

## Top-10 Companies Responses to Criminal Complaints that were Disputed by Consumers.

### Capital One - Disputed Criminal Complaints

Row Labels	2011	2012	2013	2014	2015	2016	2017	Grand Tot	Percent
Closed	1	1						2	0.8%
Closed with explanation		26	23	25	47	72	5	198	80.8%
Closed with monetary relief		4	1	5	2	1		13	5.3%
Closed with non-monetary relief		3		2	2	4		11	4.5%
Closed with relief		5						5	2.0%
Closed without relief	2	14						16	6.5%
<b>Grand Total</b>	<b>3</b>	<b>53</b>	<b>24</b>	<b>32</b>	<b>51</b>	<b>77</b>	<b>5</b>	<b>245</b>	<b>100.0%</b>

Source: CFPB Complaint Database and CFPBComplaintMonitor.Org Website

### JPMorgan Chase and Company - Disputed Criminal Complaints

Row Labels	2011	2012	2013	2014	2015	2016	2017	Total	Percent
Closed with explanation		10	27	34	46	60	8	185	84.1%
Closed with monetary relief		5	5	1	1	1	1	14	6.4%
Closed with non-monetary relief		2	2		2	3	1	10	4.5%
Closed with relief	1	3						4	1.8%
Closed without relief		7						7	3.2%
<b>Grand Total</b>	<b>1</b>	<b>27</b>	<b>34</b>	<b>35</b>	<b>49</b>	<b>64</b>	<b>10</b>	<b>220</b>	<b>100.0%</b>

Source: CFPB Complaint Database and CFPBComplaintMonitor.Org Website

### Citibank - Disputed Criminal Complaints

Row Labels	2011	2012	2013	2014	2015	2016	2017	Total	Percent
Closed			1					1	0.5%
Closed with explanation		14	22	24	42	28	6	136	69.7%
Closed with monetary relief		3	2	2	9	18	1	35	17.9%
Closed with non-monetary relief		1	2		4	4		11	5.6%
Closed without relief	3	9						12	6.2%
<b>Grand Total</b>	<b>3</b>	<b>27</b>	<b>27</b>	<b>26</b>	<b>55</b>	<b>50</b>	<b>7</b>	<b>195</b>	<b>100.0%</b>

Source: CFPB Complaint Database and CFPBComplaintMonitor.Org Website

### Bank of America - Disputed Criminal Complaints

Row Labels	2011	2012	2013	2014	2015	2016	2017	Total	Percent
Closed		2			2	1		5	2.7%
Closed with explanation		17	25	30	29	42	7	150	80.6%
Closed with monetary relief		1	1	2	7	5		16	8.6%
Closed with non-monetary relief			2	1	1	1		5	2.7%
Closed with relief		5						5	2.7%
Closed without relief		5						5	2.7%
<b>Grand Total</b>		<b>30</b>	<b>28</b>	<b>33</b>	<b>39</b>	<b>49</b>	<b>7</b>	<b>186</b>	<b>100.0%</b>

Source: CFPB Complaint Database and CFPBComplaintMonitor.Org Website

### Synchrony Financial - Disputed Criminal Complaints

Row Labels	2011	2012	2013	2014	2015	2016	2017	Total	Percent
Closed with explanation	0	2	9	9	12	26	2	60	32.3%
Closed with monetary relief	0	1	4	2	7	3	1	18	9.7%
Closed with non-monetary relief	0	2	1	2	10	12	6	33	17.7%
Closed without relief	0	3						3	1.6%
<b>Grand Total</b>		<b>30</b>	<b>28</b>	<b>33</b>	<b>39</b>	<b>49</b>	<b>7</b>	<b>186</b>	<b>61.3%</b>

Source: CFPB Complaint Database and CFPBComplaintMonitor.Org Website

<b>Amex - Disputed Criminal Complaints</b>									
Row Labels	2011	2012	2013	2014	2015	2016	2017	Total	Percent
Closed					1			1	1.0%
Closed with explanation		5	5	17	15	22	1	65	67.7%
Closed with monetary relief		1	2	1	7	1	2	14	14.6%
Closed with non-monetary relief		3	1	2	1	2		9	9.4%
Closed without relief	1	6						7	7.3%
<b>Grand Total</b>	<b>1</b>	<b>15</b>	<b>8</b>	<b>20</b>	<b>24</b>	<b>25</b>	<b>3</b>	<b>96</b>	<b>100.0%</b>

Source: CFPB Complaint Database and CFPBComplaintMonitor.Org Website

<b>Wells Fargo &amp; Company - Disputed Criminal Complaints</b>									
Row Labels	2011	2012	2013	2014	2015	2016	2017	Total	Percent
Closed		1						1	1.2%
Closed with explanation		6	5	10	15	26	3	65	78.3%
Closed with monetary relief		1	2		2		1	6	7.2%
Closed with non-monetary relief		1	1			5	1	8	9.6%
Closed without relief	1	2						3	3.6%
<b>Grand Total</b>	<b>1</b>	<b>11</b>	<b>8</b>	<b>10</b>	<b>17</b>	<b>31</b>	<b>5</b>	<b>83</b>	<b>100.0%</b>

Source: CFPB Complaint Database and CFPBComplaintMonitor.Org Website

<b>Discover</b>									
Row Labels	2011	2012	2013	2014	2015	2016	2017	Total	Percent
Closed						1		1	1.4%
Closed with explanation	0	3	12	6	13	14	4	52	70.3%
Closed with monetary relief	0	1		1	1	1		4	5.4%
Closed with non-monetary relief			1	2	3	5	1	12	16.2%
Closed with relief	0	1						1	1.4%
Closed without relief	0	4						4	5.4%
<b>Grand Total</b>	<b>0</b>	<b>9</b>	<b>13</b>	<b>9</b>	<b>17</b>	<b>21</b>	<b>5</b>	<b>74</b>	<b>100.0%</b>

Source: CFPB Complaint Database and CFPBComplaintMonitor.Org Website

<b>Barclays PLC - Disputed Criminal Complaints</b>									
Row Labels	2011	2012	2013	2014	2015	2016	2017	Total	Percent
Closed with explanation		2	9	7	19	25	1	63	91.3%
Closed with monetary relief			1	2	2			5	7.2%
Closed without relief	1							1	1.4%
<b>Grand Total</b>	<b>1</b>	<b>2</b>	<b>10</b>	<b>9</b>	<b>21</b>	<b>25</b>	<b>1</b>	<b>69</b>	<b>100.0%</b>

Source: CFPB Complaint Database and CFPBComplaintMonitor.Org Website

<b>U.S. Bancorp - Disputed Criminal Complaints</b>									
Row Labels	2011	2012	2013	2014	2015	2016	2017	Total	Percent
Closed					1			1	2.0%
Closed with explanation		2	5	12	8	10	1	38	74.5%
Closed with monetary relief				1		1		2	3.9%
Closed with non-monetary relief		2			1	1	2	6	11.8%
Closed without relief	1	3						4	7.8%
<b>Grand Total</b>	<b>1</b>	<b>7</b>	<b>5</b>	<b>13</b>	<b>10</b>	<b>12</b>	<b>3</b>	<b>51</b>	<b>100.0%</b>

Source: CFPB Complaint Database and CFPBComplaintMonitor.Org Website