



## **| Big credit bureaus, record complaints:**

**A look at increases in Consumer Financial Protection Bureau complaints from consumers 2021-2022**

**U.S. PIRG**  
Education Fund

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**A look at increases in Consumer Financial Protection Bureau  
complaints from consumers 2021-2022**

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The author bears responsibility for any factual errors. Policy recommendations are those of U.S. PIRG Education Fund. The views expressed in this report are those of the author and do not necessarily reflect the views of our funders or those who provided review.

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# EXECUTIVE SUMMARY AND KEY FINDINGS

This is the 26th report in PIRG’s series of reports based on complaints in the Consumer Financial Protection Bureau’s public consumer complaint database.<sup>1</sup>

Consumer complaint totals set new records<sup>2</sup> in 2021 and again in 2022, rising 61% from 2021 (496,000) to 2022 (800,394).<sup>3</sup>

Total consumer credit reporting complaints increased by 96% or nearly doubled, from 2021 (307,548) thru 2022 (604,221).

Complaints against the National Consumer Reporting Agencies [NCRAs]<sup>4</sup> or the Big 3 credit bureaus (TransUnion (#1), Equifax (#2) and Experian (#3)) ranked above all other complained-about companies in 2022<sup>5</sup>, not only in the credit reporting products category, but all categories of complaints.

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<sup>1</sup> Web page with links to all reports, “Reports: The CFPB Gets Results for Consumers,” available at <https://pirg.org/resources/reports-cfpb-gets-results-consumers/>

<sup>2</sup> Litt, Mike, PIRG blog, “Consumer complaints to the CFPB keep breaking records”, 10 November 2022, available at <https://pirg.org/updates/consumer-complaints-to-the-cfpb-keep-breaking-records/>

<sup>3</sup> PIRG staff downloaded all database complaints from 1 January 2021 through 31 December 2022 on 27 February 2023. The CFPB inputs complaints into the public database based on the “date CFPB received the complaint,” but only posts them after review. Searches of the database made today, for the same time period, will result in slightly different totals, as the CFPB may have received more company responses or referred some complaints to another agency. See <https://www.consumerfinance.gov/data-research/consumer-complaints/>.

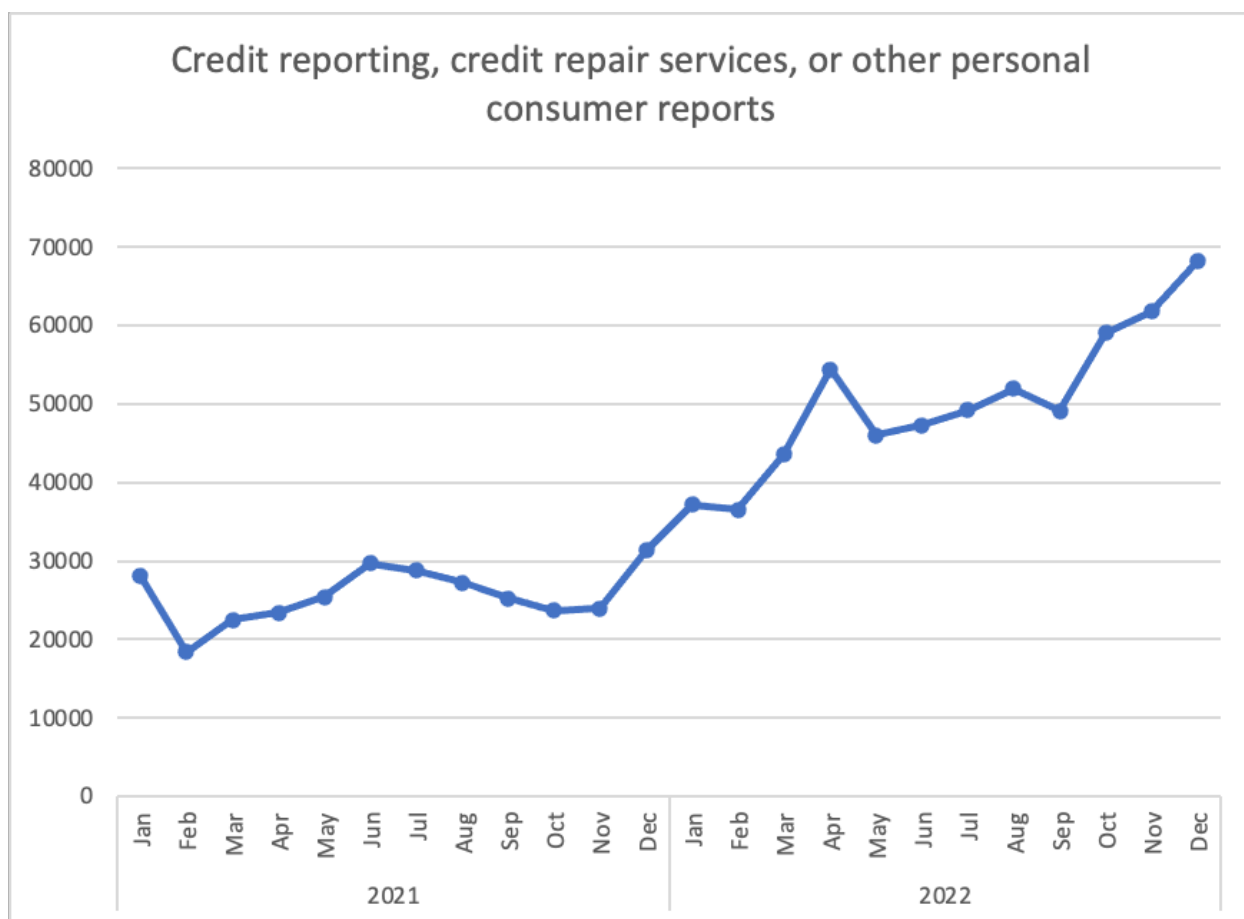
<sup>4</sup> Consumer reporting agencies are colloquially known as credit bureaus but legally as Nationwide Consumer Reporting Agencies (NCRAs). The federal Fair Credit Reporting Act imposes duties on all firms that compile and share or sell information bearing on a

