

Top institutions by complaints for the unsolicited issuance of credit cards

Financial data as of June 30, 2016

Company (top-level ticker)	Complaints about					
	Unsolicited issuance of credit cards	Account opening, closing or management	Managing loan or lease	Credit card loans (\$B)	Total deposits (\$B)	Gross loans & leases (\$B)
PayPal Holdings Inc. (PYPL)	122	171	38	NA	NA	NA
Citigroup Inc. (C)	83	1,722	138	139.78	937.94	653.73
Synchrony Financial (SYF)	76	186	176	65.10	46.43	67.86
Capital One Financial Corp. (COF)	66	402	208	90.13	221.20	236.01
JPMorgan Chase & Co. (JPM)	59	1,409	188	121.21	1,330.96	886.98
Bank of America Corp. (BAC)	31	2,119	118	97.48	1,218.76	932.98
Wells Fargo & Co. (WFC)	28	1,576	474	34.14	1,245.87	974.71
Barclays US LLC (BARC)^	26	33	6	24.09	20.79	24.29
Discover Financial Services (DFS)	24	196	25	57.06	48.55	71.93
American Express Co. (AXP)	19	84	4	51.14	57.21	106.28
All financial institutions	638	13,936	6,729			

Data compiled Sept. 20, 2016.

Analysis based on the consumer complaints database maintained by the CFPB on its regulatory website. Only issues pertaining to the unsolicited issuance of credit cards; openings, closings and management of accounts; and management of loans and leases filed with the CFPB are considered.

Analysis is further limited to complaints submitted to the CFPB between Jan. 1, 2015, and Sept. 20, 2016.

^ Financial data is shown for the subsidiary, Barclays Bank Delaware. Barclays US LLC was established on April 27, 2016, and has not yet filed a Y-9C report.

Financial data is based on regulatory filings.

Top-level ticker based on company's home country stock exchange.

CFPB = Consumer Financial Protection Bureau; NA = not available

Sources: SNL Financial, an offering of S&P Global Market Intelligence; CFPB