Bank Account or Service Complaints

Based on Consumer Complaints

Date received	Product	Sub-product
07/29/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Other bank product/service
07/29/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	(CD) Certificate of deposit
07/29/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Other bank product/service
07/29/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Checking account
07/30/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Checking account
07/30/2013	Bank account or service	Savings account
07/31/2013	Bank account or service	Checking account
07/31/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Issue	Sub-issue
Using a debit or ATM card	
Account opening, closing, or management	
Deposits and withdrawals	
Deposits and withdrawals	
Deposits and withdrawals	
Deposits and withdrawals	
Account opening, closing, or management	
Problems caused by my funds being low	
Deposits and withdrawals	
Account opening, closing, or management	
Problems caused by my funds being low	
Deposits and withdrawals	
Deposits and withdrawals	
Using a debit or ATM card	
Deposits and withdrawals	
Deposits and withdrawals	
Account opening, closing, or management	
Deposits and withdrawals	

Bank Account or Service Complaints

Based on Consumer Complaints

Consumer complaint narrative

Bank Account or Service Complaints

Based on Consumer Complaints

Company public response

Bank Account or Service Complaints

Based on Consumer Complaints

Company	State	ZIP code	Tags	Consumer consent provided?
Wells Fargo & Company	CA	95992	Older American	N/A
Santander Bank US	NY	10065		N/A
Wells Fargo & Company	GA	30084		N/A
Bank of America	TX	75025		N/A
Wells Fargo & Company	CA	96088		N/A
JPMorgan Chase & Co.	NJ	08530		N/A
Wells Fargo & Company	TX	77381		N/A
Wells Fargo & Company	NJ	08618	Older American	N/A
Wells Fargo & Company	CA	92277		N/A
First Tennessee Bank	TN	37806	Servicemember	N/A
Bank of America	NY	11716	Older American, Servicemember	N/A
People's United Bank	CT	06514		N/A
TD Bank US Holding Company	NJ	07656		N/A
JPMorgan Chase & Co.	NY	11772		N/A
Wells Fargo & Company	FL	33326		N/A
JPMorgan Chase & Co.	NY	10469		N/A
Wells Fargo & Company	GA	30680		N/A
Santander Bank US	NJ	07106		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Submitted via	Date sent to company	Company response to consumer	Timely response?	Consumer disputed?
Web	07/31/2013	Closed with explanation	Yes	No
Fax	07/31/2013	Closed	Yes	No
Web	07/30/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with explanation	Yes	No
Web	08/01/2013	Closed with explanation	Yes	No
Postal mail	07/30/2013	Closed with monetary relief	Yes	No
Postal mail	07/30/2013	Closed with explanation	Yes	No
Phone	07/30/2013	Closed with explanation	Yes	No
Web	08/05/2013	Closed with explanation	Yes	No
Phone	07/30/2013	Closed with explanation	Yes	Yes
Phone	08/01/2013	Closed with explanation	Yes	No
Referral	07/31/2013	Closed with explanation	Yes	No
Postal mail	07/31/2013	Closed with monetary relief	Yes	No
Web	08/01/2013	Closed with explanation	Yes	No
Web	07/31/2013	Closed with explanation	Yes	No
Web	08/01/2013	Closed with explanation	Yes	No
Web	08/01/2013	Closed with non-monetary relief	Yes	Yes
Web	08/01/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

Complaint ID
468889
468879
468949
468981
469185
475273
469309
469414
469446
469447
469537
469508
480463
472678
469641
470665
470863
470903

Bank Account or Service Complaints

Based on Consumer Complaints

07/31/2013	Bank account or service	Checking account
07/30/2013	Bank account or service	Checking account
07/30/2013	Bank account or service	Checking account
07/31/2013	Bank account or service	Savings account
07/31/2013	Bank account or service	Checking account
07/31/2013	Bank account or service	Other bank product/service
07/31/2013	Bank account or service	Savings account
07/31/2013	Bank account or service	Checking account
07/31/2013	Bank account or service	Checking account
07/30/2013	Bank account or service	Checking account
07/31/2013	Bank account or service	Checking account
07/31/2013	Bank account or service	Checking account
07/30/2013	Bank account or service	Other bank product/service
07/31/2013	Bank account or service	Checking account
07/30/2013	Bank account or service	Savings account
07/30/2013	Bank account or service	Checking account
07/30/2013	Bank account or service	Checking account
07/30/2013	Bank account or service	Checking account
07/31/2013	Bank account or service	Checking account
07/22/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Making/receiving payments, sending money
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	FL	33186		N/A
Bank of America	IL	60626		N/A
TD Bank US Holding Company	NJ	07869		N/A
Wells Fargo & Company	CA	91214	Older American	N/A
TD Bank US Holding Company	NJ	08850		N/A
Synchrony Financial	NC	27705		N/A
BB&T Financial	FL	33060		N/A
U.S. Bancorp	TX	75025		N/A
Bank of America	MI	48240		N/A
Bank of America	MA	02119		N/A
Regions Financial Corporation				N/A
Bank of America	NJ	07005		N/A
PayPal Holdings, Inc.	FL	32351	Older American, Servicemember	N/A
BBVA Compass	AZ	85143		N/A
Wells Fargo & Company	NJ	08618		N/A
TCF National Bank	IL	60620	Older American	N/A
U.S. Bancorp	NV	89423		N/A
Navy FCU	CA	92065		N/A
Regions Financial Corporation	TN	38134		N/A
Citibank	CA	93277	Older American, Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	08/02/2013	Closed with monetary relief	Yes	No
Phone	07/31/2013	Closed with monetary relief	Yes	No
Phone	07/31/2013	Closed with explanation	Yes	No
Web	08/02/2013	Closed with explanation	Yes	No
Web	08/02/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Referral	08/02/2013	Closed with monetary relief	Yes	No
Web	08/02/2013	Closed with explanation	Yes	No
Phone	08/02/2013	Closed with explanation	Yes	No
Referral	07/31/2013	Closed with explanation	Yes	No
Referral	08/02/2013	Closed	Yes	Yes
Referral	08/05/2013	Closed with explanation	Yes	No
Phone	08/01/2013	Closed with monetary relief	Yes	No
Web	08/05/2013	Closed with explanation	Yes	Yes
Phone	07/31/2013	Closed with explanation	Yes	No
Referral	08/07/2013	Closed with monetary relief	Yes	No
Referral	07/31/2013	Closed with explanation	Yes	Yes
Referral	07/31/2013	Closed with monetary relief	Yes	No
Referral	08/02/2013	Closed with monetary relief	Yes	No
Phone	07/23/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

471071
469836
463412
471075
471077
480956
471336
471152
471160
470365
471182
471197
480459
471220
470332
470392
470633
479508
471598
463325

Bank Account or Service Complaints

Based on Consumer Complaints

07/30/2013	Bank account or service	Savings account
07/30/2013	Bank account or service	Savings account
07/30/2013	Bank account or service	Checking account
07/31/2013	Bank account or service	Checking account
07/30/2013	Bank account or service	Checking account
07/31/2013	Bank account or service	Checking account
07/22/2013	Bank account or service	Other bank product/service
07/31/2013	Bank account or service	Checking account
07/22/2013	Bank account or service	Other bank product/service
07/31/2013	Bank account or service	Checking account
07/22/2013	Bank account or service	Checking account
08/06/2013	Bank account or service	Checking account
08/01/2013	Bank account or service	Checking account
07/23/2013	Bank account or service	Other bank product/service
08/01/2013	Bank account or service	Other bank product/service
07/23/2013	Bank account or service	Checking account
08/01/2013	Bank account or service	Checking account
07/23/2013	Bank account or service	Checking account
07/23/2013	Bank account or service	Other bank product/service
08/06/2013	Bank account or service	Other bank product/service
08/06/2013	Bank account or service	Savings account
07/23/2013	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Ally Financial Inc.	NY	11372		N/A
Pentagon FCU	WA	98021		N/A
Bank of America	FL	32205	Older American	N/A
JPMorgan Chase & Co.	CA	93510		N/A
JPMorgan Chase & Co.	VA	23664	Servicemember	N/A
Bank of America	MD	20781		N/A
Wells Fargo & Company	CA	95376		N/A
HSBC North America Holdings Inc.	CO	80162		N/A
Citizens Financial Group, Inc.	NY	14215		N/A
JPMorgan Chase & Co.	NJ	07666		N/A
Bank of America	TX	76036	Servicemember	N/A
Santander Bank US	NJ	08753		N/A
Wells Fargo & Company	CA	95348		N/A
SunTrust Banks, Inc.	GA	30062		N/A
PNC Bank N.A.	CA	92591		N/A
JPMorgan Chase & Co.	CA	92651		N/A
Citibank	WA	99212		N/A
JPMorgan Chase & Co.	CA	95437		N/A
Wells Fargo & Company	VA	22150		N/A
BMO Harris	IL	60680		N/A
SunTrust Banks, Inc.	TN	37909		N/A
Bank of America	FL	34205		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	07/31/2013	Closed with explanation	Yes	No
Web	07/31/2013	Closed with explanation	Yes	No
Phone	07/31/2013	Closed with non-monetary relief	Yes	No
Web	08/02/2013	Closed with explanation	Yes	No
Phone	07/31/2013	Closed with explanation	Yes	No
Referral	08/02/2013	Closed with explanation	Yes	Yes
Phone	07/30/2013	Closed with explanation	Yes	No
Referral	10/16/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with monetary relief	Yes	No
Web	08/02/2013	Closed with non-monetary relief	Yes	No
Phone	07/24/2013	Closed with explanation	Yes	No
Postal mail	08/07/2013	Closed with explanation	Yes	No
Web	08/02/2013	Closed with monetary relief	Yes	No
Web	07/24/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with explanation	Yes	No
Referral	08/02/2013	Closed with non-monetary relief	Yes	No
Referral	07/24/2013	Closed with explanation	Yes	Yes
Postal mail	08/01/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	No
Referral	08/08/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

470611
470685
470690
471349
480639
471426
463525
471418
458998
471432
463588
480843
471471
463640
471476
463655
471510
463693
463723
481827
482407
454548

Bank Account or Service Complaints

Based on Consumer Complaints

07/24/2013	Bank account or service	Checking account
08/06/2013	Bank account or service	Checking account
07/23/2013	Bank account or service	Savings account
07/24/2013	Bank account or service	(CD) Certificate of deposit
07/24/2013	Bank account or service	Checking account
07/24/2013	Bank account or service	Checking account
08/07/2013	Bank account or service	Checking account
07/23/2013	Bank account or service	Checking account
08/07/2013	Bank account or service	Checking account
07/24/2013	Bank account or service	Savings account
07/23/2013	Bank account or service	Checking account
07/24/2013	Bank account or service	Checking account
07/23/2013	Bank account or service	Checking account
07/23/2013	Bank account or service	Other bank product/service
08/07/2013	Bank account or service	Savings account
08/07/2013	Bank account or service	Checking account
08/12/2013	Bank account or service	Other bank product/service
07/23/2013	Bank account or service	Checking account
07/23/2013	Bank account or service	Checking account
07/24/2013	Bank account or service	Checking account
07/24/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	CT	06001		N/A
U.S. Bancorp	CO	80026		N/A
Santander Bank US	ME	04538	Older American	N/A
Citizens Financial Group, Inc.	PA	19055	Older American	N/A
Regions Financial Corporation	TN	37885		N/A
JPMorgan Chase & Co.	CA	90019		N/A
Bank of America	NY	11238		N/A
Santander Bank US	NJ	08857		N/A
Santander Bank US	NY	11106		N/A
Bank of America	AZ	85143	Older American	N/A
Bank of America	FL	33012		N/A
Bank of America	CA	94402	Older American	N/A
M&T Bank Corporation	DE	19803		N/A
Navy FCU	OH	43204	Servicemember	N/A
JPMorgan Chase & Co.	NY	11226		N/A
PNC Bank N.A.	MD	21842	Older American	N/A
Receivables Performance Management LLC	CA	92114	Older American	N/A
JPMorgan Chase & Co.	CA	94534		N/A
PNC Bank N.A.	PA	17101		N/A
Wells Fargo & Company	CA	92651		N/A
Bank of America	TX	78737	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	07/26/2013	Closed with monetary relief	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Closed with explanation	Yes	No
Referral	07/24/2013	Closed	Yes	Yes
Referral	08/08/2013	Closed	Yes	No
Phone	07/25/2013	Closed with explanation	Yes	No
Referral	07/24/2013	Closed with monetary relief	Yes	No
Web	07/26/2013	Closed with monetary relief	Yes	No
Web	07/24/2013	Closed	Yes	No
Phone	07/24/2013	Closed with monetary relief	Yes	No
Phone	08/08/2013	Closed with explanation	Yes	Yes
Phone	08/08/2013	Closed with explanation	Yes	Yes
Web	08/14/2013	Closed with explanation	Yes	No
Referral	07/25/2013	Closed with explanation	Yes	Yes
Referral	07/25/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

465980
481957
463887
465189
465199
465224
493185
464614
482887
465305
464660
463174
464204
464248
482852
482857
487004
464858
464938
463657
465563

Bank Account or Service Complaints

Based on Consumer Complaints

07/23/2013	Bank account or service	Checking account
08/13/2013	Bank account or service	Checking account
08/13/2013	Bank account or service	Other bank product/service
08/07/2013	Bank account or service	Checking account
08/07/2013	Bank account or service	Checking account
08/07/2013	Bank account or service	Checking account
07/23/2013	Bank account or service	(CD) Certificate of deposit
08/07/2013	Bank account or service	Checking account
08/07/2013	Bank account or service	Checking account
08/13/2013	Bank account or service	Checking account
08/13/2013	Bank account or service	(CD) Certificate of deposit
08/13/2013	Bank account or service	Checking account
08/13/2013	Bank account or service	Other bank product/service
07/24/2013	Bank account or service	Checking account
07/23/2013	Bank account or service	Checking account
07/23/2013	Bank account or service	Checking account
08/07/2013	Bank account or service	Checking account
08/13/2013	Bank account or service	Checking account
08/07/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Santander Bank US	MA	01545		N/A
Bank of America	CA	91206		N/A
Wells Fargo & Company	CA	94704		N/A
BB&T Financial	GA	30009		N/A
Bank of America	FL	33472	Older American, Servicemember	N/A
Wells Fargo & Company	TX	78681		N/A
Citibank	AZ	85226		N/A
JPMorgan Chase & Co.	AZ	85607		N/A
BB&T Financial	GA	30736		N/A
PNC Bank N.A.	PA	19460	Servicemember	N/A
BMO Harris	WI	53225		N/A
BBVA Compass	TX	78748		N/A
FirstMerit Bank	MI	48446		N/A
Bank of America	MO	63130		N/A
PNC Bank N.A.	PA	18466		N/A
M&T Bank Corporation	NY	14609		N/A
Regions Financial Corporation	TN	38122	Older American	N/A
Bank of America	FL	34992	Older American, Servicemember	N/A
Fifth Third Financial Corporation	IL	60655		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	07/25/2013	Closed	Yes	No
Web	08/14/2013	Closed with explanation	Yes	Yes
Fax	08/15/2013	Closed with explanation	Yes	No
Phone	08/08/2013	Closed with explanation	Yes	Yes
Phone	08/12/2013	Closed with explanation	Yes	No
Postal mail	08/08/2013	Closed with explanation	Yes	No
Phone	07/24/2013	Closed with explanation	Yes	Yes
Referral	08/08/2013	Closed with explanation	Yes	Yes
Referral	08/08/2013	Closed with explanation	Yes	Yes
Phone	08/15/2013	Closed with explanation	Yes	No
Postal mail	08/15/2013	Closed with explanation	Yes	No
Web	08/15/2013	Closed with explanation	Yes	Yes
Phone	08/15/2013	Closed with explanation	No	No
Web	07/26/2013	Closed with monetary relief	Yes	No
Web	07/24/2013	Closed with monetary relief	Yes	No
Phone	07/24/2013	Closed	Yes	Yes
Phone	08/08/2013	Closed	Yes	Yes
Phone	08/13/2013	Closed with non-monetary relief	Yes	Yes
Referral	08/08/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

465039
491296
489061
482892
482894
482786
463240
482902
482906
489099
489109
489119
489122
465746
464613
474854
482934
491553
482986

Bank Account or Service Complaints

Based on Consumer Complaints

07/24/2013	Bank account or service	Checking account
07/25/2013	Bank account or service	(CD) Certificate of deposit
07/24/2013	Bank account or service	Checking account
07/24/2013	Bank account or service	Checking account
08/07/2013	Bank account or service	Other bank product/service
08/07/2013	Bank account or service	Checking account
07/24/2013	Bank account or service	Checking account
08/13/2013	Bank account or service	(CD) Certificate of deposit
07/25/2013	Bank account or service	Checking account
07/24/2013	Bank account or service	Checking account
08/07/2013	Bank account or service	Checking account
07/24/2013	Bank account or service	Checking account
08/13/2013	Bank account or service	Checking account
07/24/2013	Bank account or service	Checking account
08/07/2013	Bank account or service	Savings account
08/13/2013	Bank account or service	Checking account
07/25/2013	Bank account or service	Checking account
08/13/2013	Bank account or service	Checking account
07/25/2013	Bank account or service	Checking account
07/24/2013	Bank account or service	Checking account
08/13/2013	Bank account or service	(CD) Certificate of deposit

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	NJ	07073		N/A
Bank of America	MA	02472		N/A
The Huntington National Bank	OH	43223		N/A
Union Bank	CA	92333		N/A
Wells Fargo & Company	CA	94901		N/A
Capital One	TX	78245		N/A
Wells Fargo & Company	GA	31210		N/A
Wells Fargo & Company	NY	10471	Older American	N/A
Wells Fargo & Company	TN	38125		N/A
JPMorgan Chase & Co.	TX	77065		N/A
Bank of America	NC	27106		N/A
PNC Bank N.A.	PA	15201		N/A
Wells Fargo & Company	PA	19103		N/A
TD Bank US Holding Company	PA	19134		N/A
U.S. Bancorp	OH	43081	Older American, Servicemember	N/A
Santander Bank US	MA	02740		N/A
Regions Financial Corporation	TN	37042		N/A
SunTrust Banks, Inc.	TX	78520		N/A
BB&T Financial	NC	27407		N/A
Wells Fargo & Company	MN	55763		N/A
FirstMerit Bank	OH	44035	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	07/29/2013	Closed with explanation	Yes	Yes
Web	07/26/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Referral	08/09/2013	Closed with explanation	Yes	No
Referral	08/08/2013	Closed with explanation	Yes	Yes
Referral	07/25/2013	Closed with explanation	Yes	No
Phone	08/15/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with non-monetary relief	Yes	Yes
Web	07/24/2013	Closed with explanation	Yes	No
Referral	08/09/2013	Closed with monetary relief	Yes	No
Referral	07/25/2013	Closed with monetary relief	Yes	No
Phone	08/14/2013	Closed with explanation	Yes	No
Referral	07/25/2013	Closed with explanation	Yes	No
Phone	08/08/2013	Closed with explanation	Yes	Yes
Phone	08/14/2013	Closed	Yes	Yes
Referral	08/06/2013	Closed	Yes	No
Referral	08/15/2013	Closed with monetary relief	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with monetary relief	Yes	No
Phone	08/14/2013	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

465832
465962
465862
465868
483016
483006
464973
489177
475005
464803
483044
475395
491670
464992
482979
491687
466935
489488
466993
480768
489277

Bank Account or Service Complaints

Based on Consumer Complaints

07/24/2013	Bank account or service	Savings account
08/13/2013	Bank account or service	Checking account
08/07/2013	Bank account or service	(CD) Certificate of deposit
07/25/2013	Bank account or service	Checking account
08/07/2013	Bank account or service	Checking account
08/01/2013	Bank account or service	Checking account
07/25/2013	Bank account or service	Checking account
08/21/2013	Bank account or service	Checking account
08/21/2013	Bank account or service	Savings account
08/13/2013	Bank account or service	Checking account
07/25/2013	Bank account or service	Checking account
08/21/2013	Bank account or service	Checking account
08/21/2013	Bank account or service	Checking account
08/13/2013	Bank account or service	Checking account
08/13/2013	Bank account or service	Other bank product/service
08/08/2013	Bank account or service	Checking account
07/25/2013	Bank account or service	Savings account
08/21/2013	Bank account or service	Savings account
07/26/2013	Bank account or service	Checking account
08/01/2013	Bank account or service	Checking account
07/26/2013	Bank account or service	Other bank product/service
08/01/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of the West	CA	95465		N/A
Citibank	TX	77573		N/A
Bank of America	CA	92014		N/A
Bank of America	CA	92111	Older American	N/A
Bank of America	TX	77068		N/A
JPMorgan Chase & Co.	TX	75217		N/A
BB&T Financial	VA	22033		N/A
JPMorgan Chase & Co.	NY	10473	Older American	N/A
JPMorgan Chase & Co.	CA	90710		N/A
Bank of America	CA	92708		N/A
U.S. Bancorp	OH	45240		N/A
Bank of America	GA	30021		N/A
BankUnited	FL	33314		N/A
Morgan Stanley	NV	89003		N/A
Santander Bank US	NJ	08759		N/A
Bank of America	TX	75217		N/A
Capital One	NY	11020	Older American	N/A
Bank of America	CT	06027		N/A
Bank of America	CO	80221		N/A
JPMorgan Chase & Co.	FL	33334		N/A
PayPal Holdings, Inc.	MN	55433	Older American	N/A
Wells Fargo & Company	FL	32931		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	07/25/2013	Closed with monetary relief	Yes	Yes
Referral	08/15/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	Yes
Web	07/26/2013	Closed with monetary relief	Yes	No
Web	08/09/2013	Closed with monetary relief	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with explanation	Yes	Yes
Phone	08/22/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Web	08/14/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with monetary relief	Yes	Yes
Web	08/23/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	Yes
Web	08/15/2013	Closed with explanation	Yes	No
Web	08/15/2013	Closed	Yes	No
Web	08/12/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with explanation	Yes	Yes
Referral	08/22/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	No
Referral	08/06/2013	Closed with explanation	Yes	No
Referral	08/01/2013	Closed with explanation	Yes	No
Referral	08/06/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

465562
489470
483051
466237
483067
472576
466301
499462
499465
491410
466381
499514
499258
491222
489383
483361
480777
499554
467176
472031
462589
475066

Bank Account or Service Complaints

Based on Consumer Complaints

08/14/2013	Bank account or service	Checking account
08/14/2013	Bank account or service	Checking account
08/14/2013	Bank account or service	Checking account
07/25/2013	Bank account or service	Savings account
08/01/2013	Bank account or service	Checking account
08/14/2013	Bank account or service	Checking account
08/14/2013	Bank account or service	Checking account
08/01/2013	Bank account or service	Checking account
08/21/2013	Bank account or service	Checking account
08/01/2013	Bank account or service	Checking account
08/14/2013	Bank account or service	(CD) Certificate of deposit
08/14/2013	Bank account or service	(CD) Certificate of deposit
08/21/2013	Bank account or service	Checking account
08/14/2013	Bank account or service	Checking account
08/14/2013	Bank account or service	Checking account
08/01/2013	Bank account or service	Other bank product/service
07/26/2013	Bank account or service	Checking account
07/26/2013	Bank account or service	Other bank product/service
08/01/2013	Bank account or service	Checking account
08/08/2013	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	NE	68516		N/A
Fifth Third Financial Corporation	MI	49685		N/A
TD Bank US Holding Company	FL	33012		N/A
BNY Mellon	WI	53218		N/A
Bank of America	CA	92833		N/A
Citibank	NY	10457		N/A
Wells Fargo & Company	TX	77449		N/A
Bank of America	RI	02874		N/A
Ally Financial Inc.	CA	94002		N/A
Bank of America	CA	54020		N/A
TCF National Bank	IL	60151	Older American, Servicemember	N/A
Bank of America	TX	75082		N/A
Bank of America	FL	33196	Older American	N/A
BMO Harris	MN	55076		N/A
The Huntington National Bank	OH	43207	Servicemember	N/A
Bank of America	AL	36532		N/A
JPMorgan Chase & Co.	TX	75070		N/A
Synchrony Financial	NC	28328		N/A
JPMorgan Chase & Co.	CA	92129		N/A
First American Mitigators, PLLC.	MI	48223		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	08/15/2013	Closed with monetary relief	Yes	No
Referral	08/15/2013	Closed with monetary relief	Yes	No
Referral	08/15/2013	Closed with monetary relief	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	No
Referral	08/15/2013	Closed with explanation	Yes	No
Web	08/15/2013	Closed with explanation	Yes	No
Web	08/05/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Phone	08/06/2013	Closed with monetary relief	Yes	No
Phone	08/16/2013	Closed with explanation	Yes	No
Web	08/16/2013	Closed with monetary relief	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Referral	08/16/2013	Closed with explanation	Yes	No
Phone	08/16/2013	Closed with explanation	Yes	No
Referral	08/07/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with monetary relief	Yes	No
Postal mail	08/01/2013	Closed with explanation	Yes	Yes
Web	08/05/2013	Closed with explanation	Yes	No
Web	08/13/2013	Untimely response	No	

Bank Account or Service Complaints

Based on Consumer Complaints

489515
489519
488797
467555
473086
489541
489460
472081
499598
472112
489485
489023
499603
489563
489498
472729
474878
480284
454526
482784

Bank Account or Service Complaints

Based on Consumer Complaints

08/21/2013	Bank account or service	Checking account
07/25/2013	Bank account or service	Checking account
08/08/2013	Bank account or service	Checking account
08/21/2013	Bank account or service	Checking account
08/21/2013	Bank account or service	Savings account
08/01/2013	Bank account or service	Checking account
07/26/2013	Bank account or service	(CD) Certificate of deposit
08/14/2013	Bank account or service	Other bank product/service
08/14/2013	Bank account or service	Checking account
08/01/2013	Bank account or service	Other bank product/service
08/14/2013	Bank account or service	Checking account
08/21/2013	Bank account or service	Checking account
08/08/2013	Bank account or service	Checking account
08/02/2013	Bank account or service	Other bank product/service
08/21/2013	Bank account or service	Checking account
08/02/2013	Bank account or service	Checking account
07/26/2013	Bank account or service	Checking account
07/26/2013	Bank account or service	Other bank product/service
08/21/2013	Bank account or service	Checking account
08/02/2013	Bank account or service	Checking account
07/26/2013	Bank account or service	Checking account
08/02/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Making/receiving payments, sending money
Deposits and withdrawals
Using a debit or ATM card
Deposits and withdrawals
Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Regions Financial Corporation	GA	30058	N/A
Astoria Bank	NY	11951	N/A
BB&T Financial	NC	27344	N/A
Wells Fargo & Company	TX	78130	N/A
Citibank	CA	93401	N/A
Bank of America	GA	30305	N/A
Citizens Financial Group, Inc.	MA	02126	N/A
PayPal Holdings, Inc.	VA	23417	N/A
TD Bank US Holding Company	NH	03461	N/A
New York Community Bank	NJ	07002	N/A
Wells Fargo & Company	NV	89169	N/A
JPMorgan Chase & Co.	MA	02215	N/A
JPMorgan Chase & Co.	CA	95403	N/A
Wells Fargo & Company	CA	92706	N/A
Bank of America	FL	32809	N/A
Capital One	LA	70004	N/A
FirstMerit Bank	MI	48642	N/A
Citibank	GA	30331	N/A
JPMorgan Chase & Co.	WI	53719	N/A
BB&T Financial	AL	35215	N/A
Bank of America	VA	24128	N/A
Bank of America	FL	33308	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	08/22/2013	Closed	Yes	No
Phone	07/29/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	Yes
Phone	08/22/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with non-monetary relief	Yes	No
Web	08/05/2013	Closed with monetary relief	Yes	No
Phone	07/29/2013	Closed with explanation	Yes	Yes
Web	08/15/2013	Closed with non-monetary relief	Yes	No
Referral	08/16/2013	Closed with monetary relief	Yes	No
Referral	08/07/2013	Closed with explanation	Yes	No
Referral	08/16/2013	Closed with monetary relief	Yes	No
Web	08/26/2013	Closed with monetary relief	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with monetary relief	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Web	08/05/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with monetary relief	Yes	No
Web	08/01/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	No
Postal mail	08/05/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

499654
466989
483735
499673
500439
472350
467572
489680
489581
472377
489585
499715
484481
472434
499732
472482
467736
467753
499749
472504
467815
479588

Bank Account or Service Complaints

Based on Consumer Complaints

07/26/2013	Bank account or service	Checking account
08/14/2013	Bank account or service	Checking account
08/14/2013	Bank account or service	Checking account
08/14/2013	Bank account or service	Checking account
07/26/2013	Bank account or service	Checking account
08/22/2013	Bank account or service	Checking account
08/03/2013	Bank account or service	Checking account
08/08/2013	Bank account or service	Checking account
08/03/2013	Bank account or service	Checking account
08/03/2013	Bank account or service	Checking account
08/08/2013	Bank account or service	Checking account
08/15/2013	Bank account or service	Checking account
08/22/2013	Bank account or service	Checking account
08/09/2013	Bank account or service	Checking account
07/26/2013	Bank account or service	Other bank product/service
08/02/2013	Bank account or service	Checking account
08/05/2013	Bank account or service	Checking account
08/09/2013	Bank account or service	Checking account
08/22/2013	Bank account or service	Checking account
07/26/2013	Bank account or service	Checking account
08/15/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Problems caused by my funds being low
Using a debit or ATM card
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Problems caused by my funds being low
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Comerica	MI	48227		N/A
Fifth Third Financial Corporation	OH	44129		N/A
Santander Bank US	NJ	08840		N/A
People's United Bank	CT	06608		N/A
SunTrust Banks, Inc.	FL	32084	Servicemember	N/A
JPMorgan Chase & Co.	AZ	85035		N/A
Bank of America	MD	21201	Older American	N/A
BB&T Financial	FL	33040		N/A
BMO Harris	MO	63130		N/A
JPMorgan Chase & Co.	FL	32824		N/A
Navy FCU	VA	22044		N/A
Citibank	CA	90712		N/A
Bank of America	TX	77081	Servicemember	N/A
Wells Fargo & Company	TX	77449	Servicemember	N/A
Wells Fargo & Company	CA	94931		N/A
Citibank	NY	11566		N/A
Bank of America	TN	38016		N/A
Citibank	IL	60643		N/A
Bank of America	CA	92832		N/A
PNC Bank N.A.	IL	60091		N/A
Bank of America	MI	48205		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	07/29/2013	Closed with explanation	Yes	No
Web	08/16/2013	Closed with explanation	Yes	Yes
Referral	08/16/2013	Closed with explanation	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	No
Fax	08/22/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with monetary relief	Yes	Yes
Web	08/12/2013	Closed with explanation	Yes	No
Fax	08/07/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Closed with monetary relief	Yes	No
Phone	08/12/2013	Closed with explanation	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	No
Phone	08/22/2013	Closed with explanation	Yes	Yes
Web	08/12/2013	Closed with explanation	Yes	No
Phone	08/01/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Closed with monetary relief	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with monetary relief	Yes	No
Referral	07/30/2013	Closed with explanation	Yes	No
Postal mail	08/21/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

459509
489775
489785
489807
468014
499877
473523
484130
473539
473593
484178
490420
499960
485135
468190
472861
479392
485184
500017
468256
489969

Bank Account or Service Complaints

Based on Consumer Complaints

08/05/2013	Bank account or service	Other bank product/service
08/22/2013	Bank account or service	Savings account
08/09/2013	Bank account or service	Checking account
08/15/2013	Bank account or service	Other bank product/service
07/27/2013	Bank account or service	Checking account
08/02/2013	Bank account or service	(CD) Certificate of deposit
08/05/2013	Bank account or service	Savings account
07/27/2013	Bank account or service	Checking account
08/22/2013	Bank account or service	Checking account
08/15/2013	Bank account or service	Checking account
08/02/2013	Bank account or service	Other bank product/service
08/02/2013	Bank account or service	Checking account
08/15/2013	Bank account or service	(CD) Certificate of deposit
08/09/2013	Bank account or service	Checking account
08/23/2013	Bank account or service	Checking account
08/15/2013	Bank account or service	Checking account
08/22/2013	Bank account or service	Savings account
08/02/2013	Bank account or service	Checking account
08/23/2013	Bank account or service	Checking account
08/15/2013	Bank account or service	Checking account
08/15/2013	Bank account or service	(CD) Certificate of deposit

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Citibank	CA	95437	Older American	N/A
Wells Fargo & Company	FL	33164		N/A
GC Services Limited Partnership	WA	98148		N/A
Citibank	NY	10472		N/A
Wells Fargo & Company	NC	27545		N/A
Citibank	CA	90303		N/A
Bank of America	TN	37221		N/A
Regions Financial Corporation	AL	35244		N/A
TCF National Bank	MN	55016		N/A
SunTrust Banks, Inc.	GA	31763	Servicemember	N/A
Capital One	CA	96130		N/A
JPMorgan Chase & Co.	NJ	07305		N/A
Citibank	NY	10465		N/A
SunTrust Banks, Inc.	VA	23231		N/A
TD Bank US Holding Company	MD	20708		N/A
Bank of America	GA	30038		N/A
Wells Fargo & Company	NC	27705		N/A
Wells Fargo & Company	SC	29681		N/A
Regions Financial Corporation	FL	32506		N/A
Citibank	CA	94541		N/A
Bank of the West	CA	94602		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	08/08/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
Fax	08/12/2013	Closed with non-monetary relief	Yes	No
Postal mail	08/19/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	Yes
Fax	08/05/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with monetary relief	Yes	No
Web	07/29/2013	Closed	Yes	Yes
Web	08/26/2013	Closed with monetary relief	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	No
Phone	08/08/2013	Closed with explanation	Yes	No
Phone	08/07/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	No
Referral	08/12/2013	Closed with non-monetary relief	Yes	No
Web	08/29/2013	Closed with monetary relief	Yes	No
Fax	08/19/2013	Closed with explanation	Yes	Yes
Phone	08/23/2013	Closed with explanation	Yes	No
Referral	08/07/2013	Closed with explanation	Yes	Yes
Referral	08/26/2013	Closed	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	No
Referral	08/19/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

480397
500726
484659
490049
468317
461410
467715
474938
499318
490652
472992
475026
488808
485707
502074
490204
500220
473567
503476
490248
490251

Bank Account or Service Complaints

Based on Consumer Complaints

08/15/2013	Bank account or service	Checking account
08/02/2013	Bank account or service	(CD) Certificate of deposit
08/15/2013	Bank account or service	Checking account
08/09/2013	Bank account or service	Checking account
08/23/2013	Bank account or service	Checking account
08/23/2013	Bank account or service	Checking account
08/22/2013	Bank account or service	Checking account
08/09/2013	Bank account or service	Savings account
08/23/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Checking account
08/22/2013	Bank account or service	Checking account
08/09/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Checking account
08/02/2013	Bank account or service	Savings account
08/09/2013	Bank account or service	Checking account
08/09/2013	Bank account or service	Checking account
08/22/2013	Bank account or service	Checking account
08/22/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Using a debit or ATM card
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	TX	75024		N/A
Bank of America	NH	03842	Older American	N/A
Bank of America	CA	93035		N/A
JPMorgan Chase & Co.	CA	94103		N/A
TD Bank US Holding Company	VA	22302		N/A
JPMorgan Chase & Co.	MI	48066	Older American	N/A
Citizens Financial Group, Inc.	PA	17011		N/A
Ally Financial Inc.	CA	92704		N/A
TD Bank US Holding Company	NJ	08346		N/A
Bank of America	AZ	85041		N/A
JPMorgan Chase & Co.	CO	80012		N/A
USAA Savings	TX	77388		N/A
Wells Fargo & Company	MN	55437		N/A
Astoria Bank	NY	10502		N/A
Bank of America	MA	01223		N/A
Citibank	NY	11213		N/A
Bank of America	NM	87123		N/A
SunTrust Banks, Inc.	GA	30752	Servicemember	N/A
JPMorgan Chase & Co.	CA	94531		N/A
The Huntington National Bank	OH	43110		N/A
First Tennessee Bank	VA	24201		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	08/19/2013	Closed with monetary relief	Yes	No
Phone	08/07/2013	Closed with explanation	Yes	Yes
Referral	08/19/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	Yes
Web	08/23/2013	Closed with explanation	Yes	Yes
Phone	08/26/2013	Closed with explanation	Yes	Yes
Web	08/23/2013	Closed with monetary relief	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with monetary relief	Yes	No
Referral	07/30/2013	Closed with non-monetary relief	Yes	No
Referral	08/23/2013	Closed	Yes	Yes
Referral	08/14/2013	Closed with monetary relief	Yes	No
Phone	07/30/2013	Closed with explanation	Yes	Yes
Referral	07/30/2013	Closed with non-monetary relief	Yes	No
Referral	07/30/2013	Closed with explanation	Yes	No
Referral	07/30/2013	Closed with monetary relief	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Phone	08/14/2013	Closed with explanation	Yes	Yes
Phone	08/22/2013	Closed with explanation	Yes	Yes
Web	08/23/2013	Closed with monetary relief	Yes	No
Referral	08/26/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

490255
473120
490272
485088
502178
501405
500330
486339
502267
468848
501086
486322
468646
480555
468994
468886
473313
485975
485839
500484
501091

Bank Account or Service Complaints

Based on Consumer Complaints

08/22/2013	Bank account or service	Checking account
08/03/2013	Bank account or service	Checking account
08/03/2013	Bank account or service	Savings account
08/15/2013	Bank account or service	Checking account
08/23/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Savings account
08/15/2013	Bank account or service	Checking account
08/15/2013	Bank account or service	Other bank product/service
08/15/2013	Bank account or service	Other bank product/service
08/15/2013	Bank account or service	Other bank product/service
08/05/2013	Bank account or service	Checking account
08/29/2013	Bank account or service	Other bank product/service
08/05/2013	Bank account or service	Checking account
08/23/2013	Bank account or service	Checking account
08/10/2013	Bank account or service	Checking account
08/10/2013	Bank account or service	Checking account
08/16/2013	Bank account or service	Checking account
08/29/2013	Bank account or service	Checking account
08/16/2013	Bank account or service	Checking account
08/16/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

U.S. Bancorp	CA	92336		N/A
Fidelity National Information Services, Inc. (FNIS)	CA	94104		N/A
UBS Bank	OR	97203		N/A
Bank of America	FL	33351		N/A
Regions Financial Corporation	FL	32465		N/A
JPMorgan Chase & Co.	SD	57301		N/A
Wells Fargo & Company	AZ	85711	Older American	N/A
U.S. Bancorp	CA	92262		N/A
Wells Fargo & Company	FL	32224		N/A
U.S. Bancorp	CA	92024		N/A
Bank of America	CA	90026		N/A
Resurgent Capital Services L.P.	TX	76109		N/A
Ally Financial Inc.	CA	94123		N/A
First National Bank of Omaha	CO	80047		N/A
Wells Fargo & Company	FL	34119		N/A
Wells Fargo & Company	TN	37135		N/A
M&T Bank Corporation	DE	19713	Older American, Servicemember	N/A
SunTrust Banks, Inc.	FL	32209		N/A
HSBC North America Holdings Inc.			Older American	N/A
Fifth Third Financial Corporation	IL	60451		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	08/26/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Closed	Yes	No
Phone	08/16/2013	Closed with monetary relief	Yes	No
Referral	08/26/2013	Closed	Yes	No
Referral	07/31/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	No
Referral	08/08/2013	Closed with monetary relief	Yes	No
Postal mail	08/29/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with non-monetary relief	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	No
Postal mail	08/12/2013	Closed with explanation	Yes	Yes
Web	08/13/2013	Closed with explanation	Yes	No
Phone	08/19/2013	Closed with explanation	Yes	No
Phone	08/30/2013	Closed with monetary relief	Yes	No
Web	08/16/2013	Closed with explanation	No	
Web	08/19/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

501092
468902
473429
490608
503766
469083
490671
490709
490732
490734
474663
508573
474527
503723
486396
484744
493666
508963
493484
493637

Bank Account or Service Complaints

Based on Consumer Complaints

08/16/2013	Bank account or service	Other bank product/service
08/11/2013	Bank account or service	Checking account
08/11/2013	Bank account or service	Checking account
08/16/2013	Bank account or service	Checking account
08/16/2013	Bank account or service	Savings account
08/16/2013	Bank account or service	Checking account
08/16/2013	Bank account or service	Other bank product/service
08/23/2013	Bank account or service	Other bank product/service
08/05/2013	Bank account or service	Checking account
08/23/2013	Bank account or service	Checking account
08/12/2013	Bank account or service	Checking account
08/12/2013	Bank account or service	Checking account
08/12/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Checking account
08/06/2013	Bank account or service	Checking account
08/06/2013	Bank account or service	Checking account
08/06/2013	Bank account or service	Checking account
08/16/2013	Bank account or service	Savings account
08/23/2013	Bank account or service	Checking account
08/06/2013	Bank account or service	Checking account
08/29/2013	Bank account or service	Other bank product/service
08/06/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Using a debit or ATM card
Using a debit or ATM card
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

FirstMerit Bank	IL	60707		N/A
Bank of America	NV	89108		N/A
Astoria Bank	NY	11102		N/A
Santander Bank US	MA	02703		N/A
Wells Fargo & Company	TX	77024		N/A
Citibank	IL	60515		N/A
BNY Mellon	MA	02779		N/A
Deutsche Bank	NY	12522		N/A
SunTrust Banks, Inc.	FL	32164		N/A
Capital One	NY	11501		N/A
Wells Fargo & Company	CA	91331		N/A
Bank of America	MA	02301		N/A
PNC Bank N.A.	IN	46151		N/A
The Huntington National Bank	OH	43119		N/A
JPMorgan Chase & Co.	FL	34639	Servicemember	N/A
JPMorgan Chase & Co.	NY	10023		N/A
U.S. Bancorp	CA	91331		N/A
First Citizens	IL	60556		N/A
Quicken Loans	NJ	08069		N/A
U.S. Bancorp	CA	95949		N/A
Bank of America	NV	89032		N/A
Bank of America	MA	02145		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	08/20/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No
Phone	08/19/2013	Closed with monetary relief	Yes	No
Web	08/19/2013	Closed with explanation	Yes	Yes
Referral	08/19/2013	Closed with explanation	Yes	No
Referral	10/18/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed	No	
Web	08/08/2013	Closed with monetary relief	Yes	No
Phone	08/30/2013	Closed with explanation	Yes	Yes
Web	08/14/2013	Closed with explanation	Yes	Yes
Fax	08/14/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with monetary relief	Yes	No
Referral	09/06/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Closed with monetary relief	Yes	No
Web	09/24/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Referral	08/30/2013	Closed with non-monetary relief	Yes	No
Phone	08/22/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

494715
486492
486495
493749
493518
493520
493779
502968
475413
502050
487109
487225
487265
515372
481062
481164
481165
494011
508246
481064
509211
481188

Bank Account or Service Complaints

Based on Consumer Complaints

08/29/2013	Bank account or service	Checking account
08/06/2013	Bank account or service	Savings account
08/29/2013	Bank account or service	Checking account
08/12/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Checking account
08/23/2013	Bank account or service	Cashing a check without an account
08/29/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Cashing a check without an account
08/16/2013	Bank account or service	Cashing a check without an account
08/24/2013	Bank account or service	Checking account
08/24/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Savings account
08/16/2013	Bank account or service	Savings account
08/12/2013	Bank account or service	Savings account
08/24/2013	Bank account or service	Checking account
08/24/2013	Bank account or service	Checking account
08/12/2013	Bank account or service	Checking account
08/06/2013	Bank account or service	Checking account
08/06/2013	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Santander Bank US	NY	10308		N/A
Bank of America	MD	21703		N/A
Bank of America	CA	91362		N/A
SunTrust Banks, Inc.	FL	33009		N/A
Bank of America	NC	28328		N/A
JPMorgan Chase & Co.	AK	99801	Servicemember	N/A
Wells Fargo & Company	FL	33102	Older American	N/A
Regions Financial Corporation	FL	33014		N/A
Wells Fargo & Company	CA	95319		N/A
PNC Bank N.A.	PA	15139	Older American	N/A
TD Bank US Holding Company	SC	29662		N/A
Santander Bank US	NJ	08722		N/A
TD Bank US Holding Company	NJ	08223		N/A
Bank of America	RI	02864		N/A
Wells Fargo & Company	NC	27560		N/A
Santander Bank US	MA	02538		N/A
Wells Fargo & Company	UT	84058		N/A
JPMorgan Chase & Co.	CA	90813		N/A
PNC Bank N.A.	NJ	08107	Older American, Servicemember	N/A
Wells Fargo & Company	NC	28208	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	08/30/2013	Closed	Yes	No
Postal mail	08/07/2013	Closed with monetary relief	Yes	No
Phone	08/29/2013	Closed with non-monetary relief	Yes	No
Phone	08/13/2013	Closed with explanation	Yes	No
Phone	09/18/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
Phone	08/30/2013	Closed with non-monetary relief	Yes	Yes
Web	09/06/2013	Closed with monetary relief	Yes	No
Postal mail	09/06/2013	Closed with explanation	Yes	Yes
Phone	08/19/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Referral	08/20/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes
Postal mail	08/26/2013	Closed with monetary relief	Yes	No
Postal mail	08/26/2013	Closed with explanation	Yes	No
Referral	08/13/2013	Closed with monetary relief	Yes	No
Phone	08/12/2013	Closed with non-monetary relief	Yes	Yes
Phone	08/12/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

509272
481186
508454
487333
515125
501730
509316
516276
516312
494171
503304
503307
516334
494193
487458
503367
503401
488010
481430
481465

Bank Account or Service Complaints

Based on Consumer Complaints

08/29/2013	Bank account or service	Savings account
08/16/2013	Bank account or service	Checking account
09/11/2013	Bank account or service	Checking account
08/12/2013	Bank account or service	Checking account
08/12/2013	Bank account or service	Savings account
08/24/2013	Bank account or service	Checking account
09/11/2013	Bank account or service	(CD) Certificate of deposit
08/12/2013	Bank account or service	Checking account
08/17/2013	Bank account or service	Other bank product/service
09/05/2013	Bank account or service	Other bank product/service
09/05/2013	Bank account or service	Checking account
08/25/2013	Bank account or service	Checking account
09/06/2013	Bank account or service	Checking account
09/06/2013	Bank account or service	Checking account
08/12/2013	Bank account or service	Savings account
08/30/2013	Bank account or service	Checking account
08/30/2013	Bank account or service	Checking account
08/30/2013	Bank account or service	(CD) Certificate of deposit
09/11/2013	Bank account or service	Other bank product/service
09/06/2013	Bank account or service	Checking account
08/30/2013	Bank account or service	Checking account
08/30/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Making/receiving payments, sending money
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Fifth Third Financial Corporation	IL	60402		N/A
Capital One	CA	95407		N/A
BB&T Financial	NC	27530		N/A
Wells Fargo & Company	PA	19134		N/A
Wells Fargo & Company	NC	28217		N/A
PNC Bank N.A.	DE	19977		N/A
Union Bank	CA	91754		N/A
Wells Fargo & Company	DE	19807	Older American	N/A
Wells Fargo & Company	NC	28387		N/A
Synchrony Financial	MD	21217		N/A
Wells Fargo & Company	VA	20124	Older American	N/A
Fidelity National Information Services, Inc. (FNIS)	IL	60563		N/A
PNC Bank N.A.	VA	23417		N/A
Bank of America	WA	98101	Older American	N/A
Citizens Financial Group, Inc.	MI	48316		N/A
U.S. Bancorp	CO	80010		N/A
Bank of America	FL	33433		N/A
Discover	TX	75080		N/A
Wells Fargo & Company	WY	82433		N/A
Ally Financial Inc.	TX	75247		N/A
Bank of America	TX	77459		N/A
Bank of America	GA	30088		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	08/30/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	Yes
Phone	09/12/2013	Closed with monetary relief	Yes	Yes
Phone	08/13/2013	Closed with non-monetary relief	Yes	No
Referral	08/13/2013	Closed with non-monetary relief	No	
Postal mail	08/26/2013	Closed with explanation	Yes	No
Phone	09/17/2013	Closed with monetary relief	Yes	No
Phone	08/13/2013	Closed with non-monetary relief	No	No
Postal mail	08/19/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Phone	09/06/2013	Closed with monetary relief	Yes	No
Web	08/28/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	Yes
Web	09/06/2013	Closed with monetary relief	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	Yes
Web	08/30/2013	Closed with monetary relief	Yes	Yes
Referral	08/30/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed with explanation	Yes	Yes
Phone	09/03/2013	Closed with non-monetary relief	Yes	Yes
Phone	09/03/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

509736
494335
523720
487607
487622
503504
523815
487716
494728
516685
516701
503770
517364
517356
487872
510077
511651
510500
524075
517479
510128
510020

Bank Account or Service Complaints

Based on Consumer Complaints

08/30/2013	Bank account or service	Checking account
09/17/2013	Bank account or service	Checking account
09/06/2013	Bank account or service	Checking account
08/30/2013	Bank account or service	Checking account
08/30/2013	Bank account or service	Checking account
09/11/2013	Bank account or service	Checking account
09/06/2013	Bank account or service	Other bank product/service
09/17/2013	Bank account or service	Checking account
09/06/2013	Bank account or service	Checking account
08/30/2013	Bank account or service	Checking account
09/17/2013	Bank account or service	Other bank product/service
09/11/2013	Bank account or service	Other bank product/service
08/30/2013	Bank account or service	Checking account
08/19/2013	Bank account or service	Checking account
09/17/2013	Bank account or service	Checking account
08/30/2013	Bank account or service	(CD) Certificate of deposit
09/17/2013	Bank account or service	Checking account
09/06/2013	Bank account or service	Checking account
08/19/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Comerica	MI	48203		N/A
BBVA Compass	CO	80221		N/A
SunTrust Banks, Inc.	MA	04240		N/A
BB&T Financial	MD	20774		N/A
U.S. Bancorp	MO	64057		N/A
Capital One	TX	77081	Servicemember	N/A
Nationstar Mortgage	NY	10520		N/A
U.S. Bancorp	IL	62704		N/A
Wells Fargo & Company	GA	30318	Older American, Servicemember	N/A
Bank of America	OK	73115	Older American	N/A
Union Bank	CA	92114		N/A
Morgan Stanley	CA	91106	Older American, Servicemember	N/A
Bank of America	FL	33160		N/A
JPMorgan Chase & Co.	NY	11783		N/A
PNC Bank N.A.	NC	28226		N/A
Fifth Third Financial Corporation	IL	60108		N/A
Wells Fargo & Company	CA	90212		N/A
JPMorgan Chase & Co.	FL	33624		N/A
Wells Fargo & Company	FL	33021	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	09/03/2013	Closed with explanation	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	No
Referral	09/06/2013	Closed with monetary relief	Yes	No
Referral	09/03/2013	Closed with explanation	Yes	No
Referral	09/03/2013	Closed with explanation	Yes	No
Phone	09/13/2013	Closed with explanation	Yes	Yes
Web	09/06/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Phone	09/06/2013	Closed with explanation	Yes	No
Phone	09/03/2013	Closed with monetary relief	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Phone	09/13/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	Yes
Phone	08/20/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Referral	09/10/2013	Closed with explanation	Yes	Yes
Web	09/18/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed with explanation	Yes	Yes
Web	08/20/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

510543
531076
516827
511652
510748
524231
517644
530887
517678
510744
530943
524325
510778
495173
531015
510830
531051
518978
495743

Bank Account or Service Complaints

Based on Consumer Complaints

08/30/2013	Bank account or service	Checking account
09/06/2013	Bank account or service	Checking account
09/17/2013	Bank account or service	Checking account
09/12/2013	Bank account or service	Checking account
09/12/2013	Bank account or service	Checking account
09/12/2013	Bank account or service	Checking account
09/12/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Checking account
09/12/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Checking account
09/12/2013	Bank account or service	Checking account
09/06/2013	Bank account or service	Other bank product/service
09/12/2013	Bank account or service	Checking account
09/12/2013	Bank account or service	Checking account
09/12/2013	Bank account or service	Checking account
09/12/2013	Bank account or service	Checking account
09/12/2013	Bank account or service	Savings account
09/12/2013	Bank account or service	Other bank product/service
09/12/2013	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

U.S. Bancorp	IL	60443		N/A
Wells Fargo & Company	CA	91786		N/A
JPMorgan Chase & Co.	CA	90025		N/A
Wells Fargo & Company	CA	95687		N/A
Wells Fargo & Company	NV	89521		N/A
Regions Financial Corporation	FL	33592		N/A
Wells Fargo & Company	CA	93065		N/A
Wells Fargo & Company	GA	30005		N/A
TD Bank US Holding Company	MA	01104		N/A
Bank of America	FL	33161		N/A
Citibank	CA	90025		N/A
PNC Bank N.A.	DE	19977		N/A
BB&T Financial	SC	29483		N/A
Wells Fargo & Company	UT	84065		N/A
Bank of America	CA	90405		N/A
Wells Fargo & Company	CT	06119		N/A
Citizens Financial Group, Inc.	MI	48174		N/A
TD Bank US Holding Company	NY	11415		N/A
PNC Bank N.A.	DE	19804		N/A
Wells Fargo & Company	AZ	85739		N/A
TD Bank US Holding Company	PA	19083		N/A
Bank of America	MO	63301	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	09/03/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	Yes
Web	09/18/2013	Closed with explanation	Yes	No
Referral	09/13/2013	Closed with explanation	Yes	No
Referral	09/12/2013	Closed with explanation	Yes	No
Referral	09/12/2013	Closed with monetary relief	Yes	No
Referral	09/12/2013	Closed with monetary relief	Yes	No
Web	09/18/2013	Closed with monetary relief	Yes	No
Phone	09/12/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with non-monetary relief	Yes	No
Web	09/18/2013	Closed with monetary relief	Yes	No
Postal mail	09/19/2013	Closed with explanation	Yes	Yes
Referral	09/19/2013	Closed with monetary relief	Yes	No
Web	09/12/2013	Closed with explanation	Yes	Yes
Referral	09/09/2013	Closed with explanation	Yes	Yes
Fax	09/12/2013	Closed with explanation	Yes	Yes
Web	09/12/2013	Closed with monetary relief	Yes	Yes
Referral	09/13/2013	Closed with monetary relief	Yes	No
Referral	09/13/2013	Closed with explanation	Yes	No
Referral	09/13/2013	Closed with monetary relief	Yes	No
Web	09/13/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

511058
517900
531303
524530
525116
525179
525162
531906
525125
531942
531958
531976
532050
525254
516966
524913
525342
525486
525491
525494
525524
525585

Bank Account or Service Complaints

Based on Consumer Complaints

09/12/2013	Bank account or service	Checking account
09/12/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	(CD) Certificate of deposit
09/18/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Other bank product/service
09/18/2013	Bank account or service	Checking account
09/06/2013	Bank account or service	Checking account
09/07/2013	Bank account or service	Other bank product/service
09/07/2013	Bank account or service	Checking account
09/07/2013	Bank account or service	(CD) Certificate of deposit
09/08/2013	Bank account or service	Other bank product/service
08/19/2013	Bank account or service	Checking account
09/08/2013	Bank account or service	Other bank product/service
08/19/2013	Bank account or service	Checking account
09/09/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Citizens Financial Group, Inc.	NH	03784	Older American	N/A
Wells Fargo & Company	CA	95354		N/A
BMO Harris	WI	53404		N/A
JPMorgan Chase & Co.	MI	48104	Servicemember	N/A
Wells Fargo & Company	FL	33134	Older American	N/A
TD Bank US Holding Company	FL	32217		N/A
JPMorgan Chase & Co.	TX	77044	Older American	N/A
Wells Fargo & Company	TX	75035		N/A
The Huntington National Bank	PA	15001		N/A
Bank of America	CA	95651		N/A
U.S. Bancorp	OR	97222		N/A
Bank of America	CA	94577		N/A
Bank of America	IN	46240	Older American	N/A
Bank of America	CA	95838		N/A
Fifth Third Financial Corporation	TN	37138	Older American, Servicemember	N/A
PayPal Holdings, Inc.	IL	60504		N/A
Wells Fargo & Company	TX	78613		N/A
Community Choice Financial, Inc.	TX	75206		N/A
Citizens Financial Group, Inc.	CT	06443		N/A
Wells Fargo & Company	ID	83619		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	09/17/2013	Closed with monetary relief	Yes	No
Referral	09/16/2013	Closed with explanation	Yes	No
Phone	09/19/2013	Closed with explanation	Yes	No
Postal mail	09/19/2013	Closed with explanation	Yes	No
Phone	09/19/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with monetary relief	Yes	No
Phone	09/19/2013	Closed with monetary relief	Yes	No
Web	09/19/2013	Closed with monetary relief	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	Yes
Web	09/19/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed with non-monetary relief	Yes	No
Web	09/09/2013	Closed with non-monetary relief	Yes	Yes
Web	09/09/2013	Closed with monetary relief	Yes	No
Web	09/10/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with non-monetary relief	Yes	No
Referral	08/20/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Referral	08/20/2013	Closed with monetary relief	Yes	No
Referral	09/09/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

525618
525705
532471
533614
532511
532643
532735
532818
532840
532873
532879
518509
518621
518643
518813
518843
496494
518864
496499
519540

Bank Account or Service Complaints

Based on Consumer Complaints

09/09/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Checking account
09/09/2013	Bank account or service	Savings account
08/19/2013	Bank account or service	Checking account
08/19/2013	Bank account or service	Other bank product/service
09/18/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Checking account
08/30/2013	Bank account or service	Checking account
09/19/2013	Bank account or service	Checking account
09/19/2013	Bank account or service	Checking account
08/30/2013	Bank account or service	Checking account
09/19/2013	Bank account or service	Checking account
09/19/2013	Bank account or service	Savings account
08/20/2013	Bank account or service	Checking account
09/19/2013	Bank account or service	Checking account
08/20/2013	Bank account or service	Checking account
08/30/2013	Bank account or service	Checking account
08/20/2013	Bank account or service	Savings account
08/20/2013	Bank account or service	Checking account
09/09/2013	Bank account or service	Checking account
08/31/2013	Bank account or service	Checking account
08/31/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Making/receiving payments, sending money
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

U.S. Bancorp	CA	93036		N/A
Wells Fargo & Company	AZ	85032		N/A
JPMorgan Chase & Co.	LA	70602	Older American	N/A
JPMorgan Chase & Co.	IL	60616		N/A
PennyMac Loan Services, LLC	CA	94102		N/A
BB&T Financial	MD	21046		N/A
PNC Bank N.A.	NJ	08812		N/A
Bank of America	GA	30016		N/A
Wells Fargo & Company	FL	33327		N/A
PNC Bank N.A.	MD	20866		N/A
JPMorgan Chase & Co.	DC	20012		N/A
Bank of America	TX	78756		N/A
PNC Bank N.A.	PA	17402		N/A
Santander Bank US	CT	06111		N/A
Commerce Bank	MO	65804		N/A
JPMorgan Chase & Co.	MI	48451		N/A
Wells Fargo & Company	NC	28129	Older American	N/A
BB&T Financial	MD	21074		N/A
Wells Fargo & Company	PA	18337		N/A
Bank of America	KS	66206		N/A
SunTrust Banks, Inc.	NC	28214		N/A
Wells Fargo & Company	TX	77063	Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	09/09/2013	Closed with non-monetary relief	Yes	No
Web	09/20/2013	Closed with explanation	Yes	Yes
Phone	09/18/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	Yes
Fax	08/20/2013	Closed with non-monetary relief	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	No
Referral	09/20/2013	Closed with non-monetary relief	Yes	No
Referral	09/04/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	Yes
Web	09/19/2013	Closed with monetary relief	Yes	No
Web	09/04/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Referral	09/19/2013	Closed with non-monetary relief	Yes	Yes
Web	08/20/2013	Closed with explanation	Yes	No
Referral	09/20/2013	Closed with non-monetary relief	Yes	Yes
Web	08/21/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	No
Referral	08/21/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with monetary relief	Yes	No
Referral	09/10/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with monetary relief	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

519091
532928
519161
495899
496208
533284
533154
511091
533814
535136
511146
533867
534458
496745
534804
496860
511196
497059
496872
519999
511415
509985

Bank Account or Service Complaints

Based on Consumer Complaints

08/20/2013	Bank account or service	Checking account
09/01/2013	Bank account or service	Checking account
09/01/2013	Bank account or service	Checking account
09/01/2013	Bank account or service	Checking account
09/01/2013	Bank account or service	Checking account
09/09/2013	Bank account or service	Checking account
09/09/2013	Bank account or service	Checking account
09/02/2013	Bank account or service	Checking account
09/02/2013	Bank account or service	Checking account
09/19/2013	Bank account or service	Checking account
08/20/2013	Bank account or service	Other bank product/service
09/19/2013	Bank account or service	Checking account
09/02/2013	Bank account or service	Checking account
08/20/2013	Bank account or service	Other bank product/service
09/03/2013	Bank account or service	Other bank product/service
09/03/2013	Bank account or service	Checking account
09/09/2013	Bank account or service	Checking account
09/19/2013	Bank account or service	Other bank product/service
09/09/2013	Bank account or service	Checking account
09/03/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Making/receiving payments, sending money
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	NY	10026		N/A
TD Bank US Holding Company	NC	28806		N/A
Bank of America	CT	06357		N/A
Citibank	OH	43214		N/A
TD Bank US Holding Company	SC	29681		N/A
U.S. Bancorp	CA	94509		N/A
Wells Fargo & Company	FL	34473		N/A
E*Trade Bank	AL	35950		N/A
Bank of America	FL	34653		N/A
SunTrust Banks, Inc.	MD	21228		N/A
Bank of the West	CO	80123		N/A
JPMorgan Chase & Co.	FL	32424		N/A
JPMorgan Chase & Co.	MA	01604		N/A
Comerica	NY	11378		N/A
The Western Union Company	TX	76131		N/A
Bank of America	CO	80911	Older American, Servicemember	N/A
PNC Bank N.A.	MI	49046		N/A
Synchrony Financial	IN	47119	Older American	N/A
Wells Fargo & Company	CA	93033		N/A
Santander Bank US	NJ	07111		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	08/20/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with monetary relief	Yes	No
Web	09/03/2013	Closed with non-monetary relief	Yes	No
Web	09/03/2013	Closed with explanation	Yes	Yes
Web	09/03/2013	Closed with monetary relief	Yes	No
Referral	09/10/2013	Closed with explanation	Yes	No
Referral	09/10/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Web	09/20/2013	Closed with monetary relief	Yes	No
Referral	08/22/2013	Closed with non-monetary relief	Yes	No
Referral	09/20/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with monetary relief	Yes	Yes
Referral	08/22/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	No
Fax	09/06/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with explanation	Yes	No
Web	09/20/2013	Closed with non-monetary relief	Yes	No
Phone	09/10/2013	Closed with explanation	Yes	No
Phone	09/05/2013	Closed	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

497075
511506
511531
511546
511548
520277
520301
512567
512597
534322
497747
534356
512645
498103
511718
512719
520439
534469
520445
512748

Bank Account or Service Complaints

Based on Consumer Complaints

09/03/2013	Bank account or service	Checking account
09/09/2013	Bank account or service	Checking account
09/19/2013	Bank account or service	(CD) Certificate of deposit
08/20/2013	Bank account or service	Checking account
08/20/2013	Bank account or service	Savings account
09/09/2013	Bank account or service	Checking account
09/03/2013	Bank account or service	Other bank product/service
09/09/2013	Bank account or service	Checking account
08/20/2013	Bank account or service	Checking account
08/26/2013	Bank account or service	Other bank product/service
08/26/2013	Bank account or service	Other bank product/service
08/26/2013	Bank account or service	Checking account
09/09/2013	Bank account or service	Checking account
09/03/2013	Bank account or service	Savings account
08/26/2013	Bank account or service	Checking account
08/20/2013	Bank account or service	Other bank product/service
08/26/2013	Bank account or service	Checking account
08/20/2013	Bank account or service	Other bank product/service
08/26/2013	Bank account or service	Checking account
09/03/2013	Bank account or service	(CD) Certificate of deposit
08/26/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	GA	31404		N/A
Amex	KY	40601		N/A
First National Bank of Omaha	TX	75670		N/A
Wells Fargo & Company	GA	30515	Servicemember	N/A
Citizens Financial Group, Inc.	MA	02130	Older American	N/A
Bank of America	AZ	85206	Older American	N/A
PayPal Holdings, Inc.	NY	10306		N/A
TD Bank US Holding Company	NC	28562		N/A
SunTrust Banks, Inc.	GA	30067		N/A
State Farm Bank	TX	76115		N/A
PNC Bank N.A.	KY	41071		N/A
JPMorgan Chase & Co.	MI	48015	Older American	N/A
PNC Bank N.A.	FL	33444		N/A
Ally Financial Inc.	TX	77598		N/A
Santander Bank US	MA	02451	Older American, Servicemember	N/A
Capital One	OH	45246		N/A
TD Bank US Holding Company	NJ	08827		N/A
Bank of America	PA	19086		N/A
TD Bank US Holding Company	NJ	08046		N/A
Fifth Third Financial Corporation	NC	28115	Older American	N/A
Bank of America	MI	48604		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	09/05/2013	Closed with explanation	Yes	No
Referral	09/10/2013	Closed with monetary relief	Yes	No
Referral	09/23/2013	Closed with explanation	Yes	No
Phone	08/21/2013	Closed with explanation	Yes	No
Phone	08/22/2013	Closed with explanation	Yes	No
Phone	09/10/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	No
Phone	09/10/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Postal mail	08/28/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	Yes
Referral	09/10/2013	Closed	Yes	No
Referral	09/06/2013	Closed with explanation	Yes	Yes
Phone	09/05/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with explanation	Yes	Yes
Web	08/21/2013	Closed with monetary relief	Yes	No
Referral	08/28/2013	Closed with explanation	Yes	No
Phone	09/05/2013	Closed with explanation	Yes	No
Postal mail	08/27/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

512755
520452
535501
497399
497412
520556
512861
520606
497482
503425
501235
504002
520818
513063
504035
497748
504176
497570
504268
513326
508299

Bank Account or Service Complaints

Based on Consumer Complaints

09/12/2013	Bank account or service	Checking account
08/21/2013	Bank account or service	Savings account
09/19/2013	Bank account or service	Checking account
09/12/2013	Bank account or service	Checking account
08/21/2013	Bank account or service	Checking account
08/26/2013	Bank account or service	Other bank product/service
09/13/2013	Bank account or service	Checking account
09/13/2013	Bank account or service	Checking account
09/03/2013	Bank account or service	Checking account
09/13/2013	Bank account or service	Checking account
09/13/2013	Bank account or service	Checking account
09/20/2013	Bank account or service	Checking account
09/13/2013	Bank account or service	Checking account
08/26/2013	Bank account or service	Checking account
09/30/2013	Bank account or service	Checking account
09/30/2013	Bank account or service	Savings account
08/26/2013	Bank account or service	Other bank product/service
09/13/2013	Bank account or service	Checking account
09/13/2013	Bank account or service	Checking account
09/30/2013	Bank account or service	Checking account
09/13/2013	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Deposits and withdrawals
Using a debit or ATM card
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Making/receiving payments, sending money
Making/receiving payments, sending money
Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Regions Financial Corporation	FL	33330		N/A
JPMorgan Chase & Co.	CA	91406		N/A
Bank of America	FL	33067		N/A
Capital One	NY	11379	Servicemember	N/A
PNC Bank N.A.	PA	15136		N/A
BB&T Financial	VA	23974		N/A
U.S. Bancorp	MN	55077		N/A
Bank of America	CA	90028		N/A
Bank of America	MA	01501	Older American	N/A
Wells Fargo & Company	FL	33420	Older American	N/A
USAA Savings	CA	91311	Servicemember	N/A
JPMorgan Chase & Co.	IL	61705		N/A
Santander Bank US	MA	02382		N/A
TCF National Bank	IL	60649		N/A
Regions Financial Corporation	IL	62298		N/A
BB&T Financial	AL	36280		N/A
M&T Bank Corporation	NY	14221		N/A
Wells Fargo & Company	TX	75050		N/A
Bank of America	NY	10026	Servicemember	N/A
Bank of America	GA	31757	Older American, Servicemember	N/A
Bank of America				N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	09/16/2013	Closed with monetary relief	Yes	No
Web	08/21/2013	Closed with explanation	Yes	No
Web	10/10/2013	Closed with explanation	Yes	No
Phone	09/13/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with monetary relief	Yes	No
Referral	08/28/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with monetary relief	Yes	No
Web	09/13/2013	Closed with explanation	Yes	Yes
Phone	09/04/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with explanation	Yes	No
Referral	09/17/2013	Closed with non-monetary relief	Yes	No
Referral	09/23/2013	Closed with monetary relief	Yes	No
Referral	09/17/2013	Closed	Yes	No
Web	08/27/2013	Closed with explanation	Yes	Yes
Referral	10/01/2013	Closed	Yes	No
Referral	10/01/2013	Closed with explanation	Yes	No
Referral	08/27/2013	Closed with explanation	Yes	Yes
Web	09/17/2013	Closed with explanation	Yes	No
Postal mail	09/17/2013	Closed with explanation	Yes	No
Phone	10/01/2013	Closed with explanation	Yes	No
Referral	09/16/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