consumer’s creditworthiness. It imposes the most stringent duties (Section 603(p)) on Nationwide Consumer Reporting Agencies (NCRAs). There are only 3 companies that currently meet the definition of an NCRA: Equifax, Experian, and TransUnion. See CFPB Consumer Laws and Regulations: Fair Credit Reporting Act, available at [https://files.consumerfinance.gov/f/documents/102012\\_cfpb\\_fair-credit-reporting-act-fcra\\_procedures.pdf](https://files.consumerfinance.gov/f/documents/102012_cfpb_fair-credit-reporting-act-fcra_procedures.pdf).

<sup>5</sup> This is not a new trend. In testimony by co-author Ed Mierzwinski before the U.S. House Financial Services Committee on 26 February 2019, as he explained that going back to the early 1990s, when the bureaus were regulated by the FTC, they’ve ranked 1, 2 and 3 in complaints. Link to testimony: <https://democrats-financialservices.house.gov/uploadedfiles/hhrg-116-ba00-wstate-mierzwinski-20190226.pdf>

Link to full hearing “Who’s Keeping Score: Holding Credit Bureaus Accountable and Repairing a Broken System” <https://democrats-financialservices.house.gov/events/eventsingle.aspx?EventID=402343>

**Chart 1: Credit reporting complaints skyrocket to new annual record**



Complaints against the Big 3 credit bureaus totaled 69% of all complaints in 2022. The Top Ten most-complained-about companies totaled 78% of all complaints. The Top 20 most-complained-about companies totaled 82% of all complaints in 2022. (See Table 2.)

**Other Highlights:**

In addition to “credit reporting, credit repair services or other personal consumer report,” the CFPB complaint database has 8 other top-level product categories: these are debt collection, credit card or prepaid card, checking or savings accounts, mortgages, vehicle loans, student loans, “money transfer, virtual currency, or money transfer service,” and “payday loan, title loan or personal loan.”

Overall, complaints in the other 8 top-level complaint product categories rose slightly (4%) from 2021 (188,459) to 2022 (196,173), led by increases in student loan (93%), checking and savings account (27%) and credit card or prepaid card complaints (25%). See Table 4: Complaints By Top-Level Product Category 2021-2022]

- **Top Issues In 2022**

The Top 3 complaint issues concerned trouble with credit reports.

- **Fraud or Scams Up**

“Fraud or scams” was the 10th most reported issue (6,681 complaints) nationally in 2022. Fraud or scams in the mobile or digital wallet sub-product increased 68% from 2021 to 2022 and by 52% in the virtual currency sub-product from 2021 to 2022.

# I INTRODUCTION

The CFPB opened its doors on July 21, 2011, one year after President Barack Obama signed the Dodd-Frank Wall Street Reform and Consumer Protection Act. Typically referred to as “Dodd-Frank” or “Wall Street Reform,” this law created the CFPB in the aftermath of the 2008 economic crash caused, in large part, by the financial industry’s malfeasance. The CFPB became the United States’ first federal agency dedicated to protecting consumers from financial shenanigans, a mission that still receives overwhelming bipartisan support among the electorate.<sup>6</sup>

More broadly, the mission of the Consumer Financial Protection Bureau (CFPB), an agency established by the Dodd-Frank Act of 2010 is “To regulate the offering and provision of consumer financial products or services under the Federal consumer financial laws, to enforce Federal consumer financial law fairly and consistently, and to

educate and empower consumers making financial decisions.”<sup>7</sup>

To help accomplish these goals, at Congressional direction, the CFPB collects, investigates and responds to consumer complaints.<sup>8</sup> It established the public Consumer Complaint Database as a “data-rich window into consumer financial issues...widely available to everyone: developers, policymakers, journalists, academics, industry, and you.”<sup>9</sup>

The public database faced its most serious threat to be shuttered from public view during the last administration. Our 2018 report, *Shining A Light on Consumer Problems: The Case for Public Access to the CFPB’s Financial Complaints Database*, detailed why it was important that the highly successful Consumer Financial Protection Bureau database remain open to the public, so consumers, researchers and others can

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<sup>6</sup> 1. A bipartisan annual poll, first conducted more than 10 years ago, continues to find strong public support for the CFPB and numerous consumer protections. Even when presented with arguments against the CFPB as, “an unnecessary bureaucracy that costs jobs and impedes growth,” 79% of voters still support the CFPB’s role in providing rules to protect consumers. See U.S. PIRG, *New bipartisan poll shows 79% support for CFPB* (blog), 5 December 2022, <https://pirg.org/updates/new-bipartisan-poll-shows-79-support-for-cfpb/>. See Lake Research Partners and Chesapeake Beach Consulting, *New Bipartisan Polling Shows Support for Financial Regulation*, 5 December 2022.

