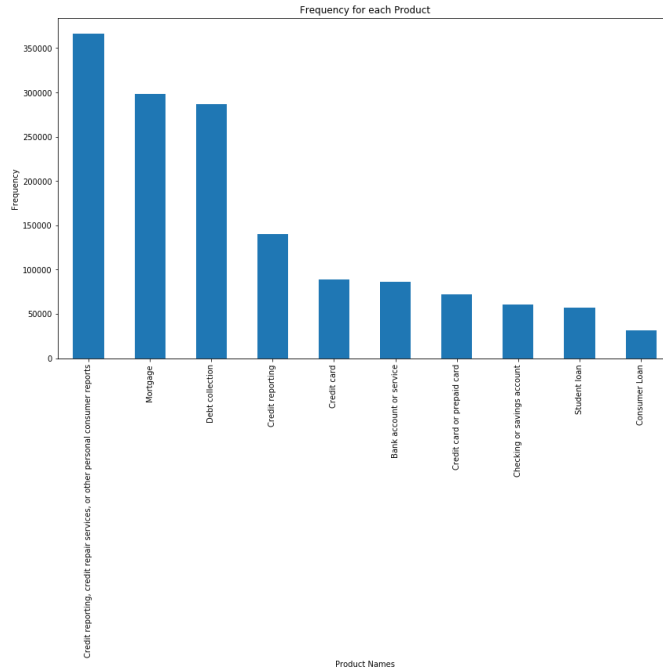


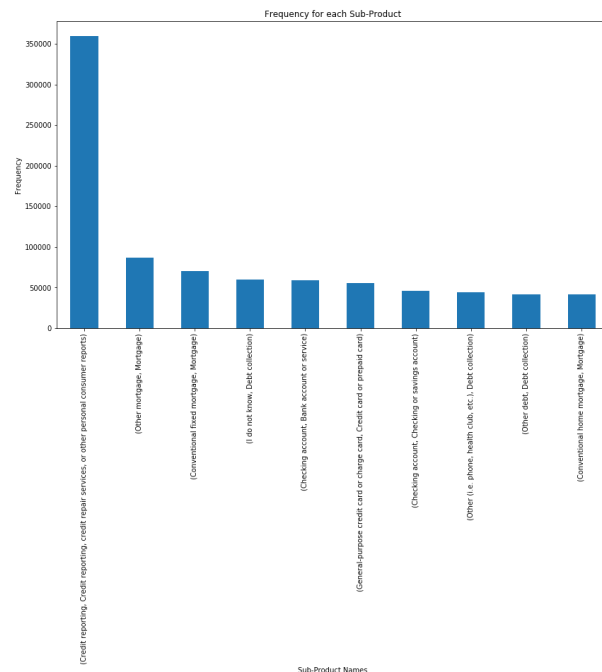
Insight by Problem, Sub-Problem, Issue, and Sub-Issue

We can look at the most common products, sub-products, issues, and sub-issues within the consumer complaint data:



