

# Financial Customer Complaints Reports Analysis using MS Excel



## Insights from the data:

1. Do Customer complaints show any seasonal pattern?

: Most Complaints comes in the Month of July

And it peaked in the year 2022

2. Which products present the most complaints? What are its most common issues?

: These products have the most complaint

Checking or savings account

Credit card or prepaid card

Most common issue is “**Managing an account**”

3. How are complaints typically resolved?

: complaints are typically resolved with the answer “**Closed with explanation**”