526166
498288
535104
524602
499458
505100
527129
527150
513470
527168
526650
536186
527446
504488
548954
548966
505075
527361
526699
548176
527488

Bank Account or Service Complaints

Based on Consumer Complaints

09/13/2013	Bank account or service	Checking account
09/13/2013	Bank account or service	Checking account
09/30/2013	Bank account or service	Other bank product/service
09/30/2013	Bank account or service	Checking account
10/01/2013	Bank account or service	Checking account
09/13/2013	Bank account or service	Checking account
08/27/2013	Bank account or service	Checking account
08/27/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	Checking account
08/27/2013	Bank account or service	Checking account
09/13/2013	Bank account or service	Checking account
10/01/2013	Bank account or service	Cashing a check without an account
09/25/2013	Bank account or service	Checking account
10/01/2013	Bank account or service	Checking account
10/01/2013	Bank account or service	Checking account
10/01/2013	Bank account or service	Checking account
10/01/2013	Bank account or service	Checking account
08/27/2013	Bank account or service	Savings account
09/25/2013	Bank account or service	Checking account
09/25/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

SunTrust Banks, Inc.	VA	22030		N/A
Wells Fargo & Company	FL	33063		N/A
Wells Fargo & Company	PA	15068		N/A
TD Bank US Holding Company	NJ	08865		N/A
BB&T Financial	VA	24503		N/A
Wells Fargo & Company	GA	30309		N/A
Wells Fargo & Company	CA	94556	Older American	N/A
PNC Bank N.A.	PA	19150		N/A
Wells Fargo & Company	PA	17404		N/A
Wells Fargo & Company	NC	28328		N/A
Wells Fargo & Company	CT	06906	Older American	N/A
Wells Fargo & Company	FL	32224		N/A
SunTrust Banks, Inc.	TN	37067		N/A
Capital One	NY	11233		N/A
Banco Popular de Puerto Rico	PR	00920		N/A
JPMorgan Chase & Co.	FL	34787		N/A
Bank of America	MD	21231		N/A
U.S. Bancorp	MI	64724	Older American, Servicemember	N/A
New York Community Bank			Older American, Servicemember	N/A
Bank of America	RI	02909		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	09/16/2013	Closed with non-monetary relief	Yes	No
Web	09/16/2013	Closed with explanation	Yes	No
Referral	10/01/2013	Closed with explanation	Yes	No
Referral	10/02/2013	Closed with explanation	Yes	No
Referral	10/02/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	Yes
Postal mail	10/17/2013	Closed with explanation	Yes	Yes
Phone	08/28/2013	Closed	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Phone	08/28/2013	Closed with explanation	Yes	No
Phone	09/18/2013	Closed with non-monetary relief	Yes	Yes
Web	10/09/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with monetary relief	Yes	No
Web	10/04/2013	Closed with monetary relief	Yes	No
Referral	10/02/2013	Closed with explanation	Yes	Yes
Referral	10/02/2013	Closed with monetary relief	Yes	No
Web	10/02/2013	Closed with monetary relief	Yes	Yes
Phone	09/04/2013	Closed with explanation	Yes	Yes
Phone	09/25/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

527597
527637
548425
548510
549490
526602
501892
505085
540803
505148
527982
549375
541432
549394
549479
549146
549449
505327
541527
541577

Bank Account or Service Complaints

Based on Consumer Complaints

09/14/2013	Bank account or service	Checking account
09/04/2013	Bank account or service	Checking account
09/04/2013	Bank account or service	Checking account
09/04/2013	Bank account or service	Checking account
09/14/2013	Bank account or service	Checking account
09/14/2013	Bank account or service	Savings account
09/04/2013	Bank account or service	Checking account
10/01/2013	Bank account or service	Checking account
09/04/2013	Bank account or service	Checking account
09/25/2013	Bank account or service	Other bank product/service
09/25/2013	Bank account or service	Other bank product/service
10/01/2013	Bank account or service	Checking account
09/25/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Other bank product/service
09/16/2013	Bank account or service	Checking account
09/25/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Checking account
09/25/2013	Bank account or service	Checking account
09/04/2013	Bank account or service	(CD) Certificate of deposit
10/02/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	(CD) Certificate of deposit

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	PA	18058		N/A
Bank of America	CA	94941		N/A
TD Bank US Holding Company	NJ	08033		N/A
Bank of America	VA	22911		N/A
Bank of America	VA	22554	Servicemember	N/A
Wells Fargo & Company	CA	94804	Older American	N/A
Bank of America	NJ	08083		N/A
PNC Bank N.A.	KY	40515		N/A
Wells Fargo & Company	NJ	08107		N/A
PayPal Holdings, Inc.	TX	77546		N/A
JPMorgan Chase & Co.	CA	92583		N/A
Bank of America	IL	60827		N/A
Bank of America	MA	02465		N/A
PayPal Holdings, Inc.	GA	30102	Older American	N/A
Wells Fargo & Company	GA	30008		N/A
Wells Fargo & Company	FL	33417		N/A
Bank of America	MA	02668	Older American, Servicemember	N/A
JPMorgan Chase & Co.	FL	33462		N/A
Valley National Bank	NJ	07885	Older American	N/A
The Huntington National Bank	OH	43338		N/A
Synchrony Financial	NC	28753	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	09/17/2013	Closed with explanation	Yes	No
Postal mail	09/05/2013	Closed with explanation	Yes	No
Referral	09/04/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed	Yes	Yes
Web	09/16/2013	Closed with monetary relief	Yes	No
Web	09/16/2013	Closed	Yes	No
Web	09/06/2013	Closed with monetary relief	Yes	No
Web	10/02/2013	Closed with monetary relief	Yes	No
Phone	09/05/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with non-monetary relief	Yes	No
Web	09/27/2013	Closed with explanation	Yes	Yes
Phone	10/02/2013	Closed with monetary relief	Yes	No
Web	09/26/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with monetary relief	Yes	No
Referral	09/17/2013	Closed with explanation	Yes	No
Phone	09/26/2013	Closed with monetary relief	Yes	No
Phone	09/17/2013	Closed with explanation	Yes	No
Referral	09/26/2013	Closed with explanation	Yes	Yes
Web	09/05/2013	Closed with explanation	Yes	No
Referral	10/03/2013	Closed with explanation	Yes	No
Phone	09/18/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

526280
513787
513783
513810
526324
526379
513892
549712
513916
541775
541837
549841
541856
528295
528408
541879
529656
543037
514050
550610
528440

Bank Account or Service Complaints

Based on Consumer Complaints

10/02/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Other bank product/service
10/02/2013	Bank account or service	Checking account
10/02/2013	Bank account or service	Checking account
09/04/2013	Bank account or service	(CD) Certificate of deposit
09/04/2013	Bank account or service	Checking account
09/04/2013	Bank account or service	Checking account
09/04/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Other bank product/service
10/11/2013	Bank account or service	Checking account
09/04/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Savings account
08/27/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Checking account
09/04/2013	Bank account or service	Checking account
08/27/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Checking account
08/27/2013	Bank account or service	Checking account
09/20/2013	Bank account or service	Savings account
09/04/2013	Bank account or service	Savings account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	VA	23875		N/A
TD Bank US Holding Company	ME	04937		N/A
Bank of America	MA	02148	Older American	N/A
TD Bank US Holding Company	MA	01970		N/A
Ally Financial Inc.	AZ	85719		N/A
Fifth Third Financial Corporation	CA	90047		N/A
Bank of America	NJ	07083		N/A
HSBC North America Holdings Inc.	NY	10025		N/A
Fifth Third Financial Corporation	PA	15221		N/A
Santander Bank US	MA	02215		N/A
FirstMerit Bank	OH	44094		N/A
JPMorgan Chase & Co.	GA	30097		N/A
PNC Bank N.A.	MD	21087	Older American	N/A
Bank of America	CO	90240	Older American	N/A
Regions Financial Corporation	FL	32204		N/A
Wells Fargo & Company	TX	78702	Servicemember	N/A
U.S. Bancorp	MN	55343		N/A
Bank of America	CA	92656		N/A
Bank of America	CA	94552		N/A
Bank of America	TX	77071		N/A
Bank of America	VA	23838		N/A
Wells Fargo & Company	AL	36360		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	10/03/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with monetary relief	Yes	No
Web	10/03/2013	Closed with non-monetary relief	Yes	No
Referral	10/02/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with explanation	Yes	No
Phone	09/05/2013	Closed with explanation	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with monetary relief	Yes	No
Postal mail	10/15/2013	Closed	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	No
Email	09/18/2013	Closed with explanation	Yes	Yes
Phone	08/28/2013	Closed with explanation	Yes	Yes
Web	09/17/2013	Closed with non-monetary relief	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	No
Phone	08/28/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with monetary relief	Yes	No
Referral	09/18/2013	Closed with monetary relief	Yes	No
Referral	08/28/2013	Closed with explanation	Yes	No
Web	09/20/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

551042
528503
550366
550561
514858
514894
511688
514333
529586
558091
514615
529530
505429
528944
514673
505613
529944
529945
529946
505827
536008
512957

Bank Account or Service Complaints

Based on Consumer Complaints

09/25/2013	Bank account or service	Checking account
09/20/2013	Bank account or service	Cashing a check without an account
10/12/2013	Bank account or service	Checking account
10/13/2013	Bank account or service	Checking account
08/27/2013	Bank account or service	Checking account
09/25/2013	Bank account or service	Savings account
10/13/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	(CD) Certificate of deposit
09/10/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Checking account
09/20/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Checking account
09/25/2013	Bank account or service	Checking account
09/25/2013	Bank account or service	Other bank product/service
08/27/2013	Bank account or service	(CD) Certificate of deposit
09/20/2013	Bank account or service	(CD) Certificate of deposit
10/14/2013	Bank account or service	Savings account
09/16/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TCF National Bank	MN	55005	Older American	N/A
Fifth Third Financial Corporation	NC	28104		N/A
M&T Bank Corporation	NY	14220		N/A
TD Bank US Holding Company	NJ	07201		N/A
PNC Bank N.A.	PA	15014		N/A
Bank of America	CA	93551		N/A
Bank of America	NY	10035		N/A
Wells Fargo & Company	DE	19710	Older American, Servicemember	N/A
Bank of America	TN	37217		N/A
TCF National Bank	IL	60402		N/A
Wells Fargo & Company	CO	80211		N/A
Capital One	NY	10002		N/A
SunTrust Banks, Inc.	AR	72301		N/A
Wells Fargo & Company	IL	60093		N/A
HSBC North America Holdings Inc.	NY	11565		N/A
Fifth Third Financial Corporation	NC	28092		N/A
BMO Harris	IL	60544	Older American	N/A
Wells Fargo & Company	CA	94507		N/A
TD Bank US Holding Company	AL	36111		N/A
Immediate Credit Recovery				N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	09/26/2013	Closed with explanation	Yes	No
Web	09/20/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with non-monetary relief	Yes	No
Phone	08/28/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with monetary relief	Yes	No
Web	10/16/2013	Closed with monetary relief	Yes	No
Phone	09/17/2013	Closed with explanation	Yes	No
Referral	09/10/2013	Closed with monetary relief	Yes	No
Referral	09/18/2013	Closed with monetary relief	Yes	No
Web	09/23/2013	Closed with monetary relief	Yes	Yes
Web	09/17/2013	Closed with explanation	Yes	Yes
Referral	09/27/2013	Closed with monetary relief	Yes	No
Referral	09/27/2013	Closed with explanation	No	Yes
Postal mail	08/28/2013	Closed	Yes	No
Postal mail	09/23/2013	Closed with explanation	Yes	Yes
Web	10/15/2013	Closed with monetary relief	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Phone	09/17/2013	Closed with explanation	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

542506
536029
558360
558387
505709
542537
558396
529129
521753
529963
536138
529153
542606
542621
501553
536202
557631
529222
529267
529566

Bank Account or Service Complaints

Based on Consumer Complaints

09/26/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Savings account
09/10/2013	Bank account or service	Savings account
08/27/2013	Bank account or service	Checking account
09/20/2013	Bank account or service	Checking account
09/10/2013	Bank account or service	Checking account
09/26/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Checking account
09/26/2013	Bank account or service	Checking account
09/26/2013	Bank account or service	Checking account
09/10/2013	Bank account or service	Checking account
09/10/2013	Bank account or service	Checking account
10/15/2013	Bank account or service	Checking account
08/28/2013	Bank account or service	Checking account
08/28/2013	Bank account or service	Checking account
08/28/2013	Bank account or service	Checking account
10/02/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Using a debit or ATM card
Using a debit or ATM card
Using a debit or ATM card
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	CA	91364		N/A
PNC Bank N.A.	OH	44117		N/A
Wells Fargo & Company	CA	90815		N/A
Citizens Financial Group, Inc.	IL	60076		N/A
JPMorgan Chase & Co.	OH	43110		N/A
JPMorgan Chase & Co.	CA	91367		N/A
Wells Fargo & Company	FL	33029		N/A
Wells Fargo & Company	OR	97524		N/A
Wells Fargo & Company	PA	19148	Older American, Servicemember	N/A
Ally Financial Inc.	OH	43342		N/A
Bank of the West	NM	87109		N/A
JPMorgan Chase & Co.	OK	73110		N/A
Wells Fargo & Company	GA	30549		N/A
BMO Harris	WI	53207		N/A
Regions Financial Corporation	SC	29210		N/A
Regions Financial Corporation	FL	33511		N/A
Wells Fargo & Company	TX	75149		N/A
Bank of America	SC	29456		N/A
USAA Savings	OH	43223		N/A
Santander Bank US	MA	01568		N/A
Citizens Financial Group, Inc.	MA	02188		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	09/26/2013	Closed with explanation	Yes	Yes
Phone	09/18/2013	Closed with monetary relief	Yes	No
Postal mail	09/10/2013	Closed with explanation	Yes	No
Phone	10/11/2013	Closed with monetary relief	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with explanation	Yes	Yes
Web	09/26/2013	Closed with explanation	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	No
Postal mail	09/05/2013	Closed with explanation	Yes	Yes
Referral	09/05/2013	Closed with explanation	Yes	No
Referral	09/05/2013	Closed with monetary relief	Yes	No
Referral	09/06/2013	Closed with monetary relief	Yes	No
Web	09/26/2013	Closed with monetary relief	Yes	No
Referral	10/03/2013	Closed with explanation	Yes	Yes
Referral	09/10/2013	Closed with monetary relief	Yes	No
Referral	09/11/2013	Closed	Yes	No
Phone	10/16/2013	Closed with explanation	Yes	No
Referral	08/29/2013	Closed with monetary relief	Yes	No
Referral	08/29/2013	Closed with monetary relief	Yes	No
Postal mail	08/29/2013	Closed with monetary relief	Yes	No
Web	10/15/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

543267
529290
521719
505989
536316
521723
544862
515563
515036
515893
515664
515670
543313
544873
521850
521948
559054
506274
506490
506120
550583

Bank Account or Service Complaints

Based on Consumer Complaints

10/02/2013	Bank account or service	Checking account
09/17/2013	Bank account or service	Checking account
09/20/2013	Bank account or service	Other bank product/service
09/17/2013	Bank account or service	Checking account
09/10/2013	Bank account or service	Checking account
10/02/2013	Bank account or service	Checking account
08/28/2013	Bank account or service	Checking account
09/17/2013	Bank account or service	Checking account
09/20/2013	Bank account or service	Savings account
09/20/2013	Bank account or service	Checking account
09/20/2013	Bank account or service	Checking account
09/17/2013	Bank account or service	Other bank product/service
10/15/2013	Bank account or service	Checking account
09/20/2013	Bank account or service	Checking account
09/10/2013	Bank account or service	Checking account
09/26/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Savings account
10/02/2013	Bank account or service	Savings account
10/15/2013	Bank account or service	Checking account
10/15/2013	Bank account or service	Other bank product/service
10/02/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Fifth Third Financial Corporation	TN	37716		N/A
JPMorgan Chase & Co.	NY	10007		N/A
Wells Fargo & Company	NY	13033		N/A
Wells Fargo & Company	PA	18360		N/A
Bank of America	CA	95965		N/A
Citibank	VT	05464		N/A
Bank of America	FL	33415		N/A
Wells Fargo & Company	MT	59870		N/A
Wells Fargo & Company	CA	94403		N/A
Capital One	MD	21629		N/A
JPMorgan Chase & Co.	TX	75126	Older American, Servicemember	N/A
Capital One	FL	33578		N/A
JPMorgan Chase & Co.	CA	92509		N/A
JPMorgan Chase & Co.	NY	10455		N/A
Wells Fargo & Company	TX	78332		N/A
Bank of America	VA	23452		N/A
Capital One	CA	95003		N/A
HSBC North America Holdings Inc.	WA	98102		N/A
JPMorgan Chase & Co.	NY	10705		N/A
Capital One	TX	76126		N/A
Capital One	TX	77388		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	10/03/2013	Closed with monetary relief	Yes	Yes
Referral	09/18/2013	Closed with monetary relief	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	No
Postal mail	09/11/2013	Closed with explanation	Yes	No
Postal mail	10/02/2013	Closed with explanation	Yes	No
Referral	08/29/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with monetary relief	Yes	No
Web	09/23/2013	Closed with monetary relief	Yes	No
Web	09/20/2013	Closed with monetary relief	Yes	No
Web	09/20/2013	Closed with monetary relief	Yes	No
Fax	09/18/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	No
Phone	09/23/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with explanation	Yes	Yes
Phone	09/26/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	Yes
Referral	11/04/2013	Closed	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No
Postal mail	10/16/2013	Closed with explanation	Yes	No
Referral	10/03/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

550762
530609
536549
530754
521935
551232
506206
530211
536599
536506
537728
531713
559325
536718
522060
543628
515920
550891
558925
559155
550908

Bank Account or Service Complaints

Based on Consumer Complaints

09/17/2013	Bank account or service	Other bank product/service
08/28/2013	Bank account or service	Savings account
09/20/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Checking account
09/10/2013	Bank account or service	Other bank product/service
10/15/2013	Bank account or service	(CD) Certificate of deposit
09/20/2013	Bank account or service	Checking account
10/02/2013	Bank account or service	Checking account
09/10/2013	Bank account or service	Checking account
09/26/2013	Bank account or service	Checking account
08/28/2013	Bank account or service	Checking account
08/28/2013	Bank account or service	Checking account
10/15/2013	Bank account or service	Other bank product/service
10/15/2013	Bank account or service	Checking account
09/26/2013	Bank account or service	Checking account
09/10/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Checking account
10/15/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Checking account
10/15/2013	Bank account or service	Checking account
10/15/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

PNC Bank N.A.	NY	13684	Servicemember	N/A
JPMorgan Chase & Co.	OR	97006		N/A
Wells Fargo & Company	CA	92346		N/A
U.S. Bancorp	CA	92411		N/A
Flagstar Bank	MI	48009		N/A
Wells Fargo & Company	SC	29566	Older American	N/A
Frost Bank	TX	78284		N/A
JPMorgan Chase & Co.	CA	92346		N/A
Fidelity National Information Services, Inc. (FNIS)	CA	95826		N/A
Citizens Financial Group, Inc.	MA	02155		N/A
Bank of the West	CA	95640		N/A
Ally Financial Inc.	CA	90405		N/A
Ford Motor Credit Company	SC	29696		N/A
JPMorgan Chase & Co.	NY	10303		N/A
USAA Savings	KY	40222		N/A
U.S. Bancorp	OH	43004		N/A
Union Bank	CA	90221		N/A
Bank of America	TN	37621	Servicemember	N/A
Wells Fargo & Company	VA	22210		N/A
Bank of America	MA	01851	Servicemember	N/A
Ally Financial Inc.	CA	92311		N/A
Wells Fargo & Company	VA	22181		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	09/18/2013	Closed with non-monetary relief	Yes	No
Referral	08/29/2013	Closed with explanation	Yes	Yes
Web	09/23/2013	Closed with explanation	Yes	No
Referral	09/06/2013	Closed with monetary relief	Yes	No
Web	09/13/2013	Closed with explanation	Yes	No
Postal mail	10/16/2013	Closed with explanation	Yes	Yes
Referral	09/23/2013	Closed with monetary relief	Yes	No
Phone	10/03/2013	Closed with explanation	Yes	No
Phone	09/11/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with monetary relief	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	No
Postal mail	10/16/2013	Closed with explanation	Yes	No
Referral	10/16/2013	Closed with explanation	Yes	Yes
Phone	09/27/2013	Closed with monetary relief	Yes	No
Referral	09/11/2013	Closed with monetary relief	Yes	No
Web	10/03/2013	Closed with monetary relief	Yes	No
Postal mail	10/16/2013	Closed with monetary relief	Yes	No
Referral	10/03/2013	Closed with monetary relief	Yes	No
Phone	10/16/2013	Closed with explanation	Yes	Yes
Web	10/16/2013	Closed with monetary relief	Yes	No
Referral	10/03/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

530394
507827
536705
516713
522165
559855
536866
550910
522217
543782
508582
508583
559463
559793
543126
521240
551450
558899
551478
559532
558940
551722

Bank Account or Service Complaints

Based on Consumer Complaints

10/15/2013	Bank account or service	(CD) Certificate of deposit
10/03/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Checking account
09/21/2013	Bank account or service	Checking account
10/15/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Checking account
09/22/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Checking account
10/15/2013	Bank account or service	Checking account
09/10/2013	Bank account or service	Other bank product/service
08/28/2013	Bank account or service	Checking account
09/22/2013	Bank account or service	Checking account
09/22/2013	Bank account or service	Checking account
08/28/2013	Bank account or service	Checking account
09/22/2013	Bank account or service	Checking account
10/16/2013	Bank account or service	Checking account
09/26/2013	Bank account or service	Other bank product/service
09/26/2013	Bank account or service	Checking account
08/28/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Checking account
09/22/2013	Bank account or service	Cashing a check without an account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	PA	18901	Older American	N/A
Amex	TX	77095		N/A
Navy FCU	TX	76244		N/A
JPMorgan Chase & Co.	CA	95490		N/A
Citizens Financial Group, Inc.	OH	44683		N/A
Navy FCU				N/A
Bank of America	NV	89031		N/A
UMB Bank	MO	63122		N/A
Wells Fargo & Company	FL	34114		N/A
PayPal Holdings, Inc.	CA	90094		N/A
Citibank	NY	10010		N/A
JPMorgan Chase & Co.	NC	27410	Older American	N/A
Bank of America	DE	19809		N/A
Wells Fargo & Company	NC	28056		N/A
Bank of America	DE	19809		N/A
TD Bank US Holding Company	DE	19808		N/A
Bank of America	CA	94587		N/A
U.S. Bancorp	MN	55920		N/A
TD Bank US Holding Company	NJ	07026		N/A
Bank of America	FL	32506	Older American	N/A
Bank of America	CT	06610		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	10/16/2013	Closed with monetary relief	Yes	No
Referral	10/04/2013	Closed with monetary relief	Yes	Yes
Email	10/03/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with monetary relief	Yes	No
Phone	10/16/2013	Closed with monetary relief	Yes	No
Email	10/03/2013	Closed with explanation	Yes	Yes
Web	09/24/2013	Closed with explanation	Yes	No
Web	10/04/2013	Closed with explanation	Yes	No
Referral	10/16/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with non-monetary relief	Yes	No
Web	08/29/2013	Closed with monetary relief	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with non-monetary relief	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with explanation	Yes	No
Web	10/16/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed with explanation	Yes	Yes
Referral	09/27/2013	Closed with explanation	Yes	Yes
Phone	09/03/2013	Closed with explanation	Yes	Yes
Web	10/04/2013	Closed with monetary relief	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

558905
551787
551688
537088
559556
551697
537150
551548
559589
522421
506756
535607
537604
506760
537143
560041
544037
544884
506603
551638
537219

Bank Account or Service Complaints

Based on Consumer Complaints

09/23/2013	Bank account or service	Savings account
09/23/2013	Bank account or service	Checking account
10/16/2013	Bank account or service	Checking account
10/16/2013	Bank account or service	Checking account
09/10/2013	Bank account or service	Checking account
09/26/2013	Bank account or service	Checking account
08/28/2013	Bank account or service	Savings account
09/23/2013	Bank account or service	Checking account
10/16/2013	Bank account or service	Checking account
09/10/2013	Bank account or service	Checking account
09/26/2013	Bank account or service	Checking account
09/11/2013	Bank account or service	Checking account
10/16/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Checking account
09/11/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Checking account
09/11/2013	Bank account or service	Checking account
10/16/2013	Bank account or service	Other bank product/service
10/16/2013	Bank account or service	Checking account
10/16/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Making/receiving payments, sending money
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TCF National Bank	CO	80120	Older American	N/A
TD Bank US Holding Company	NY	12901		N/A
SunTrust Banks, Inc.	VA	23294		N/A
Wells Fargo & Company	FL	32257		N/A
JPMorgan Chase & Co.	WI	53538		N/A
Bank of America	IL	60487		N/A
JPMorgan Chase & Co.	NY	10003		N/A
Regions Financial Corporation	LA	70563		N/A
Bank of America	PA	19464	Older American	N/A
Wells Fargo & Company	FL	33462		N/A
PNC Bank N.A.	IL	60156		N/A
Union Bank	CA	92110	Older American	N/A
Astoria Bank	NY	11747		N/A
Ally Financial Inc.	CA	91423		N/A
Bank of America	MA	02043		N/A
Wells Fargo & Company	FL	33029		N/A
USAA Savings	FL	33570		N/A
Santander Bank US	PA	19081		N/A
Valley National Bank	NY	11749		N/A
Bank of America	MO	21239		N/A
JPMorgan Chase & Co.	NY	11747		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	09/27/2013	Closed with explanation	Yes	Yes
Referral	09/23/2013	Closed with monetary relief	Yes	Yes
Referral	10/16/2013	Closed with explanation	Yes	No
Postal mail	10/16/2013	Closed	Yes	No
Referral	09/11/2013	Closed with explanation	Yes	No
Phone	09/27/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with explanation	Yes	No
Referral	09/23/2013	Closed with monetary relief	Yes	No
Web	10/16/2013	Closed with monetary relief	Yes	Yes
Web	09/11/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed	Yes	Yes
Web	09/11/2013	Closed with monetary relief	Yes	No
Referral	10/17/2013	Closed	Yes	Yes
Web	10/03/2013	Closed with explanation	Yes	Yes
Web	09/11/2013	Closed with monetary relief	Yes	No
Referral	10/04/2013	Closed with explanation	Yes	Yes
Referral	10/04/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	No
Postal mail	10/16/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

537836
538033
560721
559918
522591
544144
507754
538040
560204
522634
544168
523205
560361
551826
522700
552316
551863
523289
559884
560353
560363

Bank Account or Service Complaints

Based on Consumer Complaints

10/03/2013	Bank account or service	Checking account
09/26/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Checking account
10/16/2013	Bank account or service	Checking account
08/28/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Other bank product/service
10/03/2013	Bank account or service	Checking account
09/11/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Checking account
09/27/2013	Bank account or service	Checking account
09/27/2013	Bank account or service	Checking account
09/27/2013	Bank account or service	Other bank product/service
09/27/2013	Bank account or service	Savings account
10/04/2013	Bank account or service	Checking account
10/04/2013	Bank account or service	Checking account
09/11/2013	Bank account or service	Checking account
10/04/2013	Bank account or service	Checking account
10/04/2013	Bank account or service	Other bank product/service
09/27/2013	Bank account or service	Other bank product/service
09/23/2013	Bank account or service	Savings account
10/04/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Problems caused by my funds being low
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Comerica	MI	48314	N/A
Bank of America	NJ	07079	N/A
Comerica	CA	92801	N/A
Bank of America	CA	91604	N/A
Wells Fargo & Company	PA	19152	N/A
PNC Bank N.A.	NJ	07960	N/A
Regions Financial Corporation	AR	72401	N/A
Bank of America	NJ	08502	N/A
Wells Fargo & Company	PA	15636	N/A
JPMorgan Chase & Co.	CA	95315	N/A
People's United Bank	NY	10470	N/A
Western Portfolio Assets	MN	56367	N/A
BBVA Compass	MA	02145	N/A
Bank of America	WA	98155	N/A
USAA Savings	VT	05401	N/A
Wells Fargo & Company	ID	83634	N/A
The Huntington National Bank	MI	49010	N/A
Vital Solutions, Inc.	CA	92592	N/A
Citibank	FL	33015	N/A
M&T Bank Corporation	NJ	07928	N/A
SunTrust Banks, Inc.	SC	29302	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	10/04/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with monetary relief	Yes	No
Web	10/04/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Web	10/04/2013	Closed with explanation	Yes	No
Web	10/04/2013	Closed with monetary relief	Yes	No
Phone	09/11/2013	Closed with monetary relief	Yes	Yes
Referral	10/04/2013	Closed with monetary relief	Yes	No
Web	09/27/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	No	No
Referral	10/02/2013	Closed with explanation	Yes	No
Referral	10/07/2013	Closed	Yes	Yes
Web	10/04/2013	Closed with explanation	Yes	No
Postal mail	09/12/2013	Closed with explanation	Yes	No
Web	10/04/2013	Closed with explanation	Yes	No
Referral	10/04/2013	Closed with explanation	Yes	Yes
Web	09/30/2013	Closed with explanation	Yes	No
Postal mail	09/23/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

552023
544389
551275
560730
508037
552166
552183
523521
552086
545192
545208
545210
545676
552833
552610
523634
552623
552633
546723
539318
552702

Bank Account or Service Complaints

Based on Consumer Complaints

09/27/2013	Bank account or service	Checking account
10/04/2013	Bank account or service	Checking account
10/04/2013	Bank account or service	Checking account
10/04/2013	Bank account or service	Checking account
10/04/2013	Bank account or service	Checking account
09/23/2013	Bank account or service	(CD) Certificate of deposit
09/23/2013	Bank account or service	Checking account
09/23/2013	Bank account or service	Other bank product/service
09/27/2013	Bank account or service	Checking account
09/23/2013	Bank account or service	Savings account
09/27/2013	Bank account or service	Other bank product/service
09/27/2013	Bank account or service	Checking account
09/27/2013	Bank account or service	Checking account
09/27/2013	Bank account or service	Checking account
10/04/2013	Bank account or service	Checking account
10/04/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Other bank product/service
10/05/2013	Bank account or service	Checking account
09/27/2013	Bank account or service	Checking account
09/23/2013	Bank account or service	Checking account
09/27/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low
Using a debit or ATM card
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

BNY Mellon	VA	22182		N/A
TD Bank US Holding Company	DE	19701		N/A
Wells Fargo & Company	FL	33328		N/A
Wells Fargo & Company	CA	92223		N/A
Bank of America	TX	75001		N/A
First Tennessee Bank	TN	38111		N/A
JPMorgan Chase & Co.	ID	83701		N/A
Citibank	NJ	08902		N/A
Associated Bank	WI	54303		N/A
Wells Fargo & Company	CT	06513		N/A
Citizens Financial Group, Inc.	RI	02911	Older American	N/A
JPMorgan Chase & Co.	IN	46394		N/A
Wells Fargo & Company	PA	19343		N/A
Comerica	GA	30707		N/A
PNC Bank N.A.				N/A
Wells Fargo & Company	FL	33511		N/A
Citibank	TX	77072		N/A
Wells Fargo & Company	CA	92649	Older American	N/A
Wells Fargo & Company	UT	84074		N/A
Citizens Financial Group, Inc.	RI	02919		N/A
Wells Fargo & Company	MN	55033		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/01/2013	Closed with monetary relief	Yes	No
Referral	10/07/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with monetary relief	Yes	Yes
Referral	10/07/2013	Closed with non-monetary relief	Yes	No
Referral	10/08/2013	Closed with explanation	Yes	No
Postal mail	09/24/2013	Closed with explanation	Yes	Yes
Referral	09/24/2013	Closed with monetary relief	Yes	No
Referral	09/24/2013	Closed with explanation	Yes	Yes
Referral	09/30/2013	Closed with explanation	Yes	Yes
Phone	09/24/2013	Closed with monetary relief	Yes	No
Phone	10/02/2013	Closed with explanation	Yes	Yes
Referral	09/30/2013	Closed with explanation	Yes	No
Phone	10/01/2013	Closed with monetary relief	Yes	No
Phone	09/30/2013	Closed with explanation	Yes	No
Phone	10/07/2013	Closed with monetary relief	Yes	No
Web	10/07/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with non-monetary relief	Yes	No
Web	10/07/2013	Closed with explanation	Yes	Yes
Web	10/01/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

545414
552765
552850
552994
553474
539315
538406
538243
545753
538346
545795
546223
545889
545901
552946
552999
568144
553073
546197
538740
546218

Bank Account or Service Complaints

Based on Consumer Complaints

10/23/2013	Bank account or service	Checking account
10/05/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Checking account
10/05/2013	Bank account or service	Savings account
10/06/2013	Bank account or service	Checking account
09/27/2013	Bank account or service	Other bank product/service
10/23/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Other bank product/service
09/28/2013	Bank account or service	Checking account
09/28/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	Checking account
10/16/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	Checking account
09/28/2013	Bank account or service	Other bank product/service
09/24/2013	Bank account or service	Checking account
09/28/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Other bank product/service
10/16/2013	Bank account or service	Checking account
10/16/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	Checking account
10/29/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	NY	11210	N/A
JPMorgan Chase & Co.	IL	60120	N/A
JPMorgan Chase & Co.	NY	11234	N/A
Synchrony Financial	IL	60477	N/A
Fifth Third Financial Corporation	TN	37831	N/A
JPMorgan Chase & Co.	AZ	85009	N/A
Wells Fargo & Company	NJ	08520	N/A
Select Portfolio Servicing, Inc	MI	48359	N/A
Wells Fargo & Company	TX	78609	N/A
Wells Fargo & Company	CA	92660	N/A
Bank of America	GA	30040	N/A
Capital One	NJ	08723	N/A
TCF National Bank	FL	33612	N/A
JPMorgan Chase & Co.	FL	33326	N/A
Wells Fargo & Company	FL	34949	N/A
M&T Bank Corporation	VA	22207	N/A
Comerica	OH	45504	N/A
FirstMerit Bank	OH	44256	N/A
SunTrust Banks, Inc.	NC	28031	N/A
Bank of America	CA	91335	N/A
The Huntington National Bank	KY	41073	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	10/23/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with monetary relief	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	No
Phone	09/30/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with monetary relief	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Postal mail	09/30/2013	Closed with explanation	Yes	Yes
Web	09/30/2013	Closed with explanation	Yes	No
Referral	09/24/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	Yes
Referral	09/25/2013	Closed with explanation	Yes	No
Postal mail	09/30/2013	Closed with explanation	Yes	No
Referral	09/24/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with monetary relief	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	No
Referral	10/10/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

568256
553127
568263
553162
553167
546291
568373
568375
546451
546462
539691
560868
539436
547144
539636
546563
568601
560474
560606
556083
575743

Bank Account or Service Complaints

Based on Consumer Complaints

10/23/2013	Bank account or service	Other bank product/service
10/07/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	(CD) Certificate of deposit
10/29/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Checking account
10/07/2013	Bank account or service	Checking account
09/29/2013	Bank account or service	Checking account
10/07/2013	Bank account or service	Checking account
10/16/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Savings account
09/30/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	(CD) Certificate of deposit
10/29/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	Other bank product/service
09/24/2013	Bank account or service	Other bank product/service
09/30/2013	Bank account or service	Checking account
10/07/2013	Bank account or service	Checking account
09/30/2013	Bank account or service	Checking account
10/07/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Using a debit or ATM card
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Fidelity National Information Services, Inc. (FNIS)	FL	32176		N/A
BB&T Financial	GA	31309		N/A
Regions Financial Corporation	AL	35806		N/A
USAA Savings	AZ	85132		N/A
JPMorgan Chase & Co.	CA	91321		N/A
Wells Fargo & Company	FL	34461		N/A
Wells Fargo & Company	FL	32601		N/A
PNC Bank N.A.	PA	19146		N/A
Citibank	CA	90242	Older American	N/A
Navy FCU	CA	92154		N/A
Fifth Third Financial Corporation	MI	49505		N/A
BB&T Financial	VA	23944		N/A
Bank of America	PA	18219		N/A
BBVA Compass	CO	80203		N/A
U.S. Bancorp	CO	80401	Older American	N/A
PNC Bank N.A.	NC	27616		N/A
Amex	NJ	07070		N/A
TCF National Bank	FL	33308		N/A
TCF National Bank	IL	60429		N/A
Citibank	FL	33131		N/A
Bank of America	VA	22193		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	10/24/2013	Closed with explanation	Yes	No
Referral	10/08/2013	Closed	Yes	No
Web	09/24/2013	Closed	Yes	No
Postal mail	10/29/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	No
Referral	10/08/2013	Closed with monetary relief	Yes	No
Web	09/30/2013	Closed with monetary relief	Yes	No
Web	10/08/2013	Closed with non-monetary relief	Yes	No
Postal mail	10/18/2013	Closed with non-monetary relief	Yes	No
Phone	10/24/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No
Phone	09/25/2013	Closed with explanation	Yes	Yes
Web	10/29/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	Yes
Web	09/25/2013	Closed with explanation	Yes	No
Referral	09/25/2013	Closed with monetary relief	Yes	No
Web	10/01/2013	Closed with monetary relief	Yes	No
Referral	10/08/2013	Closed with explanation	Yes	No
Referral	10/01/2013	Closed with explanation	Yes	No
Referral	10/08/2013	Closed with monetary relief	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

568750
553987
539628
575785
568850
553995
546655
554011
559881
568746
547228
539755
575939
568782
539761
540132
547362
554237
547730
554248
539826

Bank Account or Service Complaints

Based on Consumer Complaints

10/16/2013	Bank account or service	Checking account
10/17/2013	Bank account or service	Checking account
10/29/2013	Bank account or service	Checking account
10/07/2013	Bank account or service	Checking account
09/30/2013	Bank account or service	Checking account
10/07/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	Checking account
09/30/2013	Bank account or service	Checking account
10/17/2013	Bank account or service	Checking account
10/29/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Checking account
10/17/2013	Bank account or service	Checking account
09/30/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	Checking account
10/17/2013	Bank account or service	Checking account
10/17/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	Other bank product/service
09/24/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	CA	92807		N/A
Wells Fargo & Company	CA	95118		N/A
Santander Bank US	NJ	08527		N/A
Bank of America	MD	21215	Older American	N/A
TD Bank US Holding Company	MA	01867		N/A
Regions Financial Corporation	MS	39206		N/A
Bank of America	NY	12065		N/A
JPMorgan Chase & Co.	TX	75243		N/A
Fifth Third Financial Corporation	IL	60090		N/A
TCF National Bank	IL	60543		N/A
FirstBank	AZ	85140		N/A
TD Bank US Holding Company	NY	11233		N/A
Wells Fargo & Company	AZ	85718		N/A
HSBC North America Holdings Inc.	NY	11209		N/A
The Huntington National Bank	OH	43326		N/A
BB&T Financial	NC	27703		N/A
PNC Bank N.A.	PA	15221		N/A
Wells Fargo & Company	CA	91604		N/A
BB&T Financial	FL	33408		N/A
Wells Fargo & Company	OH	43812	Older American	N/A
Wells Fargo & Company	TX	78502		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	10/17/2013	Closed with non-monetary relief	Yes	No
Phone	10/17/2013	Closed with monetary relief	Yes	No
Web	10/30/2013	Closed	Yes	No
Postal mail	10/08/2013	Closed with monetary relief	Yes	No
Web	10/01/2013	Closed with monetary relief	Yes	No
Referral	10/09/2013	Closed	Yes	Yes
Phone	09/25/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed with explanation	Yes	Yes
Referral	10/17/2013	Closed with monetary relief	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	Yes
Web	10/17/2013	Closed with explanation	Yes	No
Phone	10/01/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	Yes
Web	10/17/2013	Closed with monetary relief	Yes	Yes
Web	09/25/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	Yes
Web	09/25/2013	Closed with monetary relief	Yes	No
Web	09/25/2013	Closed with monetary relief	Yes	No
Phone	09/25/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

560689
561094
576012
553607
547427
554320
539893
547470
561197
576061
569098
561178
547524
539989
561220
561224
540031
569002
540059
540099
540100

Bank Account or Service Complaints

Based on Consumer Complaints

09/30/2013	Bank account or service	(CD) Certificate of deposit
10/24/2013	Bank account or service	Checking account
09/30/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/17/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	Checking account
10/29/2013	Bank account or service	Checking account
10/17/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
09/30/2013	Bank account or service	Other bank product/service
10/08/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/08/2013	Bank account or service	Other bank product/service
10/24/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/08/2013	Bank account or service	Checking account
10/08/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

M&T Bank Corporation	DE	19934		N/A
Navy FCU	NC	28540	Servicemember	N/A
BBVA Compass	TX	76226		N/A
Bank of America	GA	30097		N/A
Bank of America	CA	90815		N/A
The Huntington National Bank	OH	44485	Older American	N/A
Citizens Financial Group, Inc.	PA	15071		N/A
Union Bank	CA	92022	Older American	N/A
SunTrust Banks, Inc.	VA	23507		N/A
BB&T Financial	SC	29526		N/A
Bank of America	MD	21140		N/A
PNC Bank N.A.	MD	21044		N/A
The Western Union Company	FL	32073		N/A
Regions Financial Corporation	NE	68508		N/A
Wells Fargo & Company	CT	06320		N/A
BB&T Financial	VA	23229		N/A
Fifth Third Financial Corporation	OH	45701		N/A
Bank of America	CA	94590		N/A
U.S. Bancorp	MN	55107		N/A
Bank of America	RI	02920		N/A
Regions Financial Corporation	TN	37343		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/01/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	Yes
Referral	10/01/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with monetary relief	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with explanation	Yes	Yes
Web	09/24/2013	Closed with monetary relief	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Postal mail	10/08/2013	Closed	Yes	Yes
Referral	10/24/2013	Closed with monetary relief	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	No
Referral	12/05/2013	Closed with explanation	Yes	Yes
Referral	10/25/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

547677
569522
548263
569596
569601
569610
561340
540156
540087
576312
561375
569646
547757
554759
569498
569707
554872
570583
570201
554913
554918

Bank Account or Service Complaints

Based on Consumer Complaints

10/08/2013	Bank account or service	Checking account
10/17/2013	Bank account or service	Checking account
10/17/2013	Bank account or service	Other bank product/service
10/08/2013	Bank account or service	Other bank product/service
10/29/2013	Bank account or service	Checking account
10/29/2013	Bank account or service	Other bank product/service
10/17/2013	Bank account or service	Checking account
10/08/2013	Bank account or service	Checking account
10/29/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/29/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/08/2013	Bank account or service	Checking account
10/08/2013	Bank account or service	Checking account
10/08/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	(CD) Certificate of deposit
10/08/2013	Bank account or service	Checking account
10/08/2013	Bank account or service	Checking account
10/29/2013	Bank account or service	Checking account
10/17/2013	Bank account or service	Savings account
10/17/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Making/receiving payments, sending money
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Using a debit or ATM card
Deposits and withdrawals
Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

M&T Bank Corporation	MD	21209		N/A
JPMorgan Chase & Co.	NJ	07762		N/A
HSBC North America Holdings Inc.	NY	10543		N/A
HSBC North America Holdings Inc.	NY	13206		N/A
UMB Bank	KS	67401		N/A
Wells Fargo & Company	AL	36117		N/A
Wells Fargo & Company	FL	32926		N/A
Wells Fargo & Company	TX	77084		N/A
Wells Fargo & Company	TX	75051		N/A
Wells Fargo & Company	FL	33172		N/A
U.S. Bancorp	CO	80249		N/A
Union Bank	CA	92130	Older American	N/A
Citibank	NY	10705		N/A
PNC Bank N.A.	OH	44126		N/A
BB&T Financial	SC	29720		N/A
Regions Financial Corporation	GA	30088		N/A
TD Bank US Holding Company	NY	11732		N/A
Regions Financial Corporation	FL	32814		N/A
Wells Fargo & Company	TX	78542		N/A
Santander Bank US	RI	02910		N/A
Bank of America	NY	11105		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	10/08/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Phone	10/18/2013	Closed with explanation	Yes	No
Referral	10/08/2013	Closed with explanation	Yes	No
Phone	10/30/2013	Closed with explanation	Yes	No
Phone	10/24/2013	Closed with explanation	Yes	No
Web	10/30/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with monetary relief	Yes	No
Phone	10/08/2013	Closed with explanation	Yes	No
Referral	10/09/2013	Closed with monetary relief	Yes	Yes
Web	10/09/2013	Closed with explanation	Yes	Yes
Web	10/24/2013	Closed	Yes	Yes
Referral	10/09/2013	Closed with monetary relief	Yes	No
Web	10/09/2013	Closed	Yes	Yes
Web	10/29/2013	Closed with non-monetary relief	Yes	Yes
Phone	10/21/2013	Closed	Yes	Yes
Postal mail	10/21/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

554944
561486
561574
555023
576478
576481
561593
555112
576523
569857
574996
569940
554736
555385
554712
569470
555367
555505
575141
561810
561814

Bank Account or Service Complaints

Based on Consumer Complaints

11/07/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Other bank product/service
10/24/2013	Bank account or service	(CD) Certificate of deposit
10/24/2013	Bank account or service	Other bank product/service
11/07/2013	Bank account or service	Checking account
11/07/2013	Bank account or service	Checking account
10/08/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Checking account
11/02/2013	Bank account or service	(CD) Certificate of deposit
11/08/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Savings account
11/08/2013	Bank account or service	Checking account
11/03/2013	Bank account or service	Checking account
11/03/2013	Bank account or service	Other bank product/service
10/24/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	CA	93729		N/A
Wells Fargo & Company	CA	90623		N/A
Citibank	WI	53214		N/A
Wells Fargo & Company	KS	66061		N/A
USAA Savings	NC	28303		N/A
Santander Bank US	MA	02135		N/A
Wells Fargo & Company	NJ	07043		N/A
Wells Fargo & Company	CO	80226		N/A
Wells Fargo & Company	CA	90270		N/A
JPMorgan Chase & Co.	CA	90745		N/A
TD Bank US Holding Company				N/A
Wells Fargo & Company	NY	10003	Older American	N/A
Wells Fargo & Company	AZ	85142		N/A
JPMorgan Chase & Co.	NY	10001		N/A
U.S. Bancorp	CA	90232		N/A
JPMorgan Chase & Co.	NY	10001		N/A
BB&T Financial	CA	91350		N/A
BB&T Financial	MD	21234		N/A
PNC Bank N.A.	KY	42503		N/A
TD Bank US Holding Company	NY	10038		N/A
East West Bank	CA	91789		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	11/07/2013	Closed with explanation	Yes	No
Phone	10/25/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with monetary relief	Yes	No
Web	11/07/2013	Closed with monetary relief	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No
Web	10/09/2013	Closed with explanation	Yes	No
Referral	11/13/2013	Closed with explanation	Yes	No
Referral	11/13/2013	Closed with explanation	Yes	No
Phone	11/13/2013	Closed with monetary relief	Yes	No
Web	11/02/2013	Closed with explanation	Yes	No
Web	11/08/2013	Closed with monetary relief	Yes	No
Phone	10/24/2013	Closed with explanation	Yes	No
Fax	11/12/2013	Closed with explanation	Yes	No
Referral	11/13/2013	Closed with explanation	Yes	Yes
Referral	11/13/2013	Closed with explanation	Yes	No
Referral	11/13/2013	Closed with explanation	Yes	No
Web	11/03/2013	Closed	Yes	No
Web	11/03/2013	Closed with monetary relief	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

590592
570025
570031
570039
569507
590628
591323
555348
591346
591353
591293
582581
591469
570192
591299
592019
591750
591917
580844
581019
570397

Bank Account or Service Complaints

Based on Consumer Complaints

10/24/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Other bank product/service
10/17/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Other bank product/service
10/30/2013	Bank account or service	Checking account
10/18/2013	Bank account or service	Checking account
10/18/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	(CD) Certificate of deposit
10/18/2013	Bank account or service	Checking account
10/30/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	MI	48072		N/A
Bank of America	MD	20774		N/A
Fifth Third Financial Corporation	MI	48234		N/A
Flagstar Bank	FL	33498		N/A
Expert Global Solutions, Inc.	PA	19131		N/A
Medical Society Business Services, Inc.	AZ	85250		N/A
Bank of America	CA	91942		N/A
SunTrust Banks, Inc.	TN	37642	Older American	N/A
Capital One	NY	11235		N/A
JPMorgan Chase & Co.	CA	91001	Older American	N/A
Wells Fargo & Company	MD	21040		N/A
Fifth Third Financial Corporation	VA	20155		N/A
Citizens Financial Group, Inc.			Older American	N/A
Wells Fargo & Company	AZ	85755		N/A
Wells Fargo & Company	SC	29072		N/A
Citibank	NY	10032		N/A
Bank of America	GA	30088		N/A
PNC Bank N.A.	DE	19973	Older American, Servicemember	N/A
Bank of America	NJ	07607	Servicemember	N/A
Citibank	NY	10010		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/24/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	Yes
Phone	12/11/2013	Closed with non-monetary relief	Yes	Yes
Referral	10/21/2013	Closed with explanation	Yes	Yes
Web	11/03/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	Yes
Referral	10/25/2013	Closed with explanation	Yes	No
Postal mail	11/04/2013	Closed with explanation	Yes	No
Phone	10/30/2013	Closed with explanation	Yes	Yes
Referral	10/18/2013	Closed with explanation	Yes	No
Referral	10/18/2013	Closed with explanation	Yes	No
Referral	11/12/2013	Closed with monetary relief	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Phone	10/18/2013	Closed with monetary relief	Yes	No
Phone	10/31/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

570293
570389
570399
570375
583414
591601
562137
583425
570356
583240
570409
583446
577180
562861
563142
592046
590887
562908
577962
593149

Bank Account or Service Complaints

Based on Consumer Complaints

11/08/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Checking account
10/18/2013	Bank account or service	Savings account
11/08/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Other bank product/service
11/09/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Other bank product/service
10/08/2013	Bank account or service	Other bank product/service
11/09/2013	Bank account or service	Savings account
10/09/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	33129		N/A
HSBC North America Holdings Inc.	MA	01938		N/A
Bank of America	NJ	07604		N/A
Wells Fargo & Company	FL	33169		N/A
Santander Bank US	PA	19464		N/A
Citibank	NV	89183		N/A
Wells Fargo & Company	NC	28216		N/A
JPMorgan Chase & Co.	OH	44024		N/A
Navy FCU	TX	77373	Servicemember	N/A
Bank of America	NY	10310		N/A
SunTrust Banks, Inc.	GA	30269		N/A
Fifth Third Financial Corporation	IL	60148		N/A
Ally Financial Inc.	TN	37206		N/A
Santander Bank US	PA	19061	Older American	N/A
OneMain Financial Holdings, LLC	OH	44663		N/A
Wells Fargo & Company	CA	91740		N/A
Bank of America	CA	95348		N/A
JPMorgan Chase & Co.	NY	11557	Older American	N/A
Citibank				N/A
JPMorgan Chase & Co.	MI	48076		N/A
Bank of America	NJ	07712		N/A
Bank of America	AZ	85614		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	11/12/2013	Closed with explanation	Yes	No
Referral	11/12/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with monetary relief	Yes	No
Web	11/08/2013	Closed with explanation	Yes	No
Referral	11/07/2013	Closed	Yes	No
Fax	11/07/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No
Referral	11/06/2013	Closed with explanation	Yes	No
Phone	11/07/2013	Closed with explanation	Yes	No
Referral	11/06/2013	Closed with monetary relief	Yes	No
Referral	11/05/2013	Closed with monetary relief	Yes	Yes
Web	11/13/2013	Closed with explanation	Yes	No
Web	11/08/2013	Closed with monetary relief	Yes	No
Web	11/19/2013	Closed	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No
Phone	11/12/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed	Yes	No
Web	10/09/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with explanation	Yes	No
Phone	10/09/2013	Closed with explanation	Yes	No
Phone	11/06/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

592038
591308
562536
592001
583877
585135
585114
583967
584035
584646
584624
592404
592453
591022
584288
591291
584425
554754
592638
555858
584510
584515

Bank Account or Service Complaints

Based on Consumer Complaints

10/09/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	Other bank product/service
11/04/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	Savings account
10/09/2013	Bank account or service	Checking account
11/10/2013	Bank account or service	Checking account
11/10/2013	Bank account or service	Savings account
10/09/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	Other bank product/service
11/10/2013	Bank account or service	Other bank product/service
10/09/2013	Bank account or service	Savings account
11/04/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Other bank product/service
10/09/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	Checking account
11/11/2013	Bank account or service	Checking account
11/11/2013	Bank account or service	Other bank product/service
11/11/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Problems caused by my funds being low
Using a debit or ATM card
Making/receiving payments, sending money
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	CO	80027		N/A
Receivables Performance Management LLC	FL	34638		N/A
Wells Fargo & Company	CA	92065		N/A
Regions Financial Corporation	MS	39571		N/A
Citizens Financial Group, Inc.	MA	01867		N/A
Bank of America	NY	14228		N/A
TD Bank US Holding Company	NY	11228		N/A
JPMorgan Chase & Co.	NY	11755	Older American	N/A
Encore Capital Group	DC	20012		N/A
PayPal Holdings, Inc.	WA	98502		N/A
Synchrony Financial	CA	92270		N/A
JPMorgan Chase & Co.	TX	75081		N/A
Webster Bank	TX	75024		N/A
Capital One	LA	70607		N/A
U.S. Bancorp	CO	81003		N/A
Bank of America	NJ	08863		N/A
Bank of America	GA	31525		N/A
JPMorgan Chase & Co.	IL	60614		N/A
Bank of America	VA	24084	Older American	N/A
Regions Financial Corporation	GA	30087		N/A
JPMorgan Chase & Co.	MI	48444		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/09/2013	Closed with monetary relief	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed	Yes	No
Referral	10/09/2013	Closed	Yes	No
Web	10/09/2013	Closed with monetary relief	Yes	No
Web	11/09/2013	Closed with non-monetary relief	Yes	No
Web	11/10/2013	Closed with monetary relief	Yes	Yes
Phone	10/09/2013	Closed with explanation	Yes	No
Referral	10/09/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with monetary relief	Yes	No
Referral	10/10/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No
Referral	10/10/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	No
Referral	10/10/2013	Closed with monetary relief	Yes	No
Referral	10/10/2013	Closed with explanation	Yes	No
Web	11/11/2013	Closed with explanation	Yes	No
Web	11/11/2013	Closed with explanation	Yes	No
Web	11/11/2013	Closed with explanation	Yes	No
Phone	10/10/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

555870
555878
584538
556030
555913
592756
592772
555987
555988
590785
556241
583246
584687
556081
584799
556079
555815
592893
592901
592909
556149

Bank Account or Service Complaints

Based on Consumer Complaints

11/04/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	(CD) Certificate of deposit
11/04/2013	Bank account or service	Checking account
11/05/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	Checking account
11/05/2013	Bank account or service	Other bank product/service
11/05/2013	Bank account or service	Other bank product/service
10/09/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	Savings account
10/10/2013	Bank account or service	Checking account
10/10/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	(CD) Certificate of deposit
10/10/2013	Bank account or service	Checking account
10/30/2013	Bank account or service	Checking account
10/10/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
11/11/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

SunTrust Banks, Inc.	TN	37806		N/A
Wells Fargo & Company	DE	19720		N/A
U.S. Bancorp	AZ	86401		N/A
Wells Fargo & Company	NV	89031	Older American	N/A
PNC Bank N.A.	MI	48021		N/A
JPMorgan Chase & Co.	IN	46375		N/A
Citizens Financial Group, Inc.	NY	12189		N/A
Fifth Third Financial Corporation	IL	60204		N/A
Wells Fargo & Company	NC	27103		N/A
First Hawaiian Bank				N/A
PNC Bank N.A.	VA	23002		N/A
Citizens Financial Group, Inc.	PA	19348		N/A
Fifth Third Financial Corporation	OH	44135		N/A
The Huntington National Bank	PA	17837		N/A
SunTrust Banks, Inc.	MD	20784		N/A
Ally Financial Inc.	IN	46323		N/A
Bank of America				N/A
Wells Fargo & Company	FL	32920	Older American	N/A
U.S. Bancorp	MI	63303		N/A
JPMorgan Chase & Co.	NY	11234		N/A
Wells Fargo & Company	TX	77090		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	11/06/2013	Closed with explanation	Yes	No
Phone	10/10/2013	Closed with non-monetary relief	Yes	No
Phone	10/10/2013	Closed with explanation	Yes	No
Phone	10/10/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with monetary relief	Yes	No
Web	11/06/2013	Closed with monetary relief	Yes	No
Web	10/11/2013	Closed with monetary relief	Yes	No
Referral	10/10/2013	Closed with monetary relief	Yes	No
Web	11/05/2013	Closed with explanation	Yes	No
Referral	11/06/2013	Closed with explanation	Yes	No
Referral	10/10/2013	Closed with explanation	Yes	No
Fax	10/10/2013	Closed with monetary relief	Yes	No
Referral	10/10/2013	Closed with monetary relief	Yes	No
Phone	10/10/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with monetary relief	Yes	Yes
Referral	10/25/2013	Closed with monetary relief	Yes	No
Referral	10/10/2013	Closed with explanation	Yes	No
Phone	10/31/2013	Closed with explanation	Yes	No
Phone	10/10/2013	Closed with monetary relief	Yes	No
Phone	10/25/2013	Closed with explanation	Yes	Yes
Web	11/11/2013	Closed with non-monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

584754
556170
556181
556210
585363
585560
556380
556616
585266
586193
556397
556412
556811
556799
570640
570788
556830
578163
556842
570620
590878

Bank Account or Service Complaints

Based on Consumer Complaints

10/30/2013	Bank account or service	Checking account
10/30/2013	Bank account or service	Checking account
11/11/2013	Bank account or service	Other bank product/service
10/10/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/30/2013	Bank account or service	Checking account
10/30/2013	Bank account or service	Checking account
10/25/2013	Bank account or service	Checking account
10/10/2013	Bank account or service	Other bank product/service
10/10/2013	Bank account or service	Checking account
10/25/2013	Bank account or service	Other bank product/service
10/30/2013	Bank account or service	Checking account
10/30/2013	Bank account or service	Checking account
10/30/2013	Bank account or service	Checking account
10/25/2013	Bank account or service	Checking account
10/25/2013	Bank account or service	Checking account
11/12/2013	Bank account or service	Savings account
10/30/2013	Bank account or service	Checking account
11/16/2013	Bank account or service	Checking account
11/16/2013	Bank account or service	Other bank product/service
10/25/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

U.S. Bancorp	MO	65802		N/A
JPMorgan Chase & Co.	AR	72106		N/A
Synchrony Financial	NY	12508	Older American	N/A
JPMorgan Chase & Co.	TX	78229		N/A
Citizens Financial Group, Inc.	MA	02184	Older American	N/A
Wells Fargo & Company	FL	33176		N/A
Bank of America	WA	98102		N/A
Santander Bank US	PA	19061	Older American	N/A
Fidelity National Information Services, Inc. (FNIS)	PA	19140		N/A
Bank of America	WA	98373		N/A
Wells Fargo & Company	CA	91325	Servicemember	N/A
USAA Savings	NC	28306		N/A
Wells Fargo & Company	DE	19807		N/A
Citizens Financial Group, Inc.	NY	13421		N/A
Third Federal Savings & Loan	FL	33019		N/A
Citizens Financial Group, Inc.	NH	03077		N/A
JPMorgan Chase & Co.	IL	61109	Older American	N/A
Discover	CA	94044		N/A
PNC Bank N.A.	NC	27529		N/A
Capital One	CA	93444		N/A
Wells Fargo & Company	TX	75093		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/30/2013	Closed with explanation	Yes	Yes
Referral	11/01/2013	Closed with explanation	Yes	No
Web	11/11/2013	Closed with monetary relief	Yes	No
Phone	10/11/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	Yes
Referral	11/04/2013	Closed with explanation	Yes	Yes
Web	10/24/2013	Closed with explanation	Yes	Yes
Web	10/11/2013	Closed with explanation	Yes	No
Referral	10/11/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	Yes
Referral	10/31/2013	Closed with explanation	Yes	No
Referral	11/01/2013	Closed with explanation	Yes	No
Referral	10/31/2013	Closed with monetary relief	Yes	No
Referral	10/29/2013	Closed with explanation	Yes	No
Phone	10/28/2013	Closed with explanation	Yes	No
Postal mail	11/13/2013	Closed with explanation	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with non-monetary relief	Yes	Yes
Web	11/18/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

578265
577199
590805
557020
570777
577232
577238
572723
557100
557477
571305
577264
577265
577266
572931
571444
593231
578553
601323
600783
571578

Bank Account or Service Complaints

Based on Consumer Complaints

10/10/2013	Bank account or service	Checking account
11/16/2013	Bank account or service	Checking account
10/10/2013	Bank account or service	Checking account
10/11/2013	Bank account or service	Checking account
10/11/2013	Bank account or service	Checking account
10/11/2013	Bank account or service	Checking account
11/12/2013	Bank account or service	Other bank product/service
11/12/2013	Bank account or service	Checking account
10/11/2013	Bank account or service	Checking account
11/05/2013	Bank account or service	(CD) Certificate of deposit
11/18/2013	Bank account or service	Checking account
10/11/2013	Bank account or service	Checking account
11/22/2013	Bank account or service	Savings account
11/18/2013	Bank account or service	Other bank product/service
11/05/2013	Bank account or service	Other bank product/service
11/18/2013	Bank account or service	Checking account
11/12/2013	Bank account or service	Checking account
11/22/2013	Bank account or service	Checking account
11/05/2013	Bank account or service	Checking account
10/18/2013	Bank account or service	Checking account
11/18/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

PNC Bank N.A.	OH	43230		N/A
BB&T Financial	GA	30040		N/A
JPMorgan Chase & Co.	WA	98277	Older American	N/A
U.S. Bancorp	CA	92117		N/A
PayPal Holdings, Inc.	MT	59718		N/A
BBVA Compass	TX	76006		N/A
Synchrony Financial	OH	44122		N/A
Bank of America	MI	48103		N/A
Bank of America	CT	06010		N/A
Pentagon FCU	NV	89131	Older American	N/A
SunTrust Banks, Inc.	FL	34747		N/A
USAA Savings	DC	20002		N/A
Bank of America	SC	29229		N/A
Bank of America				N/A
Bank of Hawaii				N/A
Wells Fargo & Company	NJ	07107	Older American	N/A
Bank of America	CA	92505		N/A
Bank of America	NC	28092		N/A
Wells Fargo & Company	PA	19082		N/A
Bank of America	NJ	08807		N/A
Bank of America	FL	33411	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	10/11/2013	Closed with monetary relief	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Referral	10/15/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with monetary relief	Yes	No
Web	10/11/2013	Closed with explanation	Yes	Yes
Web	11/25/2013	Closed with explanation	Yes	No
Referral	11/13/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with monetary relief	Yes	No
Web	11/29/2013	Closed with non-monetary relief	Yes	No
Referral	11/18/2013	Closed with monetary relief	Yes	Yes
Referral	11/13/2013	Closed with explanation	Yes	No
Phone	11/19/2013	Closed with explanation	Yes	No
Referral	11/22/2013	Closed with monetary relief	Yes	No
Web	11/27/2013	Closed with monetary relief	Yes	Yes
Phone	11/06/2013	Closed with explanation	Yes	Yes
Referral	10/18/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with monetary relief	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

557261
601425
557283
557706
557708
557710
594124
594135
557764
585217
601613
557809
608314
601720
586194
601648
594266
608367
586252
563259
601705

Bank Account or Service Complaints

Based on Consumer Complaints

10/18/2013	Bank account or service	Savings account
11/22/2013	Bank account or service	Other bank product/service
10/31/2013	Bank account or service	Checking account
11/22/2013	Bank account or service	Checking account
11/22/2013	Bank account or service	Checking account
11/22/2013	Bank account or service	Checking account
10/11/2013	Bank account or service	Checking account
10/11/2013	Bank account or service	Checking account
10/25/2013	Bank account or service	(CD) Certificate of deposit
10/18/2013	Bank account or service	Checking account
11/22/2013	Bank account or service	Checking account
11/12/2013	Bank account or service	Checking account
10/18/2013	Bank account or service	Checking account
10/31/2013	Bank account or service	Checking account
11/05/2013	Bank account or service	Checking account
10/31/2013	Bank account or service	Checking account
10/25/2013	Bank account or service	Other bank product/service
10/31/2013	Bank account or service	Checking account
10/18/2013	Bank account or service	Checking account
11/05/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Santander Bank US	MA	02453	Older American	N/A
BNY Mellon	NY	10010		N/A
Fifth Third Financial Corporation	MI	48864		N/A
Wells Fargo & Company	TX	77351		N/A
Santander Bank US	MA	02302		N/A
U.S. Bancorp	MO	63120		N/A
USAA Savings	CA	92123		N/A
JPMorgan Chase & Co.	GA	30121		N/A
Wells Fargo & Company	GA	30076		N/A
Wells Fargo & Company	PA	19358		N/A
Wells Fargo & Company	AZ	85003		N/A
Discover	CA	92507		N/A
U.S. Bancorp	CA	92203	Older American, Servicemember	N/A
PNC Bank N.A.	IN	46226		N/A
JPMorgan Chase & Co.	CA	95148		N/A
Wells Fargo & Company	NV	89121		N/A
Ditech Financial LLC	NY	10023		N/A
Bank of America	NJ	07005		N/A
U.S. Bancorp	WA	98056		N/A
Navy FCU	NY	11749		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/21/2013	Closed	Yes	No
Referral	12/16/2013	Closed with monetary relief	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	No
Referral	11/25/2013	Closed with non-monetary relief	Yes	Yes
Referral	11/25/2013	Closed with explanation	Yes	No
Referral	11/25/2013	Closed with explanation	Yes	No
Referral	10/15/2013	Closed with explanation	Yes	No
Referral	10/15/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	Yes
Phone	10/21/2013	Closed	Yes	No
Phone	11/25/2013	Closed with non-monetary relief	Yes	No
Web	11/12/2013	Closed with explanation	Yes	No
Phone	10/21/2013	Closed with explanation	Yes	Yes
Web	10/31/2013	Closed with explanation	Yes	Yes
Referral	11/07/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with non-monetary relief	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with monetary relief	Yes	No
Email	11/07/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

563171
608406
579078
608463
608466
608479
557969
557971
571919
563258
608488
593394
563289
579121
587736
579671
571996
579683
563341
586382

Bank Account or Service Complaints

Based on Consumer Complaints

10/18/2013	Bank account or service	Checking account
10/31/2013	Bank account or service	Checking account
11/18/2013	Bank account or service	Savings account
11/22/2013	Bank account or service	Checking account
10/31/2013	Bank account or service	Checking account
11/22/2013	Bank account or service	Checking account
11/18/2013	Bank account or service	Checking account
11/05/2013	Bank account or service	Checking account
10/18/2013	Bank account or service	Checking account
11/12/2013	Bank account or service	Savings account
11/18/2013	Bank account or service	Checking account
11/07/2013	Bank account or service	Checking account
11/05/2013	Bank account or service	Other bank product/service
11/14/2013	Bank account or service	Checking account
10/31/2013	Bank account or service	Checking account
11/22/2013	Bank account or service	Checking account
10/31/2013	Bank account or service	Checking account
11/18/2013	Bank account or service	(CD) Certificate of deposit
11/18/2013	Bank account or service	Checking account
11/05/2013	Bank account or service	Checking account
10/18/2013	Bank account or service	Checking account
10/31/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	NJ	07604		N/A
JPMorgan Chase & Co.	IL	60646		N/A
Bank of America	NC	28216		N/A
Wells Fargo & Company	KS	67220	Older American	N/A
Bank of America	FL	33067		N/A
Wells Fargo & Company	NC	27410		N/A
Bank of America	RI	02886		N/A
Bank of America	TX	75206		N/A
SunTrust Banks, Inc.	GA	31404		N/A
Citibank	NY	11210		N/A
Capital One	TX	75244		N/A
Bank of America	IL	60628		N/A
Revenue Recovery Corporation	NJ	07095		N/A
Fifth Third Financial Corporation	OH	43085		N/A
Navy FCU	AL	35234		N/A
Citibank	NY	11220		N/A
Bank of America	MD	21754		N/A
Washington Federal	WA	98902		N/A
Citibank	CA	90266		N/A
Bank of America	AZ	85284		N/A
JPMorgan Chase & Co.	NY	11102	Older American	N/A
Wells Fargo & Company	MD	21209		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/21/2013	Closed with monetary relief	Yes	No
Phone	11/01/2013	Closed with explanation	Yes	Yes
Phone	11/20/2013	Closed with monetary relief	Yes	No
Phone	11/25/2013	Closed with explanation	Yes	No
Web	10/31/2013	Closed with monetary relief	Yes	No
Phone	11/25/2013	Closed with monetary relief	Yes	Yes
Web	11/21/2013	Closed with monetary relief	Yes	No
Referral	11/06/2013	Closed with non-monetary relief	Yes	No
Phone	10/21/2013	Closed with monetary relief	Yes	Yes
Web	11/12/2013	Closed with explanation	Yes	No
Web	11/22/2013	Closed with explanation	Yes	No
Referral	11/08/2013	Closed with non-monetary relief	Yes	No
Referral	11/06/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with monetary relief	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	Yes
Referral	11/25/2013	Closed with explanation	Yes	No
Web	10/31/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with monetary relief	Yes	No
Web	11/27/2013	Closed with monetary relief	Yes	No
Referral	11/07/2013	Closed with monetary relief	Yes	No
Phone	10/21/2013	Closed with explanation	Yes	No
Web	10/31/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

