

FINANCIAL COMPLAINTS OVERVIEW

Date Received

12/1/2011



Media

Phone



1529

Total Complaints

96.60%

Timely Response %

4

In Progress

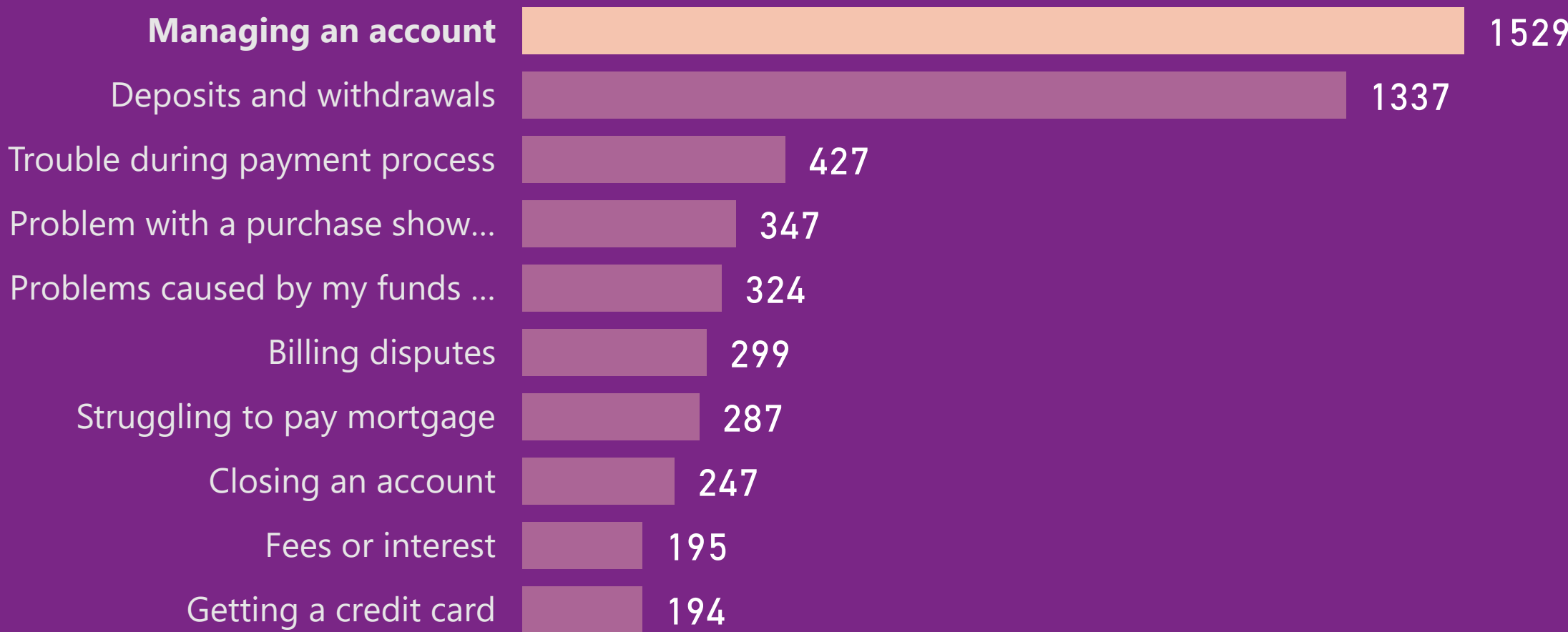
(Blank)

