

MASSPIRG

Education Fund

Massachusetts

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

MASSPIRG 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
MA	1	Credit reporting, credit repair services, or other personal consumer reports	Problem with a credit reporting company's investigation into an existing problem	1609
MA	2	Credit reporting, credit repair services, or other personal consumer reports	Incorrect information on your report	1468
MA	3	Debt collection	Attempts to collect debt not owed	1368
MA	4	Debt collection	Written notification about debt	371
MA	5	Checking or savings account	Managing an account	357
MA	6	Credit card or prepaid card	Problem with a credit reporting company's investigation into an existing problem	310
MA	7	Credit reporting, credit repair services, or other personal consumer reports	Improper use of your report	294
MA	8	Mortgage	Trouble during payment process	255
MA	9	Credit card or prepaid card	Problem with a purchase shown on your statement	189
MA	10	Vehicle loan or lease	Problem with a credit reporting company's investigation into an existing problem	146
TOTAL COMPLAINTS IN TOP TEN				6367
TOTAL MA COMPLAINTS 2021				8331
NATIONAL COMPLAINTS TOTAL 2021				496028