

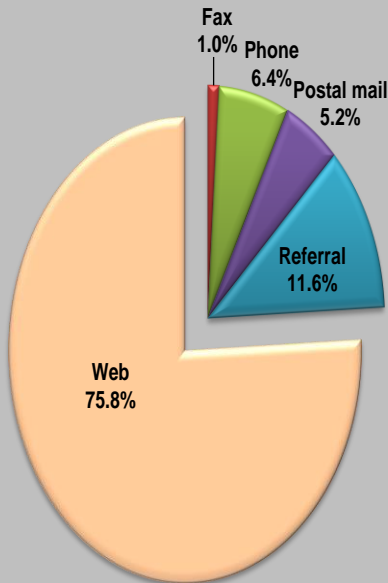


The Consumer Financial Protection Bureau (CFPB) Summary–Q3 2015

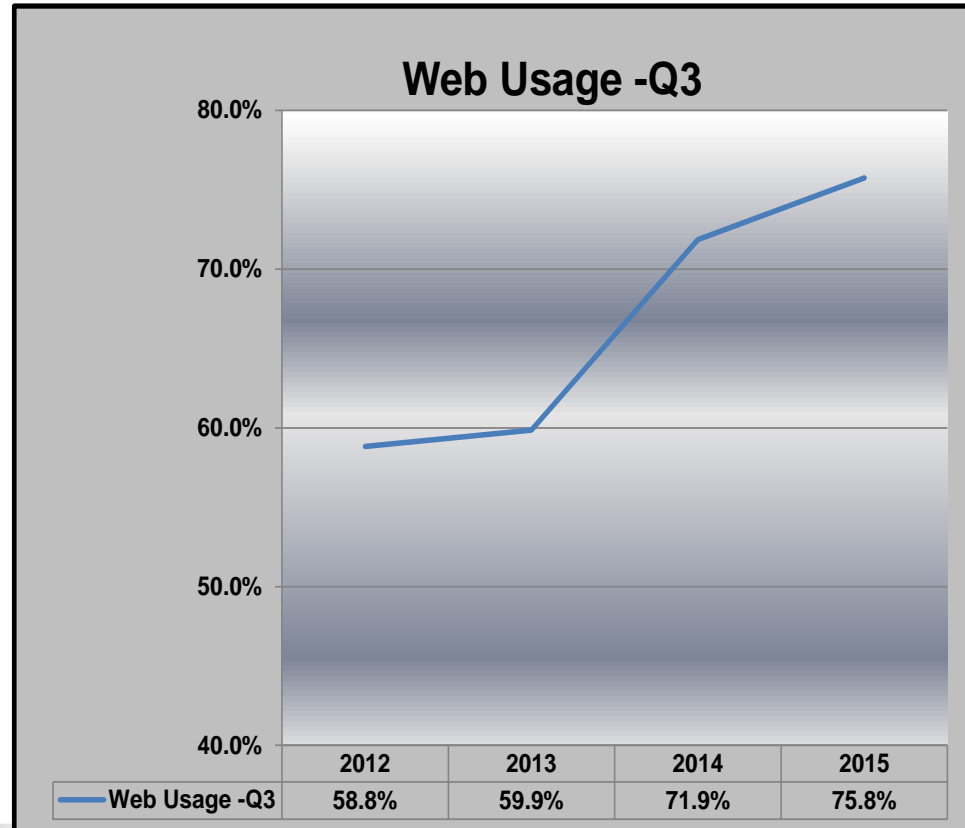


- Credit Cards: Q3 2015 shows 76% of all complaints submitted through CFPB's Website, compared to Q3 2014 at 72%.
 - Web submissions increased by 24% comparing Q3 2014 to Q3 2015.
- Usage of the Web remains the most popular channel.

Tally of complaints received by:	Email	Fax	Phone	Postal mail	Referral	Web
% of complaints received by:	0.0%	1.0%	6.4%	5.2%	11.6%	75.8%



Complaint Received Channel



- Billing Disputes ranked 1st in Q3 2014 and Q3 2015

Q3 - 2014		
Top 10 Issues Reported	Total	% of Total
Billing disputes	553	17%
Other	419	13%
Identity theft / Fraud / Embezzlement	367	11%
Closing/Cancelling account	230	7%
APR or interest rate	192	6%
Delinquent account	164	5%
Late fee	151	5%
Customer service / Customer relations	144	4%
Transaction issue	130	4%
Advertising and marketing	125	4%
Total	2,475	74%
Grand Total (all Issues)		
	3,345	

Q3 - 2015		
Top 10 Issues Reported	Total	% of Total
Billing disputes	654	17%
Other	484	12%
Identity theft / Fraud / Embezzlement	412	10%
Closing/Cancelling account	272	7%
Delinquent account	210	5%
APR or interest rate	199	5%
Customer service / Customer relations	191	5%
Late fee	175	4%
Transaction issue	146	4%
Advertising and marketing	142	4%
Total	2,885	73%
Grand Total (all Issues)		
	3,935	

Overall Issuer Response to Credit Card Complaints

- Credit Card Complaints that were “Closed with an explanation” ranked first in Q3 of 2013, 2014 and 2015, followed by “Closed with monetary relief”.