<sup>7</sup> Consumer Financial Protection Bureau Strategic Plan FY 2022-2026, available at [https://files.consumerfinance.gov/f/documents/cfpb\\_strategic-plan\\_fy2022-fy2026.pdf](https://files.consumerfinance.gov/f/documents/cfpb_strategic-plan_fy2022-fy2026.pdf)

<sup>8</sup> “Collecting, investigating, and responding to consumer complaints are integral parts of the CFPB’s work, as Congress set forth in the Dodd-Frank Act.” In CFPB report, “Consumer Response: A snapshot of complaints received,” March 2013, available at <https://www.consumerfinance.gov/data-research/research-reports/a-snapshot-of-complaints-received-2/>

<sup>9</sup> Pluta, Scott, CFPB Blog, “Making consumer complaints available to the public,” 19 June 2012, available at <https://www.consumerfinance.gov/about-us/blog/making-consumer-complaints-available-to-the-public/>. Its accompanying detailed policy statement explains the Bureau’s legal analysis. [https://files.consumerfinance.gov/f/201206\\_cfpb\\_notice-of-final-policy-statement\\_disclosure-of-credit-card-complaint-data.pdf](https://files.consumerfinance.gov/f/201206_cfpb_notice-of-final-policy-statement_disclosure-of-credit-card-complaint-data.pdf)

study the financial marketplace.<sup>10</sup> Ultimately, following pressure from PIRG and other advocates, the CFPB leadership kept the database public and even enhanced some of its features.<sup>11</sup>

The database tracks complaints made by consumers to the CFPB and how they are resolved. It enables the CFPB to identify financial practices that threaten to harm consumers and enables the public to evaluate both the performance of the financial industry and of the CFPB. The CFPB's consumer response system allows a

consumer to submit a complaint to report a problem with a financial product or service. Following company and CFPB review, complaints are posted in the public Consumer Complaint Database.

In 2022 the CFPB published 800,394 consumer complaints, which is a 61% increase in complaints from 2021. The CFPB has surpassed 3 million total complaints published since December 2011, with a total of 3,214,244 complaints by the end of 2022 and 3,390,738 as of March 5th 2023.<sup>12</sup>

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<sup>10</sup> PIRG report, Shining A Light on Consumer Problems: The Case for Public Access to the CFPB's Financial Complaints Database, 4 June 2018, available at <https://pirg.org/resources/shining-a-light-on-consumer-problems/>

<sup>11</sup> Singletary, Michelle, Washington Post Syndicated Columnist, "The fight over shutting down the CFPB consumer complaint database is over. It's staying.", Deseret News, 19 September 2019, <https://www.deseret.com/2019/9/25/20877858/m>

[michelle-singletary-fight-over-shutting-down-cfpb-consumer-complaint-database-is-over-its-staying](https://www.washingtonpost.com/news/energy-environment/wp/2019/09/25/michelle-singletary-fight-over-shutting-down-cfpb-consumer-complaint-database-is-over-its-staying/)

<sup>12</sup> See CFPB database at [https://www.consumerfinance.gov/data-research/consumer-complaints/search/?chartType=line&dateInterval=Month&date\\_received\\_max=2022-12-31&date\\_received\\_min=2011-12-01&lens=Product&searchField=all&subLens=su\\_b\\_product&tab=Trends](https://www.consumerfinance.gov/data-research/consumer-complaints/search/?chartType=line&dateInterval=Month&date_received_max=2022-12-31&date_received_min=2011-12-01&lens=Product&searchField=all&subLens=su_b_product&tab=Trends), last visited 5 March 2023.



# I CREDIT REPORT PROBLEMS LEAD ALL COMPLAINTS IN 2022

Overall, consumer complaints to the CFPB rose 61% from 2021 (496,000) to 2022 (800,394).

Total credit reporting complaints increased by 96%, or nearly doubled, from 2021 (307,548) thru 2022 (604,221).

Complaints against the Big 3 credit bureaus (Experian, TransUnion and Equifax) led all complaints in 2022, not only in the credit reporting products category, but all categories of complaints. Complaints against the Big 3 totalled 69% of all complaints in 2022.

Complaints about Experian increased 334%, about TransUnion 183% and about Equifax 24% from 2021 until 2022.

- *CFPB rejects numerous Big 3 reasons for actions, including to place blame for complaint increases on credit repair organizations*

A January 2023 CFPB report which analyzed credit reporting complaints and company responses, dismissed the stated reasons that the National Consumer Reporting Agencies [NCRAs or the Big 3] offered for a number of changes in their complaint-handling systems and concomitant purported impacts.

“The NCRAs’ complaint responses illustrate how automation of

decision-making can increase undue burden for consumers, especially when consumers are attempting to invoke their rights and have their problems addressed... They argue that their policies targeted unmeritorious complaints. The CFPB’s analysis indicates their policies failed and ultimately harmed consumers... The CFPB has noted concerns about the introduction of burdens when consumers choose to exercise their rights.<sup>13</sup>”

The CFPB then goes on to reject the NCRAs’ claims that credit repair organizations (CROs) are responsible for the increased complaint totals.