562590
579733
601943
608632
579601
608655
600663
586722
563456
594600
602021
589436
586470
598638
579087
608663
579136
602102
602114
587035
563588
580054

Bank Account or Service Complaints

Based on Consumer Complaints

10/25/2013	Bank account or service	Other bank product/service
10/25/2013	Bank account or service	Checking account
10/18/2013	Bank account or service	Checking account
10/18/2013	Bank account or service	Checking account
10/18/2013	Bank account or service	Checking account
11/12/2013	Bank account or service	Checking account
10/19/2013	Bank account or service	Checking account
10/31/2013	Bank account or service	Checking account
11/18/2013	Bank account or service	Checking account
11/12/2013	Bank account or service	Savings account
10/26/2013	Bank account or service	Checking account
11/18/2013	Bank account or service	Checking account
10/19/2013	Bank account or service	Checking account
10/19/2013	Bank account or service	Checking account
10/19/2013	Bank account or service	Checking account
10/19/2013	Bank account or service	Checking account
11/13/2013	Bank account or service	Checking account
11/22/2013	Bank account or service	Checking account
10/20/2013	Bank account or service	Checking account
11/18/2013	Bank account or service	Checking account
10/27/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	AZ	85142	Older American	N/A
Wells Fargo & Company	CA	93309		N/A
Bank of America	CA	94605		N/A
Bank of America	FL	33312		N/A
Bank of America	CA	91343		N/A
JPMorgan Chase & Co.	DC	20012		N/A
Wells Fargo & Company	CO	80022		N/A
Wells Fargo & Company	CO	80918		N/A
Wells Fargo & Company	NY	10031		N/A
Capital One	MD	20877		N/A
Wells Fargo & Company	TN	37179		N/A
Regions Financial Corporation	TN	37128		N/A
Synchrony Financial	CA	92583		N/A
U.S. Bancorp	OH	43081		N/A
Bank of America	VA	22033		N/A
Wells Fargo & Company	NJ	08816		N/A
Bank of America	CA	91107		N/A
Fifth Third Financial Corporation	GA	30082		N/A
Wells Fargo & Company	PA	18929		N/A
Synchrony Financial	ME	04042		N/A
Wells Fargo & Company	WA	98201		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/25/2013	Closed with explanation	Yes	No
Phone	10/28/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed with monetary relief	Yes	No
Referral	10/22/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed with explanation	Yes	Yes
Phone	11/14/2013	Closed with non-monetary relief	Yes	No
Phone	10/21/2013	Closed with explanation	Yes	Yes
Web	10/31/2013	Closed with monetary relief	Yes	No
Phone	11/19/2013	Closed with non-monetary relief	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Web	10/26/2013	Closed with monetary relief	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with monetary relief	Yes	Yes
Web	10/21/2013	Closed with monetary relief	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with non-monetary relief	Yes	No
Web	11/25/2013	Closed with monetary relief	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Web	10/27/2013	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

572357
572405
563737
563739
563747
594901
563797
580718
602345
594931
572718
601146
562555
564351
563908
563946
595642
609217
563996
602559
572679

Bank Account or Service Complaints

Based on Consumer Complaints

11/06/2013	Bank account or service	Checking account
11/18/2013	Bank account or service	Checking account
11/06/2013	Bank account or service	Checking account
10/21/2013	Bank account or service	Checking account
10/21/2013	Bank account or service	Checking account
10/21/2013	Bank account or service	Checking account
11/18/2013	Bank account or service	Checking account
11/18/2013	Bank account or service	Other bank product/service
10/21/2013	Bank account or service	Checking account
11/06/2013	Bank account or service	Checking account
10/21/2013	Bank account or service	Checking account
10/21/2013	Bank account or service	Checking account
11/24/2013	Bank account or service	Checking account
10/21/2013	Bank account or service	Checking account
10/21/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	Other bank product/service
11/25/2013	Bank account or service	Checking account
10/21/2013	Bank account or service	Other bank product/service
10/21/2013	Bank account or service	Other bank product/service
10/21/2013	Bank account or service	Savings account
10/22/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Capital One	KY	40509		N/A
JPMorgan Chase & Co.	FL	33176		N/A
People's United Bank	CT	06605		N/A
Regions Financial Corporation	AR	72204		N/A
Citibank	NJ	07304	Older American	N/A
SunTrust Banks, Inc.	OH	44112		N/A
Santander Bank US	MA	02062		N/A
HSBC North America Holdings Inc.	NJ	07631		N/A
Wells Fargo & Company	AL	35205		N/A
TD Bank US Holding Company	NY	11229		N/A
Bank of America	NJ	07109		N/A
Bank of America	CA	90094		N/A
PNC Bank N.A.	NJ	08081		N/A
TCF National Bank	MN	55106	Servicemember	N/A
Wells Fargo & Company	IA	50023		N/A
Ocwen	NC	28904		N/A
Whitney Bank	FL	32409		N/A
Santander Bank US	MA	01835		N/A
Regions Financial Corporation	SC	29801		N/A
Santander Bank US	NH	03047		N/A
U.S. Bancorp	CA	91791		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Fax	11/07/2013	Closed with monetary relief	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Phone	11/07/2013	Closed with explanation	Yes	No
Referral	10/22/2013	Closed with monetary relief	Yes	No
Web	10/21/2013	Closed with monetary relief	Yes	Yes
Web	10/21/2013	Closed with monetary relief	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with monetary relief	Yes	No
Phone	11/07/2013	Closed with explanation	Yes	No
Referral	10/22/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Phone	10/21/2013	Closed with monetary relief	Yes	No
Web	10/22/2013	Closed with non-monetary relief	Yes	Yes
Referral	12/30/2013	Closed with explanation	Yes	No
Referral	11/25/2013	Closed with explanation	Yes	No
Referral	10/23/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with monetary relief	Yes	No
Web	10/22/2013	Closed	Yes	No
Web	10/22/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

587363
602606
587756
564919
564615
565561
602745
602758
564674
587229
564708
564775
610206
564860
564893
610471
610444
565530
565060
565092
565847

Bank Account or Service Complaints

Based on Consumer Complaints

10/22/2013	Bank account or service	Checking account
10/21/2013	Bank account or service	Checking account
10/22/2013	Bank account or service	Checking account
10/21/2013	Bank account or service	Checking account
10/22/2013	Bank account or service	Other bank product/service
10/21/2013	Bank account or service	Checking account
10/21/2013	Bank account or service	Checking account
10/22/2013	Bank account or service	Other bank product/service
10/22/2013	Bank account or service	Other bank product/service
10/22/2013	Bank account or service	(CD) Certificate of deposit
10/22/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Other bank product/service
10/22/2013	Bank account or service	Other bank product/service
10/28/2013	Bank account or service	Checking account
10/22/2013	Bank account or service	(CD) Certificate of deposit
10/31/2013	Bank account or service	Checking account
10/22/2013	Bank account or service	Checking account
10/22/2013	Bank account or service	Other bank product/service
11/19/2013	Bank account or service	Checking account
10/22/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	CA	91331		N/A
The Huntington National Bank	OH	45505	Older American, Servicemember	N/A
Wells Fargo & Company	NC	27285		N/A
Bank of America	CA	95356		N/A
Barclays PLC	GA	30281		N/A
PNC Bank N.A.	PA	15217	Older American	N/A
Bank of America	GA	30904		N/A
Capital One	GA	30281		N/A
PayPal Holdings, Inc.	CA	90723		N/A
Wells Fargo & Company	PA	17331	Older American	N/A
Bank of America	CT	06840	Older American	N/A
HSBC North America Holdings Inc.	TX	76643		N/A
Encore Capital Group	FL	33486		N/A
Bank of America	NC	27512		N/A
TD Bank US Holding Company	AZ	85268		N/A
Wells Fargo & Company	CA	92008		N/A
JPMorgan Chase & Co.	CA	94604		N/A
JPMorgan Chase & Co.	CA	90723		N/A
PNC Bank N.A.	PA	19125		N/A
Wells Fargo & Company	GA	30067		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/22/2013	Closed with explanation	Yes	Yes
Phone	10/22/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with monetary relief	Yes	No
Web	10/22/2013	Closed with monetary relief	Yes	No
Postal mail	10/23/2013	Closed with explanation	Yes	No
Postal mail	10/23/2013	Closed with explanation	Yes	Yes
Referral	10/23/2013	Closed with explanation	Yes	Yes
Postal mail	10/22/2013	Closed with explanation	Yes	No
Postal mail	10/23/2013	Closed with explanation	Yes	No
Phone	10/23/2013	Closed with monetary relief	Yes	Yes
Referral	10/22/2013	Closed with monetary relief	Yes	No
Web	12/02/2013	Closed with explanation	Yes	Yes
Postal mail	10/24/2013	Closed with explanation	Yes	No
Postal mail	10/28/2013	Closed with explanation	Yes	Yes
Postal mail	10/23/2013	Closed with explanation	Yes	No
Phone	11/04/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Postal mail	10/23/2013	Closed with explanation	Yes	No
Referral	11/21/2013	Closed with explanation	Yes	No
Referral	10/23/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

565853
565197
565900
565254
565948
565406
565298
565949
566120
566328
566428
573077
566031
573334
565675
580448
565665
566128
603587
566976

Bank Account or Service Complaints

Based on Consumer Complaints

11/19/2013	Bank account or service	Checking account
10/22/2013	Bank account or service	Checking account
11/13/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Checking account
11/19/2013	Bank account or service	Checking account
11/19/2013	Bank account or service	Savings account
11/13/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Checking account
11/19/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	Checking account
11/19/2013	Bank account or service	Checking account
10/22/2013	Bank account or service	Other bank product/service
11/19/2013	Bank account or service	Checking account
11/19/2013	Bank account or service	Checking account
11/19/2013	Bank account or service	Checking account
11/13/2013	Bank account or service	Other bank product/service
11/25/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	IL	60636		N/A
Bank of the West	CA	94541		N/A
Navy FCU	AL	35120	Servicemember	N/A
SunTrust Banks, Inc.	TN	38464	Older American, Servicemember	N/A
SunTrust Banks, Inc.	FL	33805	Servicemember	N/A
USAA Savings	VA	23944	Older American	N/A
BB&T Financial	SC	29483		N/A
Valley National Bank	NJ	07024		N/A
M&T Bank Corporation	DE	19974	Older American	N/A
Citibank	NY	11694		N/A
BB&T Financial	VA	23701		N/A
First Tennessee Bank	TN	38125		N/A
Santander Bank US	NY	11004		N/A
Wells Fargo & Company	NJ	08527		N/A
BMO Harris	KS	66205		N/A
Bank of America	MA	01027		N/A
Pentagon FCU	OH	44124		N/A
BBVA Compass	AZ	86005		N/A
U.S. Bancorp	KY	40505		N/A
DFC Global Corp	PA	15212		N/A
Capital One	TX	77057	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	11/21/2013	Closed with explanation	Yes	No
Referral	10/23/2013	Closed with explanation	Yes	Yes
Phone	11/21/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	Yes
Postal mail	11/20/2013	Closed with monetary relief	Yes	No
Web	11/21/2013	Closed with monetary relief	Yes	No
Web	11/13/2013	Closed with explanation	Yes	Yes
Phone	10/28/2013	Closed with explanation	Yes	No
Phone	10/28/2013	Closed with explanation	Yes	Yes
Fax	11/21/2013	Closed with explanation	Yes	No
Referral	10/28/2013	Closed with monetary relief	Yes	Yes
Referral	10/29/2013	Closed with monetary relief	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	No
Referral	11/26/2013	Closed with non-monetary relief	Yes	No
Web	11/29/2013	Closed with monetary relief	Yes	No
Phone	10/23/2013	Closed with explanation	Yes	No
Referral	11/21/2013	Closed with monetary relief	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	Yes
Referral	11/20/2013	Closed with explanation	Yes	No
Phone	11/20/2013	Closed with monetary relief	Yes	No
Phone	11/25/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

603553
567597
595817
573538
602927
603584
595107
573713
573714
603265
574898
573750
573769
610672
602964
567077
604556
604288
604355
596170
610552

Bank Account or Service Complaints

Based on Consumer Complaints

11/25/2013	Bank account or service	(CD) Certificate of deposit
11/13/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Checking account
11/13/2013	Bank account or service	Other bank product/service
10/23/2013	Bank account or service	Other bank product/service
10/28/2013	Bank account or service	Other bank product/service
11/25/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Checking account
11/01/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	Other bank product/service
11/25/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Checking account
11/01/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Checking account
11/06/2013	Bank account or service	Other bank product/service
11/13/2013	Bank account or service	Other bank product/service
10/23/2013	Bank account or service	Checking account
11/19/2013	Bank account or service	Checking account
12/02/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Deposits and withdrawals
Using a debit or ATM card
Making/receiving payments, sending money
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Capital One	NY	11552	Older American	N/A
Bank of America	CA	91366	Older American	N/A
Santander Bank US	IL	60068		N/A
JPMorgan Chase & Co.	FL	33411		N/A
Amex	MD	20841		N/A
Wells Fargo & Company	OR	97462		N/A
Citibank	PA	17701		N/A
TD Bank US Holding Company	ME	04412	Older American	N/A
PNC Bank N.A.	MI	49017		N/A
Amex	FL	34209		N/A
Bank of America				N/A
Wells Fargo & Company	CA	90277		N/A
JPMorgan Chase & Co.	CA	92591		N/A
Bank of the West	OR	97283	Older American	N/A
Wells Fargo & Company	IA	50401		N/A
Bank of America	GA	31603	Servicemember	N/A
Wells Fargo & Company	WI	54842		N/A
Synchrony Financial	CA	90009		N/A
Citibank	NY	11023		N/A
Santander Bank US	MA	02127		N/A
Bank of America	NJ	08205	Older American	N/A
SunTrust Banks, Inc.	NC	28787		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	11/25/2013	Closed with monetary relief	Yes	No
Phone	11/14/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with monetary relief	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Postal mail	12/09/2013	Closed with monetary relief	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Referral	11/04/2013	Closed with non-monetary relief	Yes	No
Referral	11/26/2013	Closed with monetary relief	Yes	No
Fax	11/05/2013	Closed with explanation	Yes	Yes
Web	11/25/2013	Closed with explanation	Yes	Yes
Phone	11/25/2013	Closed with explanation	Yes	No
Postal mail	11/08/2013	Closed with explanation	Yes	No
Referral	11/12/2013	Closed with explanation	Yes	No
Referral	10/23/2013	Closed with explanation	Yes	No
Phone	11/07/2013	Closed with monetary relief	Yes	Yes
Referral	11/25/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	Yes
Referral	11/20/2013	Closed with explanation	Yes	No
Phone	12/03/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

610556
596216
574091
596315
567824
574130
610703
567862
581679
611065
567779
610816
610871
574585
582905
567715
588307
596985
568123
604722
618540
568265

Bank Account or Service Complaints

Based on Consumer Complaints

11/25/2013	Bank account or service	Checking account
11/06/2013	Bank account or service	Savings account
10/28/2013	Bank account or service	Checking account
11/01/2013	Bank account or service	Savings account
11/06/2013	Bank account or service	Checking account
11/01/2013	Bank account or service	Checking account
11/06/2013	Bank account or service	Checking account
11/01/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Checking account
11/01/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Other bank product/service
11/01/2013	Bank account or service	Checking account
11/01/2013	Bank account or service	Savings account
11/06/2013	Bank account or service	Checking account
10/29/2013	Bank account or service	Checking account
11/13/2013	Bank account or service	Checking account
11/01/2013	Bank account or service	Checking account
12/02/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	(CD) Certificate of deposit

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

HSBC North America Holdings Inc.	FL	33021	N/A
TD Bank US Holding Company	FL	33056	N/A
JPMorgan Chase & Co.	FL	33160	N/A
Navy FCU	FL	32137	N/A
PNC Bank N.A.	NJ	08021	N/A
Wells Fargo & Company	FL	32082	N/A
Wells Fargo & Company	IA	52501	N/A
Bank of America	NJ	08854	N/A
JPMorgan Chase & Co.	IL	60613	N/A
JPMorgan Chase & Co.	TX	77016	N/A
Regions Financial Corporation	TN	38125	N/A
Bank of America	TN	38125	N/A
Santander Bank US	SC	29607	N/A
JPMorgan Chase & Co.	AZ	85283	N/A
U.S. Bancorp			N/A
Wells Fargo & Company	TX	78537	N/A
Associated Bank	IL	60014	N/A
USAA Savings	CA	92020	N/A
Capital One	VT	05474	N/A
Regions Financial Corporation	AL	35670	N/A
PNC Bank N.A.	GA	30022	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	11/26/2013	Closed	Yes	No
Web	11/06/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	Yes
Referral	11/06/2013	Closed with explanation	Yes	No
Fax	11/07/2013	Closed with monetary relief	Yes	Yes
Referral	11/06/2013	Closed with non-monetary relief	Yes	Yes
Referral	11/07/2013	Closed with monetary relief	Yes	Yes
Referral	11/06/2013	Closed with monetary relief	Yes	No
Web	10/29/2013	Closed with explanation	Yes	Yes
Referral	11/05/2013	Closed with explanation	Yes	No
Referral	10/29/2013	Closed	Yes	No
Referral	10/29/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed	Yes	No
Phone	11/01/2013	Closed with monetary relief	Yes	No
Web	11/01/2013	Closed with non-monetary relief	Yes	No
Phone	11/07/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	Yes
Web	11/13/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	No
Referral	12/03/2013	Closed with monetary relief	Yes	No
Web	11/29/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

610969
588355
574427
582927
588382
581031
588555
581036
574466
581040
573751
573752
574486
581899
581939
588486
575144
596754
582975
618256
611195

Bank Account or Service Complaints

Based on Consumer Complaints

11/01/2013	Bank account or service	Savings account
10/29/2013	Bank account or service	Checking account
11/19/2013	Bank account or service	Checking account
12/02/2013	Bank account or service	Checking account
10/29/2013	Bank account or service	Checking account
11/20/2013	Bank account or service	Checking account
11/01/2013	Bank account or service	Checking account
11/06/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	(CD) Certificate of deposit
12/02/2013	Bank account or service	Checking account
11/13/2013	Bank account or service	Checking account
11/06/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	Other bank product/service
11/20/2013	Bank account or service	Checking account
11/06/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	Checking account
10/29/2013	Bank account or service	Other bank product/service
11/20/2013	Bank account or service	Checking account
11/20/2013	Bank account or service	Checking account
11/06/2013	Bank account or service	Checking account
11/20/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Problems caused by my funds being low
Making/receiving payments, sending money
Problems caused by my funds being low
Using a debit or ATM card
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

HSBC North America Holdings Inc.	NY	10469		N/A
JPMorgan Chase & Co.	TX	77035		N/A
Citibank	CA	91343		N/A
Santander Bank US	NJ	07206		N/A
PNC Bank N.A.	DC	20024	Older American	N/A
Santander Bank US	MA	01832		N/A
Fifth Third Financial Corporation	OH	45694		N/A
Wells Fargo & Company	NC	28602	Older American	N/A
BB&T Financial	MD	21117		N/A
JPMorgan Chase & Co.	NY	11763		N/A
Bank of America	CA	93021		N/A
Flagstar Bank	GA	30052		N/A
Wells Fargo & Company	TX	77070	Servicemember	N/A
U.S. Bancorp	AZ	85043		N/A
Bank of America	MA	02125		N/A
Bank of America	OK	73103		N/A
PNC Bank N.A.	MI	48203		N/A
Citibank	TX	78223	Older American	N/A
TD Bank US Holding Company	SC	29615		N/A
Bank of America	TX	78660		N/A
Fifth Third Financial Corporation	KY	41011		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	11/05/2013	Closed with monetary relief	Yes	No
Referral	10/29/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with non-monetary relief	Yes	No
Web	12/02/2013	Closed with monetary relief	Yes	No
Phone	10/29/2013	Closed with explanation	Yes	No
Web	12/09/2013	Closed	Yes	No
Referral	11/07/2013	Closed with explanation	Yes	No
Phone	11/07/2013	Closed with explanation	Yes	Yes
Referral	12/16/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	Yes
Web	11/27/2013	Closed with monetary relief	Yes	No
Referral	11/08/2013	Closed with explanation	Yes	Yes
Phone	11/29/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Phone	11/07/2013	Closed with explanation	Yes	No
Referral	11/26/2013	Closed with explanation	Yes	Yes
Referral	10/29/2013	Closed with explanation	Yes	No
Postal mail	11/21/2013	Closed with explanation	Yes	Yes
Referral	11/20/2013	Closed with monetary relief	Yes	No
Phone	11/07/2013	Closed with non-monetary relief	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

582986
575251
602931
617926
575277
605308
583015
588636
611535
617976
596891
590670
611326
605403
588681
611545
575405
604814
605761
588723
605967

Bank Account or Service Complaints

Based on Consumer Complaints

11/20/2013	Bank account or service	Checking account
11/20/2013	Bank account or service	Savings account
12/02/2013	Bank account or service	Checking account
10/29/2013	Bank account or service	Savings account
11/20/2013	Bank account or service	Other bank product/service
10/29/2013	Bank account or service	Savings account
11/20/2013	Bank account or service	Savings account
10/29/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	Checking account
11/20/2013	Bank account or service	Checking account
11/07/2013	Bank account or service	Checking account
12/03/2013	Bank account or service	Checking account
11/07/2013	Bank account or service	Checking account
12/03/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account
12/03/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Other bank product/service
11/07/2013	Bank account or service	Checking account
11/20/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account
11/07/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Making/receiving payments, sending money
Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

M&T Bank Corporation	MD	20879		N/A
Wells Fargo & Company	CA	92672		N/A
JPMorgan Chase & Co.	TX	77303		N/A
SunTrust Banks, Inc.	MD	20853		N/A
BBVA Compass	TX	78748		N/A
Wells Fargo & Company	GA	30032	Servicemember	N/A
Capital One	NJ	07009		N/A
SunTrust Banks, Inc.	FL	33317		N/A
Wells Fargo & Company	GA	30038		N/A
Citibank	NY	10013		N/A
TD Bank US Holding Company	NJ	08016		N/A
Flagstar Bank	MI	48317		N/A
Bank of America	MO	64116		N/A
Wells Fargo & Company	GA	30344		N/A
Fifth Third Financial Corporation	NC	28052		N/A
Bank of America	MD	20784		N/A
BB&T Financial	NC	28052		N/A
Wells Fargo & Company	AZ	85338		N/A
Valley National Bank	NJ	07070	Older American	N/A
JPMorgan Chase & Co.	TX	79413		N/A
Bank of America	CA	94115		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	11/20/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed	Yes	No
Web	12/09/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	Yes
Referral	11/21/2013	Closed with explanation	Yes	No
Postal mail	10/29/2013	Closed with explanation	Yes	Yes
Phone	11/20/2013	Closed with monetary relief	Yes	No
Fax	10/29/2013	Closed with monetary relief	Yes	No
Phone	11/26/2013	Closed with non-monetary relief	Yes	No
Phone	11/21/2013	Closed with explanation	Yes	Yes
Referral	11/08/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Referral	11/12/2013	Closed with explanation	Yes	Yes
Web	12/02/2013	Closed with monetary relief	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed	Yes	Yes
Web	11/14/2013	Closed with explanation	Yes	No
Web	11/06/2013	Closed with explanation	Yes	Yes
Web	11/27/2013	Closed with explanation	Yes	Yes
Referral	11/18/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

605809
606171
618180
575432
606235
574989
605486
575073
611476
604812
589412
618732
590690
618741
598167
618755
598175
589535
605705
598313
589563

Bank Account or Service Complaints

Based on Consumer Complaints

11/14/2013	Bank account or service	Checking account
11/07/2013	Bank account or service	Savings account
11/14/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	Checking account
11/07/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	Checking account
11/02/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	Checking account
11/07/2013	Bank account or service	Checking account
11/26/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account
11/07/2013	Bank account or service	Checking account
11/02/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account
11/26/2013	Bank account or service	Checking account
12/03/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	GA	31904		N/A
PayPal Holdings, Inc.	VA	23229		N/A
Fifth Third Financial Corporation	IN	46514		N/A
JPMorgan Chase & Co.	NV	89145		N/A
JPMorgan Chase & Co.	NV	89145		N/A
Regions Financial Corporation	FL	33139		N/A
Charles Schwab Bank	NJ	08034		N/A
HSBC North America Holdings Inc.	FL	33138		N/A
JPMorgan Chase & Co.	IL	60505		N/A
BB&T Financial	SC	29511		N/A
JPMorgan Chase & Co.	AZ	85282		N/A
Wells Fargo & Company	CA	91340		N/A
JPMorgan Chase & Co.	IL	60475		N/A
Fifth Third Financial Corporation	OH	44021	Servicemember	N/A
JPMorgan Chase & Co.	TX	75150		N/A
Bank of America	NY	11570		N/A
U.S. Bancorp	CA	92315	Older American	N/A
Comerica	TX	77338		N/A
Bank of America	MA	02478		N/A
Wells Fargo & Company	DC	20009		N/A
U.S. Bancorp	MO	65560	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	11/18/2013	Closed with monetary relief	Yes	No
Web	11/12/2013	Closed with explanation	Yes	No
Referral	11/18/2013	Closed with monetary relief	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	Yes
Referral	11/19/2013	Closed with explanation	Yes	Yes
Web	12/03/2013	Closed with monetary relief	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Web	11/06/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with monetary relief	Yes	Yes
Web	11/07/2013	Closed with explanation	Yes	No
Referral	11/26/2013	Closed with explanation	Yes	No
Phone	11/14/2013	Closed with monetary relief	Yes	No
Phone	11/07/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with non-monetary relief	Yes	Yes
Referral	11/19/2013	Closed with explanation	Yes	Yes
Referral	12/02/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	Yes
Phone	11/19/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

598345
589572
598314
597082
598250
611597
611606
589625
611623
582454
613530
589689
612283
598350
589782
582531
598055
597327
612397
619095
598471

Bank Account or Service Complaints

Based on Consumer Complaints

12/03/2013	Bank account or service	Checking account
11/07/2013	Bank account or service	Checking account
12/04/2013	Bank account or service	Checking account
11/07/2013	Bank account or service	Checking account
12/03/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
11/26/2013	Bank account or service	Checking account
11/07/2013	Bank account or service	Checking account
12/03/2013	Bank account or service	Checking account
12/03/2013	Bank account or service	Savings account
12/03/2013	Bank account or service	Checking account
11/20/2013	Bank account or service	Checking account
11/20/2013	Bank account or service	Checking account
11/20/2013	Bank account or service	Checking account
12/04/2013	Bank account or service	Savings account
11/20/2013	Bank account or service	Checking account
12/04/2013	Bank account or service	Checking account
12/10/2013	Bank account or service	Checking account
12/10/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Citizens Financial Group, Inc.	MA	02135		N/A
PNC Bank N.A.	MI	48212		N/A
Bank of America	NY	10019		N/A
Comerica	NC	27870		N/A
JPMorgan Chase & Co.	NY	11213		N/A
Wells Fargo & Company	NY	11561		N/A
Bank of America	NJ	07070		N/A
Bank of America	MD	21217		N/A
M&T Bank Corporation	NY	14103		N/A
Wells Fargo & Company	CA	92562		N/A
PNC Bank N.A.	PA	15210		N/A
Bank of America	FL	34957	Older American, Servicemember	N/A
Santander Bank US	MA	01844		N/A
New York Community Bank	NJ	07042		N/A
BMO Harris	IL	61109		N/A
Regions Financial Corporation	GA	30106		N/A
Wells Fargo & Company	MD	21209		N/A
BB&T Financial	FL	33935		N/A
PNC Bank N.A.	MD	21216		N/A
TD Bank US Holding Company	MA	01532	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	12/04/2013	Closed with explanation	Yes	No
Phone	11/08/2013	Closed with monetary relief	Yes	No
Referral	12/05/2013	Closed with explanation	Yes	No
Referral	11/08/2013	Closed with monetary relief	Yes	No
Web	12/03/2013	Closed with explanation	Yes	No
Referral	12/20/2013	Closed with monetary relief	Yes	No
Web	12/03/2013	Closed with monetary relief	Yes	No
Phone	11/12/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with monetary relief	Yes	No
Phone	12/04/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with non-monetary relief	Yes	Yes
Referral	11/21/2013	Closed	Yes	No
Referral	11/21/2013	Closed with explanation	Yes	Yes
Referral	12/06/2013	Closed with explanation	Yes	No
Referral	11/21/2013	Closed with explanation	Yes	No
Referral	12/05/2013	Closed with monetary relief	Yes	No
Referral	12/11/2013	Closed with explanation	Yes	No
Web	12/16/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

619167
589073
621137
590499
619312
636713
612591
590311
619601
619744
619798
605996
605152
606446
620953
606483
620976
627953
627980
598612

Bank Account or Service Complaints

Based on Consumer Complaints

12/04/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account
11/26/2013	Bank account or service	Other bank product/service
12/04/2013	Bank account or service	Checking account
11/20/2013	Bank account or service	Checking account
11/20/2013	Bank account or service	Savings account
12/10/2013	Bank account or service	(CD) Certificate of deposit
11/14/2013	Bank account or service	Checking account
11/26/2013	Bank account or service	Other bank product/service
12/04/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	(CD) Certificate of deposit
12/10/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account
12/04/2013	Bank account or service	Checking account
11/26/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Savings account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

PNC Bank N.A.	MD	21217		N/A
Wells Fargo & Company	TX	78217		N/A
Ocwen	NJ	08244		N/A
Synovus Bank	GA	30265		N/A
Bank of America	FL	32504		N/A
Bank of America	MI	49418		N/A
Wells Fargo & Company	CA	94401	Older American	N/A
Bank of America	NY	11731		N/A
Discover	CO	80222	Older American	N/A
TD Bank US Holding Company	MD	20874		N/A
PNC Bank N.A.	FL	33467		N/A
Wells Fargo & Company	AK	99576		N/A
Bank of America				N/A
JPMorgan Chase & Co.	FL	34238		N/A
Citizens Financial Group, Inc.	VT	05733		N/A
Santander Bank US	PA	17315		N/A
U.S. Bancorp	CA	91602		N/A
HSBC North America Holdings Inc.	FL	33442		N/A
PNC Bank N.A.	FL	34972		N/A
Wells Fargo & Company	VA	23860		N/A
SunTrust Banks, Inc.	GA	30032		N/A
Bank of America	PA	11698		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	12/05/2013	Closed with non-monetary relief	Yes	No
Phone	11/19/2013	Closed with monetary relief	Yes	No
Referral	12/02/2013	Closed with explanation	Yes	No
Referral	12/05/2013	Closed with explanation	Yes	Yes
Phone	11/21/2013	Closed with non-monetary relief	Yes	No
Web	11/21/2013	Closed with monetary relief	Yes	No
Postal mail	12/12/2013	Closed with explanation	Yes	Yes
Web	11/14/2013	Closed with monetary relief	Yes	No
Phone	12/03/2013	Closed with explanation	Yes	Yes
Web	12/05/2013	Closed with explanation	Yes	No
Referral	11/25/2013	Closed with explanation	Yes	No
Referral	11/25/2013	Closed with monetary relief	Yes	No
Phone	11/20/2013	Closed with monetary relief	Yes	No
Web	12/16/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No
Web	11/20/2013	Closed	Yes	No
Referral	12/05/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	Yes
Referral	11/22/2013	Closed with explanation	Yes	Yes
Referral	11/22/2013	Closed with explanation	Yes	No
Referral	11/22/2013	Closed with monetary relief	Yes	No
Referral	11/22/2013	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

620763
598614
612819
621194
606552
606566
628965
598762
613028
620937
607204
607205
598841
628324
607040
598929
621332
613123
607445
607494
607111
607473

Bank Account or Service Complaints

Based on Consumer Complaints

12/10/2013	Bank account or service	Checking account
12/10/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Checking account
12/10/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account
12/10/2013	Bank account or service	(CD) Certificate of deposit
12/10/2013	Bank account or service	(CD) Certificate of deposit
11/26/2013	Bank account or service	Checking account
12/10/2013	Bank account or service	Checking account
12/04/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account
12/20/2013	Bank account or service	Checking account
12/04/2013	Bank account or service	Checking account
12/04/2013	Bank account or service	Other bank product/service
12/04/2013	Bank account or service	Other bank product/service
11/15/2013	Bank account or service	Checking account
11/15/2013	Bank account or service	Checking account
11/15/2013	Bank account or service	Checking account
12/04/2013	Bank account or service	Savings account
12/16/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

U.S. Bancorp	CA	95209		N/A
TCF National Bank	MN	55431		N/A
JPMorgan Chase & Co.	TX	77087		N/A
Santander Bank US	NY	10128		N/A
Bank of America	WA	98823		N/A
Banco Popular North America	FL	32807		N/A
Wells Fargo & Company	NC	28785	Older American	N/A
Wells Fargo & Company	NJ	08004	Older American	N/A
Wells Fargo & Company	OR	97207		N/A
Wells Fargo & Company	FL	33015		N/A
Bank of America	WA	98816		N/A
Bank of the West	CA	93003		N/A
U.S. Bancorp	CO	80918		N/A
Wells Fargo & Company	NJ	07840		N/A
BB&T Financial	PA	17202		N/A
Synchrony Financial	UT	84104		N/A
JPMorgan Chase & Co.	CA	94605		N/A
U.S. Bancorp	KY	42220		N/A
BB&T Financial	FL	34677		N/A
Bank of America	MA	02351		N/A
JPMorgan Chase & Co.	CA	91729		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	12/10/2013	Closed with monetary relief	Yes	No
Referral	12/13/2013	Closed with monetary relief	Yes	No
Referral	11/18/2013	Closed with monetary relief	Yes	No
Phone	11/21/2013	Closed	Yes	No
Referral	12/11/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Referral	12/11/2013	Closed with explanation	Yes	No
Phone	12/11/2013	Closed with explanation	Yes	No
Phone	12/04/2013	Closed with non-monetary relief	Yes	No
Web	12/17/2013	Closed with monetary relief	Yes	No
Web	12/11/2013	Closed with explanation	Yes	Yes
Web	11/25/2013	Closed with monetary relief	Yes	No
Web	12/20/2013	Closed with monetary relief	Yes	No
Referral	12/05/2013	Closed with explanation	Yes	No
Referral	12/12/2013	Closed with monetary relief	Yes	Yes
Referral	12/10/2013	Closed with explanation	Yes	Yes
Web	12/02/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	Yes
Web	11/15/2013	Closed with explanation	Yes	No
Web	12/04/2013	Closed with explanation	Yes	No
Postal mail	12/19/2013	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

628455
628667
599229
607407
628817
599102
628834
627625
613278
628592
621222
599228
641701
621481
621474
621946
599454
599374
599461
621401
635394

Bank Account or Service Complaints

Based on Consumer Complaints

12/04/2013	Bank account or service	(CD) Certificate of deposit
11/27/2013	Bank account or service	Checking account
12/04/2013	Bank account or service	Checking account
11/15/2013	Bank account or service	Checking account
12/16/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Other bank product/service
11/15/2013	Bank account or service	Checking account
11/15/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Checking account
12/21/2013	Bank account or service	Other bank product/service
11/15/2013	Bank account or service	Checking account
12/16/2013	Bank account or service	Other bank product/service
12/21/2013	Bank account or service	Checking account
11/15/2013	Bank account or service	Checking account
12/16/2013	Bank account or service	Checking account
12/11/2013	Bank account or service	Checking account
12/16/2013	Bank account or service	Checking account
12/04/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Checking account
11/15/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	FL	32259		N/A
Capital One	MD	20854		N/A
Bank of America	VA	22404		N/A
JPMorgan Chase & Co.	PA	18643		N/A
JPMorgan Chase & Co.	WI	53189		N/A
Regions Financial Corporation	AL	35757		N/A
Capital One	MD	20712		N/A
JPMorgan Chase & Co.	PA	18643		N/A
JPMorgan Chase & Co.	PA	18643		N/A
BB&T Financial	MD	20743		N/A
PNC Bank N.A.	MD	20712		N/A
SunTrust Banks, Inc.	GA	30101		N/A
JPMorgan Chase & Co.	AZ	85716		N/A
BB&T Financial	SC	29642		N/A
JPMorgan Chase & Co.	NJ	70305		N/A
TD Bank US Holding Company	ME	04046		N/A
Bank of America	CA	94502		N/A
Fidelity National Information Services, Inc. (FNIS)	NY	13209	Older American	N/A
Wells Fargo & Company	MD	20866		N/A
U.S. Bancorp	OH	45648	Older American	N/A
PNC Bank N.A.	OH	43227		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	12/05/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Postal mail	12/05/2013	Closed with monetary relief	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Phone	12/19/2013	Closed with explanation	Yes	No
Referral	11/22/2013	Closed with monetary relief	Yes	No
Referral	11/25/2013	Closed with explanation	Yes	Yes
Referral	11/19/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Referral	11/25/2013	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Phone	12/19/2013	Closed with explanation	Yes	No
Referral	12/26/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Postal mail	12/23/2013	Closed with explanation	Yes	No
Web	12/10/2013	Closed with monetary relief	Yes	No
Phone	12/23/2013	Closed with explanation	Yes	No
Phone	12/06/2013	Closed with explanation	Yes	No
Phone	11/25/2013	Closed with explanation	Yes	No
Referral	11/21/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

621470
614241
621486
599531
634617
607852
607856
599545
599546
607868
641307
599664
635512
640084
599878
635517
629460
635528
621536
607907
599797

Bank Account or Service Complaints

Based on Consumer Complaints

11/15/2013	Bank account or service	Checking account
12/11/2013	Bank account or service	Cashing a check without an account
12/16/2013	Bank account or service	Checking account
12/16/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Other bank product/service
11/21/2013	Bank account or service	Other bank product/service
12/11/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Checking account
11/15/2013	Bank account or service	Checking account
12/30/2013	Bank account or service	Other bank product/service
12/30/2013	Bank account or service	Checking account
11/15/2013	Bank account or service	Other bank product/service
12/16/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Checking account
12/11/2013	Bank account or service	Other bank product/service
11/15/2013	Bank account or service	Savings account
12/30/2013	Bank account or service	Checking account
12/21/2013	Bank account or service	Checking account
12/11/2013	Bank account or service	Checking account
12/11/2013	Bank account or service	Savings account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Making/receiving payments, sending money
Using a debit or ATM card
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	NJ	07631		N/A
JPMorgan Chase & Co.	NY	10927		N/A
Bank of America	TX	79102		N/A
U.S. Bancorp	CA	91901		N/A
HSBC North America Holdings Inc.	KS	66760		N/A
Bank of America	CA	92562		N/A
Regions Financial Corporation	CA	90720		N/A
Arvest Bank	AR	72223		N/A
Bank of America	MD	21215		N/A
ONLINE Information Services, Inc.	TN	38104	Older American	N/A
Fidelity National Information Services, Inc. (FNIS)	NC	28348		N/A
Bank of America	MA	02126		N/A
Santander Bank US	MD	20748		N/A
Bank of America	CA	90012		N/A
CashCall, Inc.	SC	29445		N/A
Santander Bank US	MA	01801	Older American, Servicemember	N/A
Astoria Bank	NY	10009		N/A
Wells Fargo & Company	TX	75089		N/A
PNC Bank N.A.	FL	32803	Older American	N/A
Capital One	LA	71282		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	11/20/2013	Closed with monetary relief	Yes	No
Web	12/18/2013	Closed with monetary relief	Yes	No
Web	12/16/2013	Closed with explanation	Yes	No
Phone	12/19/2013	Closed with explanation	Yes	No
Referral	11/25/2013	Closed with explanation	Yes	No
Web	11/22/2013	Closed with explanation	Yes	No
Referral	12/13/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Phone	11/18/2013	Closed with explanation	Yes	No
Postal mail	01/31/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	Yes
Phone	12/20/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with monetary relief	Yes	No
Referral	12/12/2013	Closed with explanation	Yes	No
Postal mail	11/21/2013	Closed	Yes	No
Web	12/30/2013	Closed with monetary relief	Yes	Yes
Web	12/21/2013	Closed with monetary relief	Yes	No
Phone	12/12/2013	Closed with explanation	Yes	No
Referral	12/12/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

599760
629504
635572
635574
607862
607965
629601
607978
599656
648828
649456
599694
635636
608050
629327
599748
649142
641533
629627
630599

Bank Account or Service Complaints

Based on Consumer Complaints

11/27/2013	Bank account or service	Checking account
12/30/2013	Bank account or service	Checking account
12/05/2013	Bank account or service	Checking account
12/30/2013	Bank account or service	Checking account
12/05/2013	Bank account or service	Savings account
12/22/2013	Bank account or service	Checking account
12/30/2013	Bank account or service	Checking account
12/16/2013	Bank account or service	Checking account
12/16/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
12/11/2013	Bank account or service	(CD) Certificate of deposit
12/30/2013	Bank account or service	Checking account
12/23/2013	Bank account or service	Checking account
12/30/2013	Bank account or service	Savings account
12/23/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
12/23/2013	Bank account or service	Checking account
12/05/2013	Bank account or service	(CD) Certificate of deposit
11/27/2013	Bank account or service	Checking account
11/15/2013	Bank account or service	Checking account
11/15/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Making/receiving payments, sending money
Using a debit or ATM card
Deposits and withdrawals
Deposits and withdrawals
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Using a debit or ATM card
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	MD	20741	Older American	N/A
Wells Fargo & Company	NJ	08540		N/A
PNC Bank N.A.	OH	44112		N/A
Fifth Third Financial Corporation	IN	46231	Older American	N/A
JPMorgan Chase & Co.	CA	94114		N/A
U.S. Bancorp	AZ	85086		N/A
Bank of America	NJ	08854		N/A
Bank of the West	CO	80222		N/A
BBVA Compass	CA	92502		N/A
BMO Harris	IN	46062		N/A
Synchrony Financial	AZ	85379		N/A
TD Bank US Holding Company	PA	19060		N/A
Bank of America	CA	93702	Older American	N/A
Wells Fargo & Company	FL	33026		N/A
Bank of America	GA	30281		N/A
Bank of America	NJ	08540		N/A
SunTrust Banks, Inc.	TN	37877		N/A
Wells Fargo & Company	AL	35640	Older American, Servicemember	N/A
Bank of America	FL	34236		N/A
Banco Popular North America	MI	48446		N/A
JPMorgan Chase & Co.	PA	23069		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	11/27/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed	Yes	No
Web	12/05/2013	Closed with monetary relief	Yes	No
Phone	01/09/2014	Closed with monetary relief	Yes	No
Web	12/06/2013	Closed with explanation	Yes	No
Web	12/22/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Phone	12/20/2013	Closed with explanation	Yes	No
Phone	12/20/2013	Closed with explanation	Yes	No
Referral	12/20/2013	Closed with monetary relief	Yes	No
Web	12/11/2013	Closed with explanation	Yes	Yes
Web	12/30/2013	Closed with monetary relief	Yes	No
Web	12/22/2013	Closed with monetary relief	Yes	Yes
Web	12/30/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Web	12/16/2013	Closed with explanation	Yes	Yes
Referral	12/30/2013	Closed with monetary relief	Yes	No
Phone	12/06/2013	Closed with explanation	Yes	Yes
Web	11/27/2013	Closed with monetary relief	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Postal mail	11/18/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

615396
649596
622477
649611
622484
641621
649637
635834
634652
636384
629741
649671
642741
649689
642749
636504
643500
622627
614691
600111
600176

Bank Account or Service Complaints

Based on Consumer Complaints

12/17/2013	Bank account or service	Checking account
12/05/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
12/23/2013	Bank account or service	Other bank product/service
12/05/2013	Bank account or service	Checking account
11/15/2013	Bank account or service	Savings account
12/30/2013	Bank account or service	Checking account
11/15/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
12/05/2013	Bank account or service	Savings account
12/17/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
12/30/2013	Bank account or service	Savings account
12/17/2013	Bank account or service	Checking account
12/30/2013	Bank account or service	Checking account
12/23/2013	Bank account or service	(CD) Certificate of deposit
12/17/2013	Bank account or service	Checking account
12/23/2013	Bank account or service	Checking account
12/23/2013	Bank account or service	Checking account
12/30/2013	Bank account or service	Checking account
12/31/2013	Bank account or service	Checking account
12/31/2013	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

First Hawaiian Bank	VA	23604	Servicemember	N/A
U.S. Bancorp	TN	37217		N/A
Citibank	CA	91770	Servicemember	N/A
HSBC North America Holdings Inc.	NY	14851		N/A
Wells Fargo & Company	NC	28711		N/A
Bank of America	GA	30331		N/A
USAA Savings	TX	77630		N/A
JPMorgan Chase & Co.	OH	44124		N/A
USAA Savings	KY	42223	Servicemember	N/A
Navy FCU	MD	20720		N/A
Wells Fargo & Company	SC	29301		N/A
Wells Fargo & Company	TX	79936		N/A
JPMorgan Chase & Co.	CA	94508		N/A
Wells Fargo & Company	CA	93455		N/A
Capital One	TX	76092		N/A
Ally Financial Inc.	MS	38801		N/A
JPMorgan Chase & Co.	CA	91406	Older American	N/A
Wells Fargo & Company	CA	90213		N/A
TD Bank US Holding Company	SC	29803	Older American	N/A
Citibank	NY	11377		N/A
Bank of America	NJ	08543		N/A
JPMorgan Chase & Co.	LA	70461		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	12/17/2013	Closed with explanation	Yes	No
Referral	12/06/2013	Closed with monetary relief	Yes	No
Postal mail	12/20/2013	Closed with explanation	Yes	Yes
Web	01/13/2014	Closed	Yes	Yes
Phone	12/06/2013	Closed with explanation	Yes	No
Postal mail	11/18/2013	Closed with explanation	Yes	No
Phone	01/02/2014	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Phone	12/23/2013	Closed with explanation	Yes	No
Phone	12/05/2013	Closed with explanation	Yes	No
Postal mail	12/23/2013	Closed with explanation	Yes	No
Phone	12/23/2013	Closed with monetary relief	Yes	No
Postal mail	01/08/2014	Closed with explanation	Yes	No
Postal mail	12/23/2013	Closed with monetary relief	Yes	No
Web	12/31/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Phone	12/23/2013	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	Yes
Web	01/09/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	Yes
Web	12/30/2013	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

636583
622783
637806
642892
622705
600216
649895
597269
636322
622743
638057
636771
650163
636269
650241
643256
636974
642360
643206
650327
648953
650418

Bank Account or Service Complaints

Based on Consumer Complaints

12/31/2013	Bank account or service	Savings account
12/23/2013	Bank account or service	Checking account
12/23/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
12/23/2013	Bank account or service	Checking account
12/23/2013	Bank account or service	Savings account
12/17/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
12/31/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
12/31/2013	Bank account or service	Checking account
12/31/2013	Bank account or service	Checking account
12/31/2013	Bank account or service	Other bank product/service
12/31/2013	Bank account or service	Other bank product/service
12/05/2013	Bank account or service	Checking account
12/05/2013	Bank account or service	Checking account
12/31/2013	Bank account or service	Checking account
12/05/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	NJ	07001		N/A
Wells Fargo & Company	CA	90742		N/A
BMO Harris	IL	60201		N/A
Citizens Financial Group, Inc.	NY	14613		N/A
TCF National Bank	IL	60827		N/A
Wells Fargo & Company	AL	35209		N/A
Wells Fargo & Company	NJ	07712		N/A
TD Bank US Holding Company	MA	02644		N/A
Wells Fargo & Company	VA	22031		N/A
Washington Federal	ID	83714		N/A
U.S. Bancorp				N/A
JPMorgan Chase & Co.	NJ	07067		N/A
BB&T Financial	VA	22003		N/A
Bank of the West	MN	55953		N/A
Navy FCU	TX	78741		N/A
Navy FCU	PA	19138		N/A
PNC Bank N.A.	PA	19106	Older American	N/A
Wells Fargo & Company	UT	84790		N/A
JPMorgan Chase & Co.	GA	31405		N/A
Wells Fargo & Company	NV	89113		N/A
PNC Bank N.A.	PA	18505		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	01/03/2014	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with monetary relief	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No
Phone	01/24/2014	Closed with explanation	Yes	Yes
Phone	12/23/2013	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No
Phone	12/31/2013	Closed with explanation	Yes	No
Web	12/17/2013	Closed with monetary relief	Yes	No
Web	12/17/2013	Closed with monetary relief	Yes	No
Referral	12/20/2013	Closed with explanation	Yes	No
Referral	01/02/2014	Closed with explanation	Yes	Yes
Phone	12/20/2013	Closed with explanation	Yes	No
Phone	12/23/2013	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	No
Referral	01/03/2014	Closed with monetary relief	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	Yes
Web	01/02/2014	Closed	Yes	No
Referral	12/06/2013	Closed	Yes	No
Referral	12/06/2013	Closed with explanation	Yes	No
Web	12/31/2013	Closed with non-monetary relief	Yes	No
Referral	12/06/2013	Closed with non-monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

650426
643741
643710
637144
637166
644636
643587
637621
648955
637330
648782
637352
637594
650817
651111
651053
650864
622855
622852
648911
622860

Bank Account or Service Complaints

Based on Consumer Complaints

12/05/2013	Bank account or service	(CD) Certificate of deposit
12/05/2013	Bank account or service	Checking account
12/05/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
11/28/2013	Bank account or service	Checking account
01/01/2014	Bank account or service	Checking account
11/28/2013	Bank account or service	Checking account
01/01/2014	Bank account or service	Checking account
01/08/2014	Bank account or service	Checking account
12/05/2013	Bank account or service	Checking account
12/24/2013	Bank account or service	Checking account
01/02/2014	Bank account or service	Savings account
12/11/2013	Bank account or service	Checking account
12/24/2013	Bank account or service	Checking account
01/02/2014	Bank account or service	Checking account
12/05/2013	Bank account or service	Other bank product/service
01/08/2014	Bank account or service	Other bank product/service
01/08/2014	Bank account or service	Checking account
01/08/2014	Bank account or service	Checking account
11/29/2013	Bank account or service	Checking account
01/02/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Problems caused by my funds being low
Using a debit or ATM card
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

HSBC North America Holdings Inc.	NY	11434	Older American	N/A
Wells Fargo & Company	FL	33905		N/A
Bank of America	CA	96129		N/A
Citibank	NY	11798		N/A
JPMorgan Chase & Co.	CA	92833		N/A
USAA Savings	TX	78247		N/A
FirstMerit Bank	WI	54487		N/A
Amex	MA	01970		N/A
Wells Fargo & Company	IL	61491		N/A
JPMorgan Chase & Co.	NY	11542		N/A
Bank of America	RI	02842		N/A
U.S. Bancorp	MI	48154		N/A
PNC Bank N.A.	GA	30080		N/A
BB&T Financial	SC	29456		N/A
BMO Harris	IN	46410		N/A
JPMorgan Chase & Co.	WA	98021		N/A
U.S. Bancorp	CA	90047		N/A
Bank of America	MD	21207		N/A
Regions Financial Corporation	IN	46901		N/A
JPMorgan Chase & Co.	MI	48160		N/A
Navy FCU	TX	75044		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Fax	12/06/2013	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Phone	12/06/2013	Closed with explanation	Yes	No
Phone	12/23/2013	Closed with explanation	Yes	No
Referral	12/04/2013	Closed with explanation	Yes	Yes
Web	12/31/2013	Closed with monetary relief	Yes	No
Web	12/03/2013	Closed with explanation	Yes	No
Web	12/31/2013	Closed with monetary relief	Yes	No
Phone	01/13/2014	Closed with explanation	Yes	No
Phone	12/06/2013	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with non-monetary relief	Yes	Yes
Web	01/01/2014	Closed with explanation	Yes	No
Web	12/11/2013	Closed	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No
Web	01/02/2014	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Referral	11/29/2013	Closed with monetary relief	Yes	Yes
Referral	01/09/2014	Closed	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

622325
623115
623191
637339
615385
651232
615341
651244
659372
623277
644595
652451
630153
644611
652093
623368
660148
662849
660781
616032
651965

Bank Account or Service Complaints

Based on Consumer Complaints

01/02/2014	Bank account or service	(CD) Certificate of deposit
01/08/2014	Bank account or service	Checking account
12/26/2013	Bank account or service	Checking account
12/06/2013	Bank account or service	Checking account
12/24/2013	Bank account or service	Checking account
12/06/2013	Bank account or service	Checking account
12/19/2013	Bank account or service	Other bank product/service
12/24/2013	Bank account or service	Checking account
12/11/2013	Bank account or service	Savings account
11/29/2013	Bank account or service	Other bank product/service
12/24/2013	Bank account or service	Checking account
12/06/2013	Bank account or service	Checking account
12/18/2013	Bank account or service	Checking account
12/06/2013	Bank account or service	Checking account
12/18/2013	Bank account or service	Checking account
12/11/2013	Bank account or service	Checking account
01/08/2014	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
12/06/2013	Bank account or service	Checking account
01/14/2014	Bank account or service	Checking account
11/29/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

USAA Savings	TX	77279		N/A
Bank of America	MD	20878		N/A
Santander Bank US	NY	10002		N/A
Wells Fargo & Company	CA	94103		N/A
JPMorgan Chase & Co.	NY	11372		N/A
Santander Bank US	NJ	08879		N/A
Bank of America	AZ	85704		N/A
First Tennessee Bank	TN	37075		N/A
New York Community Bank	NY	10301		N/A
Bank of America	MD	21212		N/A
Bank of America	TN	37075		N/A
Citibank	NY	10460		N/A
TD Bank US Holding Company	NJ	08825		N/A
Regions Financial Corporation	FL	33417		N/A
Wells Fargo & Company	CA	95361		N/A
JPMorgan Chase & Co.	CA	92656		N/A
Wells Fargo & Company	MN	55417	Older American	N/A
Santander Bank US	MD	20814		N/A
Wells Fargo & Company	GA	31406		N/A
Bank of America	GA	31701	Older American	N/A
Wells Fargo & Company	CA	95135		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	01/02/2014	Closed with monetary relief	Yes	No
Referral	01/09/2014	Closed with monetary relief	Yes	No
Referral	01/02/2014	Closed with monetary relief	Yes	No
Web	12/05/2013	Closed with non-monetary relief	Yes	No
Referral	01/06/2014	Closed with monetary relief	Yes	No
Web	12/05/2013	Closed	Yes	No
Referral	12/30/2013	Closed with explanation	Yes	No
Web	12/24/2013	Closed with explanation	Yes	No
Phone	12/12/2013	Closed with explanation	Yes	No
Web	11/29/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed	Yes	Yes
Referral	12/10/2013	Closed with explanation	Yes	No
Referral	12/23/2013	Closed with monetary relief	Yes	No
Phone	12/10/2013	Closed with explanation	Yes	No
Referral	12/23/2013	Closed with non-monetary relief	Yes	No
Phone	12/12/2013	Closed with monetary relief	Yes	No
Phone	01/09/2014	Closed with monetary relief	Yes	No
Referral	12/16/2013	Closed	Yes	No
Web	12/06/2013	Closed with explanation	Yes	No
Referral	01/17/2014	Closed with explanation	No	No
Phone	12/02/2013	Closed	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

651980
661007
645475
624202
645021
624224
638874
644761
630270
616177
644764
624296
642555
624283
642529
630619
659753
632224
624398
668352
616383

Bank Account or Service Complaints

Based on Consumer Complaints

12/11/2013	Bank account or service	Other bank product/service
01/08/2014	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
12/11/2013	Bank account or service	Checking account
01/08/2014	Bank account or service	Checking account
12/20/2013	Bank account or service	Checking account
01/10/2014	Bank account or service	Checking account
11/30/2013	Bank account or service	Checking account
12/11/2013	Bank account or service	Checking account
12/18/2013	Bank account or service	Checking account
01/02/2014	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
12/06/2013	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
01/02/2014	Bank account or service	Other bank product/service
12/06/2013	Bank account or service	Other bank product/service
01/08/2014	Bank account or service	Checking account
01/08/2014	Bank account or service	Checking account
12/18/2013	Bank account or service	Other bank product/service
12/06/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	NJ	08817		N/A
Capital One	TX	75001		N/A
The Huntington National Bank	OH	43123		N/A
U.S. Bancorp	IL	60639		N/A
Wells Fargo & Company	CA	95127		N/A
Bank of America	NH	03833		N/A
Capital One	IN	46041		N/A
BMO Harris	WI	53066		N/A
Bank of America	CA	94901	Older American	N/A
HSBC North America Holdings Inc.	GA	30078		N/A
USAA Savings	WA	98503		N/A
Citizens Financial Group, Inc.	PA	15221		N/A
Capital One	FL	32256		N/A
Wells Fargo & Company	GA	30294		N/A
Bank of America	CA	90018		N/A
Nationstar Mortgage	MA	01040		N/A
Capital One	FL	33914		N/A
Capital One	TX	76015		N/A
Bank of America	FL	33304		N/A
Citibank	CA	92649	Older American	N/A
Navy FCU	MD	20769	Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	12/16/2013	Closed with explanation	Yes	No
Web	01/08/2014	Closed with explanation	Yes	No
Referral	12/16/2013	Closed with non-monetary relief	Yes	No
Referral	12/12/2013	Closed with monetary relief	Yes	No
Web	01/08/2014	Closed with explanation	Yes	No
Referral	12/30/2013	Closed with non-monetary relief	Yes	No
Referral	01/13/2014	Closed with monetary relief	Yes	No
Web	11/29/2013	Closed with explanation	Yes	No
Phone	12/12/2013	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Referral	01/10/2014	Closed with non-monetary relief	Yes	No
Referral	12/17/2013	Closed with monetary relief	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No
Phone	12/09/2013	Closed with explanation	Yes	No
Referral	12/16/2013	Closed with monetary relief	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Referral	01/14/2014	Closed with monetary relief	Yes	No
Referral	01/13/2014	Closed with monetary relief	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Phone	12/10/2013	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

630424
659804
632085
630475
659842
640424
662780
616449
630498
651992
652022
631088
631090
624538
631095
652636
624557
658780
658782
642611
624604

Bank Account or Service Complaints

Based on Consumer Complaints

12/12/2013	Bank account or service	Checking account
12/02/2013	Bank account or service	Checking account
12/12/2013	Bank account or service	Cashing a check without an account
01/13/2014	Bank account or service	Checking account
12/06/2013	Bank account or service	Checking account
01/08/2014	Bank account or service	Checking account
01/02/2014	Bank account or service	(CD) Certificate of deposit
12/27/2013	Bank account or service	Checking account
12/24/2013	Bank account or service	Savings account
12/24/2013	Bank account or service	Checking account
12/18/2013	Bank account or service	Checking account
01/08/2014	Bank account or service	Checking account
12/06/2013	Bank account or service	(CD) Certificate of deposit
01/14/2014	Bank account or service	Other bank product/service
01/08/2014	Bank account or service	Other bank product/service
01/08/2014	Bank account or service	Checking account
01/02/2014	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
01/14/2014	Bank account or service	Other bank product/service
01/09/2014	Bank account or service	Checking account
12/02/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Making/receiving payments, sending money
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	NJ	08701		N/A
Citizens Financial Group, Inc.	IL	60087		N/A
U.S. Bancorp	MN	55745		N/A
Bank of America	NC	28092		N/A
Santander Bank US	NY	10314		N/A
Wells Fargo & Company	MS	39531		N/A
Wells Fargo & Company	CA	90046	Older American	N/A
BB&T Financial	FL	32806		N/A
Bank of America				N/A
Bank of America	AZ	85019		N/A
U.S. Bancorp	UT	84109		N/A
Citibank	CA	91325		N/A
Zions Bancorporation	UT	84054		N/A
Bank of America	NJ	08724		N/A
Pulte Mortgage	TX	78633		N/A
Bank of America	FL	32768		N/A
Wells Fargo & Company	NV	89113		N/A
Bank of America	WA	98121		N/A
PayPal Holdings, Inc.	GA	31093		N/A
JPMorgan Chase & Co.	CA	92705		N/A
PNC Bank N.A.	IN	46723		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	12/12/2013	Closed with monetary relief	Yes	No
Web	12/31/2013	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Web	01/17/2014	Closed with explanation	Yes	No
Web	12/06/2013	Closed with explanation	Yes	No
Web	01/08/2014	Closed	Yes	Yes
Phone	01/08/2014	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No
Phone	01/06/2014	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Referral	12/27/2013	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	Yes
Web	01/13/2014	Closed with explanation	Yes	No
Postal mail	01/09/2014	Closed with explanation	Yes	No
Web	01/17/2014	Closed with monetary relief	Yes	No
Web	01/02/2014	Closed with explanation	Yes	No
Referral	12/13/2013	Closed with monetary relief	Yes	No
Web	01/16/2014	Closed with non-monetary relief	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Referral	12/02/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

631171
617104
631181
665186
624648
660076
652752
648023
645163
644565
642638
660133
624697
667507
660149
660204
652903
631396
667931
661625
617225

Bank Account or Service Complaints

Based on Consumer Complaints

01/09/2014	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
12/25/2013	Bank account or service	Checking account
12/25/2013	Bank account or service	Other bank product/service
01/09/2014	Bank account or service	Savings account
12/26/2013	Bank account or service	Other bank product/service
12/06/2013	Bank account or service	Checking account
12/26/2013	Bank account or service	Checking account
01/14/2014	Bank account or service	Checking account
01/14/2014	Bank account or service	Other bank product/service
01/02/2014	Bank account or service	Checking account
01/09/2014	Bank account or service	Other bank product/service
01/09/2014	Bank account or service	Checking account
12/18/2013	Bank account or service	Checking account
01/09/2014	Bank account or service	Checking account
12/12/2013	Bank account or service	(CD) Certificate of deposit
01/09/2014	Bank account or service	Checking account
01/09/2014	Bank account or service	Checking account
01/09/2014	Bank account or service	Checking account
12/02/2013	Bank account or service	Checking account
01/03/2014	Bank account or service	(CD) Certificate of deposit

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Using a debit or ATM card
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	IL	60130		N/A
HSBC North America Holdings Inc.	FL	32303		N/A
First Hawaiian Bank	HI	96813		N/A
TD Bank US Holding Company	FL	33025		N/A
Bank of America	CA	92555		N/A
PayPal Holdings, Inc.	NJ	07850		N/A
JPMorgan Chase & Co.	TX	76180		N/A
Bank of America	NH	03801		N/A
JPMorgan Chase & Co.	NJ	08094		N/A
FirstMerit Bank	IL	60440		N/A
Bank of America	NC	27892	Servicemember	N/A
Bank of America	AZ	85013		N/A
Bank of America	NV	89014		N/A
Bank of America	AR	72202		N/A
Wells Fargo & Company	FL	33169		N/A
Wells Fargo & Company	PA	18966	Older American	N/A
TCF National Bank	WI	53142		N/A
Bank of America	CA	91775		N/A
U.S. Bancorp	MO	63601		N/A
PNC Bank N.A.	IN	46236		N/A
Ally Financial Inc.	NY	10016		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	01/08/2014	Closed with monetary relief	Yes	No
Web	12/12/2013	Closed	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No
Web	12/25/2013	Closed with non-monetary relief	Yes	No
Web	01/08/2014	Closed with non-monetary relief	Yes	No
Web	12/30/2013	Closed with explanation	Yes	No
Web	12/06/2013	Closed with monetary relief	Yes	No
Web	12/25/2013	Closed with explanation	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Referral	01/17/2014	Closed with explanation	Yes	No
Phone	01/09/2014	Closed with explanation	Yes	No
Web	01/08/2014	Closed with explanation	Yes	No
Web	01/13/2014	Closed with non-monetary relief	Yes	No
Referral	12/24/2013	Closed with explanation	Yes	No
Web	01/09/2014	Closed with monetary relief	Yes	No
Phone	12/16/2013	Closed with non-monetary relief	Yes	No
Referral	02/19/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with monetary relief	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Web	12/02/2013	Closed with monetary relief	Yes	No
Web	01/02/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

660842
631407
645363
645370
660865
645388
624829
645400
668037
668230
653037
660604
660787
644428
660989
631568
661790
662141
662069
617488
653583

Bank Account or Service Complaints

Based on Consumer Complaints

12/12/2013	Bank account or service	Checking account
12/02/2013	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
01/03/2014	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
01/09/2014	Bank account or service	Checking account
01/09/2014	Bank account or service	Checking account
01/14/2014	Bank account or service	Checking account
01/03/2014	Bank account or service	Checking account
12/18/2013	Bank account or service	Checking account
01/03/2014	Bank account or service	Checking account
12/18/2013	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
12/26/2013	Bank account or service	Checking account
01/03/2014	Bank account or service	Savings account
01/14/2014	Bank account or service	Checking account
01/03/2014	Bank account or service	Checking account
01/03/2014	Bank account or service	Checking account
01/03/2014	Bank account or service	Checking account
01/14/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	TX	78244		N/A
Bank of America	AZ	85308		N/A
TD Bank US Holding Company	VA	22042		N/A
Wells Fargo & Company	FL	32766		N/A
Bank of America	VA	23831		N/A
Wells Fargo & Company	FL	33558		N/A
PNC Bank N.A.	NJ	07704		N/A
Bank of America	MA	01810		N/A
JPMorgan Chase & Co.	NY	11415		N/A
Citizens Financial Group, Inc.	IL	60062		N/A
Bank of America	NY	11103		N/A
Wells Fargo & Company	GA	30043	Older American	N/A
Bank of America	CA	94089		N/A
Wells Fargo & Company	SC	29290		N/A
SunTrust Banks, Inc.	GA	30017		N/A
Bank of America	AZ	85249		N/A
Wells Fargo & Company	IL	60636		N/A
Regions Financial Corporation	TX	75219		N/A
Wells Fargo & Company	CT	06906		N/A
Capital One	NJ	08859		N/A
TD Bank US Holding Company	NJ	07719		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	12/16/2013	Closed with non-monetary relief	Yes	No
Referral	12/03/2013	Closed	Yes	No
Referral	12/16/2013	Closed with explanation	Yes	Yes
Web	01/02/2014	Closed with monetary relief	Yes	No
Web	12/12/2013	Closed with monetary relief	Yes	No
Phone	01/09/2014	Closed with monetary relief	Yes	No
Phone	01/09/2014	Closed with explanation	Yes	No
Referral	01/17/2014	Closed with explanation	Yes	No
Phone	01/09/2014	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	Yes
Web	01/03/2014	Closed with explanation	Yes	No
Phone	12/30/2013	Closed	Yes	Yes
Web	12/12/2013	Closed with explanation	Yes	No
Web	12/20/2013	Closed with explanation	Yes	Yes
Phone	01/02/2014	Closed with explanation	Yes	No
Referral	01/07/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with monetary relief	Yes	No
Referral	01/08/2014	Closed with non-monetary relief	Yes	No
Web	01/03/2014	Closed with explanation	Yes	No
Referral	01/17/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

631616
617575
631619
655396
630936
661087
660713
668369
653835
639927
653842
644459
631673
631790
645810
654363
668517
653641
654313
653956
670068

Bank Account or Service Complaints

Based on Consumer Complaints

01/03/2014	Bank account or service	(CD) Certificate of deposit
01/03/2014	Bank account or service	Checking account
12/26/2013	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
12/19/2013	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
12/19/2013	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
01/09/2014	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
01/09/2014	Bank account or service	Checking account
01/09/2014	Bank account or service	Checking account
01/03/2014	Bank account or service	Checking account
01/14/2014	Bank account or service	Checking account
12/12/2013	Bank account or service	Other bank product/service
12/13/2013	Bank account or service	(CD) Certificate of deposit
12/13/2013	Bank account or service	Cashing a check without an account
12/13/2013	Bank account or service	Checking account
12/13/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

