

Total Complaints

86,893

Sum of Number of Records. The data is filtered on Company, Action (Issue), Action (Company response to consumer), Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)), Action (Trend Calculation) and Action (Submitted via). The Company filter keeps 418 of 418 members. The Action (Issue) filter keeps 33 members. The Action (Company response to consumer) filter keeps 8 members. The Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)) filter keeps 1,866 members. The Action (Trend Calculation) filter keeps 65 members. The Action (Submitted via) filter keeps 6 members.

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Rolling 12 Months complaints

20,202

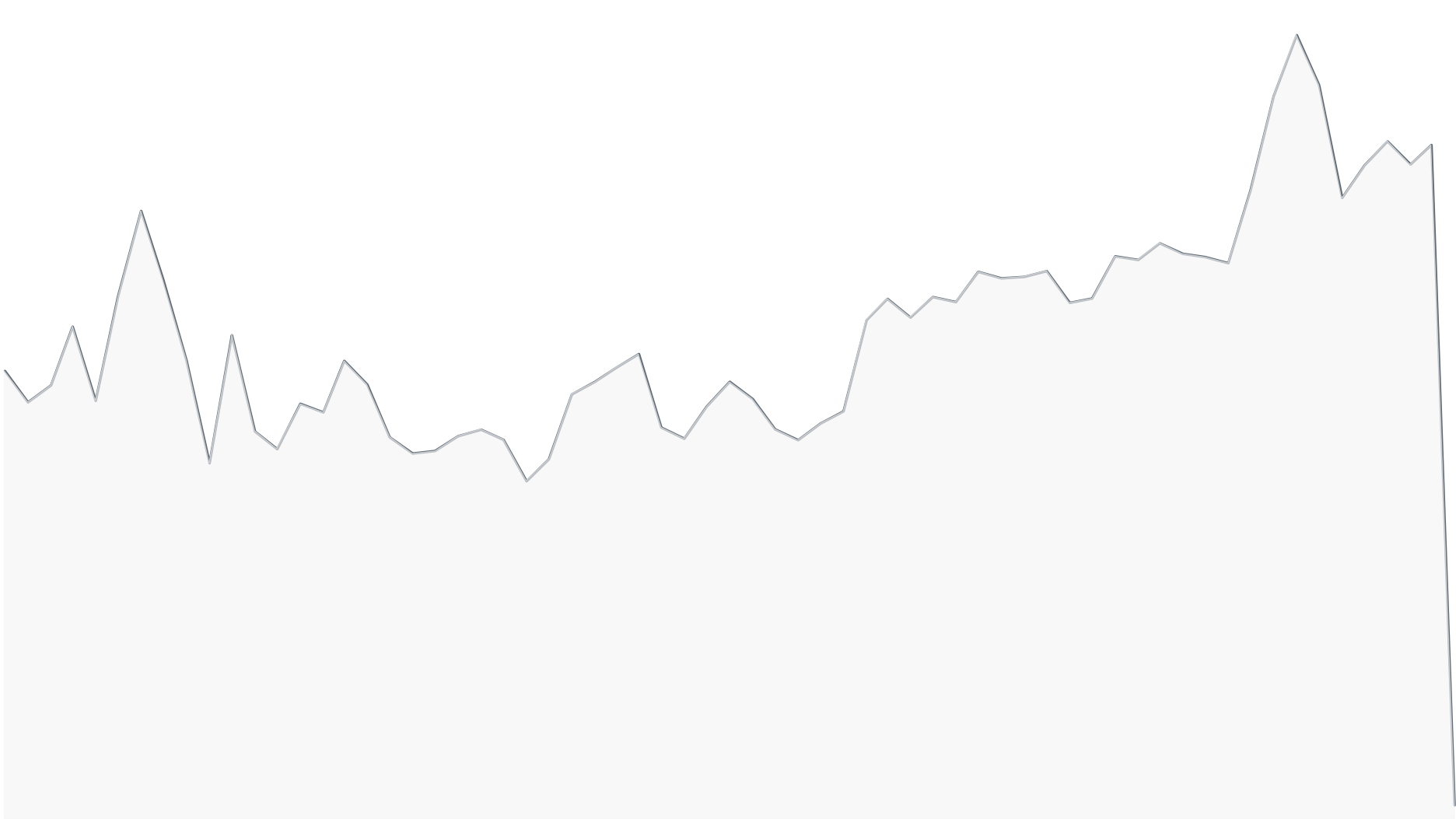
Rolling 12 Month Complaints. The data is filtered on Action (Issue), Action (Company response to consumer), Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)), Action (Trend Calculation) and Action (Submitted via). The Action (Issue) filter keeps 33 members. The Action (Company response to consumer) filter keeps 8 members. The Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)) filter keeps 1,866 members. The Action (Trend Calculation) filter keeps 65 members. The Action (Submitted via) filter keeps 6 members.

# Rolling 12 Months complaints

Rolling 12 months

Rolling 12 Month Complaints. The data is filtered on Action (Issue), Action (Company response to consumer), Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)), Action (Trend Calculation) and Action (Submitted via). The Action (Issue) filter keeps 33 members. The Action (Company response to consumer) filter keeps 8 members. The Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)) filter keeps 1,866 members. The Action (Trend Calculation) filter keeps 65 members. The Action (Submitted via) filter keeps 6 members.