“The NCRAs have long claimed that credit repair organizations (CROs) are responsible for increasing complaint submissions to the CFPB... The CFPB maintains that the NCRAs are often unable to accurately assess whether a CRO is involved in a complaint submission without first contacting the consumer.”<sup>14</sup>

- *CFPB Finds Consumers Can Find Many Sources For Form Letters, Including ChatGTP*

The CFPB goes on to explain that the use of form letters does not prove a complaint is

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<sup>13</sup> Page 4, “Annual report of consumer and credit reporting complaints: An analysis of complaint responses by Equifax, Experian, TransUnion,” 3 January 2023, available at <https://www.consumerfinance.gov/data->

[research/research-reports/annual-report-consumer-credit-reporting-complaints-analysis-of-complaint-responses-equifax-experian-transunion-2022/](https://www.consumerfinance.gov/data-research/research-reports/annual-report-consumer-credit-reporting-complaints-analysis-of-complaint-responses-equifax-experian-transunion-2022/)

<sup>14</sup> Ibid. at page 30.

from a credit repair organization, does not eliminate the NCRA’s responsibility to investigate the complaint and inform the CFPB and does not make a complaint “bogus.” The CFPB goes on to say that NCRA processes “could not distinguish template language used by a CRO from template language used by a consumer.”<sup>15</sup>

The CFPB asserts that consumers can obtain template letters from the CFPB, FTC and other government and private websites; the CFPB even shows that consumers can now use artificial intelligence programs such as ChatGPT to write their own form letters.<sup>16</sup>

- *CFPB Supervisory Actions Result In More Relief For Consumers*

The CFPB report analyzes how recent CFPB supervisory actions have increased the number of complaints receiving relief, instead of simply being closed without action:

“In a January 2022 report, the CFPB concluded that, in most instances, the NCRAs did not satisfy their FCRA obligations to review certain complaints and to report outcomes to the CFPB...As a result, in 2021, the NCRAs closed complaints faster and with lower rates of reported relief. Reported relief, which is typically changes to a consumer’s credit report, fell to less than 2% of complaints down from nearly 25% of complaints in 2019...The NCRAs’ complaint responses have changed significantly...Most complaints now

receive responses that are more substantive.”<sup>17</sup>

We confirmed these results for this report. In 2021, 90% of credit reporting cases were closed with explanation, but only 9% with non-monetary relief (changes to consumer credit reports). In 2022, only 59% of credit reporting cases were closed with explanation, but those with non-monetary relief rose to 40% (see Table 5: Analysis Of Relief By Product Category). For nearly every other product, relief levels stayed about the same in 2022.

In a recent blog, a CFPB official quoted from several credit report complaint narratives:

“This is an unfair system ...” “This is predatory and life ruining and preventing me from purchasing a home.” “The credit reporting system is broken.” “The sad truth is that I never got an answer.” “This entire process is stacked against us as consumers ...”<sup>18</sup>

The blog then went on say:

“When information is wrong or incomplete, consumers have the right to get that information corrected. But in their complaints to the CFPB, consumers talked about a system by which the nationwide consumer reporting agencies (NCRAs)—Equifax, Experian, and TransUnion—put up barriers,

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<sup>15</sup> Ibid. at pages 30-31.

<sup>16</sup> Ibid, at pages 41-42.

<sup>17</sup> Ibid., at page 3.

<sup>18</sup> Darian Dorsey, CFPB blog, “Hold credit reporting companies accountable for incorrect

reports and shoddy service,” 5 January 2022, available at <https://www.consumerfinance.gov/about-us/blog/hold-credit-reporting-companies-accountable-incorrect-reports-shoddy-service/>

hampering their ability to exercise their rights.”<sup>19</sup>

While the CFPB can review every consumer’s full complaint, it also provides an optional opportunity for consumers to make a redacted version of their complaint public, if they choose. For example, we found these typical consumer story narratives concerning credit reporting issues (excerpts):

To Experian: “XXXX removed it which is great, but XXXX XXXX and Experian did not.”<sup>20</sup>

To Experian: “Hello, I submitted a request to all three major credit companies, XXXX, XXXX, and Experian, on XX/XX/2022...I received a response from only one company XXXX on XX/XX/2022, requesting more information. This was sent 5 months after receiving my initial request. I received no response from the other XXXX companies.”<sup>21</sup>

To Equifax: “Hello my name is XXXX XXXX and XXXX have been reaching out to all three credit bureau 's via mail trying to resolve this debilitating issue for the past 7 months to no available.”<sup>22</sup>

To TransUnion: “Recently, I did an investigation on my credit report which cause severe XXXX upon me and found unverifiable, invalidated, inaccurate, and questionable items that your agency didn't make sure it was reporting 100 % correct.”<sup>23</sup>

Again, as the CFPB said:

“We heard from consumers who expressed frustration that their attempts to have information corrected were ignored, seemingly tossed aside never to be heard from again.”<sup>24</sup>

The CFPB’s actions in 2022 have improved the situation for consumers, but more needs to be done.

See Table 1 on next page.

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<sup>19</sup> Ibid.

<sup>20</sup> See <https://www.consumerfinance.gov/data-research/consumer-complaints/search/detail/6166065>

<sup>21</sup> See <https://www.consumerfinance.gov/data-research/consumer-complaints/search/detail/6165420>

<sup>22</sup> See <https://www.consumerfinance.gov/data-research/consumer-complaints/search/detail/6165437>

<sup>23</sup> See <https://www.consumerfinance.gov/data-research/consumer-complaints/search/detail/6164709>

<sup>24</sup> Dorsey, *supra*, see note 18.

