

United States

109,109

Complaints handled since 2011

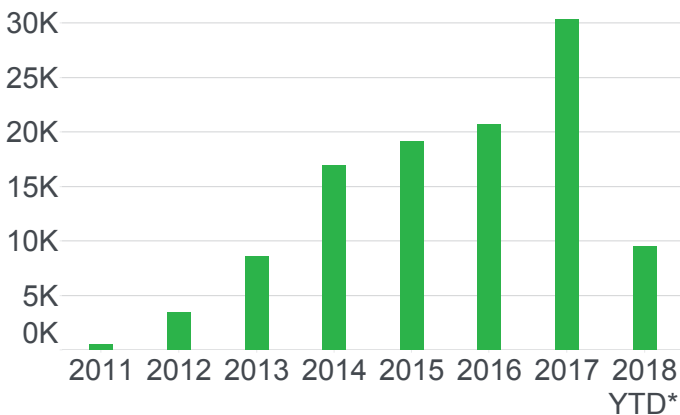
+47%

Complaints handled in 2017 than 2016

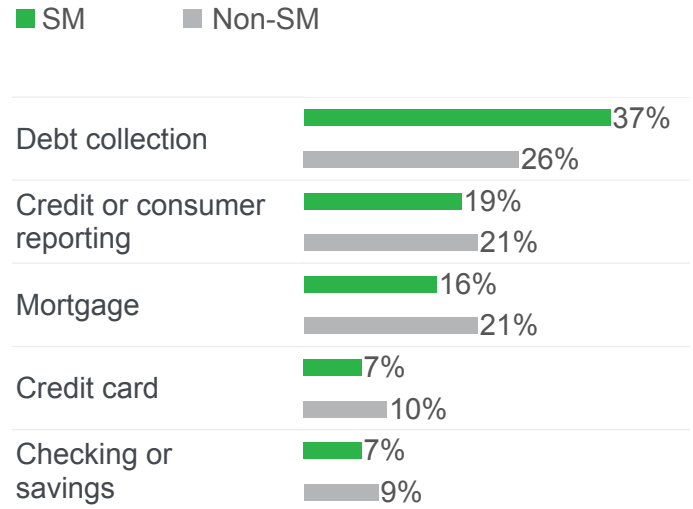
97%

Timely company responses since 2011

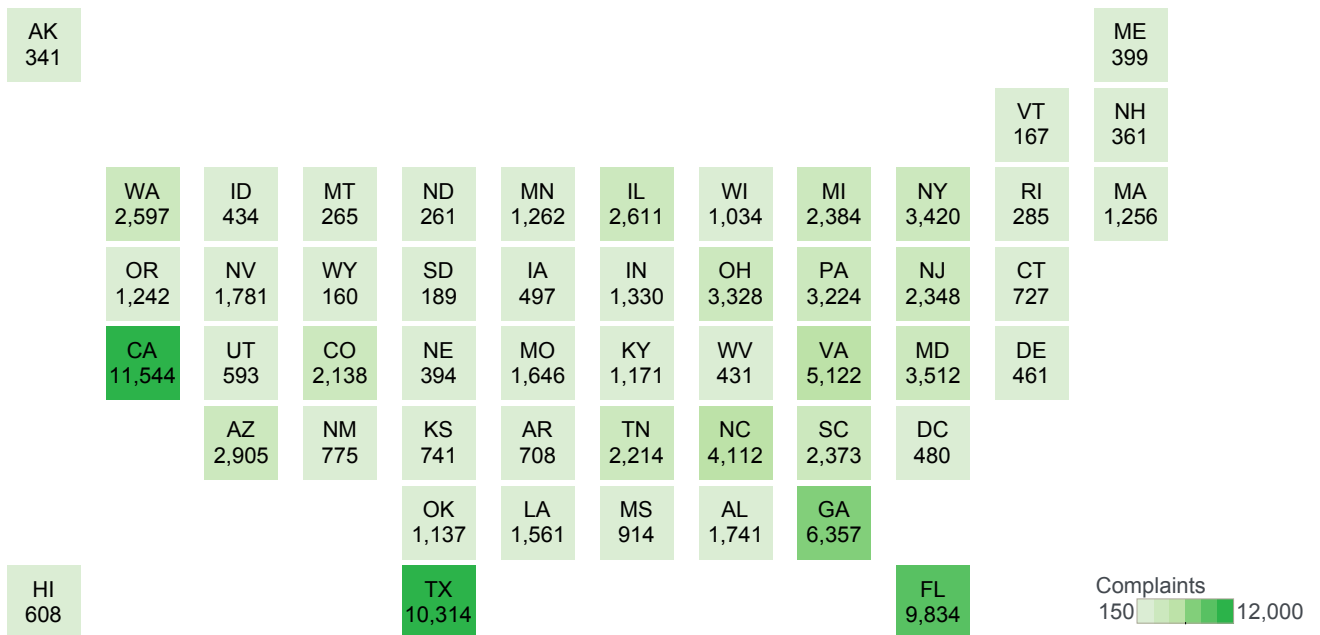
YEARLY COMPLAINT VOLUME
2011 - 2018 YTD*



TOP 5 PRODUCTS BY VOLUME



COMPLAINT VOLUME BY STATE



*This report uses dynamic data as of April 1, 2018 and may differ slightly from other public reports. "SM" refers to consumers who self-identified as a servicemember, veteran or their family; "Non-SM" refers to consumers who did not self-identify as a servicemember, veteran or their family. Please visit consumerfinance.gov/complaint to learn how we handle complaints.