

## Appendix F: Sample of CFPB Consumer Complaint Data<sup>1</sup>

Unsaved View <span>Save As...</span> <span>Revert</span>												
Based on Credit card complaints												
<span>Manage</span> <span>More Views</span> <span>Filter</span>												
Complaint ID	Product	Issue	State	ZIP code	Date received	Date sent to company	Company	Company response	Timely response?	Consumer disputed?		
1	1352992	Credit card	Cash advance	AZ	85042	04/29/2015	04/29/2015	Wells Fargo	Closed with explanation	Yes		
2	1353928	Credit card	APR or interest rate	PA	19462	04/28/2015	04/29/2015	GE Capital Retail	Closed with explanation	Yes		
3	1351184	Credit card	Rewards	MD	20841	04/28/2015	04/28/2015	U.S. Bancorp	Closed with non-monetary relief	Yes		
4	1350070	Credit card	Unsolicited issuance of credit card	OH	45102	04/28/2015	04/28/2015	GE Capital Retail	Closed with non-monetary relief	Yes		
5	1350693	Credit card	Payoff process	TX	76016	04/28/2015	04/28/2015	JPMorgan Chase	Closed with explanation	Yes		
6	1351144	Credit card	Rewards	MD	20841	04/28/2015	04/28/2015	U.S. Bancorp	Closed with non-monetary relief	Yes		
7	1351530	Credit card	Credit line increase/decrease	IL	60618	04/28/2015	04/28/2015	JPMorgan Chase	Closed with explanation	Yes		
8	1350385	Credit card	Billing statement	CA	90680	04/28/2015	04/28/2015	Continental Finance Com	In progress	Yes		
9	1348778	Credit card	Transaction issue	CA	93455	04/27/2015	04/27/2015	JPMorgan Chase	Closed with explanation	Yes		
10	1348754	Credit card	Advertising and marketing	NC	27705	04/27/2015	04/27/2015	Wells Fargo	Closed with explanation	Yes		
11	1349149	Credit card	Rewards	VA	20170	04/27/2015	04/27/2015	U.S. Bancorp	Closed with non-monetary relief	Yes		
12	1348408	Credit card	Rewards	NY	10075	04/27/2015	04/27/2015	U.S. Bancorp	Closed with non-monetary relief	Yes		
13	1349102	Credit card	Credit line increase/decrease	IL	60618	04/27/2015	04/27/2015	JPMorgan Chase	Closed with explanation	Yes		
14	1348963	Credit card	Other	DC	20001	04/27/2015	04/27/2015	Amex	Closed with explanation	Yes		
15	1348998	Credit card	Advertising and marketing	TX	78249	04/27/2015	04/28/2015	Citibank	Closed with explanation	Yes		
16	1348240	Credit card	Rewards	NY	11568	04/27/2015	04/27/2015	HSBC	Closed with explanation	Yes		
17	1348621	Credit card	Advertising and marketing	FL	33062	04/27/2015	04/27/2015	U.S. Bancorp	Closed with non-monetary relief	Yes		
18	1347724	Credit card	Billing disputes	TX	75043	04/27/2015	04/30/2015	Scott Fetzer Financial Gr	Closed with explanation	Yes		
19	1348296	Credit card	Identity theft / Fraud / Embezzlement	CT	06489	04/27/2015	04/28/2015	Santander Bank US	In progress	Yes		
20	1349203	Credit card	Advertising and marketing	TX	75063	04/27/2015	04/27/2015	U.S. Bancorp	Closed with non-monetary relief	Yes	Yes	
21	1349754	Credit card	Other fee	NJ	08534	04/27/2015	04/27/2015	Wells Fargo	Closed with explanation	Yes	Yes	
22	1347466	Credit card	Customer service / Customer relations	NY	13421	04/26/2015	04/29/2015	GE Capital Retail	Closed with explanation	Yes		

<sup>1</sup> A description of these data fields can be found at CFPB, *Technical Documentation*, <http://www.consumerfinance.gov/complaintdatabase/technical-documentation/>.