



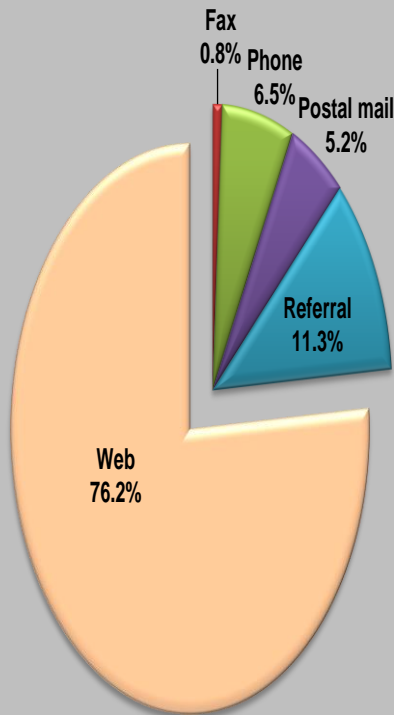
The Consumer Financial Protection Bureau (CFPB) Summary



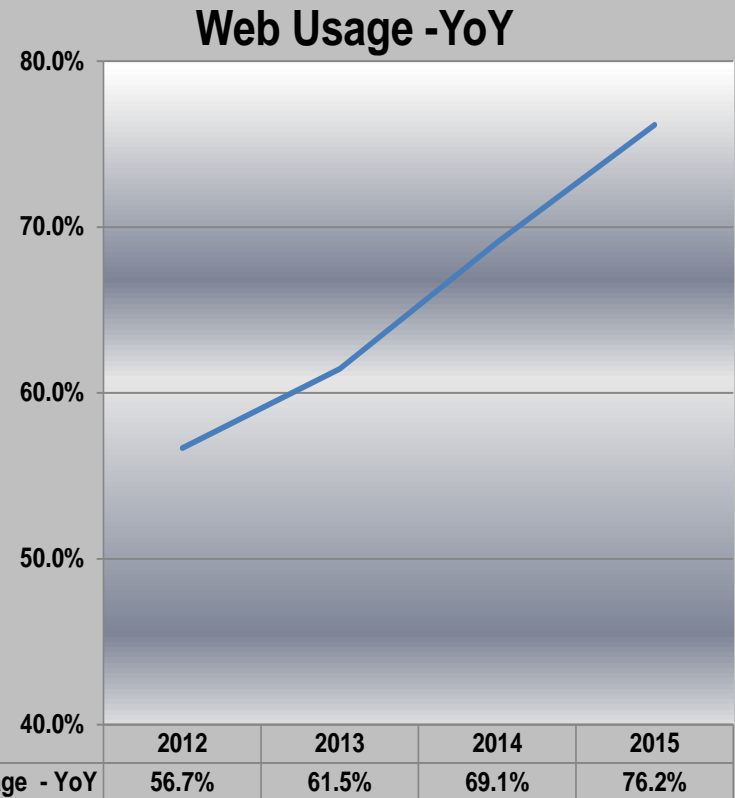
2015

How Complaints Reach the CFPB

- Credit Cards: 2015 shows 76% of all complaints submitted through CFPB's Website, compared to 2014 at 69%.
 - Web submissions increased by 32% comparing 2014 to 2015.
- Usage of the Web remains the most popular channel.



Complaint Received Channel



- Billing Disputes ranked 1st in 2014 and 2015.
- Top 10 Issues accounted for 73% of all Complaints in 2014 and 2015

2014			2015		
Top 10 Issues Reported	Total	% of Total	Top 10 Issues Reported	Total	% of Total
Billing disputes	2,279	17%	Billing disputes	2,583	16%
Other	1,692	13%	Other	1,896	12%
Identity theft / Fraud / Embezzlement	1,331	10%	Identity theft / Fraud / Embezzlement	1,650	10%
Closing/Cancelling account	909	7%	Closing/Cancelling account	1,312	8%
APR or interest rate	810	6%	Delinquent account	840	5%
Late fee	618	5%	Customer service / Customer relations	751	5%
Customer service / Customer relations	610	5%	APR or interest rate	739	5%
Delinquent account	590	4%	Advertising and marketing	668	4%
Credit determination	475	4%	Late fee	627	4%
Advertising and marketing	469	4%	Credit determination	550	3%
Total	9,783	73%	Total	11,616	73%
Grand Total (all Issues)			Grand Total (all Issues)		
	13,370			16,006	

Overall Issuer Response to Credit Card Complaints

- Credit Card Complaints that were “Closed with an explanation” ranked first from 2013 through 2015, followed by “Closed with monetary relief”.

