

# Illinois PIRG

## Education Fund

### Illinois Top Ten Consumer Financial Complaint Issues 2021 In the Consumer Financial Protection Bureau (CFPB) Public Consumer [Complaint Database](#)

Illinois PIRG Education Fund download of complaints in 2021 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 2021 complaints on 15 February 2022. Complaint totals for 2021 may change slightly if you download complaints today.)

		CFPB Product	CFPB Issue	Total Complaints
IL	1	Credit reporting, credit repair services, or other personal consumer reports	Problem with a credit reporting company's investigation into an existing problem	5032
IL	2	Credit reporting, credit repair services, or other personal consumer reports	Incorrect information on your report	5000
IL	3	Debt collection	Attempts to collect debt not owed	1270
IL	4	Credit reporting, credit repair services, or other personal consumer reports	Improper use of your report	1245
IL	5	Checking or savings account	Managing an account	686
IL	6	Debt collection	Written notification about debt	431
IL	6	Mortgage	Trouble during payment process	431
IL	8	Credit card or prepaid card	Problem with a purchase shown on your statement	310
IL	9	Mortgage	Struggling to pay mortgage	233
IL	10	Checking or savings account	Closing an account	216
<b>TOTAL COMPLAINTS IN TOP TEN</b>				<b>14854</b>
<b>TOTAL ILLINOIS COMPLAINTS 2021</b>				<b>18164</b>
<b>NATIONAL COMPLAINT TOTAL 2021</b>				<b>496028</b>