Complaints Sparkline



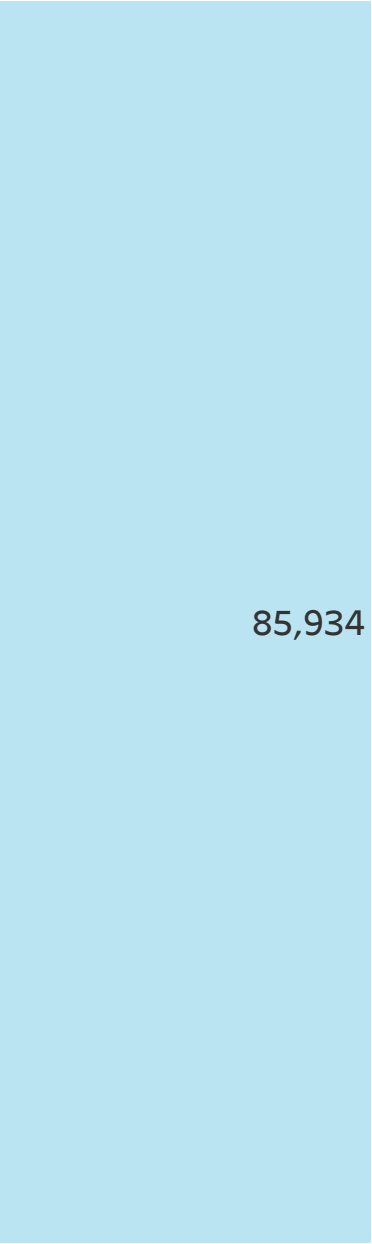
The trends of sum of Number of Records and sum of Number of Records for Date received Month. The data is filtered on Action (Issue), Action (Company response to consumer), Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)), Action (Trend Calculation) and Action (Submitted via). The Action (Issue) filter keeps 33 members. The Action (Company response to consumer) filter keeps 8 members. The Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)) filter keeps 1,866 members. The Action (Trend Calculation) filter keeps 65 members. The Action (Submitted via) filter keeps 6 members.

Timely Response



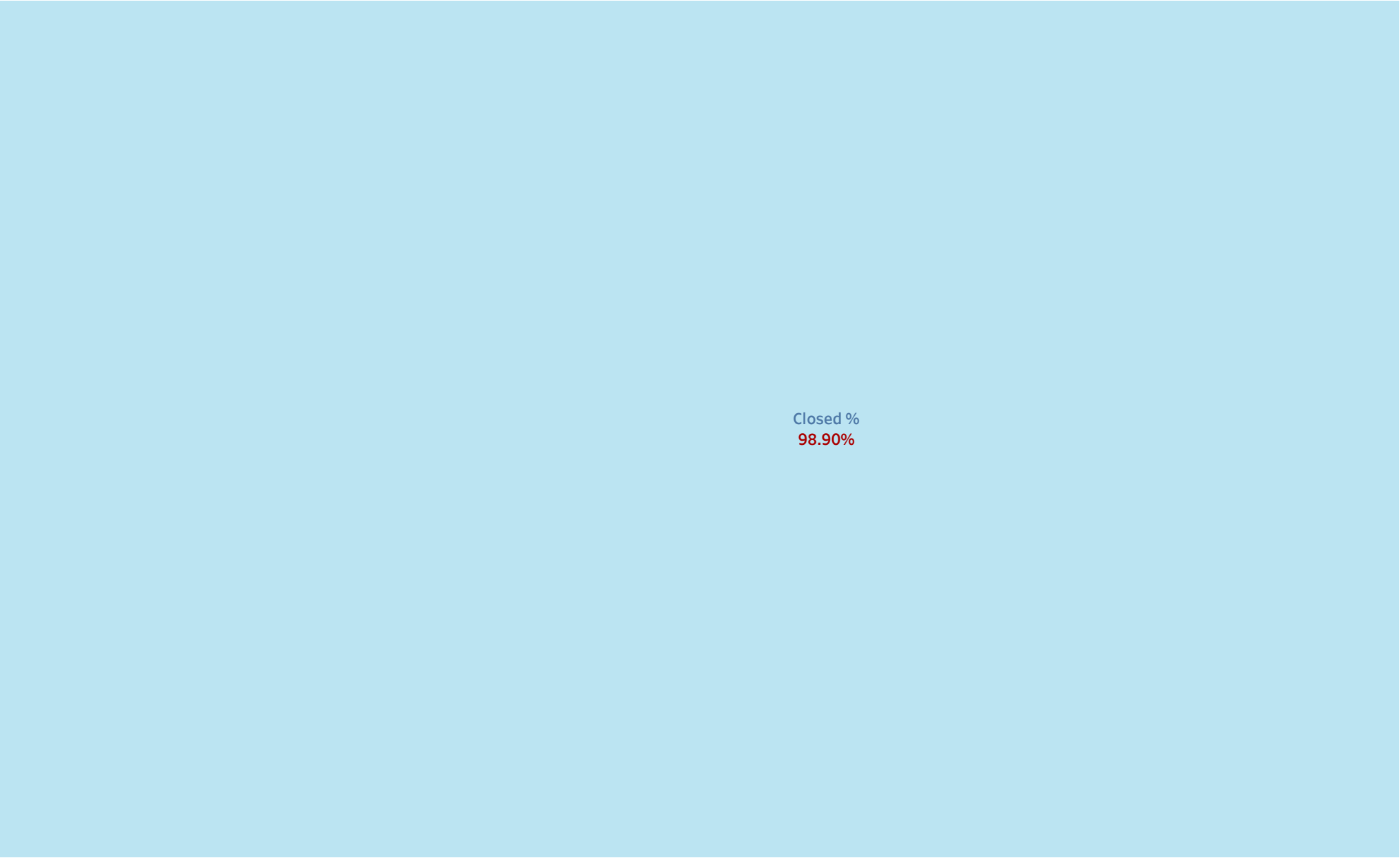
Sum of Timely Responses. The data is filtered on Action (Issue), Action (Company response to consumer), Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)), Action (Trend Calculation) and Action (Submitted via). The Action (Issue) filter keeps 33 members. The Action (Company response to consumer) filter keeps 8 members. The Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)) filter keeps 1,866 members. The Action (Trend Calculation) filter keeps 65 members. The Action (Submitted via) filter keeps 6 members.

