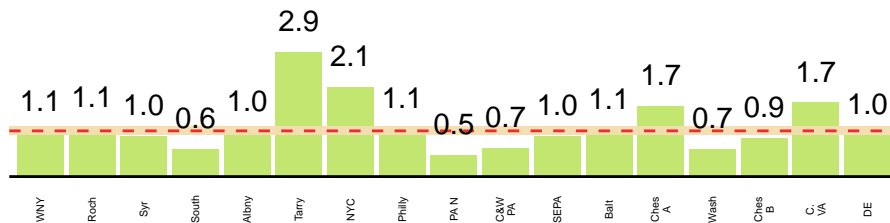


Complaint Rate by Number of HHLD Services

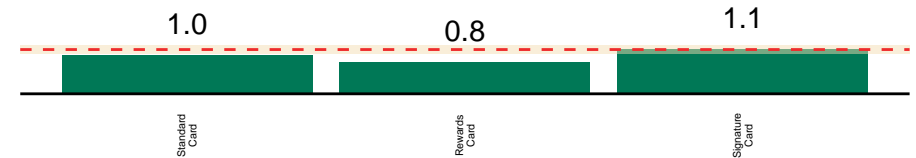


Group #34: Credit Card/Payments & Collections/blank/Other (N=289)

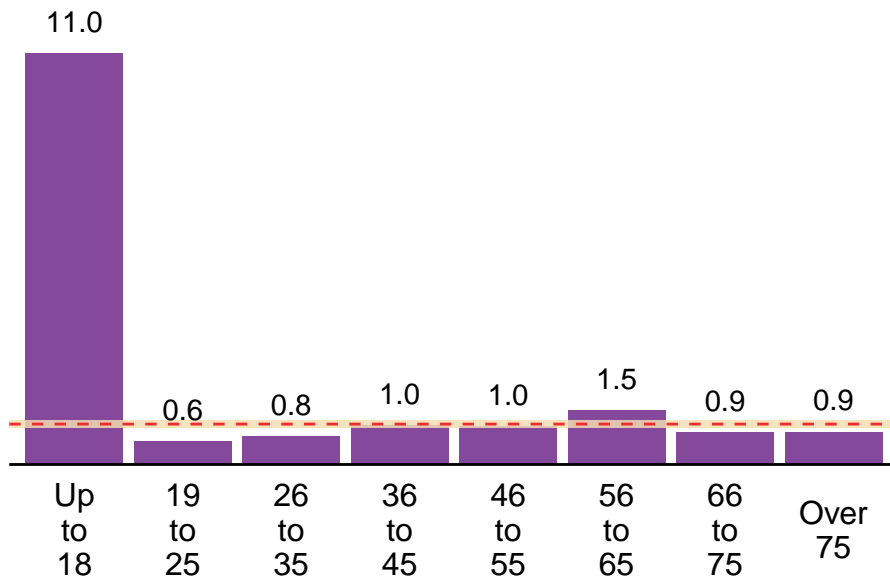
Complaint Rate by Community Bank



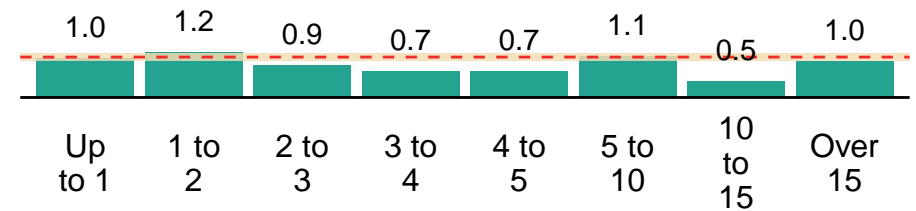
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

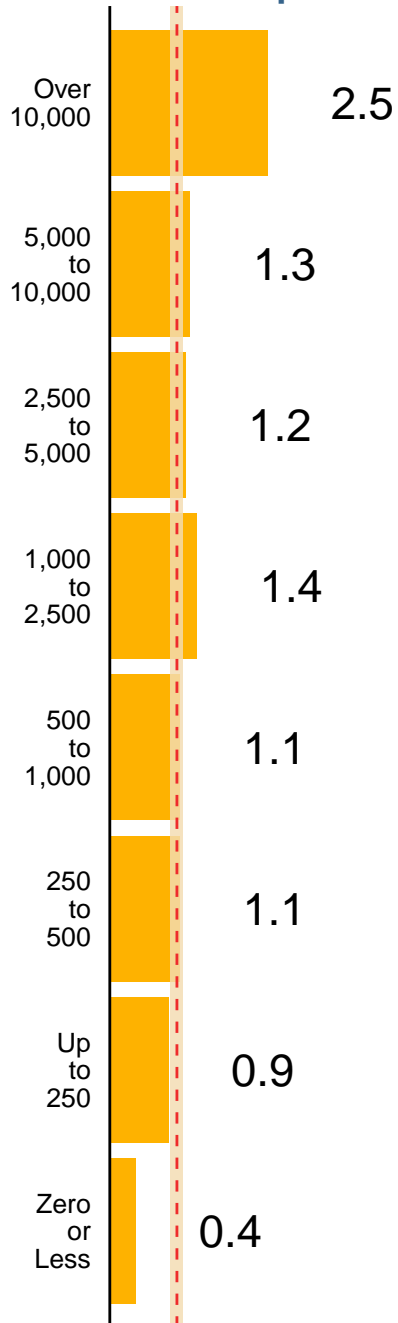


Complaint Rate by Account Tenure (Years)

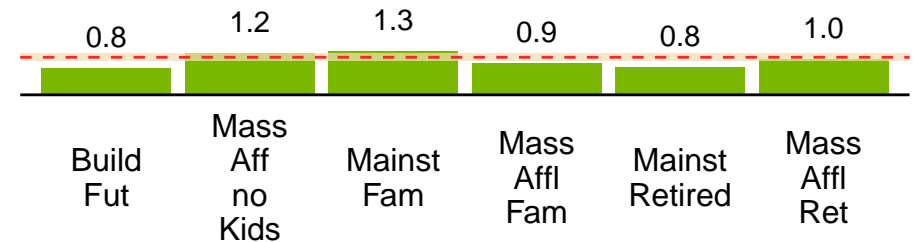


Group #34: Credit Card/Payments & Collections/blank/Other (N=289)

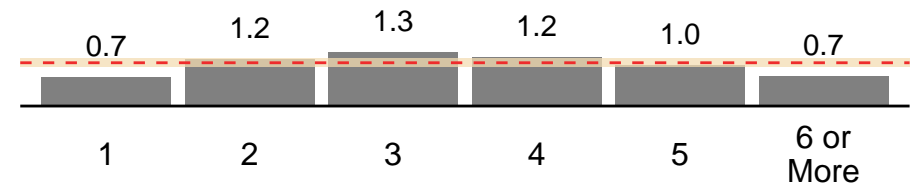
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

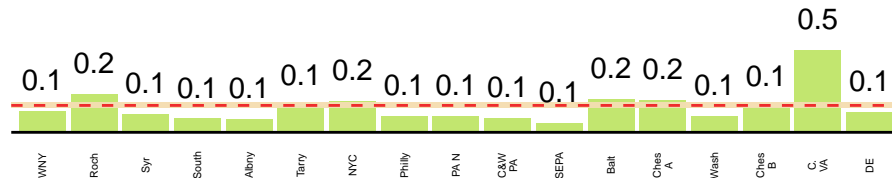


Complaint Rate by Number of HHL D Services

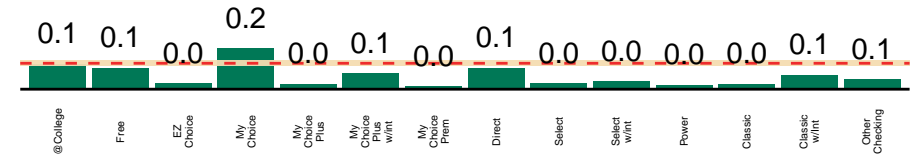


Group #35: Checking account/Account maintenance, opening, or closing/Denial/Other (N=276)

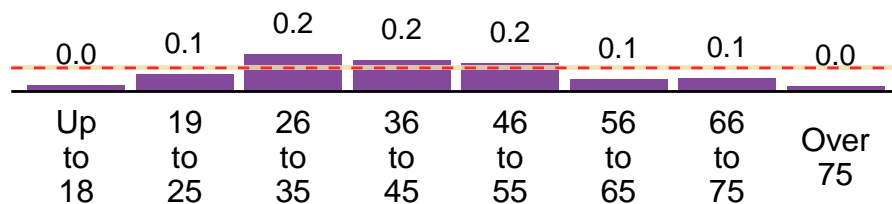
Complaint Rate by Community Bank



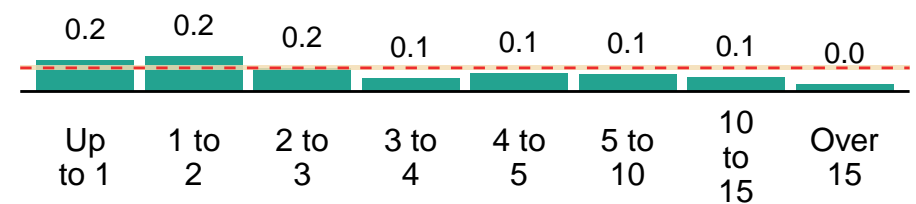
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

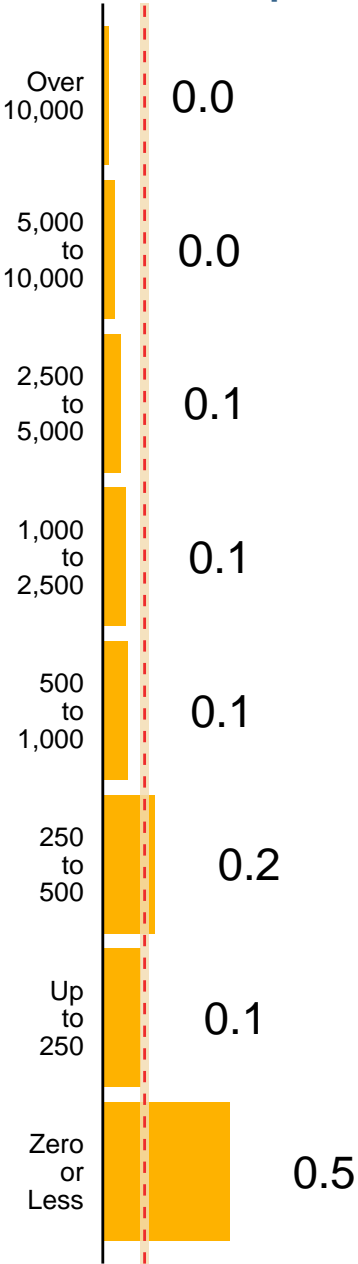


Complaint Rate by Account Tenure (Years)

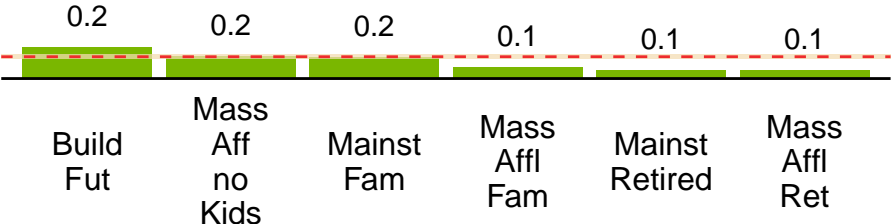


Group #35: Checking account/Account maintenance, opening, or closing/Denial/Other (N=276)

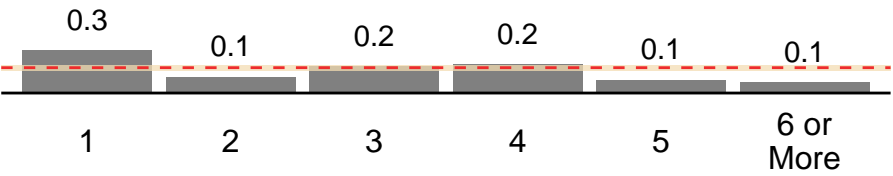
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

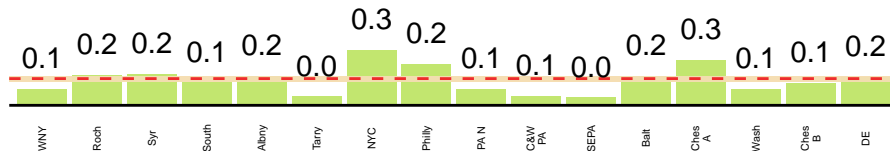


Complaint Rate by Number of HHLD Services

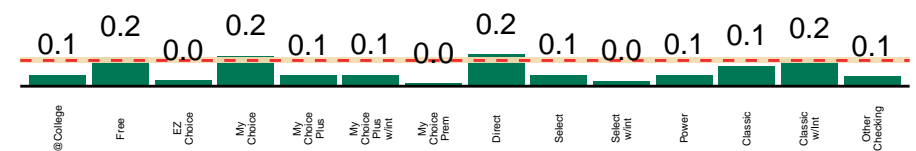


Group #36: Checking account/NSF Fees – Problems caused by low funds/Overdraft/Insufficient funds fees/Bounced check (N=274)

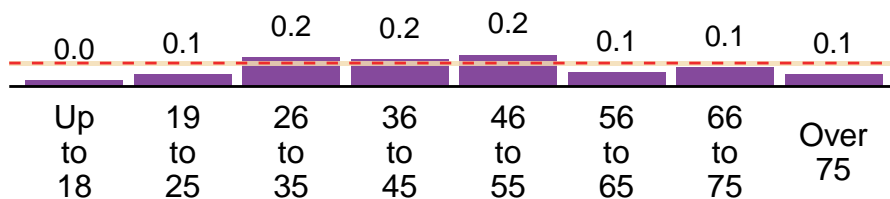
Complaint Rate by Community Bank



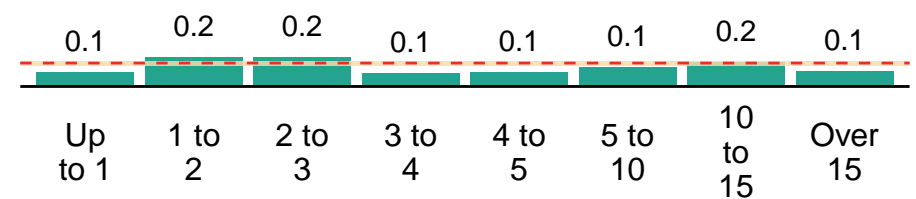
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

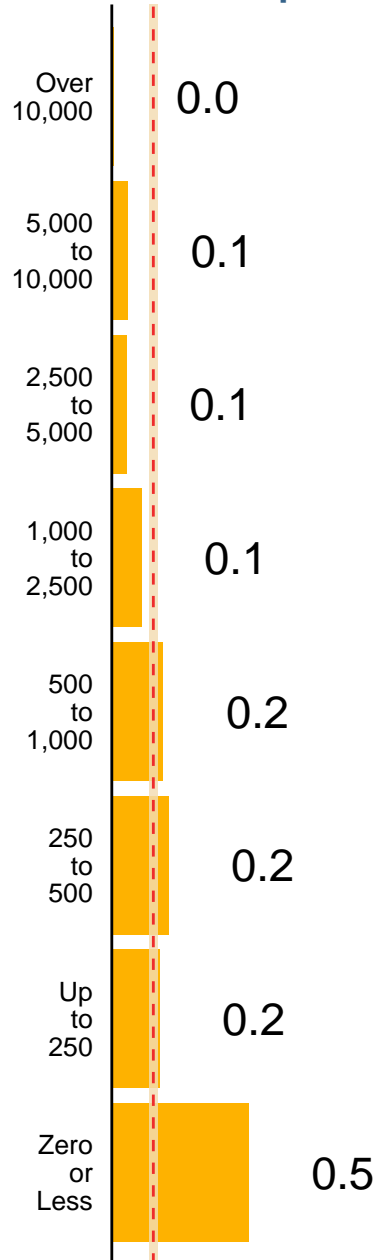


Complaint Rate by Account Tenure (Years)

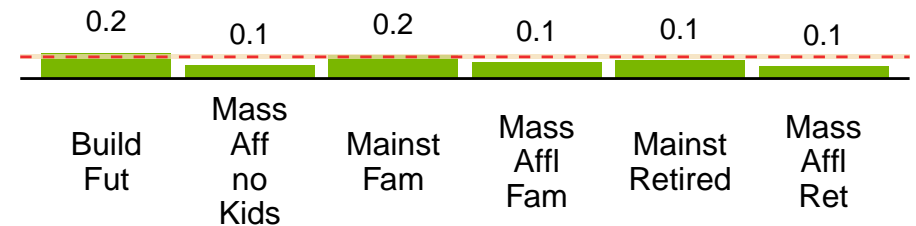


Group #36: Checking account/NSF Fees – Problems caused by low funds/Overdraft/Insufficient funds fees/Bounced check (N=274)

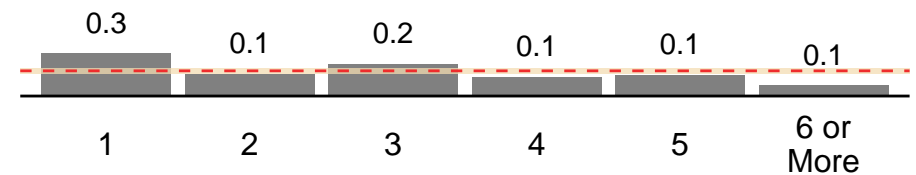
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

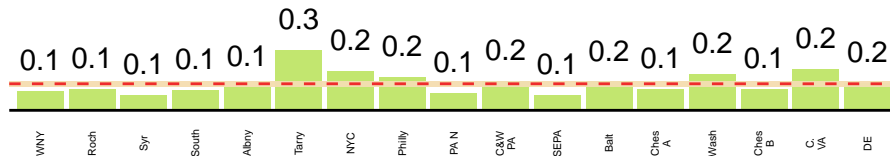


Complaint Rate by Number of HHLD Services

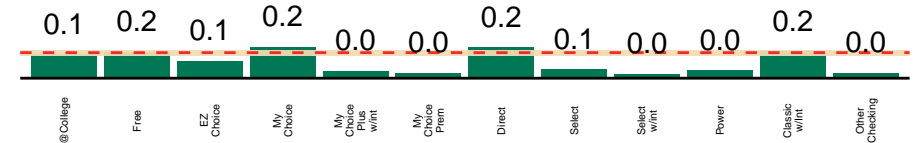


Group #37: Checking account/Using a debit, ATM, or custom card/ATM or debit card fees/Foreign ATM fee (N=272)

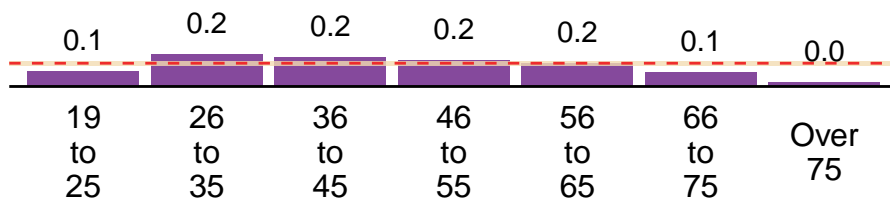
Complaint Rate by Community Bank



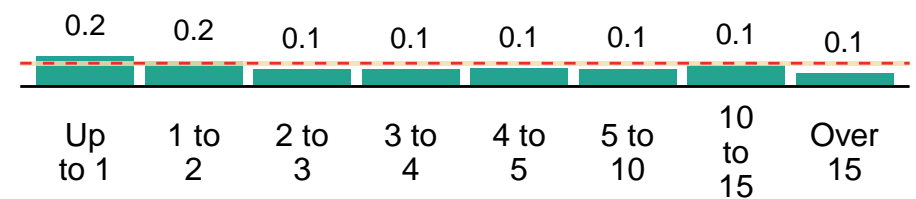
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

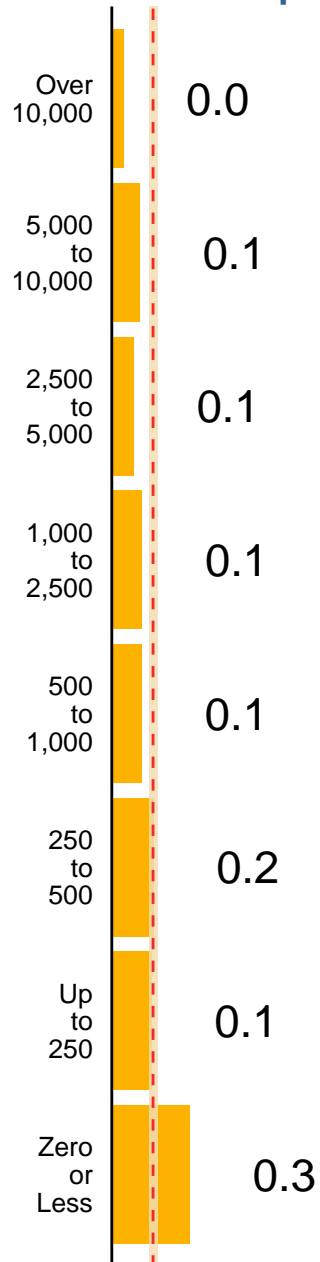


Complaint Rate by Account Tenure (Years)

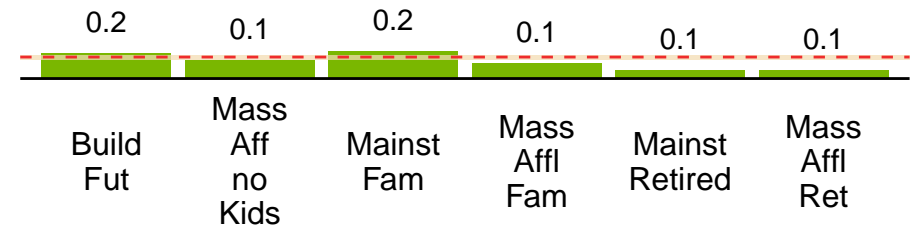


Group #37: Checking account/Using a debit, ATM, or custom card/ATM or debit card fees/Foreign ATM fee (N=272)

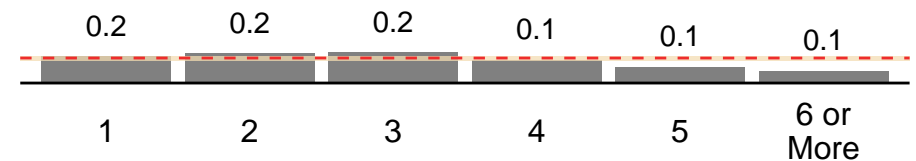
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

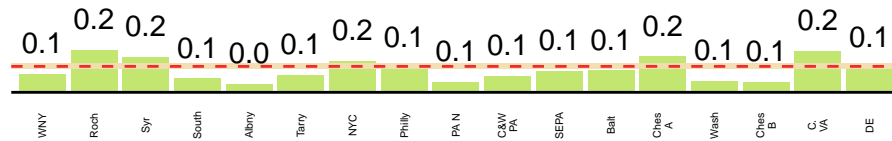


Complaint Rate by Number of HHLD Services

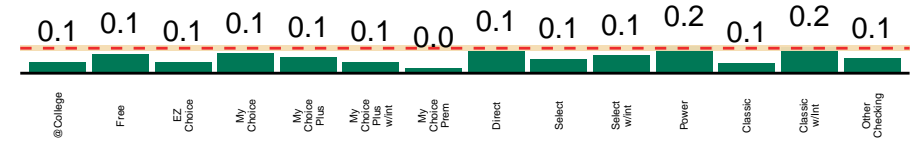


Group #38: Checking account/Service with bank personnel/Excessive Wait Times/blank (N=266)

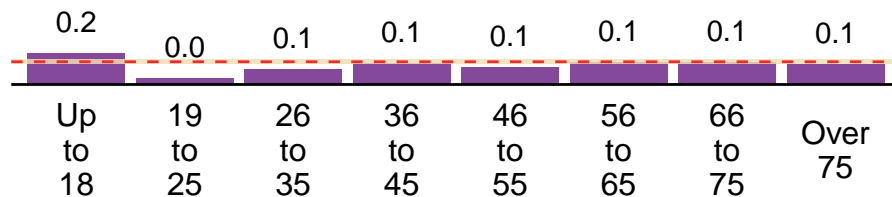
Complaint Rate by Community Bank



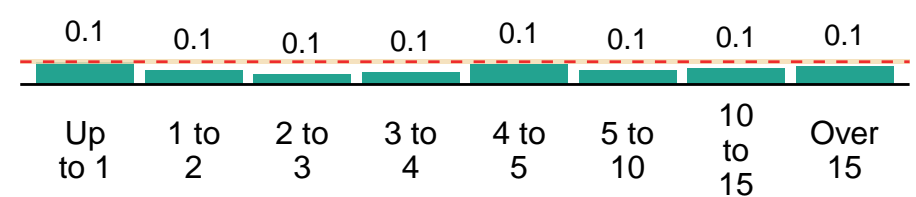
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

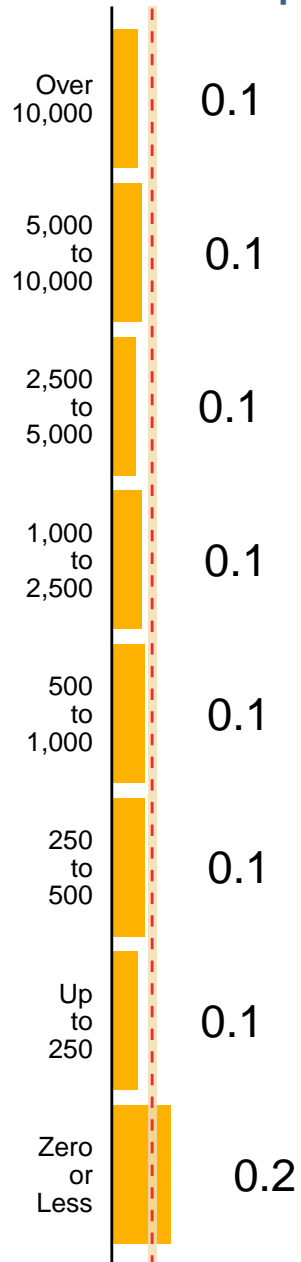


Complaint Rate by Account Tenure (Years)

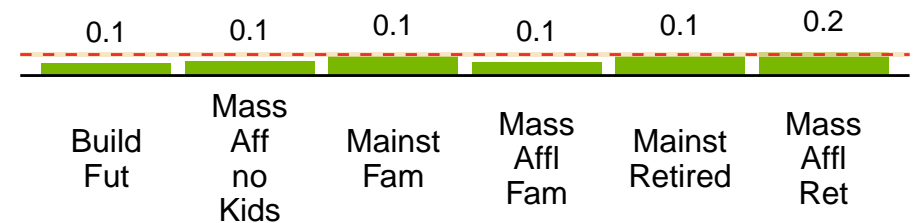


Group #38: Checking account/Service with bank personnel/Excessive Wait Times/blank (N=266)

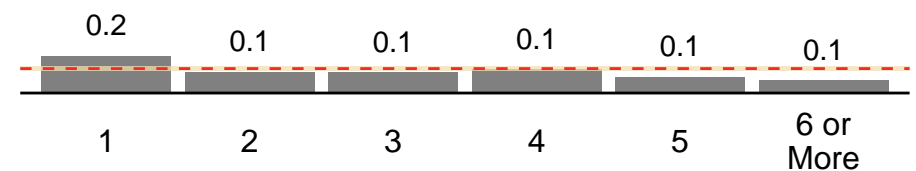
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

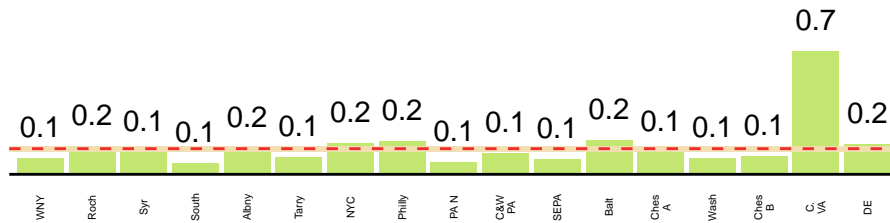


Complaint Rate by Number of HHLD Services

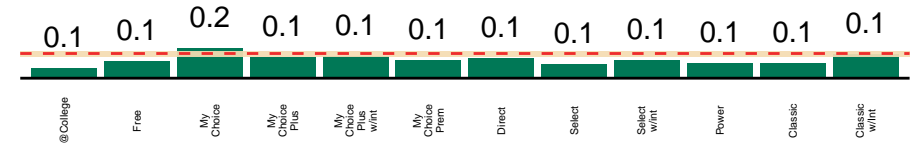


Group #39: Checking account/Account maintenance, opening, or closing/Fees/Other (N=263)

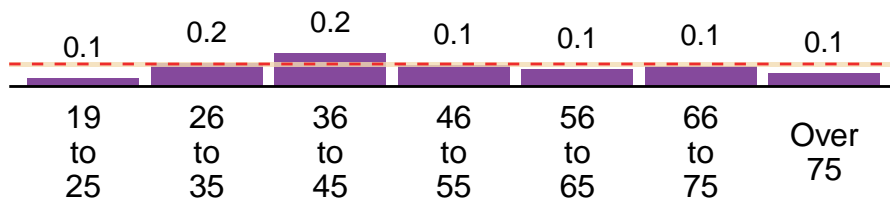
Complaint Rate by Community Bank



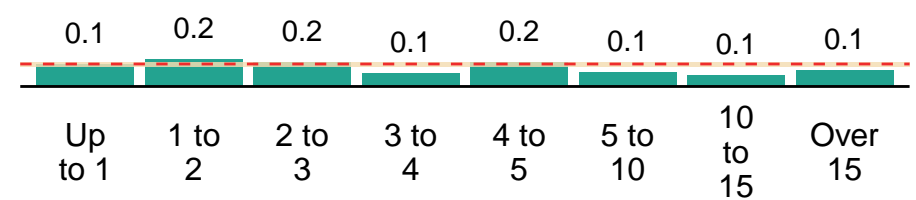
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

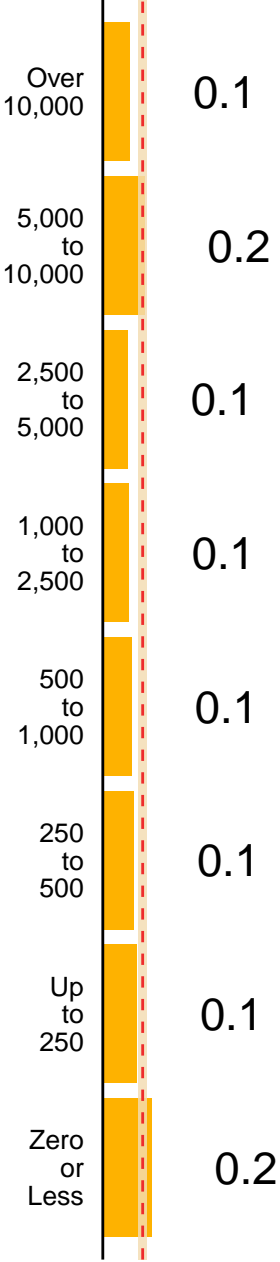


Complaint Rate by Account Tenure (Years)

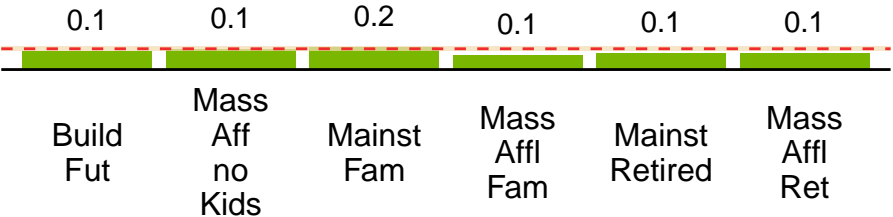


Group #39: Checking account/Account maintenance, opening, or closing/Fees/Other (N=263)

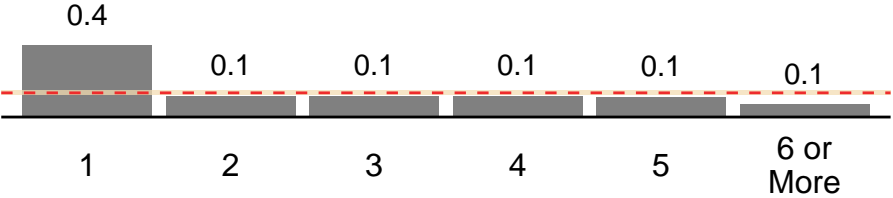
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

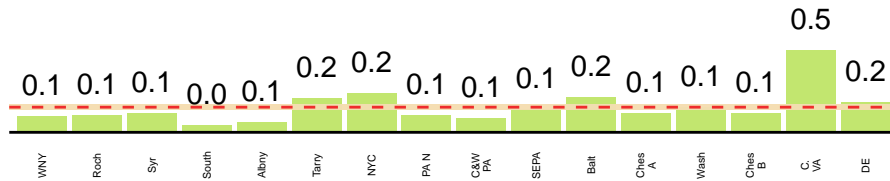


Complaint Rate by Number of HHLD Services

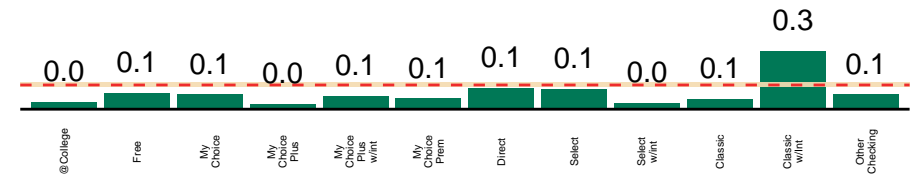


Group #40: Checking account/Account maintenance, opening, or closing/Check order/Check order fee (N=258)

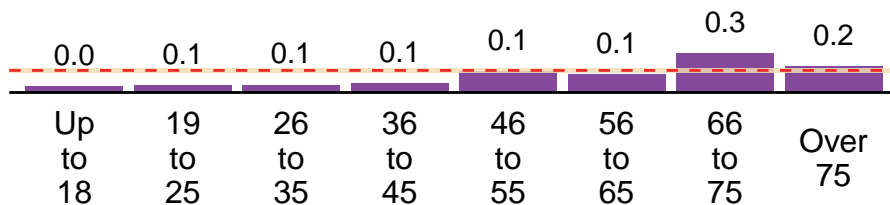
Complaint Rate by Community Bank



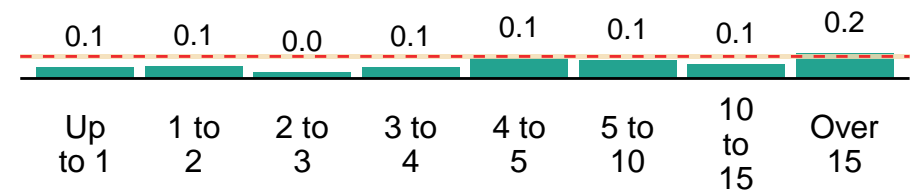
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

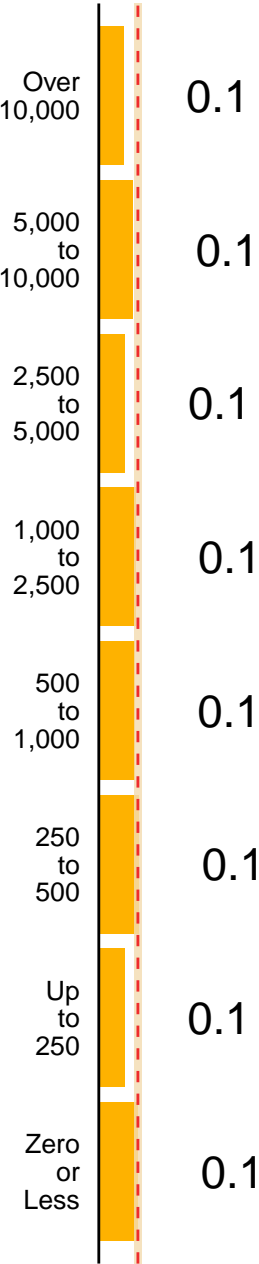


Complaint Rate by Account Tenure (Years)

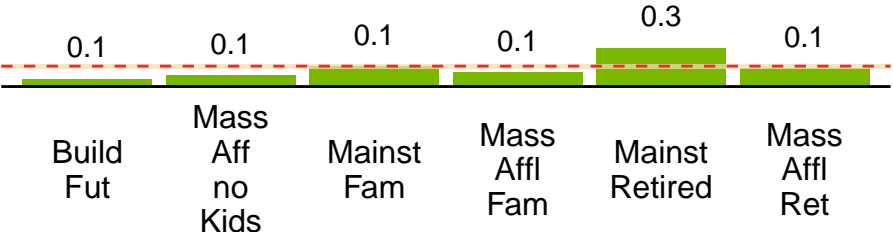


Group #40: Checking account/Account maintenance, opening, or closing/Check order/Check order fee (N=258)

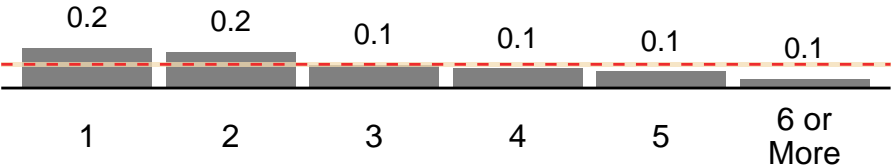
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

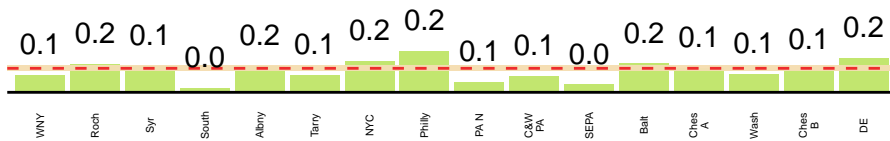


Complaint Rate by Number of HHL D Services

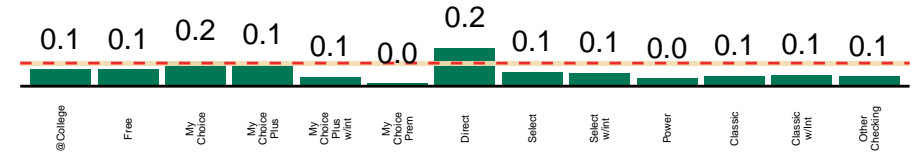


Group #41: Checking account/Using a debit, ATM, or custom card/Disputed transaction/Other (N=246)

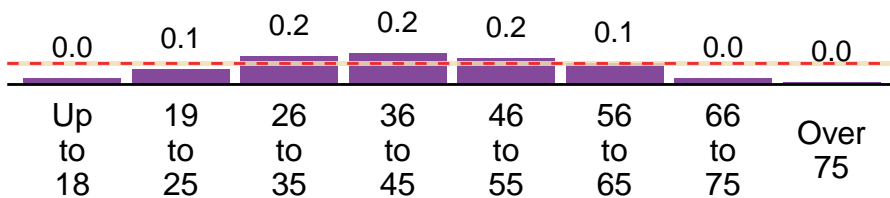
Complaint Rate by Community Bank



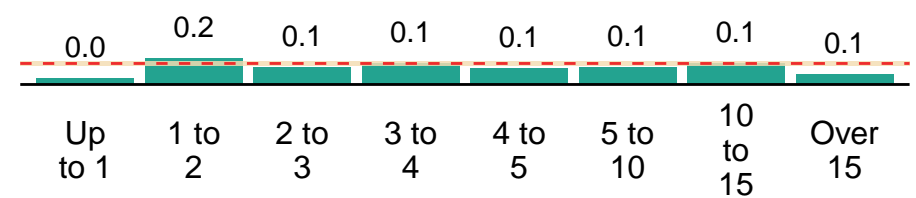
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

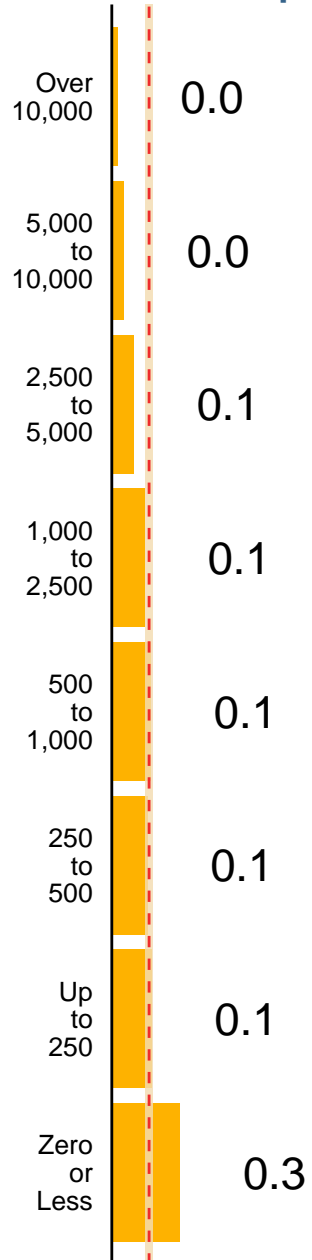


Complaint Rate by Account Tenure (Years)

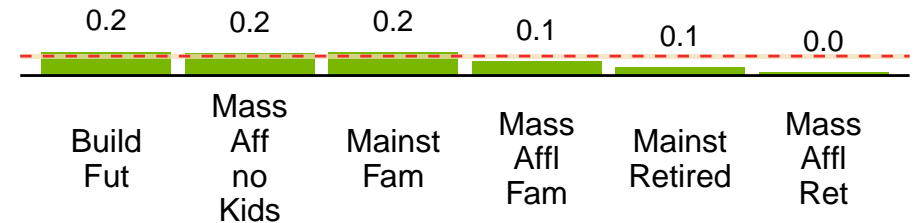


Group #41: Checking account/Using a debit, ATM, or custom card/Disputed transaction/Other (N=246)