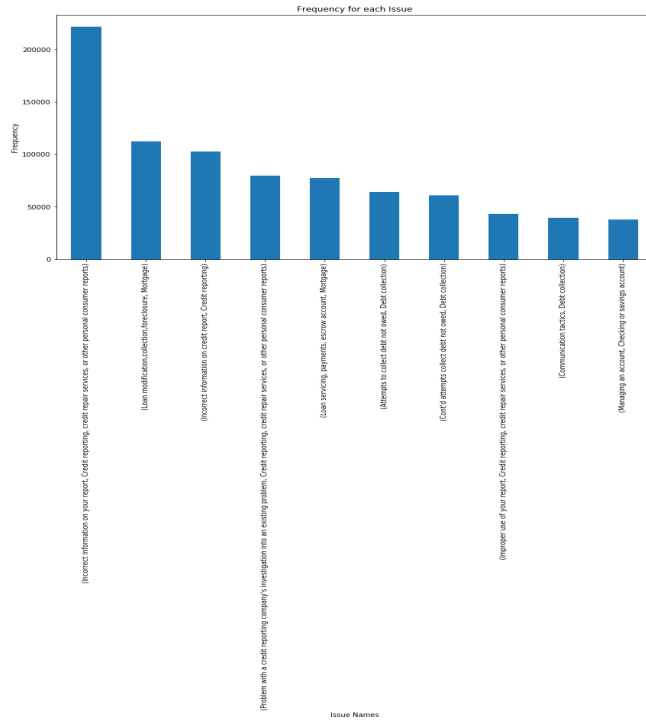
Products

1. Credit Reporting
2. Mortgage
3. Debt Collection



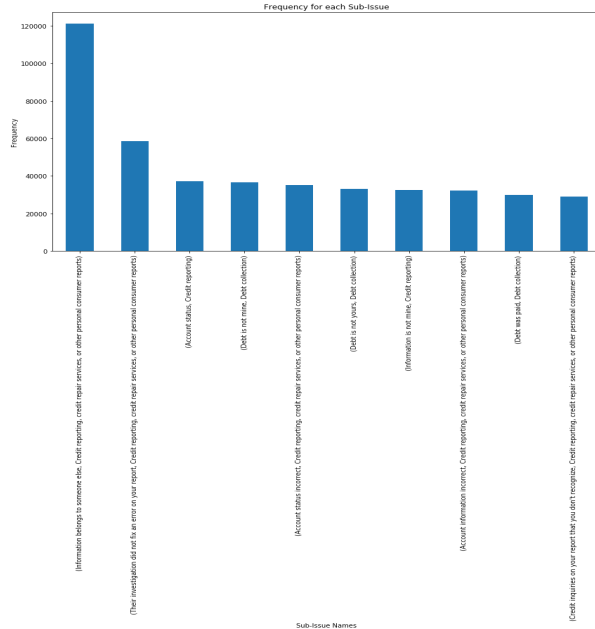
Sub-Problems

1. Credit Reporting
2. "Other Mortgage"
3. Conventional fixed mortgage



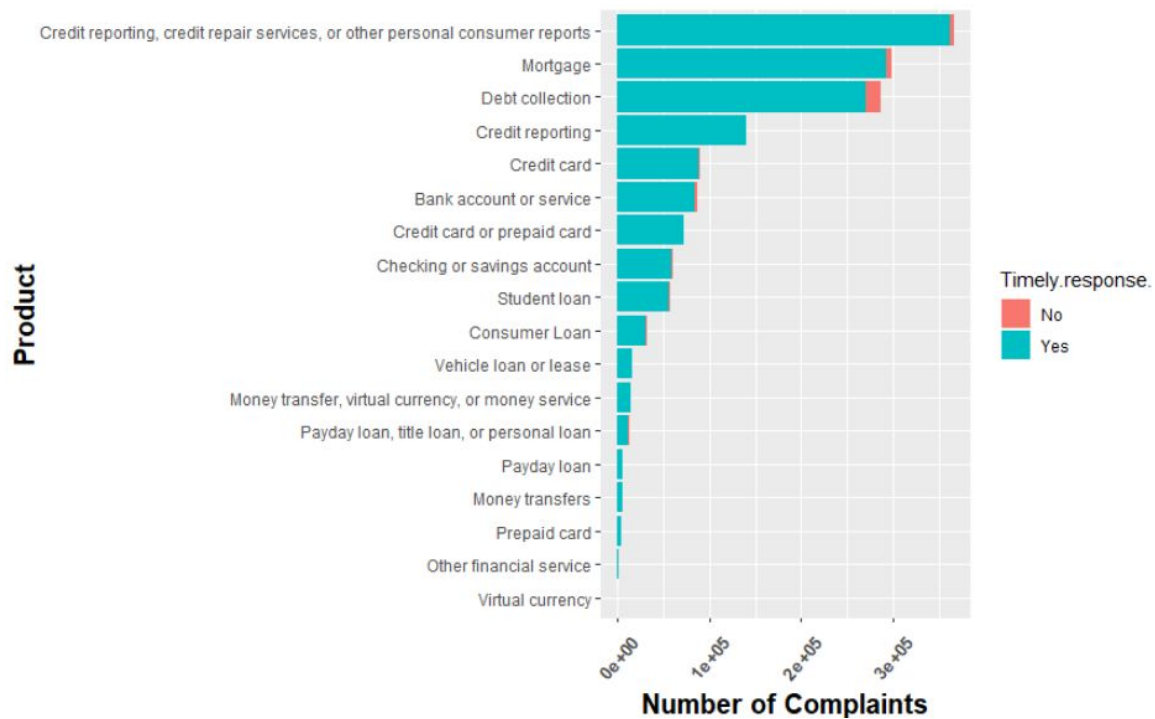
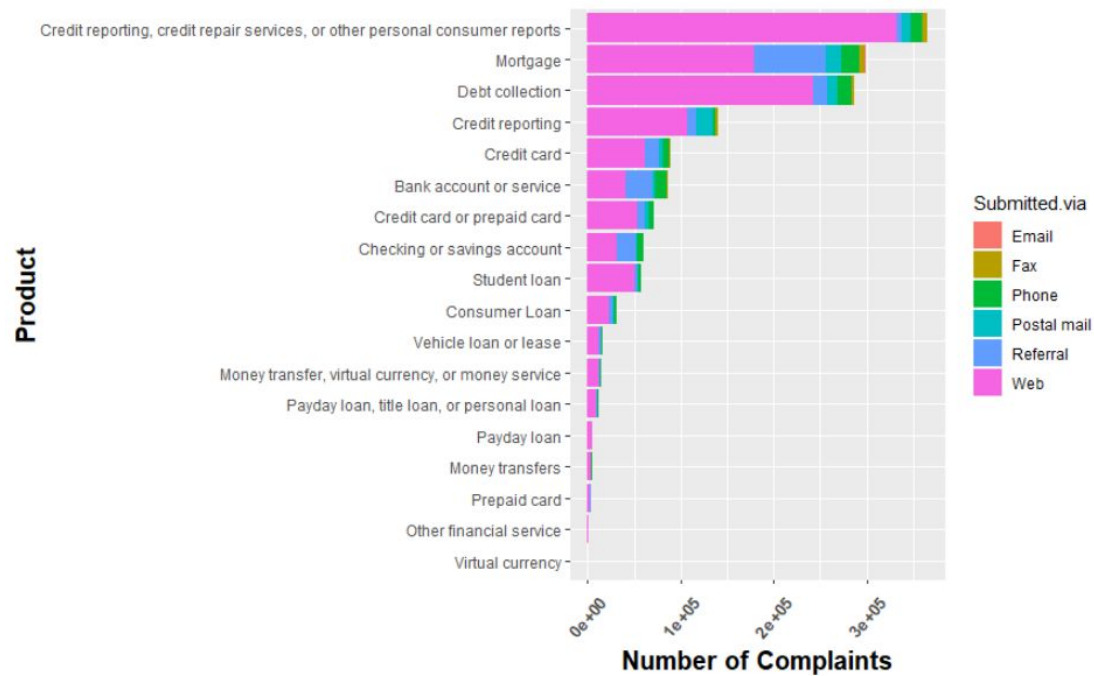
Issues:

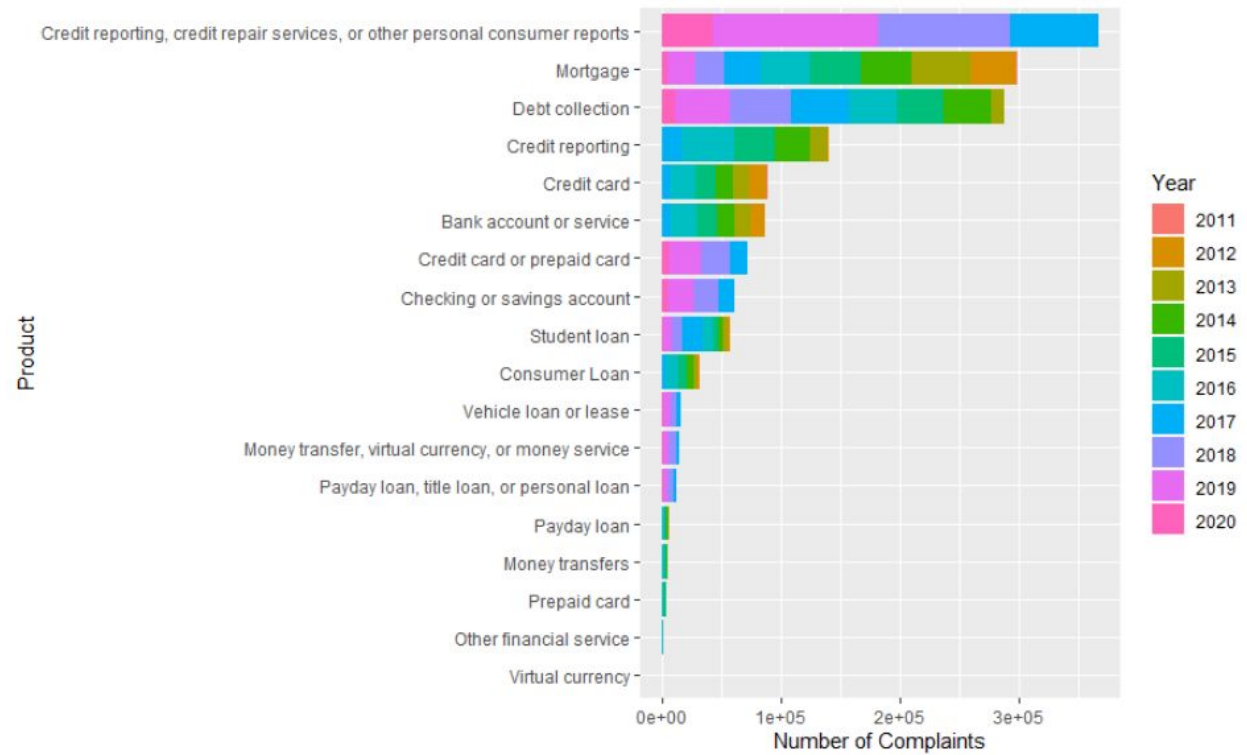
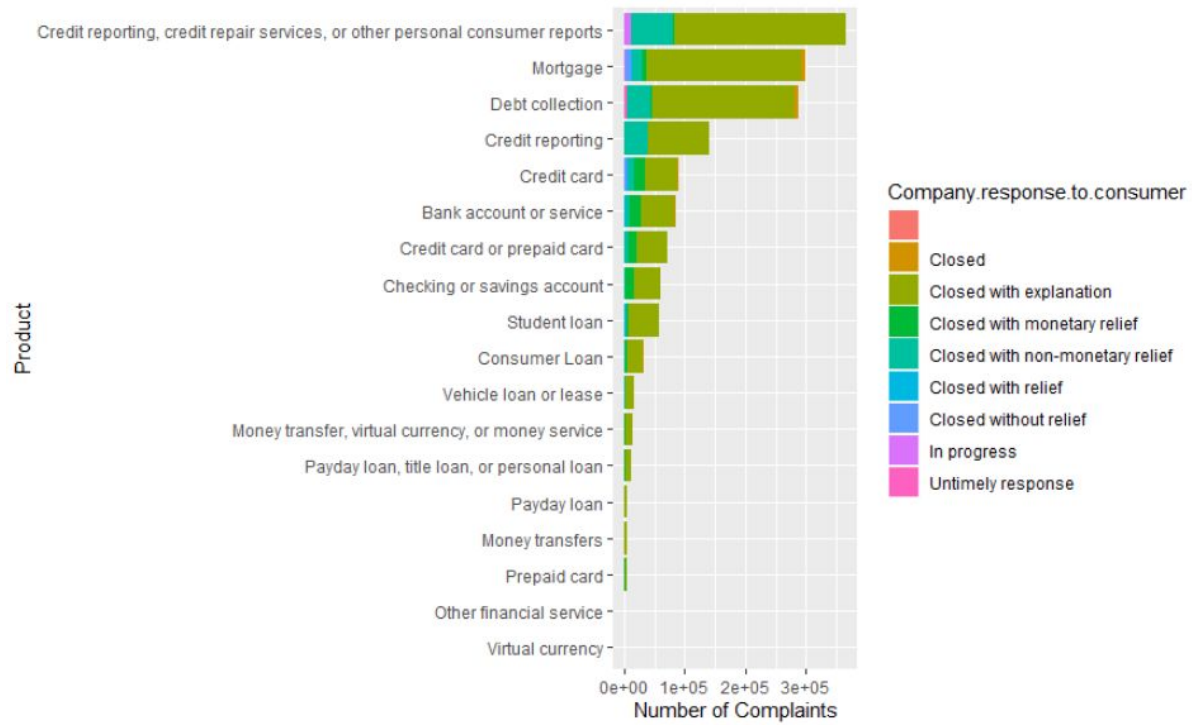
1. Incorrect information your credit report
2. Loan modification (mortgage)
3. Problem with credit reporting company's investigation



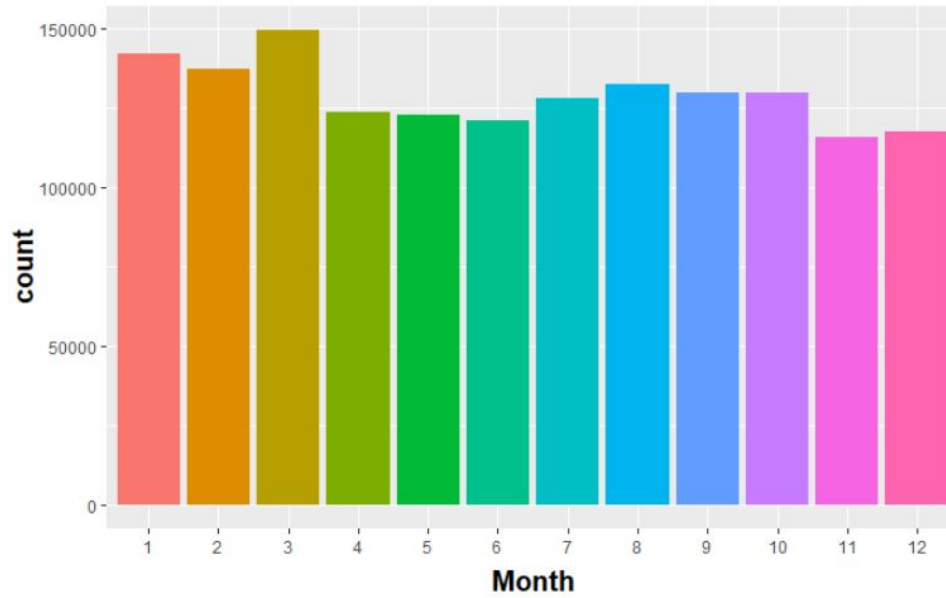
Sub-Issues:

1. Information on credit report belongs to someone else
2. Credit reporting company's investigation did not fix the error
3. Account status (credit reporting)