<b>Rank</b>	<b>Table 1: Top 20 National Complaint Issues 2022</b>	<b>TOTAL</b>
1	Incorrect information on your report	229,638
2	Improper use of your report	210,792
3	Problem with a credit reporting company's investigation into an existing problem	153,539
4	Attempts to collect debt not owed	31,112
5	Managing an account	22,769
6	Written notification about debt	12,153
7	Trouble during payment process	11,294
8	Problem with a purchase shown on your statement	10,264
9	Unable to get your credit report or credit score	8,206
10	Fraud or scam	6,681
11	Getting a credit card	6,241
12	Dealing with your lender or servicer	6,074
13	Took or threatened to take negative or legal action	5,661
14	Struggling to pay mortgage	5,644
15	False statements or representation	5,140
16	Closing an account	4,904
17	Problem when making payments	4,550
18	Communication tactics	4,414
19	Opening an account	4,216
20	Other features, terms, or problems	4,142
	<b>Grand Total All Complaints 2022</b>	<b>800,394</b>

# I LEADING COMPANIES

The so-called Big 3 credit bureaus (TransUnion (#1), Equifax (#2) and Experian (#3)) ranked above all other complained-about companies in 2022, not only in the credit reporting products category, but all categories of complaints.<sup>25</sup>

Complaints against the Big 3 totaled 69% of all complaints in 2022. The Top Ten most-complained-about companies totaled 78% of all complaints. The Top Twenty most-complained-about companies totaled 82% of all complaints in 2022.

Banks and other financial firms ranked 4-17 in complaint totals. The final 3 Top Twenty most-complained-about companies in 2022 were debt collectors. Forty-eight different (48) companies had at least 1,000 complaints filed about them in 2022.<sup>26</sup>

See Table 2 on next page.

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<sup>25</sup> Consumer reporting agencies are colloquially known as credit bureaus. The federal Fair Credit Reporting Act imposes duties on all firms that compile and share or sell information bearing on a consumer's creditworthiness. It imposes the most stringent duties (Section 603(p)) on Nationwide Consumer Reporting Agencies (NCRAs). There are only 3 companies that meet the definition of an NCRA: Equifax, Experian, and TransUnion. See CFPB Consumer Laws and Regulations: Fair Credit Reporting Act, available at [https://files.consumerfinance.gov/f/documents/102012\\_cfpb\\_fair-credit-reporting-act-fcra\\_procedures.pdf](https://files.consumerfinance.gov/f/documents/102012_cfpb_fair-credit-reporting-act-fcra_procedures.pdf).

<sup>26</sup> The CFPB database taxonomy lists only top-level parent companies in the "company" field." We have long recommended that the CFPB add

a subsidiary company field to the database. Some consumer-facing firms are owned by others. The specialty consumer reporting database known as Chexsystems is owned by top-level parent company Fidelity National Information Systems (FNIS). Seven large banks own Early Warning Services, which is also listed as a top-level parent company. EWS owns both the payment app Zelle and a specialty credit reporting and fraud prevention database known as Early Warning. (You can use the search window at the top of the CFPB database page for optional consumer narratives containing the word "Zelle.")

See also <https://www.consumerfinance.gov/consumer-tools/credit-reports-and-scores/consumer-reporting-companies/companies-list/early-warning-services/>

**Table 2: Top 20 Companies by 2022 Complaints**

<b>Rank</b>	<b>Company</b>	<b>Complaints</b>	<b>Percent Of Total</b>
1	TRANSUNION INTERMEDIATE HOLDINGS, INC.	186,802	23.3%
2	EQUIFAX, INC.	184,666	23.1%
3	Experian Information Solutions Inc.	177,768	22.2%
4	CAPITAL ONE FINANCIAL CORPORATION	13,502	1.7%
5	BANK OF AMERICA, NATIONAL ASSOCIATION	13,059	1.6%
6	JPMORGAN CHASE & CO.	12,120	1.5%
7	WELLS FARGO & COMPANY	10,821	1.4%
8	CITIBANK, N.A.	8,795	1.1%
9	SYNCHRONY FINANCIAL	5,868	0.7%
10	Bread Financial Holdings, Inc.	5,355	0.7%
11	DISCOVER BANK	4,192	0.5%
12	AMERICAN EXPRESS COMPANY	3,928	0.5%
13	U.S. BANCORP	3,811	0.5%
14	TRUIST FINANCIAL CORPORATION	3,803	0.5%
15	Paypal Holdings, Inc	3,381	0.4%
16	TD BANK US HOLDING COMPANY	3,248	0.4%
17	NAVY FEDERAL CREDIT UNION	3,221	0.4%
18	PORTFOLIO RECOVERY ASSOCIATES INC	3,135	0.4%
19	Resurgent Capital Services L.P.	2,791	0.3%
20	ENCORE CAPITAL GROUP INC.	2,730	0.3%
	<b>GRAND TOTAL ALL COMPANIES</b>	<b>800,394</b>	<b>100.0%</b>

# I CONCLUSIONS AND RECOMMENDATIONS

Consumers face many financial problems, as evidenced by growing numbers of consumer complaints. Credit reporting agencies serve as gatekeepers to financial or employment opportunity. Unfortunately, a frustrated consumer cannot vote with his or feet and choose a new credit bureau. In particular, record numbers of complaints about credit reports show that consumers are concerned that mistakes will harm their ability to obtain credit at a fair price, rent or buy a home or seek employment.

