

# US Consumer Financial Complaint Analysis: 5.77M Records (2020-2024)

Generated Report

January 30, 2026

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# Content

## Executive Summary

This report analyzes **5,770,361 consumer complaints** filed with the Consumer Financial Protection Bureau (CFPB) from January 2020 through December 2024. The analysis reveals a dramatic acceleration in complaint volumes, with 2024 seeing a 112% year-over-year increase.

| Metric                    | Value                   |
|---------------------------|-------------------------|
| Total Complaints Analyzed | 5,770,361               |
| Time Period               | 2020-2024 (5 years)     |
| Unique Companies          | 5,944                   |
| States/Territories        | All 50 + DC/territories |
| Timely Response Rate      | 99.49%                  |
| Avg Response Time         | 0.45 days               |

## Key Findings

### 1. Exponential Growth in Complaints

| Year | Complaints | YoY Growth |
|------|------------|------------|
| 2020 | 444,284    | -          |
| 2021 | 495,985    | +11.64%    |
| 2022 | 800,333    | +61.36%    |
| 2023 | 1,292,094  | +61.44%    |
| 2024 | 2,737,665  | +111.88%   |

Complaints more than doubled in 2024, reaching 2.74 million - an unprecedented surge.

### 2. Credit Bureaus Dominate Complaints

The top 3 companies by complaint volume are all credit reporting agencies:

| Rank          | Company       | Complaints | % of Total |
|---------------|---------------|------------|------------|
| 1             | Equifax, Inc. | 1,493,539  | 25.9%      |
| 2             | TransUnion    | 1,472,526  | 25.5%      |
| 3             | Experian      | 1,371,414  | 23.8%      |
| Total (Big 3) |               | 4,337,479  | 75.2%      |

### 3. Top Banking Institutions

| Rank | Bank                  | Complaints |
|------|-----------------------|------------|
| 4    | Capital One Financial | 73,435     |
| 5    | JPMorgan Chase        | 66,952     |
| 6    | Wells Fargo           | 63,325     |
| 7    | Bank of America       | 62,582     |
| 8    | Citibank              | 51,261     |

### 4. Product Category Analysis

| Product Category | Complaints | %     |
|------------------|------------|-------|
| Credit Reporting | 4,611,059  | 79.9% |
| Debt Collection  | 407,850    | 7.1%  |
| Checking/Savings | 194,088    | 3.4%  |
| Credit Cards     | 238,814    | 4.1%  |
| Mortgage         | 118,783    | 2.1%  |

Credit reporting dominates with nearly 80% of all complaints.

### 5. Geographic Distribution

| Rank | State      | Complaints | % of Total |
|------|------------|------------|------------|
| 1    | Florida    | 771,785    | 13.4%      |
| 2    | Texas      | 703,191    | 12.2%      |
| 3    | California | 592,588    | 10.3%      |
| 4    | Georgia    | 430,182    | 7.5%       |
| 5    | New York   | 370,607    | 6.4%       |

## 6. Top Issues Reported

| Issue                           | Complaints |
|---------------------------------|------------|
| Incorrect information on report | 2,226,237  |
| Improper use of report          | 1,296,348  |
| Investigation problems          | 1,072,753  |
| Debt collection attempts        | 204,579    |
| Account management              | 115,344    |

## 7. Resolution Analysis

| Response Type                   | Count     | %     |
|---------------------------------|-----------|-------|
| Closed with explanation         | 3,416,670 | 59.2% |
| Closed with non-monetary relief | 2,237,119 | 38.8% |
| Closed with monetary relief     | 87,905    | 1.5%  |
| In progress                     | 23,643    | 0.4%  |

## 8. Submission Channels

| Channel     | Complaints | %     |
|-------------|------------|-------|
| Web         | 5,562,734  | 96.4% |
| Phone       | 104,989    | 1.8%  |
| Referral    | 68,960     | 1.2%  |
| Postal Mail | 27,062     | 0.5%  |

## Monthly Trend Analysis

Complaint volumes have shown consistent acceleration:

- **Jan 2020:** 26,400 complaints
- **Dec 2020:** 48,383 complaints (+83% within year)
- **Dec 2022:** 85,150 complaints
- **Dec 2023:** 123,071 complaints
- **Dec 2024:** 304,182 complaints (all-time high)

## Regulatory Implications

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1. **Credit Bureau Scrutiny:** 75% of complaints target credit bureaus - regulatory action likely
2. **Dispute Process:** Incorrect information issues suggest systemic data quality problems
3. **Volume Surge:** 112% YoY growth indicates consumer awareness or systemic issues
4. **Quick Response:** 99.49% timely response shows industry compliance with regulations

## Data Source & Verification

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**Source:** Consumer Financial Protection Bureau (CFPB)

**Dataset:** Consumer Complaint Database

**URL:** <https://www.consumerfinance.gov/data-research/consumer-complaints/>

**Records Analyzed:** 5,770,361

**Analysis Date:** January 30, 2026

**Verify This Data:** Download the CFPB complaint database directly from the link above and run the same analysis to confirm all figures.

## Methodology

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- Downloaded complete CFPB complaint database (23.8M total records)
- Filtered to 2020-2024 time period (5,770,361 records)
- Calculated 14 KPIs across institution, product, geographic, and temporal dimensions
- All calculations performed using Python/Pandas on CMS Enterprise platform

Report generated by CMS Enterprise Compliance Engine  
Platform: cleanmetricsstudios.com | Version 4.3.2

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**Clean Metrics Studio**