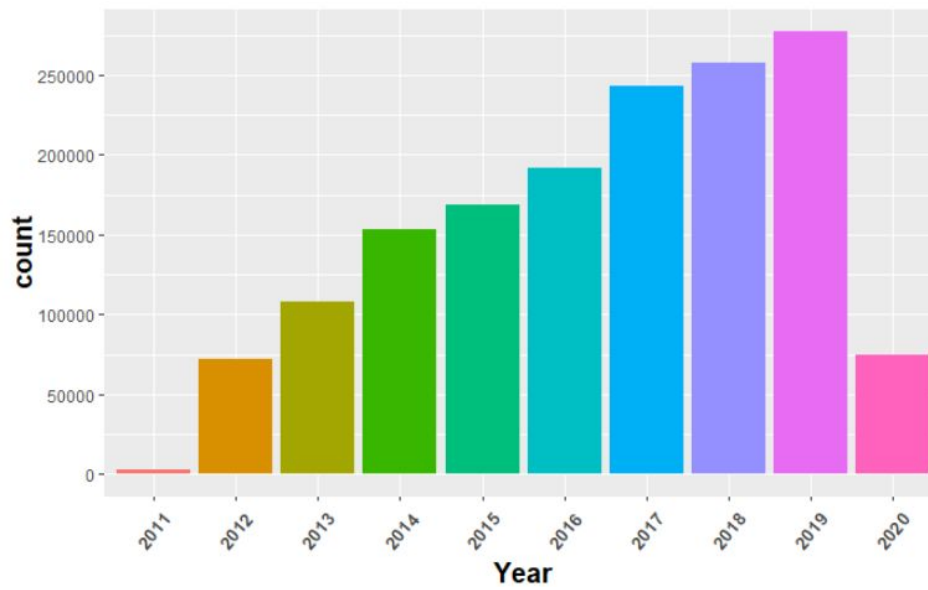




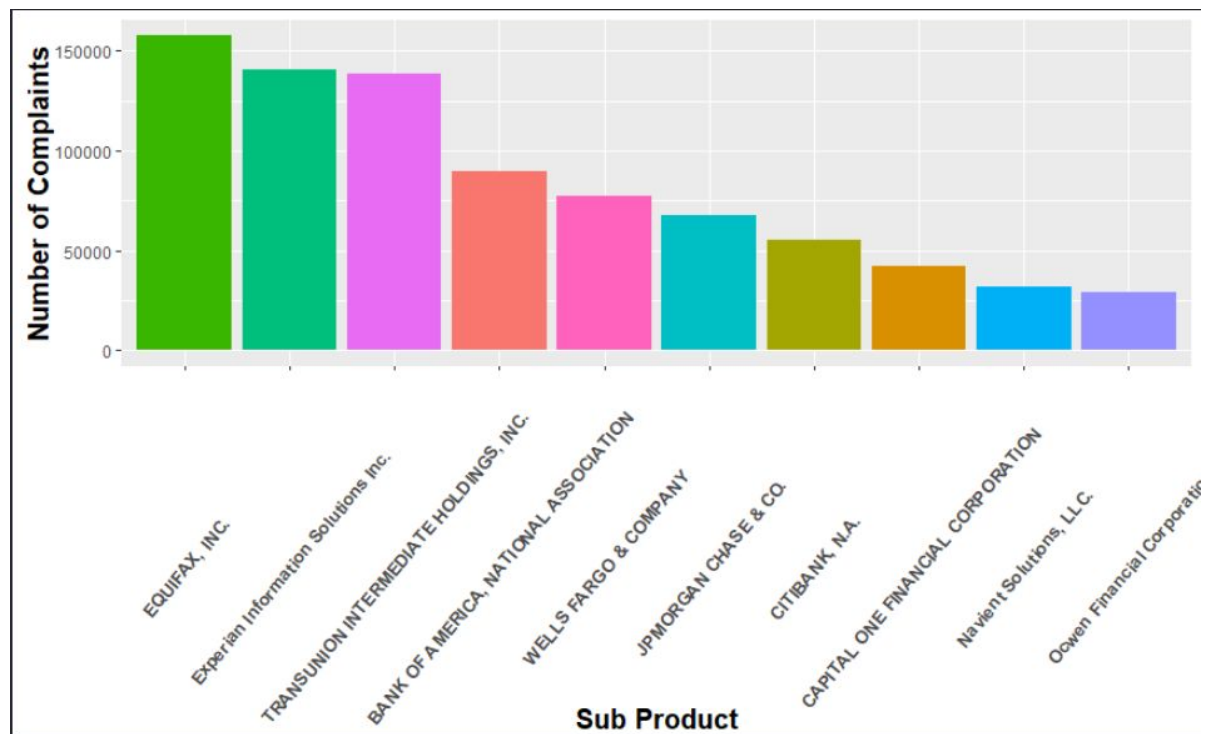
Insight by Time



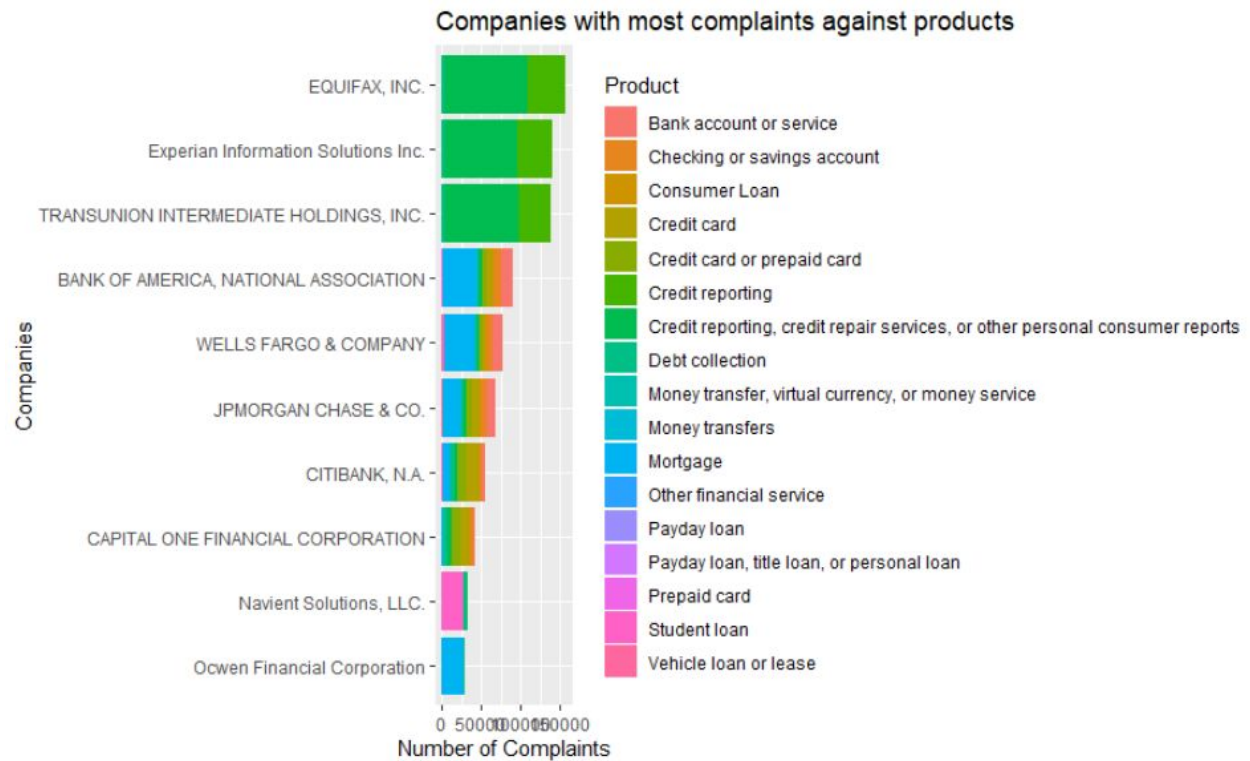
XX



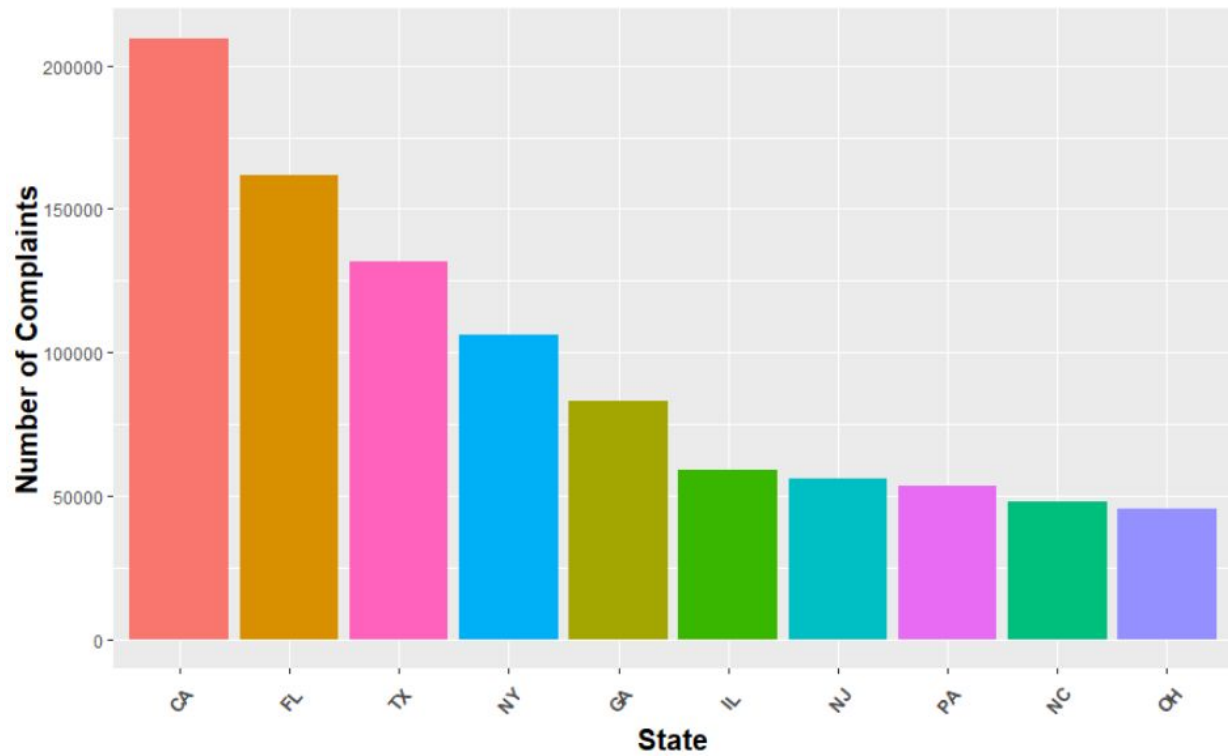
Insight by Company



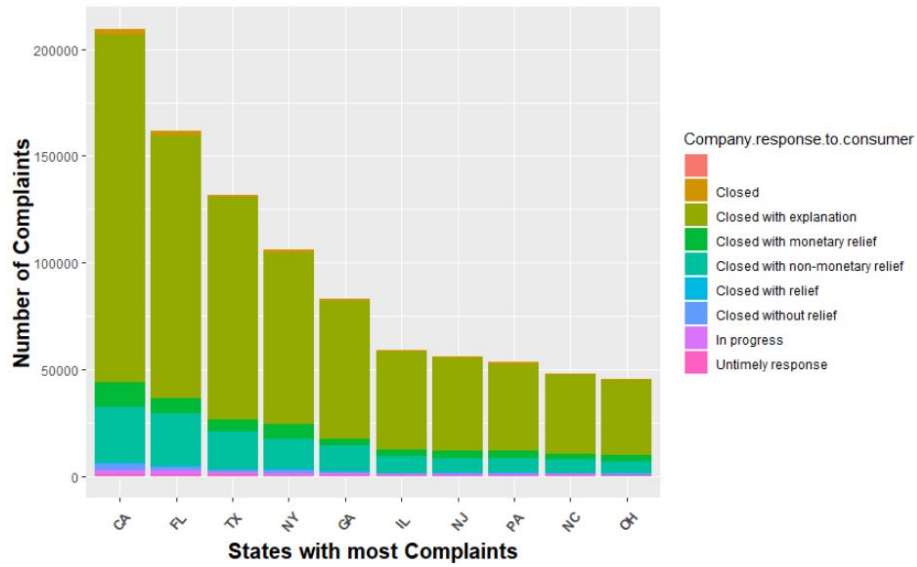
Company <fctr>	Count <int>
EQUIFAX, INC.	157527
Experian Information Solutions Inc.	140523
TRANSUNION INTERMEDIATE HOLDINGS, INC.	138160
BANK OF AMERICA, NATIONAL ASSOCIATION	89459
WELLS FARGO & COMPANY	77375
JPMORGAN CHASE & CO.	67366
CITIBANK, N.A.	55524
CAPITAL ONE FINANCIAL CORPORATION	42075
Navient Solutions, LLC.	32072
Ocwen Financial Corporation	29445