Timely Response



Sum of Timely Responses. The data is filtered on Action (Issue), Action (Company response to consumer), Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)), Action (Trend Calculation) and Action (Submitted via). The Action (Issue) filter keeps 33 members. The Action (Company response to consumer) filter keeps 8 members. The Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)) filter keeps 1,866 members. The Action (Trend Calculation) filter keeps 65 members. The Action (Submitted via) filter keeps 6 members.

Closed %

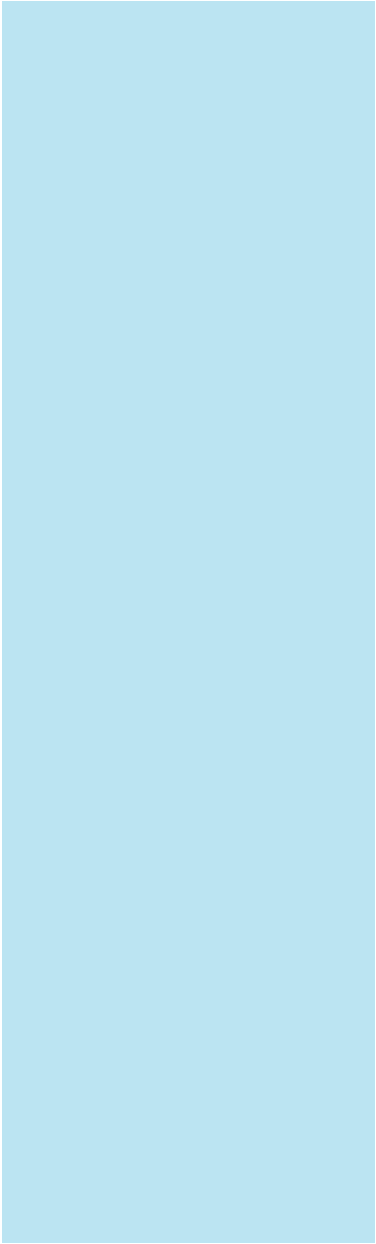


Closed %  
98.90%

Closed %. The data is filtered on Action (Issue), Action (Company response to consumer), Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)), Action (Trend Calculation) and Action (Submitted via). The Action (Issue) filter keeps 33 members. The Action (Company response to consumer) filter keeps 8 members. The Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)) filter keeps 1,866 members. The Action (Trend Calculation) filter keeps 65 members. The Action (Submitted via) filter keeps 6 members.



Closed %



Closed %. The data is filtered on Action (Issue), Action (Company response to consumer), Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)), Action (Trend Calculation) and Action (Submitted via). The Action (Issue) filter keeps 33 members. The Action (Company response to consumer) filter keeps 8 members. The Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)) filter keeps 1,866 members. The Action (Trend Calculation) filter keeps 65 members. The Action (Submitted via) filter keeps 6 members.

Progress Line

Measure Names

- AVG(1)
- Closed %



AVG(1) and Closed %. Colour shows details about AVG(1) and Closed %. The data is filtered on Action (Issue), Action (Company response to consumer), Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)), Action (Trend Calculation) and Action (Submitted via). The Action (Issue) filter keeps 33 members. The Action (Company response to consumer) filter keeps 8 members. The Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)) filter keeps 1,866 members. The Action (Trend Calculation) filter keeps 65 members. The Action (Submitted via) filter keeps 6 members.

In Progress Count

Sum of In Progress Count. The data is filtered on Action (Issue), Action (Company response to consumer), Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received))), Action (Trend Calculation) and Action (Submitted via). The Action (Issue) filter keeps 33 members. The Action (Company response to consumer) filter keeps 8 members. The Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)) filter keeps 1,866 members. The Action (Trend Calculation) filter keeps 65 members. The Action (Submitted via) filter keeps 6 members.

In Progress Count

329

Sum of In Progress Count. The data is filtered on Action (Issue), Action (Company response to consumer), Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received))), Action (Trend Calculation) and Action (Submitted via). The Action (Issue) filter keeps 33 members. The Action (Company response to consumer) filter keeps 8 members. The Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received))) filter keeps 1,866 members. The Action (Trend Calculation) filter keeps 65 members. The Action (Submitted via) filter keeps 6 members.

