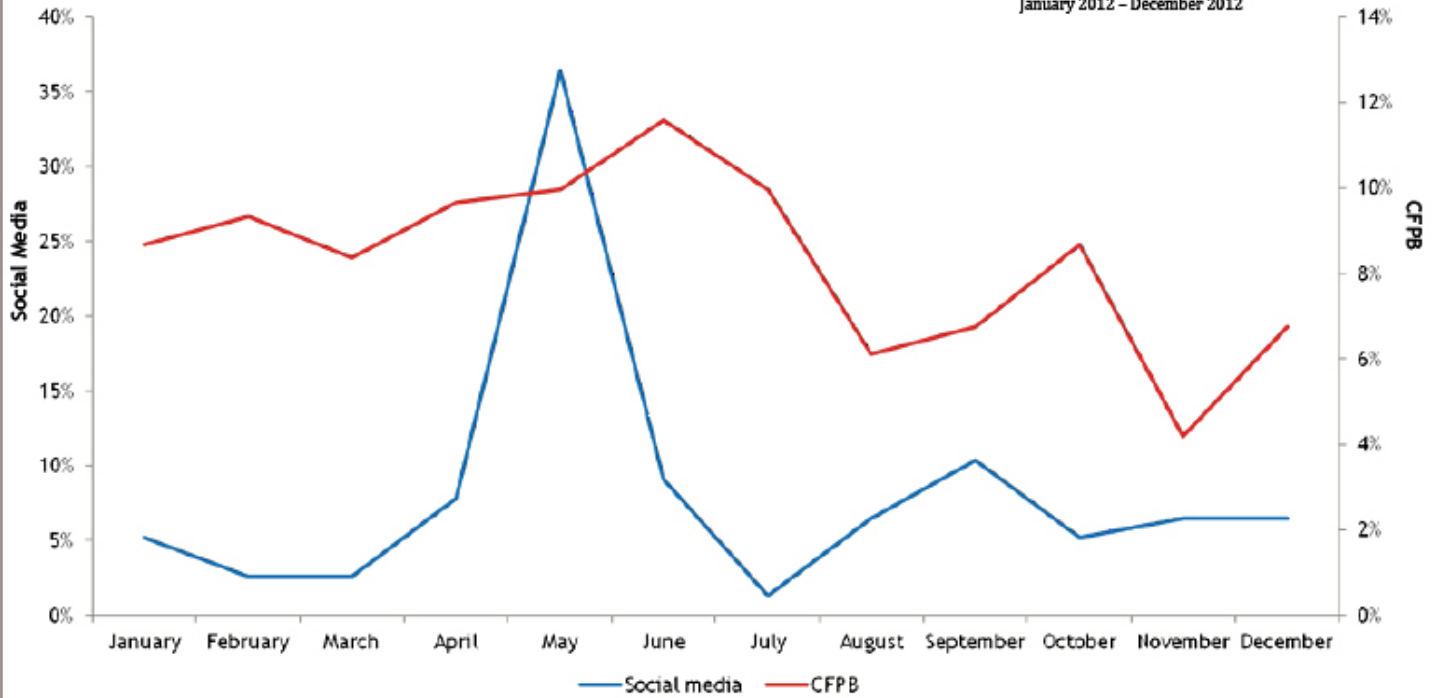


Social media comments about Citibank APR show a sharp spike in May

Social Media and CFPB comparison (percent of total)

January 2012 – December 2012



Sources: Nilson report 2012, CFPB, Beyond the Arc