How companies have responded to consumer complaints.						
Row Labels	2013		2014		2015	
		% of Total		% of Total		% of Total
Closed with explanation	7,921	62%	8,426	63%	10,375	65%
Closed with monetary relief	3,106	24%	2,967	22%	3,082	19%
Closed with non-monetary relief	1,492	12%	1,327	10%	1,860	12%
In progress	184	1%	588	4%	582	4%
Closed	142	1%	57	0%	86	1%
Untimely response	7	0%	5	0%	21	0%
Grand Total	12,852	100%	13,370	100%	16,006	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.

2014					
State	# of Complaints	State	# of Complaints	State	# of Complaints
CA	1,829	CT	190	RI	65
FL	1,199	OR	168	PR	64
NY	1,189	TN	167	NM	60
TX	888	MN	167	ME	60
NJ	650	MO	149	HI	60
PA	507	IN	147	AR	56
IL	482	SC	127	MS	55
OH	469	NV	105	NE	53
VA	465	LA	97	SD	33
GA	401	AL	97	WV	32
NC	377	DC	93	ID	30
MD	355	DE	86	MT	25
MA	342	KY	86	VT	17
MI	287	OK	81	AK	15
AZ	280	KS	74	ND	12
WA	261	IA	72	WY	5
CO	250	UT	69	OTHER	236
WI	219	NH	67	Total	13,370

2015					
State	# of Complaints	State	# of Complaints	State	# of Complaints
CA	2,227	WI	231	UT	71
NY	1,466	OR	219	NH	70
FL	1,314	CT	215	NM	67
TX	1,063	TN	215	RI	66
PA	698	MO	191	ID	64
NJ	670	NV	180	HI	62
IL	573	IN	163	AR	60
VA	545	SC	157	VT	54
GA	538	AL	153	MS	48
OH	506	DC	134	PR	43
MD	489	LA	114	WV	36
NC	462	DE	114	MT	29
AZ	391	KY	109	SD	29
MA	376	KS	102	AK	20
MI	366	OK	89	ND	17
WA	288	ME	84	WY	15
CO	274	IA	75	OTHER	159
MN	234	NE	71	Total	16,006

Total Complaints by Product

- Total complaints increased by 9% comparing 2014 to 2015.
- Mortgage, Debt Collection and Credit Reporting accounted for 73% of complaints in 2014 and 69% in 2015.
- Credit Card complaints increased by 20% comparing 2014 to 2015.

2014			2015		
ProductName	# of Complaints	%	ProductName	# of Complaints	%
Mortgage	41,115	29%	Mortgage	38,915	25%
Debt collection	37,003	26%	Debt collection	36,981	24%
Credit reporting	27,275	19%	Credit reporting	32,481	21%
Bank account or service	14,038	10%	Credit card	16,006	10%
Credit card	13,370	9%	Bank account or service	15,898	10%
Consumer loan	5,020	3%	Consumer loan	7,270	5%
Student loan	4,145	3%	Student loan	4,138	3%
Money transfers	1,124	1%	Prepaid card	1,683	1%
Payday loan	879	1%	Money transfers	1,515	1%
Total	143,969	100%	Payday loan	1,453	1%
			Other financial service	280	0%
			Total	156,620	100%

Overall growth Rate **9%**

Credit Card growth Rate **20%**

- In June 2015, CFPB created a Database of Complaints in a narrative format. Companies have the option of Responding Publicly.

2015		
Company Public Response	Count	% of Total
(blank)	11,823	74%
Company chooses not to provide a public response	3,884	24%
Company believes it acted appropriately as authorized by contract or law	226	1%
Company believes complaint is the result of an isolated error	43	0%
Company believes the complaint is the result of a misunderstanding	13	0%
Company disputes the facts presented in the complaint	6	0%
Company can't verify or dispute the facts in the complaint	6	0%
Company believes complaint caused principally by actions of third party outside the control or direction of the company	3	0%
Company believes complaint represents an opportunity for improvement to better serve consumers	2	0%
Grand Total	16,006	100%