

# PennPIRG

## Education Fund

### Pennsylvania

### Top Ten Consumer Financial Complaint Issues 2020

### In the Consumer Financial Protection Bureau (CFPB)

### Public Consumer [Complaint Database](#)

PennPIRG Education Fund and the Frontier Group download of complaints in 2020 ranked by issue selected by the consumer to describe the problem they were having with a company in a complaint product category. (Note: we downloaded all 2020 complaints on 4 February 2021. Complaint totals for 2020 may change slightly if you download complaints today.)

Rank	Product	Issue	Complaints
1	Credit reporting, credit repair services, or other personal consumer reports	Incorrect information on your report	11,223
2	Credit reporting, credit repair services, or other personal consumer reports	Problem with a credit reporting company's investigation into an existing problem	2,309
3	Checking or savings account	Managing an account	783
4	Debt collection	Attempts to collect debt not owed	758
5	Credit reporting, credit repair services, or other personal consumer reports	Improper use of your report	533
6	Debt collection	Written notification about debt	478
7	Mortgage	Trouble during payment process	406
8	Credit card or prepaid card	Problem with a purchase shown on your statement	291
9	Credit card or prepaid card	Trouble using the card	165
10	Debt collection	False statements or representation	150