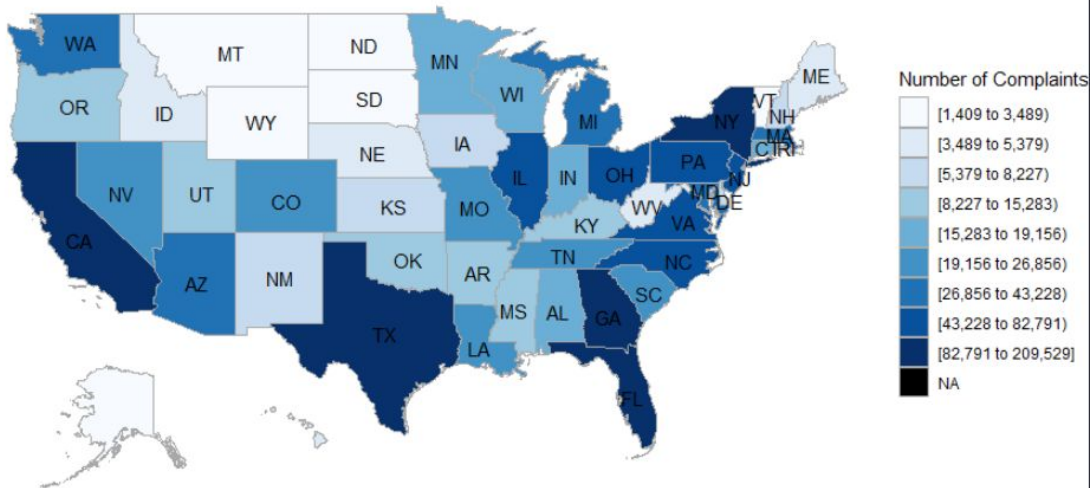
Insight by State



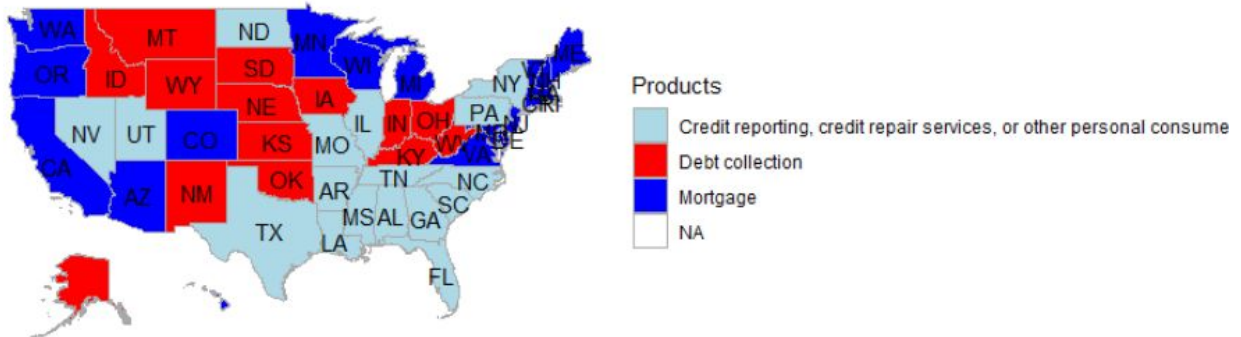
State<ctr>	Count<int>
CA	209529
FL	161505
TX	131740
NY	105898
GA	82791
IL	59038
NJ	55987
PA	53293
NC	47661
OH	45350



Complaints by State



Products with Most Complaints Statewise



All Consumer Complaint Narratives

[illegible]

	Issue	e	victim	m
51	Incorrect information on your report	6279	4572	3
8	Attempts to collect debt not owed	1478	1319	4
69	Problem with a credit reporting company's inve...	864	699	3
49	Improper use of your report	711	543	2
50	Incorrect information on credit report	710	576	0
..
74	Problem with cash advance	1	1	0
75	Problem with customer service	1	1	0
82	Settlement process and costs	1	1	0
27	Credit limit changed	1	1	0
57	Managing the line of credit	1	1	0

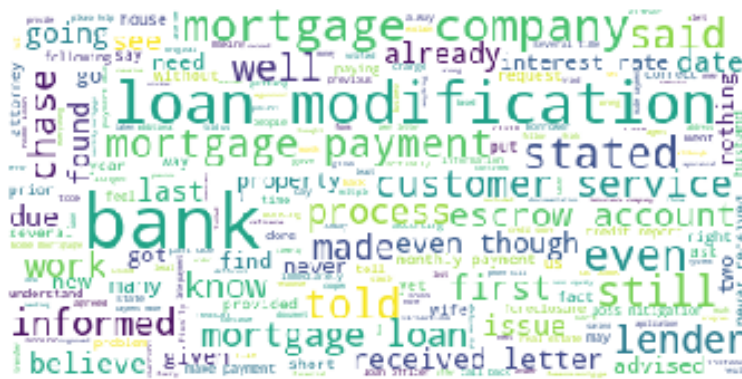
```
[('credit', 353310),
 ('account', 154399),
 ('information', 135541),
 ('report', 133299),
 ('consumer', 70894),
 ('would', 47374),
 ('never', 45642),
 ('company', 45064),
 ('payment', 45023),
 ('sent', 43052),
 ('please', 42245),
 ('inquiry', 40227),
 ('identity', 39745),
 ('late', 39357)]
```

Top Issues:

	Issue	e	victim	m
	Incorrect information on your report	6255	4556	3
	Problem with a credit reporting company's inve...	858	695	3
	Improper use of your report	705	539	1
	Problem with fraud alerts or security freezes	120	64	1
	Unable to get your credit report or credit score	66	47	0
	Credit monitoring or identity theft protection...	56	39	2
	Problem with a company's investigation into an...	11	4	0
	Identity theft protection or other monitoring ...	4	3	0
	Fraud or scam	1	1	0
	Problem with customer service	1	1	0

Consumer Complaint Narratives When Product is Mortgage

```
[('mortgage', 117455),
 ('loan', 116542),
 ('payment', 79910),
 ('would', 74801),
 ('told', 52994),
 ('home', 49446),
 ('received', 48493),
 ('bank', 46313),
 ('sent', 37882),
 ('get', 37742),
 ('account', 37583),
 ('time', 36278),
 ('modification', 34743),
 ('pay', 34483)]
```