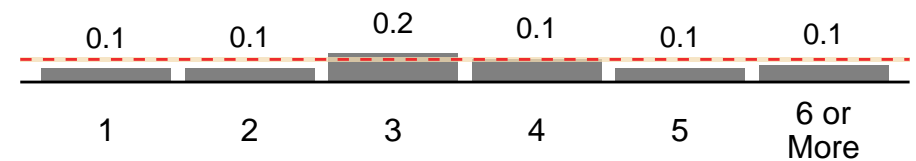
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

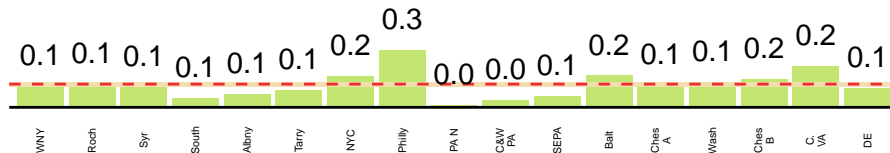


Complaint Rate by Number of HHL D Services

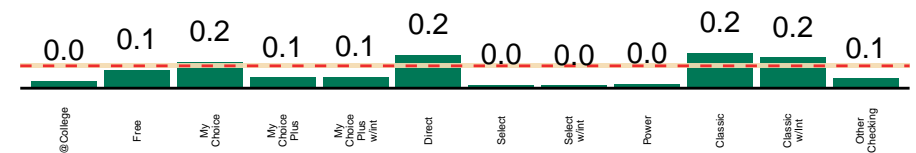


Group #42: Checking account/Account maintenance, opening, or closing/Fees/Stop payment fee (N=238)

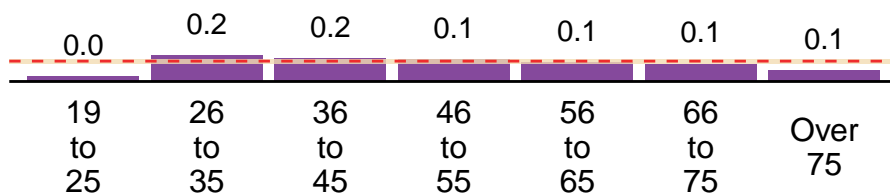
Complaint Rate by Community Bank



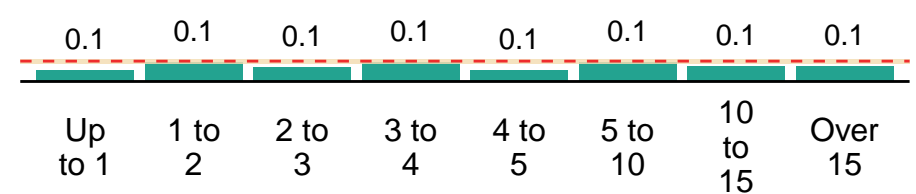
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

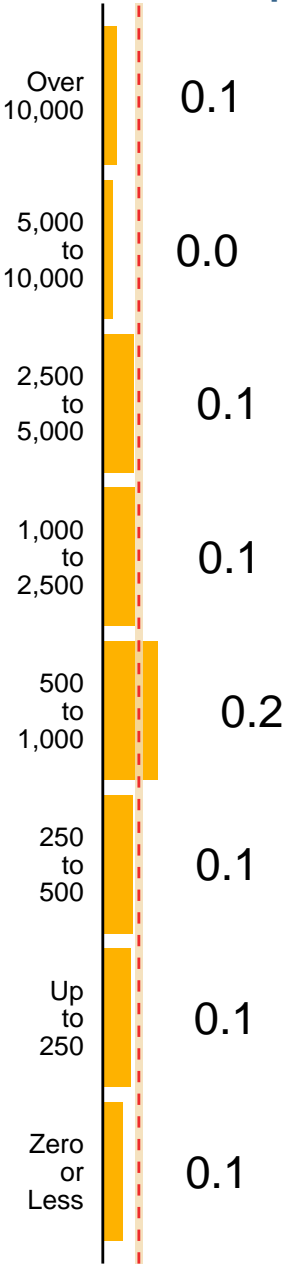


Complaint Rate by Account Tenure (Years)



Group #42: Checking account/Account maintenance, opening, or closing/Fees/Stop payment fee (N=238)

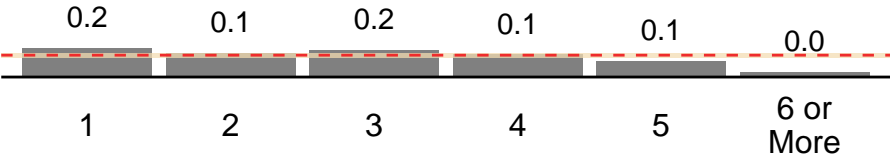
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

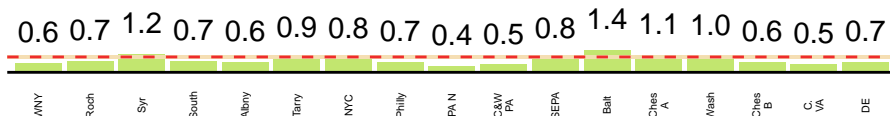


Complaint Rate by Number of HHLD Services

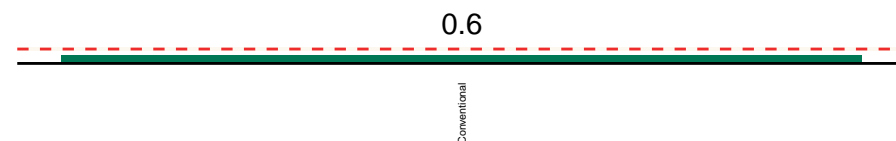


Group #43: Conventional/Loan servicing/Fees/Statements/Statements & Documentation/Other (N=238)

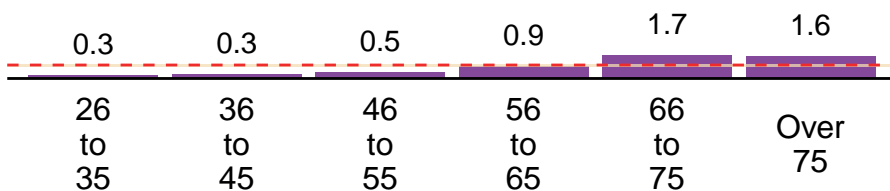
Complaint Rate by Community Bank



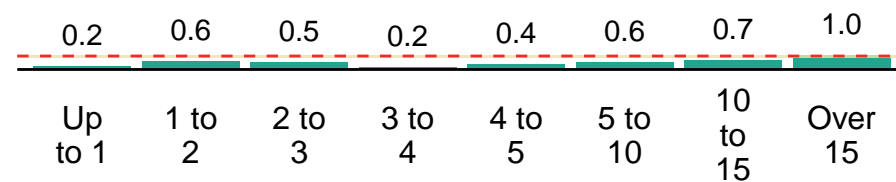
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

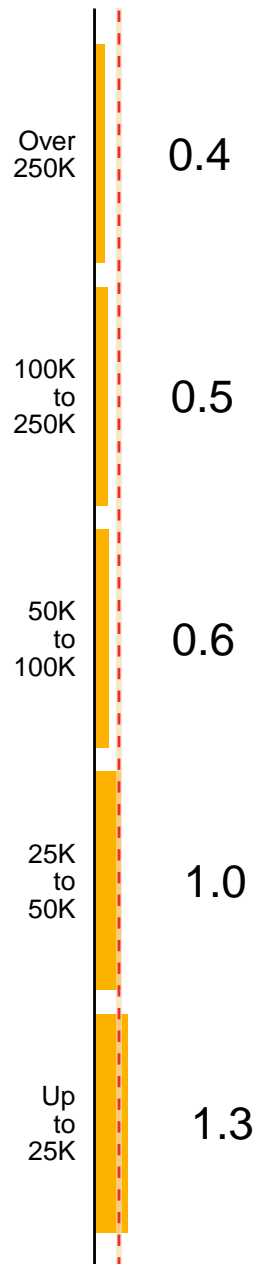


Complaint Rate by Account Tenure (Years)

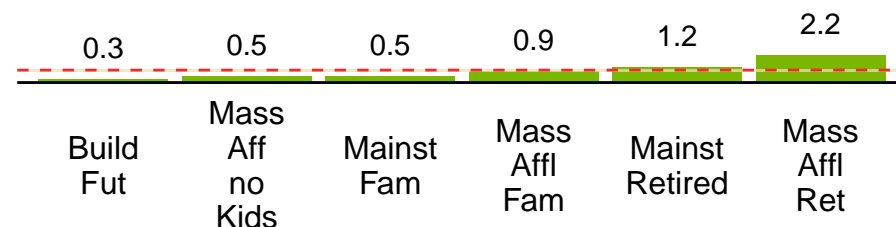


Group #43: Conventional/Loan servicing/Fees/Statements/Statements & Documentation/Other (N=238)

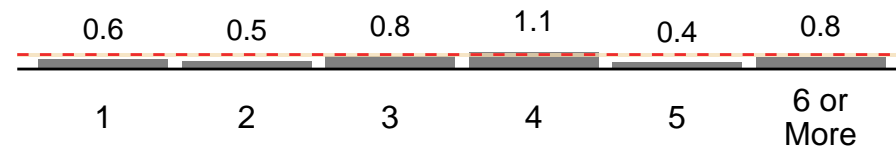
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

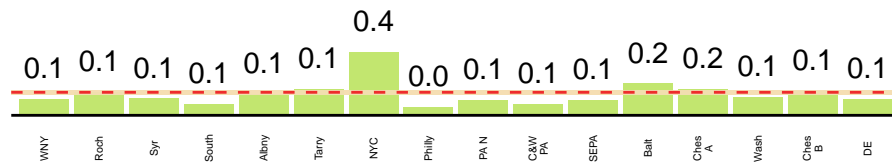


Complaint Rate by Number of HHLD Services

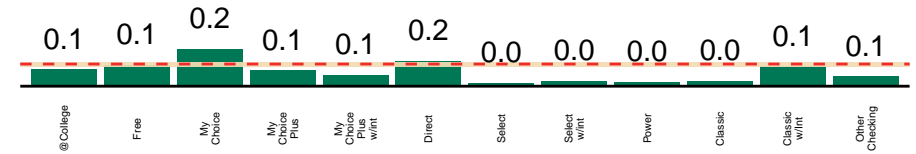


Group #44: Checking account/Using a debit, ATM, or custom card/ATM or debit card fees/Other (N=236)

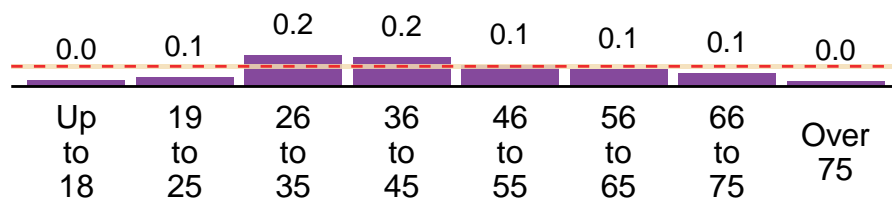
Complaint Rate by Community Bank



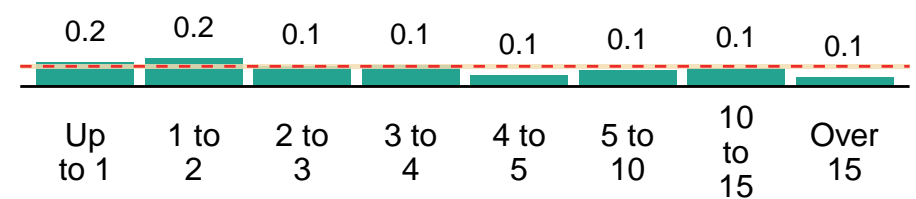
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

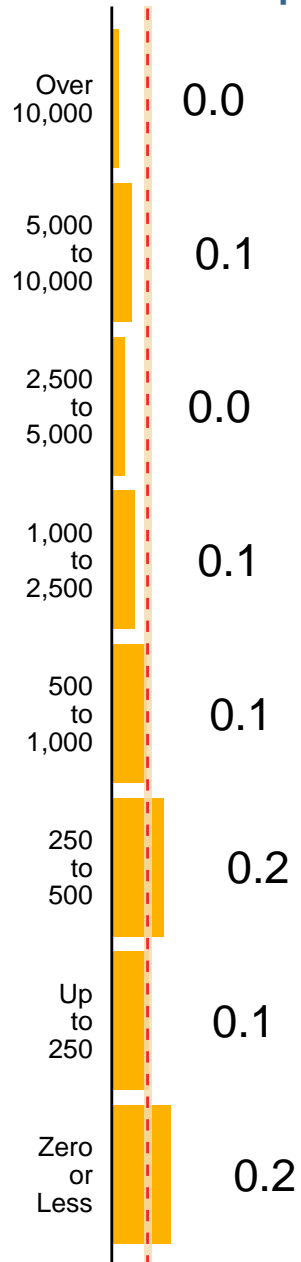


Complaint Rate by Account Tenure (Years)

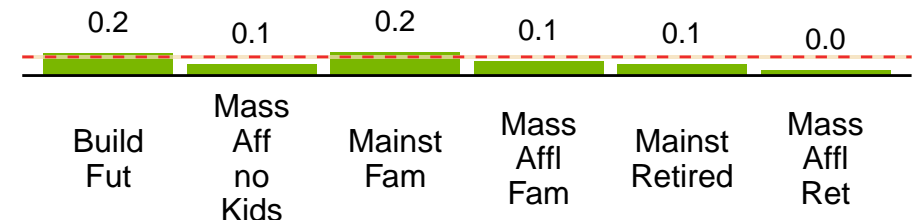


Group #44: Checking account/Using a debit, ATM, or custom card/ATM or debit card fees/Other (N=236)

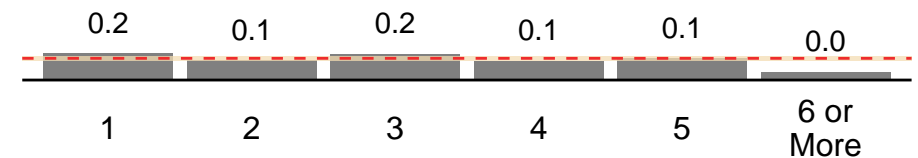
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

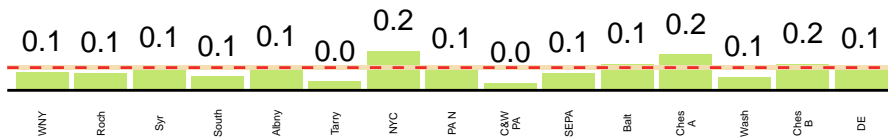


Complaint Rate by Number of HHLD Services

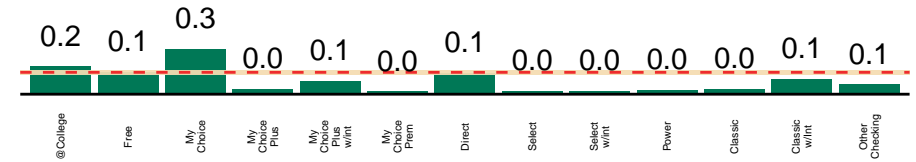


Group #45: Checking account/NSF Fees – Problems caused by low funds/Overdraft/Insufficient funds fees/Other payment issue (N=233)

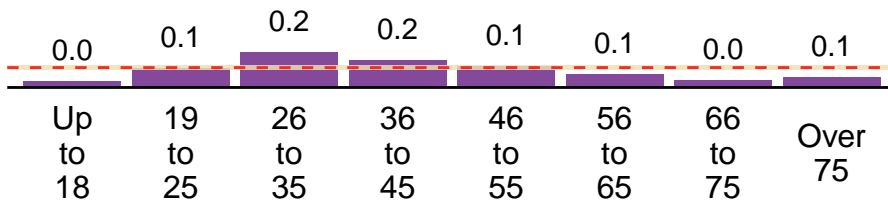
Complaint Rate by Community Bank



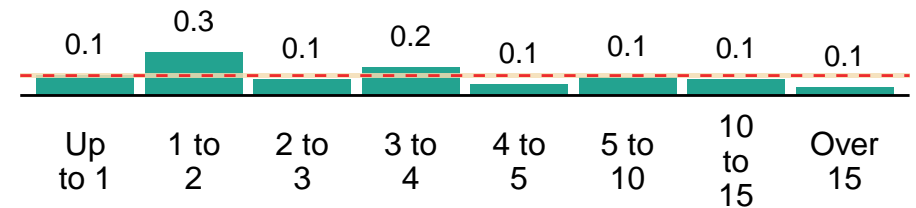
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

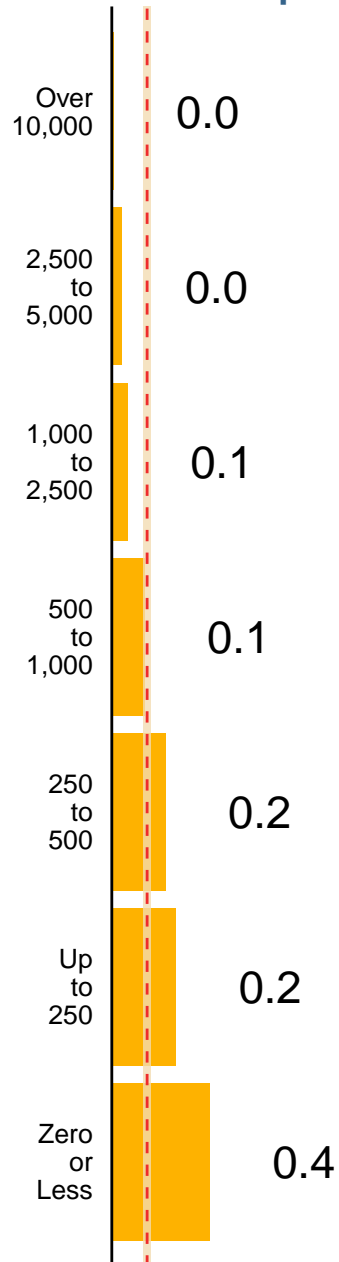


Complaint Rate by Account Tenure (Years)

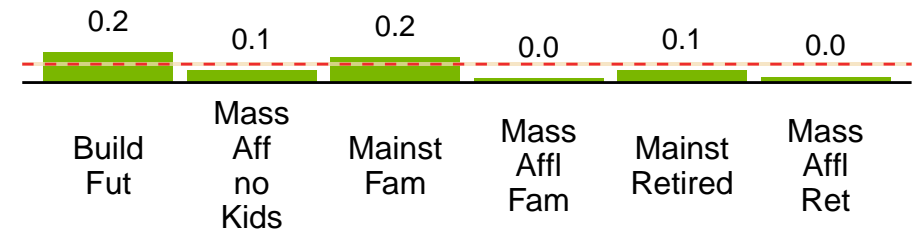


Group #45: Checking account/NSF Fees – Problems caused by low funds/Overdraft/Insufficient funds fees/Other payment issue (N=233)

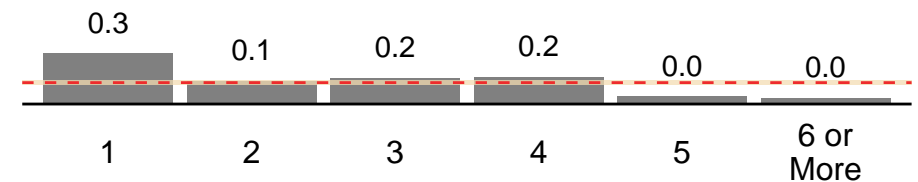
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

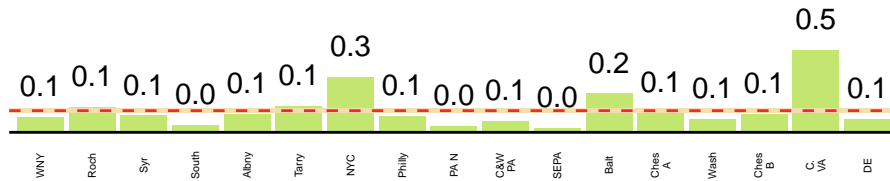


Complaint Rate by Number of HHLD Services

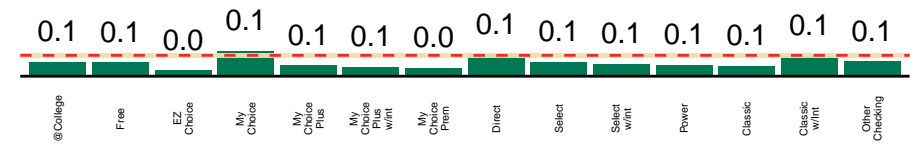


Group #46: Checking account/Account maintenance, opening, or closing/Denial/Customer identification requirements (N=222)

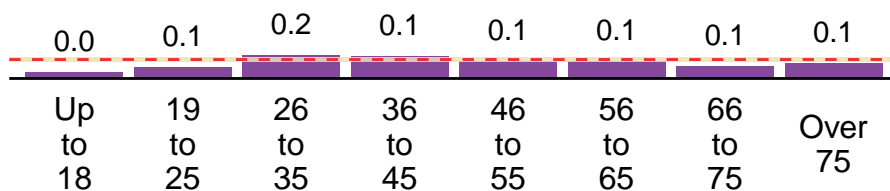
Complaint Rate by Community Bank



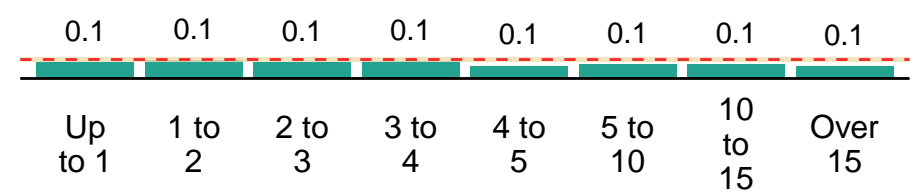
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

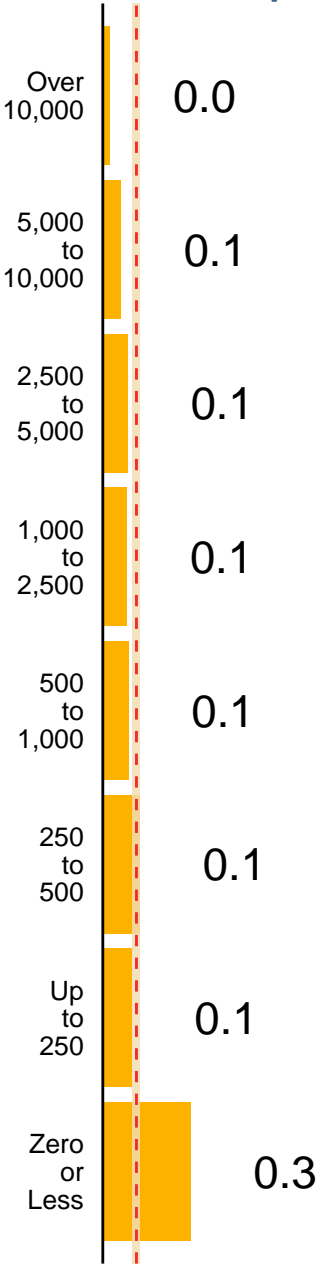


Complaint Rate by Account Tenure (Years)

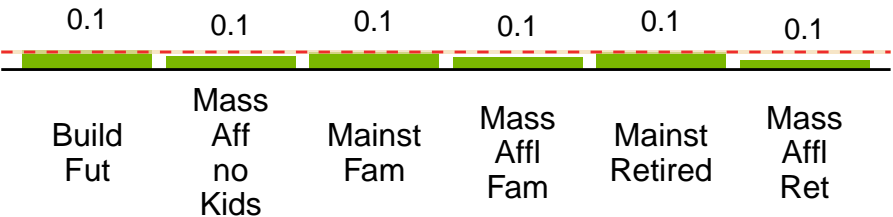


Group #46: Checking account/Account maintenance, opening, or closing/Denial/Customer identification requirements (N=222)

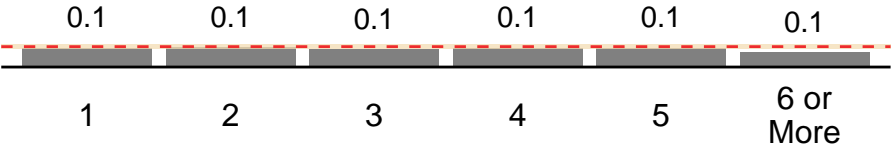
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

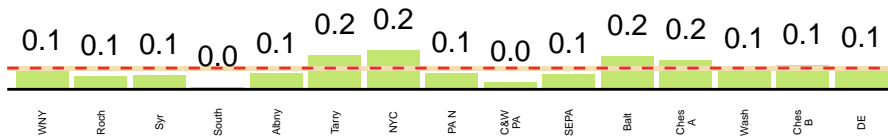


Complaint Rate by Number of HHLD Services

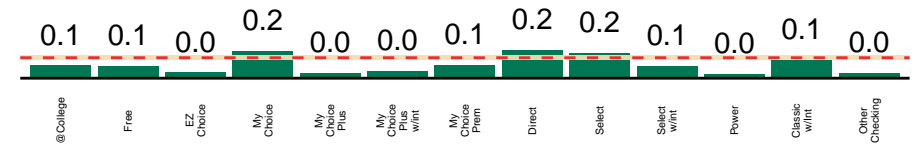


Group #47: Checking account/Deposits or withdrawals/Unauthorized transactions/Fraud/ID theft (N=218)

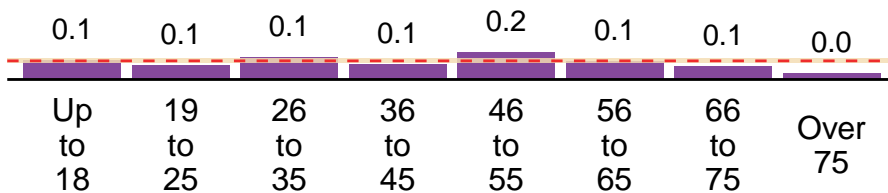
Complaint Rate by Community Bank



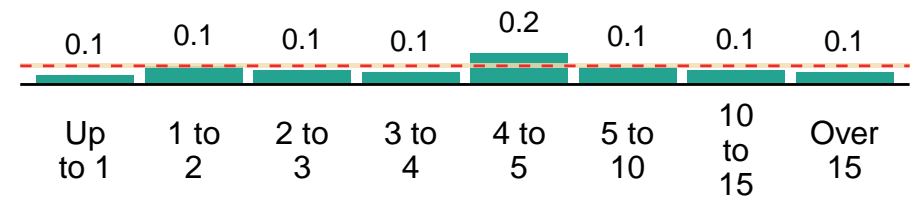
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

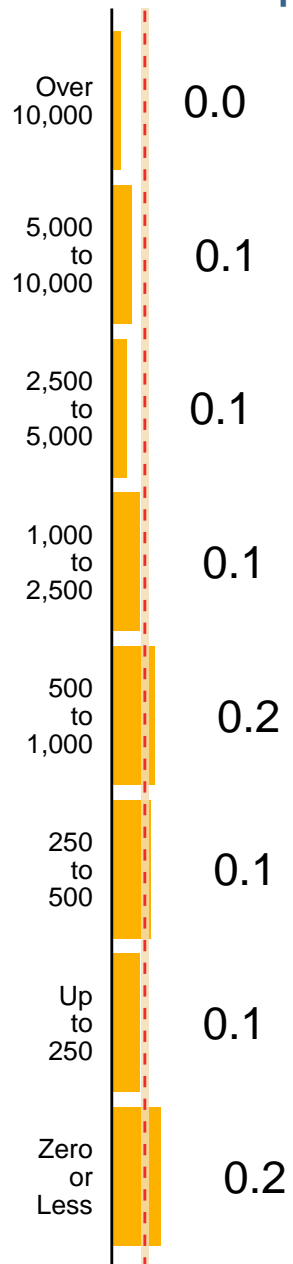


Complaint Rate by Account Tenure (Years)

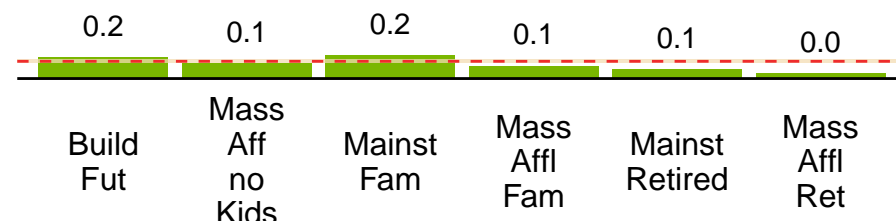


Group #47: Checking account/Deposits or withdrawals/Unauthorized transactions/Fraud/ID theft (N=218)

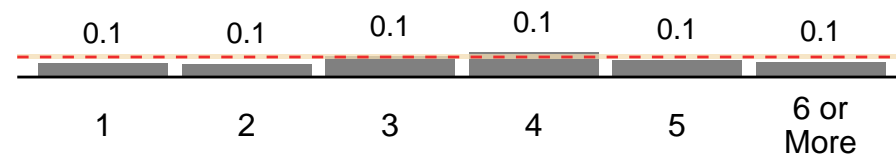
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

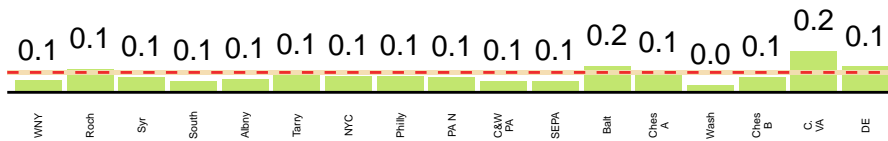


Complaint Rate by Number of HHLD Services

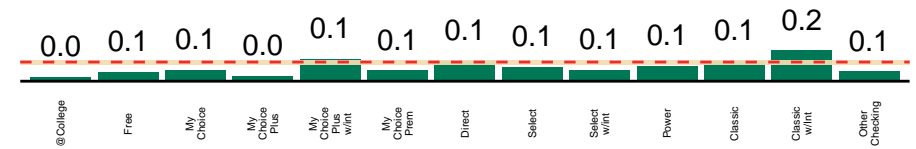


Group #48: Checking account/Account maintenance, opening, or closing/Check order/Other (N=204)

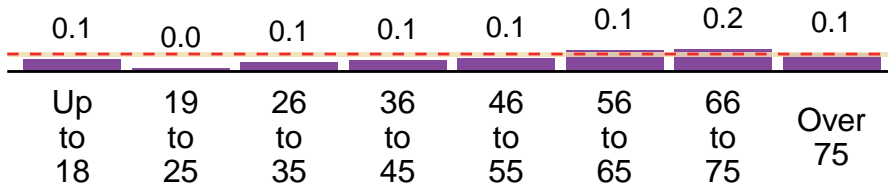
Complaint Rate by Community Bank



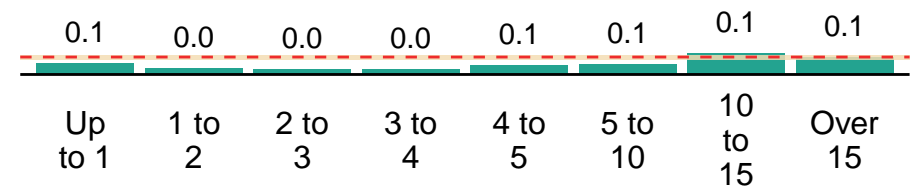
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

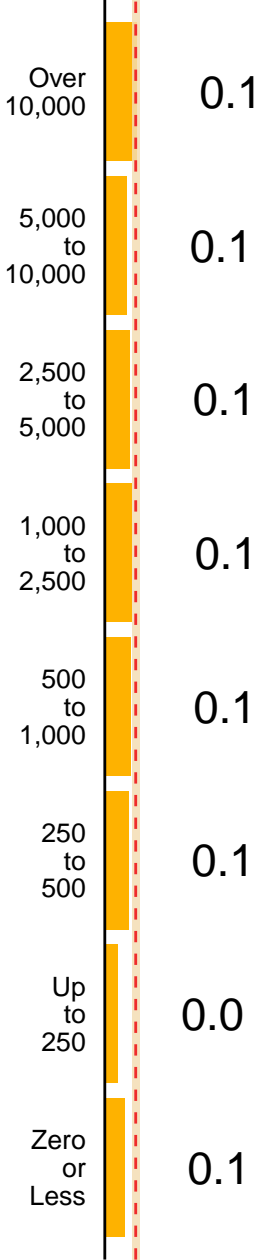


Complaint Rate by Account Tenure (Years)



Group #48: Checking account/Account maintenance, opening, or closing/Check order/Other (N=204)

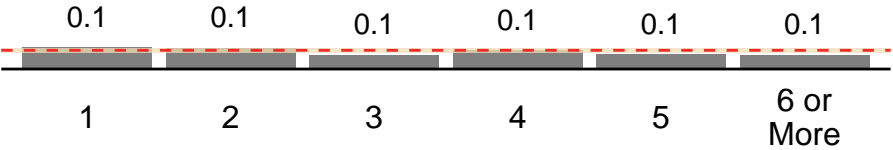
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

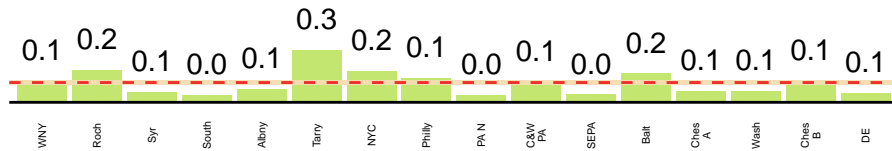


Complaint Rate by Number of HHLD Services

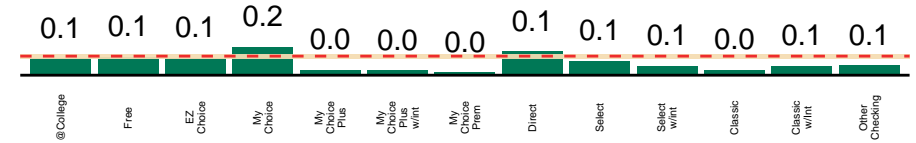


Group #49: Checking account/Deposits or withdrawals/Lost or missing funds/Missing deposit (N=203)

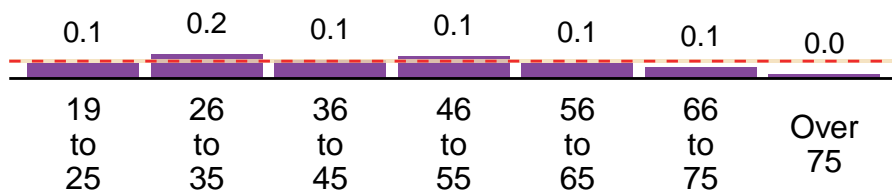
Complaint Rate by Community Bank



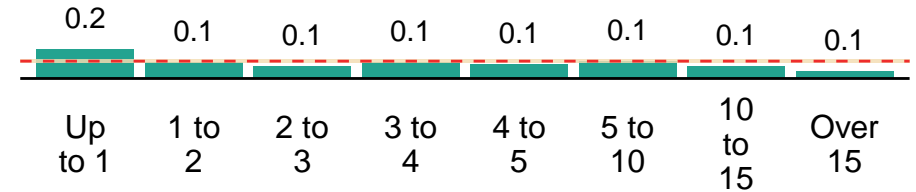
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

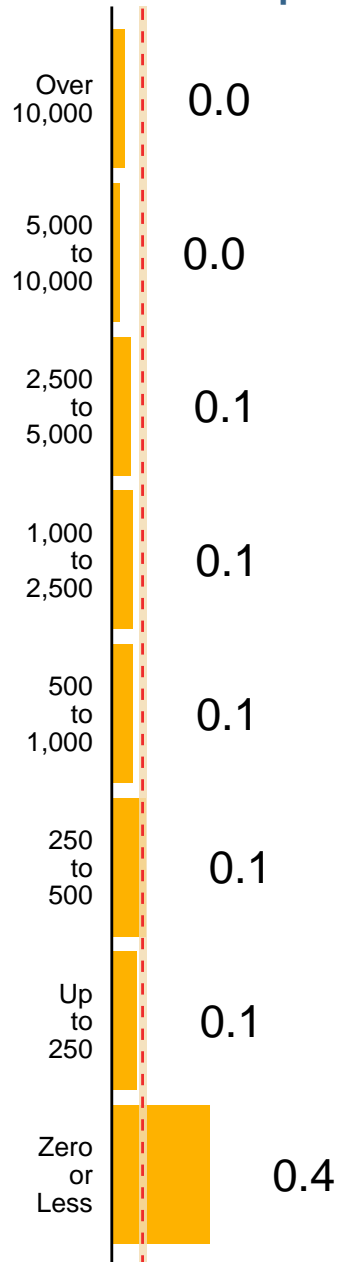


Complaint Rate by Account Tenure (Years)

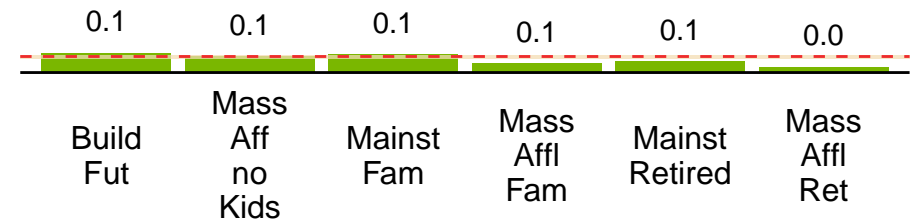


Group #49: Checking account/Deposits or withdrawals/Lost or missing funds/Missing deposit (N=203)

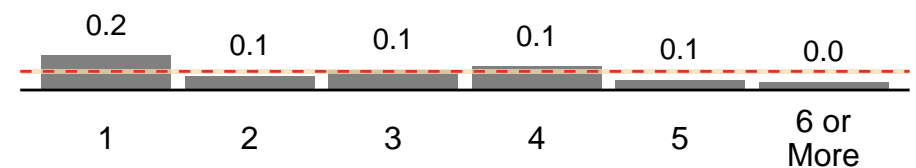
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

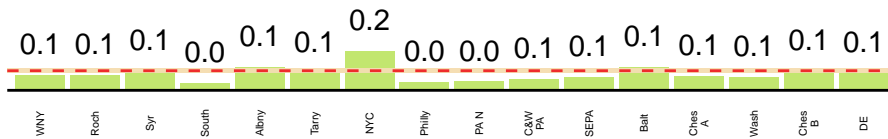


Complaint Rate by Number of HHLD Services

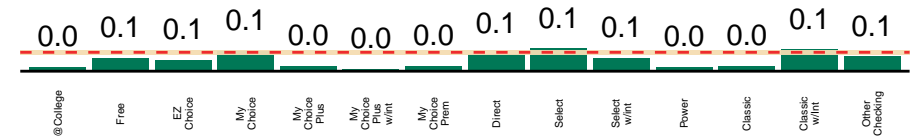


Group #50: Checking account/Making or receiving payments, sending money/Problems with payments (check, card, phone, web)/Other (N=201)

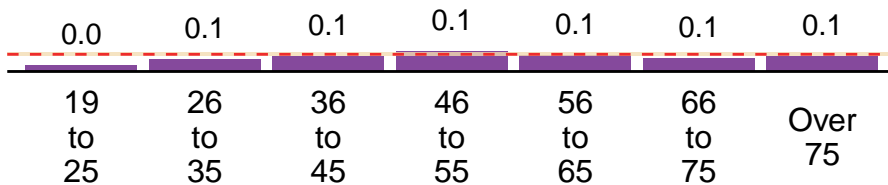
Complaint Rate by Community Bank



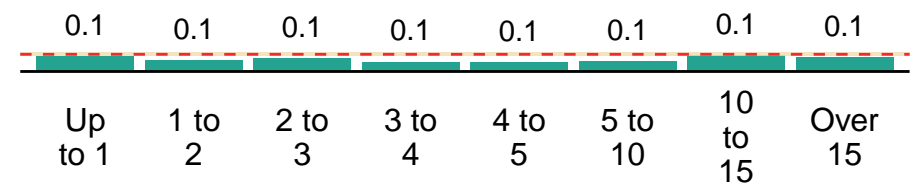
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

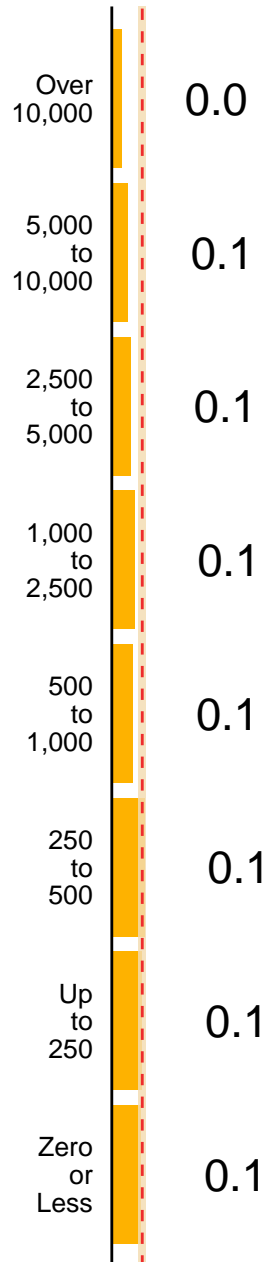


Complaint Rate by Account Tenure (Years)