In Progress %



In Progress %  
0.38%

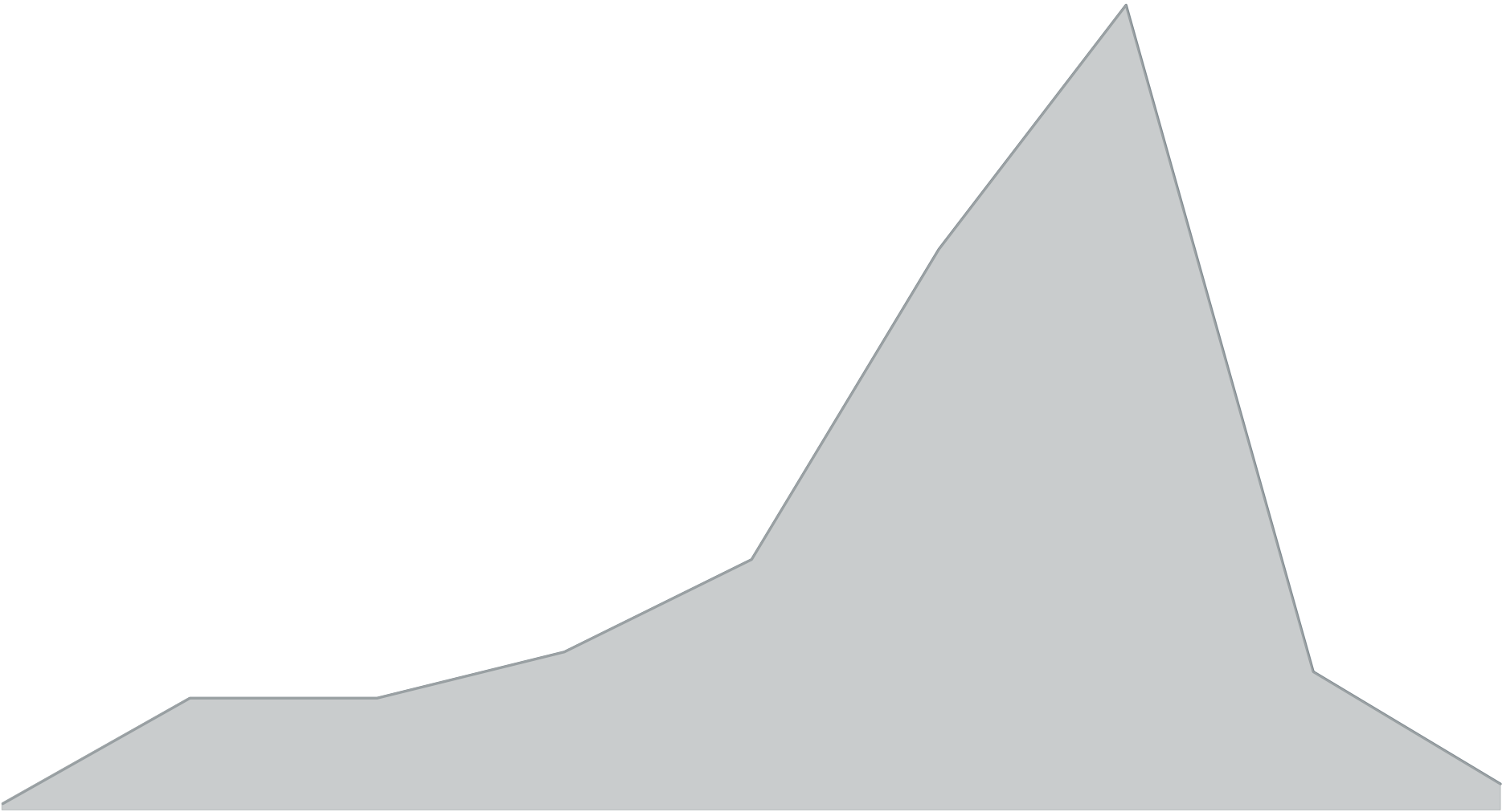
In Progress %. The data is filtered on Action (Issue), Action (Company response to consumer), Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)), Action (Trend Calculation) and Action (Submitted via). The Action (Issue) filter keeps 33 members. The Action (Company response to consumer) filter keeps 8 members. The Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)) filter keeps 1,866 members. The Action (Trend Calculation) filter keeps 65 members. The Action (Submitted via) filter keeps 6 members.

In Progress %



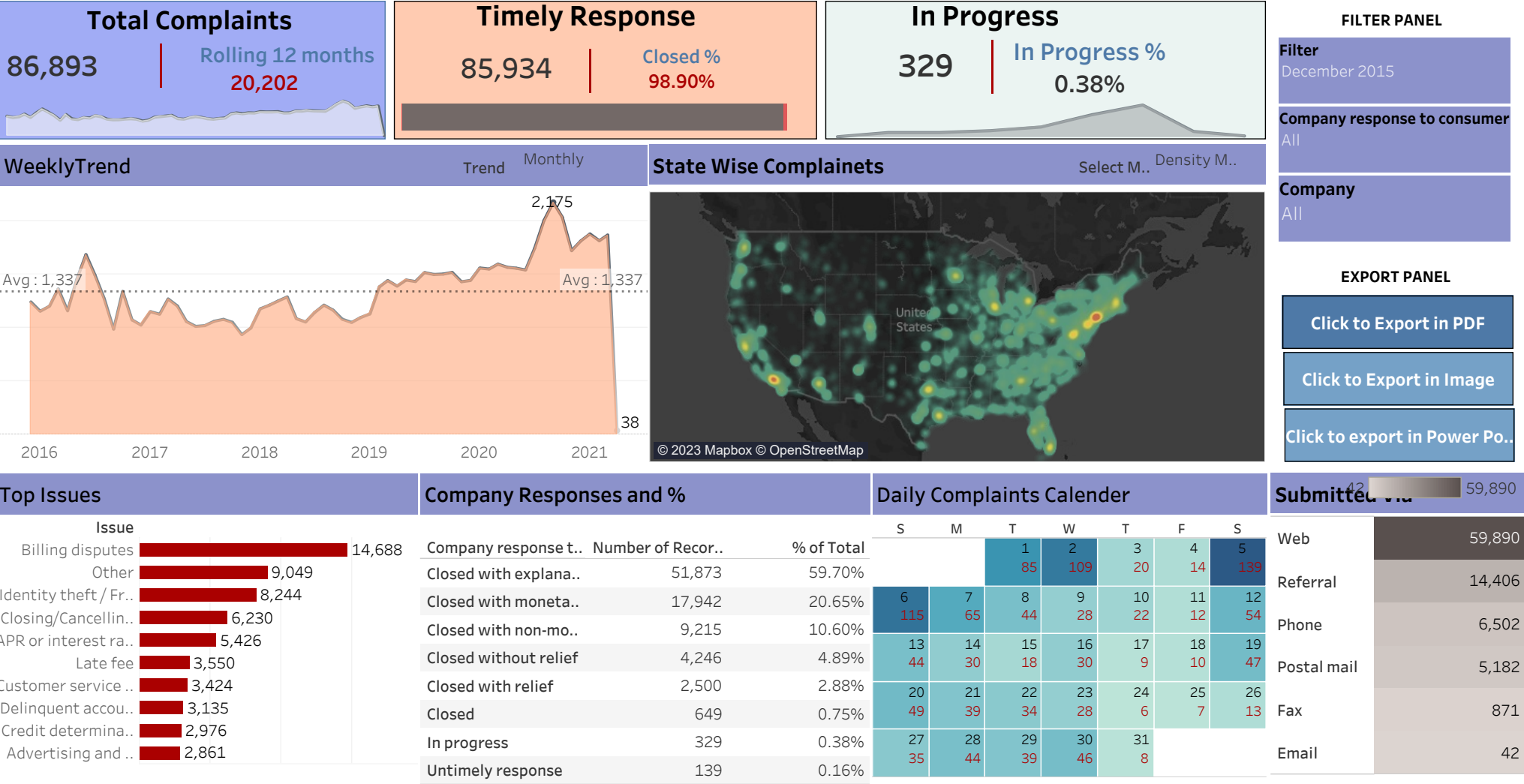
In Progress %. The data is filtered on Action (Issue), Action (Company response to consumer), Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)), Action (Trend Calculation) and Action (Submitted via). The Action (Issue) filter keeps 33 members. The Action (Company response to consumer) filter keeps 8 members. The Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)) filter keeps 1,866 members. The Action (Trend Calculation) filter keeps 65 members. The Action (Submitted via) filter keeps 6 members.