Top Issues:

	Issue	e	victim	m
0	Application, originator, mortgage broker	11	6	0
7	Loan servicing, payments, escrow account	10	7	0
6	Loan modification, collection, foreclosure	9	2	0
9	Struggling to pay mortgage	9	4	0
2	Applying for a mortgage or refinancing an exis...	8	3	0
..
3	Closing on a mortgage	5	1	1
4	Credit decision / Underwriting	3	1	1
5	Incorrect information on your report	2	1	0
1	Applying for a mortgage	1	1	0
8	Settlement process and costs	1	1	0

Consumer Complaint Narratives When Product is Debt Collection


```
[('debt', 144907),
 ('credit', 132086),
 ('account', 91572),
 ('collection', 71804),
 ('company', 63640),
 ('received', 54299),
 ('would', 53137),
 ('information', 47170),
 ('never', 46293),
 ('told', 46147),
 ('letter', 43750),
 ('call', 43478),
 ('sent', 43361),
 ('report', 42884)]
```



Top Issues:

	Issue	e	victim	m
	Attempts to collect debt not owed	1478	1319	4
	Cont'd attempts collect debt not owed	621	560	3
	Written notification about debt	48	31	0
Took or threatened to take negative or legal a...		36	22	0
	Disclosure verification of debt	34	25	1
	Communication tactics	24	20	0
	False statements or representation	19	12	0
	Taking/threatening an illegal action	11	8	0
Threatened to contact someone or share informa...		6	4	0
	Improper contact or sharing of info	5	4	0

Top Words in consumer complaints in Experian

```
[('I', 211018),
 ('credit', 100419),
 ('report', 61022),
 ('information', 49545),
 ('account', 47877),
 ('The', 23123),
 ('consumer', 23042),
 ('dispute', 14507),
 ('file', 14328),
 ('removed', 13968),
 ('sent', 13564),
 ('debt', 13460),
 ('company', 13227),
 ('letter', 12948),
 ('would', 12898),
 ('never', 12274),
 ('agency', 11753),
 ('remove', 11720),
 ('late', 11366),
 ('received', 11333)]
```

Wordcloud for Loan modification,collection,foreclosure Issue in mortgage products



3-Gram Analysis of loan mod, collection and foreclosure

```
[('I', 'told', 'I'), 865),
(('loan', 'modification', 'I'), 784),
(('I', 'received', 'letter'), 634),
(('I', 'would', 'like'), 540),
(('I', 'loan', 'modification'), 422),
(('I', 'I', 'I'), 407),
(('single', 'point', 'contact'), 310),
(('I', 'never', 'received'), 295),
(('get', 'loan', 'modification'), 281),
(('I', 'trying', 'get'), 278),
(('even', 'though', 'I'), 273),
(('I', 'need', 'help'), 255),
(('applied', 'loan', 'modification'), 254),
(('I', 'lost', 'job'), 234),
(('I', 'applied', 'loan'), 212),
(('keep', 'home', 'I'), 211),
(('I', 'A', 'I'), 209),
(('I', 'fell', 'behind'), 191),
(('loan', 'modification', 'process'), 189),
(('loan', 'modification', 'application'), 185)]
```

Actionable Insights

By Problem Area

The majority of issues are made up in the credit reporting realm. There are issues of what is on people's reports and issues with fixing these problems. Identity fraud is a prevalent issue in the dataset, here are some testimonial examples:

XXXX XXXXXXXX XXXX Mr. XXXX XXXX invoking XXXX XXXX. Default judgment wrongfully entered by XXXX while in XXXX XXXX. Experienced reporting fraudulent information ; to date is completely false. Plaintiff entitled to sum of economic loss, employment, property, assets, future and potential earnings in violation section XXXX XXXX.

Mr. XXXX is the victim of identity theft/fraud and still ongoing. The documents support and substantiate is the victim of misappropriation of identity theft/fraud since XXXX by XXXX.

I have been victim of identity theft, An identity theft report had been filed with the FTC and a police report had been filed. Copies are attached. As required by FCRA any information reported as fraudulent should be removed from the consumer credit file.

Please remove all non-existent accounts holding inquiries and send me a copy of updated report.

I am the victim of identity theft. I reported the crime to the police, filed a report with the FTC, and filed all appropriate documents with all credit bureaus and institutions to correct and solve all the myriad of problems that are created by this crime. In the process of investigating I became aware that someone stole my social security number and used it to get reports bi-weekly from CREDIT KARMA, a private credit service. The thief (thieves) used these reports to further infiltrate my identity. When I contacted CREDIT KARMA the only customer service is through email (an unsecure site) located in a foreign country. I of course refused to give the number. I wanted to speak directly with someone about this fraud. They were unable or unwilling to give me any further information or contacts. I asked for a supervisor to no avail. If this company can easily give out personal financial information and reports without validating identity then I want to speak with someone. Why are they allowed to conduct business this way? Currently the thieves are still getting reports and applying for loans etc. and I am left with no recourse. Please let everyone know how this company shares its information.

I have been a victim of identity theft, accounts had been opened in my name so, I'm requesting these information to be blocked from my credit report in accordance with the FCRA. This has caused a great damage to my ability to get a better job as well as get funding. Please remove these items, any non-existent account holding inquiries and any address other than my current address to prevent any further damage to my credit report.

An FTC had been filed and a police report will be filed.
Thank you.

I am a victim of identity theft and this debt does not belong to me.

Please see the identity theft report and legal affidavit attached.

The second major issue is with mortgages.

The third major issue is with debt collection.

By Time

We can see a constant trend from 2012 to present of an increasing number of complaints. These complaints are becoming more and more credit related. Credit issues make up the bulk of complaints and they are only growing in the percentage of the total complaints that they take up.

At a monthly level, complaints are rather consistent. The highest reporting is done in the first three months of the year, perhaps because it is tax season and people are more tuned into their financial records.

By Company

The top three recipients of complaints are Equifax, Experian, and Transunion -- the big three companies that deal with credit reporting. This reinforces the idea that credit reporting is the major issue here.