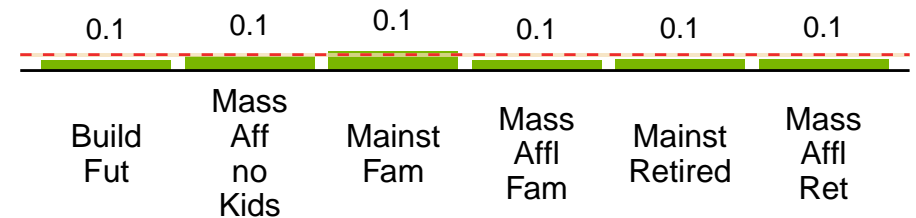


Group #50: Checking account/Making or receiving payments, sending money/Problems with payments (check, card, phone, web)/Other (N=201)

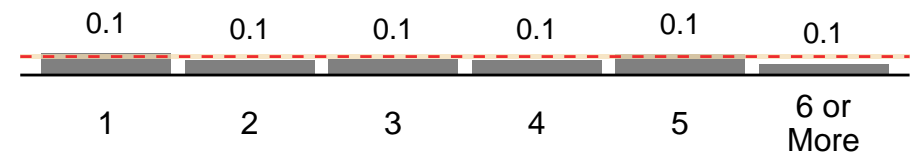
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

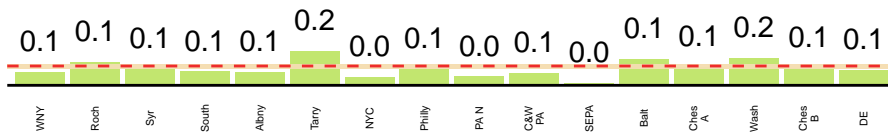


Complaint Rate by Number of HHLD Services

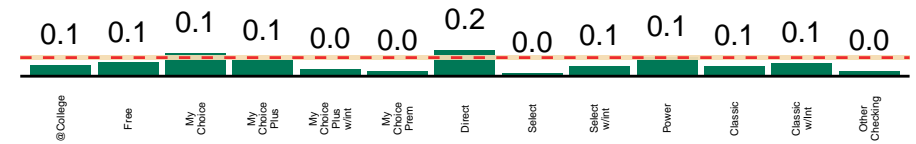


Group #51: Checking account/Service with bank personnel/Did not follow-up in timely manner/blank (N=198)

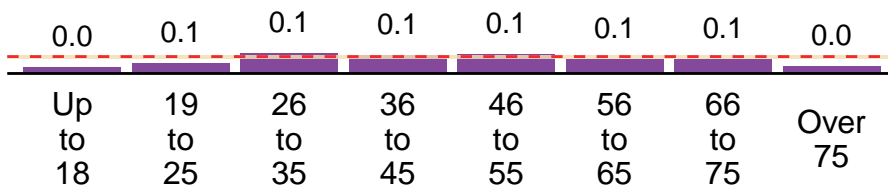
Complaint Rate by Community Bank



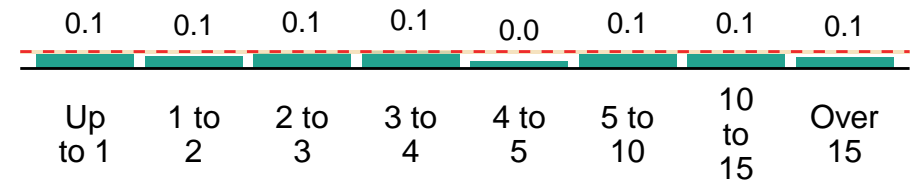
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

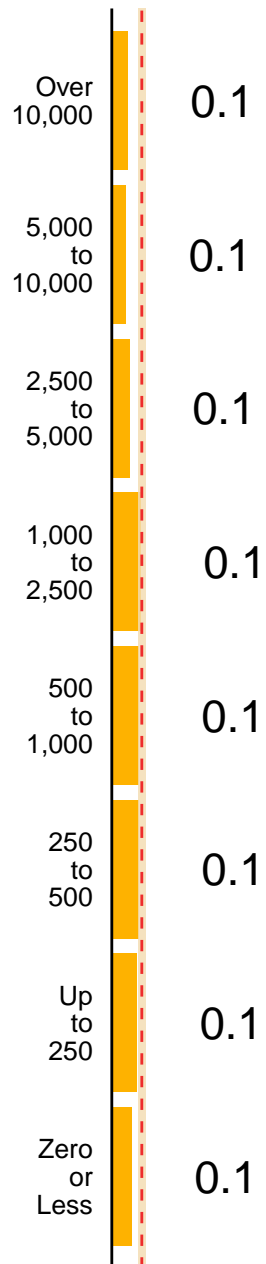


Complaint Rate by Account Tenure (Years)

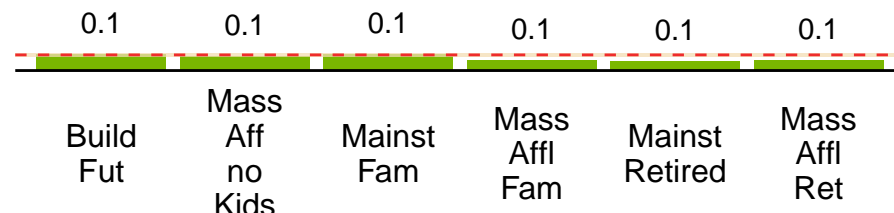


Group #51: Checking account/Service with bank personnel/Did not follow-up in timely manner/blank (N=198)

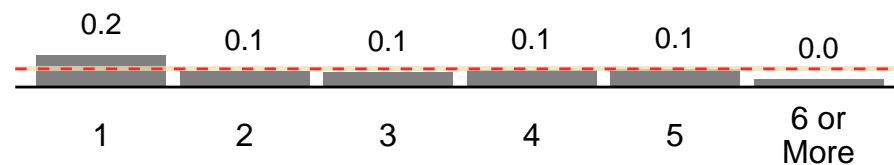
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

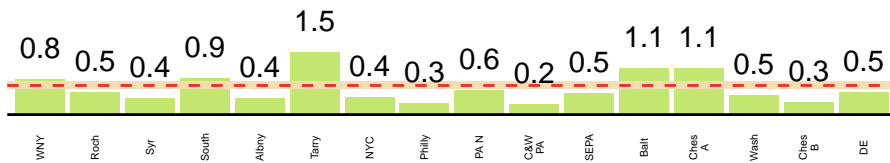


Complaint Rate by Number of HHLD Services

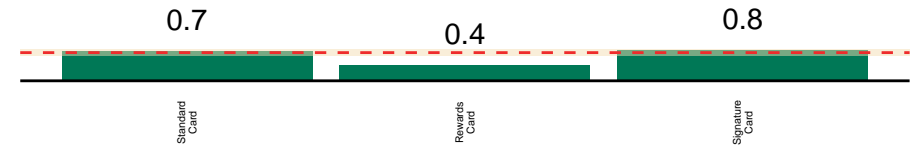


Group #52: Credit Card/Fees & interest/blank/Late fee (N=184)

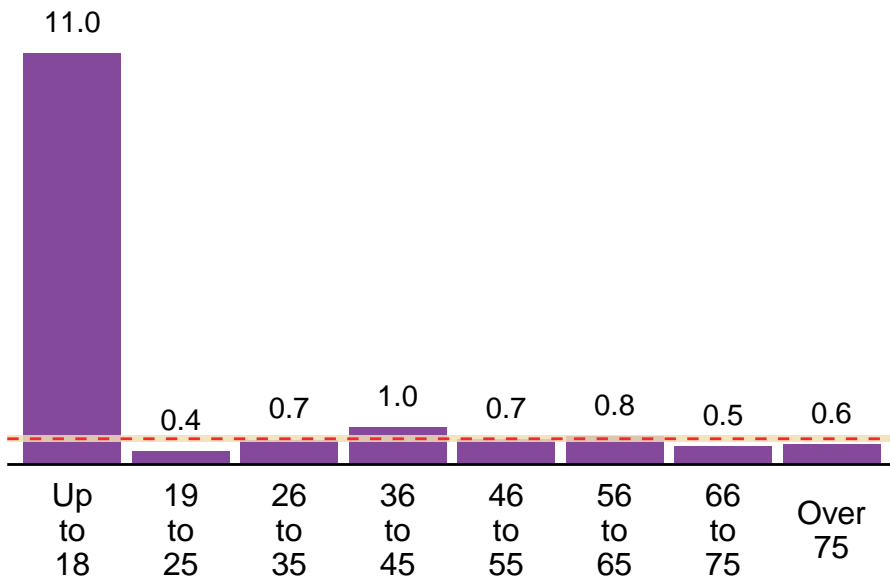
Complaint Rate by Community Bank



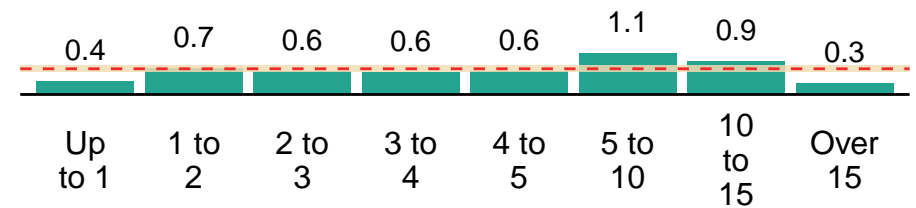
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

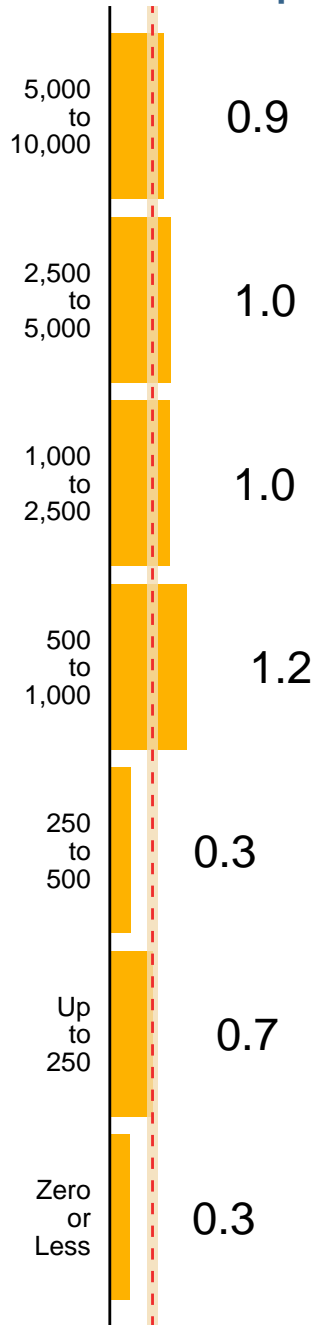


Complaint Rate by Account Tenure (Years)

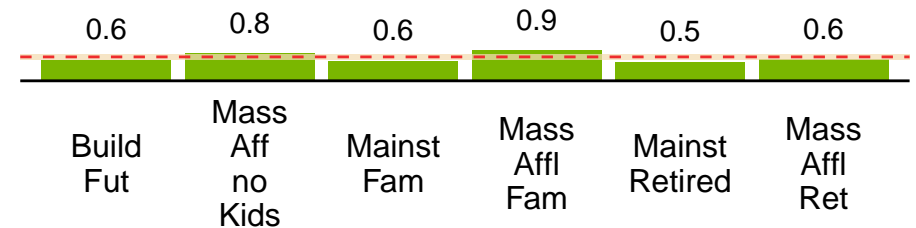


Group #52: Credit Card/Fees & interest/blank/Late fee (N=184)

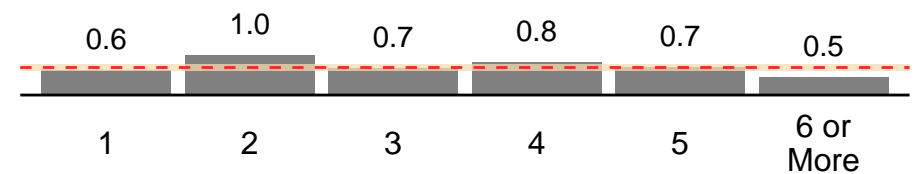
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

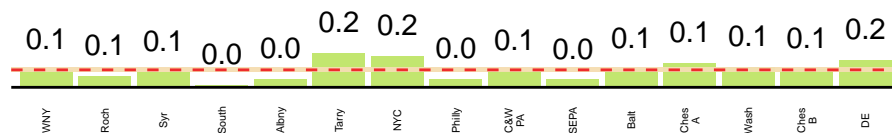


Complaint Rate by Number of HHLD Services

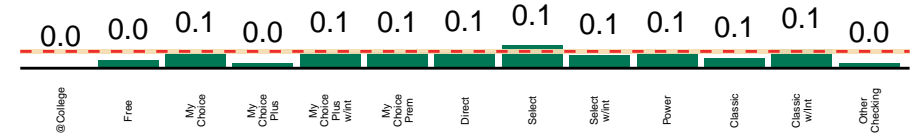


Group #53: Checking account/Making or receiving payments, sending money/Other/blank (N=179)

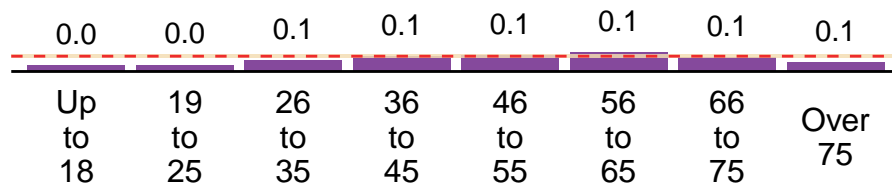
Complaint Rate by Community Bank



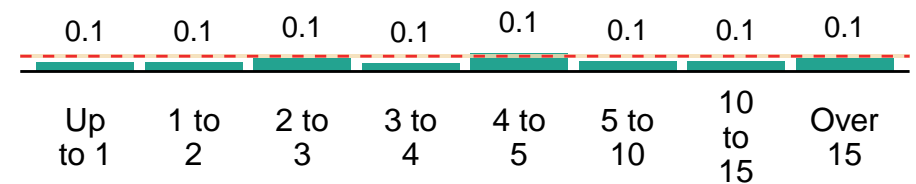
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

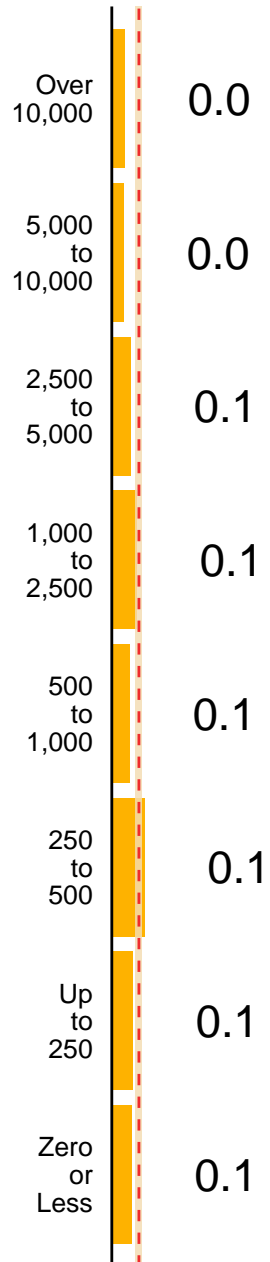


Complaint Rate by Account Tenure (Years)

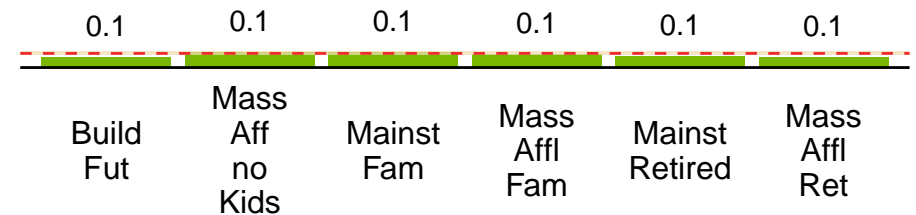


Group #53: Checking account/Making or receiving payments, sending money/Other/blank (N=179)

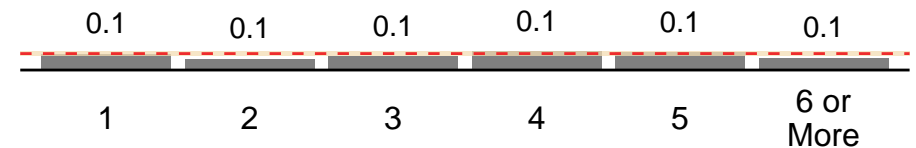
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

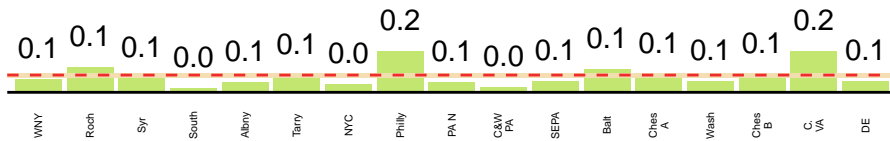


Complaint Rate by Number of HHLA Services

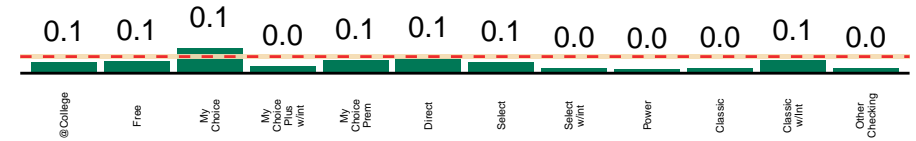


Group #54: Checking account/Deposits or withdrawals/Unauthorized transactions/Other (N=177)

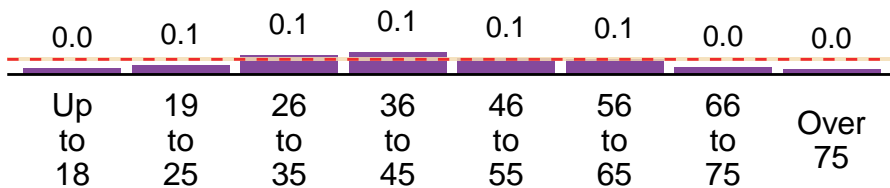
Complaint Rate by Community Bank



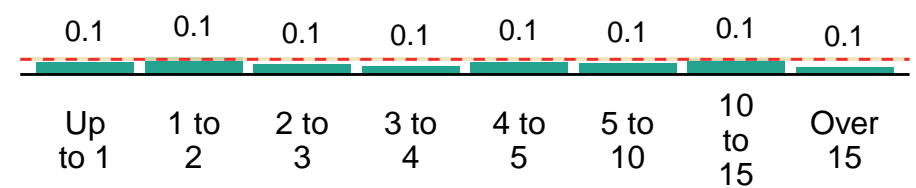
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

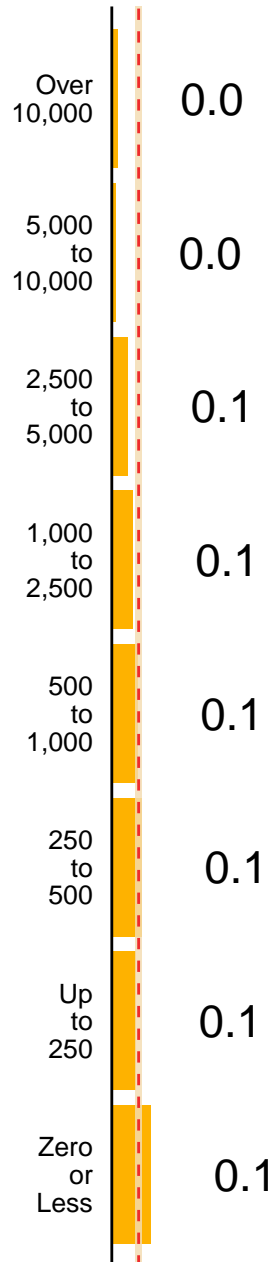


Complaint Rate by Account Tenure (Years)

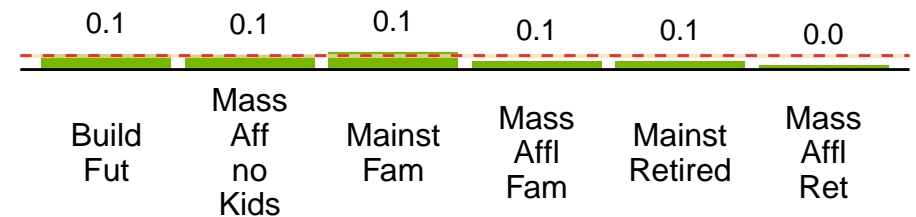


Group #54: Checking account/Deposits or withdrawals/Unauthorized transactions/Other (N=177)

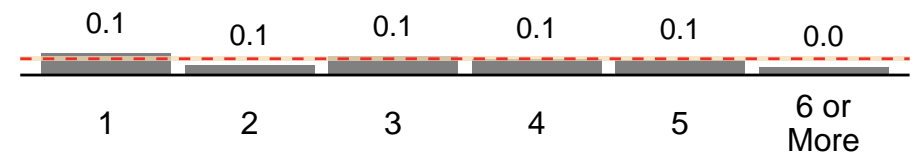
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

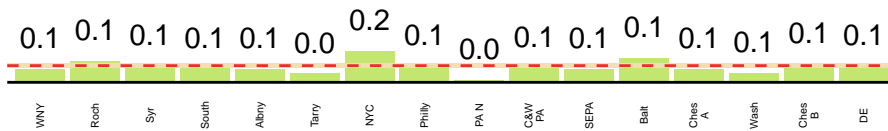


Complaint Rate by Number of HHL D Services

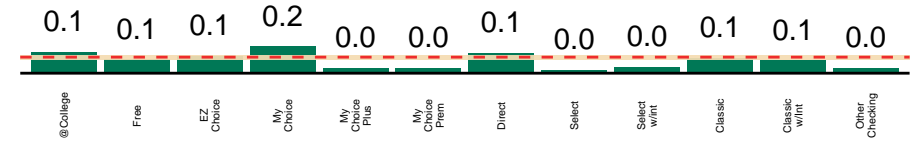


Group #55: Checking account/Deposits or withdrawals/Transaction holds/Memo hold (N=171)

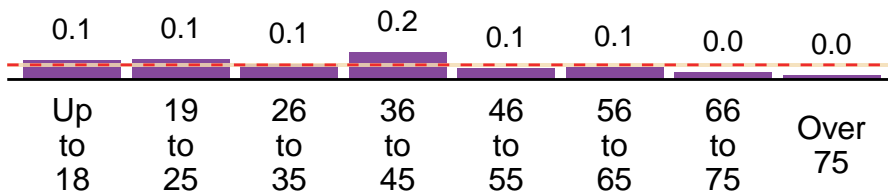
Complaint Rate by Community Bank



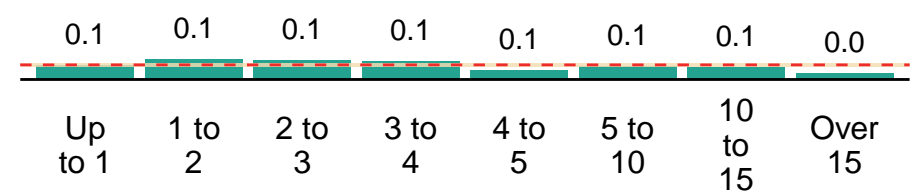
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

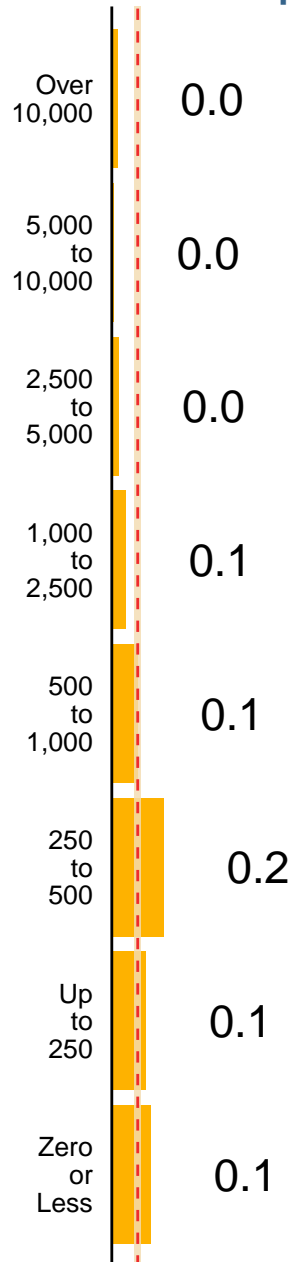


Complaint Rate by Account Tenure (Years)

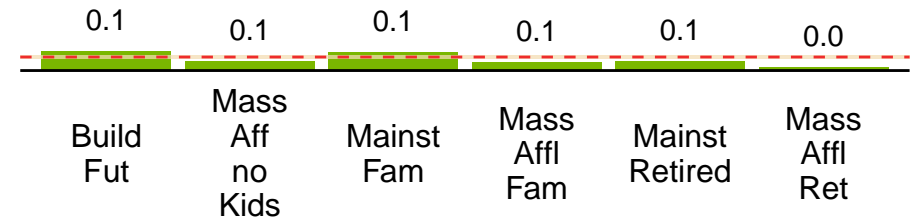


Group #55: Checking account/Deposits or withdrawals/Transaction holds/Memo hold (N=171)

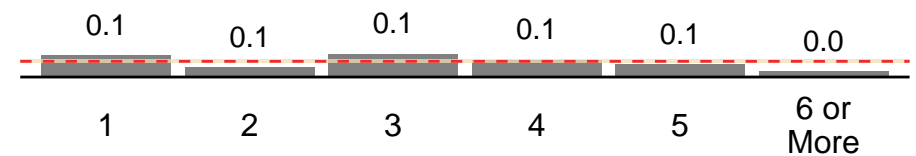
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

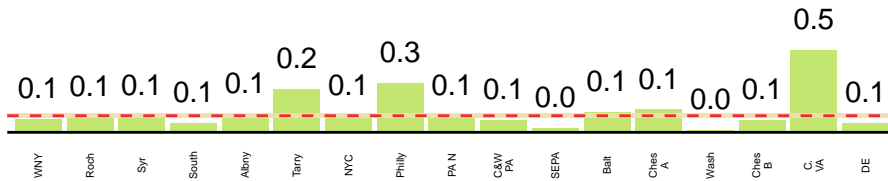


Complaint Rate by Number of HHLD Services

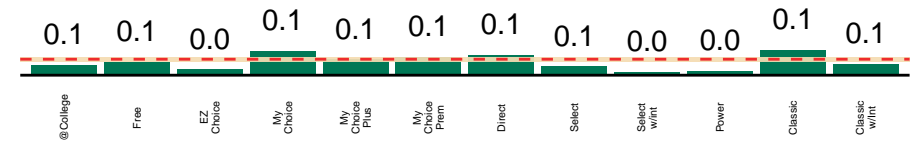


Group #56: Checking account/Account maintenance, opening, or closing/Fees/Other fee type (N=170)

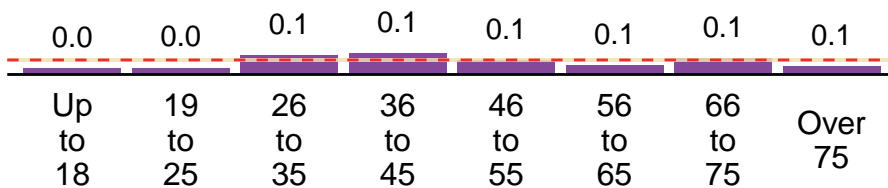
Complaint Rate by Community Bank



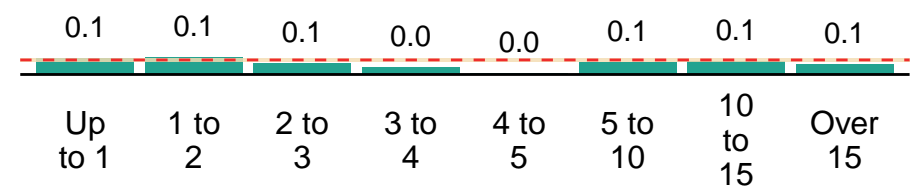
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

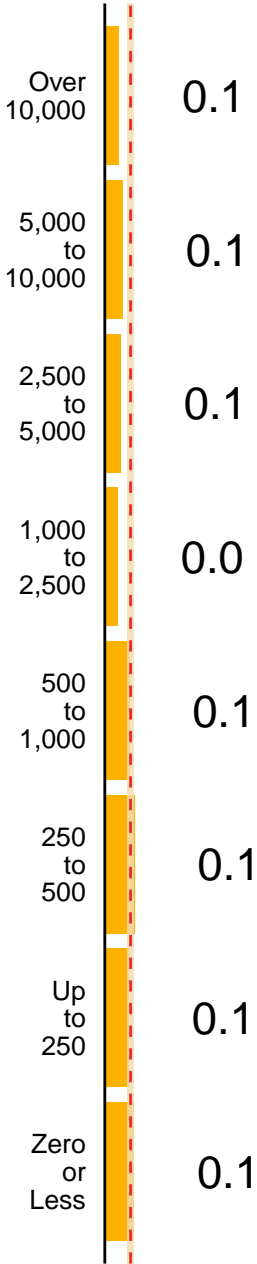


Complaint Rate by Account Tenure (Years)



Group #56: Checking account/Account maintenance, opening, or closing/Fees/Other fee type (N=170)

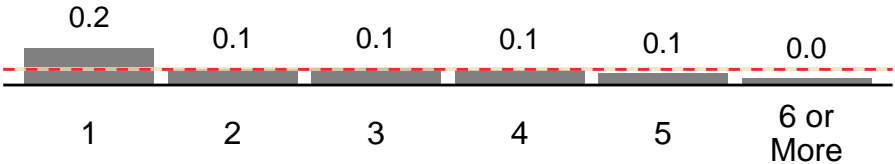
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

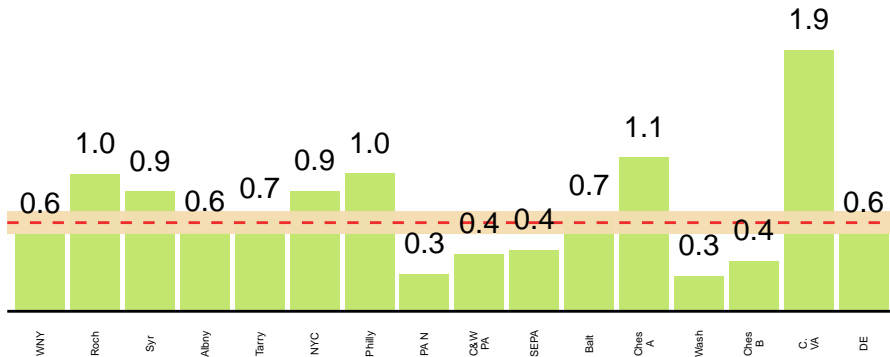


Complaint Rate by Number of HHLD Services

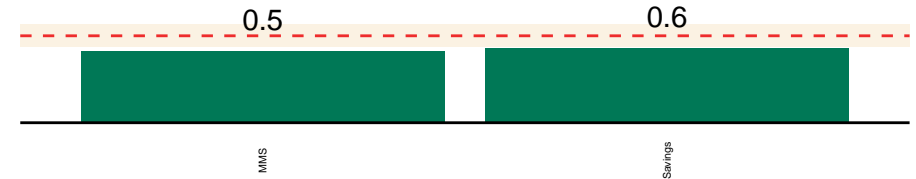


Group #57: Savings MMS/Deposits or withdrawals/Other/blank (N=169)

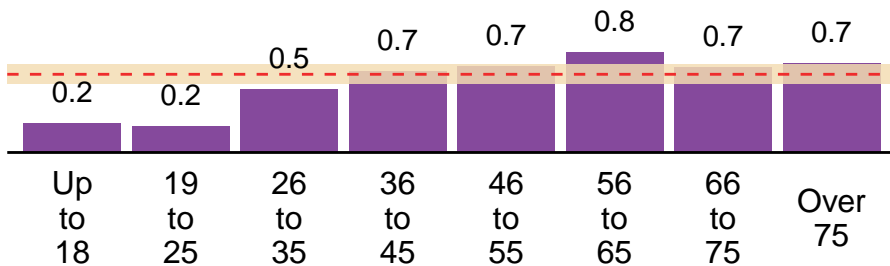
Complaint Rate by Community Bank



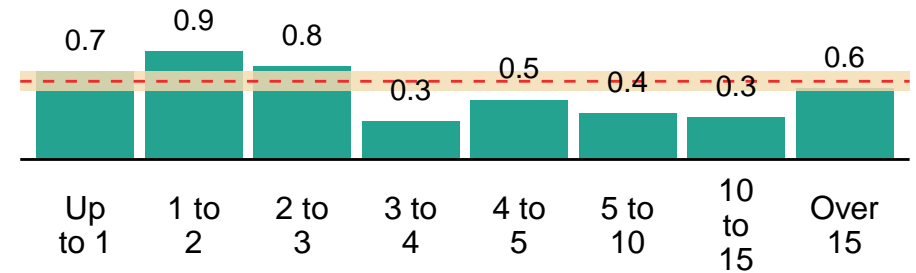
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

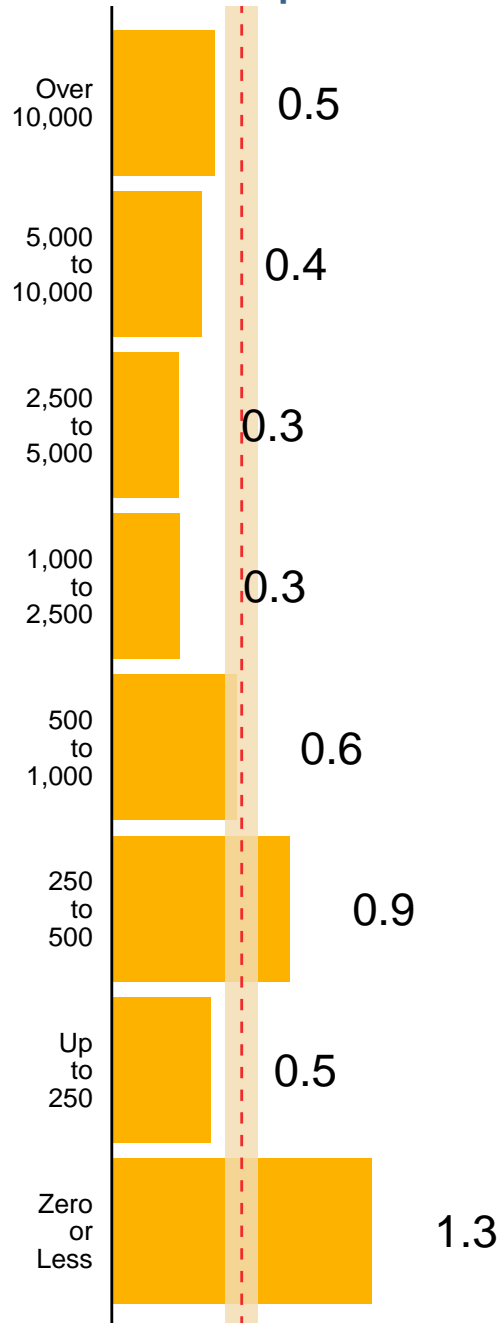


Complaint Rate by Account Tenure (Years)

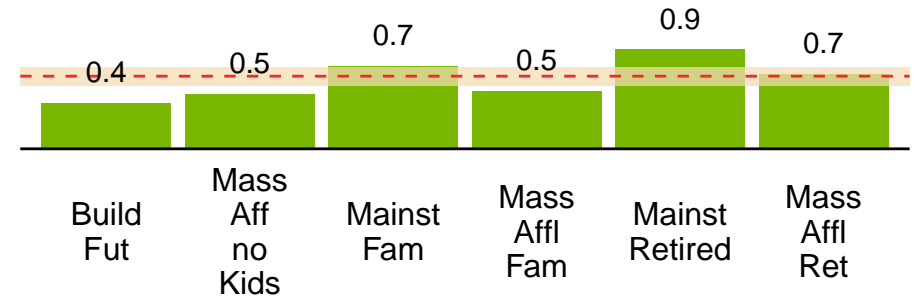


Group #57: Savings MMS/Deposits or withdrawals/Other/blank (N=169)

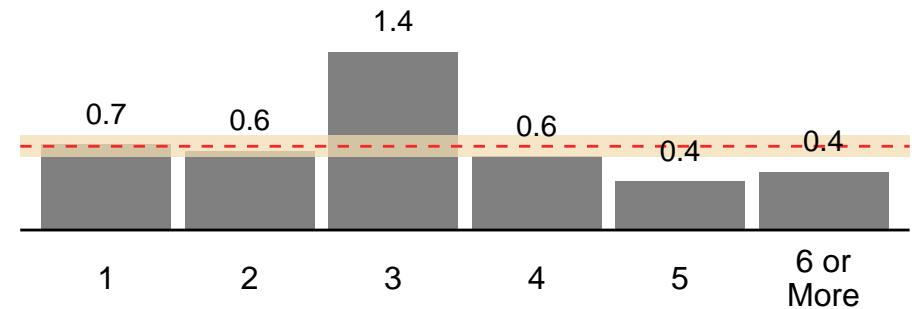
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

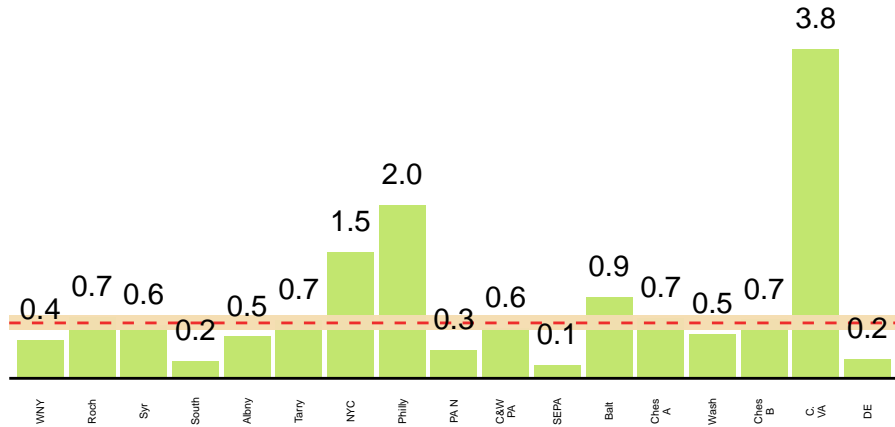


Complaint Rate by Number of HHL D Services

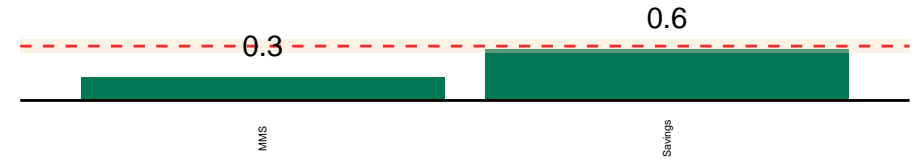


Group #58: Savings MMS/Account maintenance, opening, or closing/Fees/Excessive withdrawal fee (N=168)

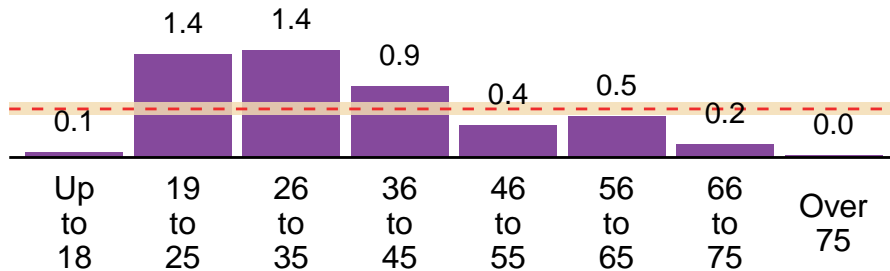
Complaint Rate by Community Bank



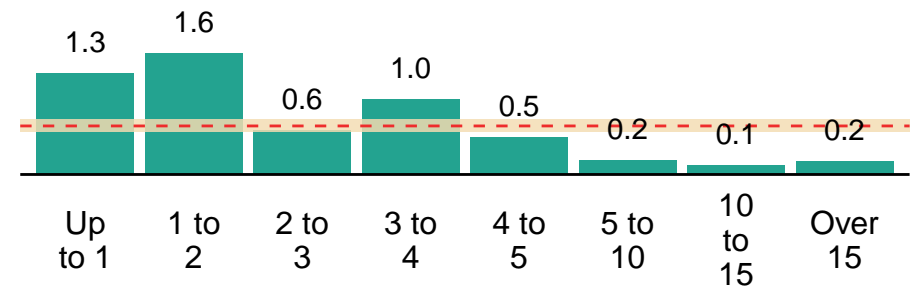
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

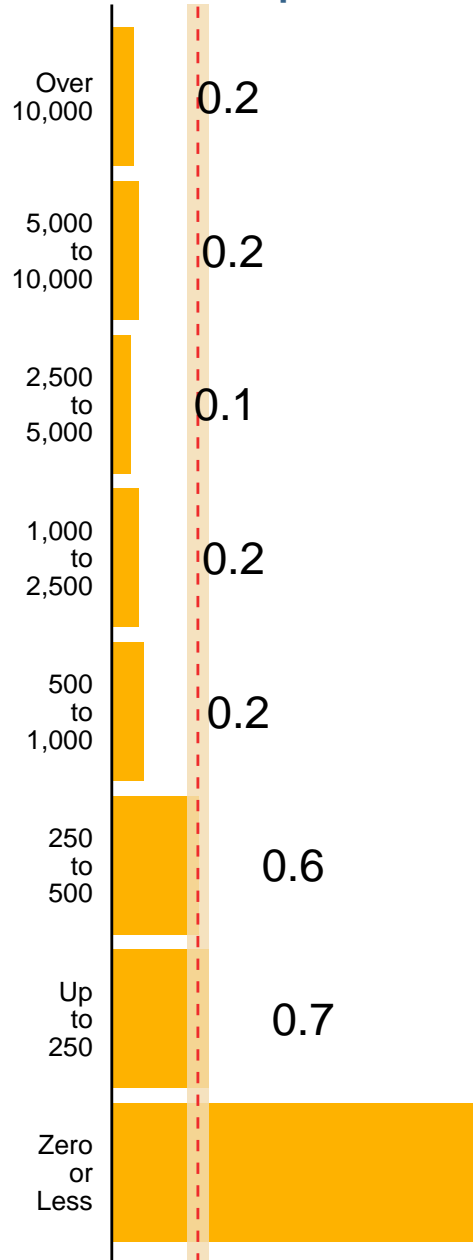


Complaint Rate by Account Tenure (Years)

