



## Consumer Complaint Database Breakdown

Today, the Consumer Financial Protection Bureau is going live with the largest collection of complaint data on federal consumer financial products and services ever made public. We are immediately expanding our existing Consumer Complaint Database from about 19,000 credit card complaints to more than 90,000 complaints about mortgages, bank accounts and services, student loans, consumer loans, and credit cards.

### COMPLAINTS IN THE CONSUMER COMPLAINT DATABASE AS OF MARCH 22, 2013

This analysis is based on the complaints to be included in the Consumer Complaint Database. Complaints are listed after the company responds or after they have had the complaint for 15 calendar days, whichever comes first. Products, sub-products, and issues are consumer-reported.

In addition to credit card complaints dating back to December 1, 2011, the database includes data about the following products, dating back to the date the Bureau first began to handle those complaints:

- Mortgage complaints, dating back to December 1, 2011
- Bank account and service complaints, dating back to March 1, 2012
- Private student loan complaints, dating back to March 1, 2012
- Other consumer loan complaints, dating back to March 1, 2012

#### Complaints included in the database by product

Mortgage	49,956	55.2%
Credit Card	19,433	21.5%
Bank account or service	15,121	16.7%
Student loan	3,409	3.8%
Consumer loan	2,509	2.8%
<b>Total</b>	<b>90,428</b>	<b>100%</b>

#### Complaints included in the database by product by sub-product

##### Mortgage

Sub-product	#	%
Other	25,238	50.52%
Conventional fixed mortgage	12,872	25.77%
Conventional adjustable mortgage (ARM)	5,006	10.02%
FHA mortgage	3,576	7.16%
Home equity loan or line of credit	1,951	3.91%
VA mortgage	666	1.33%
Second mortgage	378	0.76%

Reverse mortgage	269	0.54%
<b>Total</b>	<b>49,956</b>	<b>100%</b>

#### Bank account or service

Sub-product	#	%
Checking account	11,899	78.69%
Savings account	1,027	6.79%
Certificate of deposit	944	6.24%
Cashing a check without an account	118	0.78%
Other service (Money order, cashier's check, money transfer, etc.)	1,133	7.49%
<b>Total</b>	<b>15,121</b>	<b>100%</b>

#### Consumer loan

Sub-product	#	%
Vehicle loan	1,569	62.53%
Personal line of credit	474	18.89%
Installment loan (medical, appliance, vacation, funeral, etc.)	291	11.60%
Vehicle lease	175	6.97%
<b>Total</b>	<b>2,509</b>	<b>100%</b>

#### Complaints included in the database by product by issue

##### Credit card (Top 10)

Issue	#	%
Billing disputes	2,939	22.39%
Annual Percentage Rate (APR) or interest rate	2,056	15.66%
Credit reporting	1,515	11.54%
Identity theft/Fraud/Embezzlement	1,302	9.92%
Closing/Cancelling account	1,237	9.42%
Other	964	7.34%
Collection practices	848	6.46%
Late fee	804	6.12%
Collection debt dispute	743	5.66%
Credit card protection/Debt protection	720	5.48%
<b>Total</b>	<b>13,128</b>	<b>100%</b>

## Mortgage

Issue	#	%
Problems when you are unable to pay	29,438	58.93%
Making payments	12,542	25.11%
Applying for the loan	3,527	7.06%
Signing the agreement	1,701	3.40%
Other	1,640	3.28%
Receiving a credit offer	1,102	2.21%
<b>Total</b>	<b>49,950</b>	<b>100%</b>

## Bank account or service

Issue	#	%
Account opening, closing, or management	6,077	40.19%
Deposits and withdrawals	4,313	28.52%
Problems caused by my funds being low	2,508	16.59%
Making or receiving payments, sending money to others	1,306	8.64%
Using a debit or ATM card	913	6.04%
Other	4	0.02%
<b>Total</b>	<b>15,121</b>	<b>100%</b>

## Student loan

Issue	#	%
Repaying your loan	2,257	66.21%
Problems when you are unable to pay	1,024	30.04%
Getting a loan	128	3.75%
<b>Total</b>	<b>3,409</b>	<b>100%</b>

## Consumer loan

Issue	#	%
Managing the loan, lease, or line of credit	1,412	56.28%
Problems when you are unable to pay	534	21.28%
Taking out the loan or lease / Account terms and changes	257	10.24%
Shopping for a loan, lease, or line of credit	154	6.14%
Other	152	6.06%
<b>Total</b>	<b>2,509</b>	<b>100%</b>

## Complaints included in the database by product and by company response

### Credit card

<b>Company response</b>	<b>#</b>	<b>%</b>
Closed with explanation	7,124	36.66%
Closed without relief	4,307	22.16%
Closed with monetary relief	3,439	17.70%
Closed with relief	2,519	12.96%
Closed with non-monetary relief	1,702	8.76%
Closed	210	1.08%
Untimely response	77	0.40%
In progress	55	0.28%
<b>Total</b>	<b>19,433</b>	<b>100%</b>

