

Total Complaints

62516

Unique Issues

76

Avg Complaints per Issue

822,58

Avg Submission-Receipt Days

1,22

Overall Response Status

Closed

Year

All

Timely Response

All

Complaints per State



Complaints Over Time



Top 5 Issues & Sub Issues

Issue	Complaints
Closing an account	2912
Incorrect information on your report	4921
Managing an account	15100
Problem with a purchase shown on your statement	4415
Trouble during payment process	2827

Bottom 5 Issues & Sub Issues

Issue	Complaints
Can't stop withdrawals from your bank account	2
Getting a loan	2
Overdraft, savings, or rewards features	2
Problem with an overdraft	1
Vehicle was damaged or destroyed the vehicle	1
Vehicle was repossessed or sold the vehicle	1
Was approved for a loan, but didn't receive money	1

Complaints Severity by Time



Complaints by Region & District



Complaints by Channel: Count & Avg Response

Channel	Complaints	Avg Response Days
Email	2	17,30
Fax	222	11,52
Phone	4694	11,14
Postal mail	1218	14,08
Referral	10766	11,14
Web	45422	11,07
Web Referral	98	14,82
Total	62516	11,09

Complaint Count by Product & Sub Product

Product	Complaints
Checking or savings account	24814
Credit card or prepaid card	16197
Credit reporting, credit repair services, or other personal consumer reports	7710
Debt collection	2716
Money transfer, virtual currency, or money service	2452
Mortgage	6601
Payday loan, title loan, or personal loan	222
Student loan	20
Vehicle loan or lease	622