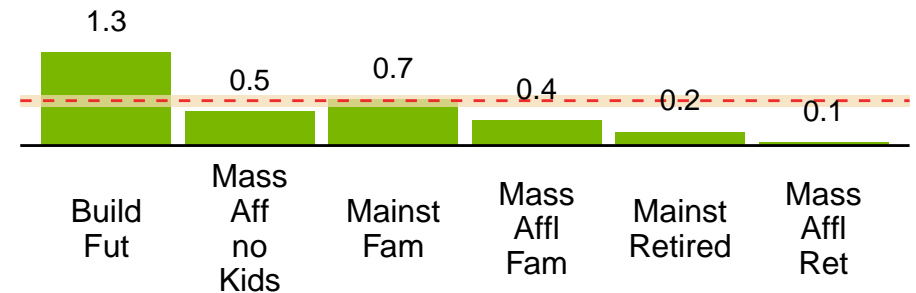


Group #58: Savings MMS/Account maintenance, opening, or closing/Fees/Excessive withdrawal fee (N=168)

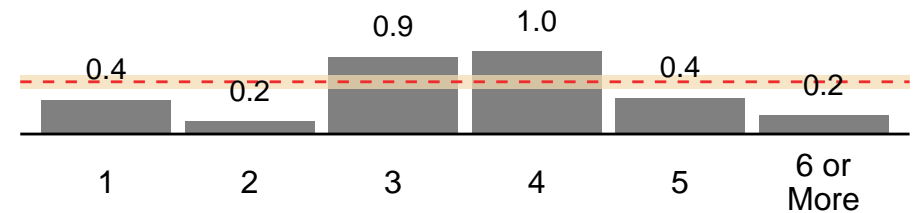
Complaint Rate by Account Balance



Complaint Rate by Customer Segment



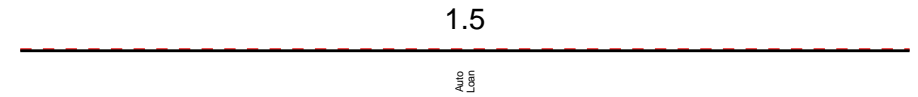
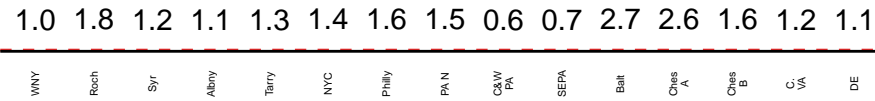
Complaint Rate by Number of HHL D Services



Group #59: Auto Loan/Service with bank personnel/Other/blank (N=165)

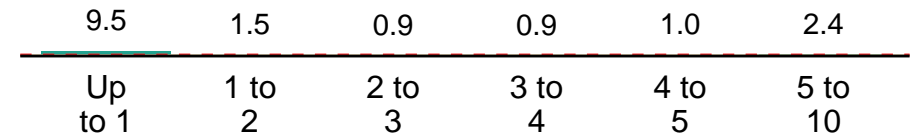
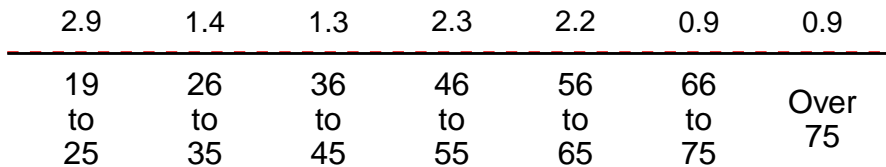
Complaint Rate by Community Bank

Complaint Rate by Product Subtype



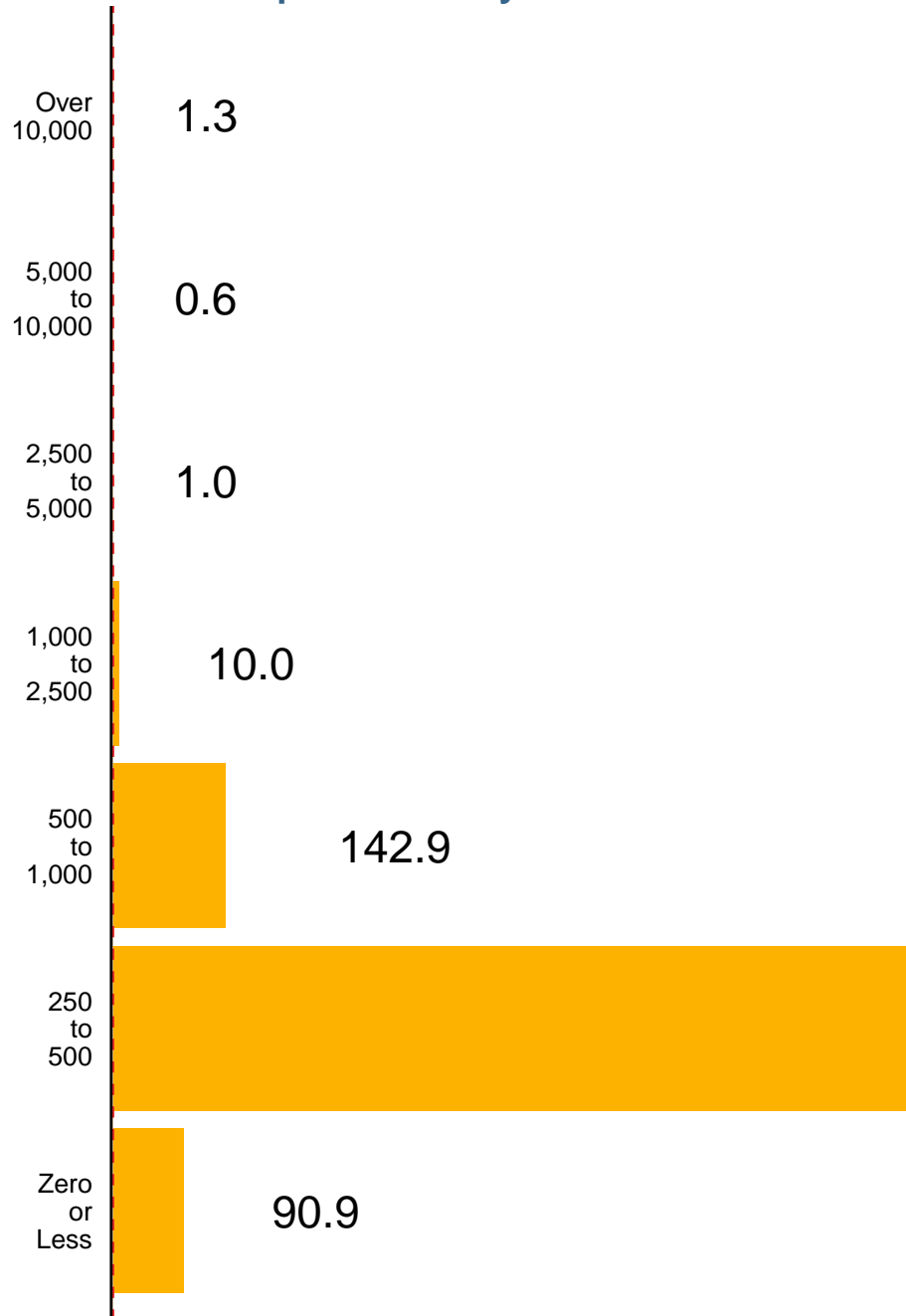
Complaint Rate by Account Owner Age

Complaint Rate by Account Tenure (Years)



Group #59: Auto Loan/Service with bank personnel/Other/blank (N=165)

Complaint Rate by Account Balance



Complaint Rate by Customer Segment

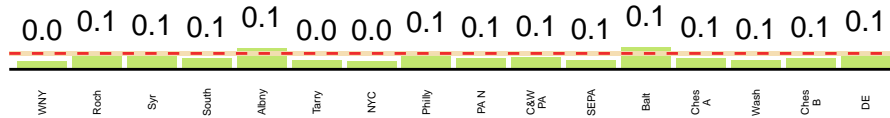
1.2	1.1	2.1	1.4	1.1	0.5
Build Fut	Mass Aff no Kids	Mainst Fam	Mass Affl Fam	Mainst Retired	Mass Affl Ret

Complaint Rate by Number of HHL D Services

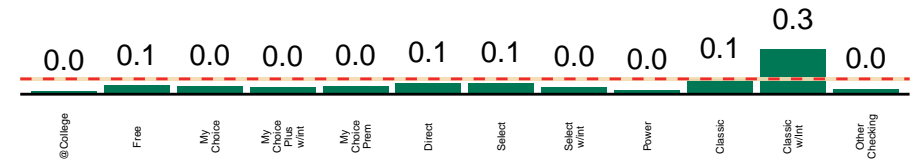
1.4	1.6	0.8	1.5	0.9	0.5
1	2	3	4	5	6 or More

Group #60: Checking account/Account maintenance, opening, or closing/Fees/Check order fee (N=163)

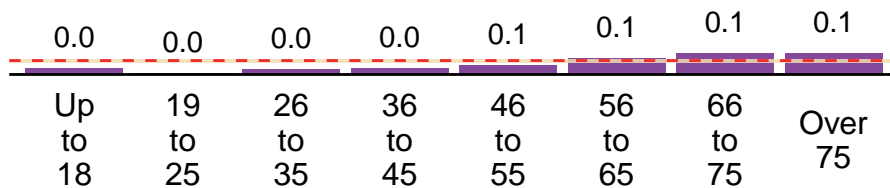
Complaint Rate by Community Bank



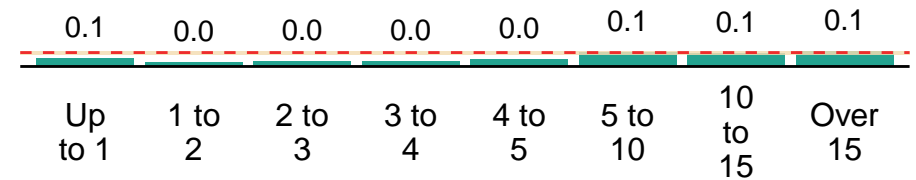
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

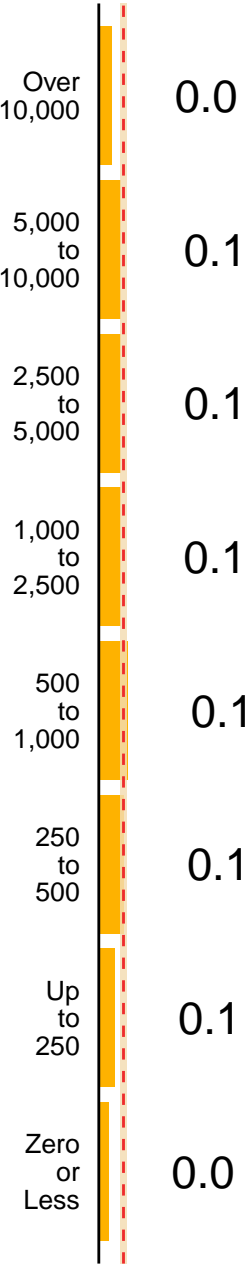


Complaint Rate by Account Tenure (Years)

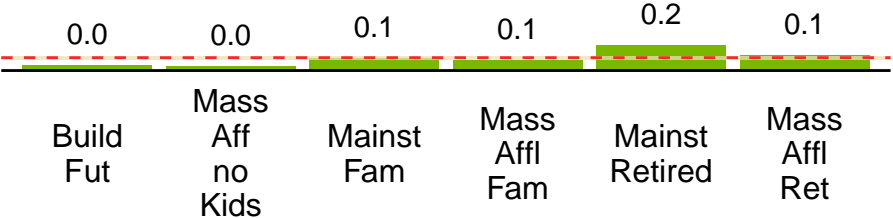


Group #60: Checking account/Account maintenance, opening, or closing/Fees/Check order fee (N=163)

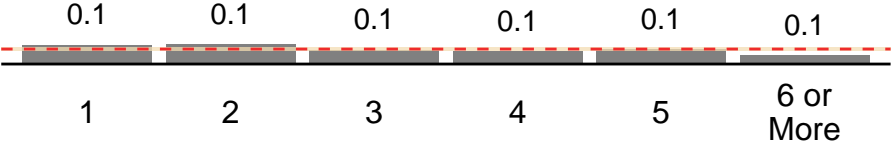
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

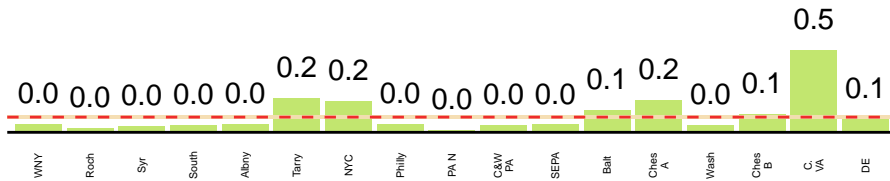


Complaint Rate by Number of HHLD Services

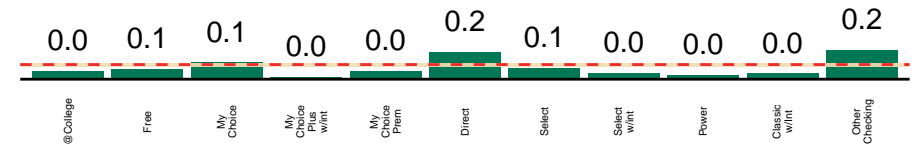


Group #61: Checking account/Using a debit, ATM, or custom card/Unauthorized card use/Call for authorization (N=156)

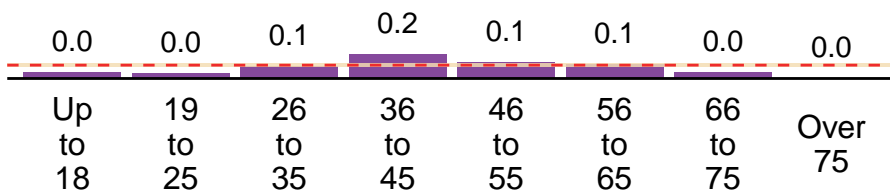
Complaint Rate by Community Bank



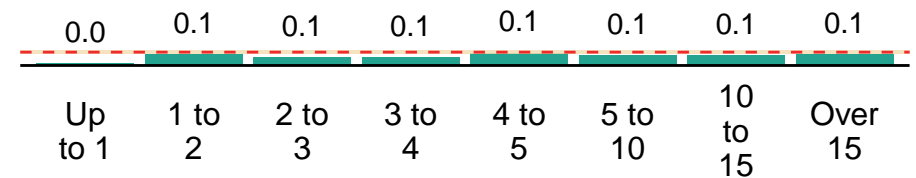
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

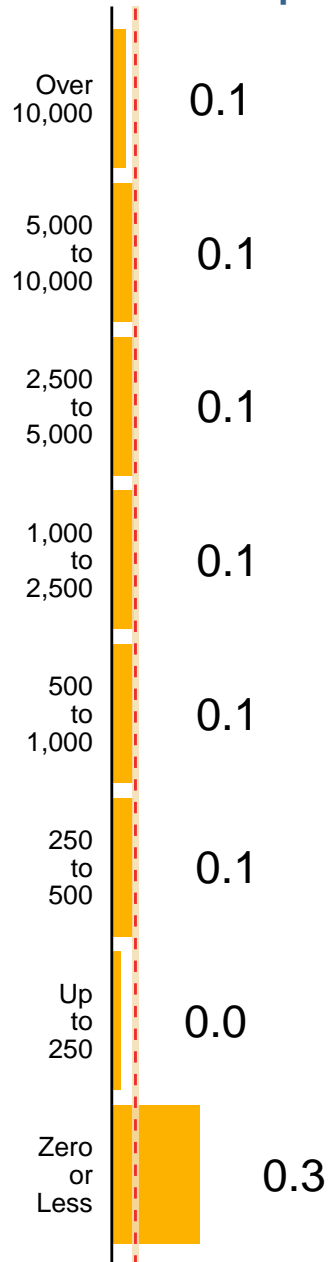


Complaint Rate by Account Tenure (Years)

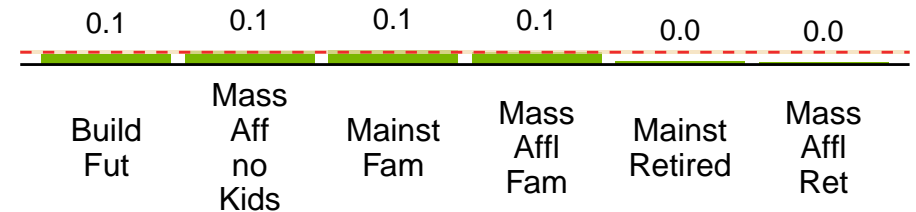


Group #61: Checking account/Using a debit, ATM, or custom card/Unauthorized card use/Call for authorization (N=156)

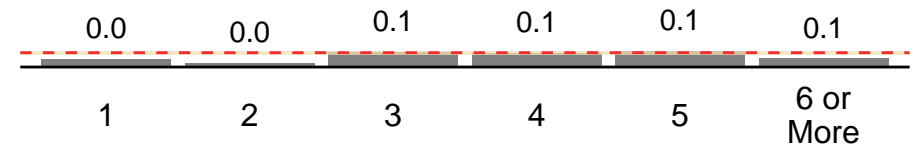
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

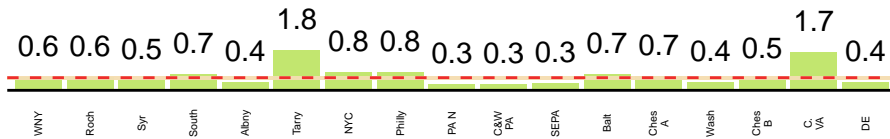


Complaint Rate by Number of HHLD Services

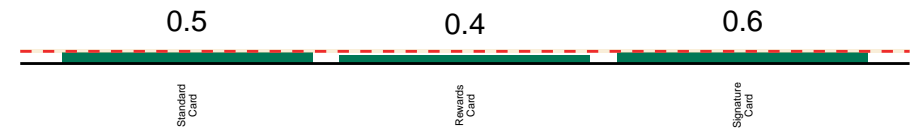


Group #62: Credit Card/Payments & Collections/blank/Payment application (N=156)

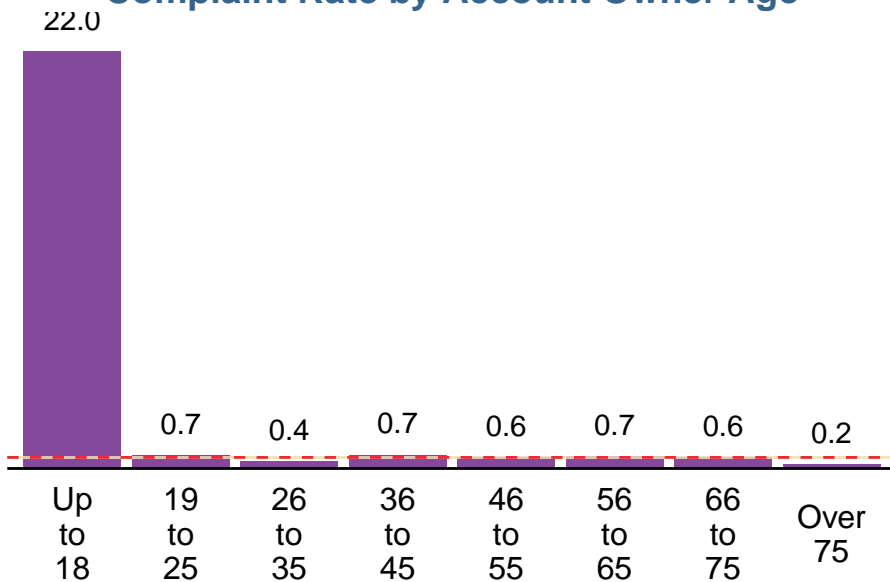
Complaint Rate by Community Bank



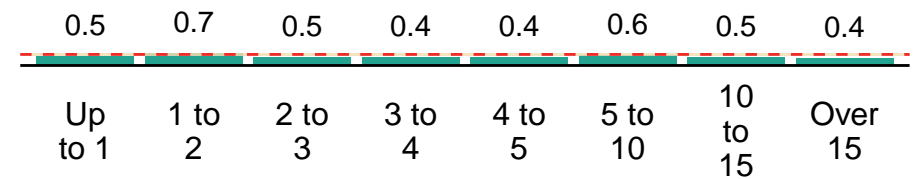
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

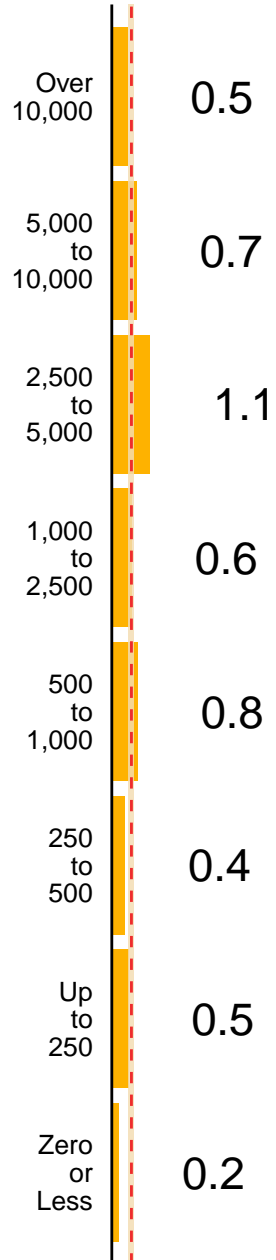


Complaint Rate by Account Tenure (Years)

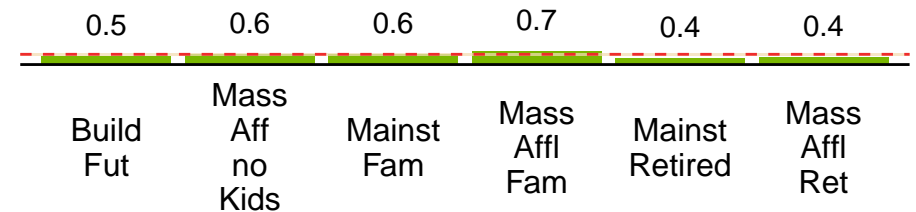


Group #62: Credit Card/Payments & Collections/blank/Payment application (N=156)

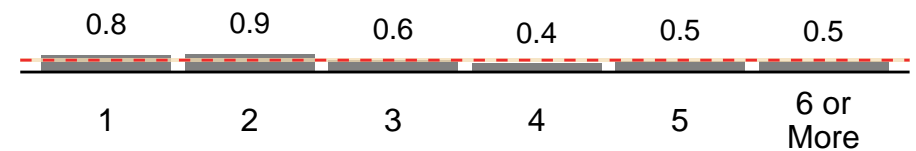
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

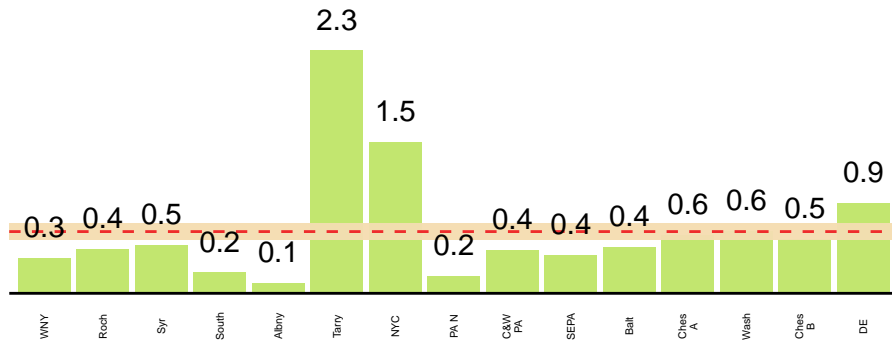


Complaint Rate by Number of HHLD Services

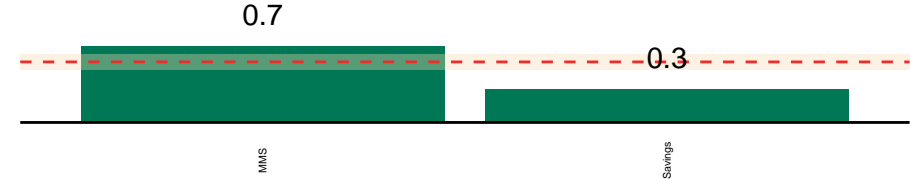


Group #63: Savings MMS/Account maintenance, opening, or closing/Other/blank (N=156)

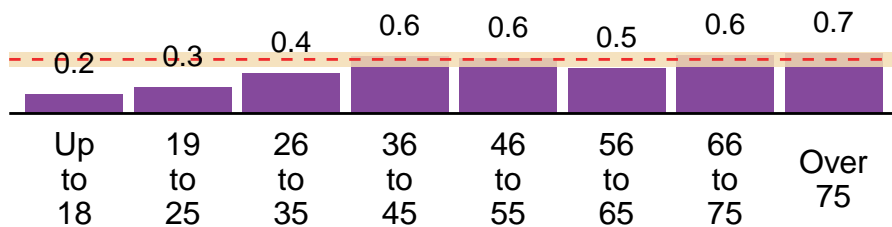
Complaint Rate by Community Bank



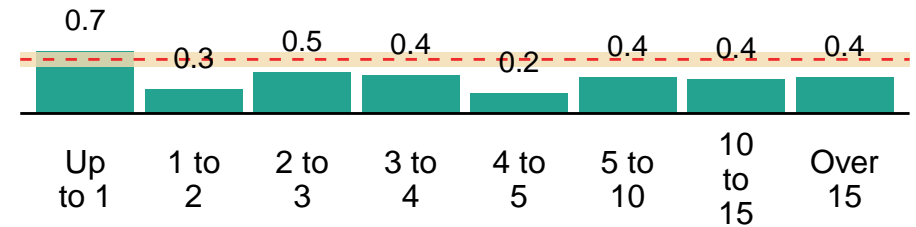
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

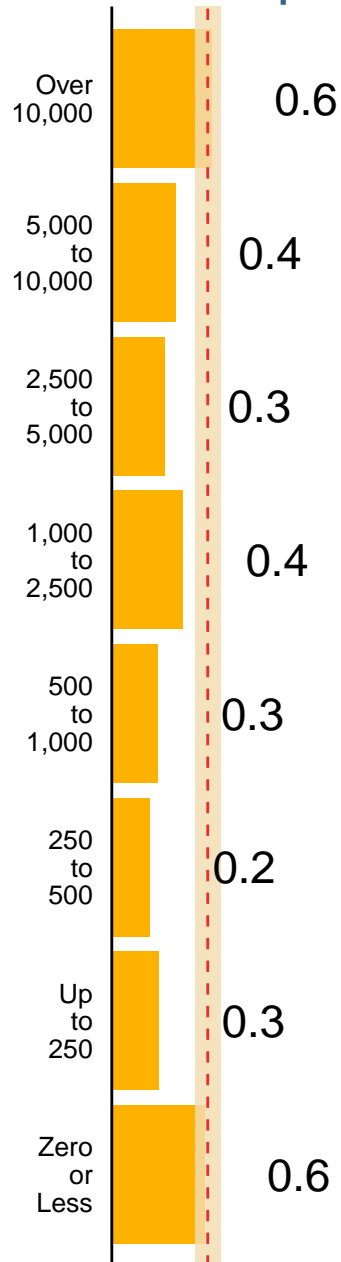


Complaint Rate by Account Tenure (Years)

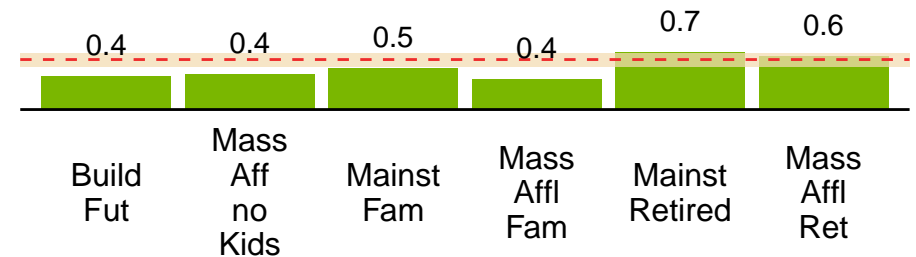


Group #63: Savings MMS/Account maintenance, opening, or closing/Other/blank (N=156)

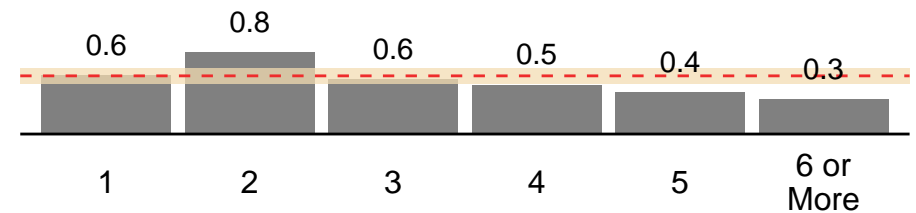
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

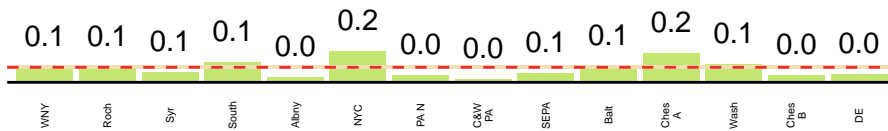


Complaint Rate by Number of HHLD Services

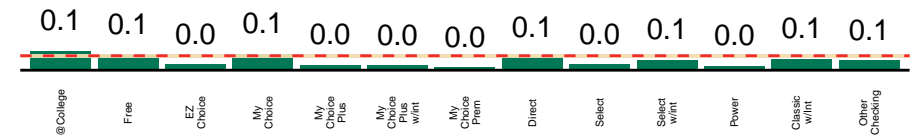


Group #64: Checking account/Account maintenance, opening, or closing/Address change/Other (N=154)

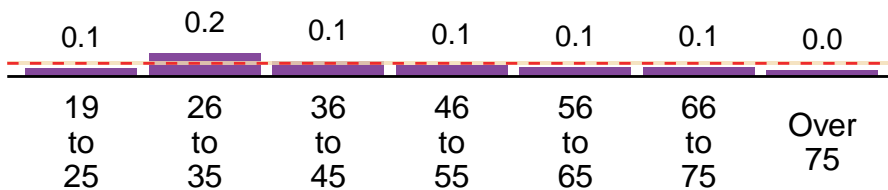
Complaint Rate by Community Bank



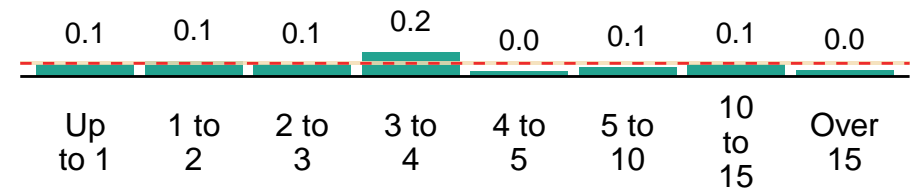
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

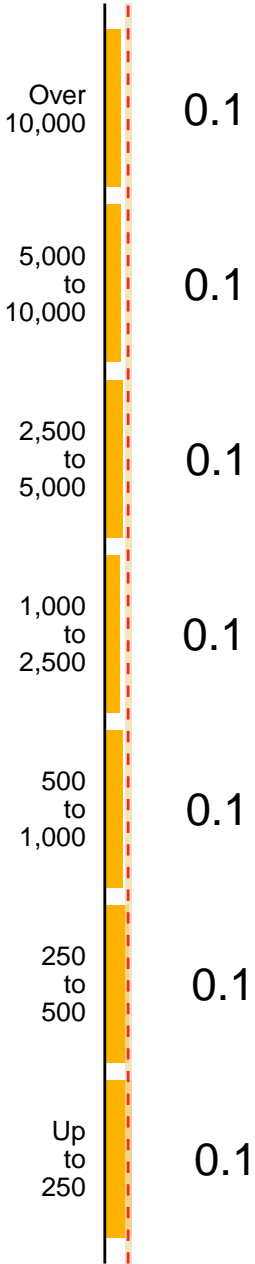


Complaint Rate by Account Tenure (Years)

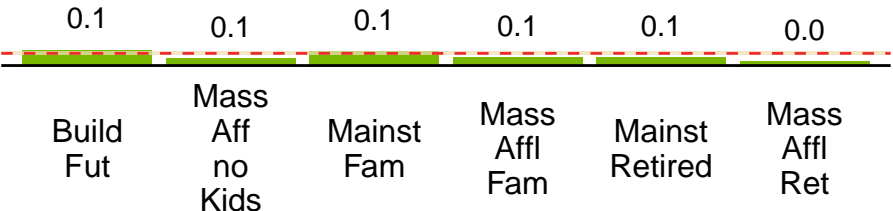


Group #64: Checking account/Account maintenance, opening, or closing/Address change/Other (N=154)

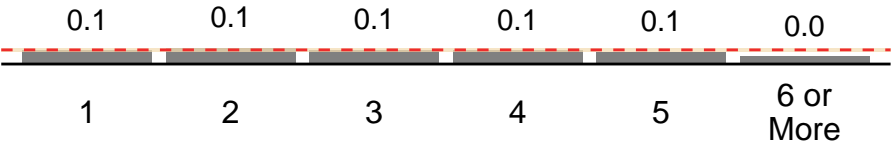
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

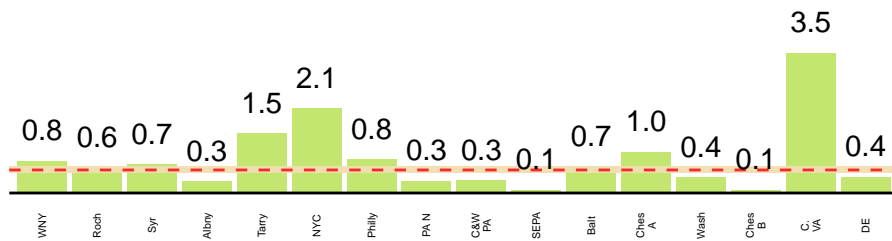


Complaint Rate by Number of HHLD Services

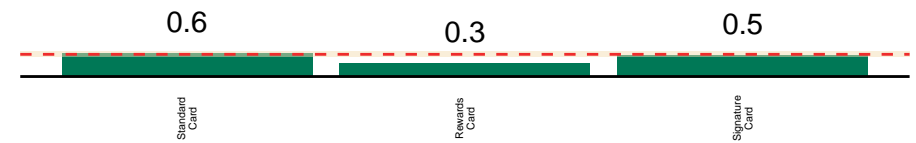


Group #65: Credit Card/Fees & interest/blank/APR or interest rate (N=154)

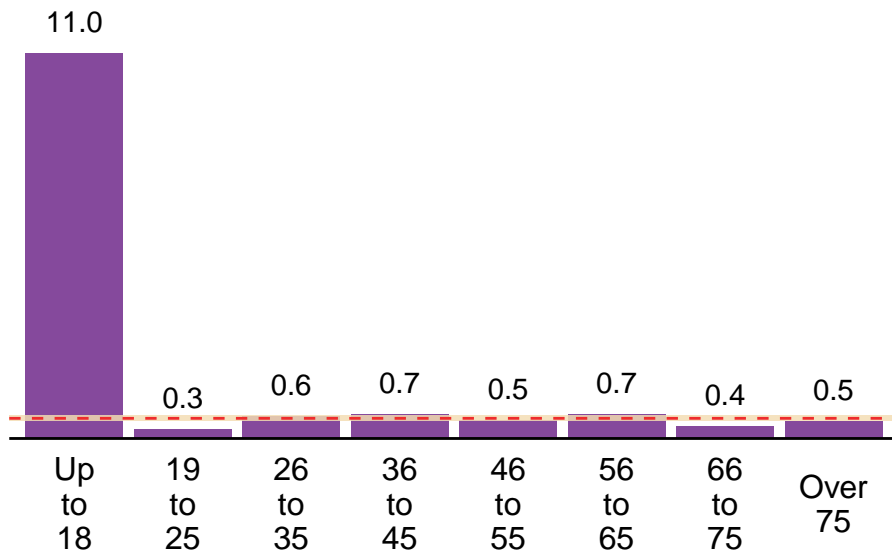
Complaint Rate by Community Bank



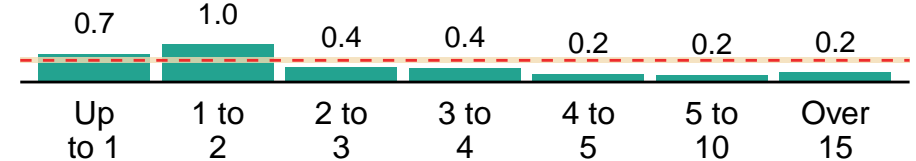
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

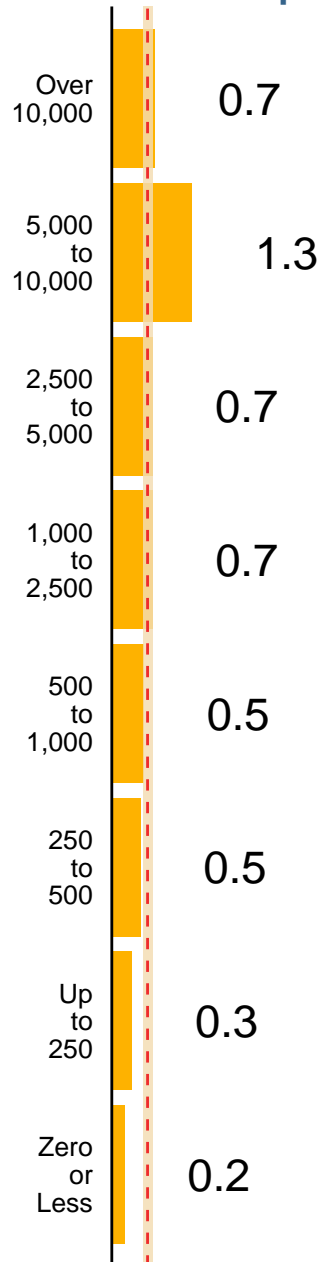


Complaint Rate by Account Tenure (Years)

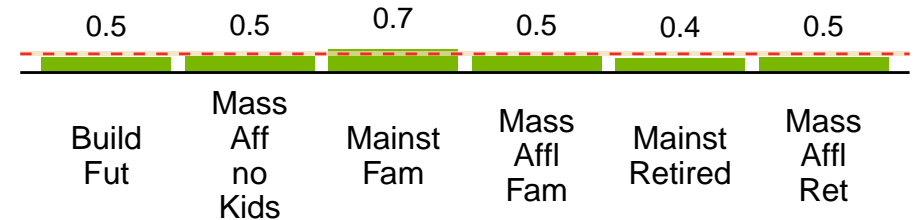


Group #65: Credit Card/Fees & interest/blank/APR or interest rate (N=154)

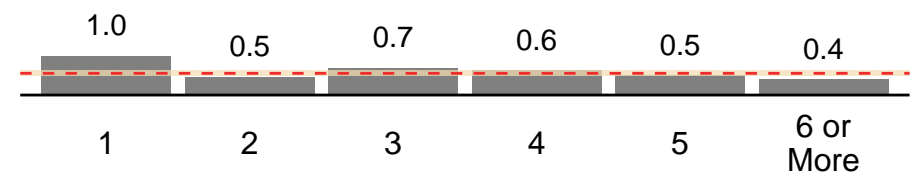
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

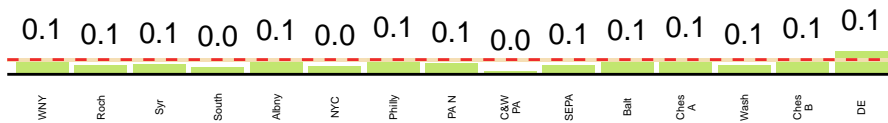


Complaint Rate by Number of HHLD Services

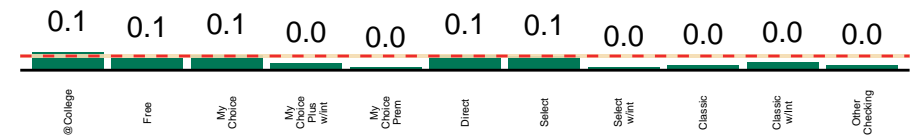


Group #66: Checking account/Using a debit, ATM, or custom card/Card issues/Replacement card not received (N=151)

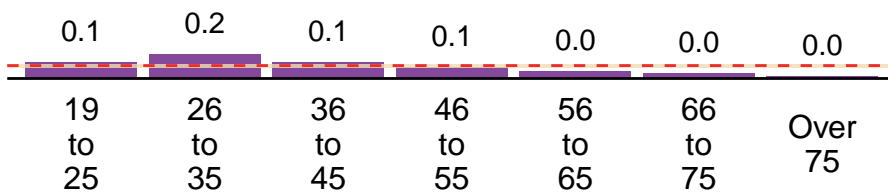
Complaint Rate by Community Bank



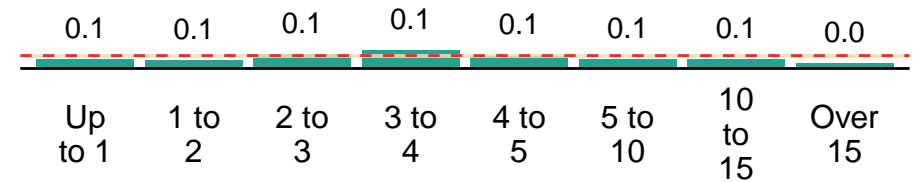
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

