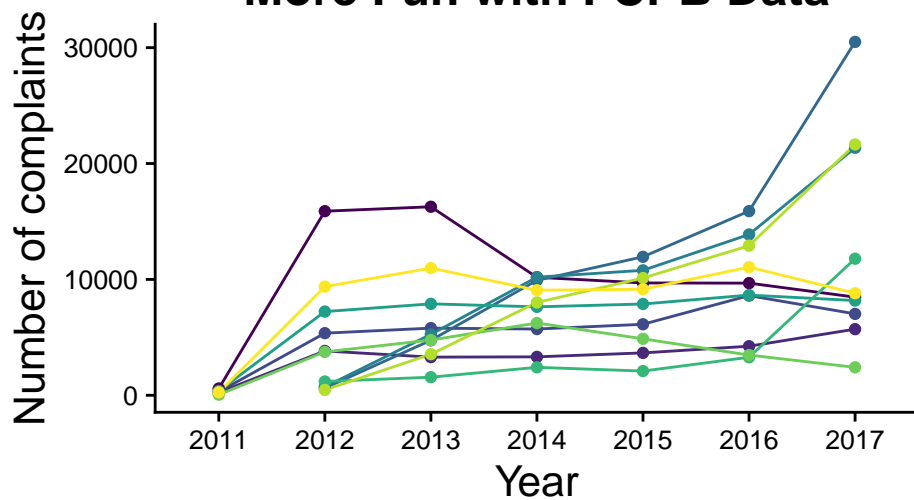
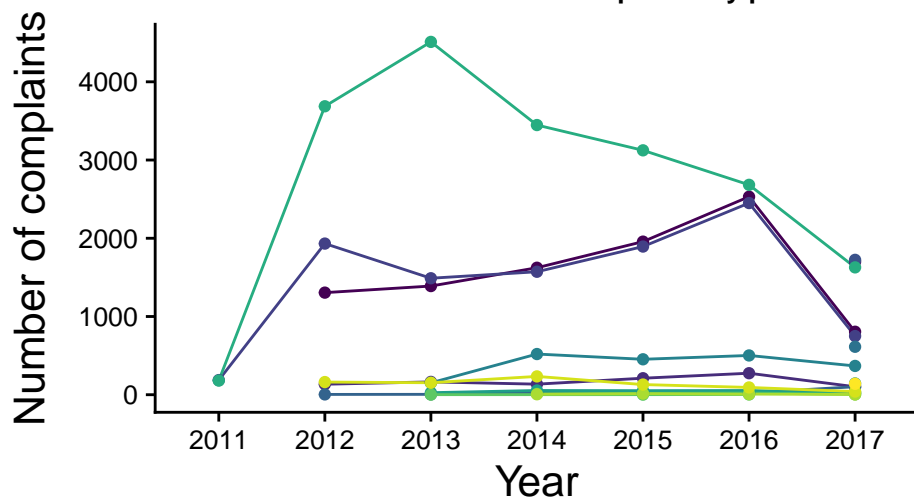


More Fun with FCPB Data



Company

- BANK OF AMERICA, NATIONAL ASSOCIATION
- CAPITAL ONE FINANCIAL CORPORATION
- CITIBANK, N.A.
- EQUIFAX, INC.
- Experian Information Solutions Inc.
- JPMORGAN CHASE & CO.
- Navient Solutions, LLC.
- OCWEN LOAN SERVICING LLC
- TRANSUNION INTERMEDIATE HOLDINGS, INC.
- WELLS FARGO & COMPANY



Product

- Bank account or service
- Checking or savings account
- Consumer Loan
- Credit card
- Credit card or prepaid card
- Credit reporting
- Credit reporting, credit repair services, or other personal consumer reports
- Debt collection
- Money transfer, virtual currency, or money service
- Money transfers
- Mortgage
- Other financial service
- Payday loan
- Payday loan, title loan, or personal loan
- Prepaid card
- Student loan
- Vehicle loan or lease

Figure 2. Complaints by year for the ten most complained against companies (top). The number of CFPB complaints by year for all products offered by JPMORGAN CHASE & CO (bottom). Complaint trends are different across products. Bottom panel is one example of how the data can be parsed.