BBVA Compass	TN	77573		N/A
Wells Fargo & Company	CA	93033		N/A
BBVA Compass	TX	78502		N/A
Bank of America	IL	60647		N/A
Bank of America	AZ	85041	Servicemember	N/A
Capital One	AZ	85132		N/A
Bank of America	CA	91709		N/A
Capital One	VA	22192		N/A
Regions Financial Corporation	TX	77355	Servicemember	N/A
Bank of America	FL	32803		N/A
JPMorgan Chase & Co.	CA	92028		N/A
BBVA Compass	TX	76002		N/A
Wells Fargo & Company	SC	29501		N/A
U.S. Bancorp	OH	45305		N/A
M&T Bank Corporation	MD	21244		N/A
Wells Fargo & Company	NC	27948	Servicemember	N/A
Capital One	VA	22304		N/A
JPMorgan Chase & Co.	AZ	85743		N/A
Citibank	NY	10035		N/A
Wells Fargo & Company	GA	30355		N/A
USAA Savings	AZ	85014		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	01/07/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	Yes
Referral	12/13/2013	Closed with monetary relief	Yes	No
Referral	12/30/2013	Closed with explanation	Yes	No
Web	12/12/2013	Closed with explanation	Yes	No
Referral	12/16/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	No
Phone	12/16/2013	Closed with explanation	Yes	No
Web	12/12/2013	Closed with explanation	Yes	No
Referral	01/13/2014	Closed	Yes	No
Phone	12/16/2013	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	Yes
Web	01/09/2014	Closed with monetary relief	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Web	12/12/2013	Closed with explanation	Yes	Yes
Web	12/20/2013	Closed with explanation	Yes	No
Web	12/12/2013	Closed with explanation	Yes	No
Web	12/13/2013	Closed with explanation	Yes	Yes
Web	12/13/2013	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

654306
653968
645992
632103
638478
631964
632004
638534
631984
632572
661464
632017
661564
661585
654388
671432
632576
634219
632899
634557
633236

Bank Account or Service Complaints

Based on Consumer Complaints

12/13/2013	Bank account or service	Checking account
12/06/2013	Bank account or service	Checking account
12/13/2013	Bank account or service	Checking account
12/13/2013	Bank account or service	Checking account
12/13/2013	Bank account or service	Checking account
12/13/2013	Bank account or service	Checking account
12/19/2013	Bank account or service	Savings account
12/19/2013	Bank account or service	Checking account
12/07/2013	Bank account or service	Savings account
12/13/2013	Bank account or service	Checking account
12/07/2013	Bank account or service	Checking account
12/19/2013	Bank account or service	Checking account
12/08/2013	Bank account or service	Other bank product/service
12/19/2013	Bank account or service	Other bank product/service
12/13/2013	Bank account or service	(CD) Certificate of deposit
12/08/2013	Bank account or service	Other bank product/service
01/03/2014	Bank account or service	Other bank product/service
01/03/2014	Bank account or service	Other bank product/service
12/09/2013	Bank account or service	Checking account
12/09/2013	Bank account or service	Checking account
12/14/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

BOK Financial Corp	OK	73123		N/A
PNC Bank N.A.	IN	46750		N/A
Wells Fargo & Company	SD	57104		N/A
U.S. Bancorp	TN	37862		N/A
Wells Fargo & Company	TX	76244		N/A
Bank of America	MA	01453		N/A
PNC Bank N.A.	OH	44618		N/A
Bank of America	NY	11790		N/A
Bank of America	CA	92683		N/A
TCF National Bank	MN	55434		N/A
Bank of America	NC	27615		N/A
Bank of America	NC	28078		N/A
M&T Bank Corporation	MD	21207		N/A
Wells Fargo & Company	NJ	08902		N/A
Pentagon FCU	CA	93271	Servicemember	N/A
CIT Bank National Association	IL	60646		N/A
Google Inc.	FL	33169		N/A
MIB Group, Inc.	TN	37774		N/A
Capital One	DC	20008		N/A
Regions Financial Corporation	IL	62703		N/A
Bank of America	OR	97756	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	12/18/2013	Closed with monetary relief	Yes	No
Referral	12/11/2013	Closed with explanation	Yes	No
Referral	12/17/2013	Closed with explanation	Yes	No
Referral	12/16/2013	Closed with explanation	Yes	Yes
Referral	12/16/2013	Closed with monetary relief	Yes	No
Phone	12/16/2013	Closed with explanation	Yes	No
Referral	01/03/2014	Closed	Yes	No
Referral	12/30/2013	Closed with explanation	Yes	No
Web	12/06/2013	Closed with non-monetary relief	Yes	No
Phone	12/18/2013	Closed with explanation	Yes	No
Web	12/07/2013	Closed with explanation	Yes	No
Web	12/19/2013	Closed with explanation	Yes	No
Web	12/07/2013	Closed with explanation	Yes	Yes
Phone	12/30/2013	Closed with explanation	Yes	Yes
Postal mail	12/18/2013	Closed with explanation	Yes	Yes
Web	12/09/2013	Closed with explanation	Yes	No
Fax	01/06/2014	Closed with explanation	No	
Web	01/14/2014	Closed with explanation	Yes	No
Web	12/08/2013	Closed with explanation	Yes	No
Web	12/08/2013	Closed with monetary relief	Yes	Yes
Phone	12/16/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

633332
625621
633720
633635
633614
633568
639196
638810
625298
633696
625317
638673
626661
638710
633854
626698
653600
654303
625502
627547
633945

Bank Account or Service Complaints

Based on Consumer Complaints

12/27/2013	Bank account or service	(CD) Certificate of deposit
12/09/2013	Bank account or service	Checking account
01/09/2014	Bank account or service	Checking account
01/09/2014	Bank account or service	Checking account
01/03/2014	Bank account or service	Checking account
12/15/2013	Bank account or service	Checking account
12/09/2013	Bank account or service	Checking account
12/15/2013	Bank account or service	Savings account
12/19/2013	Bank account or service	Checking account
01/14/2014	Bank account or service	Checking account
12/15/2013	Bank account or service	Checking account
01/03/2014	Bank account or service	(CD) Certificate of deposit
01/15/2014	Bank account or service	Other bank product/service
12/19/2013	Bank account or service	Checking account
12/15/2013	Bank account or service	Checking account
01/15/2014	Bank account or service	Other bank product/service
01/09/2014	Bank account or service	Other bank product/service
12/19/2013	Bank account or service	Other bank product/service
01/15/2014	Bank account or service	(CD) Certificate of deposit
12/16/2013	Bank account or service	Savings account
01/09/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Using a debit or ATM card
Using a debit or ATM card
Problems caused by my funds being low
Using a debit or ATM card
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	CA	94605	N/A
Wells Fargo & Company	CA	92021	N/A
M&T Bank Corporation	DE	19802	N/A
TD Bank US Holding Company	NJ	08854	N/A
JPMorgan Chase & Co.	FL	33062	N/A
Santander Bank US	PA	19454	N/A
Bank of America	GA	30060	N/A
Bank of America			N/A
JPMorgan Chase & Co.	FL	33496	N/A
Wells Fargo & Company	ID	83401	N/A
Bank of America	WA	98146	N/A
Santander Bank US	NJ	08859	N/A
Bank of America	MD	20878	N/A
Bank of America	WA	98102	N/A
Wells Fargo & Company	CA	94115	N/A
JPMorgan Chase & Co.	NY	10977	N/A
First Citizens	TN	37130	N/A
PayPal Holdings, Inc.	KY	41011	N/A
Wells Fargo & Company	AZ	85737	N/A
Citibank	MI	48154	N/A
Capital One	TX	76182	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	01/02/2014	Closed with explanation	Yes	No
Web	12/09/2013	Closed with explanation	Yes	No
Phone	01/13/2014	Closed with explanation	Yes	Yes
Web	01/10/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with monetary relief	Yes	No
Web	12/14/2013	Closed with explanation	Yes	No
Web	12/09/2013	Closed with monetary relief	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Referral	12/31/2013	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Web	12/15/2013	Closed with monetary relief	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	Yes
Web	12/19/2013	Closed with non-monetary relief	Yes	No
Web	12/15/2013	Closed with monetary relief	Yes	No
Fax	01/17/2014	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Phone	01/03/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with monetary relief	Yes	No
Web	12/16/2013	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

647038
625536
661652
661725
653530
634113
625669
634153
639096
670006
634569
653538
669337
639124
634183
670037
661846
639168
670103
635888
660760

Bank Account or Service Complaints

Based on Consumer Complaints

12/16/2013	Bank account or service	Other bank product/service
12/09/2013	Bank account or service	Checking account
12/16/2013	Bank account or service	Checking account
01/15/2014	Bank account or service	Checking account
01/15/2014	Bank account or service	Checking account
01/15/2014	Bank account or service	Checking account
12/16/2013	Bank account or service	Savings account
01/03/2014	Bank account or service	Other bank product/service
01/15/2014	Bank account or service	(CD) Certificate of deposit
12/27/2013	Bank account or service	Checking account
12/19/2013	Bank account or service	Checking account
12/09/2013	Bank account or service	Checking account
01/15/2014	Bank account or service	Checking account
12/16/2013	Bank account or service	Checking account
12/19/2013	Bank account or service	Checking account
12/19/2013	Bank account or service	Checking account
01/04/2014	Bank account or service	Other bank product/service
12/19/2013	Bank account or service	Other bank product/service
12/16/2013	Bank account or service	Savings account
01/04/2014	Bank account or service	Checking account
12/20/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Using a debit or ATM card
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	CA	95762		N/A
JPMorgan Chase & Co.	NY	11102		N/A
USAA Savings	FL	33060		N/A
HSBC North America Holdings Inc.	AZ	85024		N/A
JPMorgan Chase & Co.	NY	11729		N/A
Bank of America	GA	30655		N/A
JPMorgan Chase & Co.				N/A
LexisNexis	MA	02140		N/A
Santander Bank US	PA	17837		N/A
JPMorgan Chase & Co.	OH	45414		N/A
Wells Fargo & Company	NJ	07008		N/A
TD Bank US Holding Company	NY	10701		N/A
JPMorgan Chase & Co.	FL	33186		N/A
Wells Fargo & Company	NJ	08215		N/A
Bank of America	FL	33486		N/A
Wells Fargo & Company	TN	38118		N/A
PNC Bank N.A.	IL	60435	Older American	N/A
Alliance Financial Resources, LLC	CO	80653		N/A
Santander Bank US	PA	19046	Older American	N/A
Bank of America	GA	31419		N/A
Citizens Financial Group, Inc.	RI	02893		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	12/19/2013	Closed with explanation	Yes	No
Phone	12/11/2013	Closed with explanation	Yes	No
Web	12/16/2013	Closed with explanation	Yes	No
Referral	01/22/2014	Closed	Yes	No
Web	01/16/2014	Closed with monetary relief	Yes	No
Referral	01/15/2014	Closed with explanation	Yes	No
Web	12/16/2013	Closed with explanation	Yes	No
Phone	01/08/2014	Closed with explanation	Yes	No
Web	01/15/2014	Closed	Yes	No
Phone	01/03/2014	Closed with explanation	Yes	No
Web	12/19/2013	Closed with monetary relief	Yes	No
Web	12/09/2013	Closed with monetary relief	Yes	No
Web	01/15/2014	Closed with monetary relief	Yes	No
Phone	01/03/2014	Closed	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Phone	12/26/2013	Closed with explanation	Yes	No
Web	01/04/2014	Closed with explanation	Yes	No
Phone	01/02/2014	Closed	Yes	No
Phone	12/19/2013	Closed with monetary relief	Yes	Yes
Web	01/06/2014	Closed with explanation	Yes	No
Web	12/26/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

634823
626572
636210
670897
670152
670333
634818
653596
670221
647521
639361
625903
671473
635033
639037
639449
654862
639589
635099
654991
640271

Bank Account or Service Complaints

Based on Consumer Complaints

12/16/2013	Bank account or service	Checking account
01/10/2014	Bank account or service	Checking account
01/10/2014	Bank account or service	Checking account
01/05/2014	Bank account or service	Checking account
01/10/2014	Bank account or service	Savings account
01/10/2014	Bank account or service	Other bank product/service
12/20/2013	Bank account or service	Checking account
12/27/2013	Bank account or service	Checking account
12/09/2013	Bank account or service	Checking account
12/27/2013	Bank account or service	Checking account
12/20/2013	Bank account or service	Checking account
12/27/2013	Bank account or service	Checking account
12/20/2013	Bank account or service	Checking account
01/15/2014	Bank account or service	Checking account
01/10/2014	Bank account or service	Other bank product/service
12/20/2013	Bank account or service	Savings account
12/27/2013	Bank account or service	Checking account
12/20/2013	Bank account or service	Checking account
01/06/2014	Bank account or service	Cashing a check without an account
01/15/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	NC	28805	Older American, Servicemember	N/A
M&T Bank Corporation	NY	13212		N/A
Wells Fargo & Company	MI	49931		N/A
Bank of America	GA	30185		N/A
Bank of America	MI	48154		N/A
Bank of America	NY	10514		N/A
Regions Financial Corporation	TX	75057		N/A
Bank of America	TN	37129		N/A
Santander Bank US	MA	02459		N/A
SunTrust Banks, Inc.	VA	21202		N/A
PayPal Holdings, Inc.	NJ	07843		N/A
JPMorgan Chase & Co.	CA	92240		N/A
SunTrust Banks, Inc.	FL	33612		N/A
Bank of America	NY	12095		N/A
JPMorgan Chase & Co.	NY	10031		N/A
Capital One	NJ	08648	Servicemember	N/A
PNC Bank N.A.	PA	18612	Older American	N/A
TD Bank US Holding Company	MA	01950		N/A
Wells Fargo & Company	VA	22304		N/A
Wells Fargo & Company	GA	31131	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	12/19/2013	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Web	01/05/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	Yes
Referral	01/03/2014	Closed with explanation	Yes	No
Referral	12/31/2013	Closed with explanation	Yes	No
Web	12/09/2013	Closed with explanation	Yes	No
Referral	12/31/2013	Closed with explanation	Yes	No
Referral	01/03/2014	Closed with monetary relief	Yes	No
Phone	01/02/2014	Closed with explanation	Yes	No
Referral	01/03/2014	Closed with explanation	Yes	No
Referral	01/22/2014	Closed with monetary relief	Yes	No
Postal mail	01/13/2014	Closed with explanation	Yes	No
Web	12/20/2013	Closed with monetary relief	Yes	No
Web	12/27/2013	Closed with monetary relief	Yes	No
Web	12/30/2013	Closed with monetary relief	Yes	No
Web	01/21/2014	Closed with explanation	Yes	Yes
Phone	01/22/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

635203

663106
662557
655640
662787
664497
640695
646982
626198
646983
640584
647887
640551
670609
662783
640415
647027
640430
656881
670703

Bank Account or Service Complaints

Based on Consumer Complaints

01/06/2014	Bank account or service	Checking account
01/06/2014	Bank account or service	Checking account
01/10/2014	Bank account or service	Other bank product/service
12/20/2013	Bank account or service	Checking account
01/15/2014	Bank account or service	(CD) Certificate of deposit
12/09/2013	Bank account or service	(CD) Certificate of deposit
01/15/2014	Bank account or service	Checking account
01/15/2014	Bank account or service	Checking account
01/10/2014	Bank account or service	Checking account
12/29/2013	Bank account or service	Checking account
12/29/2013	Bank account or service	Checking account
01/15/2014	Bank account or service	Other bank product/service
01/10/2014	Bank account or service	Checking account
12/10/2013	Bank account or service	Checking account
12/10/2013	Bank account or service	Checking account
12/10/2013	Bank account or service	Checking account
12/10/2013	Bank account or service	Checking account
12/30/2013	Bank account or service	Other bank product/service
12/30/2013	Bank account or service	(CD) Certificate of deposit
01/10/2014	Bank account or service	Checking account
01/15/2014	Bank account or service	Checking account
01/10/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	VA	22193		N/A
PNC Bank N.A.	MD	21213		N/A
PNC Bank N.A.	IL	60660		N/A
Bank of the West	CO	80215		N/A
Synchrony Financial			Older American	N/A
Capital One	TX	75205		N/A
Wells Fargo & Company			Servicemember	N/A
Santander Bank US	MA	02368		N/A
Citizens Financial Group, Inc.	TX	76354		N/A
Citibank	MA	01844		N/A
Wells Fargo & Company	GA	30092	Older American	N/A
Fifth Third Financial Corporation	LA	70546		N/A
New York Community Bank	OH	44107		N/A
TCF National Bank	IL	60680		N/A
Capital One	NY	10456		N/A
Citizens Financial Group, Inc.	NY	14850		N/A
JPMorgan Chase & Co.	CA	95051		N/A
U.S. Bancorp	VA	23233		N/A
Capital One	FL	33852		N/A
Ally Financial Inc.	TX	75692		N/A
Wells Fargo & Company	TX	77075		N/A
U.S. Bancorp	OH	43228		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	01/06/2014	Closed with explanation	Yes	No
Phone	01/09/2014	Closed with monetary relief	Yes	No
Phone	01/13/2014	Closed with explanation	Yes	Yes
Web	12/20/2013	Closed with monetary relief	Yes	No
Phone	01/22/2014	Closed with explanation	Yes	No
Web	12/09/2013	Closed with monetary relief	Yes	No
Phone	01/22/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed	Yes	Yes
Referral	01/23/2014	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	No
Web	12/29/2013	Closed with monetary relief	Yes	No
Referral	01/23/2014	Closed with monetary relief	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Referral	12/10/2013	Closed with monetary relief	Yes	No
Referral	12/10/2013	Closed with non-monetary relief	Yes	No
Referral	12/12/2013	Closed with monetary relief	Yes	No
Referral	12/10/2013	Closed with monetary relief	Yes	No
Web	12/29/2013	Closed with explanation	Yes	Yes
Referral	01/09/2014	Closed with monetary relief	Yes	No
Web	01/15/2014	Closed with monetary relief	Yes	No
Web	01/15/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

655732
655808
663417
640671
670906
626502
670969
670974
663848
648327
648375
669365
662579
627614
627901
628142
627893
649189
650528
663878
672064
662734

Bank Account or Service Complaints

Based on Consumer Complaints

01/15/2014	Bank account or service	(CD) Certificate of deposit
01/21/2014	Bank account or service	Checking account
01/10/2014	Bank account or service	Checking account
01/06/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	Checking account
01/16/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	Checking account
01/16/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	Other bank product/service
01/21/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	Other bank product/service
01/21/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	(CD) Certificate of deposit
01/21/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	Other bank product/service
01/21/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Making/receiving payments, sending money
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Synchrony Financial	OR	97202		N/A
Capital One	FL	32055	Older American	N/A
U.S. Bancorp	KY	42301		N/A
Bank of America	TX	76063	Servicemember	N/A
U.S. Bancorp	CO	81062	Older American, Servicemember	N/A
Wells Fargo & Company	NJ	08037		N/A
The Huntington National Bank	MI	48312		N/A
TD Bank US Holding Company	NJ	31407		N/A
Bank of America	FL	34293		N/A
Bank of America	MI	48226		N/A
Fidelity National Information Services, Inc. (FNIS)	CA	90220		N/A
The Huntington National Bank	OH	43302		N/A
Capital One	TX	76123		N/A
PNC Bank N.A.	PA	19142	Older American	N/A
Fidelity National Information Services, Inc. (FNIS)	CA	90220		N/A
Bank of America	FL	33544		N/A
JPMorgan Chase & Co.	AZ	85224		N/A
Wells Fargo & Company	NJ	07090	Older American	N/A
First Citizens	NC	28425		N/A
JPMorgan Chase & Co.	AZ	85379		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	01/23/2014	Closed with explanation	Yes	Yes
Web	01/22/2014	Closed with explanation	Yes	Yes
Referral	01/13/2014	Closed with explanation	Yes	No
Phone	01/08/2014	Closed with explanation	Yes	No
Phone	01/28/2014	Closed with non-monetary relief	Yes	No
Phone	01/23/2014	Closed with explanation	Yes	No
Web	01/21/2014	Closed with monetary relief	Yes	Yes
Web	01/15/2014	Closed with explanation	Yes	Yes
Referral	01/28/2014	Closed with monetary relief	Yes	No
Referral	01/28/2014	Closed with non-monetary relief	Yes	No
Web	01/22/2014	Closed with explanation	Yes	Yes
Web	01/21/2014	Closed with monetary relief	Yes	No
Postal mail	01/28/2014	Closed with explanation	Yes	No
Postal mail	01/28/2014	Closed	Yes	No
Fax	01/28/2014	Closed with explanation	Yes	No
Web	01/21/2014	Closed with monetary relief	Yes	No
Phone	01/28/2014	Closed with explanation	Yes	No
Postal mail	01/28/2014	Closed with explanation	Yes	Yes
Web	01/21/2014	Closed with explanation	Yes	No
Phone	01/28/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

671392
677533
662678
656522
677557
672126
677667
671513
677875
677876
677904
677937
677203
676723
678057
678119
678128
677183
678219
678303

Bank Account or Service Complaints

Based on Consumer Complaints

01/21/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	Other bank product/service
01/21/2014	Bank account or service	Other bank product/service
01/16/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	Other bank product/service
01/21/2014	Bank account or service	Other bank product/service
01/16/2014	Bank account or service	Other bank product/service
01/16/2014	Bank account or service	Other bank product/service
01/16/2014	Bank account or service	Checking account
01/22/2014	Bank account or service	Checking account
01/22/2014	Bank account or service	Checking account
01/06/2014	Bank account or service	Checking account
01/06/2014	Bank account or service	Savings account
01/06/2014	Bank account or service	Checking account
01/22/2014	Bank account or service	Other bank product/service
01/06/2014	Bank account or service	(CD) Certificate of deposit
01/07/2014	Bank account or service	Checking account
01/07/2014	Bank account or service	Checking account
01/07/2014	Bank account or service	Checking account
01/07/2014	Bank account or service	Savings account
01/07/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

U.S. Bancorp	CA	90044		N/A
Wells Fargo & Company	GA	30305		N/A
Wells Fargo & Company	NC	27707		N/A
AllianceOne Recievables Management	UT	84046		N/A
The Huntington National Bank	MO	65772		N/A
Express Recovery Services, Inc.	UT	84046		N/A
Bonneville Billing and Collections	UT	84046		N/A
M&T Bank Corporation	NY	12206		N/A
Ditech Financial LLC	TX	78745		N/A
Bank of America	CA	94806	Servicemember	N/A
Fifth Third Financial Corporation	IL	60657		N/A
TD Bank US Holding Company	PA	17509		N/A
Wells Fargo & Company	WA	98223		N/A
Citibank	IL	60446		N/A
Bank of America	CA	91007		N/A
Portfolio Recovery Associates, Inc.	PA	17601		N/A
TCF National Bank	KY	40351		N/A
Wells Fargo & Company	IL	60016		N/A
Santander Bank US	NJ	07032		N/A
Bank of Hawaii	HI	96813		N/A
CIT Bank National Association	CA	91016		N/A
M&T Bank Corporation				N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	01/28/2014	Closed with explanation	Yes	No
Web	01/21/2014	Closed with explanation	Yes	No
Phone	01/28/2014	Closed with explanation	Yes	No
Referral	01/29/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with monetary relief	Yes	No
Referral	01/29/2014	Closed	Yes	No
Referral	01/29/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	No
Fax	01/23/2014	Closed with explanation	Yes	No
Referral	01/23/2014	Closed with explanation	Yes	No
Referral	01/29/2014	Closed with monetary relief	Yes	No
Web	01/22/2014	Closed with explanation	Yes	No
Phone	01/09/2014	Closed with explanation	Yes	No
Phone	01/08/2014	Closed with explanation	Yes	No
Phone	01/09/2014	Closed with explanation	Yes	No
Referral	01/29/2014	Closed with non-monetary relief	Yes	No
Web	01/06/2014	Closed with explanation	Yes	Yes
Web	01/06/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with monetary relief	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

676860
678428
678451
678603
672234
678605
678606
671676
671567
673506
679513
679530
656577
656585
656902
679576
657128
657227
657265
657379
657340
657354

Bank Account or Service Complaints

Based on Consumer Complaints

01/07/2014	Bank account or service	Checking account
01/07/2014	Bank account or service	Checking account
01/16/2014	Bank account or service	Other bank product/service
01/07/2014	Bank account or service	Checking account
01/22/2014	Bank account or service	Savings account
01/07/2014	Bank account or service	Savings account
01/07/2014	Bank account or service	(CD) Certificate of deposit
01/16/2014	Bank account or service	Checking account
01/07/2014	Bank account or service	Checking account
01/16/2014	Bank account or service	Checking account
01/11/2014	Bank account or service	Checking account
01/22/2014	Bank account or service	Checking account
01/11/2014	Bank account or service	Checking account
01/22/2014	Bank account or service	Checking account
01/22/2014	Bank account or service	Other bank product/service
01/16/2014	Bank account or service	Checking account
01/16/2014	Bank account or service	Other bank product/service
01/27/2014	Bank account or service	Checking account
01/11/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

BB&T Financial	GA	30180		N/A
TD Bank US Holding Company	NJ	07522		N/A
PNC Bank N.A.	VA	24589		N/A
U.S. Bancorp	TX	77957		N/A
Pentagon FCU	CA	90011	Older American	N/A
U.S. Bancorp	IL	60610		N/A
BB&T Financial	MD	20776	Older American	N/A
Citibank	NJ	07305	Older American, Servicemember	N/A
Bank of America	VA	22201		N/A
Capital One	AZ	85365		N/A
PNC Bank N.A.	NY	11209		N/A
Fifth Third Financial Corporation	IL	60647		N/A
Wells Fargo & Company	VA	20155		N/A
Regions Financial Corporation	TN	38562		N/A
Wells Fargo & Company	CA	90716		N/A
PNC Bank N.A.	GA	30339		N/A
Bank of America	CA	95669		N/A
Wells Fargo & Company	MN	55448	Older American, Servicemember	N/A
JPMorgan Chase & Co.	FL	33130	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	01/08/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with monetary relief	Yes	No
Phone	01/23/2014	Closed	Yes	No
Phone	01/10/2014	Closed with explanation	Yes	Yes
Web	01/22/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Phone	01/23/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with monetary relief	Yes	No
Referral	01/24/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with monetary relief	Yes	No
Referral	01/29/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Referral	01/30/2014	Closed with explanation	Yes	No
Postal mail	01/30/2014	Closed with explanation	Yes	No
Referral	01/24/2014	Closed with explanation	Yes	No
Referral	01/24/2014	Closed with explanation	Yes	No
Postal mail	02/05/2014	Closed with explanation	Yes	No
Postal mail	01/13/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

657352
657328
672822
657433
679806
657547
657566
673039
657643
673184
664345
680071
665156
680692
680030
673541
673520
686087
662862

Bank Account or Service Complaints

Based on Consumer Complaints

01/11/2014	Bank account or service	Checking account
01/11/2014	Bank account or service	(CD) Certificate of deposit
01/11/2014	Bank account or service	Other bank product/service
01/27/2014	Bank account or service	Other bank product/service
01/07/2014	Bank account or service	Checking account
01/27/2014	Bank account or service	Checking account
01/16/2014	Bank account or service	Checking account
01/31/2014	Bank account or service	Other bank product/service
01/07/2014	Bank account or service	Other bank product/service
02/05/2014	Bank account or service	Checking account
01/31/2014	Bank account or service	Checking account
01/07/2014	Bank account or service	Checking account
01/17/2014	Bank account or service	Checking account
01/07/2014	Bank account or service	Checking account
01/13/2014	Bank account or service	Other bank product/service
01/31/2014	Bank account or service	Savings account
01/31/2014	Bank account or service	Checking account
01/22/2014	Bank account or service	Other bank product/service
01/31/2014	Bank account or service	Other bank product/service
01/07/2014	Bank account or service	Checking account
01/13/2014	Bank account or service	Checking account
02/06/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Making/receiving payments, sending money
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	AR	72521		N/A
Bank of America	PA	15057		N/A
HSBC North America Holdings Inc.	NY	10023		N/A
Bank of America	CO	80203		N/A
Regions Financial Corporation	TN	37421		N/A
Wells Fargo & Company	OR	97031		N/A
PNC Bank N.A.	NJ	07002		N/A
Bank of America	VA	22203		N/A
Fidelity National Information Services, Inc. (FNIS)	FL	33712		N/A
Citizens Financial Group, Inc.	MA	02122		N/A
The Huntington National Bank	OH	43311	Older American	N/A
Wells Fargo & Company	FL	32209		N/A
Synovus Bank	AL	36869		N/A
JPMorgan Chase & Co.	OR	97210		N/A
JPMorgan Chase & Co.	MA	01746		N/A
Wells Fargo & Company	CA	95967		N/A
Bank of America	NM	87801		N/A
BB&T Financial	CA	93065		N/A
Main Street Personal Finance	DC	20010		N/A
Wells Fargo & Company	IA	52544		N/A
Wells Fargo & Company	SC	29212		N/A
JPMorgan Chase & Co.	NY	13850		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	01/13/2014	Closed with explanation	Yes	No
Web	01/11/2014	Closed with explanation	Yes	No
Postal mail	01/13/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with monetary relief	Yes	No
Referral	02/05/2014	Closed with explanation	Yes	Yes
Web	01/16/2014	Closed with explanation	Yes	No
Web	01/31/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Referral	02/14/2014	Closed with monetary relief	Yes	No
Phone	02/07/2014	Closed with monetary relief	Yes	No
Phone	01/08/2014	Closed with explanation	Yes	Yes
Web	01/21/2014	Closed with explanation	Yes	Yes
Web	01/07/2014	Closed with explanation	Yes	Yes
Web	01/12/2014	Closed with explanation	Yes	No
Web	01/31/2014	Closed with explanation	No	No
Web	01/31/2014	Closed with monetary relief	Yes	No
Web	01/23/2014	Closed with explanation	Yes	No
Web	02/02/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with non-monetary relief	Yes	Yes
Web	01/13/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

662743
664478
664492
687332
658289
686073
672015
696425
658362
700656
694477
658151
676657
658164
665443
695837
694532
678877
693932
658251
665519
700584

Bank Account or Service Complaints

Based on Consumer Complaints

02/06/2014	Bank account or service	Checking account
01/17/2014	Bank account or service	Checking account
01/27/2014	Bank account or service	Checking account
02/06/2014	Bank account or service	Checking account
02/06/2014	Bank account or service	Checking account
01/27/2014	Bank account or service	Checking account
01/07/2014	Bank account or service	Other bank product/service
01/27/2014	Bank account or service	Savings account
01/28/2014	Bank account or service	Checking account
01/13/2014	Bank account or service	Other bank product/service
01/08/2014	Bank account or service	Checking account
01/28/2014	Bank account or service	Checking account
01/08/2014	Bank account or service	Checking account
02/06/2014	Bank account or service	Checking account
01/22/2014	Bank account or service	Savings account
01/08/2014	Bank account or service	Checking account
01/28/2014	Bank account or service	Checking account
01/08/2014	Bank account or service	Checking account
02/11/2014	Bank account or service	Checking account
02/11/2014	Bank account or service	Checking account
01/08/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	AZ	85388		N/A
Wells Fargo & Company	CA	92557		N/A
Wells Fargo & Company	CA	94601	Older American	N/A
U.S. Bancorp	OR	97045		N/A
Wells Fargo & Company	CA	92647		N/A
PNC Bank N.A.	OH	43013		N/A
JPMorgan Chase & Co.	DC	20002		N/A
Morgan Stanley	NY	11725		N/A
Fifth Third Financial Corporation	OH	45342		N/A
Citibank	NY	10465		N/A
PNC Bank N.A.	MD	21001		N/A
Bank of America	CA	94619		N/A
JPMorgan Chase & Co.	CA	94010		N/A
PNC Bank N.A.	NJ	07726		N/A
The Huntington National Bank	OH	44429		N/A
JPMorgan Chase & Co.	TX	77007		N/A
Wells Fargo & Company	FL	33130	Older American	N/A
Citibank	FL	33416		N/A
PNC Bank N.A.	KY	40229	Older American	N/A
Bank of America	TX	75034		N/A
Bank of America	CA	92054		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	02/10/2014	Closed with explanation	Yes	No
Referral	01/24/2014	Closed with monetary relief	Yes	No
Phone	02/05/2014	Closed with non-monetary relief	Yes	Yes
Referral	02/10/2014	Closed with explanation	Yes	No
Web	02/05/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with explanation	Yes	Yes
Phone	01/08/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with non-monetary relief	Yes	Yes
Web	01/13/2014	Closed with monetary relief	Yes	No
Web	01/07/2014	Closed	Yes	No
Referral	02/06/2014	Closed with explanation	Yes	Yes
Web	01/07/2014	Closed with explanation	Yes	No
Phone	02/11/2014	Closed with explanation	Yes	No
Phone	01/30/2014	Closed with explanation	Yes	No
Web	01/08/2014	Closed with explanation	Yes	Yes
Phone	02/06/2014	Closed with monetary relief	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Web	02/10/2014	Closed with explanation	Yes	No
Web	02/10/2014	Closed with explanation	Yes	No
Postal mail	01/09/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

700591
674642
686137
700618
700623
689917
657013
687813
689744
665610
659030
688012
659044
700828
680770
659066
689462
659149
708068
708095
658798

Bank Account or Service Complaints

Based on Consumer Complaints

01/31/2014	Bank account or service	Checking account
01/31/2014	Bank account or service	Savings account
01/31/2014	Bank account or service	Checking account
01/22/2014	Bank account or service	Other bank product/service
02/11/2014	Bank account or service	Checking account
01/13/2014	Bank account or service	Checking account
01/13/2014	Bank account or service	Checking account
01/13/2014	Bank account or service	Checking account
02/11/2014	Bank account or service	(CD) Certificate of deposit
02/06/2014	Bank account or service	Checking account
01/13/2014	Bank account or service	Checking account
02/11/2014	Bank account or service	Checking account
02/06/2014	Bank account or service	Checking account
01/31/2014	Bank account or service	Savings account
01/23/2014	Bank account or service	Checking account
01/31/2014	Bank account or service	Checking account
01/31/2014	Bank account or service	Checking account
01/23/2014	Bank account or service	Checking account
02/06/2014	Bank account or service	(CD) Certificate of deposit
01/28/2014	Bank account or service	Savings account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	CA	92704		N/A
Bank of America	MO	63125		N/A
Wells Fargo & Company	VA	22150		N/A
U.S. Bancorp	HI	90716		N/A
Bank of America	TX	78745		N/A
Bank of America	GA	30318		N/A
Bank of America	CA	94587		N/A
Bank of America	MD	21218		N/A
U.S. Bancorp	CA	92629		N/A
Bank of America	NC	28373		N/A
Wells Fargo & Company	TX	77052		N/A
Bank of America	CA	90031		N/A
PNC Bank N.A.	KY	41017		N/A
The Huntington National Bank	OH	44210	Older American, Servicemember	N/A
Citizens Financial Group, Inc.	MA	02141		N/A
Wells Fargo & Company	ID	83856		N/A
Bank of America	NY	10037		N/A
U.S. Bancorp	SC	29418		N/A
Banco Popular de Puerto Rico	PR	00736		N/A
HSBC North America Holdings Inc.	NY	10304		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	02/07/2014	Closed with monetary relief	Yes	No
Phone	02/07/2014	Closed with explanation	Yes	No
Phone	02/07/2014	Closed with explanation	Yes	No
Postal mail	01/30/2014	Closed with explanation	Yes	No
Web	02/11/2014	Closed with explanation	Yes	Yes
Referral	01/16/2014	Closed with explanation	Yes	No
Referral	01/16/2014	Closed with explanation	Yes	No
Referral	01/16/2014	Closed with explanation	Yes	No
Referral	02/21/2014	Closed with explanation	Yes	No
Web	02/06/2014	Closed with monetary relief	Yes	No
Phone	01/13/2014	Closed with explanation	Yes	No
Referral	02/18/2014	Closed with explanation	Yes	No
Web	02/06/2014	Closed with explanation	Yes	No
Phone	02/10/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with explanation	Yes	No
Postal mail	02/07/2014	Closed with explanation	Yes	Yes
Web	01/31/2014	Closed with monetary relief	Yes	No
Referral	01/30/2014	Closed with explanation	Yes	Yes
Referral	02/10/2014	Closed with explanation	Yes	No
Web	01/28/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

694858
694894
694933
680920
709603
665934
665939
665942
714175
701095
666010
709580
701186
695067
681154
695124
695220
681893
702107
688665

Bank Account or Service Complaints

Based on Consumer Complaints

01/23/2014	Bank account or service	Checking account
01/13/2014	Bank account or service	Other bank product/service
02/01/2014	Bank account or service	Other bank product/service
01/23/2014	Bank account or service	Checking account
02/06/2014	Bank account or service	Checking account
02/06/2014	Bank account or service	Other bank product/service
02/11/2014	Bank account or service	Checking account
01/23/2014	Bank account or service	Checking account
02/06/2014	Bank account or service	Checking account
02/01/2014	Bank account or service	Other bank product/service
02/11/2014	Bank account or service	Checking account
01/23/2014	Bank account or service	(CD) Certificate of deposit
02/11/2014	Bank account or service	Checking account
02/01/2014	Bank account or service	Checking account
02/11/2014	Bank account or service	Checking account
02/06/2014	Bank account or service	Checking account
02/02/2014	Bank account or service	Checking account
02/11/2014	Bank account or service	Checking account
02/02/2014	Bank account or service	Checking account
02/11/2014	Bank account or service	Checking account
02/11/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Using a debit or ATM card
Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	CA	92707		N/A
Synchrony Financial	NY	11772		N/A
Wells Fargo & Company	FL	33736		N/A
SunTrust Banks, Inc.	MD	20817		N/A
PNC Bank N.A.	MI	49008		N/A
JPMorgan Chase & Co.				N/A
HSBC North America Holdings Inc.	NY	11791		N/A
BBVA Compass	TX	78582		N/A
Bank of America	NM	87544		N/A
JPMorgan Chase & Co.	NY	10065		N/A
SunTrust Banks, Inc.	TN	38125		N/A
Bank of America	MA	02056		N/A
Bank of America	CA	91324		N/A
Bank of America	OR	97030		N/A
Wells Fargo & Company	ID	83213		N/A
Wells Fargo & Company	AZ	85705	Older American, Servicemember	N/A
Bank of America	MA	02556	Older American	N/A
Bank of America	MA	01778		N/A
U.S. Bancorp	CA	93535	Older American	N/A
Wells Fargo & Company	FL	32961		N/A
The Huntington National Bank	OH	44270		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	01/30/2014	Closed with monetary relief	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Web	02/11/2014	Closed with explanation	Yes	Yes
Web	01/23/2014	Closed with explanation	Yes	No
Web	02/12/2014	Closed with monetary relief	Yes	No
Web	02/06/2014	Closed with explanation	Yes	No
Web	02/11/2014	Closed with monetary relief	Yes	No
Web	01/23/2014	Closed with explanation	Yes	Yes
Web	02/06/2014	Closed with monetary relief	Yes	Yes
Web	02/01/2014	Closed with explanation	Yes	No
Referral	02/14/2014	Closed with monetary relief	Yes	No
Fax	01/31/2014	Closed with explanation	Yes	No
Referral	02/14/2014	Closed with explanation	Yes	No
Web	02/01/2014	Closed with monetary relief	Yes	No
Web	02/11/2014	Closed with explanation	Yes	Yes
Phone	02/25/2014	Closed with explanation	Yes	No
Web	02/01/2014	Closed with explanation	Yes	No
Web	02/11/2014	Closed with explanation	Yes	No
Web	02/02/2014	Closed with monetary relief	Yes	No
Web	02/11/2014	Closed with explanation	Yes	No
Web	02/11/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

682760

666346

695400

681934

701536

703055

708705

682002

700214

695566

709634

682046

708766

695578

708785

701745

695943

708506

695723

709134

708069

Bank Account or Service Complaints

Based on Consumer Complaints

02/11/2014	Bank account or service	Savings account
02/11/2014	Bank account or service	Checking account
01/23/2014	Bank account or service	Checking account
01/23/2014	Bank account or service	Other bank product/service
01/28/2014	Bank account or service	Checking account
01/23/2014	Bank account or service	Checking account
01/17/2014	Bank account or service	Checking account
01/23/2014	Bank account or service	Checking account
01/23/2014	Bank account or service	Checking account
01/28/2014	Bank account or service	Checking account
01/23/2014	Bank account or service	Checking account
02/11/2014	Bank account or service	Checking account
01/23/2014	Bank account or service	Checking account
02/12/2014	Bank account or service	Other bank product/service
02/12/2014	Bank account or service	Checking account
01/17/2014	Bank account or service	Checking account
02/12/2014	Bank account or service	Checking account
01/28/2014	Bank account or service	Checking account
02/03/2014	Bank account or service	Checking account
01/29/2014	Bank account or service	Savings account
02/12/2014	Bank account or service	Other bank product/service
01/17/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Using a debit or ATM card
Using a debit or ATM card
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	NY	11210		N/A
U.S. Bancorp	VA	20164	Older American	N/A
JPMorgan Chase & Co.	FL	33563		N/A
Amex	VA	22203		N/A
Wells Fargo & Company	GA	30506		N/A
Citizens Financial Group, Inc.	OH	44094		N/A
First National Bank of Omaha	NE	68005		N/A
Bank of America	NY	10278	Older American	N/A
Wells Fargo & Company	MN	55719		N/A
Wells Fargo & Company	GA	30236		N/A
BB&T Financial	MD	21144		N/A
Bank of America	TX	76472	Servicemember	N/A
Citizens Financial Group, Inc.	MA	01002		N/A
Citibank	TX	76106		N/A
Ally Financial Inc.	WV	24963		N/A
Bank of America	CA	94122		N/A
U.S. Bancorp	OR	97124		N/A
Wells Fargo & Company	PA	17603		N/A
PNC Bank N.A.	MD	20721		N/A
Wells Fargo & Company	CA	92346		N/A
Bank of America	CA	93030		N/A
Wells Fargo & Company	PA	18103		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	02/14/2014	Closed with monetary relief	Yes	No
Web	02/12/2014	Closed with explanation	Yes	No
Referral	01/31/2014	Closed with explanation	Yes	No
Web	01/31/2014	Closed with explanation	Yes	No
Web	01/28/2014	Closed with monetary relief	Yes	No
Web	01/31/2014	Closed with monetary relief	Yes	No
Web	01/23/2014	Closed with monetary relief	Yes	No
Phone	01/31/2014	Closed with explanation	Yes	No
Postal mail	01/31/2014	Closed with monetary relief	Yes	Yes
Phone	02/06/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with explanation	Yes	No
Web	02/11/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with explanation	Yes	Yes
Postal mail	02/14/2014	Closed with explanation	Yes	No
Web	02/11/2014	Closed with explanation	Yes	No
Referral	01/27/2014	Closed with explanation	Yes	No
Postal mail	02/18/2014	Closed with explanation	Yes	No
Web	01/28/2014	Closed with explanation	Yes	No
Referral	02/07/2014	Closed with monetary relief	Yes	No
Phone	02/06/2014	Closed with explanation	Yes	No
Referral	02/18/2014	Closed with explanation	Yes	Yes
Phone	01/27/2014	Closed with non-monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

709389
709197
682084
682088
688763
682221
674905
682428
681203
689444
681066
722229
682555
716739
736730
675152
714275
689276
696703
689983
714298
675286

Bank Account or Service Complaints

Based on Consumer Complaints

02/12/2014	Bank account or service	Checking account
02/12/2014	Bank account or service	Checking account
02/12/2014	Bank account or service	Checking account
02/03/2014	Bank account or service	Other bank product/service
01/17/2014	Bank account or service	Checking account
02/12/2014	Bank account or service	Checking account
02/06/2014	Bank account or service	Checking account
02/18/2014	Bank account or service	Checking account
01/23/2014	Bank account or service	Checking account
01/17/2014	Bank account or service	Checking account
02/06/2014	Bank account or service	Checking account
01/17/2014	Bank account or service	Checking account
01/23/2014	Bank account or service	(CD) Certificate of deposit
02/03/2014	Bank account or service	Other bank product/service
01/29/2014	Bank account or service	Other bank product/service
01/23/2014	Bank account or service	Other bank product/service
01/17/2014	Bank account or service	Checking account
02/18/2014	Bank account or service	(CD) Certificate of deposit
02/07/2014	Bank account or service	Other bank product/service
01/29/2014	Bank account or service	Checking account
02/07/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money
Using a debit or ATM card
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	NE	68901		N/A
U.S. Bancorp	IL	60203		N/A
Capital One	TX	77586		N/A
Wells Fargo & Company	CA	92346		N/A
JPMorgan Chase & Co.	CA	95241		N/A
Bank of America	DE	19711	Servicemember	N/A
Bank of America	DC	20009		N/A
Citizens Financial Group, Inc.	MA	01760	Older American	N/A
Citibank	NY	11374		N/A
Bank of America	CA	92024		N/A
JPMorgan Chase & Co.	CA	95336		N/A
TD Bank US Holding Company	CT	06040		N/A
JPMorgan Chase & Co.	GA	30088		N/A
First Data Corporation	CA	90650		N/A
Synchrony Financial	AL	35201	Servicemember	N/A
Amex	CA	95832		N/A
Frost Bank	TX	77088		N/A
SunTrust Banks, Inc.	VA	24523		N/A
BB&T Financial	PA	17112		N/A
Regions Financial Corporation	GA	31791		N/A
Wells Fargo & Company	TX	77063	Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	02/19/2014	Closed with explanation	Yes	No
Referral	02/19/2014	Closed with explanation	Yes	No
Referral	02/19/2014	Closed with monetary relief	Yes	No
Postal mail	02/10/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	No
Web	02/12/2014	Closed with monetary relief	Yes	No
Web	02/06/2014	Closed with monetary relief	Yes	No
Web	02/20/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with monetary relief	Yes	No
Web	01/17/2014	Closed with explanation	Yes	No
Web	02/06/2014	Closed with explanation	Yes	No
Phone	01/27/2014	Closed with non-monetary relief	Yes	No
Web	01/23/2014	Closed with explanation	Yes	Yes
Web	02/12/2014	Closed with explanation	No	
Referral	02/06/2014	Closed with explanation	Yes	No
Web	01/24/2014	Closed with explanation	Yes	No
Phone	01/27/2014	Closed with explanation	Yes	No
Postal mail	02/19/2014	Closed with explanation	Yes	Yes
Web	02/06/2014	Untimely response	No	
Referral	02/07/2014	Closed	Yes	Yes
Web	02/13/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

717456
717400
717434
696704
675340
727677
701923
718036
683108
675476
702013
674691
683466
696958
690172
683231
675545
717377
703171
691494
705199

Bank Account or Service Complaints

Based on Consumer Complaints

02/03/2014	Bank account or service	Checking account
02/18/2014	Bank account or service	Checking account
02/03/2014	Bank account or service	Other bank product/service
01/17/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Other bank product/service
02/21/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	Savings account
02/19/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Other bank product/service
01/24/2014	Bank account or service	Savings account
02/21/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Checking account
02/03/2014	Bank account or service	Checking account
02/03/2014	Bank account or service	Checking account
01/29/2014	Bank account or service	Other bank product/service
02/21/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Other bank product/service
02/12/2014	Bank account or service	Checking account
01/18/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money
Deposits and withdrawals
Making/receiving payments, sending money
Making/receiving payments, sending money
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	MD	20850	Older American	N/A
Wells Fargo & Company	GA	30350	Older American	N/A
BB&T Financial	TN	37921		N/A
HSBC North America Holdings Inc.	NY	11207		N/A
JPMorgan Chase & Co.	NY	11366		N/A
Webster Bank	CA	94017		N/A
SunTrust Banks, Inc.	NC	28451	Older American	N/A
PNC Bank N.A.	NJ	07719	Older American	N/A
Wells Fargo & Company	FL	33332		N/A
JPMorgan Chase & Co.	NJ	08753		N/A
Bank of America	FL	32746	Older American	N/A
Bank of America	MO	63146		N/A
HSBC North America Holdings Inc.	TX	78757	Older American	N/A
JPMorgan Chase & Co.	NV	89123	Older American, Servicemember	N/A
Bank of America	WV	26505		N/A
U.S. Bancorp	WA	98105		N/A
JPMorgan Chase & Co.	NJ	07302		N/A
U.S. Bancorp	GA	30032		N/A
Wells Fargo & Company	NY	10710		N/A
Wells Fargo & Company	CA	91740		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	02/07/2014	Closed with explanation	Yes	Yes
Phone	02/19/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with explanation	Yes	No
Fax	03/06/2014	Closed with explanation	Yes	No
Web	02/06/2014	Closed with explanation	Yes	No
Web	02/03/2014	Closed with explanation	Yes	Yes
Referral	02/24/2014	Closed with monetary relief	Yes	Yes
Web	02/24/2014	Closed with monetary relief	Yes	No
Referral	02/21/2014	Closed with explanation	Yes	No
Referral	03/04/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with explanation	Yes	No
Web	02/21/2014	Closed	Yes	No
Referral	02/03/2014	Closed with explanation	Yes	No
Postal mail	02/10/2014	Closed with explanation	Yes	No
Postal mail	02/07/2014	Closed with explanation	Yes	No
Web	01/29/2014	Closed with explanation	Yes	No
Referral	03/04/2014	Closed with explanation	Yes	No
Postal mail	02/03/2014	Closed with explanation	Yes	No
Phone	02/18/2014	Closed with non-monetary relief	Yes	Yes
Phone	01/27/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

697039
718240
697065
675667
684207
684208
726688
725566
722598
719968
684288
727563
684078
697873
697318
691519
725754
684397
717492
674350

Bank Account or Service Complaints

Based on Consumer Complaints

01/24/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Checking account
02/07/2014	Bank account or service	Other bank product/service
01/24/2014	Bank account or service	Other bank product/service
01/29/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Other bank product/service
02/12/2014	Bank account or service	Checking account
01/18/2014	Bank account or service	Checking account
01/18/2014	Bank account or service	Checking account
02/07/2014	Bank account or service	Other bank product/service
01/24/2014	Bank account or service	Checking account
02/07/2014	Bank account or service	Checking account
02/18/2014	Bank account or service	Other bank product/service
02/03/2014	Bank account or service	(CD) Certificate of deposit
02/21/2014	Bank account or service	Other bank product/service
01/29/2014	Bank account or service	Checking account
02/07/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Other bank product/service
01/18/2014	Bank account or service	Other bank product/service
01/18/2014	Bank account or service	Checking account
02/12/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Making/receiving payments, sending money
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Deposits and withdrawals
Problems caused by my funds being low
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Citibank	MD	20716		N/A
Amex	CA	92780		N/A
SunTrust Banks, Inc.	MD	21228		N/A
Citibank	TX	76134		N/A
Discover	GA	30032		N/A
Bank of America	MO	33480		N/A
Wells Fargo & Company	FL	33186		N/A
Wells Fargo & Company	AL	35126	Servicemember	N/A
U.S. Bancorp	IA	52240		N/A
Bank of America	IL	60010		N/A
Sterling Jewelers Inc.	TX	76134		N/A
FirstMerit Bank	OH	41105		N/A
JPMorgan Chase & Co.	OK	73160		N/A
UBS Bank	MA	02458		N/A
JPMorgan Chase & Co.	NV	89074	Older American	N/A
Wells Fargo & Company	NV	89403		N/A
Bank of the West	CA	93230		N/A
Bank of America	MD	20770		N/A
Fidelity National Information Services, Inc. (FNIS)	GA	30008		N/A
UBS Bank	TX	78209	Older American	N/A
Bank of America	NH	03869		N/A
People's United Bank	NY	11691		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	02/03/2014	Closed with monetary relief	Yes	No
Web	01/29/2014	Closed with explanation	Yes	No
Web	01/24/2014	Closed with explanation	Yes	No
Postal mail	02/11/2014	Closed with explanation	Yes	No
Postal mail	02/03/2014	Closed with explanation	Yes	No
Referral	02/06/2014	Closed with explanation	Yes	No
Phone	02/05/2014	Closed with explanation	Yes	Yes
Phone	02/18/2014	Closed with explanation	Yes	No
Web	01/18/2014	Closed with monetary relief	Yes	No
Web	01/18/2014	Closed with explanation	Yes	No
Postal mail	02/11/2014	Closed with explanation	Yes	No
Phone	02/19/2014	Closed with monetary relief	Yes	No
Web	02/07/2014	Closed with explanation	Yes	No
Fax	02/19/2014	Closed	Yes	No
Phone	02/05/2014	Closed with monetary relief	Yes	No
Postal mail	02/24/2014	Closed with explanation	Yes	No
Referral	02/06/2014	Closed with explanation	Yes	No
Web	02/07/2014	Closed with monetary relief	Yes	No
Phone	02/05/2014	Closed with explanation	Yes	No
Web	01/18/2014	Closed	Yes	No
Web	01/18/2014	Closed with monetary relief	Yes	No
Web	02/12/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

684434
684439
684440
703531
684402
690655
684477
717494
673950
673967
703383
684521
703674
718615
697609
725924
691374
703695
684564
676054
676064
711893

Bank Account or Service Complaints

Based on Consumer Complaints

02/07/2014	Bank account or service	Checking account
02/03/2014	Bank account or service	(CD) Certificate of deposit
01/19/2014	Bank account or service	Checking account
02/07/2014	Bank account or service	(CD) Certificate of deposit
02/21/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	Other bank product/service
02/21/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	(CD) Certificate of deposit
02/12/2014	Bank account or service	Other bank product/service
02/12/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
01/20/2014	Bank account or service	Other bank product/service
01/20/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Savings account
02/13/2014	Bank account or service	Checking account
02/13/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Citizens Financial Group, Inc.	NY	14619		N/A
Discover	CA	95949		N/A
Capital One	GA	30088		N/A
Citizens Financial Group, Inc.	RI	02908		N/A
SunTrust Banks, Inc.	GA	30144		N/A
Bank of America	AE	09470		N/A
PNC Bank N.A.	PA	15215		N/A
JPMorgan Chase & Co.	NJ	07621		N/A
Wells Fargo & Company	PA	19026	Older American, Servicemember	N/A
Wells Fargo & Company	GA	30310		N/A
Commerce Bank	MO	63130		N/A
Bank of America	CA	94014		N/A
Bank of the West	WA	98125		N/A
PNC Bank N.A.	AL	36877	Servicemember	N/A
PayPal Holdings, Inc.	IL	60640		N/A
BBVA Compass	TX	78225	Servicemember	N/A
Bank of America	WA	98168		N/A
Capital One	VA	22031		N/A
Bank of America	IL	60008		N/A
JPMorgan Chase & Co.	MD	20607		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	02/10/2014	Closed with explanation	Yes	No
Web	02/05/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	Yes
Fax	03/06/2014	Closed with explanation	Yes	No
Web	02/21/2014	Closed with explanation	Yes	No
Referral	03/14/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with explanation	Yes	No
Web	02/21/2014	Closed with explanation	Yes	No
Phone	02/24/2014	Closed with explanation	Yes	No
Web	02/24/2014	Closed with explanation	Yes	No
Web	02/12/2014	Closed with explanation	Yes	No
Web	02/12/2014	Closed with non-monetary relief	Yes	No
Web	02/03/2014	Closed with monetary relief	Yes	No
Web	02/03/2014	Closed with explanation	Yes	No
Web	01/24/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with explanation	Yes	Yes
Web	02/03/2014	Closed with explanation	Yes	No
Web	02/03/2014	Closed with monetary relief	Yes	No
Referral	02/18/2014	Closed with monetary relief	Yes	No
Referral	02/18/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

705557
698236
673825
705754
726107
698348
698351
726157
726188
726209
711950
711953
698472
698485
676313
673816
698511
698514
711988
711999

Bank Account or Service Complaints

Based on Consumer Complaints

01/20/2014	Bank account or service	Checking account
02/13/2014	Bank account or service	Checking account
02/07/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
01/29/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Other bank product/service
02/21/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	Checking account
02/13/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	Other bank product/service
02/18/2014	Bank account or service	Other bank product/service
02/13/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Other bank product/service
02/21/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	Checking account
02/13/2014	Bank account or service	Other bank product/service
02/21/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	(CD) Certificate of deposit
02/21/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	GA	30101	N/A
Regions Financial Corporation	FL	33705	N/A
Fifth Third Financial Corporation	MI	48134	N/A
PNC Bank N.A.	AL	36108	N/A
Wells Fargo & Company	TX	78739	N/A
Zions Bancorporation	CO	81503	N/A
Resurgent Capital Services L.P.	TX	77302	N/A
JPMorgan Chase & Co.	SC	29206	N/A
Fifth Third Financial Corporation	KY	40206	N/A
Bank of America	GA	30121	N/A
M&T Bank Corporation	NY	11238	N/A
Bank of America	FL	33572	N/A
Commercial Credit Counseling Services Inc.	IN	46755	N/A
JPMorgan Chase & Co.	FL	33908	N/A
M&T Bank Corporation	MD	21114	N/A
Bank of America	GA	30047	N/A
HSBC North America Holdings Inc.	IL	60523	N/A
Regions Financial Corporation	AL	35242	N/A
JPMorgan Chase & Co.	CA	92022	N/A
JPMorgan Chase & Co.	OK	73942	N/A
Discover	FL	32720	N/A
JPMorgan Chase & Co.	FL	33313	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	01/20/2014	Closed with explanation	Yes	No
Referral	02/18/2014	Closed with explanation	Yes	No
Web	02/12/2014	Closed with explanation	Yes	No
Phone	02/07/2014	Closed	Yes	No
Phone	02/07/2014	Closed with monetary relief	Yes	No
Referral	02/25/2014	Closed with explanation	Yes	No
Postal mail	02/07/2014	Closed with explanation	Yes	No
Referral	02/25/2014	Closed with monetary relief	Yes	No
Referral	02/25/2014	Closed with explanation	Yes	No
Web	02/12/2014	Closed with explanation	Yes	No
Referral	02/25/2014	Closed with explanation	Yes	Yes
Web	02/21/2014	Closed with explanation	Yes	No
Referral	04/07/2014	Closed with explanation	No	
Web	02/12/2014	Closed with explanation	Yes	Yes
Referral	02/25/2014	Closed with explanation	Yes	No
Referral	02/19/2014	Closed with explanation	Yes	No
Referral	02/25/2014	Closed with explanation	Yes	No
Referral	02/26/2014	Closed	Yes	No
Web	02/12/2014	Closed with explanation	Yes	No
Referral	02/24/2014	Closed with explanation	Yes	No
Referral	02/26/2014	Closed with explanation	Yes	No
Referral	02/26/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

676355
712003
704131
698590
691139
724810
698595
724817
724820
712067
724821
726386
719014
712102
724842
699154
724846
724847
712139
726419
724848
724854

Bank Account or Service Complaints

Based on Consumer Complaints

02/04/2014	Bank account or service	Savings account
02/13/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
02/13/2014	Bank account or service	Checking account
02/13/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	Checking account
02/13/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	Checking account
02/13/2014	Bank account or service	Checking account
02/07/2014	Bank account or service	Savings account
02/18/2014	Bank account or service	Checking account
02/08/2014	Bank account or service	Checking account
02/08/2014	Bank account or service	Checking account
02/08/2014	Bank account or service	Checking account
02/22/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/22/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/22/2014	Bank account or service	Checking account
02/22/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	CA	90255		N/A
Zions Bancorporation	CA	90064		N/A
BBVA Compass	GA	30328		N/A
JPMorgan Chase & Co.	FL	32937		N/A
Bank of America	CA	94523		N/A
PNC Bank N.A.	PA	18661		N/A
Regions Financial Corporation	GA	30012		N/A
U.S. Bancorp	MO	63376		N/A
BB&T Financial	FL	33067		N/A
Synchrony Financial	MN	55109		N/A
Bank of America	CA	92307		N/A
Bank of America	CA	90065	Older American	N/A
Wells Fargo & Company	CA	94530		N/A
Citibank	CA	93065		N/A
TD Bank US Holding Company	GA	30005		N/A
Bank of America	NC	27537		N/A
Wells Fargo & Company	AK	99688		N/A
JPMorgan Chase & Co.	TX	78225	Servicemember	N/A
JPMorgan Chase & Co.	NJ	07646		N/A
BNY Mellon	OH	44039		N/A
Wells Fargo & Company	NY	10017		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	02/10/2014	Closed with explanation	Yes	No
Web	02/18/2014	Closed with explanation	Yes	No
Referral	02/07/2014	Closed with explanation	Yes	No
Referral	02/18/2014	Closed with explanation	Yes	No
Referral	02/18/2014	Closed with monetary relief	Yes	No
Referral	02/25/2014	Closed with non-monetary relief	Yes	No
Referral	02/18/2014	Closed	Yes	No
Web	02/21/2014	Closed with explanation	Yes	Yes
Referral	02/18/2014	Closed with explanation	Yes	Yes
Web	02/08/2014	Closed with explanation	Yes	No
Phone	02/19/2014	Closed with explanation	Yes	No
Web	02/07/2014	Closed with explanation	Yes	No
Web	02/07/2014	Closed with explanation	Yes	No
Web	02/07/2014	Closed with non-monetary relief	Yes	No
Web	02/22/2014	Closed with explanation	Yes	Yes
Web	02/18/2014	Closed with monetary relief	Yes	No
Fax	02/24/2014	Closed with explanation	Yes	Yes
Web	02/26/2014	Closed with explanation	Yes	No
Web	02/19/2014	Closed with explanation	Yes	No
Web	02/25/2014	Closed with monetary relief	Yes	No
Web	02/27/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

705828
712172
699751
712317
712303
724880
712512
726488
712385
704361
719196
704503
704531
704562
726728
720206
726753
719987
720235
726781
726822

Bank Account or Service Complaints

Based on Consumer Complaints

02/19/2014	Bank account or service	Other bank product/service
02/19/2014	Bank account or service	Cashing a check without an account
02/22/2014	Bank account or service	Checking account
02/23/2014	Bank account or service	Checking account
02/23/2014	Bank account or service	Checking account
02/23/2014	Bank account or service	Checking account
02/23/2014	Bank account or service	Checking account
02/23/2014	Bank account or service	(CD) Certificate of deposit
02/24/2014	Bank account or service	Checking account
02/24/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	(CD) Certificate of deposit
02/19/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Other bank product/service
02/19/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/08/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

PayPal Holdings, Inc.				N/A
Wells Fargo & Company	NJ	08226		N/A
Bank of America	TX	78240		N/A
Wells Fargo & Company	SC	29620		N/A
Whitney Bank	MS	39563	Older American	N/A
Whitney Bank	LA	70769		N/A
Citibank	CA	90037	Older American	N/A
Wells Fargo & Company	IN	47712	Older American	N/A
Wells Fargo & Company	AL	36117		N/A
PayPal Holdings, Inc.	VA	22015		N/A
JPMorgan Chase & Co.	CA	94303		N/A
TD Bank US Holding Company	FL	33579		N/A
Bank of America	FL	33165		N/A
Wells Fargo & Company	CA	90028		N/A
Capital One	NY	11703		N/A
TD Bank US Holding Company	NY	11590		N/A
Union Bank	OR	97233		N/A
SunTrust Banks, Inc.	VA	23602		N/A
HSBC North America Holdings Inc.	NY	11432		N/A
Bank of America	IL	60636		N/A
U.S. Bancorp	UT	84118		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	02/19/2014	Closed with monetary relief	Yes	No
Web	02/20/2014	Closed with explanation	Yes	No
Web	02/22/2014	Closed with monetary relief	Yes	No
Web	02/22/2014	Closed with monetary relief	Yes	No
Web	02/27/2014	Closed with explanation	Yes	No
Web	02/23/2014	Closed with explanation	Yes	No
Web	02/23/2014	Closed with monetary relief	Yes	No
Web	02/23/2014	Closed with explanation	Yes	Yes
Referral	02/26/2014	Closed with monetary relief	Yes	Yes
Web	02/24/2014	Closed with monetary relief	Yes	No
Referral	02/20/2014	Closed with non-monetary relief	Yes	No
Referral	02/20/2014	Closed with explanation	Yes	No
Referral	02/20/2014	Closed with explanation	Yes	No
Referral	02/21/2014	Closed with non-monetary relief	Yes	No
Referral	02/21/2014	Closed with monetary relief	Yes	No
Referral	02/21/2014	Closed with monetary relief	Yes	No
Referral	02/21/2014	Closed with explanation	Yes	No
Referral	02/21/2014	Closed with monetary relief	Yes	No
Phone	02/20/2014	Closed with explanation	Yes	Yes
Web	02/08/2014	Closed with non-monetary relief	Yes	No
Web	02/27/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

720294
720334
727588
726909
726934
724974
727017
724787
727922
727664
720760
720701
721579
722592
722602
722617
722039
721548
720582
704582
719882

Bank Account or Service Complaints

Based on Consumer Complaints

02/08/2014	Bank account or service	Checking account
02/08/2014	Bank account or service	Checking account
02/08/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Checking account
02/08/2014	Bank account or service	Checking account
01/29/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Checking account
02/09/2014	Bank account or service	Savings account
02/09/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Checking account
01/29/2014	Bank account or service	Checking account
01/29/2014	Bank account or service	Other bank product/service
01/29/2014	Bank account or service	Other bank product/service
01/24/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
01/29/2014	Bank account or service	Checking account
02/13/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Regions Financial Corporation	LA	70122	Older American	N/A
TD Bank US Holding Company	PA	19061		N/A
Citizens Financial Group, Inc.	MI	48304	Older American	N/A
TD Bank US Holding Company	FL	33404		N/A
Regions Financial Corporation	FL	32225		N/A
Citibank	NY	11024		N/A
Citizens Financial Group, Inc.	VT	05301		N/A
Citizens Financial Group, Inc.	RI	02895		N/A
Wells Fargo & Company	AL	36703		N/A
BOK Financial Corp	OK	73025		N/A
Wells Fargo & Company	DE	19977		N/A
JPMorgan Chase & Co.	FL	33647		N/A
Banco Popular de Puerto Rico	FL	33027		N/A
U.S. Bancorp	CO	80504		N/A
Citibank	MI	48197		N/A
Bank of America	CA	90037		N/A
Wells Fargo & Company	GA	30152		N/A
Wells Fargo & Company	OK	73099		N/A
HSBC North America Holdings Inc.	NY	10803		N/A
Santander Bank US	MA	01863		N/A
M&T Bank Corporation	MD	21117		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	02/08/2014	Closed with monetary relief	Yes	No
Web	02/08/2014	Closed with monetary relief	Yes	No
Web	02/09/2014	Closed with monetary relief	Yes	No
Phone	02/03/2014	Closed with monetary relief	Yes	Yes
Phone	02/03/2014	Closed with explanation	Yes	No
Web	02/08/2014	Closed with explanation	Yes	Yes
Web	01/29/2014	Closed with monetary relief	Yes	Yes
Web	01/31/2014	Closed with monetary relief	Yes	No
Web	02/09/2014	Closed with explanation	Yes	No
Web	02/09/2014	Closed with monetary relief	Yes	No
Referral	02/03/2014	Closed with monetary relief	Yes	No
Referral	02/03/2014	Closed with explanation	Yes	Yes
Referral	02/04/2014	Closed with monetary relief	Yes	No
Web	01/29/2014	Closed with monetary relief	Yes	No
Web	01/29/2014	Closed with explanation	Yes	No
Web	01/29/2014	Closed with non-monetary relief	Yes	No
Referral	02/03/2014	Closed with non-monetary relief	Yes	No
Web	02/19/2014	Closed with explanation	Yes	No
Web	01/31/2014	Closed with explanation	Yes	No
Web	02/13/2014	Closed	Yes	Yes
Referral	02/20/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

704585
704588
704665
684663
683490
705564
691184
684811
704867
705634
685474
685427
683424
691273
691304
691308
683439
721152
691334
712894
722409

Bank Account or Service Complaints

Based on Consumer Complaints

01/24/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/09/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	(CD) Certificate of deposit
02/10/2014	Bank account or service	(CD) Certificate of deposit
02/19/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Checking account
02/10/2014	Bank account or service	Other bank product/service
02/10/2014	Bank account or service	Other bank product/service
02/10/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	(CD) Certificate of deposit
02/10/2014	Bank account or service	Other bank product/service
02/10/2014	Bank account or service	Checking account
02/10/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Checking account
02/10/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Checking account
02/10/2014	Bank account or service	Savings account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Citibank	FL	33131		N/A
Fifth Third Financial Corporation	MI	48226		N/A
Bank of America	CA	90250		N/A
JPMorgan Chase & Co.	NY	11967		N/A
HSBC North America Holdings Inc.	NY	11742		N/A
Bank of Hawaii	HI	96782		N/A
Bank of the West	OR	97232		N/A
SunTrust Banks, Inc.	LA	71423		N/A
Synchrony Financial	TX	78727		N/A
Wells Fargo & Company	CA	93033		N/A
U.S. Bancorp	CA	92629		N/A
SunTrust Banks, Inc.	FL	32157		N/A
SunTrust Banks, Inc.	MD	20871		N/A
PNC Bank N.A.	CA	92869		N/A
Capital One	CA	94565		N/A
Washington Federal	NM	88101		N/A
Wells Fargo & Company	CA	94506		N/A
Whitney Bank	LA	70001		N/A
USAA Savings	GA	30067		N/A
BB&T Financial	PA	17202	Older American	N/A
Bank of America	PA	15068		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	01/24/2014	Closed with non-monetary relief	Yes	No
Referral	02/21/2014	Closed with monetary relief	Yes	No
Referral	02/25/2014	Closed with explanation	Yes	No
Web	02/09/2014	Closed with explanation	Yes	Yes
Web	01/29/2014	Closed with monetary relief	Yes	No
Phone	02/21/2014	Closed with explanation	Yes	No
Postal mail	02/07/2014	Closed with explanation	Yes	Yes
Web	02/09/2014	Closed with explanation	Yes	No
Web	03/04/2014	Closed with monetary relief	Yes	No
Web	01/25/2014	Closed with explanation	Yes	Yes
Referral	02/11/2014	Closed with explanation	Yes	No
Referral	02/14/2014	Closed with explanation	Yes	No
Referral	02/11/2014	Closed with explanation	Yes	No
Web	02/19/2014	Closed	Yes	No
Postal mail	02/11/2014	Closed with explanation	Yes	No
Referral	03/03/2014	Closed with explanation	Yes	No
Referral	02/11/2014	Closed with explanation	Yes	Yes
Web	01/30/2014	Closed with explanation	Yes	No
Referral	02/11/2014	Closed with explanation	Yes	No
Web	01/30/2014	Closed with explanation	Yes	No
Referral	02/11/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