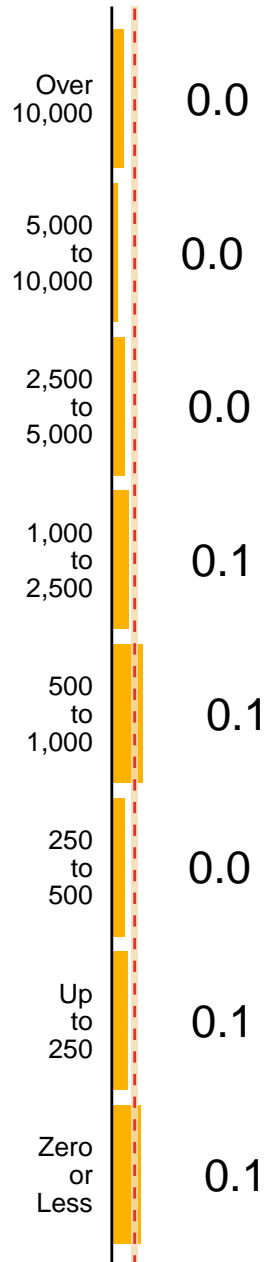


Complaint Rate by Account Tenure (Years)

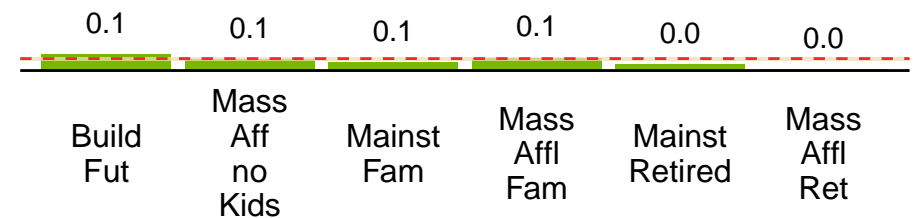


Group #66: Checking account/Using a debit, ATM, or custom card/Card issues/Replacement card not received (N=151)

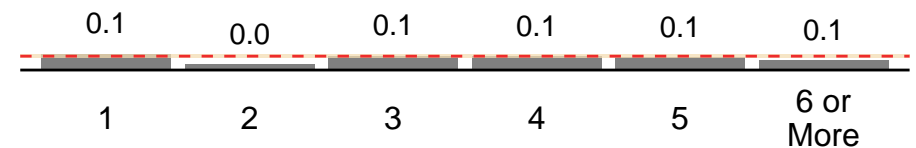
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

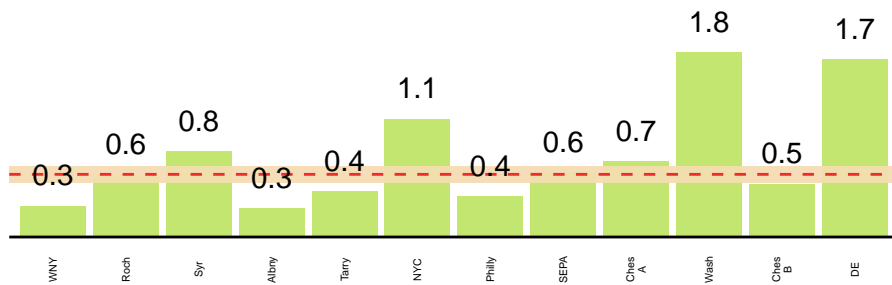


Complaint Rate by Number of HHL D Services

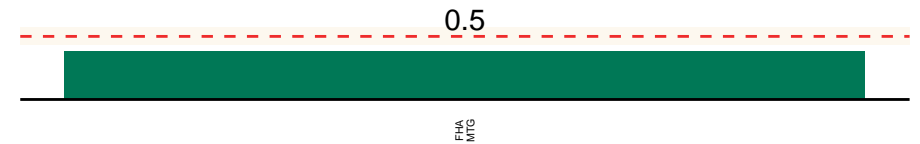


Group #67: FHA MTG/Loan servicing/Fees/Statements/Statements & Documentation/Other (N=147)

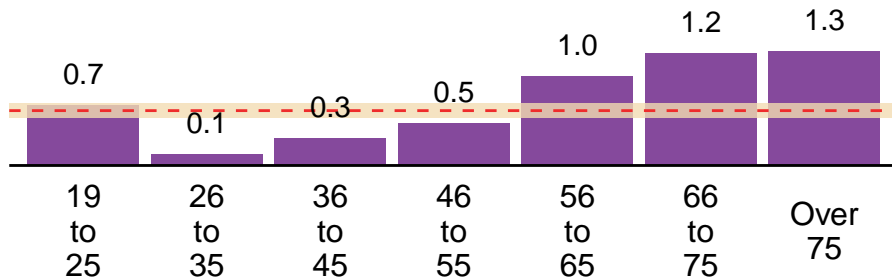
Complaint Rate by Community Bank



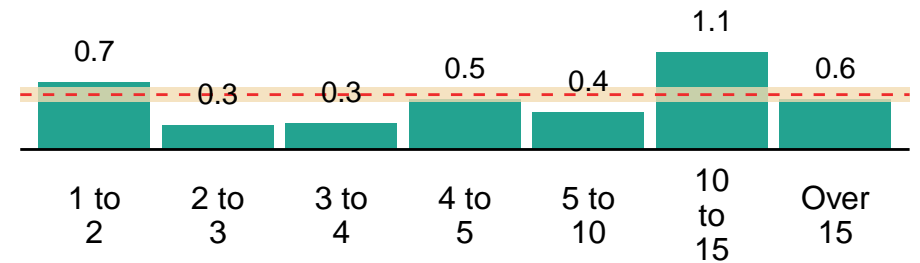
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

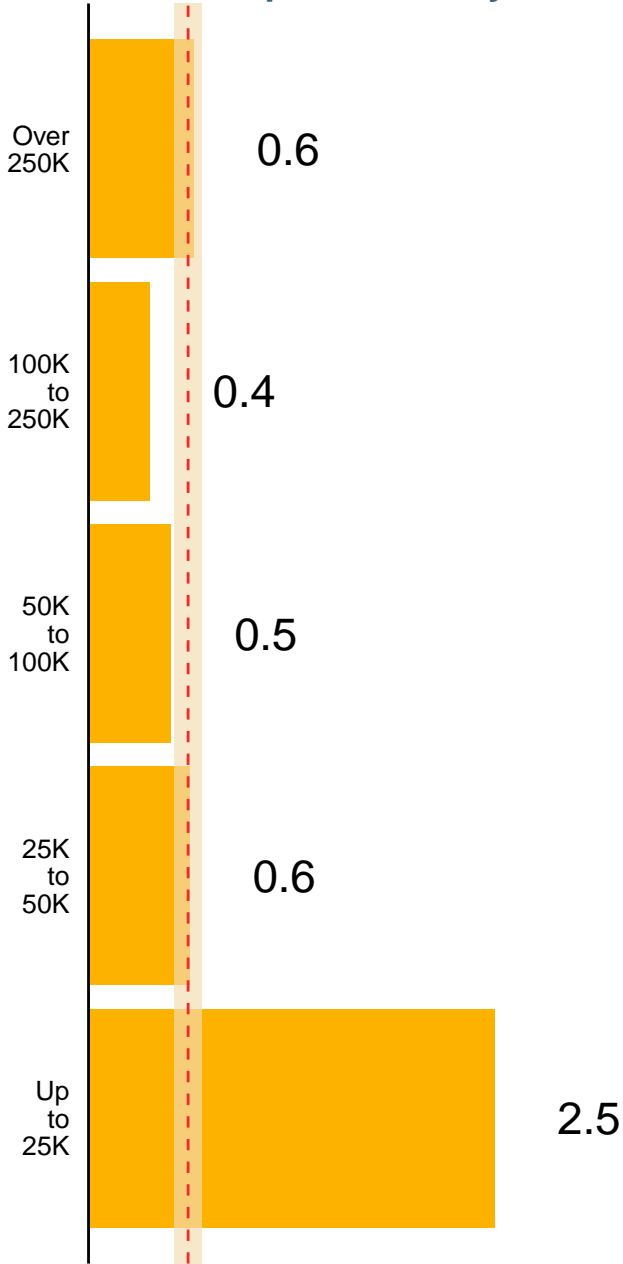


Complaint Rate by Account Tenure (Years)



**Group #67: FHA MTG/Loan servicing/Fees/Statements/Statements &
Documentation/Other (N=147)**

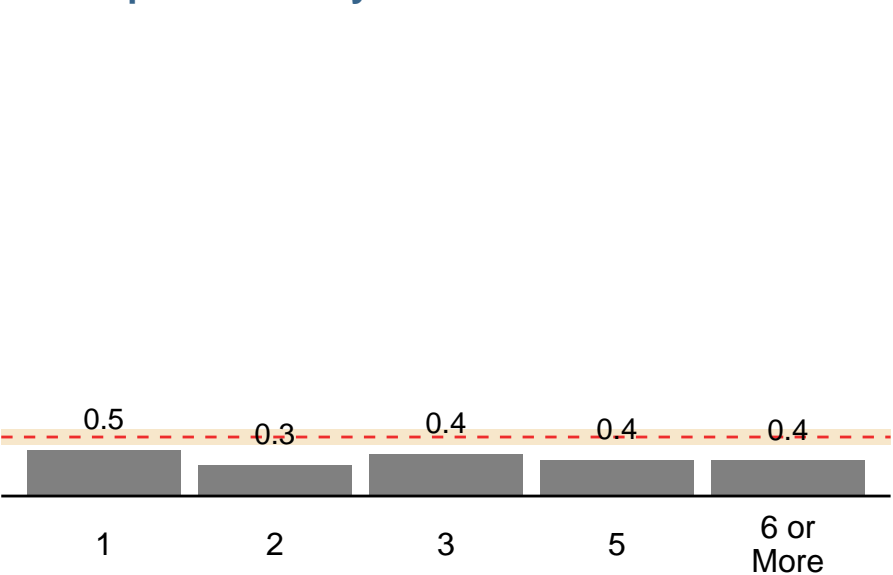
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

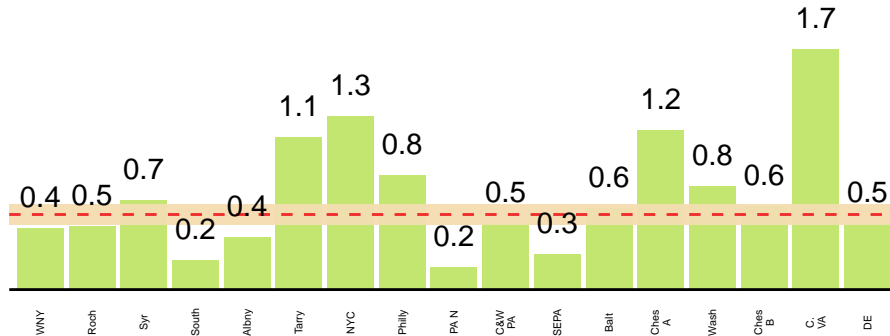


Complaint Rate by Number of HHLD Services

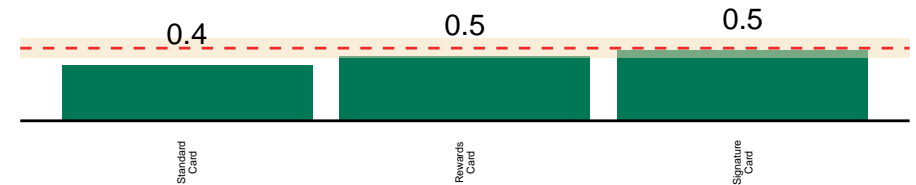


Group #68: Credit Card/Fees & interest/blank/Other (N=146)

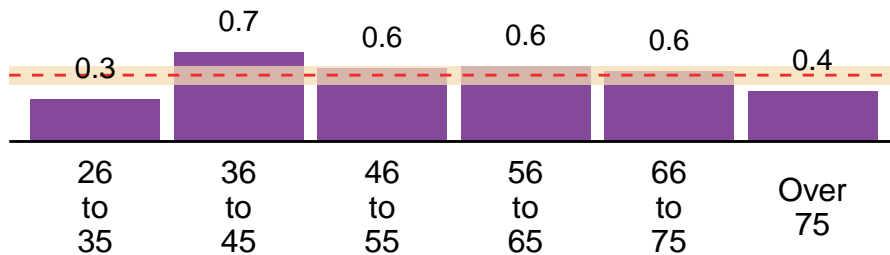
Complaint Rate by Community Bank



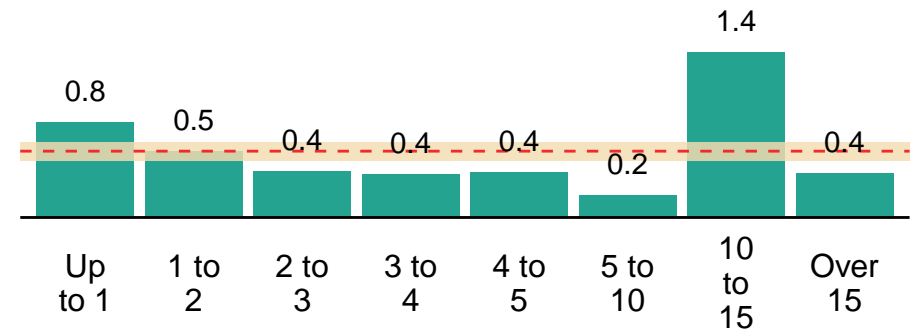
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

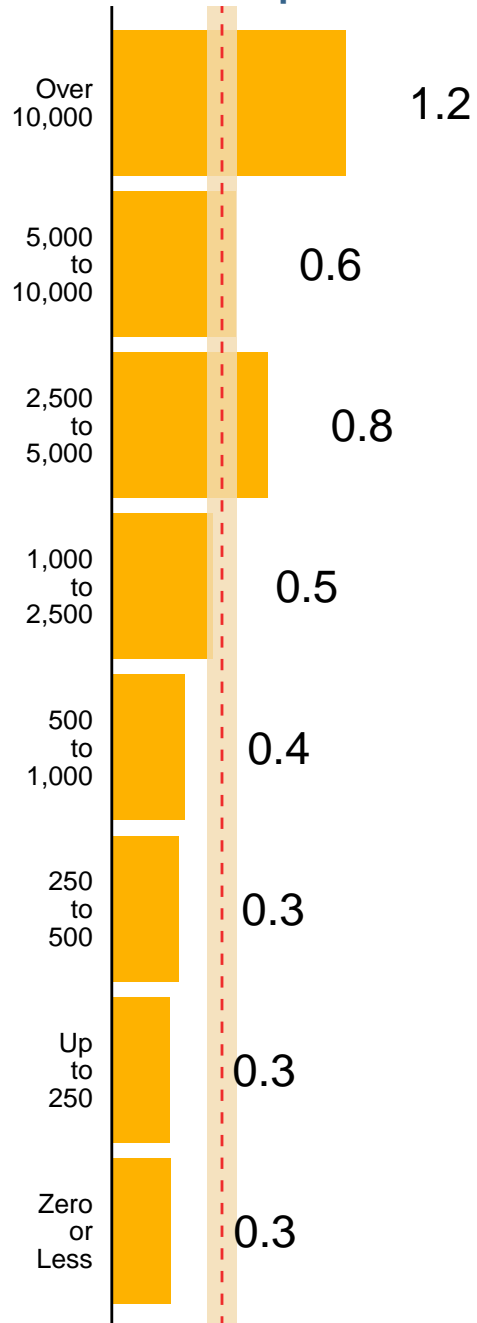


Complaint Rate by Account Tenure (Years)

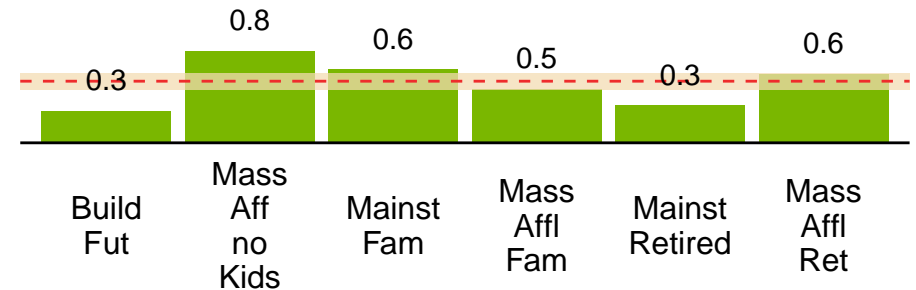


Group #68: Credit Card/Fees & interest/blank/Other (N=146)

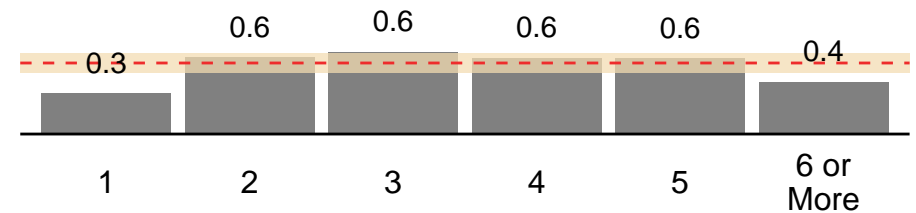
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

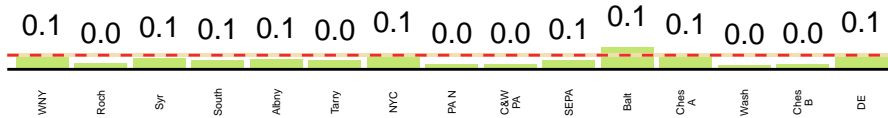


Complaint Rate by Number of HHL D Services

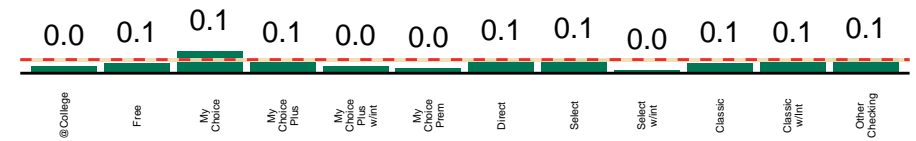


Group #69: Checking account/Account maintenance, opening, or closing/Closure/Customer request for closure (N=145)

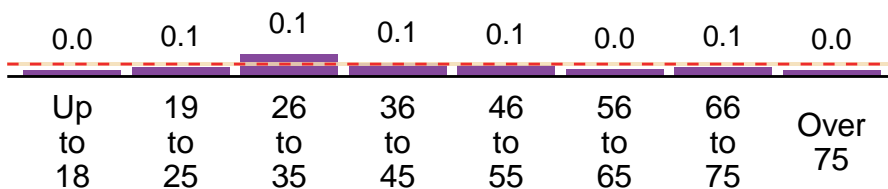
Complaint Rate by Community Bank



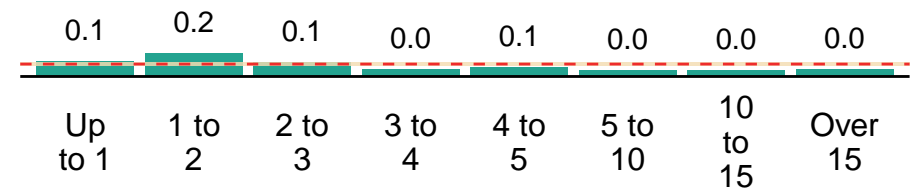
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

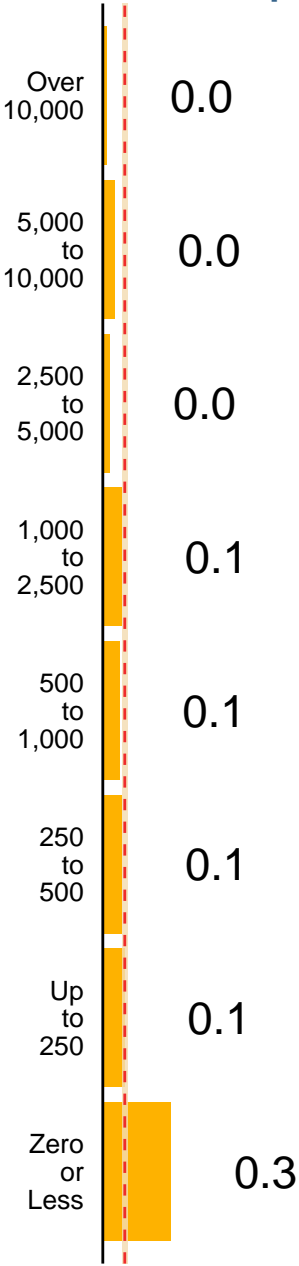


Complaint Rate by Account Tenure (Years)



Group #69: Checking account/Account maintenance, opening, or closing/Closure/Customer request for closure (N=145)

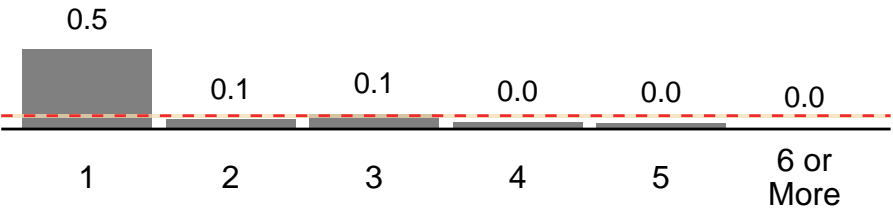
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

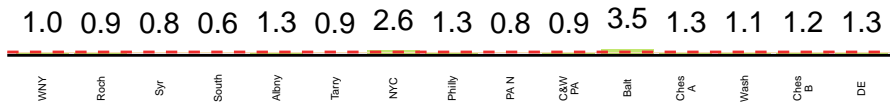


Complaint Rate by Number of HHLD Services

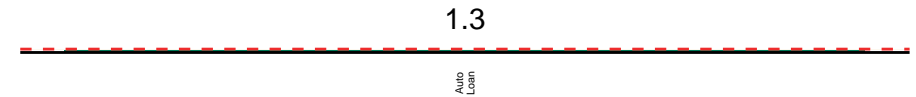


Group #70: Auto Loan/Service with bank personnel/Inaccurate info provided/blank (N=143)

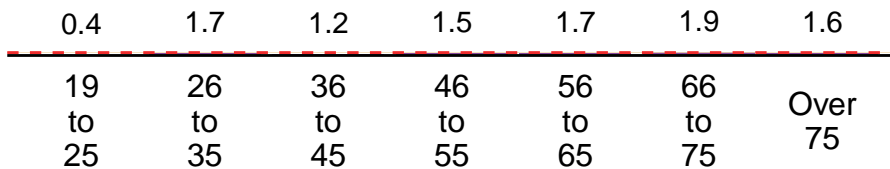
Complaint Rate by Community Bank



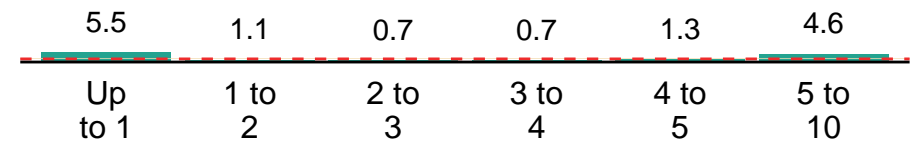
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

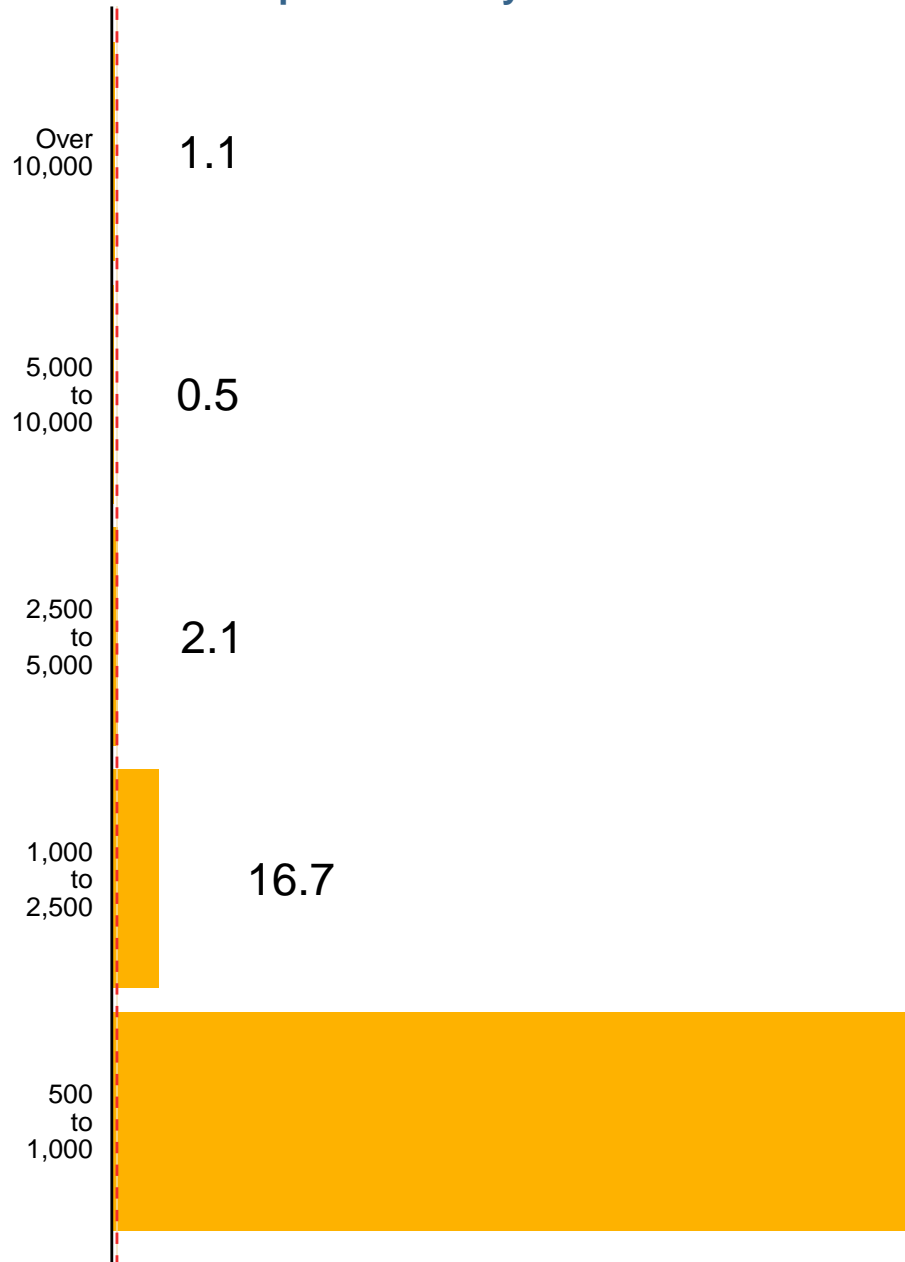


Complaint Rate by Account Tenure (Years)

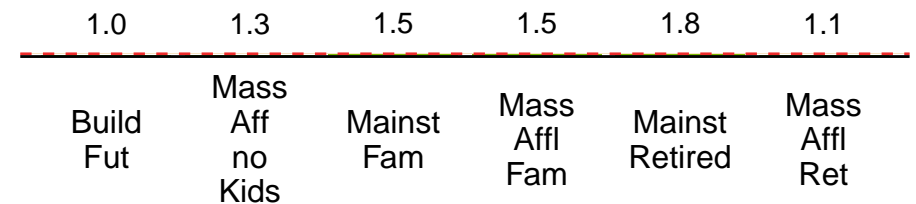


Group #70: Auto Loan/Service with bank personnel/Inaccurate info provided/blank (N=143)

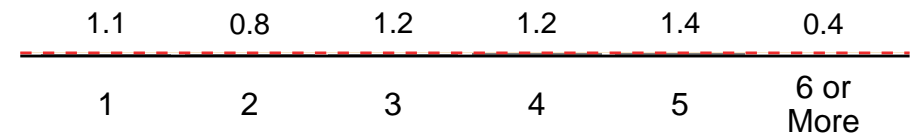
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

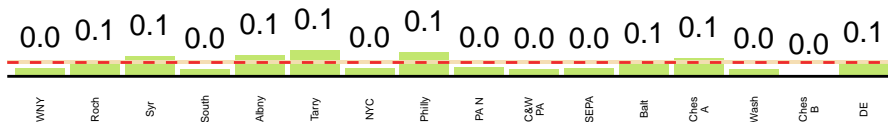


Complaint Rate by Number of HHLD Services

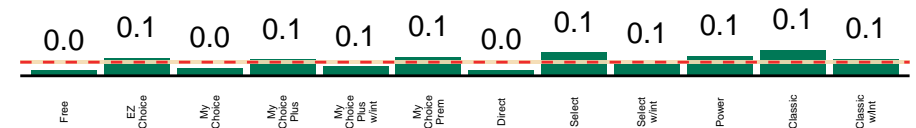


Group #71: Checking account/Account maintenance, opening, or closing/Statements/Other (N=142)

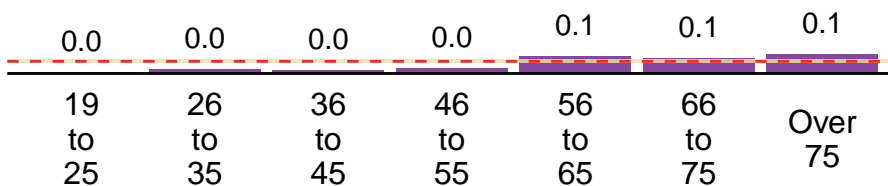
Complaint Rate by Community Bank



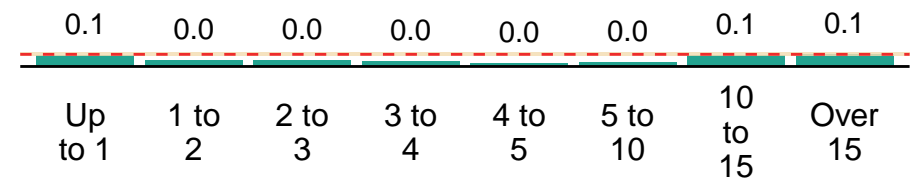
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

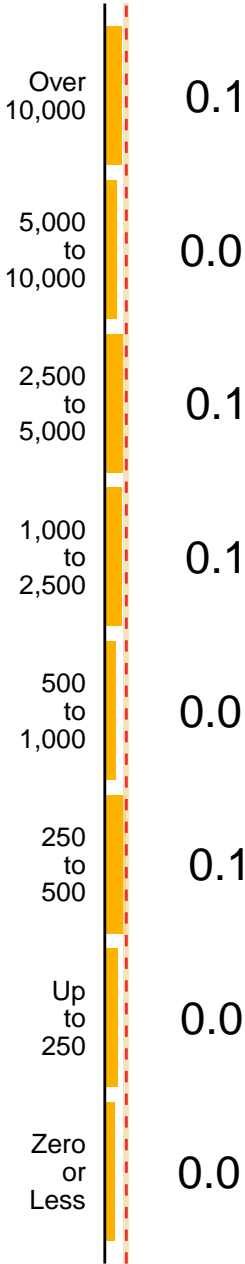


Complaint Rate by Account Tenure (Years)

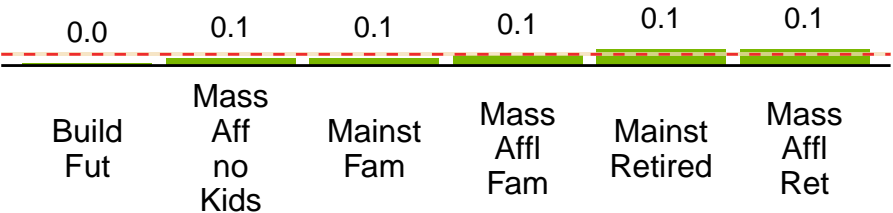


Group #71: Checking account/Account maintenance, opening, or closing/Statements/Other (N=142)

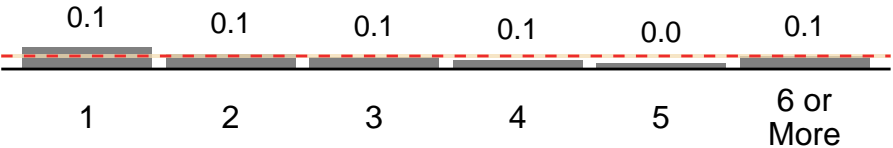
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

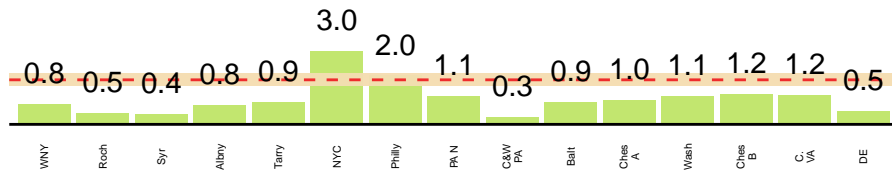


Complaint Rate by Number of HHLD Services

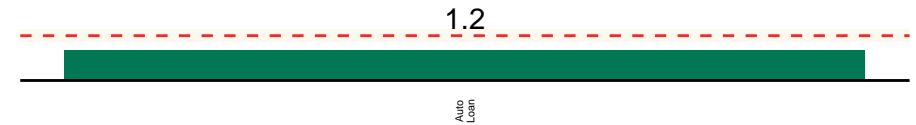


Group #72: Auto Loan/Managing the loan, lease, or line of credit/Billing and statements/Statement not received (N=140)

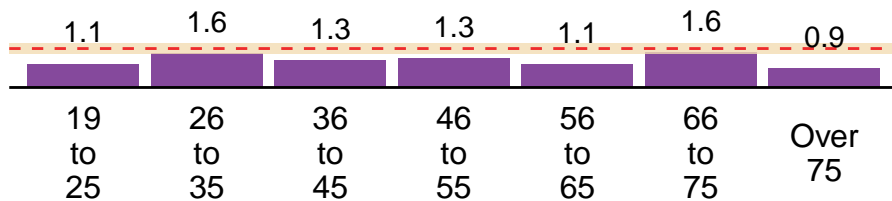
Complaint Rate by Community Bank



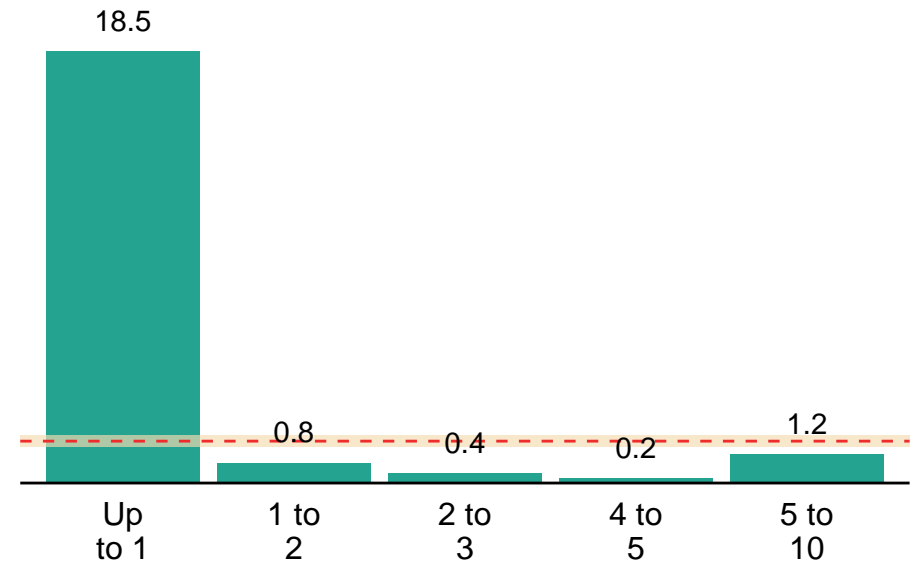
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

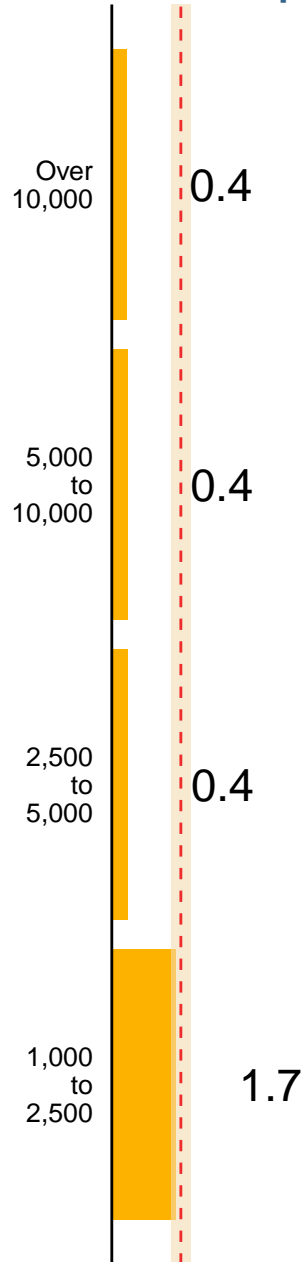


Complaint Rate by Account Tenure (Years)

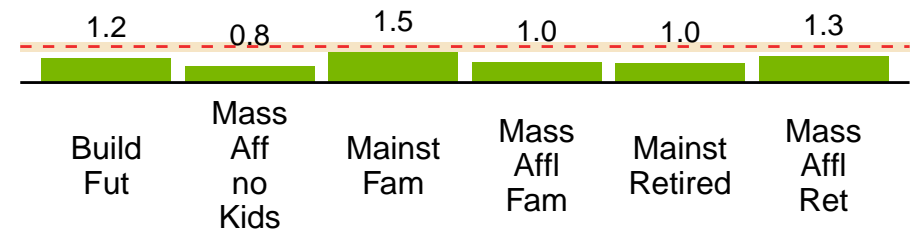


Group #72: Auto Loan/Managing the loan, lease, or line of credit/Billing and statements/Statement not received (N=140)

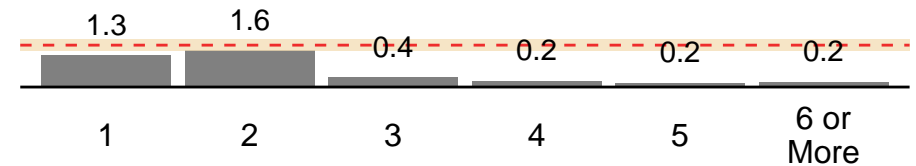
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

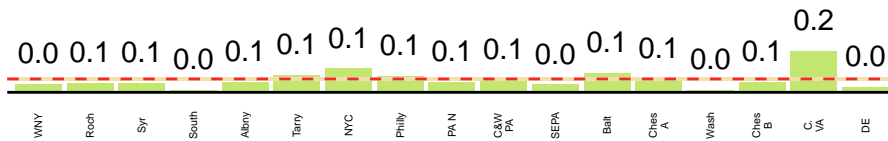


Complaint Rate by Number of HHLD Services

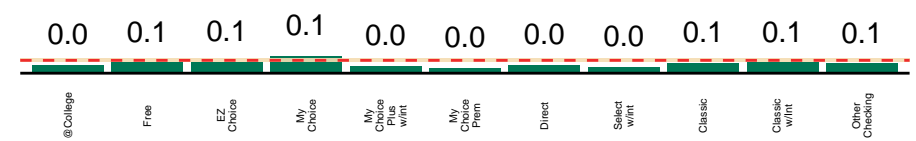


Group #73: Checking account/Account maintenance, opening, or closing/Closure/Other (N=137)

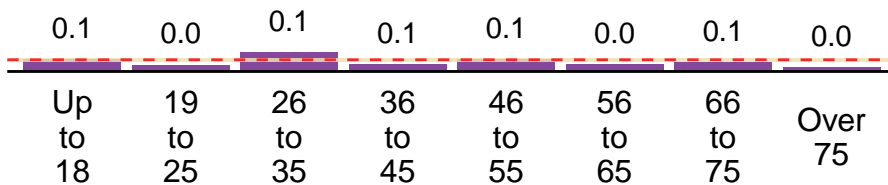
Complaint Rate by Community Bank



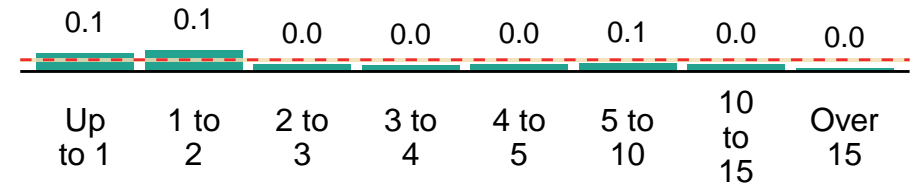
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

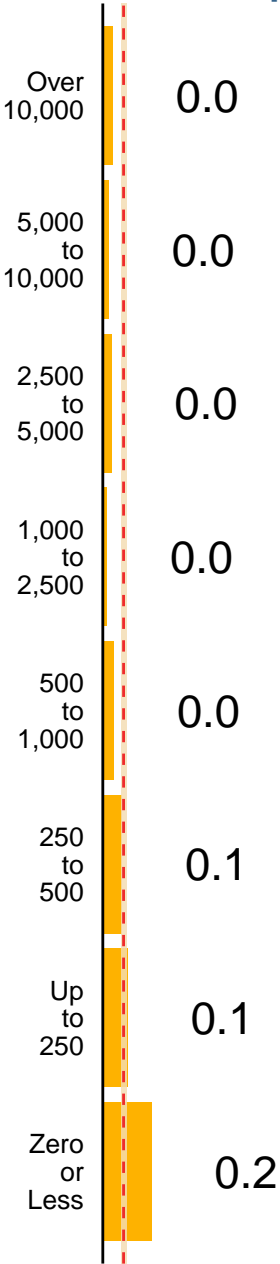


Complaint Rate by Account Tenure (Years)