Disputed Rate

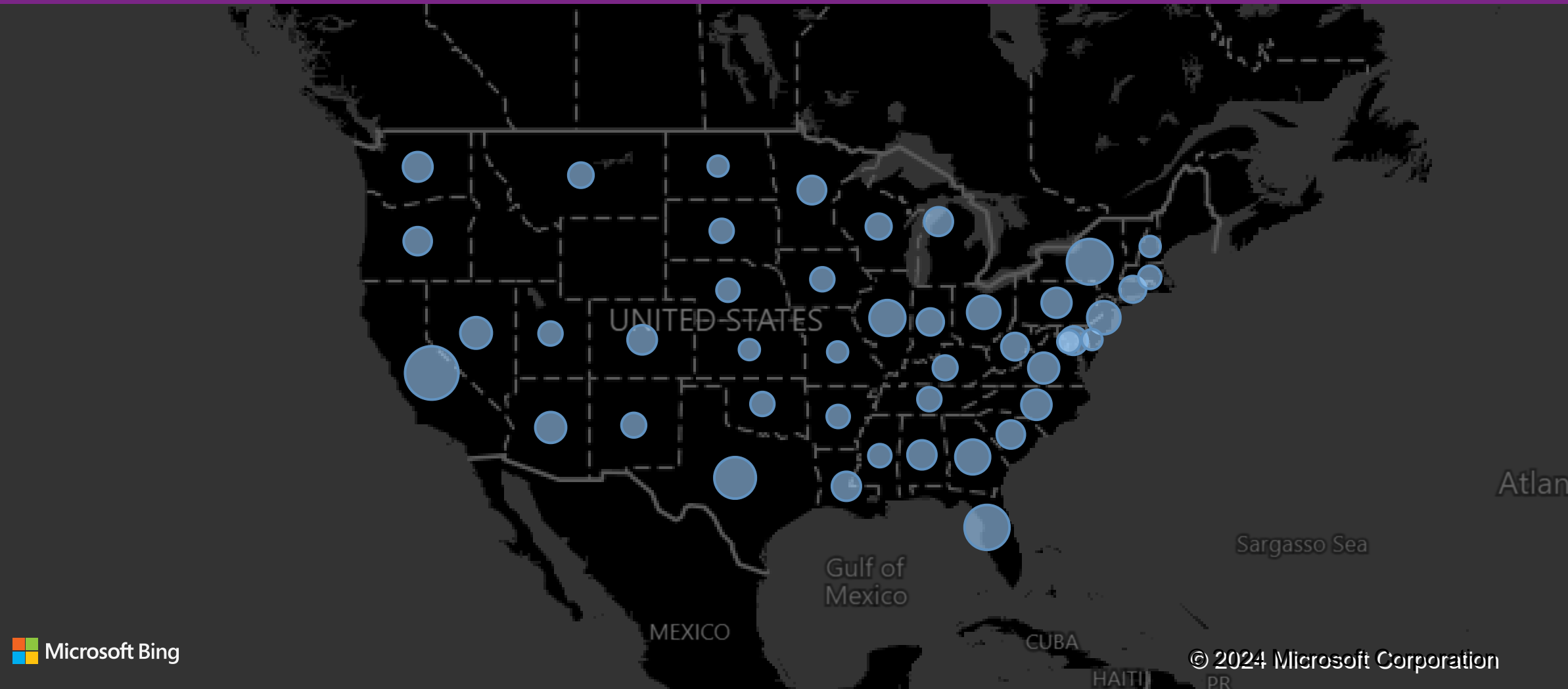
83.58%

Resolved at No Cost

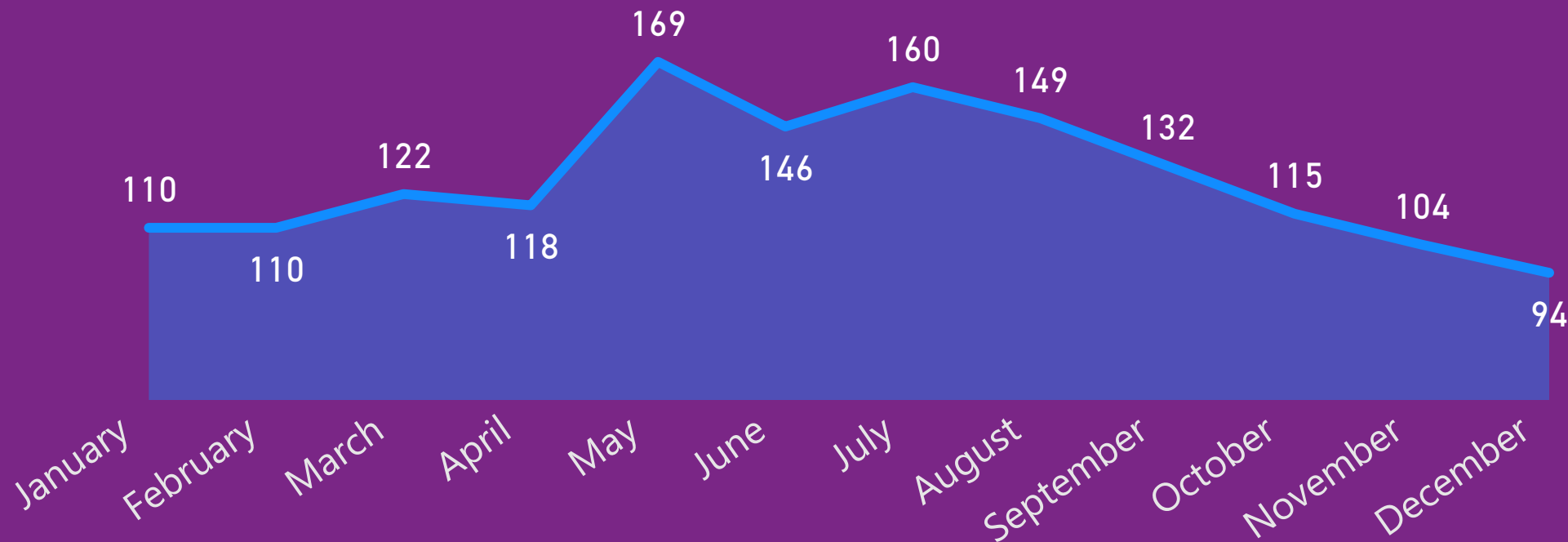
Total Complaints by Issue



Total Complaints by State



Monthly Trend



Total Complaints by Product

Checking or savings account

2K

% Consumer Disputed



N/A 100%