684925
722967
719937
705934
692009
721664
693364
705992
721297
683366
706998
708109
708152
721424
707752
706859
706953
693955
706847
693349
707042

Bank Account or Service Complaints

Based on Consumer Complaints

02/19/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Other bank product/service
02/19/2014	Bank account or service	Other bank product/service
02/04/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Other bank product/service
03/01/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Other bank product/service
02/13/2014	Bank account or service	Checking account
02/13/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
01/25/2014	Bank account or service	Checking account
01/25/2014	Bank account or service	Checking account
01/25/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Using a debit or ATM card
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	VA	24141	Older American	N/A
Bank of America	CA	91767		N/A
PNC Bank N.A.	AL	36601		N/A
U.S. Bancorp	CA	95207		N/A
PNC Bank N.A.	FL	32413		N/A
Citizens Financial Group, Inc.	MA	02703		N/A
Bank of America	CA	92024		N/A
TD Bank US Holding Company	NJ	08319		N/A
Wells Fargo & Company	PA	19150		N/A
Wells Fargo & Company	NV	89502		N/A
PNC Bank N.A.	PA	17111		N/A
CoreLogic	AZ	86351		N/A
JPMorgan Chase & Co.	NY	10016		N/A
TD Bank US Holding Company	NJ	08053		N/A
Mercedes-Benz Financial Services	AZ	86351		N/A
Citizens Financial Group, Inc.	IL	60098		N/A
Wells Fargo & Company	AL	36310		N/A
JPMorgan Chase & Co.	KS	66030		N/A
JPMorgan Chase & Co.	TX	78611		N/A
U.S. Bancorp	OR	97045		N/A
Citizens Financial Group, Inc.	IL	60641	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	02/20/2014	Closed with explanation	Yes	No
Referral	02/04/2014	Closed with explanation	Yes	No
Phone	02/20/2014	Closed with explanation	Yes	No
Referral	02/21/2014	Closed with explanation	Yes	No
Referral	02/21/2014	Closed with explanation	Yes	No
Web	02/04/2014	Closed with explanation	Yes	No
Referral	02/21/2014	Closed with explanation	Yes	No
Web	02/04/2014	Closed with monetary relief	Yes	No
Web	01/30/2014	Closed with non-monetary relief	Yes	No
Web	02/04/2014	Closed	Yes	No
Postal mail	02/07/2014	Closed	Yes	No
Postal mail	02/07/2014	Closed with explanation	Yes	Yes
Fax	03/04/2014	Closed with explanation	Yes	No
Phone	02/07/2014	Closed with non-monetary relief	Yes	No
Postal mail	02/07/2014	Closed with explanation	Yes	Yes
Referral	02/19/2014	Closed with monetary relief	Yes	No
Referral	02/19/2014	Closed with explanation	Yes	Yes
Web	02/06/2014	Closed with monetary relief	Yes	No
Referral	02/04/2014	Closed with monetary relief	Yes	No
Referral	02/04/2014	Closed with explanation	Yes	No
Referral	02/04/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

721514
683450
721534
719970
719972
698901
719974
698919
692303
698938
693504
693477
738557
692340
693478
713444
713450
698998
685490
685493
685494

Bank Account or Service Complaints

Based on Consumer Complaints

02/13/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	(CD) Certificate of deposit
02/20/2014	Bank account or service	Checking account
02/27/2014	Bank account or service	Checking account
02/20/2014	Bank account or service	Checking account
02/14/2014	Bank account or service	Checking account
01/25/2014	Bank account or service	Other bank product/service
02/14/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Savings account
01/25/2014	Bank account or service	Checking account
02/20/2014	Bank account or service	Checking account
02/14/2014	Bank account or service	Other bank product/service
02/10/2014	Bank account or service	Checking account
02/24/2014	Bank account or service	Savings account
01/25/2014	Bank account or service	(CD) Certificate of deposit
01/30/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
02/27/2014	Bank account or service	Checking account
02/24/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	(CD) Certificate of deposit

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	WA	98576		N/A
Santander Bank US	MA	02170	Older American	N/A
Bank of America	AZ	85142		N/A
U.S. Bancorp	MN	55075		N/A
Wells Fargo & Company	CA	92679		N/A
USAA Savings	VT	05030		N/A
Citibank	MA	01083		N/A
Citizens Financial Group, Inc.	NJ	08060		N/A
JPMorgan Chase & Co.	MI	49507		N/A
U.S. Bancorp	WI	53178		N/A
Wells Fargo & Company	CA	93001	Older American	N/A
Receivables Management Corporation	TX	76116		N/A
TD Bank US Holding Company	DE	19734		N/A
Wells Fargo & Company	NY	11378		N/A
Bank of America	NH	03865		N/A
Zions Bancorporation	NV	89048		N/A
HSBC North America Holdings Inc.	NY	10010		N/A
U.S. Bancorp	TN	37042		N/A
Wells Fargo & Company	TX	75034		N/A
Wells Fargo & Company	KY	41018		N/A
Wells Fargo & Company	NJ	07738		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	02/21/2014	Closed with explanation	Yes	No
Web	02/04/2014	Closed	Yes	No
Web	02/19/2014	Closed with non-monetary relief	Yes	Yes
Web	02/27/2014	Closed with monetary relief	Yes	No
Web	02/19/2014	Closed with explanation	Yes	No
Referral	02/19/2014	Closed with monetary relief	Yes	No
Web	01/24/2014	Closed with explanation	Yes	No
Referral	02/19/2014	Closed with explanation	Yes	No
Phone	02/08/2014	Closed with explanation	Yes	Yes
Web	01/24/2014	Closed with monetary relief	Yes	Yes
Web	02/19/2014	Closed with explanation	Yes	No
Postal mail	03/03/2014	Closed with explanation	Yes	No
Phone	02/11/2014	Closed with monetary relief	Yes	No
Referral	02/25/2014	Closed with explanation	Yes	No
Web	01/25/2014	Closed with explanation	Yes	No
Referral	02/09/2014	Closed with explanation	Yes	No
Referral	02/07/2014	Closed with explanation	Yes	No
Web	02/27/2014	Closed with explanation	Yes	No
Web	02/24/2014	Closed with explanation	Yes	No
Referral	02/06/2014	Closed with explanation	Yes	No
Referral	02/05/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

713561
699830
722460
735380
722496
714470
685581
715888
693400
685611
722535
716664
706347
732144
685667
693973
699217
735599
728543
693412
693422

Bank Account or Service Complaints

Based on Consumer Complaints

02/10/2014	Bank account or service	Checking account
01/26/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Other bank product/service
01/30/2014	Bank account or service	Checking account
01/26/2014	Bank account or service	(CD) Certificate of deposit
02/24/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Checking account
02/24/2014	Bank account or service	Checking account
01/26/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Checking account
01/27/2014	Bank account or service	Checking account
02/10/2014	Bank account or service	Checking account
02/14/2014	Bank account or service	(CD) Certificate of deposit
01/27/2014	Bank account or service	Other bank product/service
02/10/2014	Bank account or service	Other bank product/service
02/24/2014	Bank account or service	Other bank product/service
02/14/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
02/14/2014	Bank account or service	Checking account
01/27/2014	Bank account or service	Checking account
02/24/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	IL	60440		N/A
JPMorgan Chase & Co.	CA	91107		N/A
JPMorgan Chase & Co.	FL	33138		N/A
Bank of America	MO	64850		N/A
Bank of America	AL	35022		N/A
USAA Savings	GA	30044	Servicemember	N/A
SunTrust Banks, Inc.	GA	30501		N/A
Bank of America	MD	21042		N/A
Bank of America	MD	21047	Older American	N/A
Union Bank	CA	92807		N/A
Bank of America	MD	20743		N/A
Investors Bank	NJ	08109		N/A
Barclays PLC	FL	34292	Older American	N/A
Sterling Infosystems, Inc.	VA	23505		N/A
USAA Savings	TX	75051		N/A
U.S. Bancorp	MN	55125	Older American	N/A
PNC Bank N.A.				N/A
Capital One	MD	21795		N/A
BB&T Financial	FL	33176		N/A
JPMorgan Chase & Co.	AZ	85016		N/A
Citibank	NY	11426		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	02/10/2014	Closed with explanation	Yes	No
Web	01/30/2014	Closed with explanation	Yes	No
Phone	02/07/2014	Closed with explanation	Yes	No
Referral	02/07/2014	Closed with monetary relief	Yes	Yes
Web	01/26/2014	Closed with explanation	Yes	No
Phone	02/25/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with explanation	Yes	Yes
Web	02/24/2014	Closed with explanation	Yes	Yes
Web	01/26/2014	Closed with explanation	Yes	No
Referral	02/07/2014	Closed with explanation	Yes	Yes
Web	01/26/2014	Closed with monetary relief	Yes	No
Web	02/11/2014	Closed with explanation	Yes	Yes
Phone	02/20/2014	Closed with explanation	Yes	No
Web	02/10/2014	Closed with explanation	Yes	Yes
Web	02/13/2014	Closed with explanation	Yes	Yes
Phone	02/25/2014	Closed with explanation	Yes	No
Postal mail	02/19/2014	Closed with explanation	Yes	No
Web	02/04/2014	Closed with explanation	Yes	Yes
Referral	02/19/2014	Closed with explanation	Yes	No
Referral	02/05/2014	Closed with explanation	Yes	No
Fax	02/25/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

706512
685862
692728
693430
685895
727807
693438
727666
685932
693446
686544
707452
714753
686021
707386
728722
714805
699515
715751
687861
727731

Bank Account or Service Complaints

Based on Consumer Complaints

02/04/2014	Bank account or service	Checking account
01/27/2014	Bank account or service	Other bank product/service
02/04/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
02/27/2014	Bank account or service	Checking account
02/27/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Checking account
02/24/2014	Bank account or service	Checking account
02/24/2014	Bank account or service	Checking account
02/14/2014	Bank account or service	Other bank product/service
01/27/2014	Bank account or service	(CD) Certificate of deposit
02/05/2014	Bank account or service	Checking account
02/14/2014	Bank account or service	(CD) Certificate of deposit
01/30/2014	Bank account or service	Checking account
02/10/2014	Bank account or service	Checking account
02/10/2014	Bank account or service	Savings account
02/24/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Regions Financial Corporation	FL	32801		N/A
Wells Fargo & Company	NY	10009		N/A
JPMorgan Chase & Co.	AZ	85338		N/A
JPMorgan Chase & Co.	FL	33073		N/A
Bank of America	CA	94533		N/A
The Huntington National Bank	MI	48234		N/A
Capital One	CA	92656		N/A
Bank of America	MI	48357	Older American	N/A
Wells Fargo & Company	AZ	85118		N/A
Bank of America	FL	32175		N/A
JPMorgan Chase & Co.	FL	32733		N/A
PNC Bank N.A.	MD	21701	Older American	N/A
Bank of America	CA	90057		N/A
JPMorgan Chase & Co.	KY	40214	Older American, Servicemember	N/A
Wells Fargo & Company	GA	30549		N/A
Santander Bank US	MA	01752		N/A
Wells Fargo & Company	GA	30004		N/A
Wells Fargo & Company	OK	74112	Older American	N/A
Bank of America	OR	97116		N/A
Bank of America	NY	10467		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	02/10/2014	Closed with monetary relief	Yes	No
Web	01/27/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with explanation	Yes	No
Referral	02/11/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with non-monetary relief	Yes	No
Referral	03/05/2014	Closed with explanation	Yes	No
Referral	03/05/2014	Closed with explanation	Yes	No
Phone	02/07/2014	Closed with explanation	Yes	Yes
Web	02/04/2014	Closed with explanation	Yes	No
Web	01/30/2014	Closed with monetary relief	Yes	No
Web	02/27/2014	Closed with explanation	Yes	No
Web	02/25/2014	Closed with monetary relief	Yes	No
Referral	02/21/2014	Closed with explanation	Yes	No
Phone	02/05/2014	Closed with monetary relief	Yes	No
Web	02/04/2014	Closed with explanation	Yes	No
Referral	02/19/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with explanation	Yes	No
Postal mail	02/11/2014	Closed with explanation	Yes	No
Web	02/10/2014	Closed with monetary relief	Yes	No
Phone	02/25/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

699768
686696
699773
699774
699778
734287
734290
693018
710335
693785
728866
727842
715839
686786
710338
714978
693452
706963
706969
728963

Bank Account or Service Complaints

Based on Consumer Complaints

01/30/2014	Bank account or service	Other bank product/service
02/05/2014	Bank account or service	Other bank product/service
02/24/2014	Bank account or service	Other bank product/service
02/24/2014	Bank account or service	Other bank product/service
01/30/2014	Bank account or service	(CD) Certificate of deposit
02/24/2014	Bank account or service	Other bank product/service
02/28/2014	Bank account or service	Checking account
02/28/2014	Bank account or service	Checking account
03/20/2014	Bank account or service	Checking account
02/28/2014	Bank account or service	Checking account
02/25/2014	Bank account or service	Checking account
02/05/2014	Bank account or service	Checking account
02/25/2014	Bank account or service	Checking account
02/28/2014	Bank account or service	Checking account
02/25/2014	Bank account or service	Other bank product/service
02/28/2014	Bank account or service	Checking account
02/05/2014	Bank account or service	Checking account
02/28/2014	Bank account or service	Checking account
02/28/2014	Bank account or service	Checking account
02/28/2014	Bank account or service	Checking account
02/14/2014	Bank account or service	(CD) Certificate of deposit
02/14/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Using a debit or ATM card
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

PayPal Holdings, Inc.	IL	60659		N/A
JPMorgan Chase & Co.	IN	46403		N/A
JPMorgan Chase & Co.	IL	60025		N/A
SunTrust Banks, Inc.	GA	30009		N/A
Santander Bank US	MA	02460		N/A
OneMain Financial Holdings, LLC	CA	90038		N/A
Bank of America				N/A
BB&T Financial	AL	35211		N/A
Wells Fargo & Company	CA	90069	Older American	N/A
Wells Fargo & Company	FL	32303		N/A
Citibank	CA	94080		N/A
Wells Fargo & Company	NC	28328		N/A
Amex	AZ	85296		N/A
Bank of the West	NE	68122		N/A
ATG Credit, LLC	AL	36582		N/A
Fidelity National Information Services, Inc. (FNIS)	TX	77089		N/A
Bank of America	MI	48626		N/A
JPMorgan Chase & Co.	GA	30259		N/A
Bank of America	TX	77021		N/A
Synovus Bank	FL	34677		N/A
TD Bank US Holding Company	MA	01603	Older American	N/A
Bank of America	MD	20910		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	01/31/2014	Closed with monetary relief	Yes	No
Web	02/04/2014	Closed with explanation	Yes	No
Referral	02/26/2014	Closed with explanation	Yes	Yes
Referral	03/06/2014	Closed with explanation	Yes	Yes
Postal mail	02/05/2014	Closed	Yes	Yes
Postal mail	02/25/2014	Closed with explanation	Yes	No
Referral	03/05/2014	Closed with explanation	Yes	No
Referral	03/04/2014	Closed with explanation	Yes	No
Web	04/03/2014	Closed with explanation	Yes	Yes
Fax	03/04/2014	Closed with monetary relief	Yes	Yes
Web	02/25/2014	Closed with monetary relief	Yes	No
Referral	02/07/2014	Closed with monetary relief	Yes	Yes
Web	02/25/2014	Closed with monetary relief	Yes	No
Web	03/05/2014	Closed with explanation	Yes	Yes
Web	03/01/2014	Closed	Yes	No
Web	02/28/2014	Closed with explanation	Yes	No
Web	02/05/2014	Closed with monetary relief	Yes	No
Web	02/28/2014	Closed with explanation	Yes	No
Web	02/28/2014	Closed with explanation	Yes	No
Web	03/01/2014	Closed with explanation	Yes	Yes
Referral	02/19/2014	Closed with explanation	Yes	No
Web	02/14/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

693466
702608
727763
727769
693459
728698
738214
738121
769822
736791
730203
702849
730206
736687
730281
736770
700433
737813
737898
739037
715077
714184

Bank Account or Service Complaints

Based on Consumer Complaints

02/14/2014	Bank account or service	Checking account
02/14/2014	Bank account or service	Checking account
02/14/2014	Bank account or service	Checking account
02/14/2014	Bank account or service	Other bank product/service
02/20/2014	Bank account or service	Other bank product/service
02/20/2014	Bank account or service	(CD) Certificate of deposit
02/20/2014	Bank account or service	Checking account
02/20/2014	Bank account or service	Checking account
02/14/2014	Bank account or service	Checking account
02/14/2014	Bank account or service	Checking account
02/28/2014	Bank account or service	(CD) Certificate of deposit
02/20/2014	Bank account or service	Checking account
02/20/2014	Bank account or service	Checking account
02/15/2014	Bank account or service	Other bank product/service
02/25/2014	Bank account or service	Other bank product/service
02/20/2014	Bank account or service	Savings account
02/28/2014	Bank account or service	Checking account
02/28/2014	Bank account or service	Checking account
02/15/2014	Bank account or service	Checking account
02/25/2014	Bank account or service	Checking account
02/20/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card
Problems caused by my funds being low
Deposits and withdrawals
Making/receiving payments, sending money
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	FL	32225		N/A
Regions Financial Corporation	TN	37604		N/A
Wells Fargo & Company	TX	78250		N/A
Bank of America				N/A
Citizens Financial Group, Inc.	MA	02459		N/A
JPMorgan Chase & Co.	NY	11204	Older American	N/A
Wells Fargo & Company	NJ	07114		N/A
JPMorgan Chase & Co.	OH	44667		N/A
Wells Fargo & Company	VA	23185	Older American	N/A
JPMorgan Chase & Co.	OR	97213	Older American	N/A
Capital One	NY	11693		N/A
JPMorgan Chase & Co.	CA	91411		N/A
JPMorgan Chase & Co.	AZ	85020		N/A
PayPal Holdings, Inc.	AL	36535		N/A
Grant & Weber	CA	90038		N/A
Capital One	LA	70122		N/A
U.S. Bancorp	IL	62095		N/A
Wells Fargo & Company	VA	24016		N/A
Citizens Financial Group, Inc.	PA	17103		N/A
SunTrust Banks, Inc.	HI	96797	Servicemember	N/A
U.S. Bancorp	WA	98198		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	02/19/2014	Closed with explanation	Yes	No
Referral	02/19/2014	Closed with explanation	Yes	No
Web	02/14/2014	Closed with explanation	No	No
Referral	02/25/2014	Closed with explanation	Yes	No
Web	02/20/2014	Closed with monetary relief	Yes	No
Web	02/26/2014	Closed with non-monetary relief	Yes	Yes
Phone	02/21/2014	Closed with explanation	Yes	No
Referral	02/24/2014	Closed with explanation	Yes	No
Phone	02/19/2014	Closed with explanation	Yes	No
Web	02/14/2014	Closed with monetary relief	Yes	No
Fax	03/04/2014	Closed with non-monetary relief	Yes	No
Web	02/20/2014	Closed with explanation	Yes	No
Web	02/28/2014	Closed with explanation	Yes	No
Web	02/15/2014	Closed with explanation	Yes	No
Postal mail	02/26/2014	Closed with explanation	Yes	No
Referral	02/24/2014	Closed with explanation	Yes	No
Referral	03/04/2014	Closed with explanation	Yes	No
Referral	03/04/2014	Closed with non-monetary relief	Yes	No
Web	02/15/2014	Closed with explanation	Yes	No
Web	02/25/2014	Closed with explanation	Yes	No
Referral	02/24/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

715144
715147
715217
715273
722923
722219
723158
722307
715649
715709
738034
722128
723441
715900
730503
722317
738714
738696
715984
729737
722329

Bank Account or Service Complaints

Based on Consumer Complaints

02/28/2014	Bank account or service	Other bank product/service
02/20/2014	Bank account or service	Savings account
02/15/2014	Bank account or service	Other bank product/service
02/20/2014	Bank account or service	Checking account
02/20/2014	Bank account or service	Checking account
02/25/2014	Bank account or service	Other bank product/service
02/28/2014	Bank account or service	Checking account
03/05/2014	Bank account or service	Savings account
02/28/2014	Bank account or service	Checking account
02/28/2014	Bank account or service	Checking account
02/28/2014	Bank account or service	Checking account
02/28/2014	Bank account or service	Checking account
03/05/2014	Bank account or service	Savings account
02/25/2014	Bank account or service	Checking account
02/25/2014	Bank account or service	Other bank product/service
02/25/2014	Bank account or service	Savings account
03/06/2014	Bank account or service	Checking account
02/25/2014	Bank account or service	Savings account
02/20/2014	Bank account or service	Other bank product/service
03/11/2014	Bank account or service	Other bank product/service
02/21/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

First Advantage Corporation	AZ	85118		N/A
BNY Mellon	PA	15221		N/A
TD Bank US Holding Company	NY	10282		N/A
TD Bank US Holding Company	NY	10541		N/A
Bank of America	FL	33056		N/A
Bank of America	NY	11365		N/A
U.S. Bancorp	CA	95380		N/A
SunTrust Banks, Inc.	GA	31554		N/A
U.S. Bancorp	IL	60153		N/A
Bank of America	NC	28092		N/A
Bank of America	MD	21220		N/A
Citibank	CA	93550		N/A
Bank of America	CA	93637	Older American	N/A
The Huntington National Bank	MI	48840		N/A
Bank of America	OH	45014	Older American	N/A
Wells Fargo & Company	CA	92104	Older American	N/A
Wells Fargo & Company	CA	92627		N/A
Bank of America	FL	33054		N/A
Ditech Financial LLC	AL	35405	Servicemember	N/A
SunTrust Banks, Inc.	MD	20901	Older American	N/A
JPMorgan Chase & Co.	NJ	07621		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	03/03/2014	Closed with explanation	Yes	No
Referral	02/24/2014	Closed with monetary relief	Yes	No
Web	02/15/2014	Closed with monetary relief	Yes	No
Referral	02/24/2014	Closed with monetary relief	Yes	No
Phone	02/21/2014	Closed with explanation	Yes	No
Phone	02/26/2014	Closed with explanation	Yes	No
Web	02/28/2014	Closed with non-monetary relief	Yes	No
Postal mail	03/07/2014	Closed with explanation	Yes	No
Referral	03/05/2014	Closed with explanation	Yes	No
Web	02/28/2014	Closed with monetary relief	Yes	No
Web	02/28/2014	Closed with explanation	No	No
Phone	03/04/2014	Closed with monetary relief	Yes	No
Web	03/05/2014	Closed with explanation	Yes	No
Web	02/25/2014	Closed with explanation	Yes	No
Referral	02/26/2014	Closed with explanation	Yes	No
Phone	02/26/2014	Closed with monetary relief	Yes	No
Web	03/05/2014	Closed with explanation	Yes	No
Phone	02/27/2014	Closed with explanation	Yes	No
Referral	02/24/2014	Closed with explanation	Yes	Yes
Web	03/12/2014	Closed with non-monetary relief	Yes	No
Referral	02/24/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

738322
722331
716016
722342
723718
730663
738441
745469
738476
736627
736643
738535
746264
731827
731341
730898
746277
730978
724032
755590
724781

Bank Account or Service Complaints

Based on Consumer Complaints

02/21/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	Checking account
03/01/2014	Bank account or service	Other bank product/service
03/01/2014	Bank account or service	Checking account
02/25/2014	Bank account or service	Checking account
03/11/2014	Bank account or service	Checking account
03/11/2014	Bank account or service	Checking account
03/11/2014	Bank account or service	Checking account
03/11/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	Checking account
03/06/2014	Bank account or service	Checking account
03/06/2014	Bank account or service	Checking account
03/06/2014	Bank account or service	Checking account
03/06/2014	Bank account or service	Checking account
02/25/2014	Bank account or service	Savings account
02/25/2014	Bank account or service	Checking account
02/25/2014	Bank account or service	Checking account
03/02/2014	Bank account or service	Savings account
03/02/2014	Bank account or service	Other bank product/service
02/18/2014	Bank account or service	Checking account
03/03/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	33710	N/A
Bank of America	PA	17201	N/A
Bank of America	GA	30043	N/A
Fifth Third Financial Corporation	IL	60914	N/A
PNC Bank N.A.	PA	16803	N/A
Bank of America	VA	24012	N/A
Wells Fargo & Company	AZ	85364	N/A
BB&T Financial	NC	29031	N/A
Bank of America	OH	44107	N/A
JPMorgan Chase & Co.	CA	92592	N/A
SunTrust Banks, Inc.	NC	28081	N/A
SunTrust Banks, Inc.	FL	33572	N/A
Wells Fargo & Company	PA	19150	N/A
Fifth Third Financial Corporation	IL	60428	N/A
Ally Financial Inc.	MS	39503	N/A
JPMorgan Chase & Co.	NY	10454	N/A
Wells Fargo & Company			N/A
TD Bank US Holding Company	MA	02720	N/A
HSBC North America Holdings Inc.	NY	11223	N/A
JPMorgan Chase & Co.	WA	98092	N/A
U.S. Bancorp	CA	92647	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	02/24/2014	Closed with explanation	Yes	Yes
Referral	02/24/2014	Closed with explanation	Yes	No
Web	03/01/2014	Closed with explanation	Yes	No
Web	03/01/2014	Closed with explanation	Yes	No
Web	02/25/2014	Closed with explanation	Yes	No
Web	03/12/2014	Closed with explanation	Yes	No
Phone	03/12/2014	Closed with monetary relief	Yes	No
Referral	03/12/2014	Closed with explanation	Yes	No
Web	03/12/2014	Closed with monetary relief	Yes	No
Web	02/20/2014	Closed with explanation	Yes	No
Referral	03/10/2014	Closed with monetary relief	Yes	No
Referral	03/07/2014	Closed with monetary relief	Yes	No
Referral	03/10/2014	Closed with monetary relief	Yes	No
Referral	03/07/2014	Closed with explanation	Yes	No
Postal mail	02/26/2014	Closed with explanation	Yes	No
Web	02/25/2014	Closed with monetary relief	Yes	Yes
Phone	02/26/2014	Closed with monetary relief	Yes	No
Web	03/02/2014	Closed with monetary relief	Yes	No
Web	03/02/2014	Closed with explanation	Yes	No
Web	02/20/2014	Closed with explanation	Yes	Yes
Postal mail	03/04/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

725003
725018
738774
738775
731085
755601
753952
753997
755607
725150
747984
747354
746913
747245
732074
732240
731330
739010
739033
719282
739714

Bank Account or Service Complaints

Based on Consumer Complaints

03/11/2014	Bank account or service	Other bank product/service
03/11/2014	Bank account or service	Savings account
03/11/2014	Bank account or service	Other bank product/service
02/18/2014	Bank account or service	Other bank product/service
02/21/2014	Bank account or service	Other bank product/service
02/26/2014	Bank account or service	Checking account
03/11/2014	Bank account or service	Other bank product/service
02/26/2014	Bank account or service	Checking account
02/26/2014	Bank account or service	Checking account
03/11/2014	Bank account or service	Other bank product/service
03/03/2014	Bank account or service	Other bank product/service
03/06/2014	Bank account or service	Checking account
02/26/2014	Bank account or service	Savings account
02/26/2014	Bank account or service	Savings account
03/03/2014	Bank account or service	Checking account
02/26/2014	Bank account or service	Checking account
03/19/2014	Bank account or service	Checking account
03/03/2014	Bank account or service	Checking account
02/26/2014	Bank account or service	Checking account
03/19/2014	Bank account or service	Checking account
03/19/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Factual Data	FL	32817	N/A
Bank of America	FL	33604	N/A
Citibank	FL	32817	N/A
TransUnion Intermediate Holdings, Inc.	IL	60515	N/A
JPMorgan Chase & Co.	FL	33467	N/A
TD Bank US Holding Company	PA	18966	N/A
Bank of America	FL	32817	N/A
Citibank	TX	77057	N/A
Wells Fargo & Company	NM	88345	N/A
JPMorgan Chase & Co.	FL	32817	N/A
Citibank	NH	03106	N/A
TD Bank US Holding Company	FL	32725	N/A
Bank of America	CT	06704	N/A
BNY Mellon	CA	91780	N/A
Bank of America	MI	48167	N/A
Wells Fargo & Company	FL	32814	N/A
Fifth Third Financial Corporation	OH	45305	N/A
PNC Bank N.A.	NJ	08070	N/A
USAA Savings	TN	38107	N/A
The Huntington National Bank	OH	44432	N/A
Capital One	NY	11743	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	04/07/2014	Closed with explanation	Yes	No
Web	03/12/2014	Closed with monetary relief	Yes	No
Postal mail	04/07/2014	Closed with explanation	Yes	Yes
Referral	02/21/2014	Closed with explanation	Yes	No
Phone	02/24/2014	Closed with explanation	Yes	No
Web	02/25/2014	Closed with explanation	Yes	No
Postal mail	04/08/2014	Closed with explanation	Yes	Yes
Web	02/25/2014	Closed with explanation	Yes	Yes
Web	02/25/2014	Closed with explanation	Yes	No
Postal mail	04/08/2014	Closed with explanation	Yes	Yes
Web	03/03/2014	Closed with non-monetary relief	Yes	No
Referral	03/10/2014	Closed with non-monetary relief	Yes	Yes
Referral	02/27/2014	Closed with explanation	Yes	No
Web	02/27/2014	Closed with explanation	Yes	No
Web	03/03/2014	Closed with explanation	Yes	No
Web	02/26/2014	Closed with monetary relief	Yes	No
Referral	03/24/2014	Closed with explanation	Yes	No
Web	03/03/2014	Closed with explanation	Yes	No
Phone	02/28/2014	Closed with explanation	Yes	No
Postal mail	03/24/2014	Closed with explanation	Yes	No
Web	03/27/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

752585
767063
752591
717580
725471
732366
752595
732389
732395
752598
739845
746800
732460
732459
739938
734069
765096
741327
732712
766221
765180

Bank Account or Service Complaints

Based on Consumer Complaints

03/14/2014	Bank account or service	Other bank product/service
03/19/2014	Bank account or service	Checking account
03/19/2014	Bank account or service	Checking account
02/26/2014	Bank account or service	Checking account
03/08/2014	Bank account or service	Other bank product/service
03/14/2014	Bank account or service	Checking account
03/14/2014	Bank account or service	Checking account
03/11/2014	Bank account or service	Checking account
03/14/2014	Bank account or service	Checking account
03/14/2014	Bank account or service	Checking account
03/14/2014	Bank account or service	Other bank product/service
03/14/2014	Bank account or service	Checking account
03/14/2014	Bank account or service	Checking account
03/11/2014	Bank account or service	Other bank product/service
03/14/2014	Bank account or service	Checking account
03/14/2014	Bank account or service	Checking account
03/06/2014	Bank account or service	Checking account
03/14/2014	Bank account or service	Savings account
03/06/2014	Bank account or service	Checking account
03/15/2014	Bank account or service	Checking account
03/19/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Making/receiving payments, sending money
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	NY	11023	Older American	N/A
Bank of America	AZ	85304		N/A
U.S. Bancorp	OR	97292		N/A
PayPal Holdings, Inc.	CA	93065		N/A
Ocwen	CA	94551		N/A
Fifth Third Financial Corporation	GA	30309		N/A
Regions Financial Corporation	MO	63115		N/A
Bank of America	NY	10472		N/A
U.S. Bancorp	WA	98310		N/A
SunTrust Banks, Inc.	FL	33606		N/A
PNC Bank N.A.	OH	45219		N/A
Wells Fargo & Company	NV	89147		N/A
Wells Fargo & Company	PA	19355	Older American	N/A
JPMorgan Chase & Co.	TX	77006		N/A
Wells Fargo & Company	NC	28083		N/A
Bank of America	CA	91377		N/A
TCF National Bank	MN	55101	Older American	N/A
Citizens Financial Group, Inc.	MA	02131		N/A
Capital One	TX	75219	Servicemember	N/A
M&T Bank Corporation	NJ	07079		N/A
Wells Fargo & Company	FL	34471		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	03/14/2014	Closed with explanation	Yes	Yes
Referral	03/25/2014	Closed with explanation	Yes	Yes
Phone	03/24/2014	Closed with explanation	Yes	No
Web	02/26/2014	Closed with non-monetary relief	Yes	No
Postal mail	03/10/2014	Closed with explanation	Yes	No
Web	03/14/2014	Closed with explanation	Yes	No
Referral	03/19/2014	Closed with monetary relief	Yes	No
Phone	03/12/2014	Closed with monetary relief	Yes	No
Referral	03/19/2014	Closed with explanation	Yes	No
Referral	03/19/2014	Closed with monetary relief	Yes	No
Web	03/20/2014	Closed with explanation	Yes	No
Web	03/14/2014	Closed with explanation	Yes	Yes
Phone	03/19/2014	Closed with explanation	Yes	Yes
Web	03/12/2014	Closed with explanation	Yes	No
Referral	03/20/2014	Closed with explanation	Yes	Yes
Web	03/14/2014	Closed with monetary relief	Yes	No
Web	03/06/2014	Closed with explanation	Yes	No
Referral	03/20/2014	Closed with explanation	Yes	No
Web	03/06/2014	Closed with non-monetary relief	Yes	No
Web	03/15/2014	Closed with explanation	Yes	Yes
Referral	03/25/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

758654
765975
765296
733748
753655
758977
768198
755697
768163
768150
766963
757472
768063
754146
758788
760373
747582
758841
747654
759524
766282

Bank Account or Service Complaints

Based on Consumer Complaints

03/06/2014	Bank account or service	Other bank product/service
03/06/2014	Bank account or service	Savings account
03/19/2014	Bank account or service	Checking account
03/15/2014	Bank account or service	Checking account
03/19/2014	Bank account or service	Checking account
03/15/2014	Bank account or service	Other bank product/service
03/19/2014	Bank account or service	Other bank product/service
03/19/2014	Bank account or service	Checking account
03/19/2014	Bank account or service	Checking account
03/19/2014	Bank account or service	Checking account
03/19/2014	Bank account or service	Savings account
03/11/2014	Bank account or service	Checking account
03/16/2014	Bank account or service	Checking account
03/16/2014	Bank account or service	Checking account
03/12/2014	Bank account or service	Checking account
03/12/2014	Bank account or service	Checking account
03/12/2014	Bank account or service	Other bank product/service
03/12/2014	Bank account or service	Checking account
03/12/2014	Bank account or service	Checking account
03/12/2014	Bank account or service	Checking account
03/12/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Making/receiving payments, sending money
Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Using a debit or ATM card
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Citibank	CA	90213		N/A
Citibank	VA	23503		N/A
Wells Fargo & Company	PA	19151		N/A
Bank of America	CA	92649	Older American	N/A
TD Bank US Holding Company	RI	02916		N/A
Ally Financial Inc.	MD	21229		N/A
Wells Fargo & Company	FL	33544	Servicemember	N/A
Wells Fargo & Company	TX	77373		N/A
Fifth Third Financial Corporation	OH	45370		N/A
Wells Fargo & Company	FL	34232		N/A
JPMorgan Chase & Co.	IL	62791		N/A
Wells Fargo & Company	CO	80209		N/A
JPMorgan Chase & Co.	TX	77407		N/A
Fifth Third Financial Corporation	OH	43086		N/A
TCF National Bank	MN	55104		N/A
U.S. Bancorp	CA	93534		N/A
Bank of America	CA	94118		N/A
JPMorgan Chase & Co.	FL	34202		N/A
M&T Bank Corporation	MD	21042		N/A
Wells Fargo & Company	NJ	07650		N/A
JPMorgan Chase & Co.	NY	11040		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	03/14/2014	Closed with monetary relief	Yes	No
Referral	03/10/2014	Closed with explanation	Yes	No
Phone	03/25/2014	Closed with monetary relief	Yes	No
Postal mail	03/17/2014	Closed with explanation	Yes	Yes
Web	03/19/2014	Closed with monetary relief	Yes	No
Referral	03/20/2014	Closed with explanation	Yes	No
Web	03/21/2014	Closed with explanation	Yes	No
Web	03/21/2014	Closed with explanation	Yes	No
Referral	03/25/2014	Closed with explanation	Yes	No
Referral	03/25/2014	Closed with explanation	Yes	No
Web	03/19/2014	Closed with monetary relief	Yes	No
Web	03/12/2014	Closed with explanation	Yes	Yes
Web	03/16/2014	Closed with explanation	Yes	No
Web	03/16/2014	Closed with monetary relief	Yes	No
Web	03/12/2014	Closed with explanation	Yes	No
Web	03/12/2014	Closed with explanation	Yes	No
Web	03/12/2014	Closed with explanation	Yes	No
Referral	03/14/2014	Closed with explanation	Yes	No
Referral	03/13/2014	Closed with explanation	Yes	Yes
Referral	03/14/2014	Closed with non-monetary relief	Yes	No
Referral	03/14/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

747685
747895
765832
759226
765849
759053
765955
767253
765989
765990
765996
759491
760530
760533
754264
759263
754280
757670
755863
757658
757691

Bank Account or Service Complaints

Based on Consumer Complaints

03/17/2014	Bank account or service	Checking account
03/20/2014	Bank account or service	Other bank product/service
03/17/2014	Bank account or service	Other bank product/service
03/20/2014	Bank account or service	Checking account
03/20/2014	Bank account or service	Checking account
03/20/2014	Bank account or service	Checking account
03/20/2014	Bank account or service	Checking account
03/20/2014	Bank account or service	Savings account
03/20/2014	Bank account or service	Other bank product/service
03/03/2014	Bank account or service	Checking account
03/03/2014	Bank account or service	Checking account
03/03/2014	Bank account or service	Checking account
02/26/2014	Bank account or service	Checking account
02/26/2014	Bank account or service	Checking account
02/26/2014	Bank account or service	Checking account
03/03/2014	Bank account or service	Other bank product/service
02/26/2014	Bank account or service	Checking account
03/03/2014	Bank account or service	Checking account
03/03/2014	Bank account or service	Checking account
03/03/2014	Bank account or service	Other bank product/service
03/03/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	IA	50702		N/A
U.S. Bancorp	KS	67204		N/A
Wells Fargo & Company	TN	38106		N/A
U.S. Bancorp	MN	55379	Servicemember	N/A
Bank of America	MA	01984		N/A
JPMorgan Chase & Co.	TX	75115		N/A
JPMorgan Chase & Co.	NY	11210		N/A
JPMorgan Chase & Co.	IL	60068	Older American	N/A
Bank of America	NY	14215		N/A
Regions Financial Corporation	MS	38635	Older American	N/A
Regions Financial Corporation	FL	32533	Older American	N/A
BB&T Financial	GA	31907		N/A
JPMorgan Chase & Co.	NY	10471		N/A
The Huntington National Bank	PA	16105		N/A
Wells Fargo & Company	SD	57106	Older American	N/A
Capital One	TX	79423		N/A
Regions Financial Corporation	TN	38107	Servicemember	N/A
Wells Fargo & Company	FL	33483		N/A
U.S. Bancorp	CA	96094		N/A
Citibank	CA	94806		N/A
Citibank	TX	76028		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	03/16/2014	Closed with explanation	Yes	No
Web	03/26/2014	Closed with non-monetary relief	Yes	No
Referral	03/20/2014	Closed with explanation	Yes	No
Phone	03/26/2014	Closed with explanation	Yes	No
Web	03/20/2014	Closed with explanation	Yes	No
Referral	03/26/2014	Closed with explanation	Yes	No
Referral	03/26/2014	Closed with explanation	Yes	No
Phone	03/26/2014	Closed with explanation	Yes	No
Phone	03/27/2014	Closed with non-monetary relief	Yes	No
Phone	03/04/2014	Closed with monetary relief	Yes	No
Web	03/03/2014	Closed	Yes	No
Phone	03/04/2014	Closed with explanation	Yes	No
Referral	02/28/2014	Closed with monetary relief	Yes	No
Referral	02/28/2014	Closed with monetary relief	Yes	No
Web	03/18/2014	Closed with explanation	Yes	Yes
Postal mail	03/04/2014	Closed with non-monetary relief	Yes	No
Phone	02/27/2014	Closed	Yes	No
Referral	03/06/2014	Closed with explanation	Yes	No
Referral	03/06/2014	Closed with explanation	Yes	No
Postal mail	03/10/2014	Closed with explanation	Yes	No
Postal mail	03/11/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

760619
769348
760673
769489
769448
770693
769752
770781
769877
740420
740423
740437
732949
732951
732991
740594
732717
739492
739498
739406
740657

Bank Account or Service Complaints

Based on Consumer Complaints

03/03/2014	Bank account or service	Other bank product/service
02/26/2014	Bank account or service	Checking account
02/26/2014	Bank account or service	Savings account
03/03/2014	Bank account or service	Other bank product/service
03/04/2014	Bank account or service	Checking account
02/26/2014	Bank account or service	Checking account
03/17/2014	Bank account or service	Checking account
02/26/2014	Bank account or service	Other bank product/service
03/20/2014	Bank account or service	Other bank product/service
03/12/2014	Bank account or service	Other bank product/service
03/04/2014	Bank account or service	Checking account
03/20/2014	Bank account or service	Checking account
03/04/2014	Bank account or service	Checking account
03/20/2014	Bank account or service	Checking account
03/20/2014	Bank account or service	Other bank product/service
03/20/2014	Bank account or service	Checking account
03/20/2014	Bank account or service	(CD) Certificate of deposit
02/26/2014	Bank account or service	Other bank product/service
03/12/2014	Bank account or service	Other bank product/service
03/04/2014	Bank account or service	Other bank product/service
03/17/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of the West	CA	94603	Older American	N/A
JPMorgan Chase & Co.	OH	43201	Older American	N/A
Bank of America	CA	90025		N/A
Bank of America	KY	40229		N/A
Santander Bank US	NJ	07730		N/A
Wells Fargo & Company	GA	30126		N/A
Bank of America	NJ	08822		N/A
Wells Fargo & Company	GA	30215		N/A
PNC Bank N.A.	PA	15221		N/A
Wells Fargo & Company	WI	54911		N/A
Wells Fargo & Company	GA	30058		N/A
TD Bank US Holding Company	NY	10023		N/A
JPMorgan Chase & Co.	CA	90012		N/A
Bank of America	NY	14625		N/A
Wells Fargo & Company	CA	95942		N/A
U.S. Bancorp	CO	80127		N/A
PNC Bank N.A.	NC	28168	Older American	N/A
Capital One	NY	11235		N/A
TCF National Bank	IL	60101		N/A
Capital One	TN	38372		N/A
U.S. Bancorp	TN	37122		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	03/06/2014	Closed with explanation	Yes	No
Phone	02/27/2014	Closed with explanation	Yes	No
Web	02/26/2014	Closed with non-monetary relief	Yes	Yes
Web	03/03/2014	Closed with non-monetary relief	Yes	No
Referral	03/06/2014	Closed with explanation	Yes	Yes
Web	02/26/2014	Closed with explanation	Yes	No
Referral	03/20/2014	Closed with non-monetary relief	Yes	No
Web	02/26/2014	Closed with explanation	Yes	Yes
Referral	03/27/2014	Closed with explanation	Yes	No
Postal mail	03/14/2014	Closed with explanation	Yes	Yes
Web	03/04/2014	Closed with explanation	Yes	No
Referral	03/27/2014	Closed with monetary relief	Yes	No
Web	03/04/2014	Closed with explanation	Yes	No
Referral	03/27/2014	Closed with monetary relief	Yes	No
Referral	03/31/2014	Closed with explanation	Yes	No
Phone	03/27/2014	Closed with non-monetary relief	Yes	Yes
Phone	03/27/2014	Closed with explanation	Yes	No
Postal mail	02/27/2014	Closed	Yes	No
Web	03/12/2014	Closed with explanation	Yes	Yes
Referral	03/06/2014	Closed with explanation	Yes	No
Web	03/17/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

740711
733196
733736
741571
741597
734047
760910
733511
770713
757466
741806
770522
741810
770681
770721
770384
770399
733695
760082
741451
761104

Bank Account or Service Complaints

Based on Consumer Complaints

03/17/2014	Bank account or service	Savings account
03/04/2014	Bank account or service	Other bank product/service
02/27/2014	Bank account or service	Other bank product/service
03/04/2014	Bank account or service	Checking account
03/12/2014	Bank account or service	Other bank product/service
02/27/2014	Bank account or service	Checking account
03/17/2014	Bank account or service	Checking account
02/27/2014	Bank account or service	Other bank product/service
03/21/2014	Bank account or service	Other bank product/service
02/27/2014	Bank account or service	Savings account
02/27/2014	Bank account or service	Checking account
03/21/2014	Bank account or service	Checking account
02/27/2014	Bank account or service	Checking account
02/27/2014	Bank account or service	Other bank product/service
02/27/2014	Bank account or service	Checking account
03/21/2014	Bank account or service	Checking account
03/21/2014	Bank account or service	(CD) Certificate of deposit
03/17/2014	Bank account or service	Checking account
02/27/2014	Bank account or service	Checking account
03/17/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	SC	29412		N/A
JPMorgan Chase & Co.	PA	19401	Older American, Servicemember	N/A
Equifax	VA	20165		N/A
U.S. Bancorp	IL	60102		N/A
BNY Mellon	MA	02719		N/A
Bank of America	NY	11743		N/A
JPMorgan Chase & Co.	OK	73156	Older American	N/A
Northland Group, Inc.	PA	17362		N/A
TD Bank US Holding Company	NY	10003		N/A
Banco Popular de Puerto Rico	VI	00802		N/A
Capital One	RI	02921		N/A
SunTrust Banks, Inc.	NC	28805		N/A
Bank of America	MO	63087		N/A
Deca Financial Services LLC	LA	71037		N/A
Bank of America	TX	77077		N/A
Community Choice Financial, Inc.	IN	46227		N/A
HSBC North America Holdings Inc.	FL	33441		N/A
Wells Fargo & Company	FL	32359		N/A
M&T Bank Corporation	NY	14206		N/A
Wells Fargo & Company	CO	93654		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	03/20/2014	Closed with explanation	Yes	No
Phone	03/06/2014	Closed with monetary relief	Yes	No
Web	03/05/2014	Closed with explanation	Yes	Yes
Web	03/10/2014	Closed with explanation	Yes	No
Referral	03/13/2014	Closed with explanation	Yes	No
Web	02/27/2014	Closed with explanation	Yes	No
Web	03/17/2014	Closed with explanation	Yes	No
Postal mail	02/28/2014	Closed with explanation	Yes	No
Web	03/20/2014	Closed with explanation	Yes	Yes
Referral	02/28/2014	Closed with explanation	Yes	No
Referral	02/28/2014	Closed with explanation	Yes	No
Web	03/20/2014	Closed with monetary relief	Yes	No
Referral	02/28/2014	Closed with explanation	Yes	No
Referral	03/04/2014	Closed with explanation	Yes	No
Referral	02/28/2014	Closed with monetary relief	Yes	No
Web	03/27/2014	Closed with monetary relief	Yes	No
Web	03/20/2014	Closed with explanation	Yes	No
Web	03/17/2014	Closed with explanation	Yes	Yes
Referral	02/28/2014	Closed with explanation	Yes	Yes
Web	03/17/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

761145
741960
734540
741542
762876
734634
763458
734659
771229
735877
734244
771266
736080
737987
735852
773124
771311
761487
736035
761344

Bank Account or Service Complaints

Based on Consumer Complaints

03/12/2014	Bank account or service	Other bank product/service
02/27/2014	Bank account or service	Checking account
03/21/2014	Bank account or service	Other bank product/service
03/12/2014	Bank account or service	Other bank product/service
03/06/2014	Bank account or service	Checking account
03/06/2014	Bank account or service	Savings account
03/17/2014	Bank account or service	Checking account
03/07/2014	Bank account or service	Checking account
03/17/2014	Bank account or service	Checking account
03/17/2014	Bank account or service	Checking account
03/07/2014	Bank account or service	Checking account
03/31/2014	Bank account or service	Checking account
03/31/2014	Bank account or service	Checking account
03/31/2014	Bank account or service	(CD) Certificate of deposit
03/17/2014	Bank account or service	Checking account
02/27/2014	Bank account or service	Cashing a check without an account
02/27/2014	Bank account or service	Other bank product/service
03/31/2014	Bank account or service	Checking account
03/17/2014	Bank account or service	Checking account
03/12/2014	Bank account or service	Savings account
03/12/2014	Bank account or service	Checking account
03/07/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	GA	30281		N/A
Bank of America	NY	10314		N/A
Resurgent Capital Services L.P.	TX	78703		N/A
PayPal Holdings, Inc.	MA	01882		N/A
Bank of America	CA	93311		N/A
Wells Fargo & Company	TX	79928		N/A
First Data Corporation	PA	16735		N/A
PayPal Holdings, Inc.	NY	10038		N/A
HSBC North America Holdings Inc.	NY	11234		N/A
Bank of America	TX	75209		N/A
Wells Fargo & Company	NM	88001		N/A
PayPal Holdings, Inc.	FL	32003		N/A
Wells Fargo & Company	NY	11375		N/A
Bank of America	GA	31909		N/A
Banco Popular de Puerto Rico	PR	00969		N/A
JPMorgan Chase & Co.	MI	48640		N/A
Bank of America	CT	06776		N/A
PNC Bank N.A.	MD	20724		N/A
Citizens Financial Group, Inc.	PA	19078		N/A
Citibank	NY	11040		N/A
Fidelity National Information Services, Inc. (FNIS)	FL	33771		N/A
PayPal Holdings, Inc.	NY	10128	Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	03/12/2014	Closed with explanation	Yes	No
Web	02/27/2014	Closed with monetary relief	Yes	No
Postal mail	03/27/2014	Closed with explanation	Yes	No
Postal mail	03/17/2014	Closed with explanation	Yes	No
Web	03/06/2014	Closed with explanation	Yes	Yes
Phone	03/07/2014	Closed with explanation	Yes	Yes
Web	03/21/2014	Closed with explanation	Yes	No
Web	03/07/2014	Closed with explanation	Yes	No
Web	03/17/2014	Closed with explanation	Yes	No
Web	03/17/2014	Closed with explanation	Yes	No
Web	03/06/2014	Closed with monetary relief	Yes	No
Referral	04/03/2014	Closed with explanation	Yes	No
Referral	04/03/2014	Closed with monetary relief	Yes	No
Referral	04/03/2014	Closed with explanation	Yes	No
Phone	03/26/2014	Closed with explanation	Yes	No
Web	02/27/2014	Closed with explanation	Yes	Yes
Phone	03/05/2014	Closed with explanation	Yes	No
Phone	04/03/2014	Closed with non-monetary relief	Yes	No
Web	03/17/2014	Closed with monetary relief	Yes	No
Web	03/12/2014	Closed with explanation	Yes	No
Postal mail	04/23/2014	Closed with explanation	Yes	No
Referral	03/12/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

755941
734686
771410
759453
748035
748287
761534
748273
763485
763487
748936
785207
785478
785570
761650
736161
735186
785204
763497
757692
756018
750129

Bank Account or Service Complaints

Based on Consumer Complaints

03/12/2014	Bank account or service	Checking account
03/07/2014	Bank account or service	Checking account
03/07/2014	Bank account or service	Checking account
03/17/2014	Bank account or service	Savings account
03/05/2014	Bank account or service	Other bank product/service
03/21/2014	Bank account or service	Checking account
03/17/2014	Bank account or service	Checking account
03/12/2014	Bank account or service	Other bank product/service
03/12/2014	Bank account or service	Other bank product/service
03/12/2014	Bank account or service	Checking account
03/17/2014	Bank account or service	Checking account
03/12/2014	Bank account or service	Checking account
03/07/2014	Bank account or service	Checking account
03/12/2014	Bank account or service	Checking account
03/31/2014	Bank account or service	Checking account
03/26/2014	Bank account or service	Other bank product/service
03/26/2014	Bank account or service	Other bank product/service
03/21/2014	Bank account or service	Checking account
03/18/2014	Bank account or service	Other bank product/service
03/26/2014	Bank account or service	Savings account
03/31/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

BBVA Compass	TX	77662		N/A
PNC Bank N.A.	PA	19468		N/A
Citizens Financial Group, Inc.	OH	44223		N/A
Capital One	TX	77573	Older American	N/A
Wells Fargo & Company	NJ	08094		N/A
Wells Fargo & Company	CA	90805		N/A
JPMorgan Chase & Co.	OH	43230	Servicemember	N/A
Wells Fargo & Company	AL	36345		N/A
Discover	UT	84775	Older American	N/A
JPMorgan Chase & Co.	CA	91741		N/A
TD Bank US Holding Company	NY	12401		N/A
U.S. Bancorp	DC	20006		N/A
Comerica	MI	48207		N/A
Bank of America	CA	90702		N/A
Santander Bank US	PA	18017		N/A
GM Financial	AL	36605		N/A
Fifth Third Financial Corporation	AL	36605		N/A
Wells Fargo & Company	FL	32066		N/A
U.S. Bancorp	MT	59601		N/A
BNY Mellon	NJ	08879		N/A
JPMorgan Chase & Co.	OH	44128		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	03/14/2014	Closed with monetary relief	Yes	No
Referral	03/11/2014	Closed with explanation	Yes	No
Referral	03/10/2014	Closed with explanation	Yes	No
Web	03/17/2014	Closed with monetary relief	Yes	Yes
Referral	03/07/2014	Closed with explanation	Yes	No
Referral	03/28/2014	Closed with monetary relief	Yes	No
Web	03/17/2014	Closed with explanation	Yes	No
Phone	03/18/2014	Closed with explanation	Yes	No
Web	03/12/2014	Closed with explanation	Yes	No
Web	03/12/2014	Closed with monetary relief	Yes	No
Web	03/17/2014	Closed with non-monetary relief	Yes	No
Web	03/12/2014	Closed with monetary relief	Yes	No
Web	03/07/2014	Closed with explanation	Yes	No
Web	03/13/2014	Closed with non-monetary relief	Yes	Yes
Web	04/03/2014	Closed	Yes	No
Web	03/28/2014	Closed with explanation	Yes	No
Web	03/26/2014	Closed with explanation	Yes	No
Postal mail	03/28/2014	Closed with non-monetary relief	Yes	Yes
Web	03/17/2014	Closed with explanation	Yes	No
Referral	04/01/2014	Closed with monetary relief	Yes	No
Referral	04/03/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

757850
750072
748320
763510
744764
771890
762172
766259
756061
767237
763536
760137
749215
756072
785500
778339
778341
772779
763595
778724
786662

Bank Account or Service Complaints

Based on Consumer Complaints

03/26/2014	Bank account or service	Checking account
03/26/2014	Bank account or service	Checking account
03/26/2014	Bank account or service	Checking account
03/31/2014	Bank account or service	Checking account
03/21/2014	Bank account or service	Other bank product/service
03/26/2014	Bank account or service	Checking account
03/13/2014	Bank account or service	Checking account
03/13/2014	Bank account or service	Checking account
03/26/2014	Bank account or service	(CD) Certificate of deposit
03/18/2014	Bank account or service	Checking account
03/13/2014	Bank account or service	Other bank product/service
03/18/2014	Bank account or service	(CD) Certificate of deposit
03/18/2014	Bank account or service	Other bank product/service
03/26/2014	Bank account or service	Checking account
03/07/2014	Bank account or service	Checking account
03/18/2014	Bank account or service	Checking account
03/18/2014	Bank account or service	Checking account
03/07/2014	Bank account or service	Other bank product/service
03/13/2014	Bank account or service	Other bank product/service
03/26/2014	Bank account or service	Checking account
03/31/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

HSBC North America Holdings Inc.	NY	11214		N/A
State Farm Bank	KY	42104		N/A
Fifth Third Financial Corporation	IN	46143		N/A
JPMorgan Chase & Co.	TX	77090		N/A
Fifth Third Financial Corporation	MO	63111		N/A
Fifth Third Financial Corporation	IL	60102	Older American	N/A
First Data Corporation	IN	47042		N/A
PNC Bank N.A.	IL	61602		N/A
Santander Bank US	RI	02864		N/A
Capital One	MS	39503		N/A
Sterling Infosystems, Inc.	MI	49507		N/A
Associated Bank	MN	55408		N/A
TD Bank US Holding Company	SC	29229		N/A
Citibank	NY	10023		N/A
Bank of America	FL	33411		N/A
Capital One	NY	11716		N/A
PNC Bank N.A.	OH	44092		N/A
OneMain Financial Holdings, LLC	CA	90016		N/A
Wells Fargo & Company	NC	28791		N/A
Bank of America	PA	90054		N/A
Citizens Financial Group, Inc.	MA	02190		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	04/01/2014	Closed with explanation	Yes	No
Referral	04/01/2014	Closed with explanation	Yes	No
Referral	04/01/2014	Closed with monetary relief	Yes	No
Referral	04/03/2014	Closed with explanation	Yes	Yes
Referral	03/28/2014	Closed with explanation	Yes	Yes
Web	03/26/2014	Closed with explanation	Yes	No
Web	03/18/2014	Closed with explanation	No	
Web	03/13/2014	Closed	Yes	No
Postal mail	04/24/2014	Closed	Yes	Yes
Phone	03/21/2014	Closed with explanation	Yes	No
Postal mail	03/18/2014	Closed with explanation	Yes	No
Phone	03/21/2014	Closed with explanation	Yes	No
Web	03/21/2014	Closed with explanation	Yes	Yes
Phone	03/31/2014	Closed with explanation	Yes	Yes
Web	03/07/2014	Closed with monetary relief	Yes	No
Referral	03/21/2014	Closed with explanation	Yes	No
Referral	03/21/2014	Closed with explanation	Yes	No
Postal mail	03/12/2014	Closed with explanation	Yes	No
Web	03/13/2014	Closed with explanation	Yes	Yes
Postal mail	04/01/2014	Closed with explanation	Yes	Yes
Web	04/04/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

778637
778994
779441
785690
772729
778474
763002
756165
779939
763778
767276
762077
763897
778714
748308
763837
764235
749528
767308
778808
785971

Bank Account or Service Complaints

Based on Consumer Complaints

03/07/2014	Bank account or service	Checking account
03/31/2014	Bank account or service	Checking account
03/26/2014	Bank account or service	Checking account
03/07/2014	Bank account or service	Other bank product/service
03/07/2014	Bank account or service	Checking account
03/26/2014	Bank account or service	Checking account
03/26/2014	Bank account or service	Other bank product/service
03/07/2014	Bank account or service	Checking account
03/08/2014	Bank account or service	Checking account
03/26/2014	Bank account or service	Other bank product/service
03/07/2014	Bank account or service	Checking account
03/08/2014	Bank account or service	Checking account
03/08/2014	Bank account or service	Other bank product/service
03/07/2014	Bank account or service	Checking account
04/01/2014	Bank account or service	(CD) Certificate of deposit
03/08/2014	Bank account or service	Checking account
03/08/2014	Bank account or service	Checking account
04/01/2014	Bank account or service	Checking account
04/01/2014	Bank account or service	Checking account
03/18/2014	Bank account or service	Checking account
03/26/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	NJ	08873		N/A
Bank of America	CA	92107		N/A
JPMorgan Chase & Co.	NY	11230		N/A
Citibank	CA	90016		N/A
Wells Fargo & Company	NJ	08861	Older American	N/A
TD Bank US Holding Company	SC	29045	Older American	N/A
Commerce Bank	MO	63130		N/A
BB&T Financial	GA	30253		N/A
Wells Fargo & Company	TX	77465		N/A
Morgan Stanley	IA	52246		N/A
Wells Fargo & Company	CA	91204		N/A
State Employee's Credit Union	NC	28337		N/A
Clayton Holdings LLC	OR	97459		N/A
Bank of America	FL	33024		N/A
BMO Harris	MO	63017		N/A
Citizens Financial Group, Inc.	RI	02885	Older American	N/A
Bank of America	AZ	85302		N/A
PNC Bank N.A.	MI	49014		N/A
SunTrust Banks, Inc.	MD	20743		N/A
Wells Fargo & Company	CA	91201		N/A
TD Bank US Holding Company	NH	03839		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	03/11/2014	Closed with monetary relief	Yes	No
Phone	04/03/2014	Closed with explanation	Yes	No
Web	03/26/2014	Closed with monetary relief	Yes	No
Postal mail	03/10/2014	Closed with explanation	Yes	No
Phone	03/11/2014	Closed with explanation	Yes	No
Phone	04/16/2014	Closed with explanation	Yes	No
Web	03/26/2014	Closed with explanation	Yes	Yes
Phone	03/11/2014	Closed with explanation	Yes	Yes
Referral	03/11/2014	Closed with explanation	Yes	No
Web	04/03/2014	Closed with explanation	Yes	No
Phone	03/11/2014	Closed with explanation	Yes	No
Web	03/08/2014	Closed with explanation	Yes	No
Postal mail	03/25/2014	Closed with explanation	Yes	No
Phone	03/11/2014	Closed with explanation	Yes	No
Web	04/01/2014	Closed with explanation	Yes	No
Postal mail	03/10/2014	Closed with explanation	Yes	No
Web	03/08/2014	Closed with monetary relief	Yes	No
Referral	04/04/2014	Closed with explanation	Yes	No
Referral	04/04/2014	Closed with non-monetary relief	Yes	No
Referral	03/21/2014	Closed with explanation	Yes	No
Referral	04/02/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

749661
786062
778958
749529
749793
779171
782141
750069
752112
779398
750177
751023
766938
750283
789193
759867
759868
787846
788011
764127
779799

Bank Account or Service Complaints

Based on Consumer Complaints

03/10/2014	Bank account or service	Checking account
03/10/2014	Bank account or service	Savings account
03/10/2014	Bank account or service	Checking account
04/17/2014	Bank account or service	Checking account
04/17/2014	Bank account or service	Checking account
03/04/2014	Bank account or service	Checking account
03/10/2014	Bank account or service	Checking account
03/10/2014	Bank account or service	Other bank product/service
03/04/2014	Bank account or service	Other bank product/service
03/10/2014	Bank account or service	Checking account
03/04/2014	Bank account or service	Checking account
03/13/2014	Bank account or service	Checking account
03/04/2014	Bank account or service	Checking account
03/10/2014	Bank account or service	Checking account
03/04/2014	Bank account or service	Other bank product/service
03/21/2014	Bank account or service	Other bank product/service
03/21/2014	Bank account or service	Savings account
03/18/2014	Bank account or service	Checking account
03/18/2014	Bank account or service	Checking account
03/21/2014	Bank account or service	Other bank product/service
03/18/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Amex	PA	19134		N/A
Wells Fargo & Company				N/A
Bank of America	FL	33771		N/A
Fifth Third Financial Corporation	MI	48430		N/A
Wells Fargo & Company	SC	29461		N/A
JPMorgan Chase & Co.	IL	60613		N/A
HSBC North America Holdings Inc.	NY	10303		N/A
FirstMerit Bank	MI	48746		N/A
PayPal Holdings, Inc.	MD	20854	Older American	N/A
PNC Bank N.A.	PA	15235		N/A
People's United Bank	MA	02115	Older American	N/A
JPMorgan Chase & Co.	IN	46203		N/A
USAA Savings	CA	92058		N/A
Regions Financial Corporation	LA	70072		N/A
Bank of America	MO	65807	Older American	N/A
JPMorgan Chase & Co.	NY	11023	Older American	N/A
BB&T Financial	CA	91350		N/A
HSBC North America Holdings Inc.	LA	70119		N/A
Wells Fargo & Company	CA	90012		N/A
Citibank	NY	14221		N/A
PNC Bank N.A.	DE	19701		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	03/11/2014	Closed with monetary relief	Yes	No
Referral	03/17/2014	Closed with non-monetary relief	Yes	No
Web	03/10/2014	Closed	Yes	Yes
Referral	04/22/2014	Closed with monetary relief	Yes	No
Referral	04/22/2014	Closed with explanation	Yes	No
Web	03/04/2014	Closed with explanation	Yes	No
Web	04/08/2014	Closed with explanation	Yes	Yes
Postal mail	03/12/2014	Closed with monetary relief	Yes	No
Phone	03/06/2014	Closed with explanation	Yes	No
Web	03/10/2014	Closed with explanation	Yes	No
Phone	03/06/2014	Closed with explanation	Yes	Yes
Referral	03/18/2014	Closed with explanation	Yes	No
Web	03/04/2014	Closed with explanation	Yes	No
Referral	03/12/2014	Closed with monetary relief	Yes	No
Web	03/04/2014	Closed with non-monetary relief	Yes	No
Web	03/21/2014	Closed with explanation	Yes	No
Web	03/21/2014	Closed with explanation	Yes	No
Referral	03/21/2014	Closed with explanation	Yes	No
Web	03/18/2014	Closed with explanation	Yes	Yes
Referral	03/28/2014	Closed with monetary relief	Yes	No
Web	03/18/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

757512
759899
755521
813388
813440
742688
766457
755544
743565
752257
742825
763153
742872
753272
742981
773181
773107
764504
762650
772595
762093

Bank Account or Service Complaints

Based on Consumer Complaints

03/05/2014	Bank account or service	Checking account
03/10/2014	Bank account or service	Other bank product/service
03/05/2014	Bank account or service	Checking account
03/05/2014	Bank account or service	Checking account
03/26/2014	Bank account or service	Other bank product/service
03/05/2014	Bank account or service	Checking account
03/26/2014	Bank account or service	Checking account
03/05/2014	Bank account or service	(CD) Certificate of deposit
03/05/2014	Bank account or service	(CD) Certificate of deposit
03/22/2014	Bank account or service	Other bank product/service
03/05/2014	Bank account or service	Savings account
03/13/2014	Bank account or service	Checking account
03/18/2014	Bank account or service	Checking account
03/05/2014	Bank account or service	Checking account
03/27/2014	Bank account or service	Checking account
03/23/2014	Bank account or service	Checking account
03/23/2014	Bank account or service	Checking account
03/23/2014	Bank account or service	Checking account
03/27/2014	Bank account or service	Checking account
03/23/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Fifth Third Financial Corporation	FL	32809		N/A
Bank of America	FL	33308		N/A
U.S. Bancorp	OR	97202		N/A
SunTrust Banks, Inc.	MD	20902		N/A
JPMorgan Chase & Co.	CA	92505		N/A
Regions Financial Corporation	AL	35210		N/A
Citibank	CA	92079		N/A
Regions Financial Corporation	FL	33024		N/A
Morgan Stanley	FL	34990	Older American, Servicemember	N/A
Bank of America	WA	98043		N/A
Bank of America	TX	75154		N/A
JPMorgan Chase & Co.	CA	94589		N/A
Bank of America	CA	90037		N/A
JPMorgan Chase & Co.	TX	77375		N/A
Wells Fargo & Company	MD	21228		N/A
SunTrust Banks, Inc.	CA	91001		N/A
U.S. Bancorp	CA	92647		N/A
JPMorgan Chase & Co.	CO	80010	Servicemember	N/A
Bank of America	MA	02493		N/A
BNY Mellon	NC	28104		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	03/04/2014	Closed with explanation	Yes	No
Phone	04/01/2014	Closed with explanation	Yes	No
Web	03/05/2014	Closed with explanation	Yes	No
Referral	03/06/2014	Closed with explanation	Yes	Yes
Referral	04/02/2014	Closed with explanation	Yes	No
Referral	03/06/2014	Closed with monetary relief	Yes	No
Referral	04/02/2014	Closed with monetary relief	Yes	No
Referral	03/07/2014	Closed with explanation	Yes	No
Phone	03/06/2014	Closed with explanation	Yes	No
Web	03/28/2014	Closed with explanation	Yes	No
Phone	03/06/2014	Closed	Yes	Yes
Phone	03/19/2014	Closed with explanation	Yes	No
Phone	03/21/2014	Closed with explanation	Yes	No
Web	03/05/2014	Closed with explanation	Yes	No
Referral	04/02/2014	Closed with non-monetary relief	Yes	No
Web	03/22/2014	Closed with monetary relief	Yes	No
Web	03/22/2014	Closed with explanation	Yes	No
Web	03/31/2014	Closed with explanation	Yes	No
Web	03/27/2014	Closed with explanation	Yes	No
Web	03/23/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