Group #73: Checking account/Account maintenance, opening, or closing/Closure/Other (N=137)

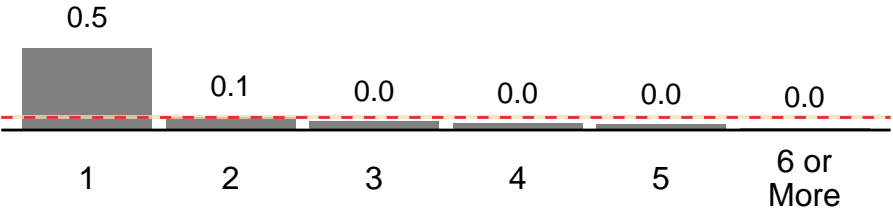
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

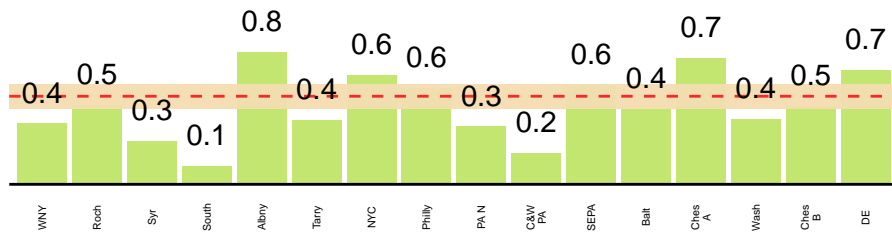


Complaint Rate by Number of HHLD Services

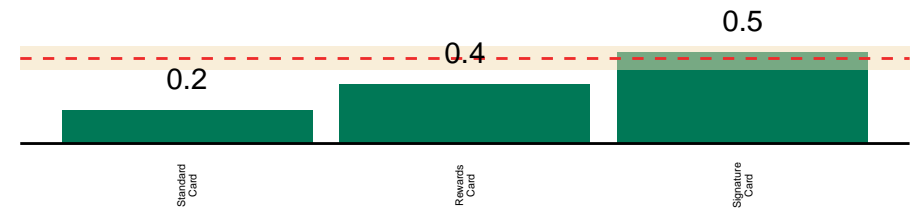


Group #74: Credit Card/Transactions, Statements or Fraud/blank/Other (N=136)

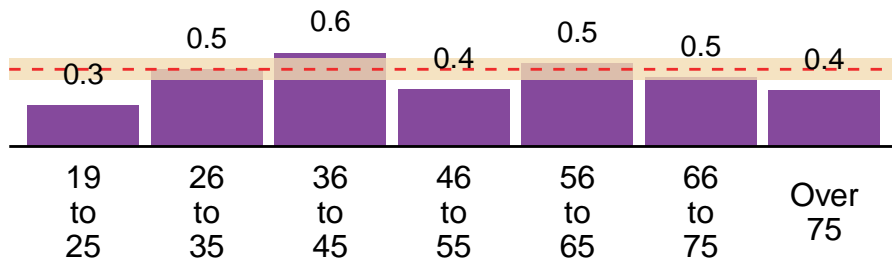
Complaint Rate by Community Bank



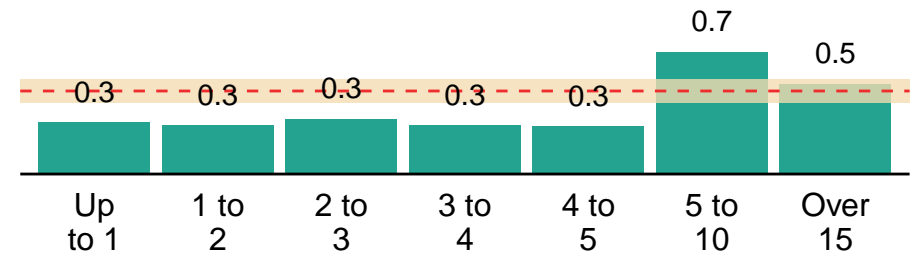
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

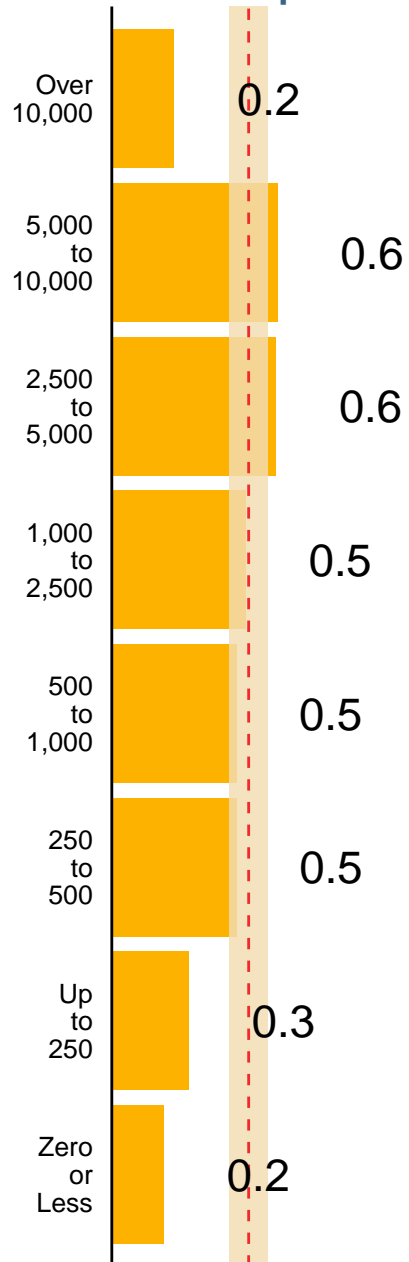


Complaint Rate by Account Tenure (Years)

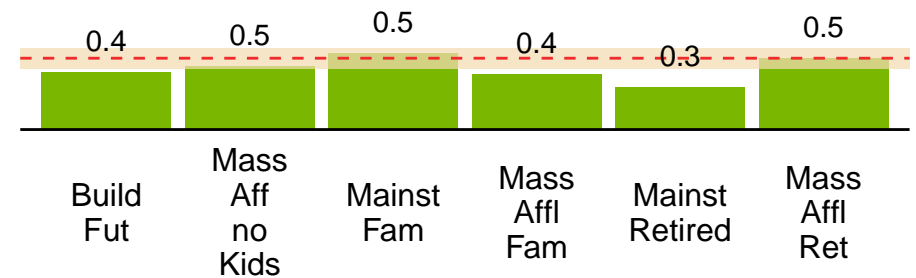


Group #74: Credit Card/Transactions, Statements or Fraud/blank/Other (N=136)

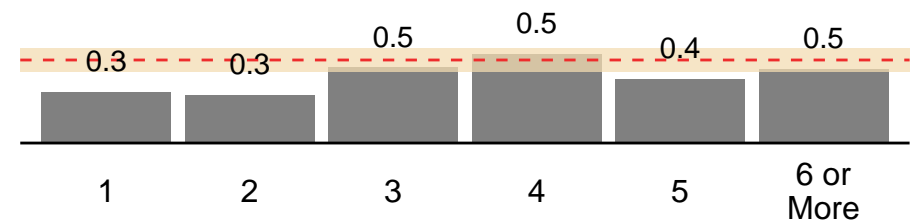
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

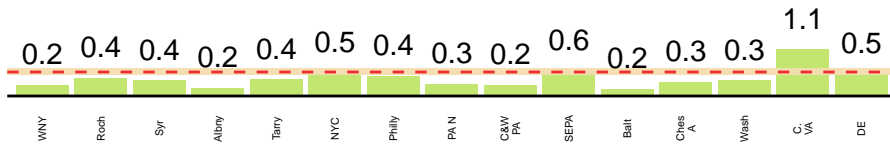


Complaint Rate by Number of HHLD Services

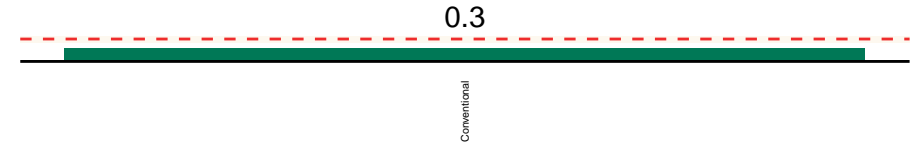


Group #75: Conventional/Loan servicing/Fees/Statements/Loan servicing/Fees/Other (N=135)

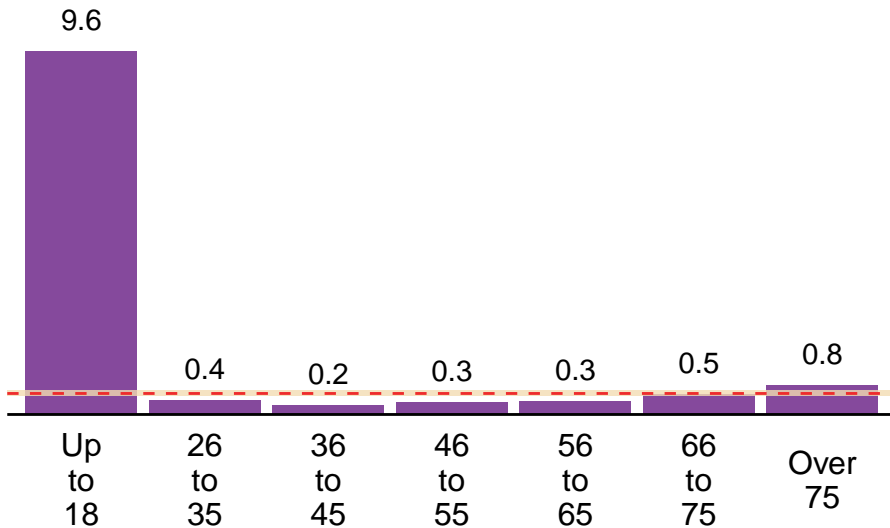
Complaint Rate by Community Bank



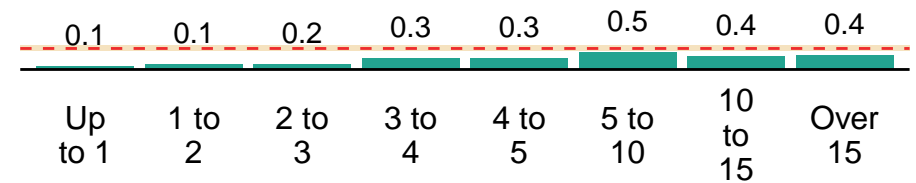
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

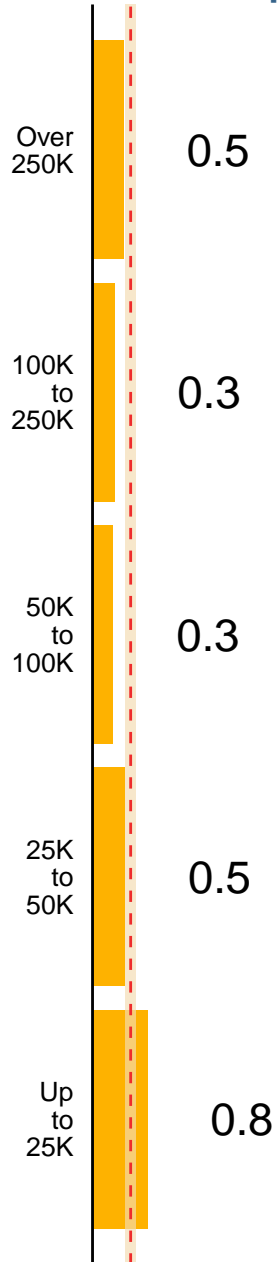


Complaint Rate by Account Tenure (Years)

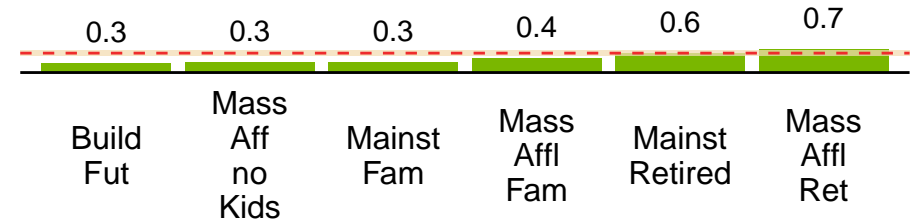


Group #75: Conventional/Loan servicing/Fees/Statements/Loan servicing/Fees/Other (N=135)

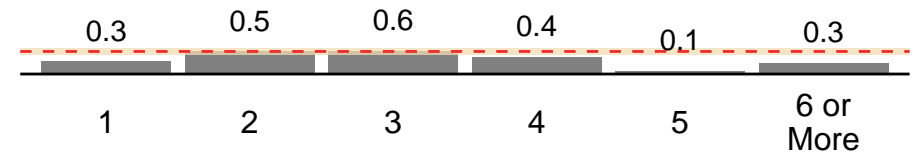
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

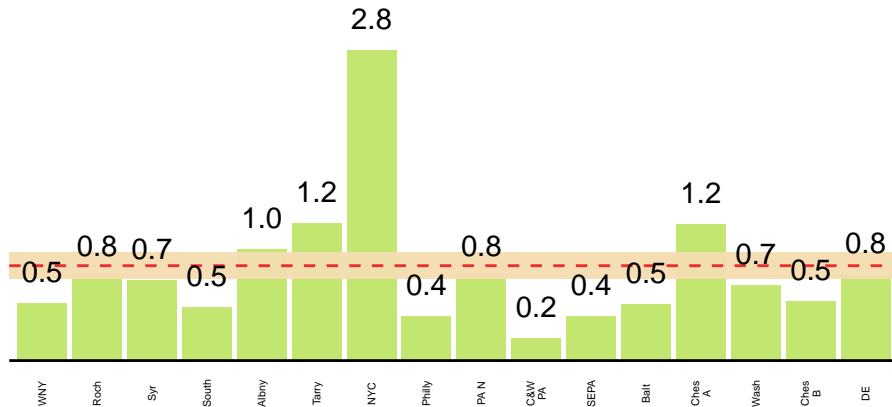


Complaint Rate by Number of HHLD Services

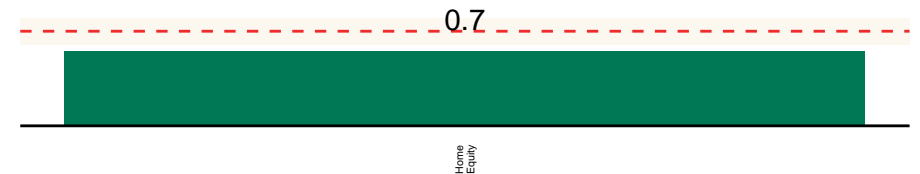


Group #76: Home Equity/Payments & Escrow/Payments/Other (N=134)

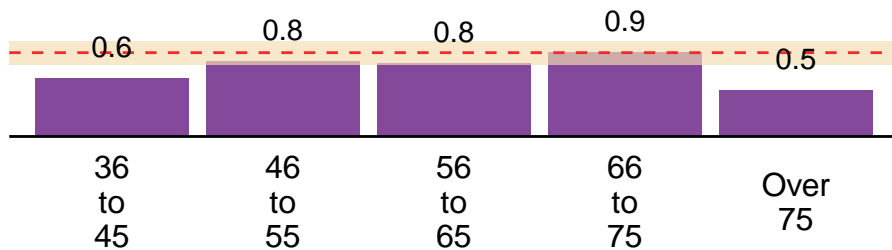
Complaint Rate by Community Bank



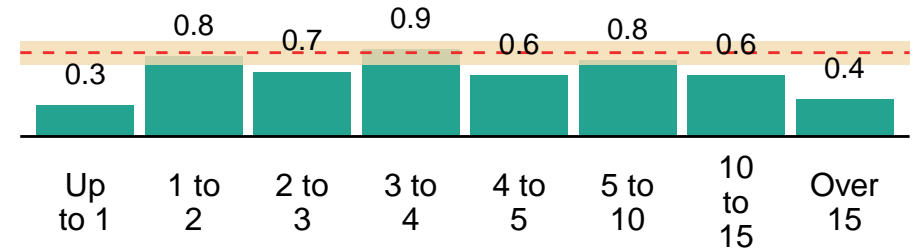
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

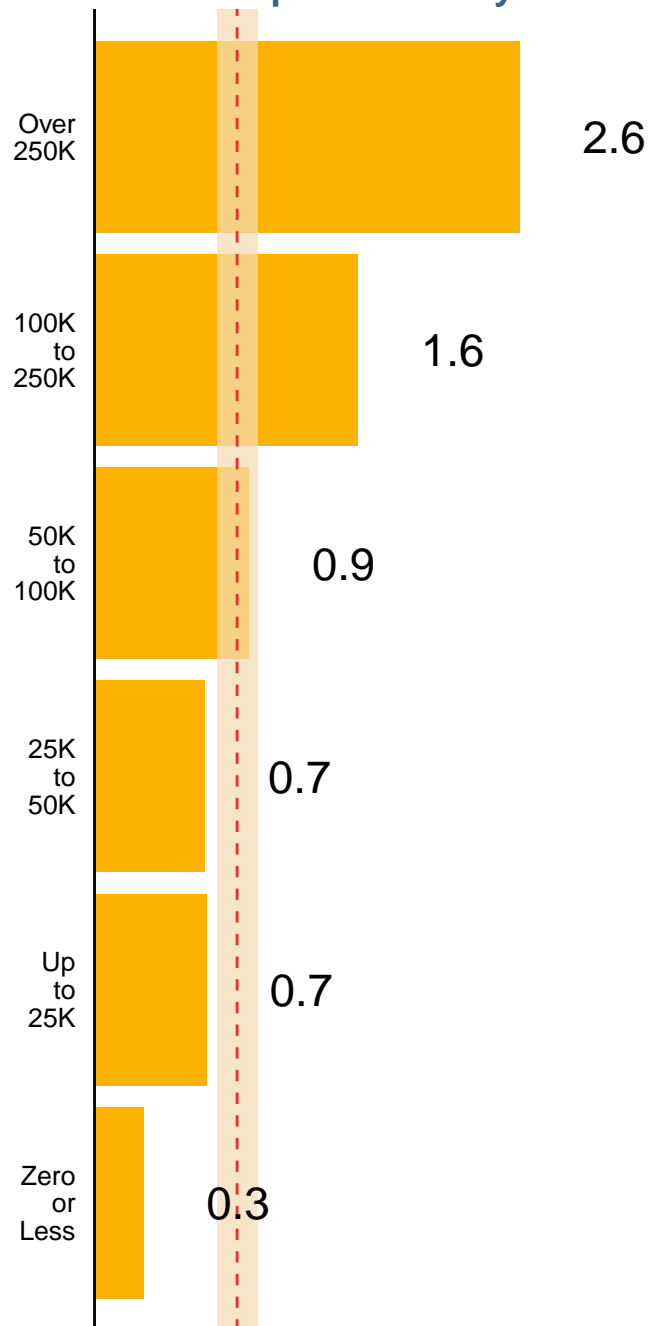


Complaint Rate by Account Tenure (Years)

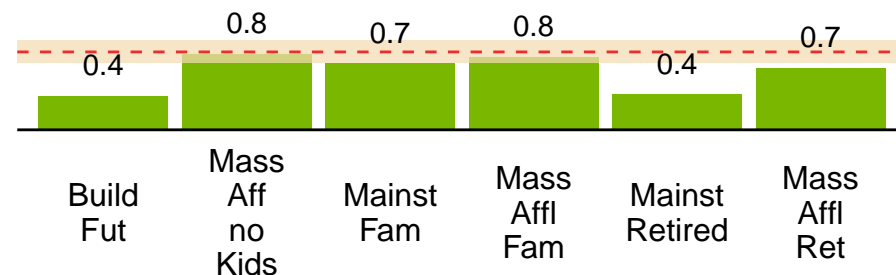


Group #76: Home Equity/Payments & Escrow/Payments/Other (N=134)

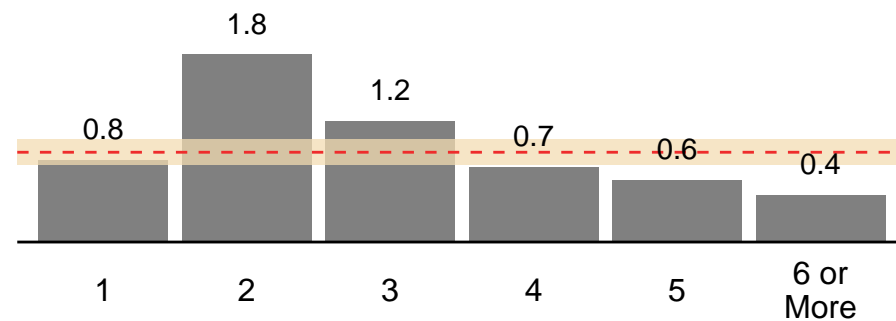
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

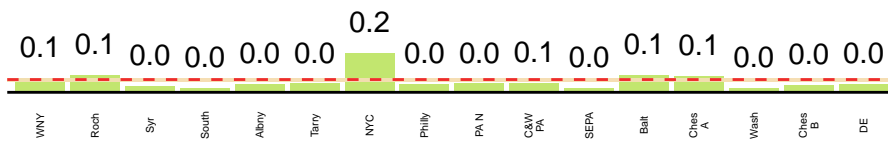


Complaint Rate by Number of HHLD Services

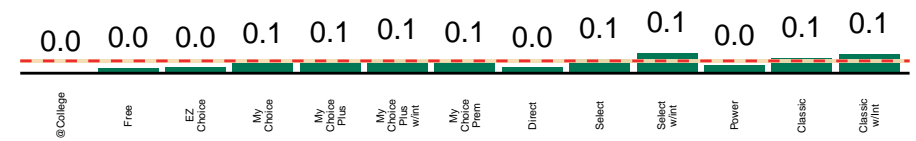


Group #77: Checking account/Account maintenance, opening, or closing/Statements/Statement not received (N=131)

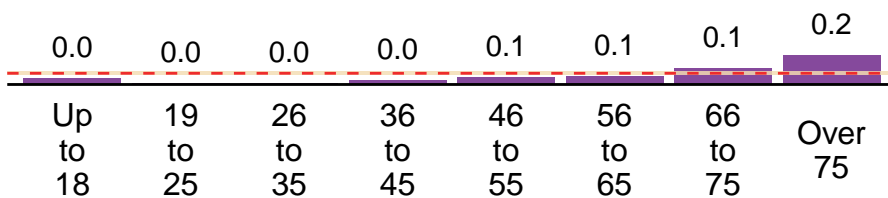
Complaint Rate by Community Bank



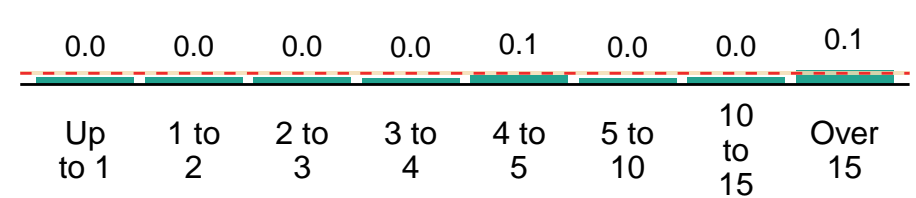
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

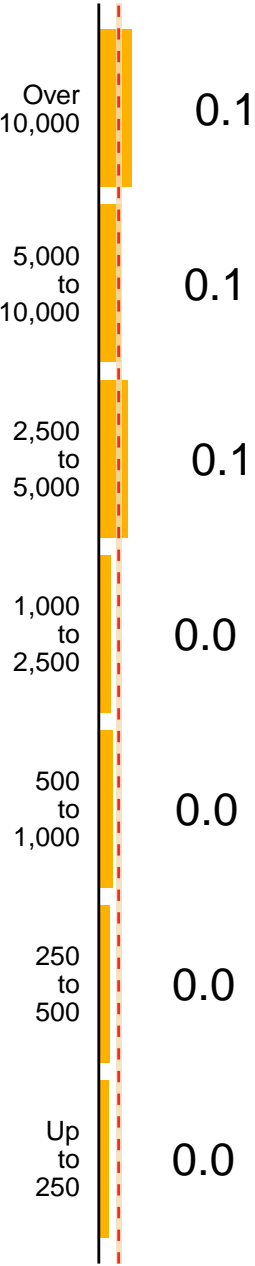


Complaint Rate by Account Tenure (Years)

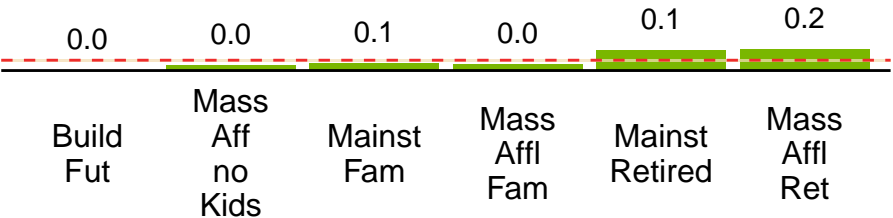


Group #77: Checking account/Account maintenance, opening, or closing/Statements/Statement not received (N=131)

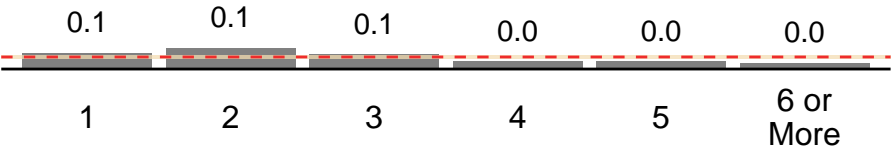
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

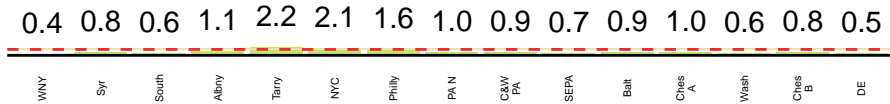


Complaint Rate by Number of HHLD Services

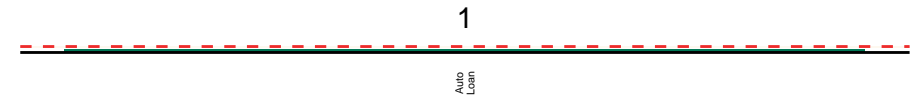


Group #78: Auto Loan/Taking out the loan / Account terms and changes/Other/blank (N=128)

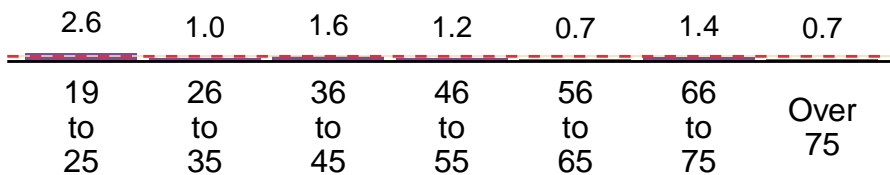
Complaint Rate by Community Bank



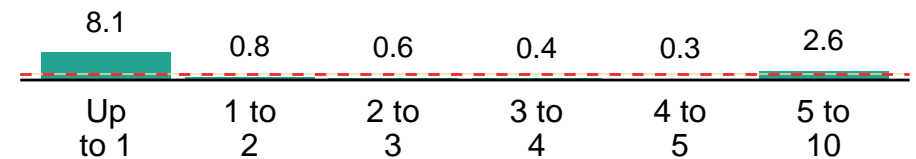
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

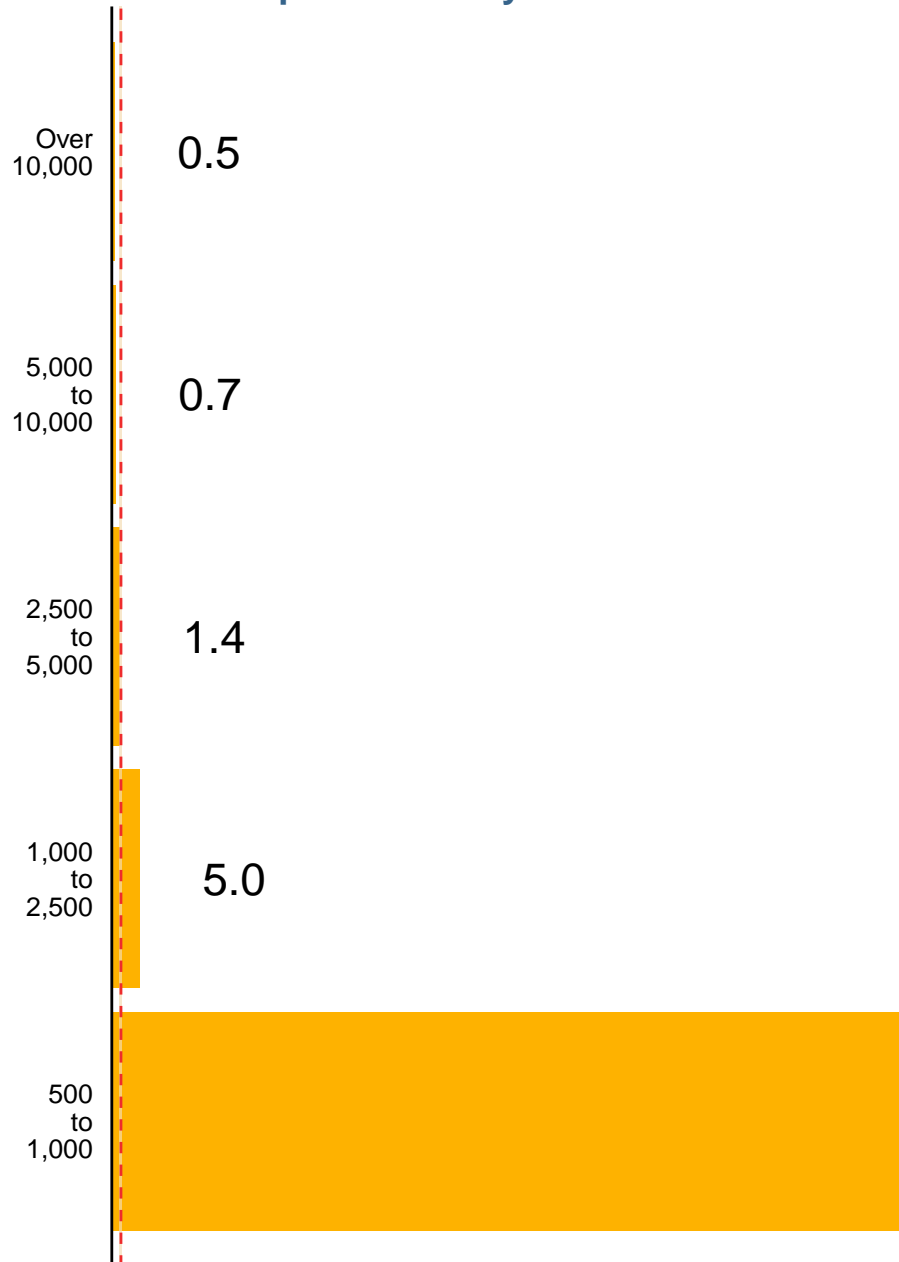


Complaint Rate by Account Tenure (Years)



Group #78: Auto Loan/Taking out the loan / Account terms and changes/Other/blank (N=128)

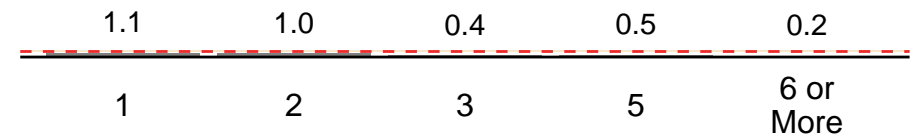
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

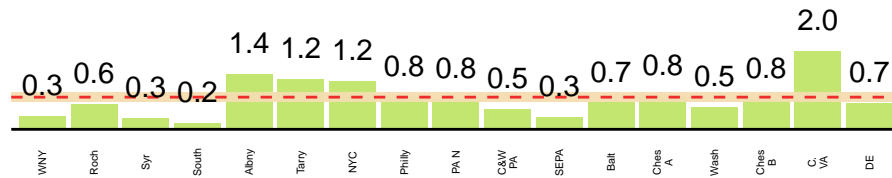


Complaint Rate by Number of HHLD Services

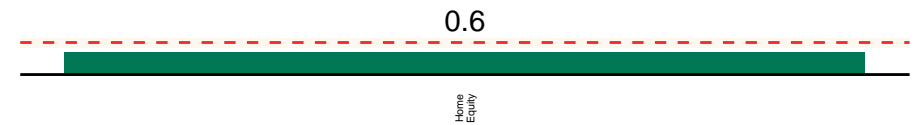


Group #79: Home Equity/Loan servicing/Fees/Statements/Other/blank (N=125)

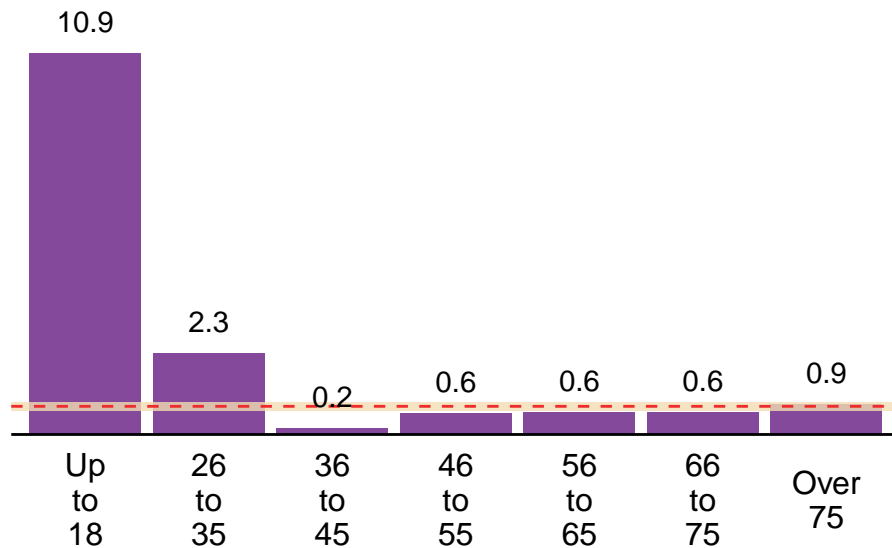
Complaint Rate by Community Bank



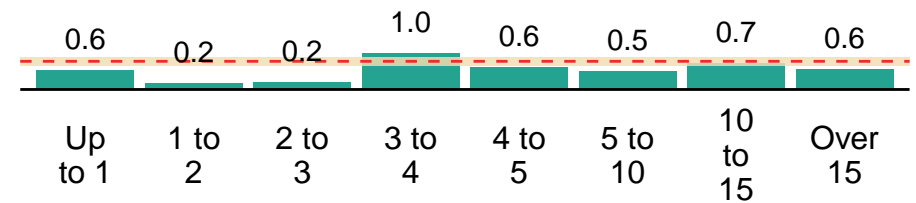
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

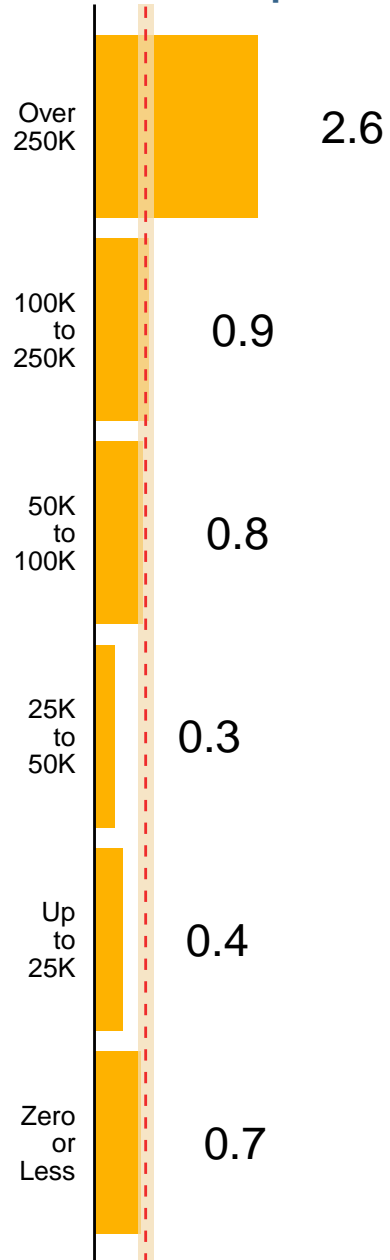


Complaint Rate by Account Tenure (Years)

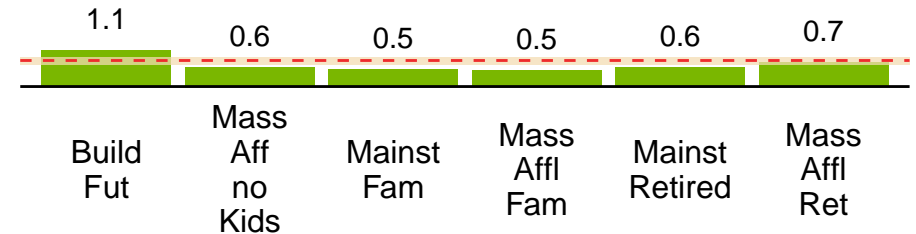


Group #79: Home Equity/Loan servicing/Fees/Statements/Other/blank (N=125)

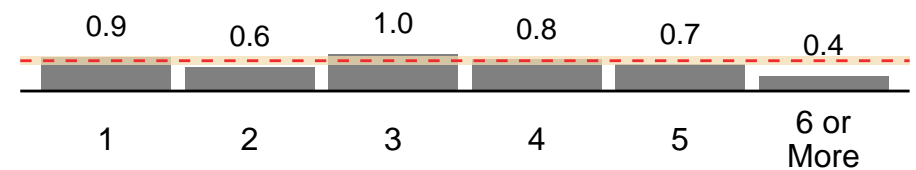
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

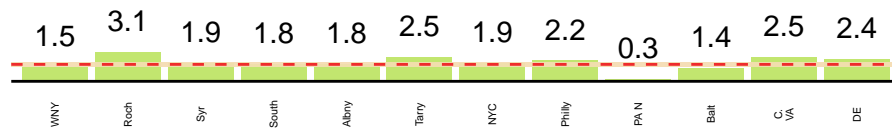


Complaint Rate by Number of HHLD Services

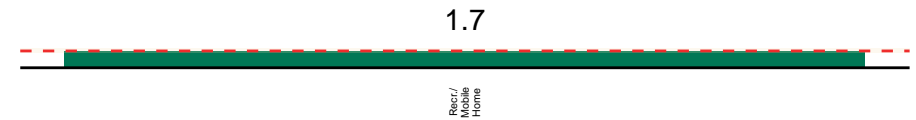


Group #80: Recr./ Mobile Home/Managing the loan, lease, or line of credit/Payments/Other (N=125)

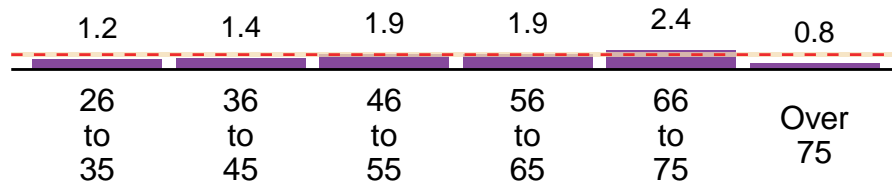
Complaint Rate by Community Bank



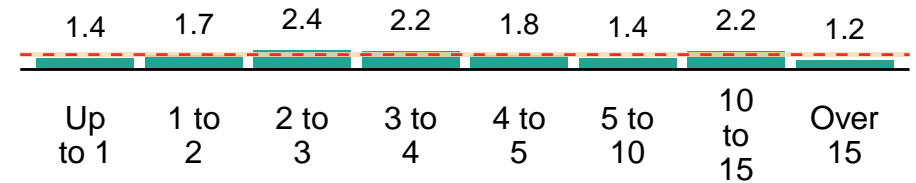
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

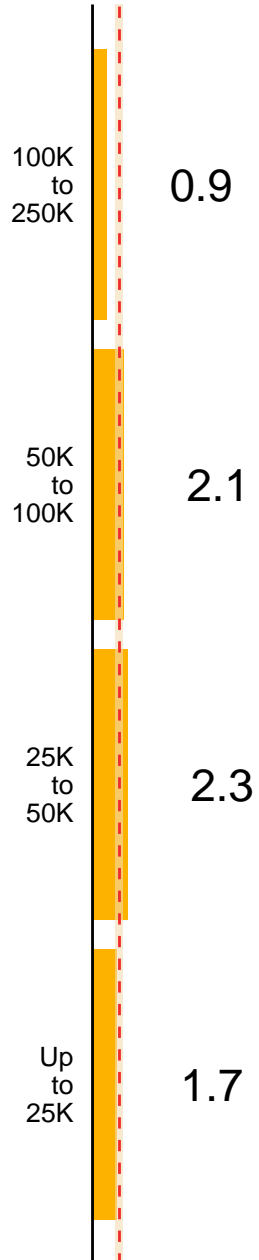


Complaint Rate by Account Tenure (Years)

