

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

Generated Report

**January 30, 2026**

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# Content

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## Executive Summary

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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

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### 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%
<b>2024</b>	<b>2,737,665</b>	<b>+111.88%</b>

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%
<b>Total (Big 3)</b>		<b>4,337,479</b>	<b>75.2%</b>

### 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**