744087
752324
744136
744212
778213
744239
779812
745215
744303
773526
744359
767524
764268
743935
780659
773578
773582
773600
780701
773628

Bank Account or Service Complaints

Based on Consumer Complaints

03/05/2014	Bank account or service	Checking account
03/05/2014	Bank account or service	Savings account
03/14/2014	Bank account or service	Checking account
03/14/2014	Bank account or service	Other bank product/service
03/27/2014	Bank account or service	Other bank product/service
03/18/2014	Bank account or service	Other bank product/service
03/14/2014	Bank account or service	Other bank product/service
03/24/2014	Bank account or service	Checking account
03/27/2014	Bank account or service	Checking account
03/05/2014	Bank account or service	Checking account
03/05/2014	Bank account or service	Checking account
03/24/2014	Bank account or service	Checking account
03/05/2014	Bank account or service	Checking account
03/24/2014	Bank account or service	Other bank product/service
03/27/2014	Bank account or service	Checking account
03/05/2014	Bank account or service	Checking account
03/27/2014	Bank account or service	Savings account
03/18/2014	Bank account or service	Other bank product/service
03/18/2014	Bank account or service	Checking account
03/24/2014	Bank account or service	Other bank product/service
03/14/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	FL	34109		N/A
SunTrust Banks, Inc.	GA	30291	Servicemember	N/A
USAA Savings	NC	28314		N/A
BNY Mellon	AR	85737		N/A
Bank of America				N/A
JPMorgan Chase & Co.	KY	42129		N/A
Bank of America	OK	74133		N/A
Wells Fargo & Company	VA	23237		N/A
Union Bank	CA	92122		N/A
Citibank	NJ	07018		N/A
JPMorgan Chase & Co.	NJ	07016		N/A
HSBC North America Holdings Inc.	NY	11542		N/A
JPMorgan Chase & Co.	TX	76177		N/A
Ocwen	TN	37918		N/A
U.S. Bancorp	IL	60651		N/A
TD Bank US Holding Company	NJ	08869		N/A
Capital One	KS	66224		N/A
Webster Bank			Older American	N/A
JPMorgan Chase & Co.	GA	30021		N/A
UBS Bank	IL	60107	Older American, Servicemember	N/A
JPMorgan Chase & Co.	PA	18330	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	03/05/2014	Closed with non-monetary relief	Yes	No
Fax	03/06/2014	Closed with explanation	Yes	No
Web	03/14/2014	Closed with explanation	Yes	No
Referral	03/19/2014	Closed with explanation	Yes	Yes
Web	03/27/2014	Closed with explanation	Yes	No
Web	03/18/2014	Closed with explanation	Yes	No
Web	03/14/2014	Closed with explanation	Yes	No
Referral	03/31/2014	Closed with explanation	Yes	No
Referral	04/02/2014	Closed with explanation	Yes	Yes
Referral	03/07/2014	Closed with explanation	Yes	No
Referral	03/07/2014	Closed with explanation	Yes	No
Web	03/24/2014	Closed with monetary relief	Yes	No
Referral	03/07/2014	Closed with explanation	Yes	No
Referral	03/31/2014	Closed with explanation	Yes	No
Phone	03/31/2014	Closed with explanation	Yes	No
Web	03/05/2014	Closed with explanation	Yes	No
Web	03/27/2014	Closed with explanation	Yes	No
Phone	03/25/2014	Closed with explanation	Yes	Yes
Phone	03/21/2014	Closed with monetary relief	Yes	No
Web	05/22/2014	Closed	Yes	Yes
Web	03/14/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

744500
744508
757973
767602
780799
764438
757980
774557
780504
744735
746213
773914
744761
773949
780967
744848
781020
764679
764686
774058
767738

Bank Account or Service Complaints

Based on Consumer Complaints

03/05/2014	Bank account or service	Other bank product/service
03/05/2014	Bank account or service	Other bank product/service
03/24/2014	Bank account or service	Checking account
03/27/2014	Bank account or service	Other bank product/service
03/24/2014	Bank account or service	Savings account
03/18/2014	Bank account or service	Checking account
03/14/2014	Bank account or service	Checking account
03/27/2014	Bank account or service	Checking account
03/24/2014	Bank account or service	Checking account
03/24/2014	Bank account or service	Other bank product/service
03/18/2014	Bank account or service	Checking account
03/24/2014	Bank account or service	Checking account
03/18/2014	Bank account or service	Checking account
03/14/2014	Bank account or service	Checking account
03/19/2014	Bank account or service	Other bank product/service
04/01/2014	Bank account or service	Checking account
03/27/2014	Bank account or service	Checking account
04/01/2014	Bank account or service	Checking account
03/24/2014	Bank account or service	Checking account
04/01/2014	Bank account or service	Checking account
04/01/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Regions Financial Corporation	GA	30306		N/A
ERC	AR	72336	Servicemember	N/A
JPMorgan Chase & Co.	MA	02762		N/A
Bank of America	CA	91801		N/A
TD Bank US Holding Company	FL	32796	Older American	N/A
Wells Fargo & Company	AL	36360		N/A
Wells Fargo & Company	TX	76020	Older American, Servicemember	N/A
U.S. Bancorp	MO	64111		N/A
JPMorgan Chase & Co.	CA	92883		N/A
Comerica	NJ	08520		N/A
Santander Bank US	PA	19567		N/A
Navy FCU	VA	23605		N/A
Wells Fargo & Company	CA	92637		N/A
Wells Fargo & Company	FL	34957		N/A
HireRight Solutions, Inc.	AZ	86337		N/A
Bank of America	FL	33311		N/A
Santander Bank US	PA	19605	Older American	N/A
Wells Fargo & Company	MN	55411	Older American	N/A
Citizens Financial Group, Inc.	NH	03301		N/A
Wells Fargo & Company	SD	57108		N/A
Wells Fargo & Company	VA	23453		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	03/06/2014	Closed with explanation	Yes	No
Postal mail	03/10/2014	Closed with non-monetary relief	Yes	No
Phone	03/31/2014	Closed with explanation	Yes	No
Referral	04/02/2014	Closed with explanation	Yes	No
Phone	03/31/2014	Closed with explanation	Yes	No
Web	03/18/2014	Closed with monetary relief	Yes	No
Phone	03/19/2014	Closed with explanation	Yes	No
Phone	03/31/2014	Closed with explanation	Yes	Yes
Referral	03/31/2014	Closed with monetary relief	Yes	No
Referral	03/31/2014	Closed with explanation	Yes	No
Web	03/18/2014	Closed with explanation	Yes	No
Web	03/24/2014	Closed with explanation	Yes	No
Web	03/18/2014	Closed with monetary relief	Yes	No
Phone	03/19/2014	Closed with explanation	Yes	No
Web	03/25/2014	Closed with explanation	Yes	Yes
Referral	04/04/2014	Closed with monetary relief	Yes	No
Referral	04/02/2014	Closed	Yes	No
Fax	04/04/2014	Closed with explanation	Yes	No
Phone	04/30/2014	Closed with monetary relief	Yes	Yes
Referral	04/04/2014	Closed with monetary relief	Yes	No
Web	04/01/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

743717
743665
774178
780545
774235
764915
767790
781349
775440
774354
768529
774385
768535
767823
768545
787902
782775
787202
775371
788761
788286

Bank Account or Service Complaints

Based on Consumer Complaints

03/19/2014	Bank account or service	Checking account
03/19/2014	Bank account or service	Checking account
04/01/2014	Bank account or service	Savings account
03/24/2014	Bank account or service	(CD) Certificate of deposit
03/19/2014	Bank account or service	Checking account
04/01/2014	Bank account or service	Checking account
04/01/2014	Bank account or service	Checking account
03/19/2014	Bank account or service	Checking account
04/01/2014	Bank account or service	Checking account
04/01/2014	Bank account or service	Savings account
04/01/2014	Bank account or service	Checking account
04/02/2014	Bank account or service	Checking account
04/05/2014	Bank account or service	Other bank product/service
04/05/2014	Bank account or service	Checking account
04/02/2014	Bank account or service	Checking account
04/02/2014	Bank account or service	Checking account
04/05/2014	Bank account or service	Checking account
04/02/2014	Bank account or service	Checking account
04/06/2014	Bank account or service	Checking account
04/06/2014	Bank account or service	Other bank product/service
04/02/2014	Bank account or service	Savings account
04/02/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	MA	01202		N/A
JPMorgan Chase & Co.	KY	41016		N/A
Comerica	MI	48322	Older American	N/A
Astoria Bank	CA	92701		N/A
Synovus Bank	AL	35244		N/A
Regions Financial Corporation	FL	33067		N/A
Wells Fargo & Company	CA	95661	Servicemember	N/A
Regions Financial Corporation	MS	39180		N/A
Wells Fargo & Company	NJ	07066		N/A
Bank of America	NY	14863		N/A
Wells Fargo & Company	TX	76248		N/A
Santander Bank US	PA	17023	Older American	N/A
U.S. Bancorp	WA	98296		N/A
JPMorgan Chase & Co.	NY	11379		N/A
Early Warning Services, LLC	FL	33126		N/A
HSBC North America Holdings Inc.	NY	10013		N/A
Bank of America	MD	20735		N/A
Santander Bank US	PA	19127		N/A
Wells Fargo & Company	NC	28803		N/A
BMO Harris	AZ	85012		N/A
Santander Bank US	NJ	07960		N/A
Wells Fargo & Company	MN	55128		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	03/19/2014	Closed with explanation	Yes	No
Web	03/19/2014	Closed with explanation	Yes	No
Postal mail	04/10/2014	Closed with explanation	Yes	No
Referral	03/31/2014	Closed with explanation	Yes	Yes
Phone	03/24/2014	Closed with explanation	Yes	Yes
Web	04/10/2014	Closed with monetary relief	Yes	No
Phone	04/10/2014	Closed with explanation	Yes	No
Referral	03/24/2014	Closed with monetary relief	Yes	No
Web	04/01/2014	Closed with explanation	Yes	Yes
Web	04/01/2014	Closed with monetary relief	Yes	No
Web	04/01/2014	Closed with explanation	Yes	No
Web	04/01/2014	Closed	Yes	No
Web	04/10/2014	Closed with explanation	Yes	Yes
Web	04/05/2014	Closed with explanation	Yes	No
Web	04/06/2014	Closed with explanation	Yes	No
Web	04/08/2014	Closed with explanation	Yes	No
Fax	04/09/2014	Closed with explanation	Yes	Yes
Web	04/02/2014	Closed with monetary relief	Yes	No
Web	04/06/2014	Closed with explanation	Yes	Yes
Web	04/06/2014	Closed with explanation	Yes	No
Referral	04/07/2014	Closed with monetary relief	Yes	Yes
Referral	04/07/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

768970
768978
789160
775389
766472
788416
788467
765081
788578
788667
789363
789379
795286
795344
790836
789677
795200
789852
795652
795987
789271
789953

Bank Account or Service Complaints

Based on Consumer Complaints

04/02/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Other bank product/service
04/07/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Other bank product/service
04/07/2014	Bank account or service	Savings account
04/07/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Other bank product/service
03/24/2014	Bank account or service	Checking account
04/11/2014	Bank account or service	Checking account
03/24/2014	Bank account or service	Checking account
03/24/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Checking account
04/16/2014	Bank account or service	Cashing a check without an account
03/24/2014	Bank account or service	Other bank product/service
03/24/2014	Bank account or service	Other bank product/service
03/24/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Other bank product/service
04/17/2014	Bank account or service	Checking account
04/17/2014	Bank account or service	(CD) Certificate of deposit

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	GA	30318	Servicemember	N/A
Bank of America	TX	77584		N/A
Wells Fargo & Company	CA	91750		N/A
Wells Fargo & Company	FL	32059		N/A
TD Bank US Holding Company	NY	10009		N/A
Bank of America	DE	19801		N/A
U.S. Bancorp	NV	89103		N/A
TD Bank US Holding Company	RI	02889		N/A
Pentagon FCU	TX	77071		N/A
Fidelity National Information Services, Inc. (FNIS)	CA	90631		N/A
Bank of America	MA	02118		N/A
Citizens Financial Group, Inc.	PA	19125		N/A
BBVA Compass	TX	76033		N/A
Wells Fargo & Company	AZ	85069		N/A
Bank of America	CA	95661		N/A
Delbert Services	VT	05753		N/A
Ally Financial Inc.	CA	95416	Older American	N/A
Bank of America	IL	60163		N/A
Citizens Financial Group, Inc.	DE	19977	Older American	N/A
U.S. Bancorp	CA	92373	Servicemember	N/A
Capital One	VA	20105		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	04/02/2014	Closed with monetary relief	Yes	No
Referral	04/09/2014	Closed with non-monetary relief	Yes	No
Referral	04/09/2014	Closed with explanation	Yes	No
Referral	04/24/2014	Closed with monetary relief	Yes	Yes
Referral	04/09/2014	Closed with explanation	Yes	No
Referral	04/09/2014	Closed with explanation	Yes	No
Referral	04/09/2014	Closed with monetary relief	Yes	No
Referral	04/09/2014	Closed with monetary relief	Yes	No
Referral	04/09/2014	Closed with explanation	Yes	No
Web	03/25/2014	Closed with explanation	Yes	Yes
Web	04/11/2014	Closed with explanation	Yes	No
Referral	04/10/2014	Closed with monetary relief	Yes	No
Referral	04/01/2014	Closed with explanation	Yes	No
Postal mail	04/09/2014	Closed with explanation	Yes	Yes
Web	04/22/2014	Closed with explanation	Yes	No
Referral	03/31/2014	Closed with explanation	Yes	No
Phone	03/31/2014	Closed with monetary relief	Yes	Yes
Web	03/24/2014	Closed with explanation	Yes	No
Phone	04/09/2014	Closed with explanation	Yes	Yes
Web	04/16/2014	Closed with explanation	Yes	No
Web	04/16/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

789974
796498
796258
796274
796420
796463
796256
797033
796983
775939
806135
775376
775397
796428
812180
774991
775042
775047
795859
812846
812905

Bank Account or Service Complaints

Based on Consumer Complaints

03/24/2014	Bank account or service	Checking account
04/17/2014	Bank account or service	Other bank product/service
04/07/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Checking account
03/24/2014	Bank account or service	Savings account
03/25/2014	Bank account or service	Other bank product/service
04/07/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Checking account
04/17/2014	Bank account or service	Checking account
03/25/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Other bank product/service
04/17/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Checking account
03/25/2014	Bank account or service	Other bank product/service
04/07/2014	Bank account or service	Checking account
04/17/2014	Bank account or service	Checking account
04/02/2014	Bank account or service	Checking account
04/17/2014	Bank account or service	Checking account
04/17/2014	Bank account or service	Savings account
04/02/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Citibank	NY	11542		N/A
Ocwen	NH	03102		N/A
PNC Bank N.A.	AL	35150		N/A
Bank of America	TN	37122		N/A
BBVA Compass	TX	77090	Older American	N/A
JPMorgan Chase & Co.	MI	48235		N/A
U.S. Bancorp	CA	90038		N/A
Boeing Employees' Credit Union	WA	98122		N/A
Whitney Bank	FL	33161		N/A
TD Bank US Holding Company	ME	04043		N/A
Wells Fargo & Company	NV	89101	Servicemember	N/A
Bank of America	PA	15237		N/A
JPMorgan Chase & Co.	NJ	07601		N/A
Wells Fargo & Company	FL	33023		N/A
Citibank	CA	90650		N/A
SunTrust Banks, Inc.	FL	34293		N/A
Bank of America	NV	89128		N/A
HSBC North America Holdings Inc.	VA	20189		N/A
TD Bank US Holding Company	NJ	08037		N/A
JPMorgan Chase & Co.	CA	93901		N/A
JPMorgan Chase & Co.	NY	10301		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	03/31/2014	Closed with non-monetary relief	Yes	No
Web	04/22/2014	Closed with explanation	Yes	No
Web	04/07/2014	Closed with explanation	Yes	No
Web	04/07/2014	Closed with explanation	Yes	No
Phone	04/09/2014	Closed with monetary relief	Yes	No
Referral	03/31/2014	Closed with explanation	Yes	No
Web	03/24/2014	Closed with monetary relief	Yes	No
Referral	04/10/2014	Closed with explanation	Yes	No
Referral	04/14/2014	Closed with explanation	Yes	No
Referral	04/23/2014	Closed with explanation	Yes	No
Postal mail	04/01/2014	Closed with explanation	Yes	No
Web	04/10/2014	Closed with explanation	Yes	Yes
Web	04/22/2014	Closed with explanation	Yes	No
Phone	04/10/2014	Closed with explanation	Yes	Yes
Phone	03/31/2014	Closed with explanation	Yes	No
Phone	04/10/2014	Closed with monetary relief	Yes	No
Web	04/17/2014	Closed with non-monetary relief	Yes	No
Phone	04/07/2014	Closed with explanation	Yes	No
Referral	04/22/2014	Closed with monetary relief	Yes	No
Referral	04/22/2014	Closed with monetary relief	Yes	No
Referral	04/07/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

775106
812958
795949
796686
796750
775280
776033
796158
797235
813915
778011
796938
813167
797039
776254
797090
813364
790046
813409
813418
790467

Bank Account or Service Complaints

Based on Consumer Complaints

04/02/2014	Bank account or service	Checking account
04/02/2014	Bank account or service	Checking account
04/02/2014	Bank account or service	Savings account
03/27/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Other bank product/service
04/02/2014	Bank account or service	Checking account
03/25/2014	Bank account or service	Checking account
04/11/2014	Bank account or service	Other bank product/service
04/02/2014	Bank account or service	Savings account
04/17/2014	Bank account or service	Savings account
04/02/2014	Bank account or service	Checking account
03/25/2014	Bank account or service	Other bank product/service
03/28/2014	Bank account or service	Savings account
04/02/2014	Bank account or service	(CD) Certificate of deposit
03/25/2014	Bank account or service	Checking account
03/25/2014	Bank account or service	Checking account
03/28/2014	Bank account or service	Other bank product/service
04/17/2014	Bank account or service	(CD) Certificate of deposit
03/28/2014	Bank account or service	Checking account
04/17/2014	Bank account or service	Checking account
04/08/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	NY	11377		N/A
M&T Bank Corporation	NY	12729		N/A
Santander Bank US	PA	16803		N/A
Bank of America	FL	33009		N/A
BMW Financial Services	MD	20785		N/A
USAA Savings				N/A
Citibank	NY	10039		N/A
Wells Fargo & Company	NJ	08085		N/A
Bank of America	AZ	85745		N/A
JPMorgan Chase & Co.	WA	99217		N/A
Capital One	MD	20721	Older American	N/A
OneMain Financial Holdings, LLC	TX	76119		N/A
Fifth Third Financial Corporation	MI	48390		N/A
Citibank	WA	98664	Older American	N/A
Wells Fargo & Company	CO	80301		N/A
Regions Financial Corporation	LA	71327		N/A
Bank of America	TX	76028		N/A
Capital One	NY	11776		N/A
JPMorgan Chase & Co.	CO	80003		N/A
Bank of America	NJ	07075		N/A
JPMorgan Chase & Co.	MA	02446		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	04/07/2014	Closed with monetary relief	Yes	No
Referral	04/07/2014	Closed	Yes	No
Referral	04/07/2014	Closed	Yes	No
Web	03/27/2014	Closed with monetary relief	Yes	No
Phone	04/10/2014	Closed with explanation	Yes	No
Referral	04/07/2014	Closed with explanation	Yes	Yes
Referral	04/01/2014	Closed with non-monetary relief	Yes	No
Web	04/16/2014	Closed with explanation	Yes	No
Web	04/02/2014	Closed with explanation	Yes	No
Web	04/17/2014	Closed with explanation	Yes	No
Web	04/06/2014	Closed with explanation	Yes	No
Postal mail	04/01/2014	Closed with explanation	Yes	No
Referral	04/03/2014	Closed with explanation	Yes	Yes
Phone	04/07/2014	Closed with explanation	Yes	No
Postal mail	04/01/2014	Closed with explanation	Yes	No
Phone	03/31/2014	Closed with explanation	Yes	Yes
Postal mail	04/03/2014	Closed with explanation	Yes	No
Web	04/22/2014	Closed with monetary relief	Yes	No
Web	03/28/2014	Closed with explanation	Yes	No
Phone	04/23/2014	Closed with explanation	Yes	No
Web	04/07/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

790491
790593
790782
782717
797310
790822
777466
805096
790330
813684
790338
776401
783558
790453
776819
777995
782921
813951
783050
814011
798312

Bank Account or Service Complaints

Based on Consumer Complaints

03/28/2014	Bank account or service	Other bank product/service
04/17/2014	Bank account or service	Checking account
04/11/2014	Bank account or service	Checking account
04/11/2014	Bank account or service	Checking account
03/28/2014	Bank account or service	Checking account
03/28/2014	Bank account or service	Checking account
04/02/2014	Bank account or service	Checking account
04/11/2014	Bank account or service	Checking account
04/08/2014	Bank account or service	Checking account
04/02/2014	Bank account or service	Checking account
04/08/2014	Bank account or service	Checking account
04/11/2014	Bank account or service	Other bank product/service
04/14/2014	Bank account or service	Checking account
03/28/2014	Bank account or service	Other bank product/service
04/28/2014	Bank account or service	Checking account
04/03/2014	Bank account or service	Other bank product/service
04/11/2014	Bank account or service	Checking account
03/28/2014	Bank account or service	Checking account
04/18/2014	Bank account or service	Savings account
03/28/2014	Bank account or service	Other bank product/service
03/28/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	TX	76028		N/A
TD Bank US Holding Company	FL	34472		N/A
Wells Fargo & Company	MD	20774		N/A
Bank of America	FL	32703		N/A
The Huntington National Bank			Servicemember	N/A
USAA Savings	MI	48321	Servicemember	N/A
Bank of America	MD	21222		N/A
Bank of America	AR	72715	Servicemember	N/A
JPMorgan Chase & Co.	MI	48239		N/A
Wells Fargo & Company	WA	98503		N/A
Santander Bank US	NJ	08816	Older American	N/A
U.S. Bancorp	GA	31719		N/A
JPMorgan Chase & Co.	FL	33025		N/A
Ally Financial Inc.	CA	90011		N/A
Santander Bank US	RI	02886		N/A
Bank of America	IA	50310		N/A
JPMorgan Chase & Co.	AZ	85205		N/A
TCF National Bank	MI	48219		N/A
Capital One	UT	84011		N/A
Bank of America	CA	90011		N/A
Amex	CA	90011		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	04/03/2014	Closed with explanation	Yes	No
Web	04/23/2014	Closed with explanation	Yes	No
Web	04/11/2014	Closed with monetary relief	Yes	No
Web	04/14/2014	Closed with non-monetary relief	Yes	No
Phone	03/31/2014	Closed with monetary relief	Yes	No
Phone	04/03/2014	Closed with monetary relief	Yes	No
Referral	04/07/2014	Closed with explanation	Yes	No
Web	04/16/2014	Closed with explanation	Yes	No
Referral	04/10/2014	Closed with explanation	Yes	No
Referral	04/07/2014	Closed with explanation	Yes	No
Phone	04/09/2014	Closed	Yes	No
Web	04/11/2014	Closed with explanation	Yes	No
Referral	04/17/2014	Closed with explanation	Yes	No
Fax	04/03/2014	Closed with explanation	Yes	No
Phone	04/29/2014	Closed	Yes	No
Web	04/02/2014	Closed with explanation	Yes	No
Phone	04/16/2014	Closed with explanation	Yes	No
Referral	04/18/2014	Closed with explanation	Yes	No
Web	04/17/2014	Closed with explanation	Yes	No
Fax	04/04/2014	Closed with explanation	Yes	No
Fax	04/04/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

782924
814094
805400
805404
783133
782846
790705
805420
798355
790729
798386
805474
807783
783246
829333
791398
805588
782633
814909
783255
783262

Bank Account or Service Complaints

Based on Consumer Complaints

03/28/2014	Bank account or service	Other bank product/service
04/03/2014	Bank account or service	Checking account
04/03/2014	Bank account or service	Checking account
03/28/2014	Bank account or service	Checking account
04/03/2014	Bank account or service	Checking account
04/03/2014	Bank account or service	Other bank product/service
04/18/2014	Bank account or service	Checking account
04/28/2014	Bank account or service	Checking account
04/08/2014	Bank account or service	Other bank product/service
04/03/2014	Bank account or service	Other bank product/service
04/28/2014	Bank account or service	Checking account
04/12/2014	Bank account or service	Checking account
04/12/2014	Bank account or service	Checking account
04/12/2014	Bank account or service	Savings account
04/08/2014	Bank account or service	Other bank product/service
04/08/2014	Bank account or service	Checking account
04/08/2014	Bank account or service	Checking account
03/28/2014	Bank account or service	Checking account
04/12/2014	Bank account or service	Checking account
04/28/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Citibank	CA	90011		N/A
Wells Fargo & Company	NM	87181		N/A
BB&T Financial	FL	34953		N/A
Wells Fargo & Company	NJ	08054	Older American, Servicemember	N/A
JPMorgan Chase & Co.	NY	11779		N/A
BMO Harris	WI	53805		N/A
Pentagon FCU	PA	19350		N/A
Wells Fargo & Company	SC	29730		N/A
BNY Mellon	IN	46259		N/A
Bank of America	GA	30265		N/A
Citizens Financial Group, Inc.	MA	01961	Servicemember	N/A
TD Bank US Holding Company	RI	02916		N/A
Regions Financial Corporation	LA	70435		N/A
Santander Bank US	MA	02120		N/A
Bank of America	NC	27292		N/A
Regions Financial Corporation	FL	32746		N/A
PNC Bank N.A.	DE	19970		N/A
Bank of America	CA	95453	Older American	N/A
Bank of America	CA	90805		N/A
BOK Financial Corp	OK	73097	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Fax	04/04/2014	Closed with explanation	Yes	No
Referral	04/07/2014	Closed with explanation	Yes	No
Referral	05/14/2014	Closed with explanation	Yes	Yes
Phone	04/04/2014	Closed with explanation	Yes	Yes
Web	04/03/2014	Closed with explanation	Yes	Yes
Web	04/07/2014	Closed with explanation	Yes	Yes
Web	04/18/2014	Closed with monetary relief	Yes	No
Postal mail	04/30/2014	Closed with monetary relief	Yes	No
Referral	04/10/2014	Closed with explanation	Yes	No
Web	04/03/2014	Closed with explanation	Yes	No
Postal mail	04/30/2014	Closed with monetary relief	Yes	No
Web	04/12/2014	Closed with explanation	Yes	No
Web	04/12/2014	Closed with explanation	Yes	No
Web	04/12/2014	Closed	Yes	No
Web	04/08/2014	Closed with monetary relief	Yes	No
Web	04/08/2014	Closed with non-monetary relief	Yes	Yes
Phone	04/10/2014	Closed with explanation	Yes	No
Web	03/28/2014	Closed with explanation	Yes	No
Web	04/14/2014	Closed with explanation	Yes	No
Web	04/28/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

783263
791469
792750
783309
791499
791511
815009
827876
799352
791640
827079
806177
806332
806358
799647
798088
798908
783724
806387
828037

Bank Account or Service Complaints

Based on Consumer Complaints

04/12/2014	Bank account or service	Other bank product/service
04/28/2014	Bank account or service	Checking account
04/08/2014	Bank account or service	Checking account
03/28/2014	Bank account or service	Checking account
04/03/2014	Bank account or service	Other bank product/service
03/28/2014	Bank account or service	Checking account
04/03/2014	Bank account or service	Checking account
04/28/2014	Bank account or service	Other bank product/service
04/28/2014	Bank account or service	Checking account
04/28/2014	Bank account or service	Checking account
04/03/2014	Bank account or service	Other bank product/service
04/14/2014	Bank account or service	Checking account
03/29/2014	Bank account or service	Checking account
04/14/2014	Bank account or service	Savings account
03/29/2014	Bank account or service	Other bank product/service
03/29/2014	Bank account or service	Checking account
04/28/2014	Bank account or service	Checking account
04/28/2014	Bank account or service	Savings account
04/14/2014	Bank account or service	Checking account
04/22/2014	Bank account or service	Checking account
04/03/2014	Bank account or service	Other bank product/service
04/22/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Citibank	NY	14302		N/A
JPMorgan Chase & Co.	NM	88345		N/A
Bank of America	CA	94541		N/A
Regions Financial Corporation	MS	39047	Older American	N/A
Santander Consumer USA Holdings Inc	OH	43607		N/A
People's United Bank	CT	06706		N/A
JPMorgan Chase & Co.	AZ	85014		N/A
Google Inc.	CT	06320		N/A
PNC Bank N.A.	PA	15120		N/A
Bank of America	CA	90046		N/A
Capital One	CA	91405		N/A
Bank of the West	CA	94127		N/A
Wells Fargo & Company	MO	64485		N/A
Fifth Third Financial Corporation	KY	40245		N/A
Capital One	TX	77469		N/A
TD Bank US Holding Company	NJ	07002		N/A
TCF National Bank	MN	55413		N/A
Wells Fargo & Company	VA	22309		N/A
Citizens Financial Group, Inc.	MA	02474		N/A
M&T Bank Corporation	DE	19946		N/A
Union Bank	CA	94549		N/A
Bank of America	SD	57769		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	04/16/2014	Closed with explanation	Yes	No
Postal mail	04/30/2014	Closed with explanation	Yes	Yes
Web	04/10/2014	Closed with explanation	Yes	No
Web	03/28/2014	Closed	Yes	Yes
Phone	04/07/2014	Closed with explanation	Yes	Yes
Web	04/10/2014	Closed with explanation	Yes	No
Web	04/03/2014	Closed with monetary relief	Yes	No
Web	06/02/2014	Closed with explanation	Yes	No
Referral	04/30/2014	Closed with explanation	Yes	No
Web	04/28/2014	Closed with monetary relief	No	No
Referral	04/08/2014	Closed with explanation	Yes	No
Referral	04/17/2014	Closed with explanation	Yes	No
Web	03/28/2014	Closed with explanation	Yes	No
Web	04/14/2014	Closed with monetary relief	Yes	No
Web	04/17/2014	Closed with explanation	Yes	No
Web	03/31/2014	Closed with explanation	Yes	No
Postal mail	04/29/2014	Closed with explanation	Yes	No
Phone	05/05/2014	Closed with explanation	Yes	No
Phone	04/22/2014	Closed with monetary relief	Yes	Yes
Referral	04/24/2014	Closed with explanation	Yes	No
Web	04/03/2014	Closed with explanation	Yes	No
Web	04/22/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

806195
828932
799045
784490
791852
783884
791875
827094
829877
828732
791953
807739
784605
807127
784638
784684
828771
828510
807220
819609
792248
819714

Bank Account or Service Complaints

Based on Consumer Complaints

04/22/2014	Bank account or service	Checking account
04/14/2014	Bank account or service	Checking account
03/30/2014	Bank account or service	Other bank product/service
04/29/2014	Bank account or service	Checking account
04/14/2014	Bank account or service	Other bank product/service
04/29/2014	Bank account or service	Checking account
04/22/2014	Bank account or service	Checking account
04/22/2014	Bank account or service	Checking account
04/14/2014	Bank account or service	Savings account
04/23/2014	Bank account or service	Checking account
04/23/2014	Bank account or service	Checking account
04/03/2014	Bank account or service	Checking account
04/23/2014	Bank account or service	Checking account
04/14/2014	Bank account or service	Checking account
04/14/2014	Bank account or service	Checking account
04/03/2014	Bank account or service	Other bank product/service
04/03/2014	Bank account or service	Other bank product/service
04/15/2014	Bank account or service	Checking account
04/15/2014	Bank account or service	Checking account
04/15/2014	Bank account or service	Checking account
04/15/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	FL	33025	Older American	N/A
PNC Bank N.A.	PA	19311		N/A
PayPal Holdings, Inc.	FL	33603		N/A
HSBC North America Holdings Inc.	CA	94109		N/A
Citibank	GA	30328		N/A
SunTrust Banks, Inc.	TN	37918		N/A
BNY Mellon	NY	10471		N/A
Wells Fargo & Company	CA	95222	Older American	N/A
Bank of America	VA	20176		N/A
Wells Fargo & Company	TX	77642		N/A
Banco Santander Puerto Rico	PR	00795	Older American	N/A
U.S. Bancorp	MN	55434		N/A
Bank of America	CA	90220	Servicemember	N/A
Wells Fargo & Company	MD	20646		N/A
Wells Fargo & Company	FL	32217		N/A
Capital One	PA	19076		N/A
Enova International, Inc.	IL	60005		N/A
Bank of Hawaii	HI	96707		N/A
USAA Savings	NM	87301		N/A
TD Bank US Holding Company	FL	33417		N/A
Navy FCU	WI	53208		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	04/25/2014	Closed with explanation	Yes	No
Referral	04/17/2014	Closed with explanation	Yes	Yes
Web	03/31/2014	Closed with explanation	Yes	No
Web	04/29/2014	Closed with explanation	Yes	No
Phone	04/18/2014	Closed with monetary relief	Yes	No
Referral	05/01/2014	Closed with monetary relief	Yes	No
Referral	04/25/2014	Closed with explanation	Yes	No
Phone	04/25/2014	Closed with explanation	Yes	No
Web	04/14/2014	Closed with explanation	Yes	Yes
Referral	04/25/2014	Closed with explanation	Yes	No
Postal mail	05/01/2014	Closed with explanation	Yes	No
Web	04/03/2014	Closed with explanation	Yes	No
Phone	04/25/2014	Closed with monetary relief	Yes	No
Web	04/14/2014	Closed with explanation	Yes	No
Web	04/14/2014	Closed with explanation	Yes	No
Referral	04/08/2014	Closed with explanation	Yes	No
Phone	04/08/2014	Closed with explanation	Yes	No
Referral	04/18/2014	Closed with explanation	Yes	Yes
Referral	04/17/2014	Closed with explanation	Yes	No
Referral	04/17/2014	Closed with explanation	Yes	No
Postal mail	04/18/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

818338
806771
785030
829572
807549
830133
819867
819907
807784
821176
821107
792307
821216
808046
808818
792419
792486
809302
810557
809475
808673

Bank Account or Service Complaints

Based on Consumer Complaints

04/23/2014	Bank account or service	Checking account
04/23/2014	Bank account or service	Checking account
04/23/2014	Bank account or service	Checking account
04/15/2014	Bank account or service	Checking account
04/15/2014	Bank account or service	Checking account
04/23/2014	Bank account or service	Other bank product/service
04/23/2014	Bank account or service	Checking account
04/09/2014	Bank account or service	Checking account
04/04/2014	Bank account or service	Checking account
04/23/2014	Bank account or service	Checking account
04/04/2014	Bank account or service	Checking account
04/23/2014	Bank account or service	Checking account
04/04/2014	Bank account or service	Other bank product/service
04/23/2014	Bank account or service	Other bank product/service
04/23/2014	Bank account or service	Checking account
04/23/2014	Bank account or service	Other bank product/service
04/23/2014	Bank account or service	Checking account
04/23/2014	Bank account or service	Checking account
04/23/2014	Bank account or service	Checking account
04/04/2014	Bank account or service	Checking account
04/09/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

BB&T Financial	FL	33604		N/A
Wells Fargo & Company	CA	90005		N/A
Wells Fargo & Company	GA	31021		N/A
Capital One	TX	78258		N/A
Ally Financial Inc.	CT	06082		N/A
PNC Bank N.A.	IN	46205	Older American	N/A
Bank of America	NY	10458		N/A
Union Bank	CA	93063		N/A
Citibank	NY	11358		N/A
U.S. Bancorp	CA	92562	Older American	N/A
Union Bank	CA	93063		N/A
Santander Bank US	NJ	07005		N/A
Citizens Financial Group, Inc.	RI	02914		N/A
Synchrony Financial	NC	27012		N/A
SunTrust Banks, Inc.	GA	31313	Servicemember	N/A
PayPal Holdings, Inc.	OR	97080	Older American	N/A
JPMorgan Chase & Co.	CA	94591		N/A
Whitney Bank	LA	70447	Older American	N/A
HSBC North America Holdings Inc.	SC	29477	Older American	N/A
Citibank	NY	11231		N/A
TD Bank US Holding Company	NJ	08527		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	04/28/2014	Closed with explanation	Yes	No
Referral	04/28/2014	Closed with explanation	Yes	No
Phone	04/28/2014	Closed with explanation	Yes	No
Phone	04/18/2014	Closed with explanation	No	No
Web	04/15/2014	Closed with explanation	Yes	No
Phone	04/28/2014	Closed with explanation	Yes	No
Web	04/23/2014	Closed with monetary relief	Yes	No
Postal mail	04/21/2014	Closed with explanation	Yes	No
Web	04/08/2014	Closed with monetary relief	Yes	No
Web	04/23/2014	Closed with explanation	Yes	Yes
Fax	04/14/2014	Closed with explanation	Yes	No
Phone	04/28/2014	Closed	Yes	No
Fax	04/08/2014	Closed with explanation	Yes	Yes
Referral	04/28/2014	Closed with explanation	Yes	No
Phone	04/28/2014	Closed with monetary relief	Yes	No
Referral	04/28/2014	Closed with monetary relief	Yes	No
Referral	04/28/2014	Closed with monetary relief	Yes	No
Referral	04/28/2014	Closed with explanation	Yes	No
Fax	04/28/2014	Closed with explanation	Yes	No
Web	04/04/2014	Closed with monetary relief	Yes	No
Web	04/09/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

820769
820770
821803
809468
809516
821866
821874
800192
793547
820915
793614
822043
793735
822141
822145
822138
820783
820785
820681
794000
801999

Bank Account or Service Complaints

Based on Consumer Complaints

04/04/2014	Bank account or service	Checking account
04/04/2014	Bank account or service	(CD) Certificate of deposit
04/04/2014	Bank account or service	Checking account
04/09/2014	Bank account or service	Checking account
04/09/2014	Bank account or service	Other bank product/service
04/23/2014	Bank account or service	Checking account
04/09/2014	Bank account or service	Checking account
04/23/2014	Bank account or service	Checking account
04/04/2014	Bank account or service	Checking account
04/09/2014	Bank account or service	Checking account
04/04/2014	Bank account or service	Checking account
04/04/2014	Bank account or service	Checking account
04/09/2014	Bank account or service	Other bank product/service
04/04/2014	Bank account or service	Checking account
04/04/2014	Bank account or service	Other bank product/service
04/09/2014	Bank account or service	Other bank product/service
04/10/2014	Bank account or service	Checking account
04/24/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Other bank product/service
04/10/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Deposits and withdrawals
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	CA	94533	Older American	N/A
M&T Bank Corporation	MD	21771	Older American	N/A
USAA Savings	IL	60517		N/A
Wells Fargo & Company	MD	21234		N/A
Bank of America	FL	34695	Older American	N/A
USAA Savings	KY	40214		N/A
JPMorgan Chase & Co.	CA	93552	Older American	N/A
Bank of America	FL	33407		N/A
UMB Bank	KS	66030		N/A
Wells Fargo & Company	NJ	07840		N/A
Bank of America	TX	78727		N/A
BB&T Financial	PA	19343		N/A
Citibank	FL	33441		N/A
Bank of America	CA	91204		N/A
U.S. Bancorp	IN	46901	Older American	N/A
HSBC North America Holdings Inc.	NY	12110		N/A
Citizens Financial Group, Inc.	NY	14206		N/A
SunTrust Banks, Inc.	FL	33605		N/A
Jim Bottin Enterprises, Inc	NY	11746		N/A
Wells Fargo & Company	CA	91316		N/A
Bank of America	CT	06042		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	04/04/2014	Closed with explanation	Yes	Yes
Web	04/08/2014	Closed	Yes	No
Web	04/04/2014	Closed with explanation	Yes	No
Postal mail	04/11/2014	Closed with explanation	Yes	No
Web	04/11/2014	Closed with monetary relief	Yes	No
Web	04/23/2014	Closed with explanation	Yes	No
Phone	04/11/2014	Closed with explanation	Yes	No
Postal mail	04/28/2014	Closed with explanation	Yes	Yes
Phone	04/08/2014	Closed with non-monetary relief	Yes	No
Phone	04/11/2014	Closed with explanation	Yes	No
Web	04/04/2014	Closed with monetary relief	Yes	No
Phone	04/08/2014	Closed with monetary relief	No	
Fax	04/11/2014	Closed with explanation	Yes	No
Web	04/04/2014	Closed with monetary relief	Yes	No
Phone	04/10/2014	Closed with explanation	Yes	No
Referral	04/11/2014	Closed with explanation	Yes	No
Web	04/09/2014	Closed with monetary relief	Yes	No
Phone	04/28/2014	Closed with monetary relief	Yes	No
Referral	04/15/2014	Closed with explanation	Yes	No
Referral	04/14/2014	Closed with monetary relief	Yes	Yes
Referral	04/14/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

794924
794188
794209
800196
800126
822341
801703
822296
794383
802037
794527
794542
801487
795157
794664
801635
802308
823459
803744
804189
802168

Bank Account or Service Complaints

Based on Consumer Complaints

04/10/2014	Bank account or service	Checking account
05/08/2014	Bank account or service	Other bank product/service
04/10/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Checking account
04/24/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Checking account
04/24/2014	Bank account or service	Checking account
05/08/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Checking account
04/24/2014	Bank account or service	Checking account
05/08/2014	Bank account or service	Checking account
04/29/2014	Bank account or service	Other bank product/service
05/08/2014	Bank account or service	Checking account
04/24/2014	Bank account or service	Checking account
04/29/2014	Bank account or service	Checking account
04/24/2014	Bank account or service	Checking account
04/24/2014	Bank account or service	Other bank product/service
05/08/2014	Bank account or service	Checking account
04/29/2014	Bank account or service	Checking account
04/29/2014	Bank account or service	Checking account
04/24/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Making/receiving payments, sending money
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	FL	33018		N/A
Wells Fargo & Company	CA	91384		N/A
U.S. Bancorp	IL	60440		N/A
The Huntington National Bank	MI	48215		N/A
Wells Fargo & Company	PA	19149		N/A
Fifth Third Financial Corporation	FL	33713		N/A
Bank of America	SC	29063		N/A
Banco Santander Puerto Rico	PR	00705	Servicemember	N/A
Santander Bank US	SC	29483	Older American	N/A
PayPal Holdings, Inc.	FL	34988	Servicemember	N/A
Wells Fargo & Company	FL	33803		N/A
PayPal Holdings, Inc.	WA	98133		N/A
Xoom	MN	55423		N/A
JPMorgan Chase & Co.	LA	70601		N/A
Synchrony Financial	IL	60174		N/A
Regions Financial Corporation	IL	61701		N/A
American Financial Network, Inc.	CA	90304		N/A
Wells Fargo & Company	AZ	85711		N/A
TD Bank US Holding Company	AL	36561	Older American	N/A
Navy FCU	MS	39073		N/A
Bank of America	AZ	85301		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	04/14/2014	Closed with monetary relief	Yes	No
Web	05/13/2014	Closed with explanation	Yes	No
Referral	04/14/2014	Closed with explanation	Yes	No
Referral	04/14/2014	Closed with monetary relief	Yes	No
Phone	04/28/2014	Closed with explanation	Yes	No
Referral	04/14/2014	Closed with explanation	Yes	No
Web	04/24/2014	Closed with monetary relief	Yes	No
Postal mail	05/13/2014	Closed with explanation	Yes	Yes
Phone	04/14/2014	Closed	Yes	No
Phone	04/28/2014	Closed with non-monetary relief	Yes	No
Referral	05/13/2014	Closed with monetary relief	Yes	No
Referral	05/01/2014	Closed with non-monetary relief	Yes	No
Referral	05/13/2014	Closed with explanation	Yes	No
Fax	04/29/2014	Closed with explanation	Yes	No
Referral	05/01/2014	Closed with explanation	Yes	No
Web	04/24/2014	Closed with explanation	Yes	No
Phone	05/05/2014	Closed with explanation	Yes	No
Web	05/08/2014	Closed with explanation	Yes	No
Web	04/29/2014	Closed with monetary relief	Yes	No
Web	04/29/2014	Closed with explanation	Yes	Yes
Referral	05/07/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

803846
844045
802369
802244
823529
802404
823609
843116
802582
823789
843043
830767
843052
823838
830259
823935
824035
844605
830571
830595
824257

Bank Account or Service Complaints

Based on Consumer Complaints

04/24/2014	Bank account or service	Other bank product/service
04/29/2014	Bank account or service	Other bank product/service
04/29/2014	Bank account or service	Other bank product/service
05/09/2014	Bank account or service	Other bank product/service
04/29/2014	Bank account or service	Savings account
04/29/2014	Bank account or service	Other bank product/service
04/29/2014	Bank account or service	Checking account
05/09/2014	Bank account or service	Checking account
04/24/2014	Bank account or service	Checking account
04/24/2014	Bank account or service	Checking account
04/24/2014	Bank account or service	Checking account
04/24/2014	Bank account or service	Other bank product/service
05/09/2014	Bank account or service	Checking account
04/18/2014	Bank account or service	Checking account
04/30/2014	Bank account or service	Checking account
05/09/2014	Bank account or service	Checking account
05/09/2014	Bank account or service	Cashing a check without an account
04/18/2014	Bank account or service	Checking account
05/09/2014	Bank account or service	Checking account
05/09/2014	Bank account or service	Checking account
04/16/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Making/receiving payments, sending money
Using a debit or ATM card
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

PayPal Holdings, Inc.	CA	91104		N/A
Wells Fargo & Company	NJ	07726		N/A
Navy FCU	AR	72404	Servicemember	N/A
Capital One	CA	95776	Servicemember	N/A
JPMorgan Chase & Co.	TX	76108		N/A
PayPal Holdings, Inc.	NY	13685		N/A
SunTrust Banks, Inc.	VA	24590		N/A
Citibank	CA	91709		N/A
People's United Bank	CT	06903		N/A
Capital One	TX	77386		N/A
U.S. Bancorp	CA	92104	Older American	N/A
Amex	OR	97229		N/A
BB&T Financial	VA	20190		N/A
The Huntington National Bank	OH	43950		N/A
Bank of America	CA	90069		N/A
Fifth Third Financial Corporation	OH	43235		N/A
Comerica	SC	29301		N/A
EverBank	CA	92649		N/A
M&T Bank Corporation	OH	43615		N/A
Wells Fargo & Company	IA	50158		N/A
SunTrust Banks, Inc.	FL	32317		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	04/29/2014	Closed with monetary relief	Yes	No
Web	04/29/2014	Closed with explanation	Yes	No
Web	04/29/2014	Closed with explanation	Yes	No
Web	05/19/2014	Closed with non-monetary relief	Yes	No
Phone	05/02/2014	Closed with explanation	Yes	No
Referral	05/05/2014	Closed with explanation	Yes	Yes
Referral	05/02/2014	Closed with monetary relief	Yes	No
Referral	05/13/2014	Closed with monetary relief	Yes	No
Referral	04/29/2014	Closed with explanation	Yes	No
Web	04/24/2014	Closed with explanation	Yes	No
Referral	04/24/2014	Closed with monetary relief	Yes	Yes
Web	04/24/2014	Closed with monetary relief	Yes	No
Web	05/09/2014	Closed with explanation	Yes	No
Referral	04/23/2014	Closed with monetary relief	Yes	No
Web	04/30/2014	Closed with explanation	Yes	No
Referral	05/14/2014	Closed with explanation	Yes	No
Web	05/12/2014	Closed with monetary relief	Yes	No
Web	04/18/2014	Closed with explanation	Yes	No
Referral	05/14/2014	Closed with non-monetary relief	Yes	Yes
Web	05/09/2014	Closed with explanation	Yes	No
Referral	04/21/2014	Closed with non-monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

824258
830669
830697
845408
828926
828876
828883
845470
824461
824500
824501
824523
845302
815399
831721
846076
845903
814699
845310
846095
811362

Bank Account or Service Complaints

Based on Consumer Complaints

05/02/2014	Bank account or service	Other bank product/service
05/09/2014	Bank account or service	Checking account
05/12/2014	Bank account or service	Checking account
05/02/2014	Bank account or service	Checking account
05/02/2014	Bank account or service	Checking account
04/20/2014	Bank account or service	Checking account
04/20/2014	Bank account or service	Checking account
05/03/2014	Bank account or service	Savings account
04/21/2014	Bank account or service	Checking account
05/03/2014	Bank account or service	Checking account
04/21/2014	Bank account or service	Checking account
04/21/2014	Bank account or service	Checking account
04/21/2014	Bank account or service	Checking account
05/03/2014	Bank account or service	Checking account
04/21/2014	Bank account or service	Savings account
05/03/2014	Bank account or service	Other bank product/service
04/21/2014	Bank account or service	Checking account
04/21/2014	Bank account or service	Checking account
04/21/2014	Bank account or service	Checking account
05/04/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

National Credit Systems,Inc.	GA	30012		N/A
Charles Schwab Bank	VA	23222		N/A
TD Bank US Holding Company	MA	01906		N/A
JPMorgan Chase & Co.	CA	95628		N/A
Wells Fargo & Company	AZ	85303		N/A
Bank of America	CA	93406		N/A
Bank of America	FL	32812		N/A
Morgan Stanley	CA	90302		N/A
Santander Bank US	PA	19106		N/A
BMO Harris	FL	33441		N/A
Bank of America	CA	92592	Older American, Servicemember	N/A
USAA Savings	GA	30277		N/A
Bank of America	KS	67212		N/A
JPMorgan Chase & Co.	NY	10027		N/A
M&T Bank Corporation	MD	21225		N/A
SunTrust Banks, Inc.	TN	37801		N/A
Citizens Financial Group, Inc.	NY	12205		N/A
TD Bank US Holding Company	NJ	08048		N/A
Wells Fargo & Company	NC	27828		N/A
Specialized Loan Servicing LLC	CA	92672		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	06/02/2014	Closed with explanation	Yes	No
Web	05/09/2014	Closed with explanation	Yes	Yes
Referral	05/15/2014	Closed with monetary relief	Yes	No
Web	05/02/2014	Closed with explanation	Yes	No
Referral	05/06/2014	Closed with monetary relief	Yes	No
Web	04/20/2014	Closed	Yes	Yes
Web	04/20/2014	Closed with explanation	Yes	No
Phone	05/06/2014	Closed with explanation	Yes	No
Web	04/20/2014	Closed with monetary relief	Yes	No
Web	05/03/2014	Closed with explanation	Yes	Yes
Web	04/21/2014	Closed with explanation	Yes	No
Referral	04/23/2014	Closed with explanation	Yes	No
Referral	04/24/2014	Closed with non-monetary relief	Yes	No
Web	05/03/2014	Closed with explanation	Yes	Yes
Referral	04/23/2014	Closed with explanation	Yes	No
Web	05/03/2014	Closed with non-monetary relief	Yes	No
Referral	04/23/2014	Closed with monetary relief	Yes	Yes
Phone	04/23/2014	Closed with monetary relief	Yes	No
Phone	04/23/2014	Closed with explanation	Yes	No
Web	05/07/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

835007
844857
848324
836553
836561
816434
816136
836716
816676
836799
816719
816962
816522
836843
816512
836861
816981
816740
816769
837046

Bank Account or Service Complaints

Based on Consumer Complaints

05/04/2014	Bank account or service	Other bank product/service
05/05/2014	Bank account or service	Other bank product/service
04/21/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
04/21/2014	Bank account or service	Checking account
04/21/2014	Bank account or service	Other bank product/service
04/25/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
04/25/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Other bank product/service
04/10/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
04/25/2014	Bank account or service	Checking account
04/25/2014	Bank account or service	Checking account
04/21/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Other bank product/service
04/10/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Using a debit or ATM card
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Echelon Financial, Inc.	TX	75002	N/A
First Advantage Corporation	TX	75092	N/A
Citizens Financial Group, Inc.	PA	19525	N/A
Bank of America	FL	32080	N/A
Bank of America	DC	20017	N/A
BNY Mellon	PA	17603	N/A
Fifth Third Financial Corporation	TN	37129	N/A
Bank of America	NJ	07620	N/A
Bank of America	OH	45176	N/A
JPMorgan Chase & Co.	NY	10956	N/A
TD Bank US Holding Company	NY	11967	N/A
BB&T Financial	FL	32179	N/A
Bank of America	MA	01824	N/A
JPMorgan Chase & Co.	CA	95367	N/A
Bank of America	NC	27537	N/A
U.S. Bancorp	ND	58436	N/A
TD Bank US Holding Company	FL	33014	N/A
USAA Savings	MD	21239	N/A
Santander Bank US	NJ	07306	N/A
PNC Bank N.A.	OH	44321	N/A
Citibank	FL	33484	N/A
Southern Management Systems Inc.	FL	33804	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	05/07/2014	Closed with explanation	No	
Web	06/06/2014	Closed with explanation	Yes	No
Referral	04/24/2014	Closed with monetary relief	Yes	No
Referral	05/07/2014	Closed with explanation	Yes	Yes
Web	05/05/2014	Closed with explanation	Yes	No
Web	04/24/2014	Closed with explanation	Yes	No
Referral	04/24/2014	Closed with explanation	Yes	No
Web	04/25/2014	Closed with explanation	Yes	Yes
Referral	05/07/2014	Closed with monetary relief	Yes	No
Web	04/25/2014	Closed with explanation	No	
Web	05/05/2014	Closed with explanation	Yes	No
Web	04/10/2014	Closed with explanation	Yes	No
Postal mail	04/14/2014	Closed with explanation	Yes	No
Phone	04/14/2014	Closed with explanation	Yes	Yes
Web	05/05/2014	Closed with monetary relief	Yes	No
Postal mail	04/29/2014	Closed with monetary relief	Yes	No
Web	04/30/2014	Closed with explanation	Yes	No
Web	04/21/2014	Closed with explanation	Yes	No
Web	05/07/2014	Closed	Yes	No
Referral	04/15/2014	Closed with explanation	Yes	No
Referral	04/15/2014	Closed with non-monetary relief	Yes	Yes
Web	04/29/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

836925
837186
817266
838030
837761
817235
817306
825374
837262
824860
838189
802675
804242
802724
838267
825608
824921
818041
838448
802952
802957
803016

Bank Account or Service Complaints

Based on Consumer Complaints

04/21/2014	Bank account or service	Checking account
04/21/2014	Bank account or service	Savings account
04/21/2014	Bank account or service	Checking account
04/21/2014	Bank account or service	Checking account
04/25/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
04/15/2014	Bank account or service	Checking account
04/15/2014	Bank account or service	Savings account
04/25/2014	Bank account or service	Other bank product/service
04/10/2014	Bank account or service	Savings account
05/05/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Other bank product/service
05/15/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
04/15/2014	Bank account or service	(CD) Certificate of deposit

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	CA	94547		N/A
Santander Bank US	NY	11201	Older American	N/A
Bank of America	CA	92648		N/A
Regions Financial Corporation	FL	33081		N/A
Bank of America	CA	94612		N/A
Bank of America	TX	77021		N/A
U.S. Bancorp	WA	98155		N/A
PNC Bank N.A.	NJ	08052		N/A
Citibank	CA	94563		N/A
Citizens Financial Group, Inc.	MI	48221		N/A
Bank of America	NY	11222		N/A
JPMorgan Chase & Co.	CA	95610		N/A
SunTrust Banks, Inc.	NJ	08833		N/A
JPMorgan Chase & Co.	FL	33161		N/A
Wells Fargo & Company	IL	60077		N/A
U.S. Bancorp	WI	53224		N/A
TransUnion Intermediate Holdings, Inc.	GA	31119		N/A
Amex	FL	33181		N/A
PayPal Holdings, Inc.	CA	91301		N/A
The Western Union Company	MN	56360	Older American	N/A
Synchrony Financial	CA	92627		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	04/21/2014	Closed with explanation	Yes	Yes
Phone	04/24/2014	Closed	Yes	No
Phone	04/24/2014	Closed with explanation	Yes	No
Phone	04/24/2014	Closed with monetary relief	Yes	No
Web	04/25/2014	Closed with explanation	Yes	No
Referral	05/07/2014	Closed with explanation	Yes	No
Referral	05/08/2014	Closed with explanation	Yes	No
Web	04/10/2014	Closed with explanation	Yes	No
Referral	05/07/2014	Closed with explanation	Yes	No
Referral	05/07/2014	Closed with explanation	Yes	No
Web	04/15/2014	Closed with monetary relief	Yes	No
Web	05/29/2014	Closed with explanation	Yes	No
Web	04/16/2014	Closed with explanation	Yes	No
Phone	05/07/2014	Closed with explanation	Yes	No
Referral	05/08/2014	Closed with explanation	Yes	Yes
Referral	05/22/2014	Closed with explanation	Yes	Yes
Web	04/15/2014	Closed with non-monetary relief	Yes	No
Referral	05/19/2014	Closed with explanation	Yes	No
Phone	05/08/2014	Closed with monetary relief	Yes	No
Phone	05/08/2014	Closed with explanation	Yes	No
Web	04/15/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

817573
817611
817627
817636
826077
837189
837193
803205
837202
808711
809921
826377
803230
838738
838875
837218
803275
853625
838815
838817
810036

Bank Account or Service Complaints

Based on Consumer Complaints

05/15/2014	Bank account or service	Checking account
04/15/2014	Bank account or service	Other bank product/service
05/09/2014	Bank account or service	(CD) Certificate of deposit
05/15/2014	Bank account or service	Other bank product/service
04/26/2014	Bank account or service	Other bank product/service
04/10/2014	Bank account or service	Checking account
04/30/2014	Bank account or service	Checking account
04/26/2014	Bank account or service	Checking account
04/26/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Other bank product/service
04/10/2014	Bank account or service	Checking account
05/09/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Checking account
05/15/2014	Bank account or service	Savings account
05/09/2014	Bank account or service	Checking account
04/26/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Other bank product/service
05/06/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	NY	11415		N/A
Ford Motor Credit Company	PA	17046		N/A
Wells Fargo & Company	CA	90292	Older American	N/A
Bank of America	GA	30546		N/A
Bank of America	WA	98392	Older American	N/A
Bank of America	FL	33409		N/A
JPMorgan Chase & Co.	FL	32839		N/A
JPMorgan Chase & Co.	MA	02632		N/A
Wells Fargo & Company	OR	97086		N/A
TCF National Bank	IL	60484		N/A
Wells Fargo & Company	NE	68111		N/A
HSBC North America Holdings Inc.	NJ	08872	Older American	N/A
Bank of America	DC	20008		N/A
Citizens Financial Group, Inc.	MI	48009		N/A
BB&T Financial	VA	23834		N/A
Citizens Financial Group, Inc.	PA	17608		N/A
HSBC North America Holdings Inc.	NY	10022	Older American	N/A
PNC Bank N.A.	OH	44147		N/A
Bank of America	TX	75154		N/A
BBVA Compass	AL	36310		N/A
Wells Fargo & Company	CA	94105		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	05/15/2014	Closed with explanation	Yes	No
Web	05/09/2014	Closed with explanation	Yes	No
Phone	05/14/2014	Closed with explanation	Yes	No
Web	05/15/2014	Closed with explanation	Yes	Yes
Web	04/30/2014	Closed with explanation	Yes	Yes
Referral	04/15/2014	Closed with explanation	Yes	No
Web	04/30/2014	Closed with monetary relief	Yes	No
Web	04/30/2014	Closed with explanation	Yes	No
Web	04/26/2014	Closed with explanation	Yes	No
Referral	05/08/2014	Closed with explanation	Yes	No
Referral	05/08/2014	Closed with explanation	Yes	No
Web	04/10/2014	Closed with explanation	Yes	Yes
Web	04/10/2014	Closed with explanation	Yes	No
Web	05/09/2014	Closed with explanation	Yes	No
Web	05/05/2014	Closed with explanation	Yes	No
Web	04/16/2014	Closed with monetary relief	Yes	Yes
Phone	05/19/2014	Closed with explanation	Yes	No
Phone	05/14/2014	Closed with explanation	Yes	No
Web	04/26/2014	Closed with explanation	Yes	No
Web	04/14/2014	Closed with explanation	Yes	No
Web	05/13/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

853628
810072
845532
854854
826825
802190
832253
826848
826869
838854
838860
803489
803492
844889
838896
802221
853814
844838
826959
803576
839124

Bank Account or Service Complaints

Based on Consumer Complaints

05/10/2014	Bank account or service	Checking account
04/27/2014	Bank account or service	Checking account
04/16/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Checking account
04/16/2014	Bank account or service	Checking account
04/16/2014	Bank account or service	Checking account
04/22/2014	Bank account or service	Checking account
04/30/2014	Bank account or service	Checking account
04/22/2014	Bank account or service	Checking account
04/22/2014	Bank account or service	Other bank product/service
05/10/2014	Bank account or service	Checking account
04/30/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Checking account
05/15/2014	Bank account or service	Savings account
05/11/2014	Bank account or service	Checking account
04/16/2014	Bank account or service	Checking account
04/22/2014	Bank account or service	Other bank product/service
05/15/2014	Bank account or service	Checking account
04/28/2014	Bank account or service	(CD) Certificate of deposit
04/22/2014	Bank account or service	Other bank product/service
04/16/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Navy FCU	MS	39073		N/A
JPMorgan Chase & Co.	AZ	85022		N/A
Bank of America	CA	94565		N/A
Santander Bank US	NY	11367		N/A
Bank of America	NC	28210		N/A
Wells Fargo & Company	GA	30360		N/A
Santander Bank US	MA	01604		N/A
Wells Fargo & Company	FL	33993		N/A
Webster Bank	MA	02301		N/A
JPMorgan Chase & Co.	FL	33920		N/A
JPMorgan Chase & Co.	CA	95812		N/A
JPMorgan Chase & Co.	CO	80907		N/A
Wells Fargo & Company	TX	75206		N/A
Wells Fargo & Company	SC	29063		N/A
JPMorgan Chase & Co.	MI	48094	Older American	N/A
Bank of America	NJ	07430		N/A
LexisNexis	MI	48310	Older American	N/A
JPMorgan Chase & Co.	UT	84020		N/A
Synchrony Financial	FL	34453	Older American	N/A
Wells Fargo & Company	GA	31807		N/A
Wells Fargo & Company	WI	53705		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	05/14/2014	Closed with explanation	Yes	No
Web	04/27/2014	Closed with explanation	Yes	No
Web	04/21/2014	Closed with explanation	Yes	Yes
Phone	04/17/2014	Closed	Yes	No
Web	04/16/2014	Closed with explanation	Yes	No
Web	04/16/2014	Closed with explanation	Yes	No
Web	04/22/2014	Closed	Yes	No
Web	04/30/2014	Closed with monetary relief	Yes	No
Web	04/22/2014	Closed with explanation	Yes	No
Postal mail	04/24/2014	Closed with explanation	Yes	No
Web	05/10/2014	Closed with explanation	Yes	No
Phone	05/05/2014	Closed with explanation	Yes	No
Web	04/10/2014	Closed with explanation	Yes	No
Web	05/15/2014	Closed with explanation	Yes	Yes
Web	05/11/2014	Closed with explanation	Yes	No
Web	04/16/2014	Closed with explanation	Yes	No
Fax	04/24/2014	Closed with explanation	Yes	No
Web	05/15/2014	Closed with explanation	Yes	Yes
Phone	04/30/2014	Closed with monetary relief	Yes	No
Postal mail	04/24/2014	Closed with explanation	Yes	No
Web	04/16/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

846799
820520
810940
803556
810979
810743
818341
832446
818129
818683
846705
832512
806235
854073
846870
811131
818379
854899
827561
818815
811152

Bank Account or Service Complaints

Based on Consumer Complaints

04/22/2014	Bank account or service	Checking account
05/11/2014	Bank account or service	Checking account
04/30/2014	Bank account or service	(CD) Certificate of deposit
04/30/2014	Bank account or service	Other bank product/service
04/16/2014	Bank account or service	Checking account
05/12/2014	Bank account or service	Checking account
05/06/2014	Bank account or service	Checking account
04/16/2014	Bank account or service	Checking account
04/22/2014	Bank account or service	Other bank product/service
04/16/2014	Bank account or service	Checking account
04/30/2014	Bank account or service	Other bank product/service
04/30/2014	Bank account or service	Checking account
05/06/2014	Bank account or service	Savings account
04/30/2014	Bank account or service	Checking account
04/30/2014	Bank account or service	Checking account
04/30/2014	Bank account or service	Checking account
04/16/2014	Bank account or service	Other bank product/service
04/16/2014	Bank account or service	Checking account
05/15/2014	Bank account or service	Checking account
05/06/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

The Huntington National Bank	OH	44485		N/A
USAA Savings	UT	84047		N/A
Bank of the West	KS	67203	Older American	N/A
SunTrust Banks, Inc.	TN	37205	Older American	N/A
Wells Fargo & Company	CA	95204	Older American	N/A
Fifth Third Financial Corporation	MS	39211		N/A
Bank of America	NH	03841		N/A
TCF National Bank	CO	80023	Older American	N/A
Capital One	CA	93221		N/A
Wells Fargo & Company	CT	06854		N/A
Bank of America	IL	60087		N/A
SunTrust Banks, Inc.	GA	30318		N/A
USAA Savings	FL	33181		N/A
Bank of America	NJ	07011		N/A
PNC Bank N.A.	IL	60087		N/A
Fifth Third Financial Corporation	IL	60087		N/A
Synchrony Financial	IN	46077	Older American, Servicemember	N/A
U.S. Bancorp	CO	80904		N/A
Bank of America	TX	76058		N/A
Citibank	FL	32256		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	04/22/2014	Closed with explanation	Yes	No
Web	05/12/2014	Closed with explanation	Yes	No
Postal mail	05/05/2014	Closed with explanation	Yes	No
Web	04/30/2014	Closed with explanation	Yes	No
Phone	04/21/2014	Closed with explanation	Yes	No
Web	05/14/2014	Closed with explanation	Yes	Yes
Web	05/06/2014	Closed with monetary relief	Yes	No
Fax	04/21/2014	Closed with non-monetary relief	Yes	No
Web	04/25/2014	Closed with non-monetary relief	Yes	No
Referral	04/21/2014	Closed with explanation	Yes	No
Web	04/30/2014	Closed with explanation	Yes	Yes
Referral	05/05/2014	Closed with explanation	Yes	Yes
Phone	05/09/2014	Closed with explanation	Yes	No
Referral	05/05/2014	Closed with explanation	Yes	No
Web	04/30/2014	Closed with explanation	Yes	Yes
Web	04/30/2014	Closed with explanation	Yes	Yes
Phone	04/21/2014	Closed with explanation	Yes	No
Web	04/16/2014	Closed with explanation	Yes	No
Referral	05/19/2014	Closed with explanation	Yes	No
Referral	05/09/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

818221
847016
831119
832574
811240
847074
839914
812540
819084
812832
831109
831219
839786
831221
831111
831112
811420
811437
854801
840230

Bank Account or Service Complaints

Based on Consumer Complaints

04/16/2014	Bank account or service	Checking account
04/22/2014	Bank account or service	Checking account
04/30/2014	Bank account or service	Checking account
05/12/2014	Bank account or service	Checking account
05/15/2014	Bank account or service	Checking account
05/01/2014	Bank account or service	Other bank product/service
05/01/2014	Bank account or service	Other bank product/service
04/16/2014	Bank account or service	Checking account
05/01/2014	Bank account or service	Other bank product/service
05/15/2014	Bank account or service	Checking account
05/15/2014	Bank account or service	Checking account
05/01/2014	Bank account or service	Checking account
05/16/2014	Bank account or service	Checking account
05/12/2014	Bank account or service	Checking account
05/16/2014	Bank account or service	Checking account
05/12/2014	Bank account or service	Checking account
05/16/2014	Bank account or service	Other bank product/service
05/06/2014	Bank account or service	Other bank product/service
05/06/2014	Bank account or service	(CD) Certificate of deposit
05/06/2014	Bank account or service	Other bank product/service
05/16/2014	Bank account or service	Other bank product/service
05/16/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	MA	02148		N/A
Bank of America	NJ	07201		N/A
TCF National Bank	IL	60087		N/A
SunTrust Banks, Inc.	GA	31008	Older American	N/A
U.S. Bancorp	KS	66103		N/A
Bank of America	CA	94706		N/A
Capital One	MD	21219		N/A
Regions Financial Corporation	FL	33016		N/A
Bank of America	CA	92805		N/A
Bank of America	NC	28075		N/A
Fidelity National Information Services, Inc. (FNIS)	WA	98370	Older American	N/A
Wells Fargo & Company	FL	33185		N/A
Bank of America	FL	33064		N/A
PNC Bank N.A.	MI	48003		N/A
Citibank	CA	94939		N/A
Santander Bank US	NY	11103		N/A
Synchrony Financial	NC	28504	Servicemember	N/A
Bank of America	CA	95340		N/A
Wells Fargo & Company	FL	33469		N/A
SunTrust Banks, Inc.	VA	22304		N/A
Amex	VA	22206		N/A
Regions Financial Corporation	FL	32257		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	04/16/2014	Closed with non-monetary relief	Yes	No
Web	04/22/2014	Closed with explanation	Yes	No
Web	04/30/2014	Closed with explanation	Yes	Yes
Postal mail	05/14/2014	Closed with monetary relief	Yes	No
Phone	05/19/2014	Closed with explanation	Yes	Yes
Web	05/01/2014	Closed with explanation	Yes	No
Web	05/06/2014	Closed with non-monetary relief	Yes	No
Web	04/16/2014	Closed with monetary relief	Yes	No
Web	05/01/2014	Closed with monetary relief	Yes	No
Phone	05/19/2014	Closed with monetary relief	Yes	No
Phone	06/24/2014	Closed with explanation	Yes	No
Referral	05/05/2014	Closed with explanation	Yes	No
Web	05/16/2014	Closed with explanation	Yes	No
Referral	05/15/2014	Closed with explanation	Yes	No
Web	05/16/2014	Closed with explanation	Yes	Yes
Referral	05/15/2014	Closed	Yes	No
Phone	05/20/2014	Closed with explanation	Yes	No
Web	05/06/2014	Closed with explanation	Yes	No
Postal mail	05/09/2014	Closed with explanation	Yes	Yes
Web	05/06/2014	Closed with non-monetary relief	Yes	Yes
Referral	05/19/2014	Closed with explanation	Yes	No
Referral	05/19/2014	Closed with non-monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