Sparkline for In Progress



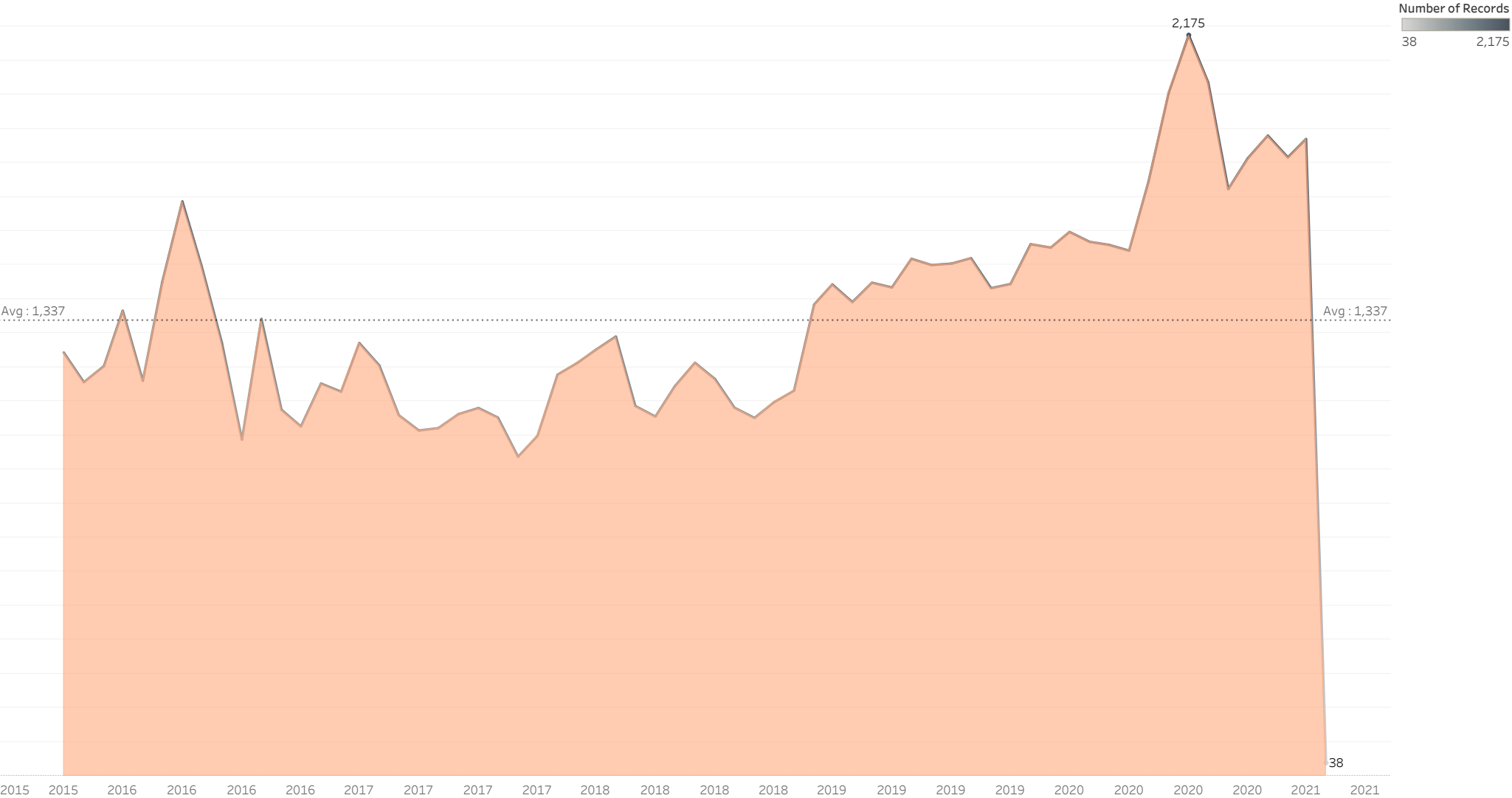
The trends of sum of In Progress Count and sum of In Progress Count for Date received Week. The data is filtered on Action (Issue), Action (Company response to consumer), Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)), Action (Trend Calculation) and Action (Submitted via). The Action (Issue) filter keeps 33 members. The Action (Company response to consumer) filter keeps 8 members. The Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)) filter keeps 1,866 members. The Action (Trend Calculation) filter keeps 65 members. The Action (Submitted via) filter keeps 6 members.

