



Consumer Financial Protection Bureau
Credit Card Complaint Database Analysis

2012
 JAN 1 - DEC 31

15,056 Complaints • **76** Financial Institutions

Top 5 Issues

Credit Card Complaints



Billing Disputes

14.8%
 2,230



Interest Rates

11.4%
 1,718



Credit Reports

7.4%
 1,112



Closing Accounts

6.5%
 971



ID Theft & Fraud

6.4%
 965



Monthly Complaint Volume Over 2012

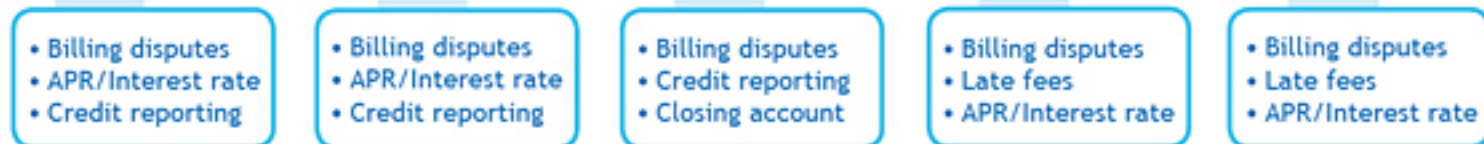


Top 5 Banks

Number of Complaints By Cards in Circulation



Top 3 Issues Per Bank



Top Credit Union

Top Mid-sized Bank



Fines Imposed by CFPB