The need for a strong CFPB with a transparent public database of complaints has never been greater.

## **Recommendations for policymakers:**

- Resist efforts to weaken the CFPB's structure or independent funding.
- Consider proposals to strengthen the accountability of the consumer credit reporting system.

## **Recommendations for the CFPB:**

- Continue to make the consumer database easier to find, access and use.

- Continue supervisory, enforcement and educational actions across the financial marketplace, especially over the so-called “dead-end markets” of consumer reporting and debt collection, where consumers have no choices.
- Conduct further rulemaking and issue more guidance, especially to defend state rights to enact and enforce federal and state consumer laws to hold consumer reporting agencies accountable.
- Continue to investigate practices of fintechs and other non-bank financial firms.

## **Recommendations for consumers:**

- File a complaint with the CFPB and your state attorney general when you have a problem with a financial company.
- Use the CFPB consumer complaint database when making decisions about financial choices.

# **I APPENDIX**

## **A U.S. PIRG Education Fund Report, March 2023**

Table 1: Leading Complaint Issues Nationally 2022

Table 2: Top 20 Companies by 2022 Complaints Nationally

Table 3a: Complaints 2022, Ranked By State

Table 3b: Complaints 2022, Ranked By State Per Capita

Table 4: Complaints By Top-Level Product Category 2021-2022

Table 5: Analysis Of Relief By Product Category

Table 6: All Companies with 1000+ Complaints in 2022



**Table 1: Top 20 National Complaint Issues 2022**

<b>Rank</b>	<b>Complaint</b>	<b>Total</b>
1	Incorrect information on your report	229,638
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<b>Rank</b>	<b>Company</b>	<b>Complaints</b>	<b>Percent Of Total</b>
1	TRANSUNION INTERMEDIATE HOLDINGS, INC.	186,802	23.3%
2	EQUIFAX, INC.	184,666	23.1%
3	Experian Information Solutions Inc.	177,768	22.2%
4	CAPITAL ONE FINANCIAL CORPORATION	13,502	1.7%
5	BANK OF AMERICA, NATIONAL ASSOCIATION	13,059	1.6%
6	JPMORGAN CHASE & CO.	12,120	1.5%
7	WELLS FARGO & COMPANY	10,821	1.4%
8	CITIBANK, N.A.	8,795	1.1%
9	SYNCHRONY FINANCIAL	5,868	0.7%
10	Bread Financial Holdings, Inc.	5,355	0.7%
11	DISCOVER BANK	4,192	0.5%
12	AMERICAN EXPRESS COMPANY	3,928	0.5%
13	U.S. BANCORP	3,811	0.5%
14	TRUIST FINANCIAL CORPORATION	3,803	0.5%
15	Paypal Holdings, Inc	3,381	0.4%
16	TD BANK US HOLDING COMPANY	3,248	0.4%
17	NAVY FEDERAL CREDIT UNION	3,221	0.4%
18	PORTFOLIO RECOVERY ASSOCIATES INC	3,135	0.4%
19	Resurgent Capital Services L.P.	2,791	0.3%
20	ENCORE CAPITAL GROUP INC.	2,730	0.3%
	<b>Grand Total All Companies</b>	<b>800,394</b>	<b>100.0%</b>

**Table 3a: States ranked by complaints**

<b>Rank</b>	<b>State</b>	<b>Total</b>		<b>Rank</b>	<b>State</b>	<b>Total</b>
1	Florida	98,277		27	Connecticut	6,012
2	Texas	86,578		28	Minnesota	5,359
3	California	80,094		29	Arkansas	5,026
4	Georgia	64,425		30	Delaware	4,796
5	New York	48,153		31	Oklahoma	4,299
6	Pennsylvania	46,315		32	Kentucky	3,963
7	Illinois	33,832		33	Oregon	3,435
8	North Carolina	29,434		34	District of Columbia	3,058
9	New Jersey	25,076		35	Utah	2,873
10	Maryland	22,038		36	Kansas	2,312
11	Virginia	19,833		37	Iowa	2,082
12	Michigan	19,684		38	New Mexico	1,742
13	Alabama	19,524		39	Puerto Rico	1,741
14	Ohio	18,953		40	Rhode Island	1,637
15	South Carolina	16,240		41	Hawaii	1,282
16	Louisiana	15,001		42	Nebraska	1,208
17	Tennessee	14,909		43	Idaho	1,077
18	Arizona	13,536		44	West Virginia	1,042
19	Nevada	11,746		45	New Hampshire	1,003
20	Missouri	10,287		46	Maine	881
21	Massachusetts	8,840		47	Montana	745
22	Mississippi	8,788		48	Alaska	582
23	Indiana	8,520		49	North Dakota	486
24	Washington	7,043		50	South Dakota	436
25	Colorado	6,680		51	Vermont	353
26	Wisconsin	6,250		52	Wyoming	337
					<b>Grand Total</b>	<b>800,394</b>
<i>States include Puerto Rico and D.C., exclude minor territories</i>						