# CREDIT CARD COMPLAINTS DASHBOARD



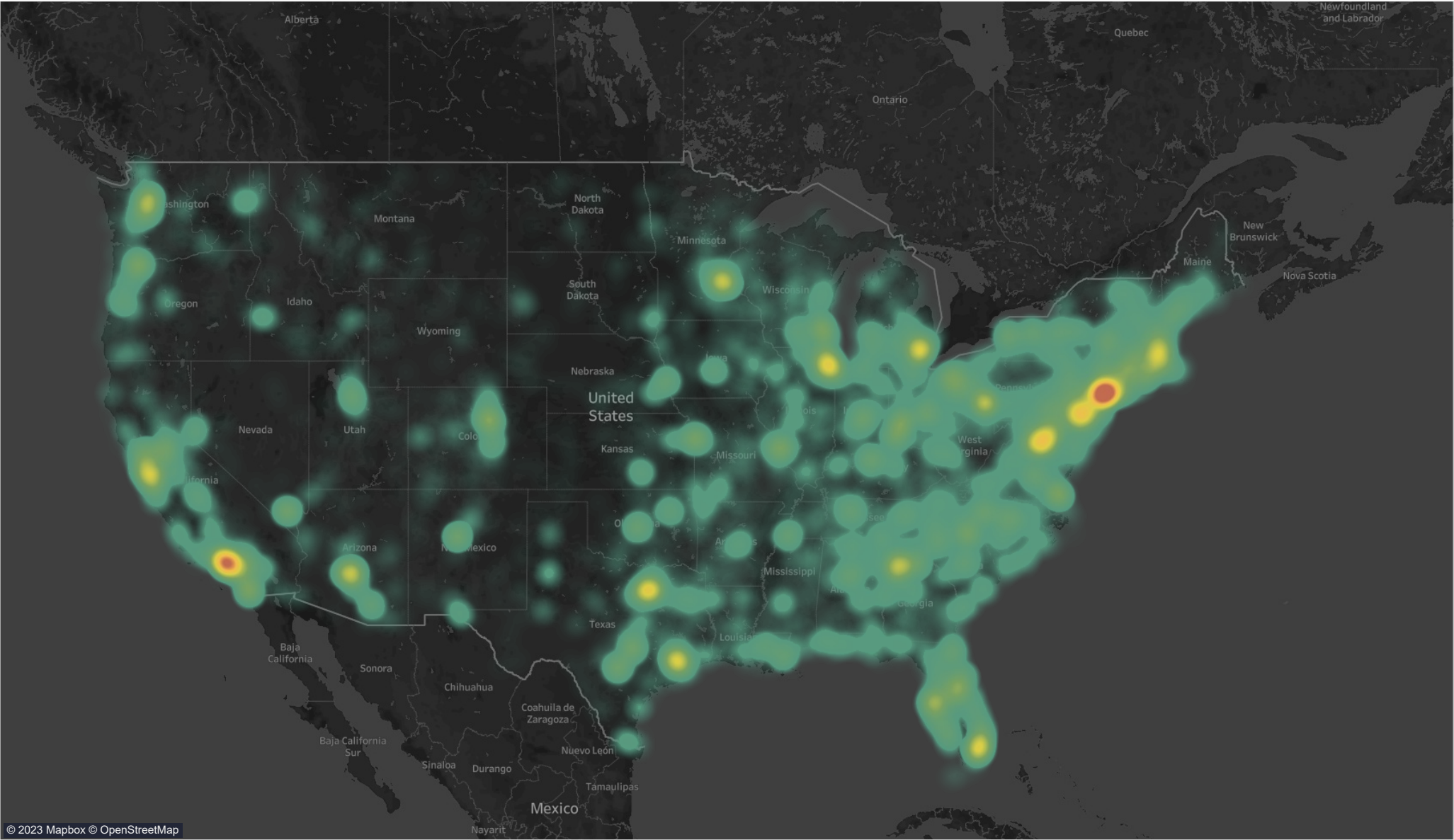


WeeklyTrend



The trends of sum of Number of Records and sum of Number of Records for Trend Calculation. For pane Sum of Number of Records: Colour shows sum of Number of Records. The marks are labelled by sum of Number of Records. The data is filtered on Action (Issue), Action (Company response to consumer), Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)) and Action (Submitted via). The Action (Issue) filter keeps 33 members. The Action (Company response to consumer) filter keeps 8 members. The Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)) filter keeps 1,866 members. The Action (Submitted via) filter keeps 6 members.

Density Map



Map based on Longitude (generated) and Latitude (generated). Details are shown for State and ZIP code. The data is filtered on Map Filter, Action (Issue), Action (Company response to consumer), Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)), Action (Trend Calculation) and Action (Submitted via). The Map Filter filter keeps Density Map. The Action (Issue) filter keeps 33 members. The Action (Company response to consumer) filter keeps 8 members. The Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)) filter keeps 1,866 members. The Action (Trend Calculation) filter keeps 65 members. The Action (Submitted via) filter keeps 6 members. The view is filtered on Exclusions (State,ZIP code), which keeps 16,662 members.

# Field Map

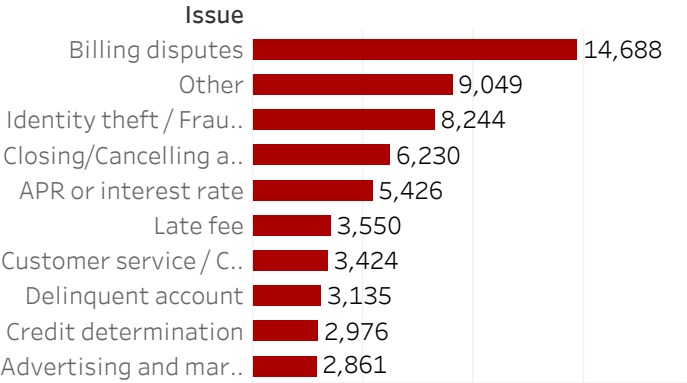
Map based on Longitude (generated) and Latitude (generated). Colour shows sum of Number of Records. The marks are labelled by sum of Number of Records and State. Details are shown for State. The data is filtered on Map Filter, Action (Issue), Action (Company response to consumer), Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)), Action (Trend Calculation) and Action (Submitted via). The Map Filter filter excludes Density Map. The Action (Issue) filter keeps 33 members. The Action (Company response to consumer) filter keeps 8 members. The Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)) filter keeps 1,866 members. The Action (Trend Calculation) filter keeps 65 members. The Action (Submitted via) filter keeps 6 members.