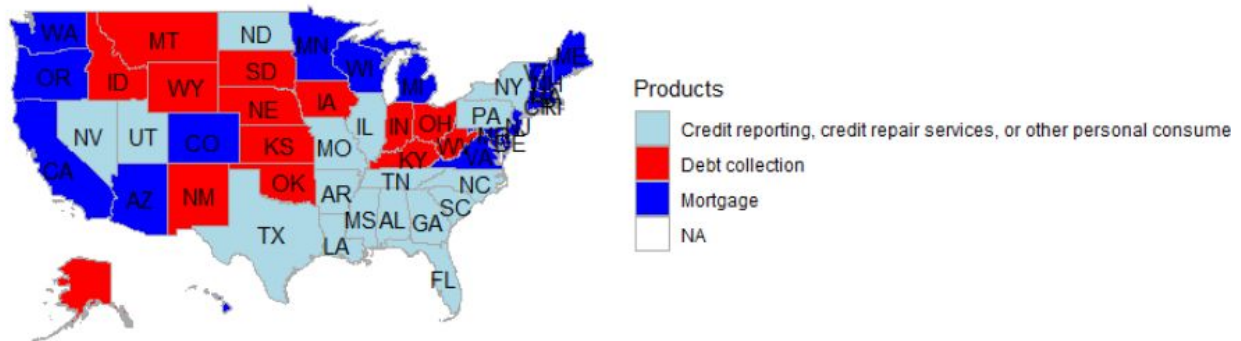
The next top recipients are Bank of America, Wells Fargo, JP Morgan, and CitiBank. The bulk of these complaints deal with mortgages. This is where we get our second most important issue, i.e. mortgages.

By State

The top states that file complaints are CA, FL, TX, NY, and GA. California is the top contributor by a large number. These numbers are not too surprising as they are the most populated states. Four of the five most populated states take up this top 5.

We can gain some insight from the graph below and seeing what states deal with what issues. It looks like the southern states primarily deal with credit reporting. Debt collection takes up a lot of the midwest and mortgage complaints are fairly scattered.

Products with Most Complaints Statewise

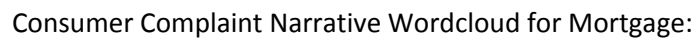


By Text

Top issues when the product is credit reporting:

Issue	e	victim	m
Incorrect information on your report	6255	4556	3
Problem with a credit reporting company's investigation	858	695	3
Improper use of your report	705	539	1
Problem with fraud alerts or security freezes	120	64	1
Unable to get your credit report or credit score	66	47	0
Credit monitoring or identity theft protection...	56	39	2
Problem with a company's investigation into an...	11	4	0
Identity theft protection or other monitoring ...	4	3	0
Fraud or scam	1	1	0
Problem with customer service	1	1	0

Top issues when the product is mortgage:



Create analytics and make conclusions so that you can advise cfpb on its future plans, actions, and legislation proposals so that this market becomes more efficient and the number of consumer complaints decreases.

Future plans and actions -

Legislative proposals -

Specifically, identify the products, sub-products, issues and sub issues as well as corporations and sub sectors that create most problems for the consumers. Search through the consumer text narratives to identify the top areas of consumer complaints.

Products giving the most issues -

Top areas of consumer complaints -

Identify all possible factors, existing in this dataset or not, that have the highest impact in leading to consumer complaints. Provide advice to the federal government and propose five specific pieces of legislation to the US Congress.

Factors that lead to complaints -

Propose five pieces of legislation to US Congress

1. X
2. X
3. X
4. X
5. X

For the issue of loan modification in the product of mortgage

were in and gave us 30 days to answer the complaint. We tried to handle it ourselves. We provided the copies of the three checks that PNC had lied and said we did n't pay. Thinking this would be enough proof that PNC lied. But it was n't and the judge ruled in their favor. Went to legal aid and they addressed our situation and we won. We then hired our current attorney, XXXX XXXX had a trial and won the judgement. He advised the bank gets nothing. A new case was started without an appeal. PNC just passed up the appeal process. PNC 's lawyers knew we had the checks where they said we defaulted. So then they changed the default date to XXXX . Our lawyer addressed this to XXXX XXXX the different dates. However all these lies did n't matter to her. PNC is involved in fraudulent foreclosures, the judge is aware but is bias to us and is reselling our house XXXX / XXXX / XXXX . We won the first judgement and PNC st ill does n't have proof of the right to foreclose on us as they are not the legal server of this note. We are being denied our constitutional rights and double-jeopardy is being used against us. We are in desperate need of help. XXXX XXXX XXXX XXXX XXXX XXXX Case # XXXX won judgement XXXX XXXX new one PNC still does n't have the legal right to foreclose but Judge XXXX XXXX is allowing it Reported her to the Chief Judge and he advised all his judge are fair and follow the law Obliviously he is n't going to help us

My family income rate decreased which lead us to apply for a loan modification 3 years ago. This process of mitigation has gone back and forth for 3 years with no resolution until nowFORECLOSURE! A realtor company just arrived to my door to inform me that our home was foreclosed on Tue, XXXX XXXX. No one from Nationstar had contacted us at all. We were told that the foreclosure process would be stopped upon receiving the requested documents. This loan started with XXXX XXXX XXXX but was sold to Nationstar. The communication is horrible with Nationstar, until the last minute, to request an IMMEDIATE update on paperwork and repetitive forms that have already been faxed or emailed with confirmation. However, we ALWAYS immediately send every form/document, hardship letter, profit and loss statement, letter of explanation, etc has been sent in a timely manner. We do n't always get a confirmation from Nationstar that they 've received the documents so we have to call or email them. We ca n't get any one particular person to handle our case so it 's always difficult and almost impossible to consistently reach someone to discuss your case or issues. No clerk/technician ever has any concrete information about your case being settled, etc. They can only tell you if the documents have been received or not. After successfully receiving all requested documents our

home has now been foreclosed. We 're capable of paying for our home but not at these extremely high interest rates. We 'd still love to keep our home but just do n't know what else to do. We 've even been using a third party, XXXX XXXX XXXX (Foreclosure Prevention) to no avail. XXXX is just as shocked about the foreclosure as we are and instructed me to file this complaint. Also, the realtor, XXXX, suggested I file a complaint as well because this happens too often and it does n't seem as though banks want to work with the occupants at all. What else is the consumer to do when you 've done all that was requested? All requests were honored in timely manners. If at all possible, IMMEDIATELY. We 've worked hard for what we have and are fighting for our rights to be property owners at this address. We 're young hard working professionals as a family of XXXX, who 's faced hardships and misfortunes just like others but we 're financially stable now and do n't know what else to do. PLEASE HELP!