811578
819313
831115
849119
854614
833673
833236
811773
833194
854698
854724
833987
856692
848622
855336
848078
855392
840485
840505
840513
856581
855516

Bank Account or Service Complaints

Based on Consumer Complaints

05/12/2014	Bank account or service	Checking account
05/12/2014	Bank account or service	Checking account
05/16/2014	Bank account or service	Checking account
05/16/2014	Bank account or service	Savings account
05/16/2014	Bank account or service	Checking account
05/12/2014	Bank account or service	Savings account
05/16/2014	Bank account or service	Other bank product/service
05/06/2014	Bank account or service	Checking account
05/12/2014	Bank account or service	Checking account
05/06/2014	Bank account or service	Checking account
05/12/2014	Bank account or service	Other bank product/service
05/01/2014	Bank account or service	Other bank product/service
05/06/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Other bank product/service
05/07/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Other bank product/service
05/01/2014	Bank account or service	Other bank product/service
05/07/2014	Bank account or service	Cashing a check without an account
05/07/2014	Bank account or service	Checking account
05/01/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Navy FCU	TX	75138		N/A
UMB Bank	GA	30341	Servicemember	N/A
Bank of America	TN	37221		N/A
Bank of America	MA	02138		N/A
Citibank	DC	20008		N/A
Wells Fargo & Company	WI	53224		N/A
Wells Fargo & Company	NC	27009		N/A
Boeing Employees' Credit Union	WA	98198		N/A
Wells Fargo & Company	CA	93610		N/A
M&T Bank Corporation	NY	14204		N/A
Amex	FL	33313		N/A
JPMorgan Chase & Co.	TX	76244		N/A
TCF National Bank	MI	48104		N/A
U.S. Bancorp	UT	84337		N/A
Regions Financial Corporation	TN	38115		N/A
PNC Bank N.A.	MI	49835	Servicemember	N/A
Capital One	NY	10977		N/A
JPMorgan Chase & Co.	NY	11951	Older American	N/A
U.S. Bancorp	CA	94538		N/A
Wells Fargo & Company	MO	65582		N/A
Amex	NC	27809		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	05/19/2014	Closed with explanation	Yes	No
Web	05/15/2014	Closed with explanation	Yes	No
Web	05/16/2014	Closed with monetary relief	Yes	No
Web	05/16/2014	Closed with explanation	Yes	No
Web	05/16/2014	Closed with explanation	Yes	No
Web	05/12/2014	Closed with explanation	Yes	No
Web	05/16/2014	Closed with explanation	Yes	No
Referral	05/13/2014	Closed with explanation	Yes	Yes
Referral	05/15/2014	Closed with explanation	Yes	No
Referral	05/09/2014	Closed with non-monetary relief	Yes	No
Web	05/12/2014	Closed with explanation	Yes	No
Referral	05/06/2014	Closed with explanation	Yes	No
Web	05/06/2014	Closed with explanation	Yes	No
Phone	05/09/2014	Closed with explanation	Yes	No
Web	05/07/2014	Closed with explanation	Yes	No
Web	05/07/2014	Closed with explanation	Yes	Yes
Web	05/09/2014	Closed with explanation	Yes	No
Web	05/01/2014	Closed with explanation	Yes	No
Phone	05/12/2014	Closed with explanation	Yes	No
Referral	05/12/2014	Closed	Yes	No
Referral	05/06/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

848617
847793
856564
855570
857010
847980
856678
840772
848619
838997
848101
833380
840856
841793
841520
841570
841422
834585
841988
842116
834749

Bank Account or Service Complaints

Based on Consumer Complaints

05/07/2014	Bank account or service	Checking account
05/01/2014	Bank account or service	Checking account
05/01/2014	Bank account or service	Checking account
05/02/2014	Bank account or service	Savings account
05/02/2014	Bank account or service	Checking account
05/02/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Checking account
05/12/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Checking account
05/02/2014	Bank account or service	Checking account
05/12/2014	Bank account or service	Checking account
05/02/2014	Bank account or service	Checking account
05/13/2014	Bank account or service	Other bank product/service
05/02/2014	Bank account or service	Checking account
05/02/2014	Bank account or service	Checking account
05/02/2014	Bank account or service	Checking account
05/20/2014	Bank account or service	Other bank product/service
05/13/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	GA	30306		N/A
Citizens Financial Group, Inc.	RI	02860		N/A
Wells Fargo & Company	FL	33545		N/A
The Huntington National Bank	OH	43232		N/A
Capital One	TX	77488		N/A
Wells Fargo & Company	MN	55127		N/A
Wells Fargo & Company	FL	33326		N/A
Wells Fargo & Company	NJ	08902		N/A
PNC Bank N.A.	IL	60487		N/A
Bank of America	IA	52402		N/A
CIT Bank National Association	CA	92118		N/A
Wells Fargo & Company	FL	32218		N/A
Bank of America	CA	90018		N/A
Bank of America	FL	33142		N/A
U.S. Bancorp	CA	90005		N/A
JPMorgan Chase & Co.	IL	60631		N/A
Wells Fargo & Company	GA	30269	Servicemember	N/A
Wells Fargo & Company	CA	91950		N/A
Santander Consumer USA Holdings Inc	CA	95134		N/A
Wells Fargo & Company	CA	92262		N/A
PNC Bank N.A.	CA	90034		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	05/07/2014	Closed with non-monetary relief	Yes	Yes
Web	05/01/2014	Closed with monetary relief	Yes	No
Phone	05/06/2014	Closed with explanation	Yes	No
Web	05/02/2014	Closed with explanation	Yes	Yes
Web	05/02/2014	Closed with monetary relief	Yes	No
Web	05/02/2014	Closed with explanation	Yes	No
Phone	05/12/2014	Closed with monetary relief	Yes	No
Web	05/12/2014	Closed with explanation	Yes	No
Referral	05/12/2014	Closed with explanation	Yes	No
Referral	05/12/2014	Closed with explanation	Yes	No
Referral	05/12/2014	Closed	Yes	No
Web	05/02/2014	Closed with explanation	Yes	No
Web	05/12/2014	Closed with explanation	Yes	Yes
Postal mail	06/03/2014	Closed with explanation	Yes	No
Referral	05/16/2014	Closed with explanation	Yes	No
Referral	05/06/2014	Closed with explanation	Yes	No
Web	05/06/2014	Closed with explanation	Yes	Yes
Referral	05/06/2014	Closed with explanation	Yes	No
Web	06/10/2014	Closed with explanation	Yes	No
Web	05/13/2014	Closed with explanation	Yes	No
Web	05/07/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

841473
834762
834881
835456
835410
835471
842317
848215
840980
840983
840989
835579
848320
835639
850290
836224
835123
836102
859952
849221
841091

Bank Account or Service Complaints

Based on Consumer Complaints

05/13/2014	Bank account or service	Checking account
05/02/2014	Bank account or service	Other bank product/service
06/05/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Checking account
05/02/2014	Bank account or service	Checking account
05/13/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Checking account
05/13/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Other bank product/service
05/02/2014	Bank account or service	Other bank product/service
05/13/2014	Bank account or service	Checking account
05/02/2014	Bank account or service	Checking account
05/08/2014	Bank account or service	Checking account
05/08/2014	Bank account or service	Checking account
05/02/2014	Bank account or service	Checking account
05/13/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Capital One	NY	10452		N/A
Bank of America	IL	60501	Older American	N/A
JPMorgan Chase & Co.	AZ	85051		N/A
East West Bank	CA	91754	Older American	N/A
E*Trade Bank	HI	96792		N/A
Regions Financial Corporation	LA	70043		N/A
U.S. Bancorp	MT	59901		N/A
U.S. Bancorp	NE	68116		N/A
Flagstar Bank				N/A
Synchrony Financial	NY	11436		N/A
U.S. Bancorp	OR	97215		N/A
TD Bank US Holding Company	NY	11375		N/A
U.S. Bancorp	CA	91604		N/A
Wells Fargo & Company	NV	89502		N/A
PNC Bank N.A.	IL	62702		N/A
JPMorgan Chase & Co.	TX	77021		N/A
Wells Fargo & Company	MN	55418		N/A
Bank of America	GA	30060	Older American	N/A
Citizens Financial Group, Inc.	PA	15206		N/A
Capital One	CA	92283		N/A
Webster Bank	CT	06477		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	05/15/2014	Closed with monetary relief	Yes	No
Phone	05/06/2014	Closed with explanation	Yes	Yes
Fax	06/09/2014	Closed with monetary relief	Yes	No
Phone	05/12/2014	Closed	Yes	Yes
Referral	05/12/2014	Closed with explanation	Yes	No
Referral	05/12/2014	Closed with explanation	Yes	Yes
Referral	05/12/2014	Closed with explanation	Yes	Yes
Fax	05/06/2014	Closed with monetary relief	Yes	No
Referral	05/15/2014	Closed with explanation	Yes	No
Referral	05/13/2014	Closed with monetary relief	Yes	No
Web	05/07/2014	Closed with explanation	Yes	Yes
Web	05/15/2014	Closed with explanation	Yes	Yes
Web	05/07/2014	Closed with explanation	Yes	No
Web	05/08/2014	Closed with non-monetary relief	Yes	No
Referral	05/06/2014	Closed with explanation	Yes	No
Postal mail	05/15/2014	Closed with explanation	Yes	No
Web	05/02/2014	Closed with monetary relief	Yes	No
Web	05/13/2014	Closed with explanation	Yes	No
Web	05/08/2014	Closed with monetary relief	Yes	No
Web	05/06/2014	Closed with explanation	Yes	No
Phone	05/15/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

851147
835822
882177
842696
841000
841003
841004
834973
849373
842885
842913
849197
841439
843532
836111
849587
836129
843011
843623
835122
849764

Bank Account or Service Complaints

Based on Consumer Complaints

05/22/2014	Bank account or service	Other bank product/service
05/22/2014	Bank account or service	(CD) Certificate of deposit
05/08/2014	Bank account or service	Checking account
05/16/2014	Bank account or service	Other bank product/service
05/16/2014	Bank account or service	Checking account
05/08/2014	Bank account or service	Checking account
05/22/2014	Bank account or service	Checking account
05/16/2014	Bank account or service	Checking account
05/22/2014	Bank account or service	Checking account
05/13/2014	Bank account or service	Checking account
05/13/2014	Bank account or service	(CD) Certificate of deposit
05/22/2014	Bank account or service	Checking account
05/13/2014	Bank account or service	Checking account
05/16/2014	Bank account or service	Checking account
05/16/2014	Bank account or service	Checking account
05/13/2014	Bank account or service	Checking account
05/13/2014	Bank account or service	Checking account
05/22/2014	Bank account or service	Checking account
06/03/2014	Bank account or service	Checking account
06/03/2014	Bank account or service	Checking account
05/22/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	MO	63005	N/A
Barclays PLC	MA	02143	N/A
JPMorgan Chase & Co.	NY	11566	N/A
SunTrust Banks, Inc.	VA	20175	N/A
Bank of America	CA	92815	N/A
PNC Bank N.A.	NJ	08540	N/A
Wells Fargo & Company	VA	23451	N/A
The Huntington National Bank	OH	44511	N/A
Wells Fargo & Company	GA	30083	N/A
Wells Fargo & Company	UT	84663	N/A
Wells Fargo & Company	NC	28461	N/A
Wells Fargo & Company	CA	94506	N/A
Fidelity National Information Services, Inc. (FNIS)	TN	38474	N/A
Wells Fargo & Company	CA	92801	N/A
Wells Fargo & Company	OR	97030	N/A
Santander Bank US	VA	22201	N/A
Bank of America	MI	48127	N/A
Bank of America	CA	92131	N/A
Bank of America	NJ	08610	N/A
People's United Bank	TX	77099	N/A
PNC Bank N.A.	MI	48174	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	05/23/2014	Closed with explanation	No	No
Web	05/22/2014	Closed with explanation	Yes	Yes
Web	05/08/2014	Closed with explanation	Yes	No
Web	05/20/2014	Closed with non-monetary relief	Yes	No
Web	05/20/2014	Closed with non-monetary relief	Yes	No
Phone	05/29/2014	Closed with explanation	Yes	No
Phone	05/23/2014	Closed with explanation	Yes	No
Phone	05/20/2014	Closed with explanation	Yes	No
Postal mail	05/27/2014	Closed with explanation	Yes	No
Postal mail	05/15/2014	Closed with explanation	Yes	No
Phone	05/15/2014	Closed with explanation	Yes	No
Web	05/22/2014	Closed with explanation	Yes	No
Web	05/13/2014	Closed with explanation	Yes	Yes
Postal mail	05/20/2014	Closed with explanation	Yes	Yes
Referral	05/20/2014	Closed with non-monetary relief	Yes	No
Referral	05/15/2014	Closed	Yes	No
Web	05/13/2014	Closed with monetary relief	Yes	No
Phone	05/27/2014	Closed with monetary relief	Yes	No
Referral	06/05/2014	Closed with monetary relief	Yes	No
Referral	06/05/2014	Closed with explanation	Yes	No
Referral	05/27/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

865454
865405
843070
856602
855934
843889
864320
856035
864381
850066
850071
864453
850683
856724
856597
850343
850351
864701
878840
878930
864723

Bank Account or Service Complaints

Based on Consumer Complaints

05/22/2014	Bank account or service	Checking account
05/28/2014	Bank account or service	Other bank product/service
05/16/2014	Bank account or service	Other bank product/service
06/03/2014	Bank account or service	(CD) Certificate of deposit
06/03/2014	Bank account or service	Checking account
06/03/2014	Bank account or service	Checking account
06/03/2014	Bank account or service	Checking account
05/16/2014	Bank account or service	Other bank product/service
05/28/2014	Bank account or service	Other bank product/service
06/03/2014	Bank account or service	Other bank product/service
05/17/2014	Bank account or service	Checking account
05/13/2014	Bank account or service	Other bank product/service
05/17/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Savings account
05/29/2014	Bank account or service	(CD) Certificate of deposit
05/29/2014	Bank account or service	(CD) Certificate of deposit
05/29/2014	Bank account or service	(CD) Certificate of deposit
06/09/2014	Bank account or service	Checking account
05/18/2014	Bank account or service	Checking account
05/29/2014	Bank account or service	Checking account
05/22/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TCF National Bank	MI	48104	N/A
Ceannate	VA	24503	N/A
The CMI Group, Inc.	CA	90034	N/A
JPMorgan Chase & Co.			N/A
PNC Bank N.A.	PA	19002	N/A
Wells Fargo & Company	CA	94539	N/A
Bank of America	FL	32955	N/A
First Credit Services Inc.	CA	90034	N/A
Resurgent Capital Services L.P.	TX	76690	N/A
BNY Mellon	VA	22044	N/A
U.S. Bancorp	CA	90064	N/A
JPMorgan Chase & Co.	NJ	07450	N/A
TD Bank US Holding Company	NH	03063	N/A
Capital One	NY	11230	N/A
Ally Financial Inc.	CA	92154	N/A
Discover	CA	92154	N/A
First Republic Bank	CA	92154	N/A
M&T Bank Corporation	PA	17110	N/A
TD Bank US Holding Company	NJ	08648	N/A
PNC Bank N.A.	NJ	07055	N/A
PNC Bank N.A.	CA	90034	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	05/27/2014	Closed with explanation	Yes	No
Fax	06/12/2014	Closed with explanation	Yes	Yes
Web	05/20/2014	Closed with non-monetary relief	Yes	No
Fax	06/05/2014	Closed with explanation	No	No
Phone	06/06/2014	Closed with explanation	Yes	No
Web	06/03/2014	Closed with monetary relief	Yes	No
Web	06/03/2014	Closed with explanation	Yes	No
Web	05/21/2014	Closed with explanation	Yes	No
Postal mail	06/03/2014	Closed with explanation	Yes	No
Web	06/03/2014	Closed with explanation	Yes	Yes
Web	05/17/2014	Closed with explanation	Yes	Yes
Referral	05/14/2014	Closed with explanation	Yes	No
Web	05/17/2014	Closed with monetary relief	Yes	Yes
Phone	06/11/2014	Closed with explanation	Yes	Yes
Web	05/29/2014	Closed with explanation	Yes	Yes
Web	05/29/2014	Closed with explanation	Yes	Yes
Web	05/29/2014	Closed with explanation	Yes	Yes
Referral	06/11/2014	Closed with monetary relief	Yes	No
Web	05/18/2014	Closed with monetary relief	Yes	No
Referral	06/03/2014	Closed with explanation	Yes	No
Web	05/22/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

864754
871430
856461
879790
878881
878889
878922
856463
871081
878946
857133
850624
857233
886288
871849
871852
871854
886465
857426
872186
865409

Bank Account or Service Complaints

Based on Consumer Complaints

06/09/2014	Bank account or service	Other bank product/service
05/22/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Checking account
05/19/2014	Bank account or service	Checking account
05/19/2014	Bank account or service	Checking account
05/19/2014	Bank account or service	Checking account
05/23/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Other bank product/service
06/03/2014	Bank account or service	Checking account
05/29/2014	Bank account or service	Checking account
05/29/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Checking account
05/23/2014	Bank account or service	Cashing a check without an account
06/09/2014	Bank account or service	Checking account
06/03/2014	Bank account or service	Other bank product/service
05/19/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Other bank product/service
05/23/2014	Bank account or service	Checking account
05/23/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Checking account
05/19/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Using a debit or ATM card
Using a debit or ATM card
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Security Finance				N/A
Bank of America	MA	02474		N/A
Wells Fargo & Company	CA	91740		N/A
Bank of America	CA	91331		N/A
SunTrust Banks, Inc.	GA	31903		N/A
Wells Fargo & Company	PA	18445		N/A
Citibank	CT	06320		N/A
First Data Corporation	AK	72376		N/A
Zions Bancorporation	AZ	85940		N/A
First Data Corporation	MD	20744		N/A
Capital One	MD	20706		N/A
SunTrust Banks, Inc.	FL	32757		N/A
Wells Fargo & Company	NJ	07111		N/A
Regions Financial Corporation	SC	29902		N/A
Professional Finance Company, Inc.				N/A
Wells Fargo & Company	PA	19087		N/A
Bank of America	GA	30060	Older American	N/A
BB&T Financial	MD	21012		N/A
Wells Fargo & Company	CT	06770		N/A
Bank of America	MA	02150		N/A
TCF National Bank	MN	55317		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	06/11/2014	Closed with non-monetary relief	Yes	No
Web	05/22/2014	Closed with monetary relief	Yes	No
Web	06/09/2014	Closed with non-monetary relief	Yes	Yes
Web	05/19/2014	Closed with monetary relief	Yes	No
Web	05/19/2014	Closed with explanation	Yes	No
Web	05/19/2014	Closed with explanation	Yes	No
Web	05/23/2014	Closed with explanation	Yes	Yes
Phone	06/11/2014	Closed with explanation	Yes	No
Web	06/03/2014	Closed with monetary relief	Yes	No
Web	06/03/2014	Closed with explanation	Yes	No
Web	05/29/2014	Closed with explanation	Yes	No
Referral	06/11/2014	Closed with explanation	Yes	No
Web	06/02/2014	Closed with explanation	Yes	No
Referral	06/11/2014	Closed with explanation	Yes	No
Postal mail	06/26/2014	Closed with explanation	Yes	No
Web	05/20/2014	Closed with monetary relief	Yes	No
Web	06/04/2014	Closed with explanation	Yes	No
Web	05/23/2014	Closed with explanation	Yes	No
Phone	05/28/2014	Closed	Yes	No
Referral	06/06/2014	Closed with monetary relief	Yes	No
Phone	05/21/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

886467
865298
887342
859044
859123
857705
867083
886512
879370
872347
872365
886636
866068
886902
878559
857881
879906
866255
866295
880544
858017

Bank Account or Service Complaints

Based on Consumer Complaints

05/19/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Checking account
05/29/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Other bank product/service
06/09/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Checking account
05/29/2014	Bank account or service	Checking account
05/29/2014	Bank account or service	(CD) Certificate of deposit
05/29/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Other bank product/service
06/04/2014	Bank account or service	Checking account
05/29/2014	Bank account or service	Checking account
05/29/2014	Bank account or service	Checking account
05/29/2014	Bank account or service	Other bank product/service
05/29/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	CA	92618		N/A
U.S. Bancorp	CA	94565		N/A
Bank of America	TX	76542		N/A
JPMorgan Chase & Co.	NY	11379		N/A
BB&T Financial	NC	28602		N/A
JPMorgan Chase & Co.	CA	90302		N/A
TCF National Bank	IL	68428		N/A
Santander Bank US	MA	02115	Older American	N/A
Southwest Credit Systems, L.P.	TX	76109		N/A
Citibank	CT	06320		N/A
Citibank	CA	93065	Older American, Servicemember	N/A
Bank of America	WA	98409		N/A
Regions Financial Corporation	MS	39479		N/A
Wells Fargo & Company	FL	65560		N/A
Wells Fargo & Company	VA	24016		N/A
JPMorgan Chase & Co.	TX	78758	Servicemember	N/A
Bank of America	CA	90038		N/A
JPMorgan Chase & Co.	TX	78237	Older American	N/A
Wells Fargo & Company	VA	24055	Older American	N/A
Ally Financial Inc.	RI	02910		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	05/21/2014	Closed with monetary relief	Yes	No
Referral	06/06/2014	Closed with explanation	Yes	No
Referral	06/06/2014	Closed with explanation	Yes	No
Referral	06/06/2014	Closed with monetary relief	Yes	No
Referral	06/06/2014	Closed with explanation	Yes	No
Referral	06/06/2014	Closed with monetary relief	Yes	No
Phone	06/03/2014	Closed with explanation	Yes	No
Phone	06/11/2014	Closed with monetary relief	Yes	No
Web	06/11/2014	Closed	Yes	No
Web	06/09/2014	Closed with non-monetary relief	Yes	No
Web	06/09/2014	Closed with monetary relief	Yes	No
Web	05/29/2014	Closed with non-monetary relief	Yes	No
Web	05/29/2014	Closed with explanation	Yes	Yes
Web	05/29/2014	Closed	Yes	No
Postal mail	06/06/2014	Closed with explanation	Yes	Yes
Web	06/04/2014	Closed with explanation	Yes	No
Referral	06/04/2014	Closed with explanation	Yes	No
Phone	06/04/2014	Closed with explanation	Yes	No
Phone	06/04/2014	Closed with explanation	Yes	No
Referral	06/04/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

858020
880664
880475
879977
880622
880614
872691
886922
885718
885795
887433
872879
872896
873479
880485
880496
873438
872928
872971
874379

Bank Account or Service Complaints

Based on Consumer Complaints

06/10/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Checking account
06/10/2014	Bank account or service	Checking account
06/10/2014	Bank account or service	Savings account
05/29/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Checking account
06/10/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Checking account
05/29/2014	Bank account or service	Other bank product/service
06/04/2014	Bank account or service	Checking account
06/10/2014	Bank account or service	Checking account
06/10/2014	Bank account or service	Checking account
06/10/2014	Bank account or service	Checking account
05/19/2014	Bank account or service	Other bank product/service
05/19/2014	Bank account or service	Checking account
05/14/2014	Bank account or service	Other bank product/service
05/14/2014	Bank account or service	Other bank product/service
05/19/2014	Bank account or service	Checking account
05/14/2014	Bank account or service	Checking account
05/14/2014	Bank account or service	Checking account
05/14/2014	Bank account or service	Other bank product/service
05/14/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Pentagon FCU	VA	22151	Older American	N/A
JPMorgan Chase & Co.	OH	44087		N/A
PNC Bank N.A.	NY	11225		N/A
Bank of America	FL	33304	Older American	N/A
Wells Fargo & Company	CA	94965		N/A
Third Federal Savings & Loan	FL	33991		N/A
PNC Bank N.A.	PA	19446		N/A
Wells Fargo & Company	WA	98225		N/A
Amex	MD	21922		N/A
The Huntington National Bank	KY	81048	Older American	N/A
Bank of America	CA	94401		N/A
Citibank	NY	14005		N/A
Santander Bank US	NH	03054		N/A
Bank of America	SC	29536		N/A
PNC Bank N.A.	PA	15425		N/A
JPMorgan Chase & Co.	IL	60565		N/A
Navy FCU	GA	30122		N/A
Bank of America	CA	94306		N/A
SunTrust Banks, Inc.	GA	30319		N/A
U.S. Bancorp	WI	53089		N/A
Synchrony Financial	CA	94014		N/A
TD Bank US Holding Company	FL	33312		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	06/10/2014	Closed with explanation	Yes	Yes
Web	06/04/2014	Closed with explanation	Yes	No
Web	06/10/2014	Closed with explanation	Yes	No
Postal mail	06/11/2014	Closed with explanation	Yes	No
Phone	06/04/2014	Closed with monetary relief	Yes	No
Phone	06/09/2014	Closed with explanation	Yes	No
Web	06/10/2014	Closed with explanation	Yes	No
Web	06/04/2014	Closed with explanation	Yes	No
Web	05/29/2014	Closed with explanation	Yes	Yes
Phone	06/06/2014	Closed with explanation	Yes	No
Fax	06/12/2014	Closed with explanation	Yes	No
Phone	06/12/2014	Closed with explanation	Yes	No
Web	06/10/2014	Closed	Yes	No
Fax	05/21/2014	Closed with explanation	Yes	Yes
Phone	05/21/2014	Closed with explanation	Yes	No
Web	05/14/2014	Closed with explanation	Yes	Yes
Web	05/14/2014	Closed with explanation	Yes	No
Web	05/19/2014	Closed with monetary relief	Yes	No
Referral	05/16/2014	Closed with monetary relief	Yes	No
Referral	05/19/2014	Closed with monetary relief	Yes	No
Postal mail	05/27/2014	Closed with explanation	Yes	No
Web	05/16/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

887807
880615
887842
887489
873123
880770
887918
880905
873481
881041
888321
888483
888519
858349
859807
852968
853256
858529
851376
851432
852920
851449

Bank Account or Service Complaints

Based on Consumer Complaints

05/14/2014	Bank account or service	Checking account
05/19/2014	Bank account or service	Checking account
05/14/2014	Bank account or service	Other bank product/service
05/19/2014	Bank account or service	Checking account
05/19/2014	Bank account or service	Checking account
05/14/2014	Bank account or service	Checking account
06/10/2014	Bank account or service	Checking account
05/14/2014	Bank account or service	Other bank product/service
05/30/2014	Bank account or service	Other bank product/service
05/14/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Cashing a check without an account
05/30/2014	Bank account or service	(CD) Certificate of deposit
05/14/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account
05/20/2014	Bank account or service	Other bank product/service
05/20/2014	Bank account or service	Checking account
05/20/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	NC	27615	Older American	N/A
Wells Fargo & Company	NC	28054		N/A
SunTrust Banks, Inc.	NC	27610		N/A
First Data Corporation	MS	39046	Servicemember	N/A
Bank of America	CA	91706		N/A
Bank of America	FL	33013		N/A
Union Bank	CA	92225		N/A
BB&T Financial	NC	28562		N/A
U.S. Bancorp	PA	18940		N/A
JPMorgan Chase & Co.	NY	10029		N/A
TD Bank US Holding Company	ME	04280		N/A
Synchrony Financial	CA	92154		N/A
Bank of America	NC	27409		N/A
U.S. Bancorp	CA	92887		N/A
HSBC North America Holdings Inc.	MA	01824		N/A
HSBC North America Holdings Inc.	CA	94109		N/A
U.S. Bancorp	NY	10013		N/A
TD Bank US Holding Company	NY	10705		N/A
Bank of America	FL	33025		N/A
Bank of America	HI	96707		N/A
IBERIABANK	LA	70633		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	05/16/2014	Closed with monetary relief	Yes	Yes
Web	05/19/2014	Closed with monetary relief	Yes	No
Referral	06/02/2014	Closed with explanation	Yes	Yes
Phone	05/21/2014	Closed with explanation	Yes	No
Web	05/20/2014	Closed	Yes	No
Web	05/14/2014	Closed with explanation	Yes	No
Referral	06/12/2014	Closed with monetary relief	Yes	No
Web	05/14/2014	Closed with explanation	Yes	No
Web	05/30/2014	Closed with explanation	Yes	No
Referral	05/16/2014	Closed with explanation	Yes	No
Web	05/30/2014	Closed with explanation	Yes	Yes
Web	05/30/2014	Closed with explanation	Yes	Yes
Referral	05/16/2014	Closed with explanation	Yes	No
Web	05/30/2014	Closed with monetary relief	Yes	No
Web	05/30/2014	Closed with explanation	Yes	No
Web	06/04/2014	Closed with monetary relief	Yes	No
Web	05/30/2014	Closed with explanation	Yes	No
Web	05/30/2014	Closed with explanation	Yes	No
Referral	05/21/2014	Closed with explanation	Yes	Yes
Referral	05/21/2014	Closed with explanation	Yes	No
Referral	05/21/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

852936
858891
852395
858924
861441
851448
889652
851829
874119
851889
874145
873989
851920
874161
874176
875653
875414
874193
860906
860937
861017

Bank Account or Service Complaints

Based on Consumer Complaints

05/20/2014	Bank account or service	Checking account
05/14/2014	Bank account or service	Other bank product/service
05/20/2014	Bank account or service	Checking account
05/20/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Other bank product/service
05/14/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Other bank product/service
05/30/2014	Bank account or service	Checking account
05/23/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Checking account
05/20/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	(CD) Certificate of deposit
05/14/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Checking account
05/14/2014	Bank account or service	Checking account
05/14/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Checking account
05/14/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

SunTrust Banks, Inc.	GA	30319		N/A
Bank of America	CA	91304		N/A
SunTrust Banks, Inc.	FL	33618		N/A
Bank of America	GA	30088		N/A
Google Inc.	PA	15207		N/A
New York Community Bank	OH	44077		N/A
Bank of America	CA	92240		N/A
OneMain Financial Holdings, LLC	CA	93001		N/A
TD Bank US Holding Company	SC	29455	Older American	N/A
JPMorgan Chase & Co.	OH	43138		N/A
TD Bank US Holding Company	FL	33418		N/A
JPMorgan Chase & Co.	NY	11435		N/A
PNC Bank N.A.	NC	28472		N/A
Bank of America	TX	76626	Older American	N/A
Wells Fargo & Company	SC	29605		N/A
Wells Fargo & Company	OR	97701		N/A
TCF National Bank	AZ	85912		N/A
SunTrust Banks, Inc.	GA	31088		N/A
Wells Fargo & Company	NV	89084		N/A
BBVA Compass	TX	78613		N/A
TD Bank US Holding Company	NY	11040		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	05/21/2014	Closed with monetary relief	Yes	No
Web	05/14/2014	Closed with explanation	Yes	No
Web	05/20/2014	Closed with explanation	Yes	No
Web	05/21/2014	Closed with non-monetary relief	Yes	No
Referral	06/04/2014	Closed with explanation	Yes	No
Phone	06/04/2014	Closed with explanation	Yes	No
Postal mail	05/16/2014	Closed with explanation	Yes	No
Postal mail	06/04/2014	Closed with explanation	Yes	Yes
Web	05/30/2014	Closed with explanation	Yes	No
Web	05/23/2014	Closed with explanation	Yes	Yes
Postal mail	06/09/2014	Closed with explanation	Yes	No
Web	05/20/2014	Closed with explanation	Yes	Yes
Postal mail	06/04/2014	Closed	Yes	No
Phone	05/16/2014	Closed with explanation	Yes	No
Web	05/30/2014	Closed with explanation	Yes	No
Web	06/09/2014	Closed with monetary relief	Yes	No
Referral	05/16/2014	Closed with monetary relief	Yes	No
Referral	05/16/2014	Closed with explanation	Yes	No
Web	06/04/2014	Closed with explanation	Yes	No
Referral	05/16/2014	Closed with monetary relief	Yes	No
Web	05/30/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

859917
851997
860102
860103
874239
874284
852134
874028
874414
866489
881127
860299
875706
852356
874533
881187
852898
852902
881649
852909
874576

Bank Account or Service Complaints

Based on Consumer Complaints

05/20/2014	Bank account or service	Checking account
06/16/2014	Bank account or service	(CD) Certificate of deposit
05/14/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account
05/23/2014	Bank account or service	Checking account
06/16/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account
05/20/2014	Bank account or service	Cashing a check without an account
06/16/2014	Bank account or service	Checking account
06/20/2014	Bank account or service	Checking account
05/20/2014	Bank account or service	Checking account
06/16/2014	Bank account or service	Checking account
05/23/2014	Bank account or service	Checking account
06/10/2014	Bank account or service	Checking account
06/16/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account
06/10/2014	Bank account or service	Checking account
06/20/2014	Bank account or service	Other bank product/service
06/05/2014	Bank account or service	Other bank product/service
06/05/2014	Bank account or service	(CD) Certificate of deposit
05/14/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Problems caused by my funds being low
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Making/receiving payments, sending money
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	CA	92704		N/A
JPMorgan Chase & Co.				N/A
Wells Fargo & Company	CA	90048		N/A
Banco Popular North America	FL	33167		N/A
Bank of America	NV	89128		N/A
Santander Bank US	MA	01854		N/A
Bank of America	SC	29334		N/A
Regions Financial Corporation	AR	72401		N/A
Bank of America	CA	92627		N/A
TD Bank US Holding Company	MA	02361		N/A
Wells Fargo & Company	OR	97338		N/A
JPMorgan Chase & Co.	OR	97205		N/A
U.S. Bancorp	NV	89169		N/A
JPMorgan Chase & Co.	IL	60193		N/A
Capital One	LA	70005		N/A
Citizens Financial Group, Inc.	VT	05602		N/A
Citibank	RI	02907	Older American	N/A
JPMorgan Chase & Co.	TX	77511		N/A
Bank of America	CA	94565		N/A
Regions Financial Corporation	VA	24201		N/A
Wells Fargo & Company	CA	90010		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	05/22/2014	Closed with explanation	Yes	Yes
Referral	06/18/2014	Closed with explanation	Yes	Yes
Referral	05/16/2014	Closed with explanation	Yes	Yes
Phone	06/04/2014	Closed with explanation	Yes	No
Web	05/23/2014	Closed	Yes	No
Web	06/16/2014	Closed	Yes	No
Web	05/30/2014	Closed with monetary relief	Yes	No
Web	05/20/2014	Closed with explanation	Yes	No
Postal mail	06/18/2014	Closed with explanation	Yes	No
Postal mail	06/24/2014	Closed with explanation	Yes	Yes
Phone	05/21/2014	Closed with explanation	Yes	Yes
Referral	06/19/2014	Closed with explanation	Yes	No
Web	05/23/2014	Closed with monetary relief	Yes	No
Referral	06/12/2014	Closed with explanation	Yes	No
Web	06/17/2014	Closed with explanation	Yes	Yes
Phone	06/04/2014	Closed with monetary relief	Yes	No
Phone	06/12/2014	Closed with monetary relief	Yes	Yes
Web	06/20/2014	Closed with explanation	Yes	No
Referral	06/09/2014	Closed with explanation	Yes	No
Referral	06/09/2014	Closed with explanation	Yes	No
Phone	05/19/2014	Closed	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

861718
896760
852440
874610
867114
896412
874671
860562
896449
905047
860593
896467
866774
887592
896495
874785
888728
904162
882185
882388
852715

Bank Account or Service Complaints

Based on Consumer Complaints

05/23/2014	Bank account or service	Checking account
05/23/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account
05/23/2014	Bank account or service	Checking account
05/23/2014	Bank account or service	Checking account
06/16/2014	Bank account or service	(CD) Certificate of deposit
06/05/2014	Bank account or service	Checking account
06/10/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Other bank product/service
05/24/2014	Bank account or service	Checking account
05/20/2014	Bank account or service	(CD) Certificate of deposit
05/24/2014	Bank account or service	Checking account
05/20/2014	Bank account or service	Checking account
05/24/2014	Bank account or service	(CD) Certificate of deposit
05/24/2014	Bank account or service	Other bank product/service
06/11/2014	Bank account or service	Checking account
06/11/2014	Bank account or service	Other bank product/service
06/20/2014	Bank account or service	Checking account
06/11/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	CA	94510		N/A
Bank of America	CA	95076	Older American, Servicemember	N/A
Bank of America	FL	32738		N/A
Wells Fargo & Company	NM	87108	Servicemember	N/A
IBERIABANK	AR	72204		N/A
Regions Financial Corporation	AR	72221		N/A
Wells Fargo & Company	NE	68357		N/A
BMO Harris	WI	53211		N/A
The Huntington National Bank	MI	49221		N/A
PayPal Holdings, Inc.	NV	89115		N/A
Bank of America	IA	50316		N/A
Ally Financial Inc.	NJ	07054		N/A
SunTrust Banks, Inc.	VA	20194		N/A
Wells Fargo & Company	NV	89131		N/A
U.S. Bancorp	CA	90808		N/A
JPMorgan Chase & Co.	GA	31701		N/A
U.S. Bancorp	CA	92260		N/A
TD Bank US Holding Company	NY	10963		N/A
Bank of America	SD	57702		N/A
Astoria Bank	NY	11769		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	05/28/2014	Closed with explanation	Yes	No
Phone	05/29/2014	Closed	Yes	No
Phone	06/10/2014	Closed with explanation	Yes	No
Phone	06/04/2014	Closed with monetary relief	Yes	No
Postal mail	05/29/2014	Closed with explanation	Yes	Yes
Postal mail	05/29/2014	Closed with explanation	Yes	No
Web	06/16/2014	Closed with explanation	Yes	No
Web	06/05/2014	Closed with explanation	Yes	No
Web	06/10/2014	Closed with monetary relief	Yes	No
Referral	06/04/2014	Closed with monetary relief	Yes	No
Web	05/24/2014	Closed with monetary relief	Yes	No
Referral	05/21/2014	Closed with explanation	Yes	No
Web	05/24/2014	Closed with non-monetary relief	Yes	No
Web	05/20/2014	Closed with monetary relief	Yes	No
Web	05/29/2014	Closed with explanation	Yes	No
Web	05/24/2014	Closed with explanation	Yes	No
Referral	06/13/2014	Closed with non-monetary relief	Yes	No
Postal mail	06/12/2014	Closed with explanation	Yes	No
Web	06/20/2014	Closed with explanation	Yes	No
Web	06/11/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

866894
866930
874908
874909
865870
866951
895938
882119
888903
875703
867426
861134
867599
860930
867495
867602
889561
889624
904469
889663

Bank Account or Service Complaints

Based on Consumer Complaints

05/15/2014	Bank account or service	Checking account
06/05/2014	Bank account or service	Other bank product/service
06/18/2014	Bank account or service	Checking account
05/15/2014	Bank account or service	Checking account
06/16/2014	Bank account or service	Checking account
05/20/2014	Bank account or service	Checking account
06/20/2014	Bank account or service	Checking account
06/16/2014	Bank account or service	Checking account
06/20/2014	Bank account or service	Checking account
05/25/2014	Bank account or service	Other bank product/service
05/30/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Other bank product/service
06/20/2014	Bank account or service	Other bank product/service
05/30/2014	Bank account or service	Other bank product/service
05/26/2014	Bank account or service	Checking account
05/26/2014	Bank account or service	Other bank product/service
06/20/2014	Bank account or service	Checking account
06/05/2014	Bank account or service	Other bank product/service
06/20/2014	Bank account or service	Checking account
05/31/2014	Bank account or service	Savings account
05/27/2014	Bank account or service	Checking account
05/31/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Problems caused by my funds being low
Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	PA	17512		N/A
Synchrony Financial	TX	75244		N/A
TD Bank US Holding Company	NJ	08302		N/A
Regions Financial Corporation	GA	30752		N/A
BB&T Financial	AL	36605		N/A
TD Bank US Holding Company	NJ	08053		N/A
JPMorgan Chase & Co.	FL	33130		N/A
SunTrust Banks, Inc.	FL	33312		N/A
Wells Fargo & Company	WI	54636		N/A
Expert Global Solutions, Inc.	OR	97882		N/A
Citizens Financial Group, Inc.	MI	48302		N/A
Capital One	AZ	85739		N/A
Bank of America	CA	92507		N/A
Meridian Financial Services, Inc.	CA	92620		N/A
Wells Fargo & Company	NJ	07086		N/A
Capital One	CA	92154		N/A
CIT Bank National Association	CA	90291	Older American	N/A
Wells Fargo & Company	DE	19802		N/A
U.S. Bancorp	NE	68154		N/A
JPMorgan Chase & Co.	NY	11208		N/A
JPMorgan Chase & Co.	NY	10116		N/A
Bank of America	NY	12401		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	05/19/2014	Closed with monetary relief	Yes	No
Referral	06/09/2014	Closed with explanation	Yes	No
Postal mail	06/20/2014	Closed with monetary relief	Yes	No
Referral	05/19/2014	Closed with explanation	Yes	Yes
Web	06/17/2014	Closed with explanation	Yes	No
Phone	05/21/2014	Closed with non-monetary relief	Yes	No
Web	06/20/2014	Closed with explanation	Yes	No
Web	06/16/2014	Closed with monetary relief	Yes	No
Web	06/20/2014	Closed with monetary relief	Yes	No
Web	06/04/2014	Closed with explanation	Yes	No
Phone	06/04/2014	Closed with explanation	Yes	No
Postal mail	06/05/2014	Closed with explanation	Yes	No
Phone	06/24/2014	Closed with explanation	Yes	No
Web	06/05/2014	Closed	Yes	No
Web	05/26/2014	Closed	Yes	No
Web	05/26/2014	Closed with explanation	Yes	Yes
Web	06/20/2014	Closed with explanation	Yes	No
Phone	06/11/2014	Closed with explanation	Yes	No
Web	06/20/2014	Closed with non-monetary relief	Yes	No
Web	06/16/2014	Closed with explanation	Yes	No
Postal mail	05/29/2014	Closed with monetary relief	Yes	No
Web	05/31/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

854120
882289
900463
853993
895811
861015
904516
896917
904620
867732
875224
874011
904736
875276
867957
867803
904810
882593
903306
875770
868122
875796

Bank Account or Service Complaints

Based on Consumer Complaints

05/27/2014	Bank account or service	Other bank product/service
05/27/2014	Bank account or service	Checking account
06/05/2014	Bank account or service	Checking account
06/11/2014	Bank account or service	Other bank product/service
05/27/2014	Bank account or service	Other bank product/service
06/21/2014	Bank account or service	Checking account
06/16/2014	Bank account or service	Other bank product/service
05/31/2014	Bank account or service	Savings account
06/05/2014	Bank account or service	Checking account
06/05/2014	Bank account or service	Checking account
06/21/2014	Bank account or service	Checking account
06/17/2014	Bank account or service	Checking account
05/27/2014	Bank account or service	Checking account
06/17/2014	Bank account or service	Checking account
06/17/2014	Bank account or service	Checking account
06/01/2014	Bank account or service	Checking account
06/05/2014	Bank account or service	Checking account
05/27/2014	Bank account or service	Checking account
06/22/2014	Bank account or service	Checking account
06/22/2014	Bank account or service	Checking account
06/05/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

GM Financial	OH	44126		N/A
JPMorgan Chase & Co.	WI	53220		N/A
Wells Fargo & Company	TX	76120		N/A
JPMorgan Chase & Co.	NY	11364		N/A
Capital One	PA	19464		N/A
Bank of America	CA	91789		N/A
Encore Capital Group	WA	98116		N/A
Wells Fargo & Company	FL	33407		N/A
PNC Bank N.A.	CA	90024		N/A
JPMorgan Chase & Co.	MD	21237		N/A
Wells Fargo & Company	CA	93406		N/A
Ally Financial Inc.	GA	85203		N/A
PNC Bank N.A.	MI	48335		N/A
Wells Fargo & Company	TX	78231		N/A
Bank of America	MO	63147		N/A
Bank of America	KS	67205		N/A
Wells Fargo & Company	PA	18428		N/A
Wells Fargo & Company	NC	28025		N/A
Wells Fargo & Company	DC	20009		N/A
BOK Financial Corp	OK	74053	Older American	N/A
PayPal Holdings, Inc.	OK	74955	Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	06/02/2014	Closed with monetary relief	Yes	No
Referral	06/02/2014	Closed with explanation	Yes	No
Postal mail	06/09/2014	Closed with explanation	Yes	No
Web	06/11/2014	Closed with explanation	Yes	Yes
Referral	06/02/2014	Closed with explanation	Yes	No
Web	06/21/2014	Closed with explanation	Yes	No
Postal mail	06/19/2014	Closed with explanation	Yes	No
Web	05/31/2014	Closed with explanation	Yes	No
Web	06/09/2014	Closed with explanation	Yes	No
Referral	06/09/2014	Closed with explanation	Yes	No
Web	06/21/2014	Closed	Yes	Yes
Web	06/17/2014	Closed with explanation	Yes	No
Web	05/27/2014	Closed with explanation	Yes	No
Web	06/17/2014	Closed with explanation	Yes	No
Web	06/17/2014	Closed with explanation	Yes	No
Web	06/01/2014	Closed with monetary relief	Yes	No
Web	06/05/2014	Closed with monetary relief	Yes	No
Referral	06/02/2014	Closed with monetary relief	Yes	No
Web	06/22/2014	Closed with monetary relief	Yes	No
Web	06/22/2014	Closed with monetary relief	Yes	No
Phone	06/10/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

868210
868266
882660
889975
868145
905237
895861
875858
883218
883010
905390
897826
868269
897851
897852
876004
882789
868381
905498
905401
882926

Bank Account or Service Complaints

Based on Consumer Complaints

06/05/2014	Bank account or service	Other bank product/service
06/11/2014	Bank account or service	Savings account
06/05/2014	Bank account or service	Checking account
05/27/2014	Bank account or service	Checking account
06/05/2014	Bank account or service	Checking account
06/02/2014	Bank account or service	Savings account
05/27/2014	Bank account or service	Other bank product/service
06/02/2014	Bank account or service	Checking account
06/17/2014	Bank account or service	Other bank product/service
06/23/2014	Bank account or service	Other bank product/service
06/05/2014	Bank account or service	Checking account
06/05/2014	Bank account or service	Checking account
06/17/2014	Bank account or service	Other bank product/service
05/27/2014	Bank account or service	Checking account
06/17/2014	Bank account or service	(CD) Certificate of deposit
06/06/2014	Bank account or service	Other bank product/service
06/06/2014	Bank account or service	Checking account
06/06/2014	Bank account or service	Other bank product/service
06/06/2014	Bank account or service	Checking account
06/06/2014	Bank account or service	Checking account
05/27/2014	Bank account or service	(CD) Certificate of deposit

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	DC	20010		N/A
Bank of America	NJ	08015	Older American	N/A
Bank of America	DC	20010		N/A
JPMorgan Chase & Co.	NJ	07666		N/A
TD Bank US Holding Company	NY	11553		N/A
Comerica	MI	40206		N/A
Bank of America	CA	95403		N/A
Santander Bank US	NY	10306		N/A
First Data Corporation	TX	76542	Servicemember	N/A
PayPal Holdings, Inc.	NC	28277		N/A
Bank of America	CA	95380		N/A
Bank of America	GA	30281		N/A
JPMorgan Chase & Co.	WI	53225	Older American	N/A
Bank of America	GU	96913	Servicemember	N/A
Synchrony Financial	CA	92677		N/A
PNC Bank N.A.	PA	15217		N/A
TD Bank US Holding Company	FL	34986		N/A
Synchrony Financial	OK	74003		N/A
JPMorgan Chase & Co.	OR	97205		N/A
USAA Savings	VA	22901		N/A
BMO Harris	NY	10022	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	06/05/2014	Closed with explanation	Yes	No
Web	06/11/2014	Closed with explanation	Yes	No
Web	06/05/2014	Closed with explanation	Yes	No
Phone	06/02/2014	Closed with explanation	Yes	No
Web	06/05/2014	Closed with monetary relief	Yes	No
Referral	06/06/2014	Closed with explanation	Yes	Yes
Referral	06/02/2014	Closed with explanation	Yes	No
Referral	06/05/2014	Closed	Yes	No
Phone	06/19/2014	Closed with explanation	No	No
Web	06/25/2014	Closed with explanation	Yes	Yes
Phone	06/09/2014	Closed with monetary relief	Yes	No
Web	06/25/2014	Closed with monetary relief	Yes	No
Referral	06/19/2014	Closed with explanation	Yes	No
Referral	06/02/2014	Closed with monetary relief	Yes	No
Web	06/19/2014	Closed with monetary relief	Yes	No
Web	06/06/2014	Closed with monetary relief	Yes	No
Referral	06/10/2014	Closed with monetary relief	Yes	No
Referral	06/10/2014	Closed with monetary relief	Yes	No
Referral	06/10/2014	Closed with explanation	Yes	No
Referral	06/10/2014	Closed with monetary relief	Yes	No
Phone	06/02/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

882942
889521
882943
868527
883024
876519
869284
876522
898183
906033
883141
883112
898286
869281
898318
885248
885223
885222
884897
884302
869038

Bank Account or Service Complaints

Based on Consumer Complaints

05/28/2014	Bank account or service	Checking account
06/17/2014	Bank account or service	Checking account
06/11/2014	Bank account or service	Checking account
06/11/2014	Bank account or service	Checking account
05/20/2014	Bank account or service	Checking account
05/27/2014	Bank account or service	Checking account
05/28/2014	Bank account or service	Checking account
05/28/2014	Bank account or service	(CD) Certificate of deposit
05/21/2014	Bank account or service	Checking account
05/21/2014	Bank account or service	Checking account
06/11/2014	Bank account or service	Checking account
05/21/2014	Bank account or service	Other bank product/service
05/28/2014	Bank account or service	Savings account
05/21/2014	Bank account or service	Checking account
05/28/2014	Bank account or service	Checking account
05/28/2014	Bank account or service	Other bank product/service
05/28/2014	Bank account or service	Checking account
05/21/2014	Bank account or service	Checking account
05/21/2014	Bank account or service	Checking account
05/28/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	33437		N/A
U.S. Bancorp	CA	92887		N/A
New York Community Bank	NY	11717		N/A
Regions Financial Corporation	AL	35173		N/A
Wells Fargo & Company	NV	89146		N/A
Union Bank	CA	90220		N/A
Wells Fargo & Company	NV	89128		N/A
U.S. Bancorp	CA	92154		N/A
Bank of America	WA	98006		N/A
Regions Financial Corporation	MS	38632		N/A
Fidelity National Information Services, Inc. (FNIS)	IL	60622		N/A
Bank of America	MA	01520		N/A
Synchrony Financial	PA	15131		N/A
Fifth Third Financial Corporation	FL	33483		N/A
Santander Bank US	NY	11369	Older American, Servicemember	N/A
Wells Fargo & Company	PA	18073		N/A
Bank of America	VA	24301		N/A
U.S. Bancorp	OH	44147		N/A
BB&T Financial	AL	35209		N/A
Bank of America				N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	06/03/2014	Closed with explanation	Yes	No
Referral	06/19/2014	Closed with monetary relief	Yes	No
Referral	06/13/2014	Closed with explanation	Yes	No
Referral	06/13/2014	Closed with monetary relief	Yes	No
Phone	05/22/2014	Closed with explanation	Yes	No
Phone	06/02/2014	Closed with explanation	Yes	No
Web	06/02/2014	Closed with explanation	Yes	No
Web	05/28/2014	Closed with explanation	Yes	Yes
Web	05/22/2014	Closed with explanation	Yes	Yes
Web	05/21/2014	Closed with monetary relief	Yes	No
Web	06/13/2014	Closed with explanation	Yes	No
Web	05/22/2014	Closed with non-monetary relief	Yes	No
Web	05/28/2014	Closed with explanation	Yes	Yes
Web	05/21/2014	Closed with explanation	Yes	No
Phone	06/02/2014	Closed	Yes	No
Phone	06/02/2014	Closed with explanation	Yes	No
Referral	06/03/2014	Closed with monetary relief	Yes	Yes
Referral	05/22/2014	Closed with explanation	Yes	No
Web	05/21/2014	Closed with explanation	Yes	No
Phone	06/03/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

871104
898853
890726
890800
861786
869215
871380
869776
863501
861968
890997
862057
870101
862185
870240
870397
871433
863781
862502
870494

Bank Account or Service Complaints

Based on Consumer Complaints

05/21/2014	Bank account or service	Checking account
05/21/2014	Bank account or service	Other bank product/service
05/21/2014	Bank account or service	Checking account
05/21/2014	Bank account or service	Checking account
05/28/2014	Bank account or service	Checking account
05/21/2014	Bank account or service	Checking account
05/28/2014	Bank account or service	Checking account
05/28/2014	Bank account or service	Other bank product/service
05/21/2014	Bank account or service	Checking account
05/21/2014	Bank account or service	Checking account
06/12/2014	Bank account or service	Checking account
05/28/2014	Bank account or service	Checking account
06/02/2014	Bank account or service	Other bank product/service
06/06/2014	Bank account or service	Checking account
06/17/2014	Bank account or service	Checking account
05/21/2014	Bank account or service	Other bank product/service
06/17/2014	Bank account or service	Checking account
06/12/2014	Bank account or service	Checking account
06/02/2014	Bank account or service	Checking account
06/06/2014	Bank account or service	Checking account
05/21/2014	Bank account or service	Checking account
06/02/2014	Bank account or service	Savings account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	PA	19067		N/A
Wells Fargo & Company	AL	36354		N/A
JPMorgan Chase & Co.	AZ	85379		N/A
JPMorgan Chase & Co.	WI	53216		N/A
The Huntington National Bank	IN	46218		N/A
Wells Fargo & Company	MN	55372		N/A
Ally Financial Inc.	AZ	85728		N/A
M&T Bank Corporation	FL	32726		N/A
PNC Bank N.A.	GA	30044		N/A
Wells Fargo & Company	CA	95812		N/A
U.S. Bancorp	CA	95949		N/A
Bank of America	OR	97138		N/A
Wells Fargo & Company	FL	33327		N/A
JPMorgan Chase & Co.	CA	94538	Older American	N/A
Bank of America	FL	32931		N/A
World Acceptance Corporation	TX	76107		N/A
Santander Bank US	PA	19464		N/A
Whitney Bank	LA	70460		N/A
PNC Bank N.A.	DE	19956	Older American	N/A
Bank of America	NV	89128		N/A
Regions Financial Corporation	IL	62208		N/A
Wells Fargo & Company	FL	33815		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	05/21/2014	Closed with non-monetary relief	Yes	Yes
Web	05/22/2014	Closed with explanation	Yes	No
Phone	05/23/2014	Closed with explanation	Yes	No
Web	05/21/2014	Closed with explanation	Yes	Yes
Web	05/28/2014	Closed with explanation	Yes	Yes
Referral	05/23/2014	Closed with monetary relief	Yes	No
Referral	06/03/2014	Closed with explanation	Yes	No
Referral	06/03/2014	Closed with explanation	Yes	Yes
Referral	05/23/2014	Closed with explanation	Yes	No
Referral	05/23/2014	Closed with explanation	Yes	Yes
Web	06/12/2014	Closed with explanation	Yes	No
Web	06/02/2014	Closed with explanation	Yes	No
Web	06/02/2014	Closed with explanation	Yes	No
Fax	06/10/2014	Closed with monetary relief	Yes	No
Web	06/20/2014	Closed with explanation	Yes	No
Postal mail	05/23/2014	Closed with explanation	Yes	No
Referral	06/19/2014	Closed with explanation	Yes	No
Phone	06/16/2014	Closed with explanation	Yes	Yes
Phone	06/05/2014	Closed with explanation	Yes	No
Web	06/11/2014	Closed	Yes	No
Referral	05/23/2014	Closed with monetary relief	Yes	No
Web	06/02/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

862561
862679
863826
862764
871684
863370
871058
871248
863374
863385
891606
870983
876554
883634
898913
862570
899027
891851
876763
884131
863255
876777

Bank Account or Service Complaints

Based on Consumer Complaints

06/06/2014	Bank account or service	Checking account
06/02/2014	Bank account or service	Checking account
06/18/2014	Bank account or service	Checking account
06/02/2014	Bank account or service	Checking account
05/22/2014	Bank account or service	Other bank product/service
06/06/2014	Bank account or service	Checking account
06/18/2014	Bank account or service	Checking account
06/18/2014	Bank account or service	Checking account
06/18/2014	Bank account or service	Other bank product/service
06/18/2014	Bank account or service	Checking account
06/12/2014	Bank account or service	(CD) Certificate of deposit
06/02/2014	Bank account or service	Checking account
06/12/2014	Bank account or service	Checking account
06/06/2014	Bank account or service	Checking account
06/06/2014	Bank account or service	(CD) Certificate of deposit
06/02/2014	Bank account or service	Checking account
06/02/2014	Bank account or service	Checking account
06/06/2014	Bank account or service	Checking account
06/06/2014	Bank account or service	Checking account
06/12/2014	Bank account or service	(CD) Certificate of deposit
06/02/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	FL	33418		N/A
Bank of America	NY	13622		N/A
Wells Fargo & Company	CA	92603		N/A
Commerce Bank	KS	66223		N/A
Wells Fargo & Company	CA	92154		N/A
SunTrust Banks, Inc.	VA	23220		N/A
M&T Bank Corporation	MD	21224		N/A
TD Bank US Holding Company	FL	34982	Older American	N/A
TD Bank US Holding Company	FL	34952		N/A
Wells Fargo & Company	AZ	85258		N/A
Wells Fargo & Company	NC	27615		N/A
Wells Fargo & Company	TX	78537		N/A
BMO Harris	AZ	85018	Older American	N/A
PNC Bank N.A.	PA	15025		N/A
Wells Fargo & Company	PA	19131		N/A
TD Bank US Holding Company	PA	18347		N/A
JPMorgan Chase & Co.	NY	11379		N/A
Wells Fargo & Company	CA	90064		N/A
Citibank	CA	94403		N/A
Webster Bank	RI	02920		N/A
Ally Financial Inc.	NJ	07016		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	06/10/2014	Closed with explanation	Yes	Yes
Web	06/02/2014	Closed with explanation	Yes	No
Web	06/18/2014	Closed with monetary relief	Yes	No
Referral	06/05/2014	Closed with non-monetary relief	Yes	No
Web	05/22/2014	Closed with explanation	Yes	Yes
Web	06/06/2014	Closed with monetary relief	Yes	No
Web	06/18/2014	Closed with explanation	Yes	No
Referral	06/20/2014	Closed with explanation	Yes	Yes
Web	06/20/2014	Closed with explanation	Yes	No
Web	06/18/2014	Closed with explanation	Yes	No
Web	06/16/2014	Closed with explanation	Yes	No
Web	06/06/2014	Closed with explanation	Yes	No
Phone	06/16/2014	Closed with explanation	Yes	No
Phone	06/10/2014	Closed with monetary relief	Yes	No
Fax	06/10/2014	Closed with explanation	Yes	No
Web	06/02/2014	Closed with monetary relief	Yes	No
Web	06/02/2014	Closed with monetary relief	Yes	Yes
Referral	06/10/2014	Closed with explanation	Yes	No
Referral	06/10/2014	Closed with explanation	Yes	No
Referral	06/16/2014	Closed with explanation	Yes	No
Postal mail	06/05/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

884917
876821
899649
877309
864001
884280
901225
899923
899784
899794
892181
877066
892242
884462
884488
877949
877159
883675
883678
891530
877292

Bank Account or Service Complaints

Based on Consumer Complaints

06/26/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
06/02/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
06/23/2014	Bank account or service	Checking account
06/06/2014	Bank account or service	Checking account
06/06/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
06/12/2014	Bank account or service	Checking account
06/18/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
06/06/2014	Bank account or service	Checking account
06/23/2014	Bank account or service	Other bank product/service
06/26/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
06/02/2014	Bank account or service	Checking account
06/23/2014	Bank account or service	Checking account
06/23/2014	Bank account or service	Checking account
06/07/2014	Bank account or service	Checking account
06/18/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	DC	20017		N/A
SunTrust Banks, Inc.	NC	28164		N/A
PNC Bank N.A.	CT	06320		N/A
Wells Fargo & Company	NJ	08638		N/A
Wells Fargo & Company	WI	53711		N/A
Wells Fargo & Company	CA	93514		N/A
JPMorgan Chase & Co.	CA	90505		N/A
Citibank	NY	11435		N/A
Wells Fargo & Company	CA	90260		N/A
Navy FCU	SC	29223	Servicemember	N/A
PNC Bank N.A.	PA	19121		N/A
Bank of America	CT	06120	Older American, Servicemember	N/A
Castle & Cooke Mortgage	NV	89012		N/A
Wells Fargo & Company	TX	77578		N/A
New York Community Bank	NY	10305		N/A
Bank of America	CT	06830	Older American	N/A
Capital One	LA	70601		N/A
FirstMerit Bank	MI	49884		N/A
Citizens Financial Group, Inc.	MA	02115		N/A
JPMorgan Chase & Co.	WA	98208		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	07/01/2014	Closed	Yes	No
Referral	07/01/2014	Closed with explanation	Yes	No
Web	06/02/2014	Closed with explanation	Yes	No
Referral	07/01/2014	Closed with monetary relief	Yes	No
Web	06/23/2014	Closed with monetary relief	Yes	No
Phone	06/10/2014	Closed with non-monetary relief	Yes	No
Web	06/09/2014	Closed with monetary relief	Yes	No
Referral	07/01/2014	Closed with monetary relief	Yes	No
Web	06/12/2014	Closed with explanation	Yes	No
Web	06/18/2014	Closed with explanation	Yes	No
Referral	07/01/2014	Closed with explanation	Yes	No
Phone	06/10/2014	Closed with non-monetary relief	Yes	No
Phone	07/02/2014	Closed	Yes	Yes
Referral	07/01/2014	Closed with explanation	Yes	No
Referral	07/02/2014	Closed with explanation	Yes	No
Web	06/02/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Web	06/07/2014	Closed with explanation	Yes	No
Referral	06/20/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

913664
913667
877582
913676
906399
884686
884713
913760
892619
900194
913809
884833
905825
913840
913866
877555
905767
907341
885470
900369

Bank Account or Service Complaints

Based on Consumer Complaints

06/03/2014	Bank account or service	Other bank product/service
06/07/2014	Bank account or service	Checking account
06/18/2014	Bank account or service	Checking account
06/23/2014	Bank account or service	Other bank product/service
06/03/2014	Bank account or service	Savings account
06/18/2014	Bank account or service	Checking account
06/07/2014	Bank account or service	Other bank product/service
06/18/2014	Bank account or service	Checking account
06/23/2014	Bank account or service	Checking account
06/18/2014	Bank account or service	Other bank product/service
06/18/2014	Bank account or service	Savings account
06/03/2014	Bank account or service	Checking account
06/18/2014	Bank account or service	Checking account
06/23/2014	Bank account or service	Checking account
06/03/2014	Bank account or service	Savings account
06/18/2014	Bank account or service	Checking account
06/18/2014	Bank account or service	Checking account
06/12/2014	Bank account or service	Checking account
06/27/2014	Bank account or service	Checking account
06/27/2014	Bank account or service	Checking account
06/27/2014	Bank account or service	Checking account
06/27/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

PayPal Holdings, Inc.	OH	43725		N/A
JPMorgan Chase & Co.	NJ	07052		N/A
BB&T Financial	GA	30529		N/A
Whitney Bank	MD	21229		N/A
Capital One	TX	75248		N/A
Fidelity National Information Services, Inc. (FNIS)	CT	06514		N/A
JPMorgan Chase & Co.	DE	19707		N/A
JPMorgan Chase & Co.	OR	97302		N/A
USAA Savings	NC	2830		N/A
ERC	MO	65809	Older American	N/A
Bank of America	GA	30306		N/A
Whitney Bank	PA	19026		N/A
JPMorgan Chase & Co.	NY	10023		N/A
Umpqua Holdings Corporation	CA	96021		N/A
PNC Bank N.A.	MI	40206		N/A
Regions Financial Corporation	AR	72313		N/A
TD Bank US Holding Company	NJ	07017	Older American	N/A
JPMorgan Chase & Co.	OR	97440		N/A
Bank of America	MD	21787		N/A
JPMorgan Chase & Co.	CA	92692		N/A
Bank of the West	AZ	85234		N/A
USAA Savings	OH	43125		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	06/06/2014	Closed with monetary relief	Yes	No
Web	06/07/2014	Closed with explanation	Yes	Yes
Referral	06/20/2014	Closed with explanation	Yes	Yes
Referral	06/26/2014	Closed with explanation	Yes	No
Web	06/03/2014	Closed with explanation	Yes	No
Web	06/20/2014	Closed with explanation	Yes	Yes
Web	06/07/2014	Closed with explanation	Yes	No
Referral	06/20/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Phone	06/20/2014	Closed with non-monetary relief	Yes	No
Referral	06/20/2014	Closed with monetary relief	Yes	No
Referral	06/05/2014	Closed with explanation	Yes	Yes
Referral	06/20/2014	Closed with monetary relief	Yes	No
Referral	06/25/2014	Closed with explanation	Yes	No
Referral	06/05/2014	Closed with explanation	Yes	No
Postal mail	06/20/2014	Closed with monetary relief	Yes	No
Phone	06/20/2014	Closed with monetary relief	Yes	No
Referral	06/16/2014	Closed with explanation	Yes	No
Web	07/02/2014	Closed with monetary relief	Yes	No
Referral	07/02/2014	Closed with explanation	Yes	No
Referral	07/02/2014	Closed with monetary relief	Yes	No
Referral	07/02/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

878156
885491
900693
905771
879770
900398
885423
900600
905778
900426
900677
878599
900752
905788
878228
900449
900453
892945
914498
914164
914169
914171

Bank Account or Service Complaints

Based on Consumer Complaints

06/27/2014	Bank account or service	Savings account
06/18/2014	Bank account or service	Checking account
06/08/2014	Bank account or service	Checking account
06/08/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Checking account
06/03/2014	Bank account or service	Checking account
06/03/2014	Bank account or service	Checking account
06/23/2014	Bank account or service	Checking account
06/18/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Checking account
06/03/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	Checking account
06/23/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	Checking account
06/23/2014	Bank account or service	Checking account
06/23/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Other bank product/service
06/23/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	TX	79413		N/A
Bank of America	MA	01851		N/A
JPMorgan Chase & Co.	CA	90305		N/A
U.S. Bancorp	IL	60605		N/A
Wells Fargo & Company	CA	93044	Older American	N/A
Capital One	VA	22030		N/A
Wells Fargo & Company	OH	45226		N/A
TCF National Bank	IL	60102		N/A
JPMorgan Chase & Co.	CA	90802		N/A
Wells Fargo & Company	FL	34653		N/A
JPMorgan Chase & Co.	LA	71111	Older American	N/A
HSBC North America Holdings Inc.	AL	35223		N/A
Wells Fargo & Company	FL	33064	Older American	N/A
Bank of America	MA	02184		N/A
Bank of America	CA	95446		N/A
Wells Fargo & Company	DC	20002		N/A
Wells Fargo & Company	SC	29684		N/A
Bank of America	CA	91767		N/A
Experian	MS	38632	Older American	N/A
Wells Fargo & Company	CT	06473		N/A
TD Bank US Holding Company	NY	10309		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	07/02/2014	Closed with explanation	Yes	No
Web	06/20/2014	Closed with explanation	Yes	No
Web	06/08/2014	Closed with explanation	Yes	No
Web	06/10/2014	Closed with explanation	Yes	No
Web	06/10/2014	Closed with explanation	Yes	No
Postal mail	06/05/2014	Closed with explanation	Yes	Yes
Web	06/03/2014	Closed with monetary relief	Yes	No
Web	06/25/2014	Closed with monetary relief	Yes	No
Phone	06/20/2014	Closed with explanation	Yes	No
Referral	06/10/2014	Closed with explanation	Yes	Yes
Web	06/03/2014	Closed with monetary relief	Yes	No
Web	07/07/2014	Closed with explanation	Yes	Yes
Web	06/13/2014	Closed with explanation	Yes	Yes
Web	06/23/2014	Closed with explanation	Yes	No
Postal mail	06/17/2014	Closed with explanation	Yes	No
Web	06/23/2014	Closed with explanation	Yes	No
Web	06/23/2014	Closed with non-monetary relief	Yes	No
Postal mail	06/11/2014	Closed with explanation	Yes	No
Web	06/11/2014	Closed with monetary relief	Yes	No
Phone	06/26/2014	Closed with monetary relief	Yes	Yes
Phone	06/11/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