Number of Records



Null

Top Issues



Sum of Number of Records for each Issue. The marks are labelled by sum of Number of Records. The data is filtered on Action (Company response to consumer), Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)), Action (Trend Calculation) and Action (Submitted via). The Action (Company response to consumer) filter keeps 8 members. The Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)) filter keeps 1,866 members. The Action (Trend Calculation) filter keeps 65 members. The Action (Submitted via) filter keeps 6 members. The view is filtered on Issue, which keeps 10 of 33 members.

Company Responses and %

Company response t..	Number of Records	% of Total
Closed with explanation	51,873	
Closed with monetary relief	17,942	
Closed with non-monetary relief	9,215	
Closed without relief	4,246	
Closed with relief	2,500	
Closed	649	
In progress	329	
Untimely response	139	

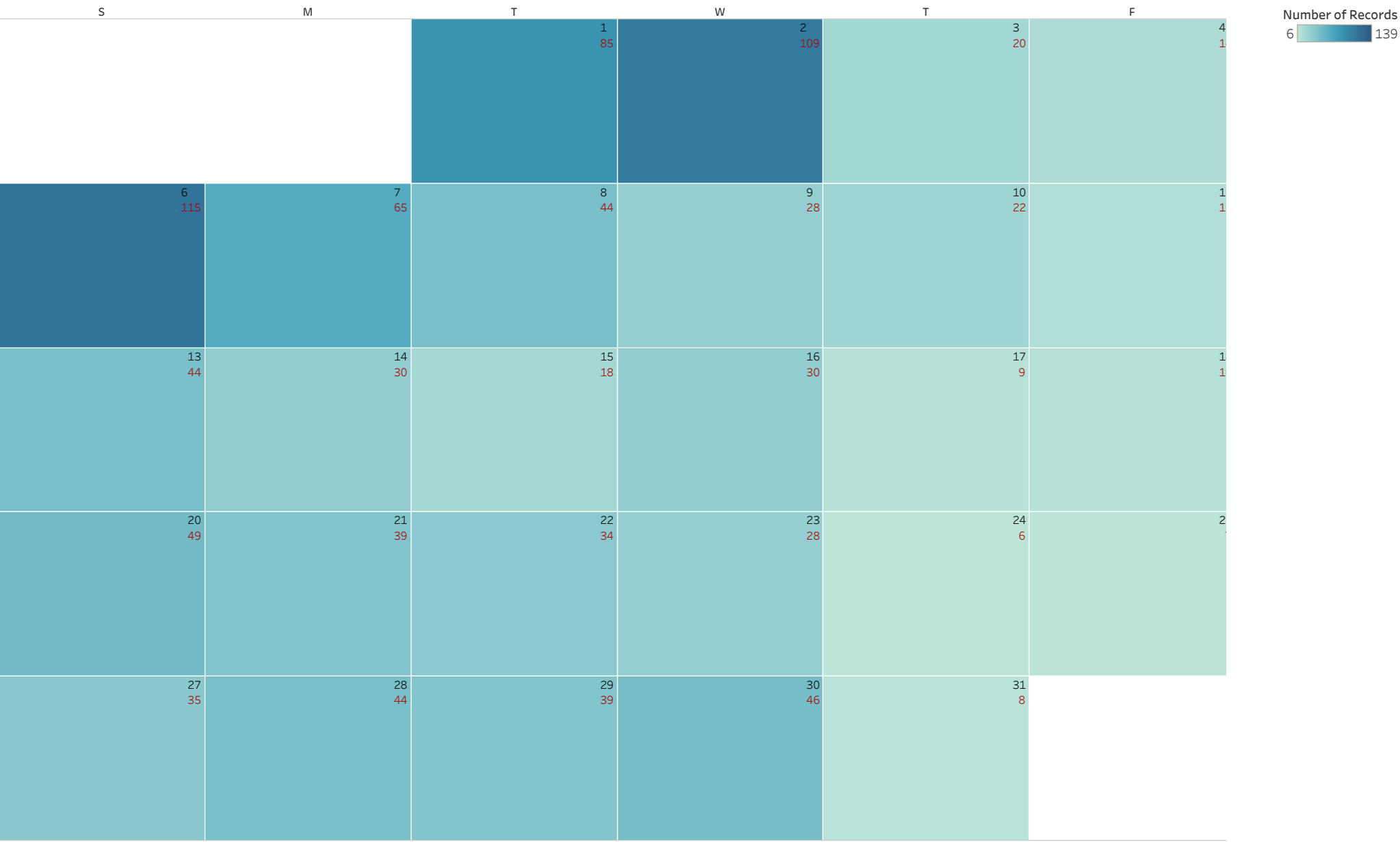
Number of Records and % of Total broken down by Company response to consumer. The data is filtered on Action (Issue), Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)), Action (Trend Calculation) and Action (Submitted via). The Action (Issue) filter keeps 33 members. The Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)) filter keeps 1,866 members. The Action (Trend Calculation) filter keeps 65 members. The Action (Submitted via) filter keeps 6 members. The view is filtered on Company response to consumer, which keeps 8 of 8 members.

Company Responses and %

Company response t..	% of Total
Closed with explanation	59.70%
Closed with monetary relief	20.65%
Closed with non-monetary relief	10.60%
Closed without relief	4.89%
Closed with relief	2.88%
Closed	0.75%
In progress	0.38%
Untimely response	0.16%

Number of Records and % of Total broken down by Company response to consumer. The data is filtered on Action (Issue), Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)), Action (Trend Calculation) and Action (Submitted via). The Action (Issue) filter keeps 33 members. The Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)) filter keeps 1,866 members. The Action (Trend Calculation) filter keeps 65 members. The Action (Submitted via) filter keeps 6 members. The view is filtered on Company response to consumer, which keeps 8 of 8 members.