**Table 3b: States ranked by complaints/1000 residents**

Rank	State	Complaints	Population	Per /1000	Rank	State	Complaints	Population	Complaints Per/1000
1	Georgia	64,425	10,711,937	6.01	27	Massachusetts	8,840	7,029,949	1.26
2	Delaware	4,796	989,957	4.84	28	Indiana	8,520	6,785,668	1.26
3	Florida	98,277	21,538,226	4.56	29	Colorado	6,680	5,773,733	1.16
4	District of Columbia	3,058	689,546	4.43	30	Oklahoma	4,299	3,959,346	1.09
5	Alabama	19,524	5,024,356	3.89	31	Wisconsin	6,250	5,893,725	1.06
6	Nevada	11,746	3,104,624	3.78	32	Minnesota	5,359	5,706,504	0.94
7	Maryland	22,038	6,177,213	3.57	33	Washington	7,043	7,705,247	0.91
8	Pennsylvania	46,315	13,002,689	3.56	34	Hawaii	1,282	1,455,273	0.88
9	Louisiana	15,001	4,657,749	3.22	35	Kentucky	3,963	4,505,893	0.88
10	South Carolina	16,240	5,118,429	3.17	36	Utah	2,873	3,271,614	0.88
11	Texas	86,578	29,145,428	2.97	37	New Mexico	1,742	2,117,527	0.82
12	Mississippi	8,788	2,961,288	2.97	38	Oregon	3,435	4,237,291	0.81
13	North Carolina	29,434	10,439,414	2.82	39	Alaska	582	733,378	0.79
14	New Jersey	25,076	9,289,031	2.7	40	Kansas	2,312	2,937,847	0.79
15	Illinois	33,832	12,812,545	2.64	41	New Hampshire	1,003	1,377,518	0.73
16	New York	48,153	20,201,230	2.38	42	Montana	745	1,084,197	0.69
17	Virginia	19,833	8,631,384	2.3	43	Iowa	2,082	3,190,372	0.65
18	Tennessee	14,909	6,910,786	2.16	44	Maine	881	1,362,341	0.65
19	California	80,094	39,538,245	2.03	45	North Dakota	486	779,091	0.62
20	Michigan	19,684	10,077,325	1.95	46	Nebraska	1,208	1,961,489	0.62
21	Arizona	13,536	7,151,507	1.89	47	Idaho	1,077	1,839,092	0.59
22	Missouri	10,287	6,154,920	1.67	48	Wyoming	337	576,837	0.58
23	Arkansas	5,026	3,011,555	1.67	49	West Virginia	1,042	1,793,755	0.58
24	Connecticut	6,012	3,605,942	1.67	50	Vermont	353	643,085	0.55
25	Ohio	18,953	11,799,374	1.61	51	Puerto Rico	1,741	3,285,874	0.53
26	Rhode Island	1,637	1,097,371	1.49	52	South Dakota	436	886,677	0.49
						<b>Grand Total</b>	<b>800,394</b>		

*States include Puerto Rico and D.C., exclude minor territories*

*Population source U.S. Census Bureau, from column F of census table at link.*

<https://www2.census.gov/programs-surveys/popest/datasets/2020-2022/state/totals/>

**Table 4: Complaints By Top-Level Product Category 2021-2022**

<b>PRODUCT CATEGORY</b>	<b>2021</b>	<b>% Total 2021</b>	<b>2022</b>	<b>Change 21-22</b>	<b>% Total 2022</b>
Checking or savings account	29,555	6.0%	37,585	27%	4.7%
Credit card or prepaid card	31,823	6.4%	39,883	25%	5.0%
Credit reporting, credit repair services, or other personal credit	307,548	62.0%	604,221	96%	75.5%
Debt collection	70,339	14.2%	59,493	-15%	7.4%
Money transfer, virtual currency, or money service	13,895	2.8%	13,537	-3%	1.7%
Mortgage	26,531	5.3%	23,291	-12%	2.9%
Payday loan, title loan, or personal loan	4,352	0.9%	5,771	33%	0.7%
Student loan	4,131	0.8%	7,957	93%	1.0%
Vehicle loan or lease	7,826	1.6%	8,656	11%	1.1%
<b>Grand Total</b>	<b>496,000</b>	<b>100.0%</b>	<b>800,394</b>	<b>61%</b>	<b>100.0%</b>