How companies have responded to consumer complaints.						
Row Labels	Q3 2013		Q3 2014		Q3 2015	
		% of Total		% of Total		% of Total
Closed with explanation	1,954	63%	2,070	62%	2,548	65%
Closed with monetary relief	726	23%	730	22%	772	20%
Closed with non-monetary relief	382	12%	352	11%	442	11%
In progress	17	1%	176	5%	141	4%
Closed	36	1%	15	0%	26	1%
Untimely response	1	0%	2	0%	6	0%
Grand Total	3,116	100%	3,345	100%	3,935	100%

Complaints by State

Below is a summary of Credit Card complaints by State. Zip codes are provided by the consumer when filing their complaint online.

- CA, NY, and FL are the top 3 States with most credit card complaints.
- Other: no zip code was provided/ zip code doesn't exist/ Military Locations.

Q3 2015					
State	# of Complaints	State	# of Complaints	State	# of Complaints
CA	554	WI	60	ID	17
NY	378	MN	57	NM	16
FL	318	OR	48	HI	15
TX	267	CO	47	VT	15
NJ	171	MO	45	ME	15
PA	162	NV	42	UT	15
VA	149	IN	37	PR	14
IL	135	KY	33	IA	13
MD	130	SC	33	WV	10
OH	127	DC	30	MT	10
GA	126	AL	29	AR	9
NC	114	KS	27	MS	9
AZ	104	LA	26	VI	5
MI	92	OK	24	SD	5
MA	91	DE	22	WY	4
WA	71	NE	19	AK	3
CT	60	NH	19	ND	1
TN	60	RI	19	OTHER	33
				Total	3,935

Q3 2014					
State	# of Complaints	State	# of Complaints	State	# of Complaints
CA	458	CT	53	IA	19
FL	306	MN	43	ME	17
NY	305	TN	39	NH	17
TX	235	IN	39	KS	15
NJ	131	MO	38	AR	15
OH	128	NV	35	UT	14
VA	111	OR	34	NE	13
GA	110	SC	32	HI	9
PA	107	AL	29	SD	9
IL	102	DE	28	ID	7
NC	89	DC	27	WV	7
MA	89	LA	26	MT	5
AZ	83	KY	24	AK	4
MD	82	RI	24	ND	3
MI	71	OK	23	WY	2
WI	56	MS	23	VT	1
WA	56	PR	20	OTHER	58
CO	55	NM	19	Total	3,345

Total Complaints by Product

- Total complaints increased by 12% comparing Q3 2015 to Q3 2014.
- Mortgage, and Debt Collection Credit Reporting accounted for at least 70% of complaints in both periods.
- Credit Card complaints increased by 18% comparing Q3 2015 to Q3 2014.

Q3 2014		
ProductName	# of Complaints	%
Mortgage	9,953	28%
Debt collection	8,956	25%
Credit reporting	7,164	20%
Bank account or service	3,516	10%
Credit card	3,345	9%
Consumer loan	1,486	4%
Student loan	1,003	3%
Payday loan	469	1%
Money transfers	275	1%
Total	36,167	100%

Q3 2015		
ProductName	# of Complaints	%
Mortgage	9,962	25%
Debt collection	9,250	23%
Credit reporting	9,221	23%
Bank account or service	3,957	10%
Credit card	3,935	10%
Consumer loan	1,991	5%
Student loan	1,059	3%
Money transfers	375	1%
Payday loan	314	1%
Prepaid card	232	1%
Other financial service	80	0%
Total	40,376	100%

Overall growth Rate **12%**

Credit Card growth Rate **17.64%**

Consumer Complaint Narratives (Credit Cards) – Q3 2015

- In June 2015, CFPB created a Database of Complaints in a narrative format. Companies have the option of Responding Publicly.
 - In Q3 2015, 59% of complaints had no narrative. Company Responses are shown below.

Q3 2015		
Company Public Response	Count	% of Total
(blank)	2,333	59%
Company chooses not to provide a public response	1,499	38%
Company believes it acted appropriately as authorized by contract or law	86	2%
Company believes complaint is the result of an isolated error	8	0%
Company can't verify or dispute the facts in the complaint	3	0%
Company disputes the facts presented in the complaint	2	0%
Company believes complaint caused principally by actions of third party outside the control or direction of the comp	2	0%
Company believes the complaint is the result of a misunderstanding	2	0%
Grand Total	3,935	100%