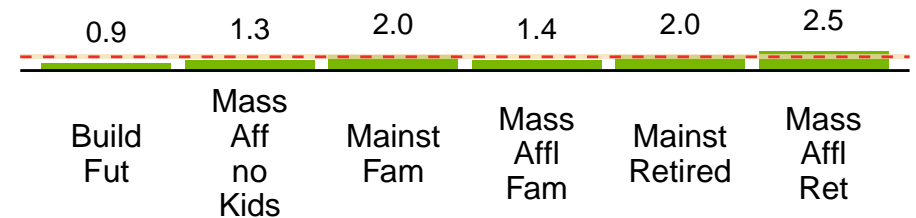


Group #80: Recr./ Mobile Home/Managing the loan, lease, or line of credit/Payments/Other (N=125)

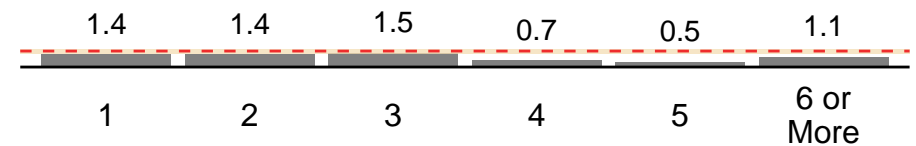
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

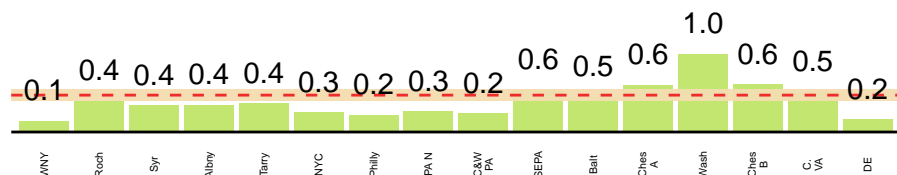


Complaint Rate by Number of HHLD Services

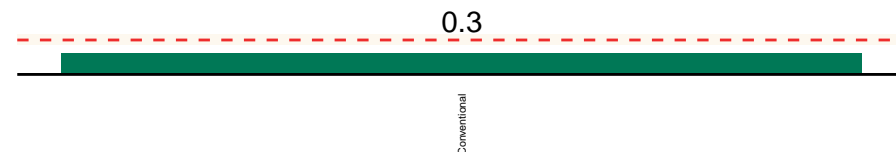


Group #81: Conventional/Loan servicing/Fees/Statements/Statements & Documentation/Incorrect statement (N=121)

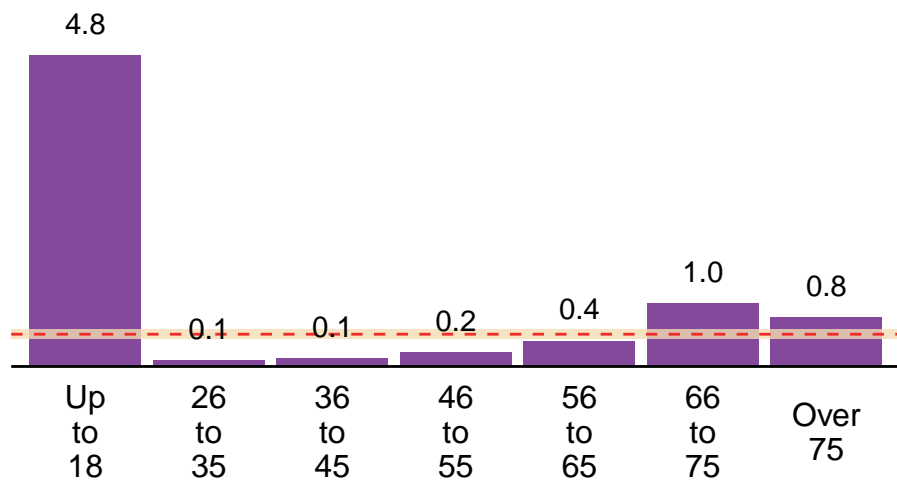
Complaint Rate by Community Bank



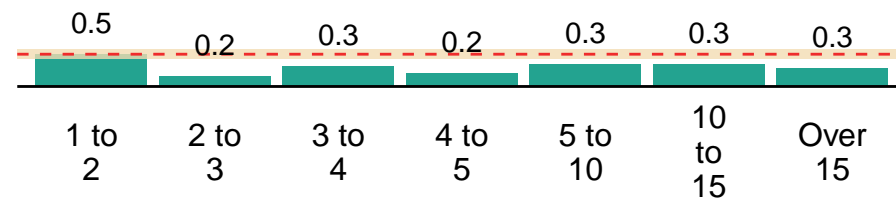
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

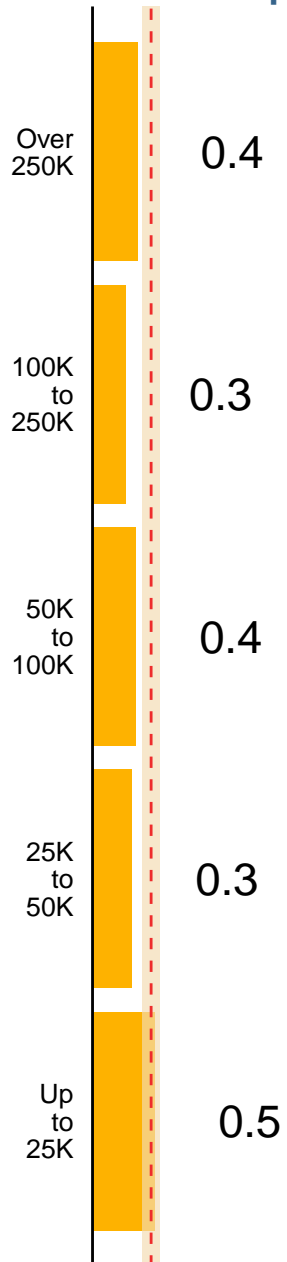


Complaint Rate by Account Tenure (Years)

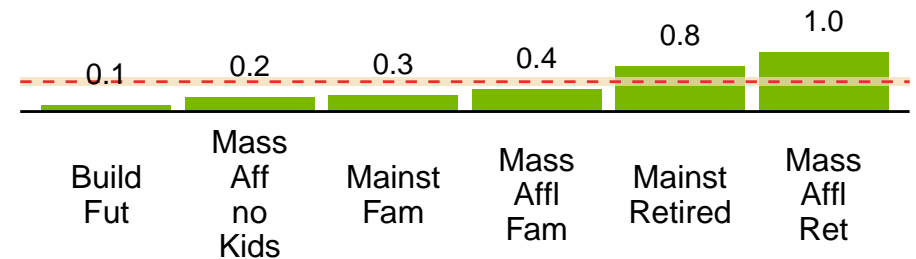


Group #81: Conventional/Loan servicing/Fees/Statements/Statements & Documentation/Incorrect statement (N=121)

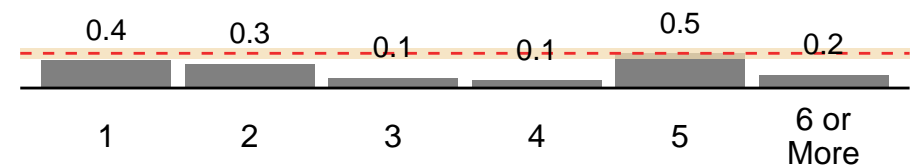
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

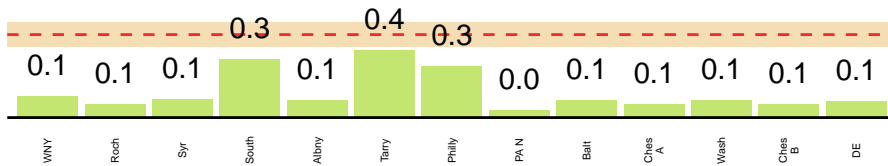


Complaint Rate by Number of HHLD Services

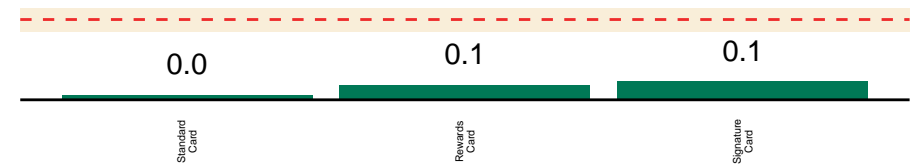


Group #82: Credit Card/Servicing/blank/Foreign travel (N=121)

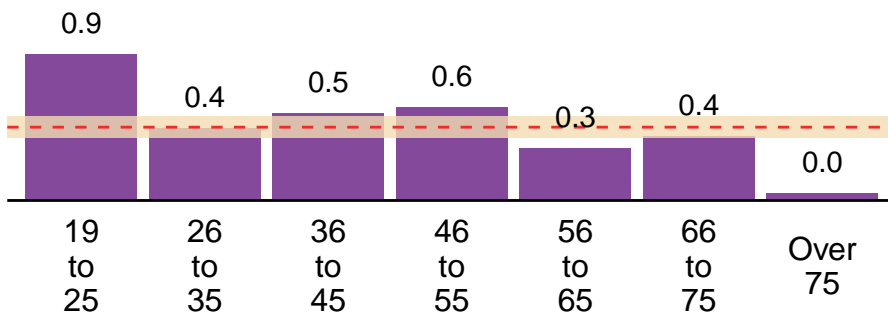
Complaint Rate by Community Bank



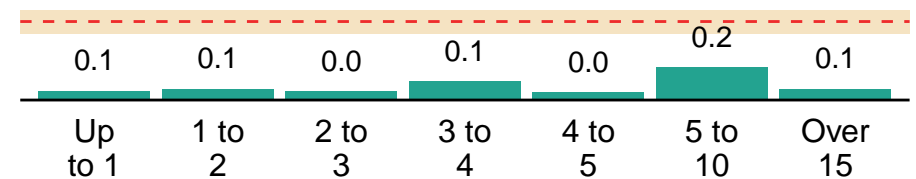
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

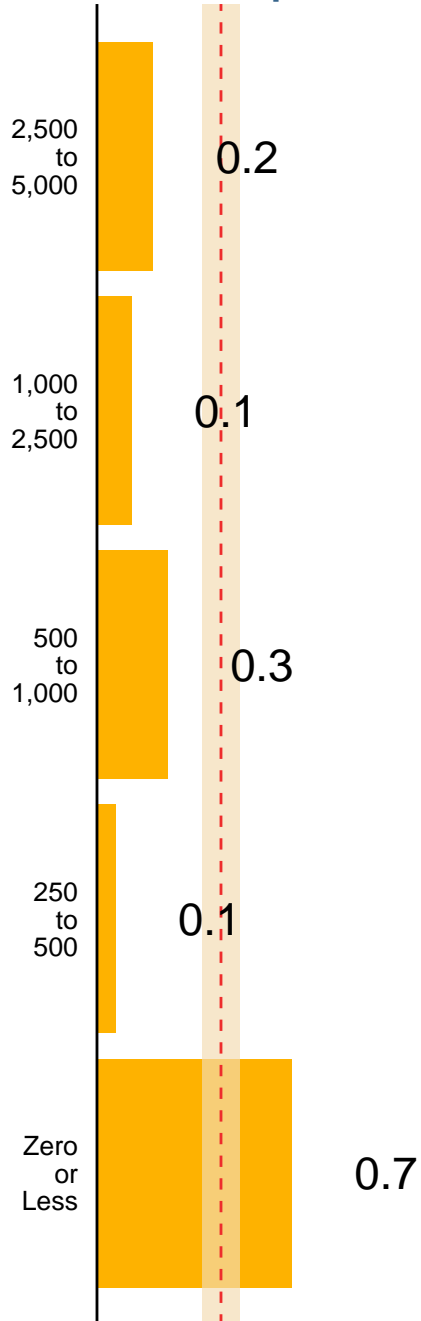


Complaint Rate by Account Tenure (Years)

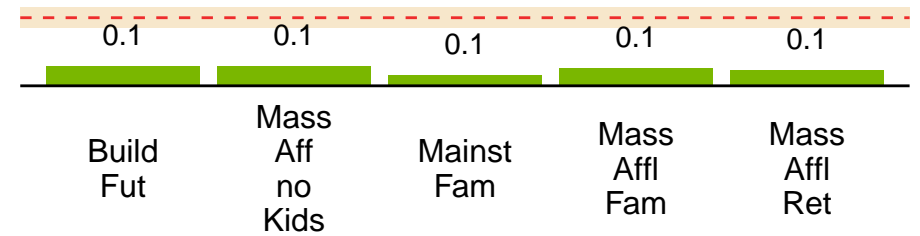


Group #82: Credit Card/Servicing/blank/Foreign travel (N=121)

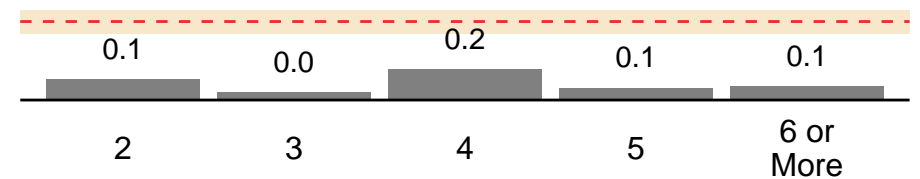
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

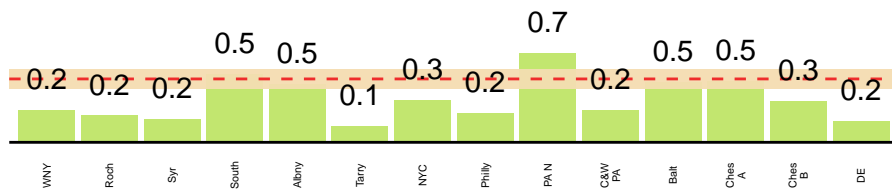


Complaint Rate by Number of HHLD Services

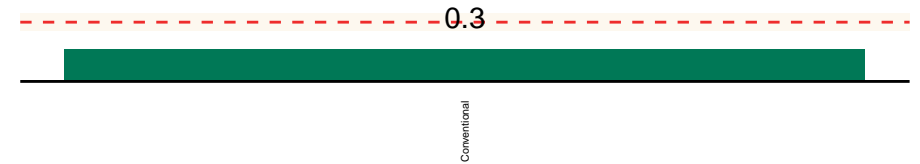


Group #83: Conventional/Loan servicing/Fees/Statements/Other/blank (N=119)

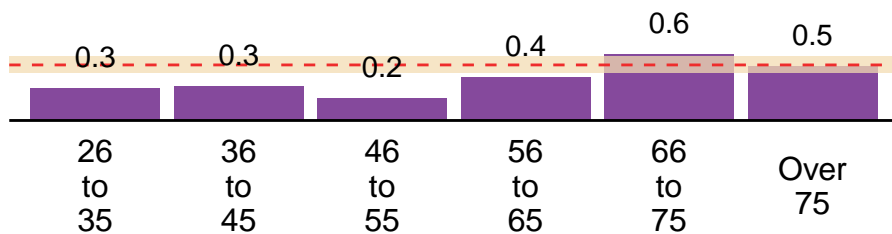
Complaint Rate by Community Bank



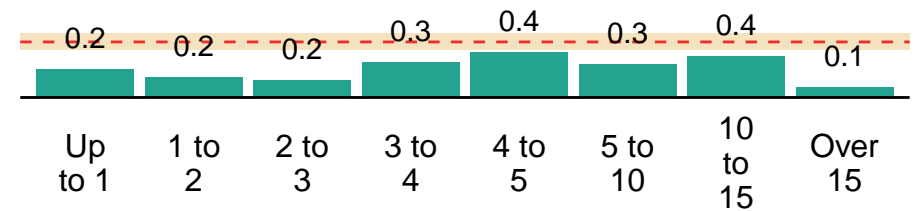
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

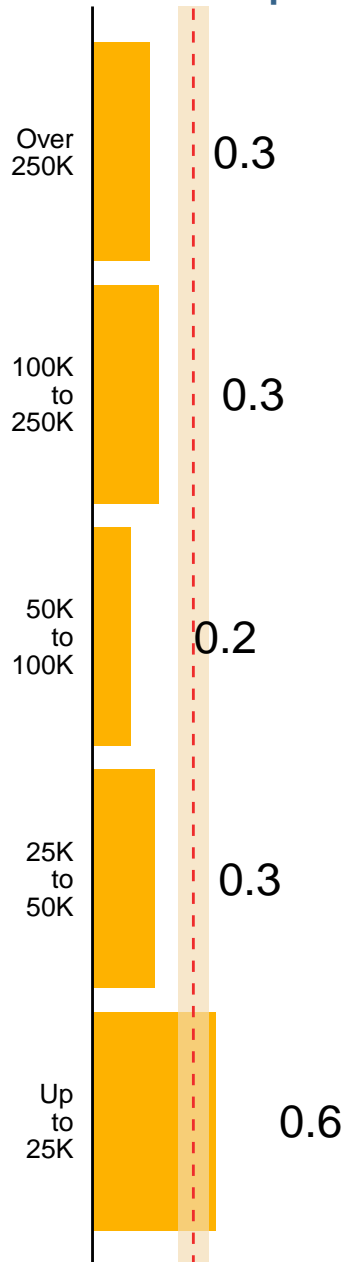


Complaint Rate by Account Tenure (Years)

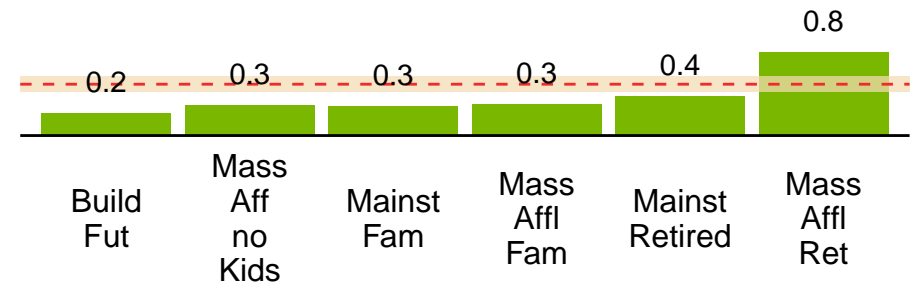


Group #83: Conventional/Loan servicing/Fees/Statements/Other/blank (N=119)

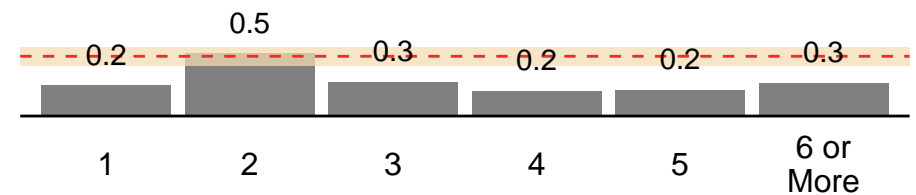
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

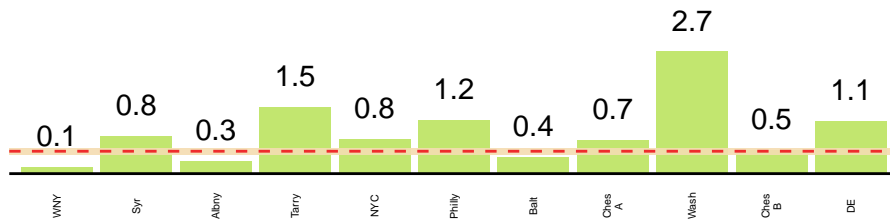


Complaint Rate by Number of HHLD Services

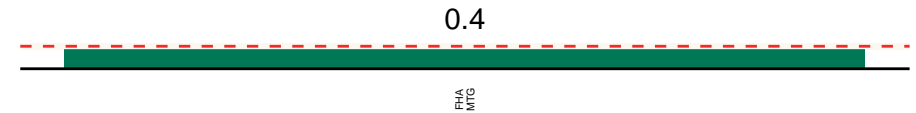


Group #84: FHA MTG/Payments & Escrow/Payments/Other (N=119)

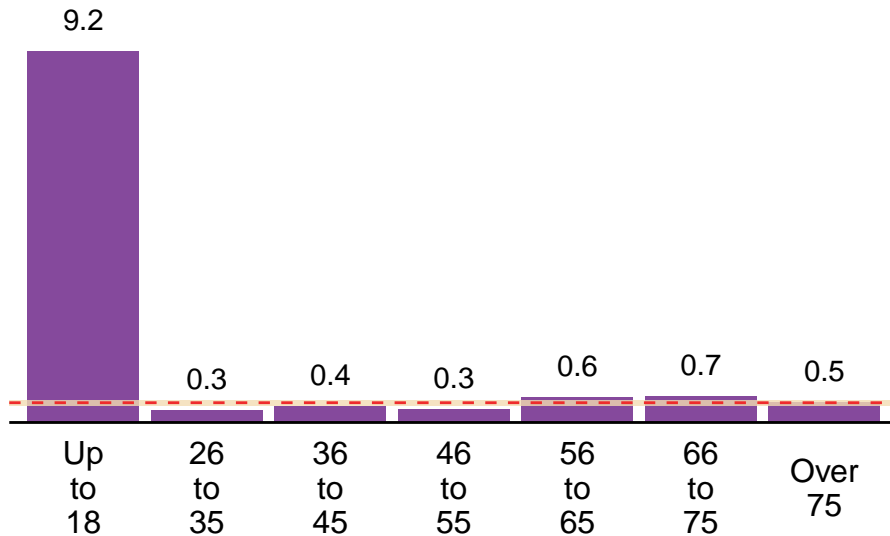
Complaint Rate by Community Bank



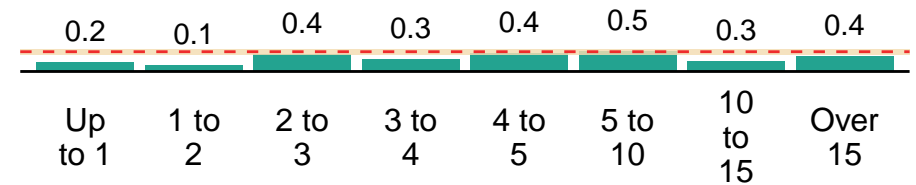
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

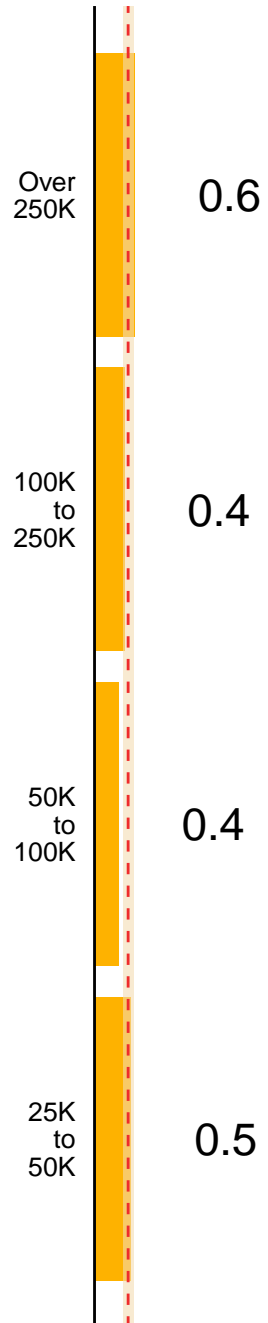


Complaint Rate by Account Tenure (Years)

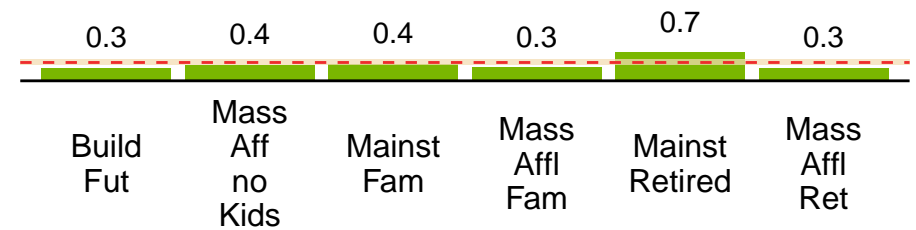


Group #84: FHA MTG/Payments & Escrow/Payments/Other (N=119)

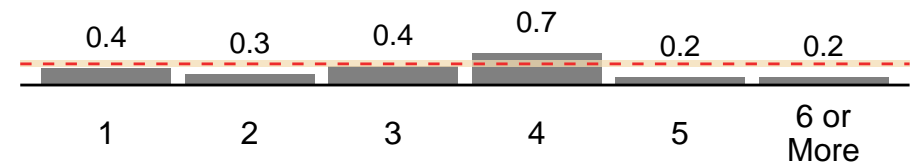
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

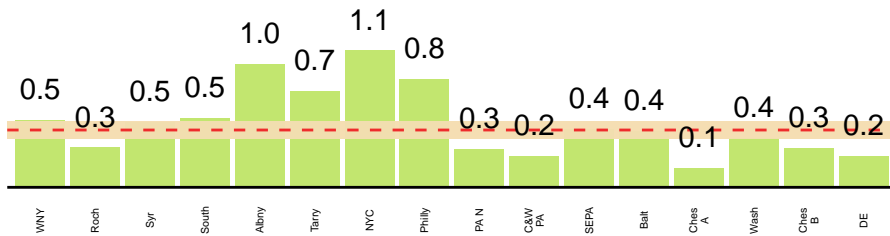


Complaint Rate by Number of HHLD Services

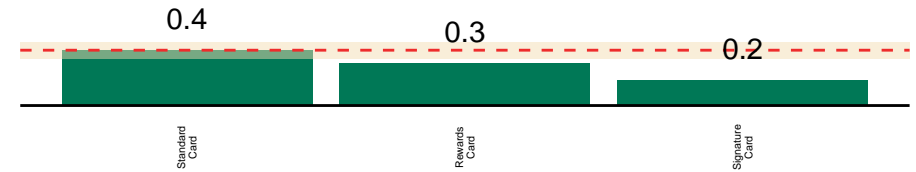


Group #85: Credit Card/Fees & interest/blank/Overdraft transfer fee (N=118)

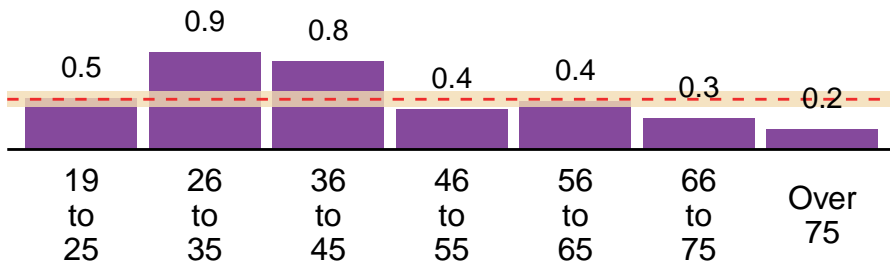
Complaint Rate by Community Bank



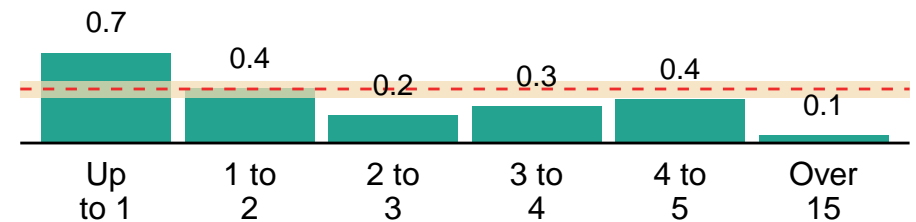
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

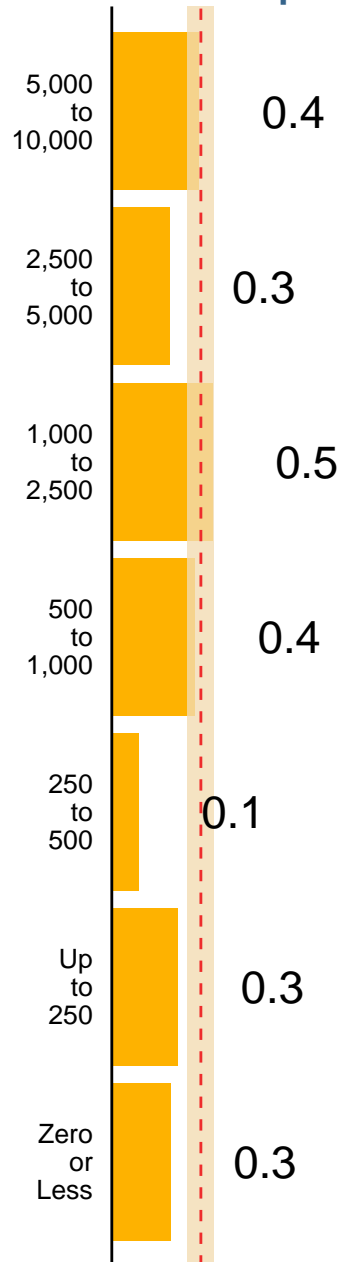


Complaint Rate by Account Tenure (Years)

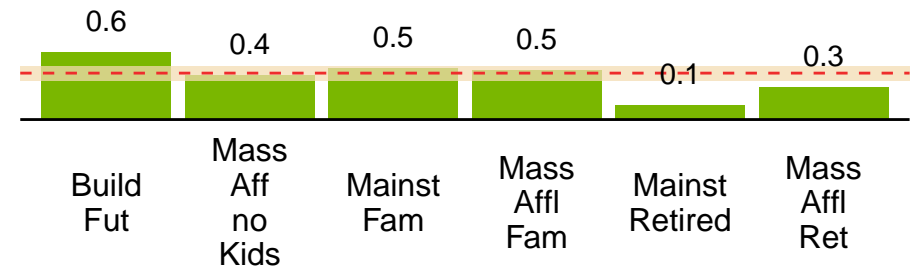


Group #85: Credit Card/Fees & interest/blank/Overdraft transfer fee (N=118)

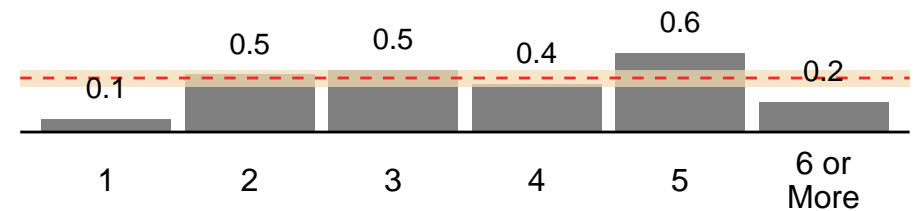
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

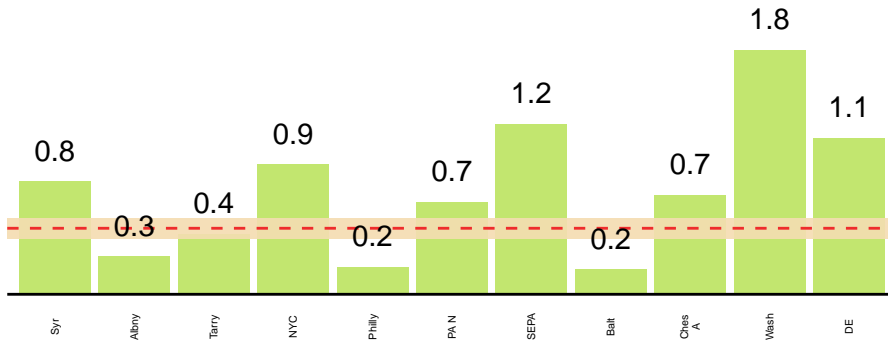


Complaint Rate by Number of HHLD Services

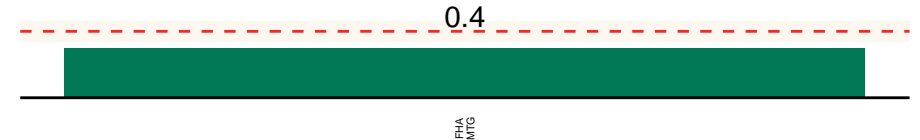


Group #86: FHA MTG/Loan servicing/Fees/Statements/Other/blank (N=117)

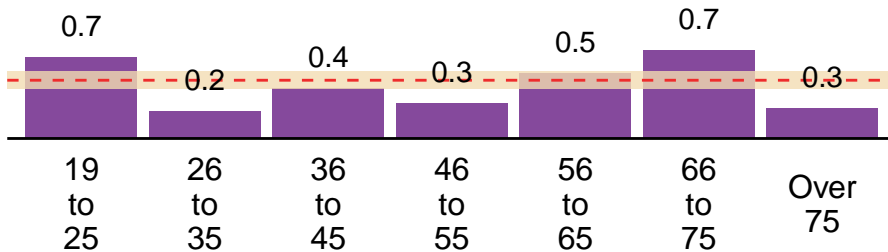
Complaint Rate by Community Bank



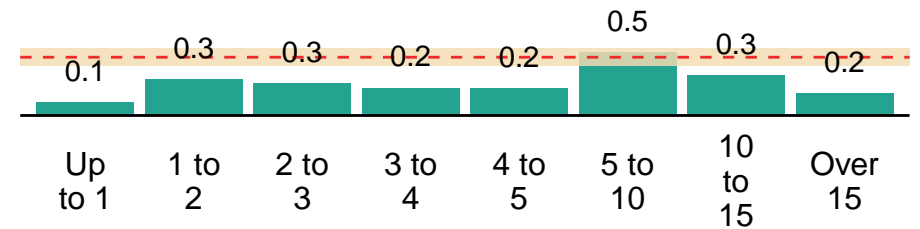
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

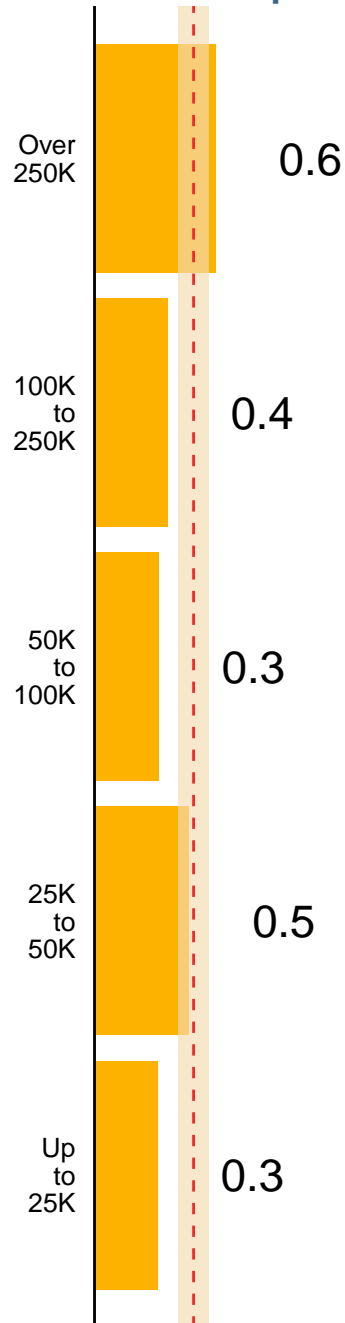


Complaint Rate by Account Tenure (Years)

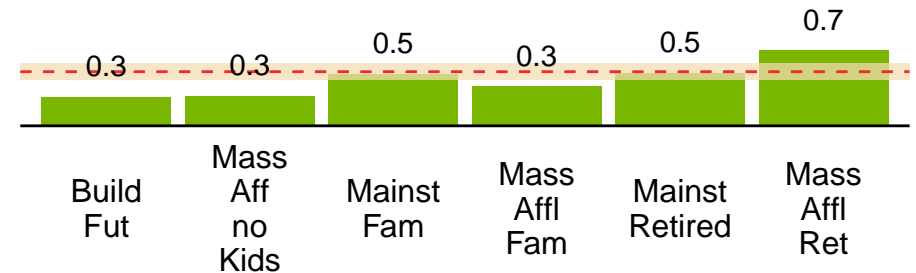


Group #86: FHA MTG/Loan servicing/Fees/Statements/Other/blank (N=117)

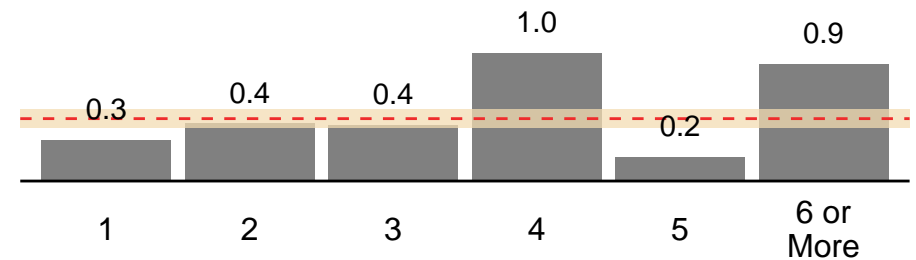
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

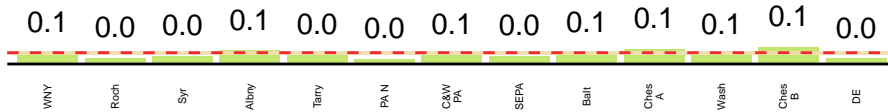


Complaint Rate by Number of HHLD Services

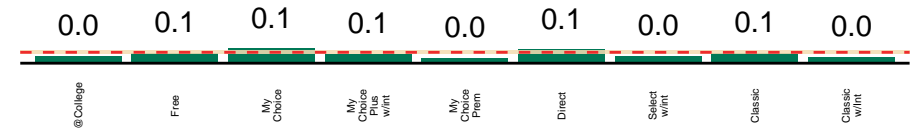


Group #87: Checking account/Deposits or withdrawals/Check cashing/Check Cashing Policy (N=116)

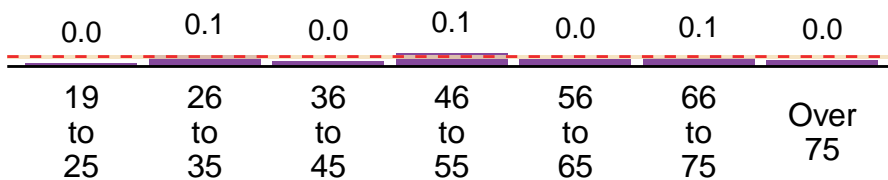
Complaint Rate by Community Bank



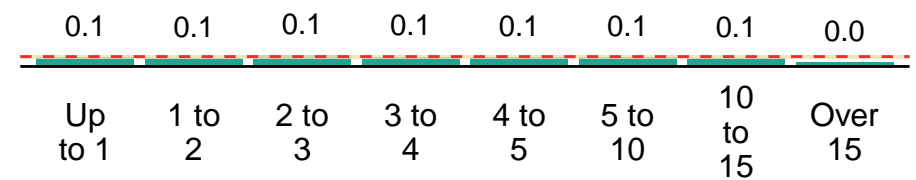
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

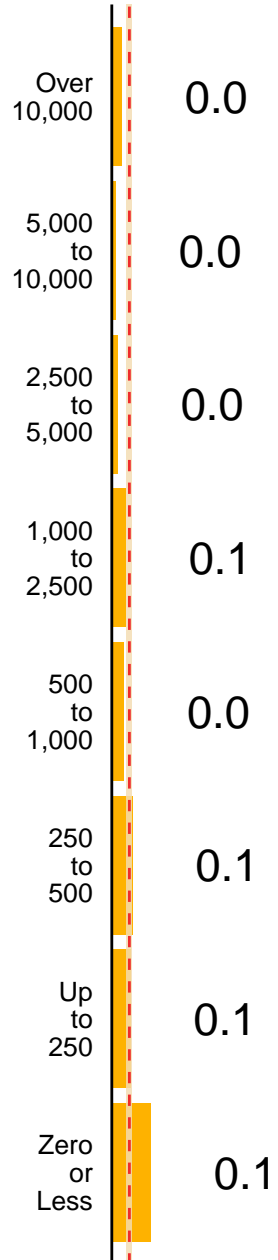


Complaint Rate by Account Tenure (Years)



Group #87: Checking account/Deposits or withdrawals/Check cashing/Check Cashing Policy (N=116)

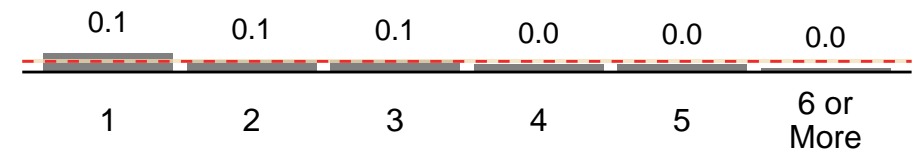
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

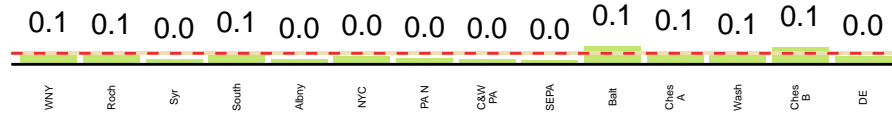


Complaint Rate by Number of HHLD Services

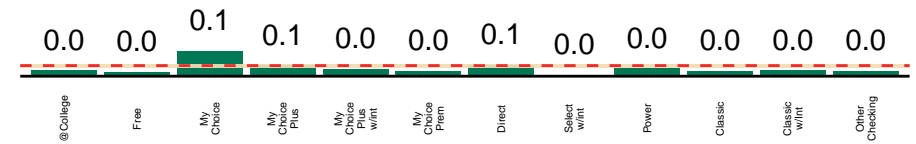


Group #88: Checking account/Account maintenance, opening, or closing/Fees/Fee clarity (N=113)