**Table 5: Analysis of Relief by Product Category 2021-2022**

<b>ANALYSIS OF RELIEF</b>	<b>Complaints</b>	<b>Complaints</b>	<b>Complaints</b>	<b>2021</b>	<b>2022</b>
<b>Row Labels</b>	<b>2021</b>	<b>2022</b>	<b>Grand Total</b>	<b>%Total</b>	<b>%Total</b>
<b>Checking or savings account</b>	<b>29555</b>	<b>37585</b>	<b>67140</b>		
Closed with explanation	23363	29232	52595	79%	78%
Closed with monetary relief	4739	5924	10663	16%	16%
Closed with non-monetary relief	1441	2239	3680	5%	6%
<b>Credit card or prepaid card</b>	<b>31823</b>	<b>39883</b>	<b>71706</b>		
Closed with explanation	23042	27453	50495	72%	69%
Closed with monetary relief	5411	7356	12767	17%	18%
Closed with non-monetary relief	3356	4929	8285	11%	12%
<b>Credit reporting, credit repair services, or other personal consumer reports</b>	<b>307548</b>	<b>604221</b>	<b>911769</b>		
Closed with explanation	277711	358607	636318	90%	59%
Closed with monetary relief	447	530	977	0%	0%
Closed with non-monetary relief	29100	243403	272503	9%	40%
In progress		1359	1359	0%	0%
<b>Debt collection</b>	<b>70339</b>	<b>59493</b>	<b>129832</b>		
Closed with explanation	62340	50956	113296	89%	86%
Closed with monetary relief	363	407	770	1%	1%
Closed with non-monetary relief	7183	7660	14843	10%	13%
<b>Money transfer, virtual currency, or money service</b>	<b>13895</b>	<b>13537</b>	<b>27432</b>		
Closed with explanation	11467	11549	23016	83%	85%
Closed with monetary relief	1593	1235	2828	11%	9%
<b>Mortgage</b>	<b>26531</b>	<b>23291</b>	<b>49822</b>		
Closed with explanation	24477	21648	46125	92%	93%
Closed with monetary relief	1079	665	1744	4%	3%
Closed with non-monetary relief	914	890	1804	3%	4%
<b>Payday loan, title loan, or personal loan</b>	<b>4352</b>	<b>5771</b>	<b>10123</b>		
Closed with explanation	3903	5089	8992	90%	88%
Closed with monetary relief	206	305	511	5%	5%
Closed with non-monetary relief	214	318	532	5%	6%
<b>Student loan</b>	<b>4131</b>	<b>7957</b>	<b>12088</b>		
Closed with explanation	3454	7413	10867	84%	93%
Closed with monetary relief	81	87	168	2%	1%
Closed with non-monetary relief	542	417	959	13%	5%
<b>Vehicle loan or lease</b>	<b>7826</b>	<b>8656</b>	<b>16482</b>		
Closed with explanation	7103	7881	14984	91%	91%
Closed with monetary relief	252	215	467	3%	2%
Closed with non-monetary relief	433	489	922	6%	6%
<b>TOTAL GRAND TOTAL</b>	<b>496000</b>	<b>800394</b>	<b>1296394</b>		

**Table 6: All Companies with 1000+ Complaints in 2022**

RANK	Company	Complaints	RANK	Company	Complaints
1	TRANSUNION INTERMEDIATE HOLDINGS, INC.	186,802	25	LEXISNEXIS	2,147
2	EQUIFAX, INC.	184,666	26	Navient Solutions, LLC.	2,115
3	Experian Information Solutions Inc.	177,768	27	NATIONSTAR MORTGAGE LLC	1,923
4	CAPITAL ONE FINANCIAL CORPORATION	13,502	28	AES/PHEAA	1,894
5	BANK OF AMERICA, NATIONAL ASSOCIATION	13,059	29	GOLDMAN SACHS BANK USA	1,872
6	JPMORGAN CHASE & CO.	12,120	30	CITIZENS FINANCIAL GROUP, INC.	1,825
7	WELLS FARGO & COMPANY	10,821	31	Nelnet, Inc.	1,809
8	CITIBANK, N.A.	8,795	32	Block, Inc.	1,671
9	SYNCHRONY FINANCIAL	5,868	33	I.C. System, Inc.	1,618
10	Bread Financial Holdings, Inc.	5,355	34	UNITED SERVICES AUTOMOBILE ASSOCIATION	1,548
11	DISCOVER BANK	4,192	35	CCS Financial Services, Inc.	1,548
12	AMERICAN EXPRESS COMPANY	3,928	36	Santander Consumer USA Holdings Inc.	1,476
13	U.S. BANCORP	3,811	37	Shellpoint Partners, LLC	1,394
14	TRUIST FINANCIAL CORPORATION	3,803	38	Ocwen Financial Corporation	1,330
15	Paypal Holdings, Inc	3,381	39	Genesis FS Card Services, Inc.	1,307
16	TD BANK US HOLDING COMPANY	3,248	40	Early Warning Services, LLC	1,262
17	NAVY FEDERAL CREDIT UNION	3,221	41	Maximus Education, LLC dba Aidvantage	1,236
18	PORTFOLIO RECOVERY ASSOCIATES INC	3,135	42	FIFTH THIRD FINANCIAL CORPORATION	1,198
19	Resurgent Capital Services L.P.	2,791	43	CREDIT ACCEPTANCE CORPORATION	1,194
20	ENCORE CAPITAL GROUP INC.	2,730	44	Convergent Resources, Inc.	1,177
21	ALLY FINANCIAL INC.	2,714	45	National Credit Systems, Inc.	1,130
22	BARCLAYS BANK DELAWARE	2,544	46	TRANSWORLD SYSTEMS INC	1,072
23	PNC Bank N.A.	2,505	47	CL Holdings LLC	1,072
24	Chime Financial Inc	2,240	48	Affirm Holdings, Inc	1,008
				<b>GRAND TOTAL ALL COMPANIES</b>	<b>800,394</b>

# I METHODOLOGY

PIRG staff downloaded all database complaints from 1 January 2021 through 31 December 2022 on 27 February 2023.

The CFPB inputs complaints into the public database based on the “date CFPB received the complaint,” but only posts them after review. Searches of the database made today, for the same time period, will result in slightly different totals, as the CFPB may have received more company responses or referred some complaints to another agency.

See <https://www.consumerfinance.gov/data-research/consumer-complaints/>.