### Mortgage

<b>Company response</b>	<b>#</b>	<b>%</b>
Closed with explanation	28,989	58.03%
Closed without relief	10,665	21.35%
Closed with non-monetary relief	5,146	10.30%
Closed with relief	1,404	2.81%
Closed with monetary relief	1,318	2.64%
Closed	1,218	2.44%
In progress	939	1.88%
Untimely response	277	0.55%
<b>Total</b>	<b>49,956</b>	<b>100%</b>

### Bank account or service

<b>Company response</b>	<b>#</b>	<b>%</b>
Closed with explanation	7,284	48.17%
Closed with monetary relief	3,223	21.31%
Closed without relief	1,990	13.16%
Closed with relief	1,220	8.07%
Closed with non-monetary relief	783	5.18%
Closed	472	3.12%
In progress	126	0.83%
Untimely response	23	0.15%
<b>Total</b>	<b>15,121</b>	<b>100%</b>

## Student loan

Company response	#	%
Closed with explanation	1,927	56.53%
Closed without relief	649	19.04%
Closed with non-monetary relief	433	12.70%
Closed with monetary relief	186	5.46%
In progress	80	2.35%
Closed with relief	75	2.20%
Closed	53	1.55%
Untimely response	6	0.18%
<b>Total</b>	<b>3,409</b>	<b>100%</b>

## Consumer loan

Company response	#	%
Closed with explanation	1,490	59.39%
Closed without relief	294	11.72%
Closed with non-monetary relief	267	10.64%
Closed with monetary relief	201	8.01%
Closed	122	4.86%
Closed with relief	88	3.51%
In progress	42	1.67%
Untimely response	5	0.20%
<b>Total</b>	<b>2,509</b>	<b>100%</b>

### Company responses

The database also includes information about the actions taken on a complaint by those companies – whether the company’s response was timely, how the company responded, and whether the consumer disputed the company’s response.

Complaints are listed in the Consumer Complaint Database only after the company responds to the complaint confirming a relationship with the consumer or after they have had the complaint for 15 days, whichever comes first. Importantly, while the allegations in the complaint are not verified, a commercial relationship between the consumer and the company is confirmed by the CFPB.

Companies can categorize their response to a complaint in a number of ways.

- **Closed with monetary relief:** The steps taken included objective, measurable, and verifiable monetary relief to the consumer as a direct result of the steps taken or that will be taken in response to the complaint.
- **Closed with non-monetary relief:** The steps taken by the company in response to the complaint did not result in monetary relief, but may have addressed some or all of the consumer’s complaint involving non-monetary requests.
- **Closed with explanation:** The steps taken by the company in response to the complaint included an explanation that was tailored to the individual consumer’s complaint. For example, this

category would be used if the explanation substantively meets the consumer's desired resolution or explains why no further action will be taken.

- **Closed:** The company closed the complaint without relief – monetary or non-monetary – or explanation.
- **In progress:** The company's indication that the complaint could not be closed within 15 calendar days and that its final responsive explanation to the consumer will be provided through the portal at a later date.
- **Closed with relief:** The steps taken included objective, measurable, and verifiable monetary relief to the consumer as a direct result of the steps taken or that will be taken in response to the complaint. ← *Company response option piloted December 1, 2011 through May 31, 2012*
- **Closed without relief:** The steps taken included objective, measurable, and verifiable monetary relief to the consumer as a direct result of the steps taken or that will be taken in response to the complaint. ← *Company response option piloted December 1, 2011 through May 31, 2012*

#### Consumer feedback about company responses

Consumers are given the option to review and dispute all company closure responses. The CFPB reviews the feedback consumers provide about company responses. The CFPB uses this consumer feedback along with other information such as the timeliness of the company's response, in a variety of ways, for example, to help prioritize complaints for investigation.

#### **INFORMATION IN THE DATABASE**

##### Fields

*These match the column headings and definitions found in the database.*

- Complaint ID: *The unique ID number for this complaint*
- Product: *The type of product the consumer identified in the complaint*
- Sub-product: *The type of sub-product the consumer identified in the complaint, if any*
- Submitted via: *How the complaint was submitted to the CFPB*
  - Web
  - Referral
  - Phone
  - Postal mail
  - Fax
  - Email
- Date received: *The date the CFPB received the complaint*
- ZIP code: *The consumer's reported 5-digit mailing ZIP code for the complaint*
- Issue: *The issue the consumer identified in the complaint*
- Date sent to company: *The date the CFPB sent the complaint to the company*
- Company: *The complaint is about this company*
- Company response: *This is how the company responded to the complaint*
  - Closed with relief
  - Closed without relief
  - Closed with monetary relief
  - Closed with non-monetary relief
  - Closed with explanation

- Closed
- In progress
- Untimely response
- Timely response?: *Whether the company gave a timely response*
  - Yes
  - No
  - [blank] ← This means the company response window is still open
- Consumer disputed?: *Whether the consumer disputed the company's response*
  - Yes
  - No
  - [blank] ← This means the consumer feedback window is still open

### Products, Sub-products, and Issues

These match options on the relevant complaint forms found here: [www.consumerfinance.gov/complaint](http://www.consumerfinance.gov/complaint).