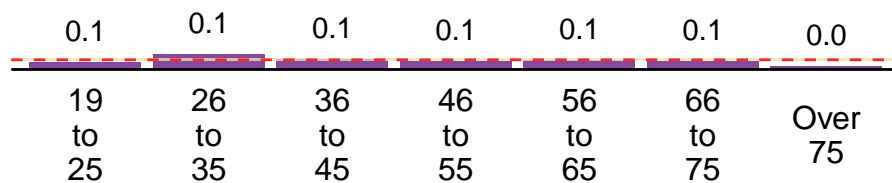
Complaint Rate by Community Bank



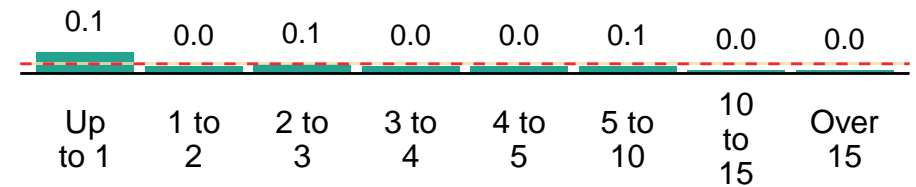
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

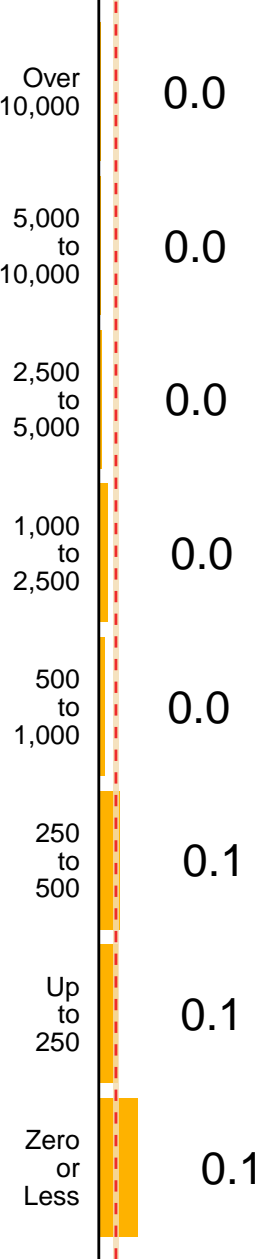


Complaint Rate by Account Tenure (Years)

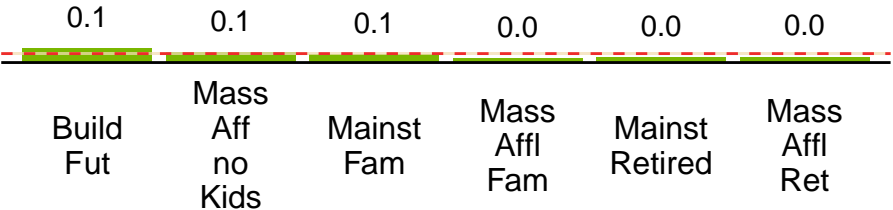


Group #88: Checking account/Account maintenance, opening, or closing/Fees/Fee clarity (N=113)

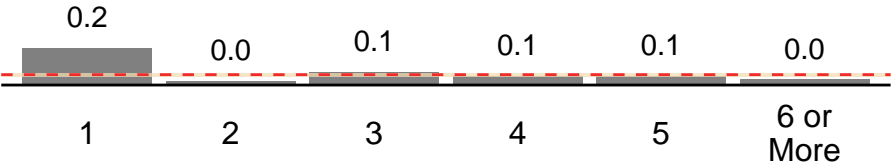
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

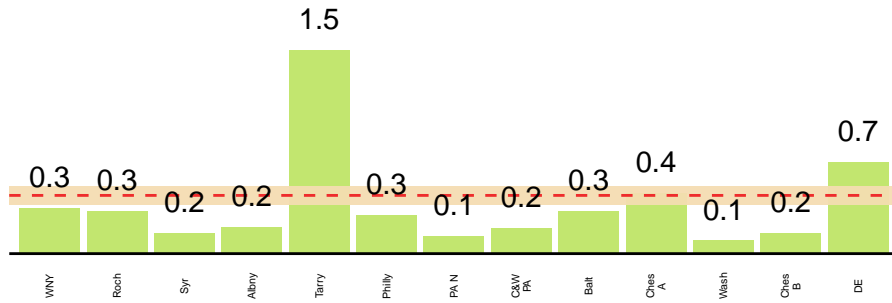


Complaint Rate by Number of HHLD Services

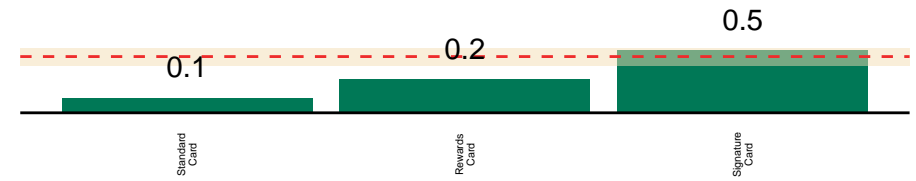


Group #89: Credit Card/Card issues/blank/Card not received (N=113)

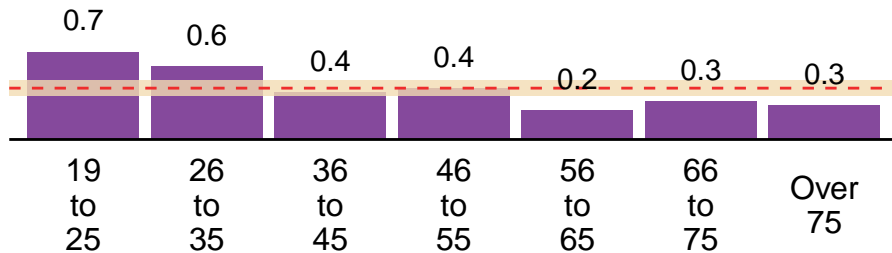
Complaint Rate by Community Bank



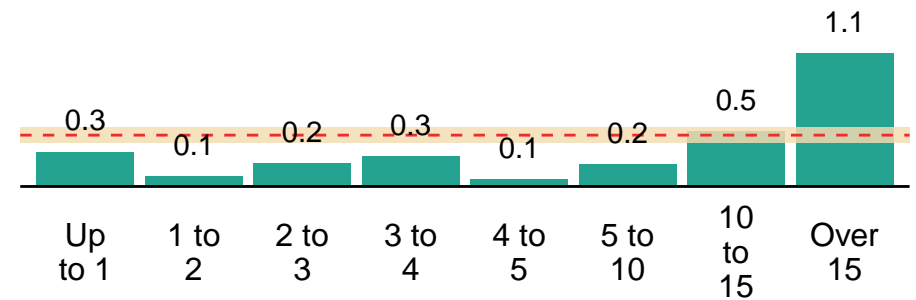
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

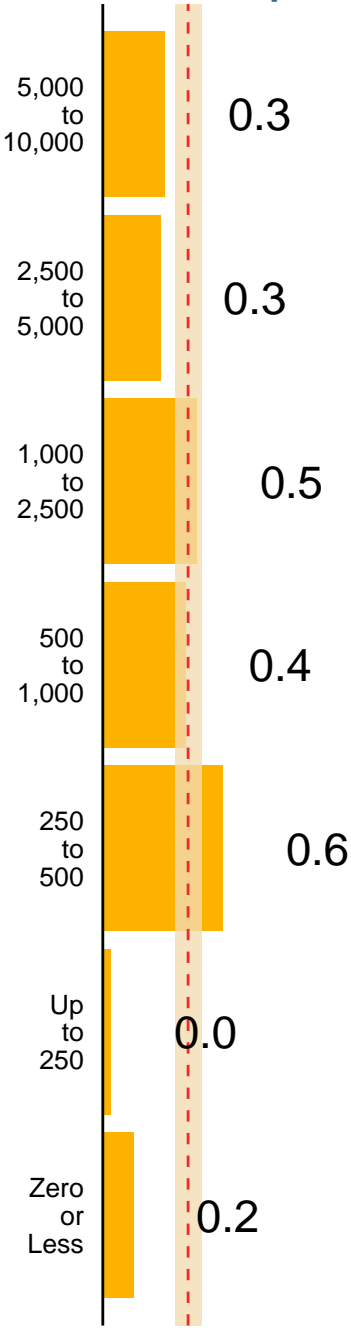


Complaint Rate by Account Tenure (Years)

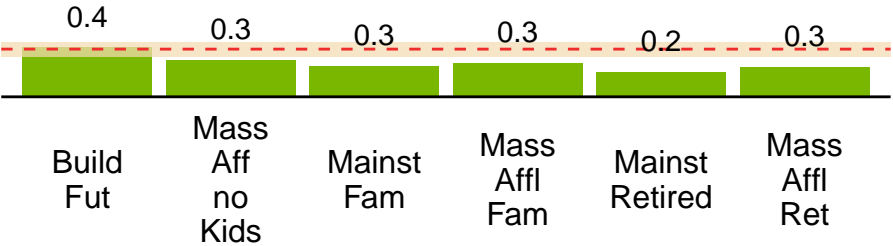


Group #89: Credit Card/Card issues/blank/Card not received (N=113)

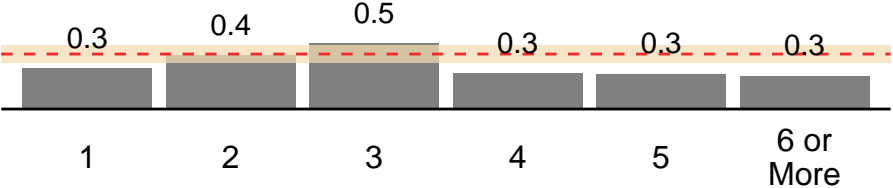
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

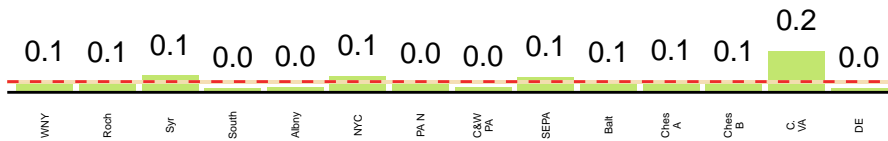


Complaint Rate by Number of HHLD Services

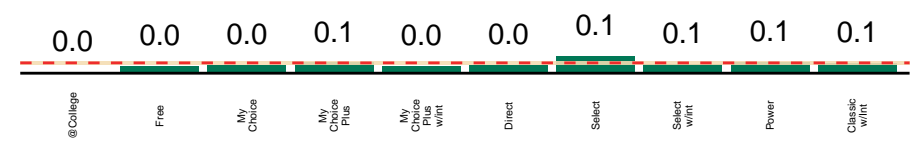


Group #90: Checking account/Deposits or withdrawals/Check cashing/Other (N=110)

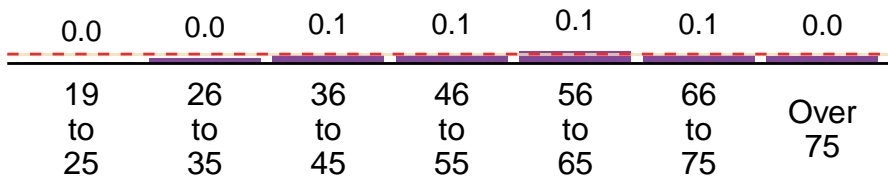
Complaint Rate by Community Bank



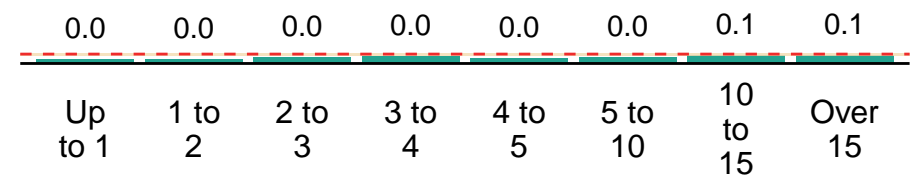
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

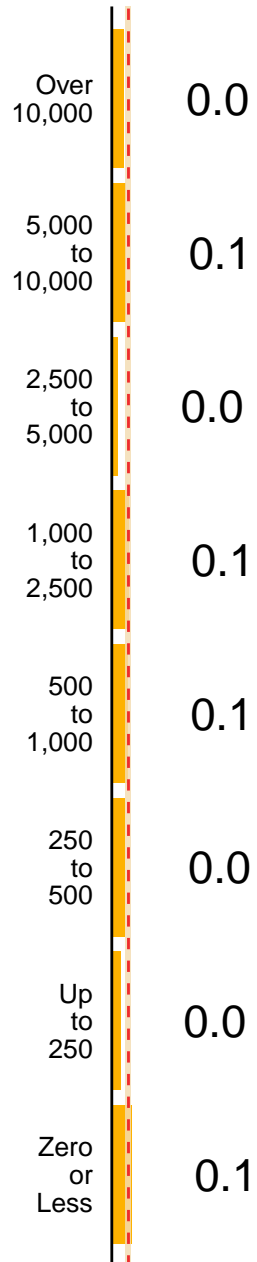


Complaint Rate by Account Tenure (Years)

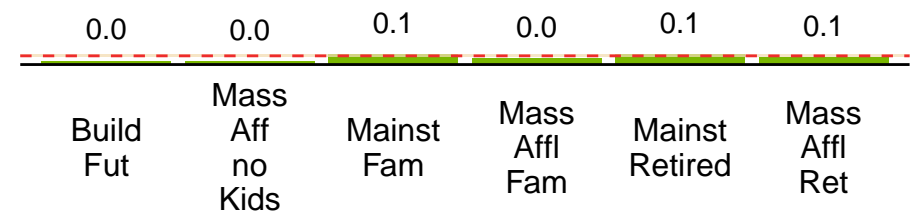


Group #90: Checking account/Deposits or withdrawals/Check cashing/Other (N=110)

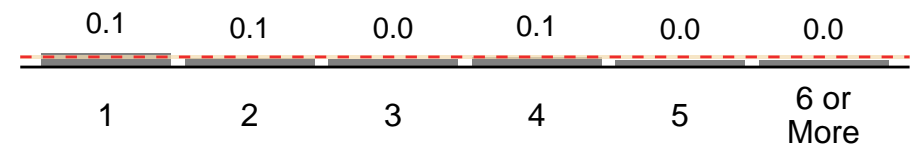
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

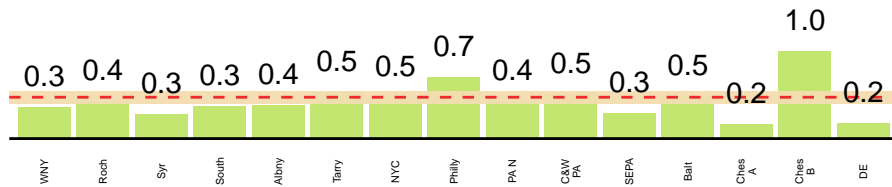


Complaint Rate by Number of HHLD Services

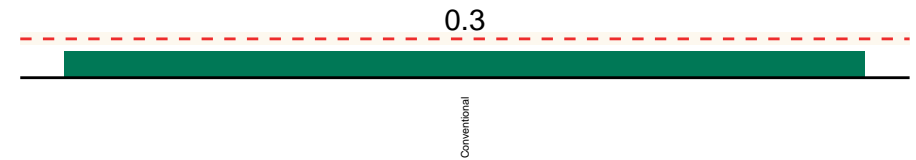


Group #91: Conventional/Payments & Escrow/Payments/Other (N=110)

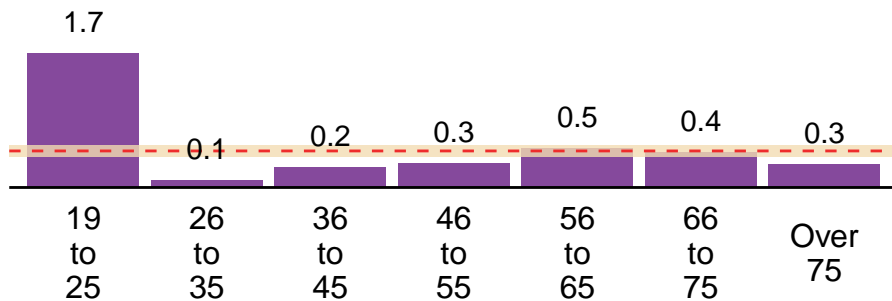
Complaint Rate by Community Bank



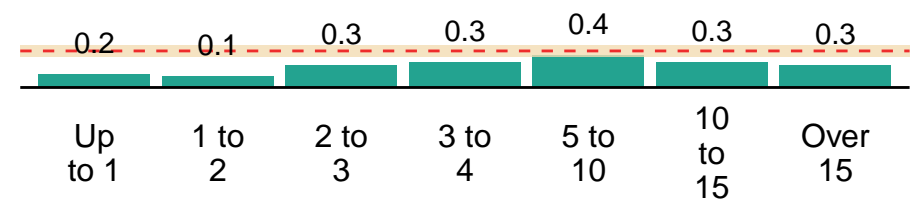
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

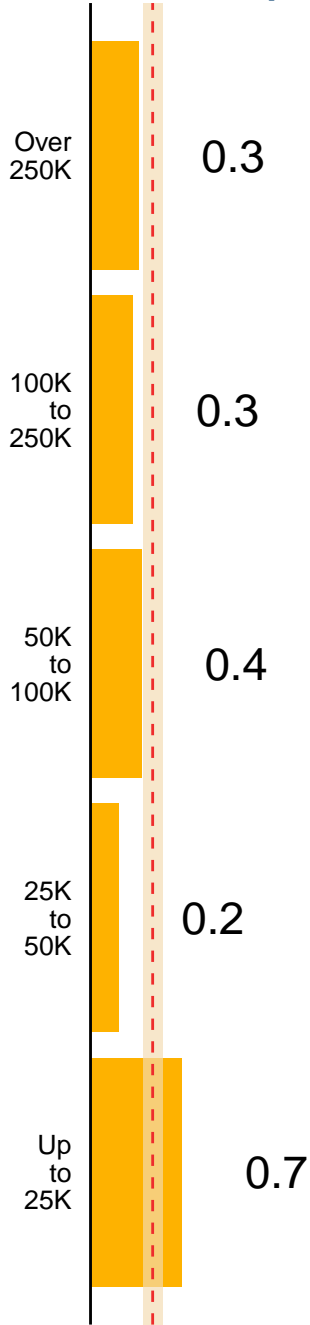


Complaint Rate by Account Tenure (Years)

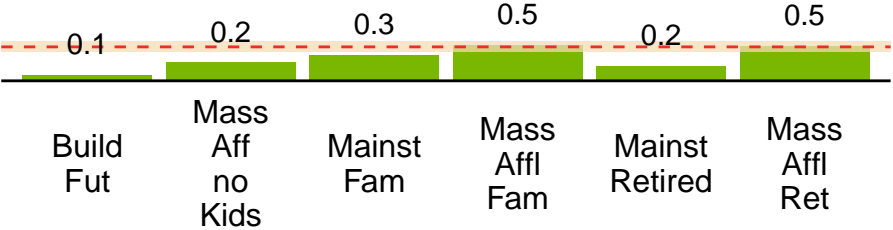


Group #91: Conventional/Payments & Escrow/Payments/Other (N=110)

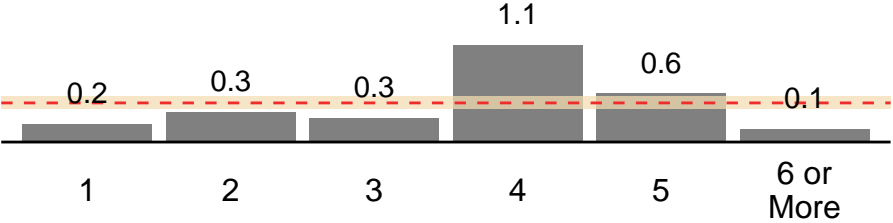
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

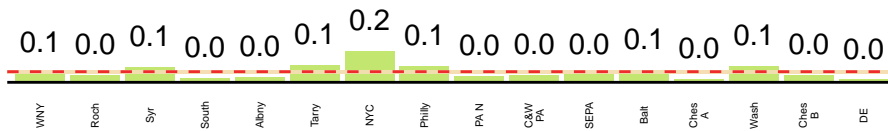


Complaint Rate by Number of HHLD Services

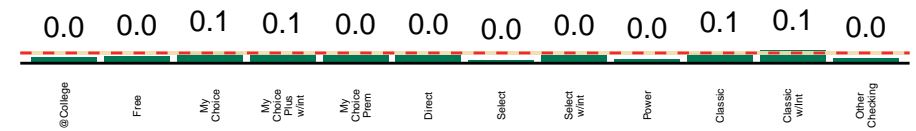


Group #92: Checking account/Deposits or withdrawals/Lost or missing funds/Other (N=109)

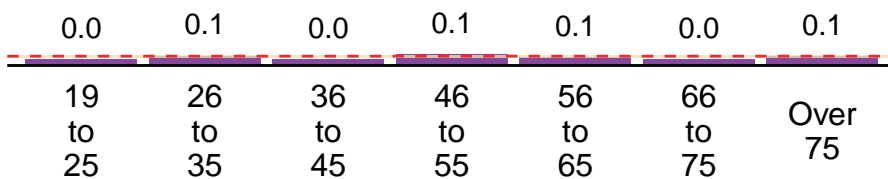
Complaint Rate by Community Bank



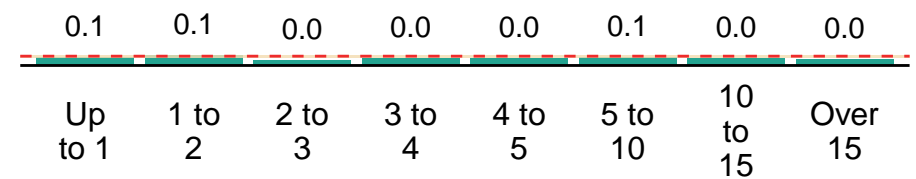
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

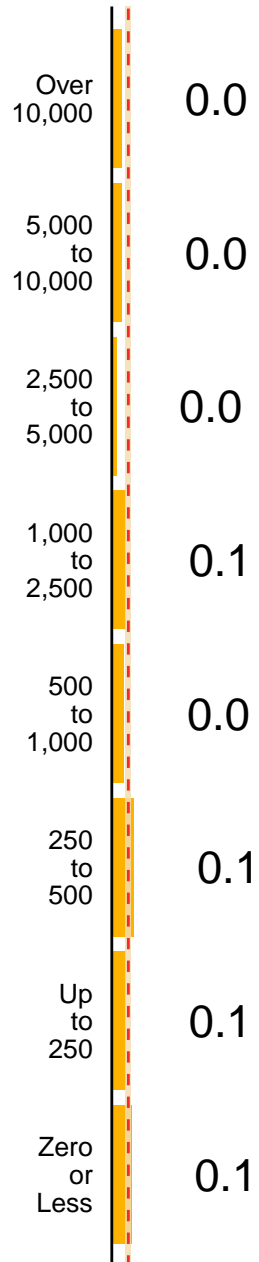


Complaint Rate by Account Tenure (Years)

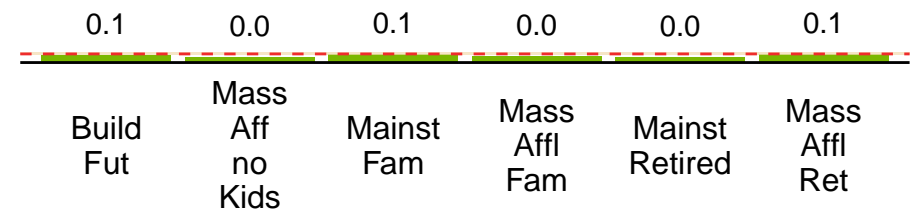


Group #92: Checking account/Deposits or withdrawals/Lost or missing funds/Other (N=109)

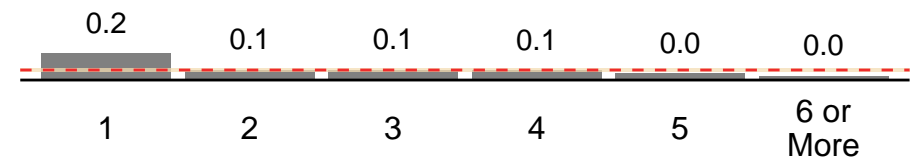
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

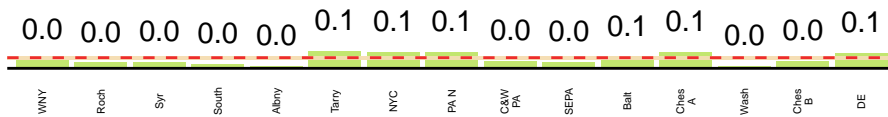


Complaint Rate by Number of HHLD Services

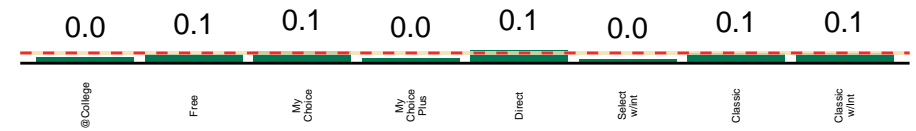


Group #93: Checking account/Using a debit, ATM, or custom card/ATM problems/Other (N=109)

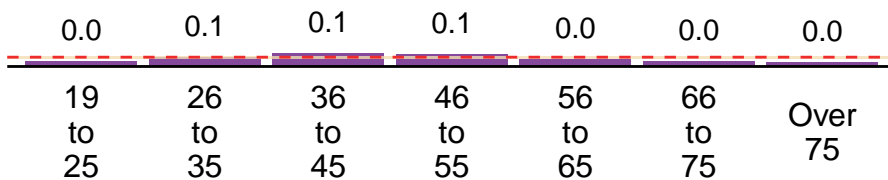
Complaint Rate by Community Bank



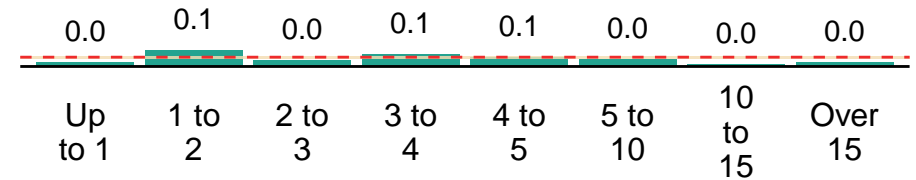
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

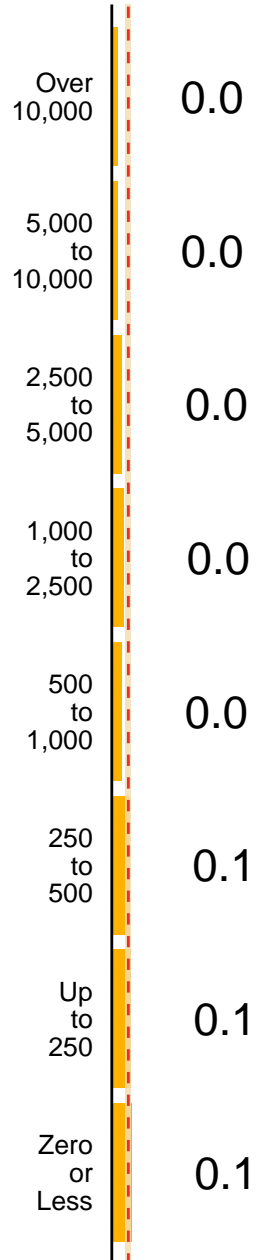


Complaint Rate by Account Tenure (Years)

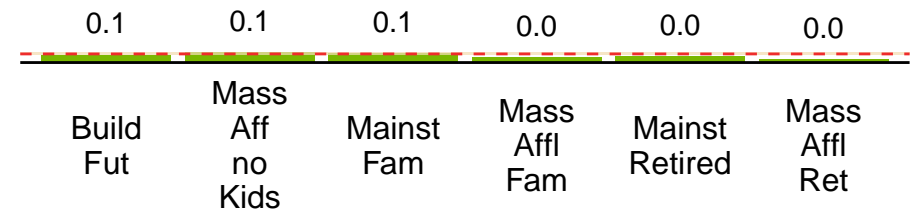


Group #93: Checking account/Using a debit, ATM, or custom card/ATM problems/Other (N=109)

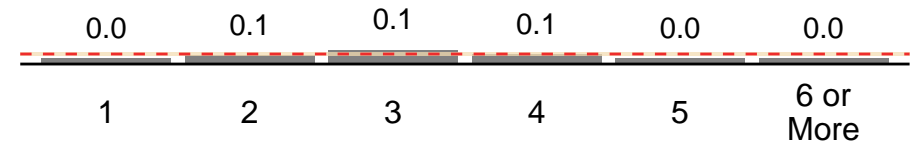
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

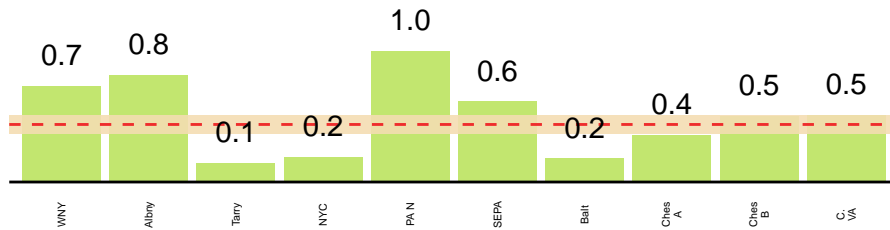


Complaint Rate by Number of HHLD Services

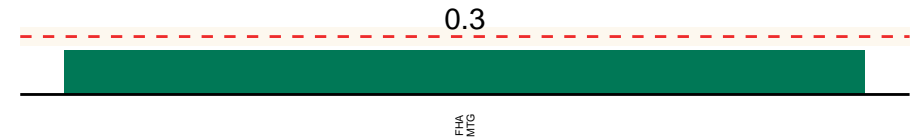


Group #94: FHA MTG/Loan servicing/Fees/Statements/Loan servicing/Fees/Other (N=108)

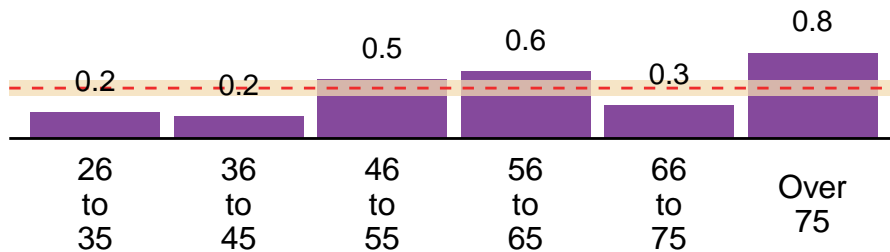
Complaint Rate by Community Bank



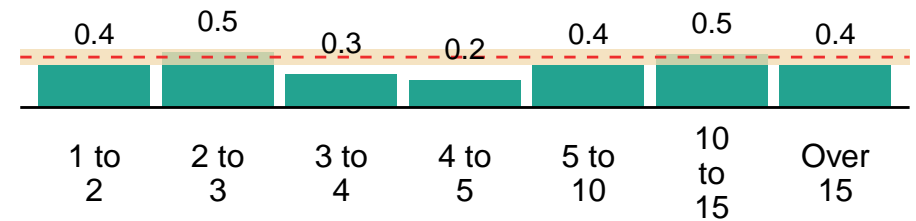
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

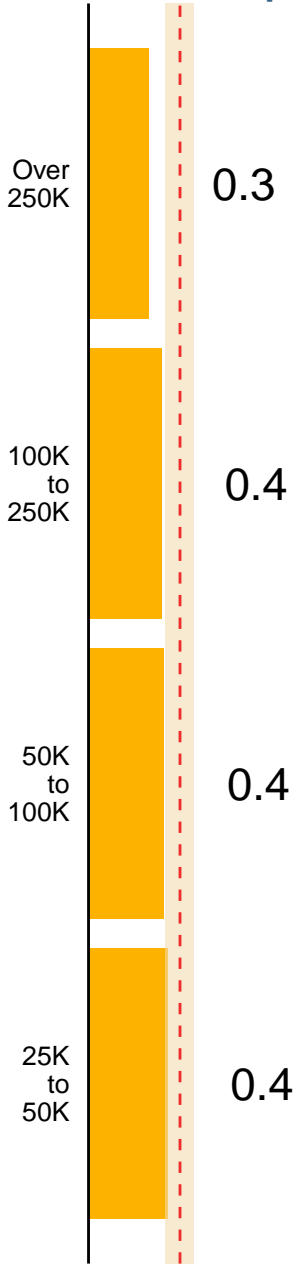


Complaint Rate by Account Tenure (Years)

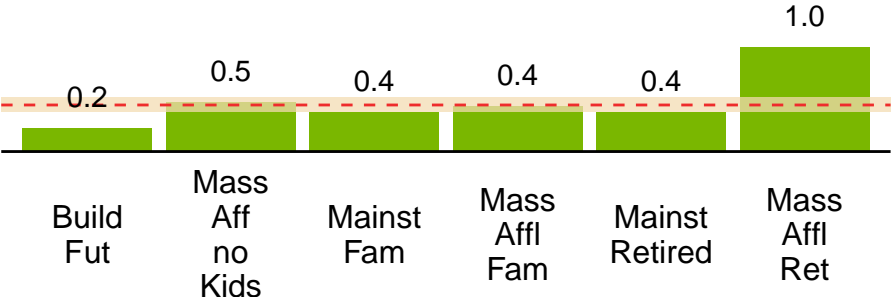


Group #94: FHA MTG/Loan servicing/Fees/Statements/Loan servicing/Fees/Other (N=108)

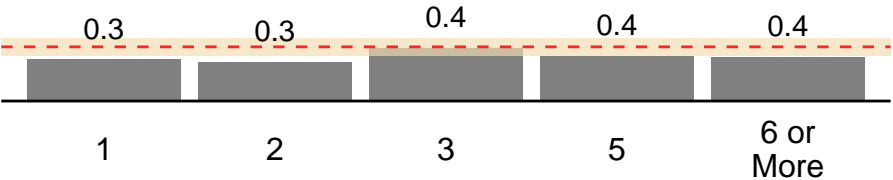
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

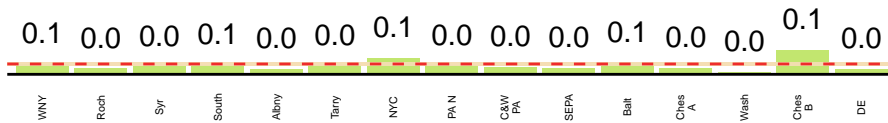


Complaint Rate by Number of HHLD Services

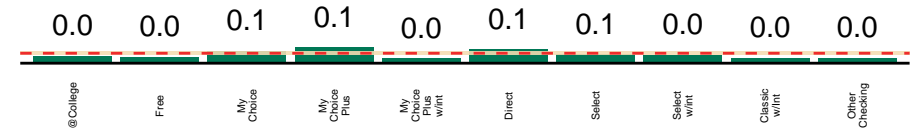


Group #95: Checking account/Account maintenance, opening, or closing/Fees/Overdraft transfer fee (N=106)

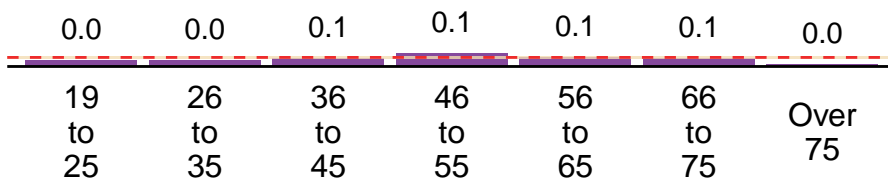
Complaint Rate by Community Bank



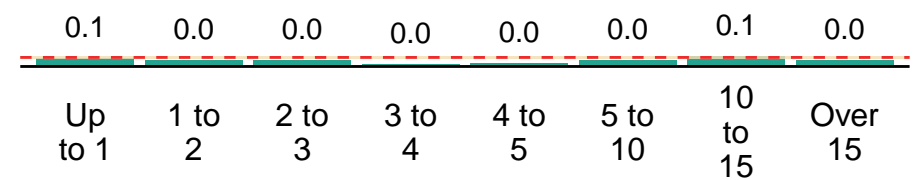
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

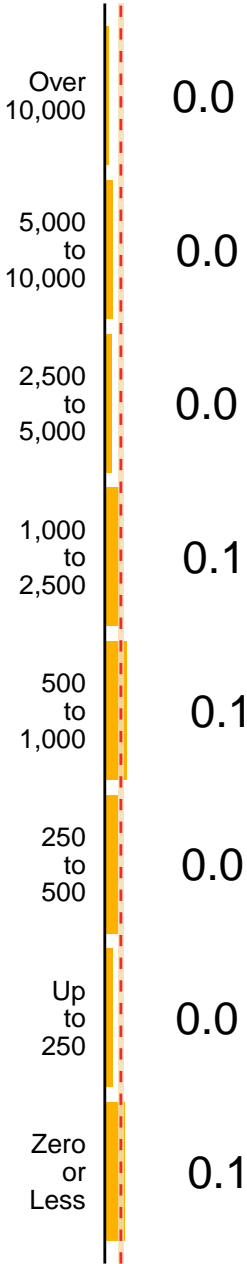


Complaint Rate by Account Tenure (Years)



Group #95: Checking account/Account maintenance, opening, or closing/Fees/Overdraft transfer fee (N=106)

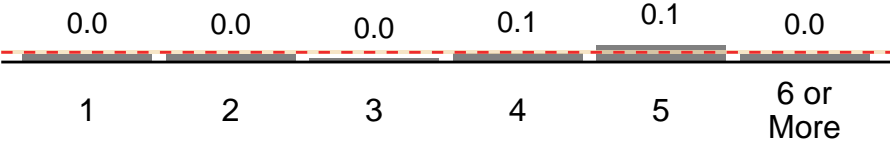
Complaint Rate by Account Balance



Complaint Rate by Customer Segment

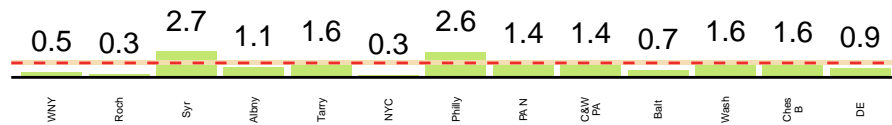


Complaint Rate by Number of HHLD Services

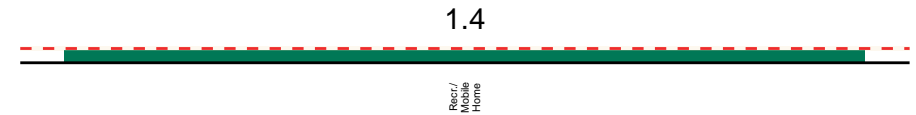


Group #96: Recr./ Mobile Home/Managing the loan, lease, or line of credit/Other/blank (N=106)

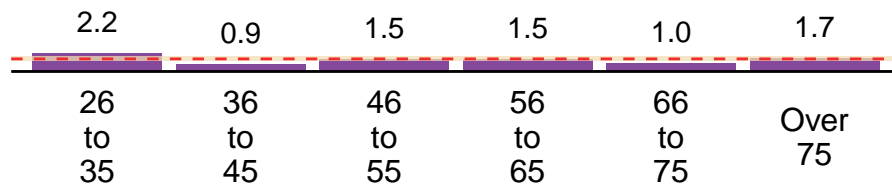
Complaint Rate by Community Bank



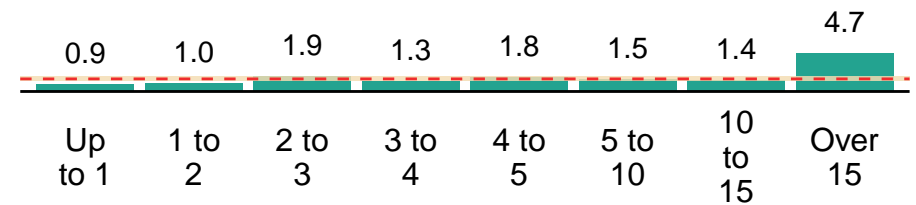
Complaint Rate by Product Subtype



Complaint Rate by Account Owner Age

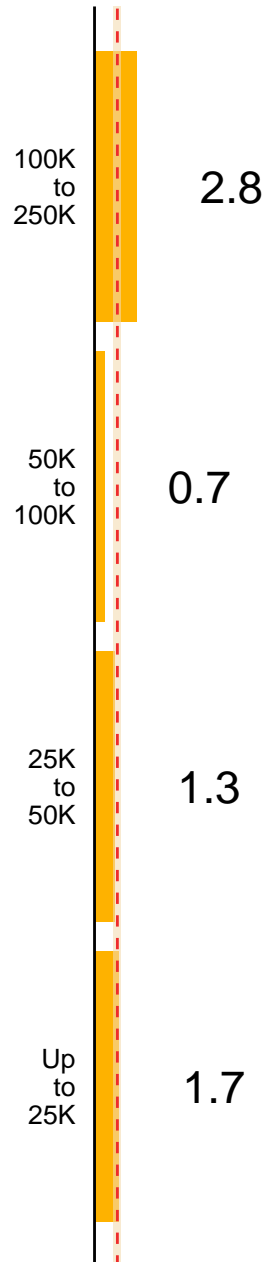


Complaint Rate by Account Tenure (Years)

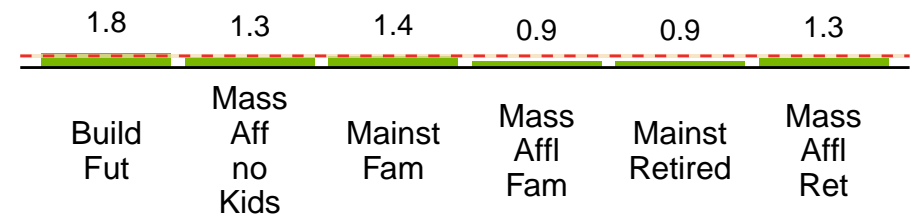


Group #96: Recr./ Mobile Home/Managing the loan, lease, or line of credit/Other/blank (N=106)

Complaint Rate by Account Balance



Complaint Rate by Customer Segment



Complaint Rate by Number of HHLD Services