Daily Complaints Calender



Date received Day and sum of Number of Records broken down by Date received Weekday vs. Date received Week. Colour shows sum of Number of Records. The marks are labelled by Date received Day and sum of Number of Records. The data is filtered on Date received (MY), Action (Issue), Action (Company response to consumer), Action (Trend Calculation) and Action (Submitted via). The Date received (MY) filter keeps December 2015. The Action (Issue) filter keeps 33 members. The Action (Company response to consumer) filter keeps 8 members. The Action (Trend Calculation) filter keeps 65 members. The Action (Submitted via) filter keeps 6 members.

Daily Complaints Calendar



Date received Day and sum of Number of Records broken down by Date received Weekday vs. Date received Week. Colour shows sum of Number of Records. The marks are labelled by Date received Day and sum of Number of Records. The data is filtered on Date received (MY), Action (Issue), Action (Company response to consumer), Action (Trend Calculation) and Action (Submitted via). The Date received (MY) filter keeps December 2015. The Action (Issue) filter keeps 33 members. The Action (Company response to consumer) filter keeps 8 members. The Action (Trend Calculation) filter keeps 65 members. The Action (Submitted via) filter keeps 6 members.



Submitted Via

Web

Referral

Phone

Postal mail

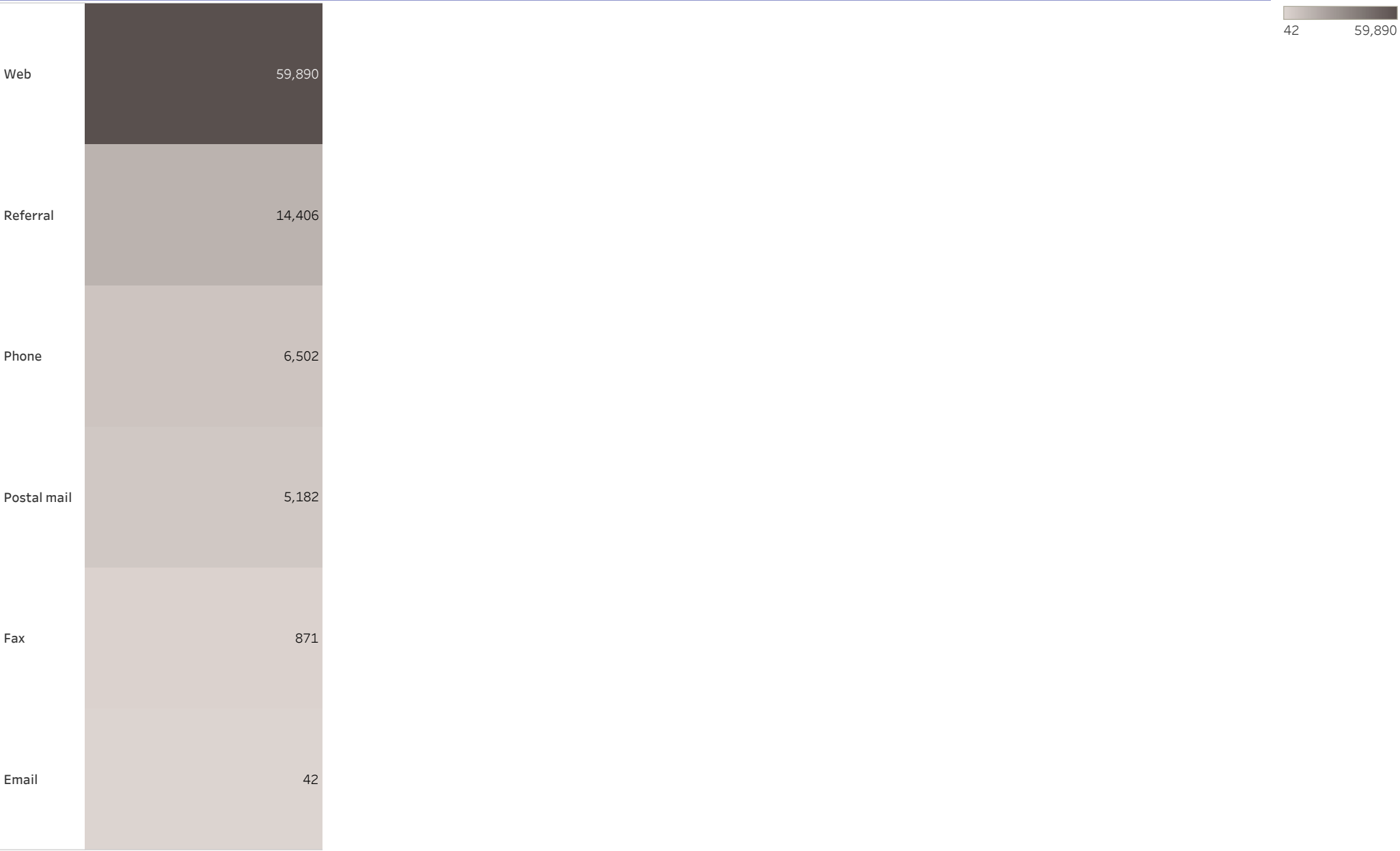
Fax

Email

42 59,890

Sum of Number of Records broken down by Submitted via. Colour shows sum of Number of Records. The marks are labelled by sum of Number of Records. The data is filtered on Action (Issue), Action (Company response to consumer), Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)) and Action (Trend Calculation). The Action (Issue) filter keeps 33 members. The Action (Company response to consumer) filter keeps 8 members. The Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)) filter keeps 1,866 members. The Action (Trend Calculation) filter keeps 65 members.

Submitted Via



Sum of Number of Records broken down by Submitted via. Colour shows sum of Number of Records. The marks are labelled by sum of Number of Records. The data is filtered on Action (Issue), Action (Company response to consumer), Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)) and Action (Trend Calculation). The Action (Issue) filter keeps 33 members. The Action (Company response to consumer) filter keeps 8 members. The Action (DAY(Date received),WEEK(Date received),WEEKDAY(Date received)) filter keeps 1,866 members. The Action (Trend Calculation) filter keeps 65 members.