The issue category "other" reflects complaints where no issue was provided by the consumer. For example, complaint letters submitted through the mail may not clearly identify the issue.

### Credit card

- Sub-products
  - [None]
- Issues
  - Application processing delay
  - APR or interest rate
  - Arbitration
  - Balance transfer
  - Balance transfer fee
  - Bankruptcy
  - Billing disputes
  - Billing statement
  - Cash advance
  - Cash advance fee
  - Closing/Canceling account
  - Collection debt dispute
  - Collection practices
  - Convenience checks
  - Credit determination
  - Credit card protection / Debt protection
  - Credit line increase/decrease
  - Credit reporting
  - Customer service / Customer relations
  - Delinquent account
  - Forbearance / Workout plans
  - Identity theft / Fraud / Embezzlement
  - Late fee
  - Overlimit fee

- Other fee
- Payoff process
- Privacy
- Rewards
- Sale of account
- Transaction issue
- Unsolicited issuance of credit card
- Other

## Mortgage

- Sub-products
  - Conventional adjustable mortgage (ARM)
  - Conventional fixed mortgage
  - FHA mortgage
  - Home equity loan or line of credit
  - Reverse mortgage
  - VA mortgage
  - Other
- Issues
  - Applying for the loan (*Application, originator, mortgage broker*)
  - Receiving a credit offer (*Credit decision/Underwriting*)
  - Signing the agreement (*Settlement process and costs*)
  - Making payments (*Loan servicing, payments, escrow accounts*)
  - Problems when you are unable to pay (*Loan modification, collection, foreclosure*)
  - Other

## Bank account and service

- Sub-products
  - Checking account
  - Savings account
  - Certificate of deposit
  - Cashing a check without an account
  - Other service (Money order, cashier's check, money transfer, etc.)
- Issues
  - Account opening, closing, or management (*Confusing marketing, denial, disclosure, fees, closure, interest, statements, joint accounts*)
  - Deposits and withdrawals (*Availability of deposits, withdrawal problems and penalties, unauthorized transactions, check cashing, payroll deposit problems, lost or missing funds, transaction holds*)
  - Using a debit or ATM card (*Disputed transaction, unauthorized card use, ATM or debit card fees, ATM problems*)
  - Making or receiving payments, sending money to others (*Problems with payments by check, card, phone or online, unauthorized or fraudulent transactions, money/wire transfers*)

- Problems caused by my funds being low (*Overdraft fees, late fees, bounced checks, credit reporting*)
- Other

#### Student loan

- Sub-products
  - [None]
- Issues
  - Getting a loan (*Confusing terms, rates, denial, confusing advertising or marketing, sales tactics or pressure, financial aid services, recruiting*)
  - Repaying your loan (*Fees, billing, deferment, forbearance, fraud, credit reporting*)
  - Problems when you are unable to pay (*Default, debt collection, bankruptcy*)
  - Other

#### Consumer loan

- Sub-products
  - Vehicle lease
  - Vehicle loan
  - Installment loan (medical, appliance, vacation, funeral, etc.)
  - Personal line of credit
- Issues for Vehicle lease, Vehicle loan, Installment loan
  - Shopping for the loan or lease (*Sales tactics or pressure, credit denial, confusing advertising or marketing*)
  - Taking out the loan or lease (*Term changes (mid-deal changes, changes after closing, etc.), required add-on products, trade-in payoff, fraud*)
  - Managing the loan or lease (*Billing, late fees, damage or loss, insurance (GAP, credit, etc.), credit reporting, privacy*)
  - Problems when you are unable to pay (*Debt collection, repossession, deficiency, bankruptcy, default*)
  - Other
- Issues for Personal line of credit
  - Shopping for the line or credit (*Confusing advertising or marketing, credit denial*)
  - Account terms and changes (*Term changes (rates, fees, etc.), access, line reduction, suspension or termination*)
  - Managing the line of credit (*Billing, late fees, credit reporting, privacy*)
  - Problems when you are unable to pay (*Debt collection, set-off from bank account, bankruptcy, default*)
  - Other

###

*The Consumer Financial Protection Bureau is a 21st century agency that helps consumer finance markets work by making rules more effective, by consistently and fairly enforcing those rules, and by empowering*

*consumers to take more control over their economic lives. For more information, visit [www.ConsumerFinance.gov](http://www.ConsumerFinance.gov).*