914175
899474
885621
885632
887439
878381
878403
907221
899473
885783
879538
893777
893776
905661
893571
907322
905614
885972
885984
907352
885990

Bank Account or Service Complaints

Based on Consumer Complaints

06/09/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Checking account
06/23/2014	Bank account or service	Savings account
06/23/2014	Bank account or service	Other bank product/service
06/03/2014	Bank account or service	Checking account
06/03/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Checking account
06/27/2014	Bank account or service	Checking account
06/27/2014	Bank account or service	Checking account
06/27/2014	Bank account or service	Savings account
06/27/2014	Bank account or service	Checking account
06/24/2014	Bank account or service	Other bank product/service
06/27/2014	Bank account or service	Checking account
06/28/2014	Bank account or service	Checking account
06/24/2014	Bank account or service	Checking account
06/28/2014	Bank account or service	Savings account
06/28/2014	Bank account or service	Checking account
06/28/2014	Bank account or service	Checking account
06/19/2014	Bank account or service	(CD) Certificate of deposit
06/19/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Regions Financial Corporation	FL	32401		N/A
SunTrust Banks, Inc.	VA	22192		N/A
Amex	NY	10001		N/A
Citibank	MD	20814		N/A
JPMorgan Chase & Co.	NJ	07079		N/A
Wells Fargo & Company	TX	78412		N/A
Wells Fargo & Company	FL	34653		N/A
Wells Fargo & Company	TX	75287		N/A
U.S. Bancorp	IL	60087		N/A
Bank of America	MI	48235		N/A
JPMorgan Chase & Co.	CA	90028		N/A
Banco Santander Puerto Rico	PR	00664		N/A
Fifth Third Financial Corporation	OH	43201		N/A
JPMorgan Chase & Co.	TX	75025		N/A
Wells Fargo & Company	NJ	07011		N/A
Bank of America	MA	01730		N/A
Bank of America	NJ	07002	Older American	N/A
TD Bank US Holding Company	MA	02151		N/A
TD Bank US Holding Company	NY	11215		N/A
Wells Fargo & Company	NV	89706	Older American	N/A
USAA Savings	IL	60657	Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	06/11/2014	Closed with monetary relief	Yes	No
Referral	06/11/2014	Closed with monetary relief	Yes	No
Web	06/23/2014	Closed with explanation	Yes	Yes
Web	06/26/2014	Closed with monetary relief	Yes	No
Web	06/03/2014	Closed with explanation	Yes	No
Phone	06/05/2014	Closed with non-monetary relief	Yes	No
Referral	06/17/2014	Closed with explanation	Yes	No
Web	06/09/2014	Closed with explanation	Yes	No
Web	06/27/2014	Closed with monetary relief	Yes	No
Phone	07/02/2014	Closed with explanation	Yes	No
Referral	07/02/2014	Closed with explanation	Yes	No
Referral	07/09/2014	Closed with explanation	Yes	Yes
Postal mail	06/26/2014	Closed with explanation	Yes	No
Web	06/27/2014	Closed with explanation	Yes	No
Web	06/28/2014	Closed with explanation	Yes	No
Phone	06/26/2014	Closed with explanation	Yes	No
Web	06/28/2014	Closed with explanation	Yes	No
Web	06/28/2014	Closed with explanation	Yes	No
Web	06/28/2014	Closed with monetary relief	Yes	Yes
Web	06/23/2014	Closed with explanation	Yes	No
Web	06/19/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

886640
887428
905668
907400
879539
878690
894783
886180
914019
915460
914194
914201
908621
915636
915828
908830
915863
915865
915951
901563
901617

Bank Account or Service Complaints

Based on Consumer Complaints

06/24/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	Checking account
06/19/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	Other bank product/service
06/19/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	Other bank product/service
06/19/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	Checking account
06/19/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account
06/29/2014	Bank account or service	Checking account
06/24/2014	Bank account or service	Checking account
06/24/2014	Bank account or service	Checking account
06/24/2014	Bank account or service	Checking account
06/24/2014	Bank account or service	Checking account
06/19/2014	Bank account or service	Other bank product/service
06/24/2014	Bank account or service	Checking account
06/24/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Santander Bank US	MA	02145		N/A
Wells Fargo & Company	CA	92649		N/A
TD Bank US Holding Company	NJ	08753		N/A
The Huntington National Bank	OH	45240		N/A
Citibank	DE	19904		N/A
Wells Fargo & Company	CO	80303		N/A
Harley-Davidson Financial Services, Inc.	CA	91739		N/A
Bank of the West	CA	95632	Older American	N/A
U.S. Bancorp	CA	92610		N/A
Wells Fargo & Company	FL	33018		N/A
Regions Financial Corporation	FL	32536		N/A
TCF National Bank	MN	55033	Older American	N/A
Bank of America	MA	02151		N/A
TD Bank US Holding Company	VA	22044		N/A
TD Bank US Holding Company	NY	11375		N/A
Wells Fargo & Company	CA	93901		N/A
Trustmark Corporation	MS	39401		N/A
HSBC North America Holdings Inc.	NY	11358		N/A
Pentagon FCU	CT	06517		N/A
TD Bank US Holding Company	FL	33611		N/A
Bank of America	KS	66210		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	06/26/2014	Closed with monetary relief	Yes	No
Postal mail	06/17/2014	Closed with explanation	Yes	Yes
Phone	06/17/2014	Closed with explanation	Yes	No
Phone	06/23/2014	Closed with monetary relief	Yes	No
Phone	06/17/2014	Closed with non-monetary relief	Yes	No
Web	06/19/2014	Closed with monetary relief	Yes	No
Postal mail	06/18/2014	Closed with explanation	Yes	No
Web	06/19/2014	Closed with monetary relief	Yes	No
Referral	06/17/2014	Closed with explanation	Yes	No
Web	06/13/2014	Closed with explanation	Yes	Yes
Referral	06/17/2014	Closed with monetary relief	Yes	No
Phone	06/23/2014	Closed with monetary relief	Yes	No
Referral	07/15/2014	Closed with explanation	Yes	No
Web	06/29/2014	Closed with monetary relief	Yes	Yes
Web	06/24/2014	Closed with explanation	Yes	Yes
Phone	06/26/2014	Closed with monetary relief	Yes	No
Referral	06/27/2014	Closed with explanation	Yes	No
Web	06/24/2014	Closed with explanation	Yes	No
Referral	06/23/2014	Closed with explanation	Yes	No
Referral	06/26/2014	Closed with monetary relief	Yes	No
Referral	06/26/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

909118
893998
894087
901381
894161
902179
894975
901435
894741
893597
894760
902380
932263
916154
908934
908989
907815
907811
902909
909356
907695

Bank Account or Service Complaints

Based on Consumer Complaints

06/24/2014	Bank account or service	Checking account
06/19/2014	Bank account or service	Savings account
07/10/2014	Bank account or service	Savings account
06/24/2014	Bank account or service	Checking account
06/24/2014	Bank account or service	Checking account
06/24/2014	Bank account or service	Checking account
06/30/2014	Bank account or service	Other bank product/service
06/30/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account
06/24/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	(CD) Certificate of deposit
06/13/2014	Bank account or service	Other bank product/service
07/04/2014	Bank account or service	Checking account
06/24/2014	Bank account or service	Checking account
07/21/2014	Bank account or service	Other bank product/service
06/24/2014	Bank account or service	Checking account
07/04/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	Other bank product/service
06/30/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

USAA Savings	MO	65656		N/A
SunTrust Banks, Inc.	FL	32714		N/A
SunTrust Banks, Inc.	VA	22101	Older American	N/A
Citibank	NY	11216		N/A
Bank of America	SC	29302		N/A
U.S. Bancorp	NE	68504		N/A
Citizens Financial Group, Inc.	MA	01752		N/A
U.S. Bancorp	MO	63141		N/A
Bank of America	PA	19101		N/A
Regions Financial Corporation	LA	70562		N/A
Bank of America	GA	30518		N/A
Wells Fargo & Company	MI	48221	Older American	N/A
U.S. Bancorp	MN	55717		N/A
U.S. Bancorp	CA	92373	Servicemember	N/A
Wells Fargo & Company	TX	78744		N/A
TD Bank US Holding Company	PA	18966		N/A
Bank of America	MD	21231		N/A
JPMorgan Chase & Co.	CA	92325		N/A
Navy FCU	NY	10010		N/A
Synchrony Financial	TX	76155		N/A
TCF National Bank	MN	55119		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	06/26/2014	Closed with monetary relief	Yes	Yes
Web	06/19/2014	Closed with monetary relief	Yes	No
Phone	07/15/2014	Closed with explanation	Yes	No
Referral	06/26/2014	Closed with monetary relief	Yes	No
Referral	06/27/2014	Closed with monetary relief	Yes	No
Fax	06/26/2014	Closed with explanation	Yes	Yes
Web	06/30/2014	Closed with explanation	Yes	No
Postal mail	07/03/2014	Closed with explanation	Yes	No
Referral	07/15/2014	Closed with monetary relief	Yes	No
Referral	06/26/2014	Closed with monetary relief	Yes	No
Web	06/13/2014	Closed with explanation	Yes	No
Phone	06/17/2014	Closed with explanation	Yes	No
Web	07/04/2014	Closed with monetary relief	Yes	No
Web	06/26/2014	Closed with monetary relief	Yes	No
Web	07/21/2014	Closed with explanation	Yes	Yes
Web	06/24/2014	Closed with explanation	Yes	No
Web	07/04/2014	Closed with explanation	Yes	No
Web	07/10/2014	Closed with monetary relief	Yes	No
Phone	07/15/2014	Closed with explanation	Yes	No
Web	06/18/2014	Closed with non-monetary relief	Yes	No
Postal mail	07/03/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

909260
901312
931154
907826
907828
907677
917007
916235
932396
907831
894822
894816
924014
907795
945881
909235
924049
932425
931348
894957
916210

Bank Account or Service Complaints

Based on Consumer Complaints

06/19/2014	Bank account or service	Other bank product/service
07/15/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account
06/30/2014	Bank account or service	Checking account
07/21/2014	Bank account or service	Checking account
06/20/2014	Bank account or service	Checking account
06/30/2014	Bank account or service	Savings account
06/24/2014	Bank account or service	Other bank product/service
07/21/2014	Bank account or service	Checking account
06/30/2014	Bank account or service	Checking account
07/05/2014	Bank account or service	Checking account
07/21/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account
07/21/2014	Bank account or service	Checking account
07/15/2014	Bank account or service	Checking account
07/06/2014	Bank account or service	Checking account
06/14/2014	Bank account or service	Checking account
06/14/2014	Bank account or service	Checking account
06/14/2014	Bank account or service	Checking account
07/06/2014	Bank account or service	Checking account
07/21/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Amex	OH	43537		N/A
Wells Fargo & Company	CA	92395		N/A
JPMorgan Chase & Co.	TX	77571		N/A
Citibank	VA	22180		N/A
JPMorgan Chase & Co.	IL	60404		N/A
Wells Fargo & Company	FL	34289		N/A
Wells Fargo & Company	PA	19020		N/A
JPMorgan Chase & Co.	OR	97035	Servicemember	N/A
TD Bank US Holding Company	NJ	07885		N/A
JPMorgan Chase & Co.	FL	33619		N/A
Bank of America	OR	97355		N/A
Regions Financial Corporation	TX	77494	Servicemember	N/A
Citibank	CA	94612	Older American	N/A
Wells Fargo & Company	NC	27610		N/A
TD Bank US Holding Company	NY	11354	Older American	N/A
Citibank	IL	60301		N/A
Wells Fargo & Company	AL	36869		N/A
Wells Fargo & Company	CA	93024		N/A
USAA Savings	NC	28311	Servicemember	N/A
New York Community Bank	NY	14812	Older American	N/A
U.S. Bancorp	IL	62223		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	06/23/2014	Closed with explanation	Yes	No
Phone	07/21/2014	Closed with explanation	Yes	No
Referral	07/15/2014	Closed with explanation	Yes	No
Web	06/30/2014	Closed with explanation	Yes	Yes
Phone	07/24/2014	Closed with explanation	Yes	No
Web	06/20/2014	Closed with explanation	Yes	Yes
Web	06/30/2014	Closed with explanation	Yes	No
Web	06/24/2014	Closed with explanation	Yes	No
Phone	07/24/2014	Closed with monetary relief	Yes	No
Phone	07/03/2014	Closed with explanation	Yes	No
Web	07/05/2014	Closed with explanation	Yes	No
Web	07/21/2014	Closed with explanation	Yes	No
Web	07/10/2014	Closed with explanation	Yes	Yes
Web	07/21/2014	Closed with explanation	Yes	No
Postal mail	07/21/2014	Closed with explanation	Yes	No
Web	07/06/2014	Closed with monetary relief	Yes	No
Web	06/14/2014	Closed with explanation	Yes	Yes
Web	06/14/2014	Closed with explanation	Yes	Yes
Web	06/14/2014	Closed with explanation	Yes	No
Web	07/06/2014	Closed with explanation	Yes	No
Web	07/21/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

902995
938056
932265
917215
946024
903322
917275
909350
946070
917300
924220
946098
932146
946112
938566
924287
895582
895489
895496
924297
947035

Bank Account or Service Complaints

Based on Consumer Complaints

06/30/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account
06/20/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account
07/21/2014	Bank account or service	Checking account
06/30/2014	Bank account or service	(CD) Certificate of deposit
06/20/2014	Bank account or service	Checking account
06/25/2014	Bank account or service	Checking account
07/15/2014	Bank account or service	Other bank product/service
06/25/2014	Bank account or service	Checking account
07/07/2014	Bank account or service	Checking account
07/21/2014	Bank account or service	Checking account
06/15/2014	Bank account or service	Other bank product/service
07/07/2014	Bank account or service	Other bank product/service
07/10/2014	Bank account or service	Savings account
06/30/2014	Bank account or service	Checking account
07/07/2014	Bank account or service	Other bank product/service
07/07/2014	Bank account or service	Checking account
06/16/2014	Bank account or service	Savings account
06/25/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Using a debit or ATM card
Making/receiving payments, sending money
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

BB&T Financial	VA	23224		N/A
The Huntington National Bank	PA	19146		N/A
Bank of America	NY	14224		N/A
TD Bank US Holding Company	NY	12790		N/A
Union Bank	HI	96792		N/A
JPMorgan Chase & Co.	IL	60093		N/A
BBVA Compass	CA	95621		N/A
Bank of America	MI	49686		N/A
PNC Bank N.A.	FL	33431		N/A
Amex	NY	11375		N/A
Bank of America	AZ	85295	Older American	N/A
Citibank	MA	02134		N/A
Bank of America	MA	02139		N/A
Fifth Third Financial Corporation	MI	48439	Older American	N/A
MNE Services, Inc	IL	60087		N/A
Navy FCU	NJ	08021		N/A
USAA Savings	FL	33772	Servicemember	N/A
Bank of America	TX	76006		N/A
JPMorgan Chase & Co.	GA	30044		N/A
Wells Fargo & Company	AZ	85201	Older American	N/A
Bank of America	NY	11233		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	07/03/2014	Closed with explanation	Yes	No
Web	07/10/2014	Closed with monetary relief	Yes	Yes
Referral	07/15/2014	Closed with monetary relief	Yes	No
Web	06/20/2014	Closed with monetary relief	Yes	No
Referral	07/15/2014	Closed with explanation	Yes	No
Web	07/21/2014	Closed with explanation	Yes	No
Referral	07/03/2014	Closed with monetary relief	Yes	No
Web	06/20/2014	Closed with non-monetary relief	Yes	No
Web	06/25/2014	Closed with explanation	Yes	No
Web	07/15/2014	Closed with monetary relief	Yes	No
Web	06/25/2014	Closed with non-monetary relief	Yes	No
Web	07/07/2014	Closed with monetary relief	Yes	No
Phone	07/24/2014	Closed with explanation	Yes	No
Web	06/15/2014	Closed with monetary relief	Yes	No
Web	07/09/2014	Closed with explanation	Yes	No
Referral	07/15/2014	Closed with explanation	Yes	No
Phone	07/03/2014	Closed with explanation	Yes	No
Referral	07/10/2014	Closed with explanation	Yes	No
Web	07/10/2014	Closed with monetary relief	Yes	No
Fax	06/18/2014	Closed with explanation	Yes	Yes
Web	06/27/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

917360
931536
932112
903638
934371
946195
916388
903654
910035
938303
910074
925059
946279
895690
924418
932718
917489
926142
925186
897516
909622

Bank Account or Service Complaints

Based on Consumer Complaints

06/16/2014	Bank account or service	Checking account
07/21/2014	Bank account or service	Checking account
06/16/2014	Bank account or service	Checking account
06/16/2014	Bank account or service	Checking account
07/07/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account
06/25/2014	Bank account or service	Checking account
07/16/2014	Bank account or service	Checking account
07/21/2014	Bank account or service	Other bank product/service
07/16/2014	Bank account or service	Checking account
07/11/2014	Bank account or service	Checking account
06/30/2014	Bank account or service	(CD) Certificate of deposit
07/16/2014	Bank account or service	Savings account
07/11/2014	Bank account or service	Savings account
06/25/2014	Bank account or service	Other bank product/service
07/22/2014	Bank account or service	Checking account
07/11/2014	Bank account or service	Checking account
07/16/2014	Bank account or service	Checking account
07/16/2014	Bank account or service	Checking account
07/16/2014	Bank account or service	Checking account
06/30/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

SunTrust Banks, Inc.	GA	30134		N/A
Bank of America	TX	77039		N/A
Bank of America	PA	17320		N/A
Regions Financial Corporation	IL	60156		N/A
U.S. Bancorp	GA	30306	Older American	N/A
Bank of America	IL	60649		N/A
USAA Savings	NC	28273		N/A
Comerica	MI	48309		N/A
Wells Fargo & Company	CA	90292		N/A
JPMorgan Chase & Co.	NY	10473		N/A
Citibank	NY	10023		N/A
Bank of the West	CA	94112		N/A
Santander Bank US	NY	11566	Older American	N/A
Associated Bank	WI	53218	Older American	N/A
Bank of America	NY	11570		N/A
USAA Savings	AR	72894		N/A
Wells Fargo & Company	FL	33126		N/A
JPMorgan Chase & Co.	FL	32958		N/A
Capital One	FL	32958		N/A
M&T Bank Corporation	PA	18705	Servicemember	N/A
Wells Fargo & Company	WA	98270	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	06/18/2014	Closed with monetary relief	Yes	No
Phone	07/24/2014	Closed with explanation	Yes	No
Postal mail	06/18/2014	Closed with explanation	Yes	No
Web	06/16/2014	Closed with explanation	Yes	No
Phone	07/10/2014	Closed with explanation	Yes	Yes
Referral	07/15/2014	Closed with explanation	Yes	Yes
Web	06/27/2014	Closed with explanation	Yes	Yes
Web	07/16/2014	Closed with monetary relief	Yes	No
Web	07/21/2014	Closed with monetary relief	Yes	No
Postal mail	07/23/2014	Closed with explanation	Yes	Yes
Web	07/11/2014	Closed with monetary relief	Yes	No
Web	06/30/2014	Closed with explanation	Yes	No
Phone	07/21/2014	Closed with monetary relief	Yes	No
Referral	07/16/2014	Closed with explanation	Yes	Yes
Web	06/25/2014	Closed with non-monetary relief	Yes	No
Web	07/22/2014	Closed with explanation	Yes	No
Phone	07/16/2014	Closed with monetary relief	Yes	No
Phone	07/21/2014	Closed with explanation	Yes	No
Phone	09/16/2014	Closed with explanation	Yes	No
Postal mail	07/21/2014	Closed with explanation	Yes	No
Phone	07/07/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

896239
946608
896286
896322
925330
931989
909605
939324
946858
940712
932760
917972
939448
932928
910670
947572
932839
939520
939521
940515
918101

Bank Account or Service Complaints

Based on Consumer Complaints

07/22/2014	Bank account or service	Checking account
07/22/2014	Bank account or service	Checking account
06/25/2014	Bank account or service	Checking account
07/22/2014	Bank account or service	Checking account
07/11/2014	Bank account or service	Other bank product/service
06/25/2014	Bank account or service	Checking account
07/11/2014	Bank account or service	Checking account
07/07/2014	Bank account or service	Checking account
07/07/2014	Bank account or service	Other bank product/service
06/25/2014	Bank account or service	Checking account
07/01/2014	Bank account or service	Checking account
07/01/2014	Bank account or service	Checking account
07/01/2014	Bank account or service	Checking account
07/11/2014	Bank account or service	Checking account
06/25/2014	Bank account or service	Checking account
06/25/2014	Bank account or service	Checking account
07/01/2014	Bank account or service	Checking account
06/25/2014	Bank account or service	Other bank product/service
07/01/2014	Bank account or service	Other bank product/service
07/11/2014	Bank account or service	Checking account
07/11/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Using a debit or ATM card
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

M&T Bank Corporation	CA	90035		N/A
USAA Savings	MD	20785		N/A
JPMorgan Chase & Co.	NJ	08873	Older American	N/A
U.S. Bancorp	CA	92585		N/A
Community Choice Financial, Inc.	FL	33170		N/A
Navy FCU	ID	83221		N/A
Bank of America	TX	77021		N/A
Wells Fargo & Company	FL	32408	Older American	N/A
Mobiloans, LLC	FL	33314		N/A
Bank of America	NJ	07083		N/A
JPMorgan Chase & Co.	CA	92782		N/A
Wells Fargo & Company	VA	23075		N/A
BB&T Financial	FL	33405		N/A
Bank of America	WA	99336		N/A
TD Bank US Holding Company	NY	11050		N/A
JPMorgan Chase & Co.	NY	11050		N/A
Citizens Financial Group, Inc.	IL	60659		N/A
Ally Financial Inc.	FL	32427		N/A
Wells Fargo & Company	MN	55387		N/A
Bank of America	NM	88012		N/A
SunTrust Banks, Inc.	VA	24153		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	07/24/2014	Closed with explanation	Yes	No
Referral	07/25/2014	Closed with monetary relief	Yes	No
Phone	06/27/2014	Closed with non-monetary relief	Yes	Yes
Referral	07/25/2014	Closed with explanation	Yes	No
Phone	08/14/2014	Closed with explanation	Yes	No
Web	06/25/2014	Closed with explanation	Yes	No
Referral	07/16/2014	Closed with explanation	Yes	Yes
Phone	07/10/2014	Closed with explanation	Yes	No
Phone	07/10/2014	Untimely response	No	
Postal mail	06/27/2014	Closed with non-monetary relief	Yes	No
Web	07/01/2014	Closed with explanation	Yes	Yes
Web	07/01/2014	Closed with explanation	Yes	No
Referral	07/07/2014	Closed with explanation	Yes	Yes
Web	07/11/2014	Closed with monetary relief	Yes	No
Phone	06/27/2014	Closed with monetary relief	Yes	No
Phone	06/27/2014	Closed with explanation	Yes	No
Postal mail	07/22/2014	Closed with monetary relief	Yes	No
Web	06/25/2014	Closed with explanation	Yes	No
Web	07/01/2014	Closed with explanation	Yes	No
Phone	07/16/2014	Closed with monetary relief	Yes	No
Referral	07/16/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

947419
947955
910787
948084
934054
910840
933073
925716
925722
909656
918884
918781
919052
933113
911439
911440
918961
911116
919001
933214
933233

Bank Account or Service Complaints

Based on Consumer Complaints

07/01/2014	Bank account or service	Checking account
07/07/2014	Bank account or service	Checking account
07/01/2014	Bank account or service	Checking account
07/01/2014	Bank account or service	Checking account
07/01/2014	Bank account or service	Checking account
07/01/2014	Bank account or service	Checking account
07/01/2014	Bank account or service	Other bank product/service
07/16/2014	Bank account or service	Checking account
07/01/2014	Bank account or service	Other bank product/service
07/01/2014	Bank account or service	Checking account
07/02/2014	Bank account or service	Checking account
07/07/2014	Bank account or service	Savings account
07/02/2014	Bank account or service	Checking account
07/02/2014	Bank account or service	Checking account
06/25/2014	Bank account or service	Checking account
07/07/2014	Bank account or service	Other bank product/service
06/25/2014	Bank account or service	Savings account
07/02/2014	Bank account or service	Checking account
07/02/2014	Bank account or service	Checking account
07/07/2014	Bank account or service	Other bank product/service
07/07/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

PNC Bank N.A.	NJ	08043		N/A
BMO Harris	WI	54208		N/A
Citizens Financial Group, Inc.	MA	01890		N/A
Wells Fargo & Company	NC	28273	Older American	N/A
The Huntington National Bank	IN	46168		N/A
Regions Financial Corporation	AL	36111		N/A
Bank of America	NJ	08902		N/A
JPMorgan Chase & Co.	CA	92301	Older American	N/A
HSBC North America Holdings Inc.	TX	77388		N/A
Citizens Financial Group, Inc.	IL	60611		N/A
Citibank	OR	97030		N/A
TD Bank US Holding Company	DE	19702		N/A
Bank of America	AZ	85083		N/A
JPMorgan Chase & Co.	CA	92111		N/A
TCF National Bank	IL	60142		N/A
Wells Fargo & Company	DE	19702		N/A
First Republic Bank	CA	94109		N/A
Comerica	CA	94541		N/A
Wells Fargo & Company	FL	32763		N/A
Bank of America	OH	45441		N/A
Wells Fargo & Company	NC	28303		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	07/07/2014	Closed with monetary relief	Yes	No
Referral	07/10/2014	Closed with explanation	Yes	No
Web	07/01/2014	Closed with monetary relief	Yes	No
Web	07/01/2014	Closed with explanation	Yes	No
Web	07/01/2014	Closed with monetary relief	Yes	No
Referral	07/07/2014	Closed with explanation	Yes	Yes
Web	07/01/2014	Closed with non-monetary relief	Yes	No
Phone	07/22/2014	Closed with explanation	Yes	No
Postal mail	07/08/2014	Closed with explanation	Yes	No
Web	07/01/2014	Closed with monetary relief	Yes	Yes
Phone	07/08/2014	Closed with explanation	Yes	No
Phone	07/10/2014	Closed with explanation	Yes	No
Web	07/02/2014	Closed with monetary relief	Yes	No
Web	07/02/2014	Closed with explanation	Yes	No
Web	06/25/2014	Closed with monetary relief	Yes	No
Phone	07/10/2014	Closed with explanation	Yes	No
Web	06/25/2014	Closed with explanation	Yes	Yes
Referral	07/08/2014	Closed with explanation	Yes	No
Referral	07/08/2014	Closed with explanation	Yes	Yes
Referral	07/10/2014	Closed with monetary relief	Yes	No
Referral	07/10/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

919162
926139
919354
919376
919441
919842
919616
940409
919778
918236
920764
926392
920814
920823
911253
926210
911300
920333
921559
926573
924511

Bank Account or Service Complaints

Based on Consumer Complaints

07/02/2014	Bank account or service	(CD) Certificate of deposit
07/07/2014	Bank account or service	Checking account
07/11/2014	Bank account or service	Checking account
07/07/2014	Bank account or service	Other bank product/service
07/02/2014	Bank account or service	Other bank product/service
07/11/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
07/16/2014	Bank account or service	Other bank product/service
07/16/2014	Bank account or service	Other bank product/service
07/17/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Other bank product/service
06/26/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
07/17/2014	Bank account or service	Other bank product/service
06/26/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
07/08/2014	Bank account or service	Checking account
07/17/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Using a debit or ATM card
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	NC	28613		N/A
Bank of America	FL	33579		N/A
JPMorgan Chase & Co.	NY	11427		N/A
GM Financial	AR	72058		N/A
Capital One	SC	29412		N/A
JPMorgan Chase & Co.	CO	80108	Servicemember	N/A
TD Bank US Holding Company	ME	04062	Older American	N/A
Wells Fargo & Company	TX	77065		N/A
JPMorgan Chase & Co.	TX	77065		N/A
Navy FCU	NY	10010		N/A
Wells Fargo & Company	CA	92844		N/A
Ally Financial Inc.	GA	30316		N/A
Fifth Third Financial Corporation	IN	47842		N/A
UMB Bank	CA	93292		N/A
Bank of America	TX	78642		N/A
Wells Fargo & Company	FL	33914		N/A
Synchrony Financial	TX	77065		N/A
JPMorgan Chase & Co.	CA	92373		N/A
SunTrust Banks, Inc.	MD	21204		N/A
SunTrust Banks, Inc.	CA	91730		N/A
Bank of America	MD	21742		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	07/08/2014	Closed with explanation	Yes	No
Web	07/07/2014	Closed with monetary relief	Yes	No
Phone	07/16/2014	Closed with explanation	Yes	No
Web	07/10/2014	Closed with explanation	Yes	Yes
Postal mail	07/08/2014	Closed with explanation	Yes	No
Web	07/11/2014	Closed with explanation	Yes	No
Phone	06/27/2014	Closed with explanation	Yes	Yes
Web	07/16/2014	Closed with explanation	Yes	No
Web	07/17/2014	Closed with explanation	Yes	No
Phone	07/22/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Web	07/17/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Referral	07/11/2014	Closed with monetary relief	Yes	No
Referral	07/22/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

920939
926604
933588
924705
921000
933654
912212
942590
942591
941076
912651
913016
912399
912486
912645
913097
942597
912614
912879
927448
942183

Bank Account or Service Complaints

Based on Consumer Complaints

07/02/2014	Bank account or service	Checking account
07/22/2014	Bank account or service	Checking account
07/11/2014	Bank account or service	Checking account
07/22/2014	Bank account or service	Checking account
07/22/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
07/22/2014	Bank account or service	Checking account
07/24/2014	Bank account or service	Checking account
07/17/2014	Bank account or service	Checking account
07/17/2014	Bank account or service	Other bank product/service
07/22/2014	Bank account or service	(CD) Certificate of deposit
07/02/2014	Bank account or service	Checking account
07/17/2014	Bank account or service	Other bank product/service
07/22/2014	Bank account or service	Other bank product/service
07/12/2014	Bank account or service	Checking account
07/12/2014	Bank account or service	Other bank product/service
07/22/2014	Bank account or service	Checking account
07/08/2014	Bank account or service	(CD) Certificate of deposit
07/08/2014	Bank account or service	(CD) Certificate of deposit

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

PNC Bank N.A.	OH	43207		N/A
JPMorgan Chase & Co.	TX	77069		N/A
Wells Fargo & Company	MN	55024		N/A
Wells Fargo & Company	PA	19464		N/A
Bank of America	NY	10004		N/A
Capital One	DC	20001		N/A
Wells Fargo & Company	PA	18955		N/A
Capital One	MD	21756		N/A
Bank of America	SC	29407		N/A
BB&T Financial	TN	37920		N/A
Citizens Financial Group, Inc.	MA	02359	Older American	N/A
Fifth Third Financial Corporation	MI	48207		N/A
PNC Bank N.A.	MI	49071		N/A
Regions Financial Corporation	MS	39083	Older American, Servicemember	N/A
PayPal Holdings, Inc.	CO	80908		N/A
JPMorgan Chase & Co.	CA	90807		N/A
Bank of America	NJ	08873		N/A
Synchrony Financial	NJ	07087		N/A
Astoria Bank	NY	11691		N/A
Citizens Financial Group, Inc.	MA	02478	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	07/08/2014	Closed with explanation	Yes	No
Referral	07/25/2014	Closed with explanation	Yes	No
Referral	07/16/2014	Closed with explanation	Yes	Yes
Referral	07/25/2014	Closed with explanation	Yes	No
Referral	07/25/2014	Closed with explanation	Yes	No
Referral	08/11/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Referral	07/25/2014	Closed with monetary relief	Yes	No
Referral	07/28/2014	Closed with non-monetary relief	Yes	No
Web	07/17/2014	Closed with explanation	Yes	No
Referral	07/22/2014	Closed with explanation	Yes	No
Referral	07/25/2014	Closed with explanation	Yes	Yes
Referral	07/08/2014	Closed with explanation	Yes	No
Phone	07/22/2014	Closed with explanation	Yes	Yes
Web	07/25/2014	Closed with explanation	Yes	No
Web	07/12/2014	Closed with explanation	Yes	Yes
Web	07/12/2014	Closed with explanation	Yes	No
Referral	07/25/2014	Closed with monetary relief	Yes	No
Referral	07/11/2014	Closed with explanation	Yes	No
Phone	07/11/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

921236
948933
933996
948602
948878
973008
912385
948640
951903
941285
941029
948555
921311
941363
948996
934514
934540
948471
926967
926762

Bank Account or Service Complaints

Based on Consumer Complaints

07/13/2014	Bank account or service	Savings account
07/22/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Other bank product/service
07/14/2014	Bank account or service	Savings account
07/17/2014	Bank account or service	Checking account
07/17/2014	Bank account or service	Other bank product/service
07/17/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Savings account
07/08/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	(CD) Certificate of deposit
07/22/2014	Bank account or service	(CD) Certificate of deposit
07/28/2014	Bank account or service	Savings account
07/28/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Other bank product/service
07/28/2014	Bank account or service	Other bank product/service
07/14/2014	Bank account or service	Checking account
07/08/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	TX	75070		N/A
Bank of America	CA	94523		N/A
Wells Fargo & Company	CA	90020		N/A
Regions Financial Corporation	IN	47610	Older American	N/A
Ally Financial Inc.	AL	36542		N/A
Bank of the West	CA	94124		N/A
Ocwen	FL	34142		N/A
TD Bank US Holding Company	NJ	07080		N/A
Bank of America	MI	48223		N/A
TD Bank US Holding Company	VT	05855		N/A
Bank of America	CA	94022		N/A
Bank of America	MD	20715		N/A
Bank of America	TX	76063	Older American, Servicemember	N/A
Wells Fargo & Company	PA	18034		N/A
Bank of America	FL	[3220		N/A
Capital One	MO	63049		N/A
Bank of America	FL	32904	Older American	N/A
GreenSky Trade Credit, LLC	NY	11756		N/A
Citibank	CA	90066		N/A
JPMorgan Chase & Co.	OH	44406		N/A
Synchrony Financial	UT	84119	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	07/13/2014	Closed with monetary relief	Yes	No
Web	07/25/2014	Closed with explanation	Yes	Yes
Phone	06/30/2014	Closed with explanation	Yes	Yes
Web	06/26/2014	Closed with explanation	Yes	Yes
Web	07/14/2014	Closed with explanation	Yes	Yes
Web	07/14/2014	Closed with explanation	Yes	Yes
Postal mail	06/30/2014	Closed with explanation	Yes	No
Web	07/14/2014	Closed with monetary relief	Yes	No
Phone	07/22/2014	Closed with monetary relief	Yes	No
Referral	07/23/2014	Closed with explanation	Yes	Yes
Phone	07/22/2014	Closed with non-monetary relief	Yes	No
Phone	06/30/2014	Closed with monetary relief	Yes	No
Fax	07/11/2014	Closed with explanation	Yes	No
Web	06/26/2014	Closed with explanation	Yes	No
Web	07/25/2014	Closed with explanation	Yes	Yes
Web	07/28/2014	Closed with explanation	Yes	No
Web	08/14/2014	Closed with explanation	Yes	No
Web	07/17/2014	Closed with monetary relief	Yes	No
Web	07/28/2014	Closed with monetary relief	Yes	No
Phone	07/17/2014	Closed with explanation	Yes	No
Phone	07/18/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

934649
948548
911485
912693
934817
934794
912282
934834
941636
941664
941696
912820
927871
912888
948827
956088
956003
935026
956115
935060
927123

Bank Account or Service Complaints

Based on Consumer Complaints

07/14/2014	Bank account or service	Checking account
07/08/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Other bank product/service
07/28/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Checking account
07/23/2014	Bank account or service	Savings account
07/28/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Checking account
07/17/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Checking account
07/17/2014	Bank account or service	Other bank product/service
07/23/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Savings account
07/08/2014	Bank account or service	Checking account
07/23/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Using a debit or ATM card
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	NJ	08096		N/A
TCF National Bank	GA	30157		N/A
Banco Popular de Puerto Rico	PR	00983		N/A
Bank of America				N/A
JPMorgan Chase & Co.	IL	60624		N/A
U.S. Bancorp	WA	98258		N/A
Fifth Third Financial Corporation	NC	28277		N/A
Banco Popular de Puerto Rico	TX	78414		N/A
JPMorgan Chase & Co.	NY	10989		N/A
PNC Bank N.A.	PA	18301		N/A
Flagstar Bank	MI	48089		N/A
Wells Fargo & Company	NC	27330		N/A
Commerce Bank	MO	63301		N/A
Wells Fargo & Company	AZ	85615		N/A
Wells Fargo & Company	FL	33181		N/A
BB&T Financial	MD	21784		N/A
Wells Fargo & Company	NY	10075		N/A
TD Bank US Holding Company	FL	32216		N/A
Bank of America	NC	28173		N/A
Ally Financial Inc.	TN	37229	Servicemember	N/A
Bank of America	OK	73111		N/A
Wells Fargo & Company	CA	94583		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	07/17/2014	Closed with explanation	Yes	No
Referral	07/11/2014	Closed with monetary relief	Yes	No
Postal mail	07/23/2014	Closed with explanation	Yes	No
Referral	07/30/2014	Closed with explanation	Yes	Yes
Referral	07/30/2014	Closed with explanation	Yes	No
Referral	07/30/2014	Closed with explanation	Yes	No
Referral	07/30/2014	Closed with monetary relief	Yes	No
Referral	07/25/2014	Closed with explanation	Yes	No
Referral	07/30/2014	Closed with explanation	Yes	No
Referral	07/30/2014	Closed with explanation	Yes	No
Referral	07/30/2014	Closed with explanation	Yes	No
Referral	07/30/2014	Closed with explanation	Yes	No
Referral	07/30/2014	Closed with monetary relief	Yes	No
Referral	07/30/2014	Closed with monetary relief	Yes	No
Referral	07/30/2014	Closed with explanation	Yes	No
Referral	07/22/2014	Closed with explanation	Yes	Yes
Web	07/17/2014	Closed with monetary relief	Yes	No
Web	07/17/2014	Closed with monetary relief	Yes	No
Referral	07/25/2014	Closed with monetary relief	Yes	No
Postal mail	07/17/2014	Closed with non-monetary relief	Yes	No
Referral	07/11/2014	Closed with explanation	Yes	No
Referral	07/25/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

935520
927333
935110
956255
956234
956208
956203
949846
956241
956304
956266
956223
956196
956244
955929
942162
935171
942030
949912
935808
927603
949856

Bank Account or Service Complaints

Based on Consumer Complaints

07/08/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Checking account
07/17/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
07/31/2014	Bank account or service	Other bank product/service
07/23/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
07/17/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Savings account
07/31/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
07/17/2014	Bank account or service	Savings account
06/26/2014	Bank account or service	(CD) Certificate of deposit
07/23/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

PNC Bank N.A.	PA	19004		N/A
Ally Financial Inc.	TN	37229		N/A
JPMorgan Chase & Co.	MI	41870		N/A
JPMorgan Chase & Co.	OH	45840		N/A
TD Bank US Holding Company	NJ	08859		N/A
U.S. Bancorp	MO	63401	Older American, Servicemember	N/A
JPMorgan Chase & Co.	WA	98133		N/A
Ally Financial Inc.	TN	37229		N/A
Wells Fargo & Company	IN	46835		N/A
Citibank	MD	21076	Servicemember	N/A
Wells Fargo & Company	TN	37416		N/A
Wells Fargo & Company	TX	75025		N/A
BB&T Financial	FL	34655		N/A
Fifth Third Financial Corporation	MI	49224		N/A
Ally Financial Inc.	TN	37229		N/A
Bank of America	AR	72104		N/A
Ally Financial Inc.				N/A
Wells Fargo & Company	CA	91501		N/A
U.S. Bancorp	FL	32118		N/A
Wells Fargo & Company	WA	98532		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	07/08/2014	Closed with explanation	Yes	No
Postal mail	07/17/2014	Closed with non-monetary relief	Yes	No
Phone	07/23/2014	Closed with explanation	Yes	No
Referral	07/18/2014	Closed with non-monetary relief	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	Yes
Phone	07/17/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Postal mail	07/17/2014	Closed with non-monetary relief	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Postal mail	08/05/2014	Closed with explanation	Yes	No
Web	07/25/2014	Closed with monetary relief	Yes	No
Referral	07/01/2014	Closed with explanation	Yes	No
Referral	07/01/2014	Closed with explanation	Yes	No
Web	07/17/2014	Closed with monetary relief	Yes	No
Postal mail	07/17/2014	Closed with non-monetary relief	Yes	No
Web	07/31/2014	Closed with explanation	Yes	No
Referral	07/01/2014	Closed with monetary relief	Yes	No
Web	07/17/2014	Closed with monetary relief	Yes	No
Referral	07/01/2014	Closed with explanation	Yes	No
Referral	07/28/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

927278
935283
942136
935303
913299
935342
913327
935364
911682
963710
949791
913447
913453
942352
935385
963449
913562
942464
913604
950004

Bank Account or Service Complaints

Based on Consumer Complaints

06/26/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Checking account
07/23/2014	Bank account or service	Checking account
07/23/2014	Bank account or service	Checking account
07/31/2014	Bank account or service	Other bank product/service
07/18/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Cashing a check without an account
07/23/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Savings account
08/01/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Savings account
07/23/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Other bank product/service
07/18/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	(CD) Certificate of deposit
07/23/2014	Bank account or service	Checking account
07/23/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Making/receiving payments, sending money
Problems caused by my funds being low
Using a debit or ATM card
Using a debit or ATM card
Account opening, closing, or management
Using a debit or ATM card
Using a debit or ATM card
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	SC	29146	N/A
PNC Bank N.A.	NJ	08534	N/A
JPMorgan Chase & Co.	IL	60680	N/A
TD Bank US Holding Company	NY	11385	N/A
Fifth Third Financial Corporation	KY	40324	N/A
PNC Bank N.A.	NJ	08701	N/A
Bank of America	FL	33610	N/A
IBERIABANK	LA	70517	N/A
Bank of America	VA	22031	N/A
Navy FCU	GA	30087	N/A
JPMorgan Chase & Co.	CA	90403	N/A
Wells Fargo & Company	UT	84098	N/A
U.S. Bancorp	MN	55431	N/A
U.S. Bancorp	MN	55379	N/A
Fifth Third Financial Corporation	IL	60657	N/A
JPMorgan Chase & Co.	TX	77377	N/A
JPMorgan Chase & Co.	GA	30088	N/A
Bank of America	CA	92663	N/A
SunTrust Banks, Inc.	NC	27409	N/A
JPMorgan Chase & Co.	CA	92028	N/A
SunTrust Banks, Inc.	GA	30082	N/A
Bank of America	NJ	07726	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	06/26/2014	Closed with explanation	Yes	No
Referral	07/30/2014	Closed with explanation	Yes	Yes
Web	07/23/2014	Closed with explanation	Yes	No
Referral	07/28/2014	Closed with explanation	Yes	No
Web	08/01/2014	Closed with explanation	Yes	No
Postal mail	10/31/2014	Closed with explanation	Yes	No
Web	08/05/2014	Closed with explanation	Yes	No
Referral	07/28/2014	Closed with explanation	Yes	No
Web	08/01/2014	Closed with monetary relief	Yes	No
Web	07/18/2014	Closed with explanation	Yes	No
Web	08/05/2014	Closed with explanation	Yes	No
Web	08/01/2014	Closed with explanation	Yes	No
Web	07/18/2014	Closed with monetary relief	Yes	No
Phone	07/28/2014	Closed with non-monetary relief	Yes	No
Referral	07/31/2014	Closed with explanation	Yes	No
Referral	07/31/2014	Closed with monetary relief	Yes	No
Web	08/05/2014	Closed with monetary relief	Yes	No
Web	07/18/2014	Closed with monetary relief	Yes	No
Web	08/01/2014	Closed with explanation	Yes	No
Web	07/28/2014	Closed with explanation	Yes	Yes
Web	07/23/2014	Closed with monetary relief	Yes	No
Phone	07/28/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

913629
957929
951041
950557
964191
943071
964232
950706
964253
943227
965481
964301
943319
950202
957596
957138
964390
944387
964407
956025
950378
950426

Bank Account or Service Complaints

Based on Consumer Complaints

07/28/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	(CD) Certificate of deposit
07/28/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Checking account
07/29/2014	Bank account or service	Other bank product/service
07/29/2014	Bank account or service	Checking account
07/29/2014	Bank account or service	Checking account
07/29/2014	Bank account or service	Checking account
07/29/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Checking account
07/29/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Checking account
07/29/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Problems caused by my funds being low
Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	NY	12569		N/A
Fidelity National Information Services, Inc. (FNIS)	FL	34786		N/A
M&T Bank Corporation	MD	21620		N/A
Capital One	VA	20197		N/A
Wells Fargo & Company	CA	90013		N/A
Wells Fargo & Company	CO	80905		N/A
Bank of America	IL	60621		N/A
Bank of America	CA	95842		N/A
Comerica	WA	98203		N/A
Capital One	NY	11788		N/A
Regions Financial Corporation	TX	77042		N/A
Bank of America	FL	33594		N/A
Santander Bank US	NJ	07202	Older American	N/A
BB&T Financial	WV	26519	Servicemember	N/A
PNC Bank N.A.	FL	32725		N/A
Wells Fargo & Company	CT	06105		N/A
Bank of America	MD	21030		N/A
Wells Fargo & Company	NM	87120	Servicemember	N/A
Wells Fargo & Company	IL	60657		N/A
Regions Financial Corporation	FL	32433		N/A
Citibank	WA	99206		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	07/31/2014	Closed with explanation	Yes	No
Web	07/31/2014	Closed with explanation	Yes	No
Web	09/04/2014	Closed with explanation	Yes	Yes
Web	08/01/2014	Closed with monetary relief	Yes	No
Referral	08/05/2014	Closed with explanation	Yes	No
Fax	08/05/2014	Closed with explanation	Yes	Yes
Phone	07/31/2014	Closed with explanation	Yes	No
Postal mail	08/05/2014	Closed with explanation	Yes	No
Phone	07/31/2014	Closed with monetary relief	Yes	No
Web	07/29/2014	Closed with explanation	Yes	No
Web	07/29/2014	Closed with explanation	Yes	Yes
Web	07/29/2014	Closed with non-monetary relief	Yes	No
Web	07/29/2014	Closed	Yes	No
Phone	08/05/2014	Closed with explanation	Yes	No
Web	07/29/2014	Closed with explanation	Yes	No
Phone	08/05/2014	Closed with monetary relief	Yes	No
Web	07/29/2014	Closed with explanation	Yes	No
Phone	08/05/2014	Closed with explanation	Yes	No
Web	08/01/2014	Closed with monetary relief	Yes	No
Phone	07/17/2014	Closed with explanation	Yes	No
Web	07/14/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

957169
955952
965450
964705
964741
964051
957398
964899
958076
958587
957955
958302
958308
965261
958373
965267
958396
965307
965384
934786
935941

Bank Account or Service Complaints

Based on Consumer Complaints

07/02/2014	Bank account or service	Other bank product/service
07/02/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Savings account
07/14/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Checking account
07/02/2014	Bank account or service	Checking account
07/02/2014	Bank account or service	Checking account
07/02/2014	Bank account or service	Checking account
07/02/2014	Bank account or service	Savings account
07/15/2014	Bank account or service	Savings account
07/15/2014	Bank account or service	Checking account
07/02/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Checking account
07/15/2014	Bank account or service	Savings account
07/15/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Checking account
07/02/2014	Bank account or service	Checking account
07/29/2014	Bank account or service	Checking account
07/09/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Navy FCU	CA	91913	Servicemember	N/A
Wells Fargo & Company	NJ	08232		N/A
Wells Fargo & Company	CA	92691	Older American, Servicemember	N/A
JPMorgan Chase & Co.	IL	60612		N/A
JPMorgan Chase & Co.	IL	60620		N/A
Ally Financial Inc.	TN	37211	Older American	N/A
The Huntington National Bank	OH	44710		N/A
JPMorgan Chase & Co.	FL	33338		N/A
City National Bank	NY	13214		N/A
Navy FCU	WV	24910		N/A
Associated Bank	WI	54650		N/A
Bank of America	CA	94585		N/A
Wells Fargo & Company	WA	98033	Older American	N/A
Bank of America	MD	21207	Older American	N/A
Regions Financial Corporation	TN	38558		N/A
Wells Fargo & Company	VA	23503		N/A
Bank of America	CA	94134		N/A
Wells Fargo & Company	FL	32708		N/A
Capital One	MD	20707		N/A
M&T Bank Corporation	DE	19702		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	07/02/2014	Closed with explanation	Yes	Yes
Web	07/08/2014	Closed with explanation	Yes	No
Web	07/14/2014	Closed with monetary relief	Yes	No
Phone	07/18/2014	Closed with explanation	Yes	No
Referral	07/18/2014	Closed with explanation	Yes	Yes
Postal mail	07/18/2014	Closed with non-monetary relief	Yes	No
Referral	07/08/2014	Closed with explanation	Yes	No
Web	07/08/2014	Closed with explanation	Yes	Yes
Postal mail	07/03/2014	Closed with explanation	Yes	No
Referral	07/09/2014	Closed with explanation	Yes	No
Web	07/15/2014	Closed with explanation	Yes	Yes
Web	07/15/2014	Closed with explanation	Yes	No
Phone	07/09/2014	Closed with explanation	Yes	No
Phone	07/23/2014	Closed with explanation	Yes	No
Referral	07/18/2014	Closed with explanation	Yes	No
Referral	07/18/2014	Closed with monetary relief	Yes	No
Referral	07/23/2014	Closed with explanation	Yes	No
Web	07/02/2014	Closed with explanation	Yes	Yes
Postal mail	07/31/2014	Closed with monetary relief	Yes	No
Referral	07/14/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

920648
921618
936108
936130
936162
936208
920376
921752
921768
920385
936987
937019
921880
943427
937391
937073
943697
922004
958557
928781

Bank Account or Service Complaints

Based on Consumer Complaints

07/15/2014	Bank account or service	Other bank product/service
07/09/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Checking account
07/23/2014	Bank account or service	Checking account
07/03/2014	Bank account or service	Checking account
07/23/2014	Bank account or service	Checking account
07/15/2014	Bank account or service	Other bank product/service
07/23/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Checking account
07/03/2014	Bank account or service	Checking account
07/15/2014	Bank account or service	Checking account
07/15/2014	Bank account or service	Checking account
07/23/2014	Bank account or service	Checking account
07/15/2014	Bank account or service	Checking account
07/03/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Checking account
07/03/2014	Bank account or service	Checking account
07/03/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Other bank product/service
07/09/2014	Bank account or service	Checking account
07/29/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Using a debit or ATM card
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Using a debit or ATM card
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Ally Financial Inc.	TN	37229		N/A
JPMorgan Chase & Co.	IL	60104		N/A
Santander Bank US	MA	02115		N/A
Fifth Third Financial Corporation	FL	33647		N/A
Capital One	NV	89433		N/A
Wells Fargo & Company	CA	95831		N/A
Ally Financial Inc.	PA	15237		N/A
U.S. Bancorp	NV	89077		N/A
Wells Fargo & Company	CA	90064	Older American	N/A
JPMorgan Chase & Co.	WV	25053		N/A
U.S. Bancorp	IL	60617		N/A
U.S. Bancorp	MT	59714		N/A
Wells Fargo & Company	UT	84601		N/A
Amex	NY	14301		N/A
Wells Fargo & Company	GA	30318		N/A
Bank of America	FL	33067		N/A
TD Bank US Holding Company	NY	11225		N/A
SunTrust Banks, Inc.	NC	27215		N/A
U.S. Bancorp	CA	93030		N/A
Wells Fargo & Company	GA	30083		N/A
Bank of America	VA	23701		N/A
JPMorgan Chase & Co.	CA	95864	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Fax	07/30/2014	Closed with non-monetary relief	Yes	No
Referral	07/14/2014	Closed with explanation	Yes	No
Phone	07/23/2014	Closed with monetary relief	Yes	No
Web	07/23/2014	Closed with explanation	Yes	Yes
Phone	07/09/2014	Closed with non-monetary relief	Yes	No
Web	07/23/2014	Closed with explanation	Yes	No
Postal mail	07/18/2014	Closed with non-monetary relief	Yes	No
Web	07/23/2014	Closed with non-monetary relief	Yes	No
Phone	07/23/2014	Closed with explanation	Yes	No
Web	07/03/2014	Closed with explanation	Yes	Yes
Referral	07/18/2014	Closed with explanation	Yes	No
Phone	07/18/2014	Closed with explanation	Yes	No
Phone	08/07/2014	Closed with monetary relief	Yes	Yes
Postal mail	07/18/2014	Closed with explanation	Yes	Yes
Referral	07/09/2014	Closed with non-monetary relief	Yes	No
Web	07/18/2014	Closed with monetary relief	Yes	No
Referral	07/09/2014	Closed with explanation	Yes	No
Referral	07/09/2014	Closed with monetary relief	Yes	No
Web	07/18/2014	Closed with explanation	Yes	No
Web	07/18/2014	Closed with non-monetary relief	Yes	No
Web	07/09/2014	Closed with explanation	Yes	No
Postal mail	08/01/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

937134
928825
943554
950614
922542
950626
936881
950635
943609
922582
937326
937350
950719
937378
923016
944410
923221
922851
943698
943715
929059
957968

Bank Account or Service Complaints

Based on Consumer Complaints

07/03/2014	Bank account or service	Checking account
07/23/2014	Bank account or service	Checking account
07/24/2014	Bank account or service	(CD) Certificate of deposit
07/15/2014	Bank account or service	Checking account
07/09/2014	Bank account or service	Other bank product/service
07/24/2014	Bank account or service	Checking account
07/03/2014	Bank account or service	Checking account
07/24/2014	Bank account or service	Checking account
07/24/2014	Bank account or service	Savings account
08/07/2014	Bank account or service	Checking account
07/29/2014	Bank account or service	Other bank product/service
07/29/2014	Bank account or service	Other bank product/service
07/15/2014	Bank account or service	Checking account
07/09/2014	Bank account or service	Checking account
07/09/2014	Bank account or service	Checking account
07/09/2014	Bank account or service	Checking account
07/03/2014	Bank account or service	Checking account
07/15/2014	Bank account or service	Checking account
07/15/2014	Bank account or service	Checking account
07/29/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Banco Popular de Puerto Rico	PR	00741		N/A
U.S. Bancorp	CA	91761		N/A
JPMorgan Chase & Co.	CA	92028		N/A
Wells Fargo & Company	VA	23113	Servicemember	N/A
Factual Data	TX	78748		N/A
Arvest Bank	AR	72758	Older American, Servicemember	N/A
Arvest Bank	MO	65807		N/A
PNC Bank N.A.	NJ	07801		N/A
JPMorgan Chase & Co.	CA	92545		N/A
Bank of America	FL	33401		N/A
Comerica	GA	30707		N/A
Synchrony Financial	AL	35452		N/A
Wells Fargo & Company	DC	20005		N/A
Regions Financial Corporation	LA	70130		N/A
Wells Fargo & Company	CA	90047	Older American	N/A
Whitney Bank	NY	10454	Older American	N/A
HSBC North America Holdings Inc.	NY	11223		N/A
JPMorgan Chase & Co.				N/A
Amex	CA	92844		N/A
Fifth Third Financial Corporation	OH	44060		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	07/09/2014	Closed with explanation	Yes	No
Phone	07/29/2014	Closed with explanation	Yes	No
Web	07/24/2014	Closed with explanation	Yes	No
Phone	07/18/2014	Closed with explanation	Yes	No
Web	07/29/2014	Closed with explanation	Yes	No
Web	07/24/2014	Closed with non-monetary relief	Yes	No
Web	07/03/2014	Closed with explanation	Yes	No
Referral	07/28/2014	Closed with non-monetary relief	Yes	No
Referral	07/28/2014	Closed with explanation	Yes	No
Web	08/11/2014	Closed with explanation	Yes	Yes
Web	07/29/2014	Closed with explanation	Yes	Yes
Postal mail	07/31/2014	Closed with explanation	Yes	No
Web	07/15/2014	Closed with monetary relief	Yes	No
Referral	07/14/2014	Closed with explanation	Yes	Yes
Phone	07/14/2014	Closed with explanation	Yes	No
Phone	07/14/2014	Closed with explanation	Yes	No
Phone	07/09/2014	Closed with monetary relief	Yes	No
Postal mail	07/18/2014	Closed with explanation	Yes	Yes
Referral	07/18/2014	Closed with explanation	Yes	Yes
Web	07/29/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

922704
951459
951423
936838
929046
951590
922898
952437
952073
972877
958380
959180
937821
930243
929369
929382
923040
937911
937912
959242

Bank Account or Service Complaints

Based on Consumer Complaints

07/15/2014	Bank account or service	Checking account
07/09/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Checking account
08/02/2014	Bank account or service	Other bank product/service
07/09/2014	Bank account or service	Checking account
08/02/2014	Bank account or service	Checking account
08/02/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Checking account
08/02/2014	Bank account or service	Other bank product/service
08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/02/2014	Bank account or service	Savings account
07/24/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Savings account
07/24/2014	Bank account or service	Other bank product/service
07/24/2014	Bank account or service	(CD) Certificate of deposit
08/03/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Problems caused by my funds being low
Making/receiving payments, sending money
Account opening, closing, or management
Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

City National Bank	CA	91007		N/A
JPMorgan Chase & Co.	CA	90024		N/A
Bank of the West	AZ	85250	Older American, Servicemember	N/A
Wells Fargo & Company	CA	94901		N/A
Wells Fargo & Company	AZ	85379		N/A
JPMorgan Chase & Co.	NJ	08805		N/A
Bank of America	FL	34756		N/A
Bank of America	CA	91605		N/A
The Huntington National Bank	MI	48203	Older American	N/A
JPMorgan Chase & Co.	NY	11788		N/A
JPMorgan Chase & Co.	NY	10303		N/A
PNC Bank N.A.	NJ	07924		N/A
Bank of America	IL	60620		N/A
JPMorgan Chase & Co.	CA	92879		N/A
JPMorgan Chase & Co.	CA	91607	Older American	N/A
USAA Savings	NY	13603		N/A
Bank of America	DC	20017		N/A
TD Bank US Holding Company	ME	04106		N/A
HSBC North America Holdings Inc.	NJ	08831	Older American	N/A
Arvest Bank	OK	74018		N/A
The Huntington National Bank	OH	45402		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	07/21/2014	Closed with explanation	Yes	No
Web	07/14/2014	Closed with monetary relief	Yes	No
Web	07/18/2014	Closed with monetary relief	Yes	No
Postal mail	07/23/2014	Closed with monetary relief	Yes	Yes
Web	08/06/2014	Closed with explanation	Yes	No
Phone	07/14/2014	Closed with explanation	Yes	Yes
Web	08/02/2014	Closed with explanation	Yes	No
Web	08/06/2014	Closed with monetary relief	Yes	No
Web	08/07/2014	Closed with monetary relief	Yes	Yes
Web	07/18/2014	Closed with explanation	Yes	No
Web	08/02/2014	Closed with non-monetary relief	Yes	No
Referral	08/11/2014	Closed with explanation	Yes	No
Referral	08/11/2014	Closed with explanation	Yes	No
Web	08/02/2014	Closed with explanation	Yes	No
Phone	07/28/2014	Closed with explanation	Yes	Yes
Web	08/01/2014	Closed with explanation	Yes	No
Web	07/19/2014	Closed with explanation	Yes	No
Web	07/30/2014	Closed with monetary relief	Yes	No
Phone	07/28/2014	Closed with explanation	Yes	No
Postal mail	07/31/2014	Closed with explanation	Yes	No
Web	08/03/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

938527
930210
944372
944046
965844
929461
965901
965907
973392
944353
966016
973585
973590
966034
951988
960062
944997
960125
952049
953117
966293

Bank Account or Service Complaints

Based on Consumer Complaints

07/19/2014	Bank account or service	Checking account
07/03/2014	Bank account or service	Checking account
07/09/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Checking account
07/09/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Checking account
07/09/2014	Bank account or service	Checking account
08/03/2014	Bank account or service	Checking account
07/24/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Other bank product/service
07/03/2014	Bank account or service	(CD) Certificate of deposit
07/30/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Other bank product/service
07/19/2014	Bank account or service	Other bank product/service
07/09/2014	Bank account or service	Checking account
08/04/2014	Bank account or service	Other bank product/service
08/28/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Savings account
07/09/2014	Bank account or service	Checking account
07/24/2014	Bank account or service	Other bank product/service
07/09/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Making/receiving payments, sending money
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Santander Bank US	NJ	07731		N/A
Wells Fargo & Company	VA	22902		N/A
SunTrust Banks, Inc.	FL	33301		N/A
JPMorgan Chase & Co.	MI	49504		N/A
SunTrust Banks, Inc.	PR	00603		N/A
M&T Bank Corporation	DE	19808		N/A
JPMorgan Chase & Co.	CA	90211		N/A
Bank of America	PA	19151		N/A
Regions Financial Corporation	FL	33605		N/A
Pentagon FCU	FL	33870		N/A
Discover	AR	72811	Older American, Servicemember	N/A
BB&T Financial	FL	32114		N/A
Regions Financial Corporation	NJ	08904		N/A
JPMorgan Chase & Co.	TX	77065		N/A
Regions Financial Corporation	LA	71055		N/A
Citibank	NY	10038		N/A
Zions Bancorporation	CA	91786		N/A
JPMorgan Chase & Co.	CO	81147		N/A
Bank of America	FL	32208		N/A
Navy FCU	FL	33256		N/A
Bank of America	NC	27519		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	07/19/2014	Closed with monetary relief	Yes	No
Web	07/03/2014	Closed with monetary relief	Yes	No
Referral	07/14/2014	Closed with explanation	Yes	Yes
Referral	08/01/2014	Closed with explanation	Yes	No
Referral	07/14/2014	Closed with explanation	Yes	No
Referral	08/01/2014	Closed with explanation	Yes	No
Referral	07/14/2014	Closed with explanation	Yes	No
Web	08/06/2014	Closed with explanation	Yes	No
Referral	07/30/2014	Closed with explanation	Yes	No
Referral	08/01/2014	Closed with explanation	Yes	No
Phone	07/09/2014	Closed with explanation	Yes	Yes
Referral	08/01/2014	Closed with explanation	Yes	Yes
Referral	08/01/2014	Closed with explanation	Yes	No
Web	07/19/2014	Closed with explanation	Yes	No
Referral	07/14/2014	Closed with monetary relief	Yes	No
Web	08/06/2014	Closed with explanation	Yes	No
Referral	09/03/2014	Closed with explanation	Yes	No
Postal mail	08/01/2014	Closed with explanation	Yes	Yes
Referral	07/14/2014	Closed with non-monetary relief	Yes	No
Referral	07/30/2014	Closed with explanation	Yes	No
Web	07/14/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

945036
923514
930255
961621
930257
960419
930261
966094
952753
960332
923562
960299
961620
944993
930266
966369
1006145
960206
930270
953083
930140

Bank Account or Service Complaints

Based on Consumer Complaints

07/19/2014	Bank account or service	Checking account
07/03/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Checking account
08/04/2014	Bank account or service	Checking account
07/03/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Other bank product/service
07/24/2014	Bank account or service	Other bank product/service
08/04/2014	Bank account or service	Other bank product/service
07/30/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Checking account
07/20/2014	Bank account or service	Checking account
07/20/2014	Bank account or service	Other bank product/service
08/07/2014	Bank account or service	Checking account
07/20/2014	Bank account or service	Savings account
08/07/2014	Bank account or service	Checking account
07/20/2014	Bank account or service	Savings account
07/20/2014	Bank account or service	Checking account
07/24/2014	Bank account or service	Savings account
07/21/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Using a debit or ATM card
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

PNC Bank N.A.	AZ	85268		N/A
Citizens Financial Group, Inc.	PA	15234		N/A
Wells Fargo & Company	MN	55117		N/A
Wells Fargo & Company	NV	89503		N/A
TD Bank US Holding Company	FL	33060	Older American	N/A
PayPal Holdings, Inc.	NC	27127	Servicemember	N/A
JPMorgan Chase & Co.	FL	34240		N/A
JPMorgan Chase & Co.	MI	48080	Older American	N/A
Bank of America				N/A
Bank of the West	NE	68031		N/A
TD Bank US Holding Company	NJ	07753		N/A
Bank of America	TN	37772		N/A
Wells Fargo & Company	VA	23237		N/A
M&T Bank Corporation	MD	21222		N/A
BB&T Financial	FL	32223		N/A
Amex	IL	60626		N/A
TD Bank US Holding Company	PA	18062		N/A
U.S. Bancorp	MN	55419		N/A
Wells Fargo & Company	PA	19446		N/A
UBS Bank	CA	92021		N/A
Wells Fargo & Company	VA	23235		N/A
Capital One	CA	93406		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	07/19/2014	Closed with explanation	Yes	No
Referral	07/09/2014	Closed with explanation	Yes	No
Web	07/30/2014	Closed with explanation	Yes	No
Web	08/04/2014	Closed with explanation	Yes	No
Phone	07/09/2014	Closed with explanation	Yes	No
Phone	08/01/2014	Closed with non-monetary relief	Yes	No
Web	07/24/2014	Closed with explanation	Yes	No
Phone	08/06/2014	Closed with explanation	Yes	No
Phone	08/01/2014	Closed with monetary relief	Yes	No
Web	07/30/2014	Closed with monetary relief	Yes	Yes
Web	07/20/2014	Closed with non-monetary relief	Yes	No
Web	07/20/2014	Closed with explanation	Yes	No
Web	08/07/2014	Closed with explanation	Yes	Yes
Web	07/20/2014	Closed with explanation	Yes	No
Fax	08/21/2014	Closed with explanation	Yes	Yes
Web	07/20/2014	Closed with explanation	Yes	Yes
Web	07/20/2014	Closed with explanation	Yes	Yes
Web	07/24/2014	Closed with monetary relief	Yes	No
Web	07/21/2014	Closed with monetary relief	Yes	No
Referral	07/15/2014	Closed	Yes	Yes
Web	08/07/2014	Closed with non-monetary relief	Yes	No
Web	07/10/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

945107
922284
960245
966571
923623
960270
952266
966654
960401
960402
944789
944791
974037
944811
972764
944928
944905
952435
945441
930838
974194
932420

Bank Account or Service Complaints

Based on Consumer Complaints

07/21/2014	Bank account or service	Checking account
07/21/2014	Bank account or service	Checking account
07/21/2014	Bank account or service	Checking account
07/21/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Checking account
07/24/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Other bank product/service
08/07/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Other bank product/service
08/04/2014	Bank account or service	(CD) Certificate of deposit
08/08/2014	Bank account or service	Other bank product/service
08/04/2014	Bank account or service	Checking account
08/08/2014	Bank account or service	Checking account
08/08/2014	Bank account or service	Savings account
08/04/2014	Bank account or service	Checking account
08/08/2014	Bank account or service	Other bank product/service
08/04/2014	Bank account or service	Checking account
08/08/2014	Bank account or service	Checking account
08/04/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low
Making/receiving payments, sending money
Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

U.S. Bancorp	NV	89121		N/A
Wells Fargo & Company				N/A
BB&T Financial	PA	19382		N/A
Bank of America	IL	60426		N/A
Union Bank	CA	92501		N/A
HSBC North America Holdings Inc.			Older American	N/A
Wells Fargo & Company	FL	33186		N/A
Santander Bank US	PA	17602		N/A
JPMorgan Chase & Co.	MI	48203		N/A
Santander Bank US	PA	19151		N/A
JPMorgan Chase & Co.	MD	20772		N/A
Bank of the West	CA	93035		N/A
Wells Fargo & Company	TX	77489		N/A
Associated Bank	WI	54521	Older American	N/A
JPMorgan Chase & Co.	NY	10032		N/A
Bank of America	MD	21613		N/A
JPMorgan Chase & Co.	NJ	07304		N/A
Comerica	CT	06108		N/A
JPMorgan Chase & Co.	CA	92177		N/A
Bank of America	AZ	85295		N/A
U.S. Bancorp	CA	92596		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	07/23/2014	Closed with explanation	Yes	No
Referral	07/30/2014	Closed with explanation	Yes	No
Referral	07/23/2014	Closed with monetary relief	Yes	No
Referral	07/23/2014	Closed with monetary relief	Yes	No
Web	08/07/2014	Closed with explanation	Yes	Yes
Web	07/15/2014	Closed with explanation	Yes	No
Referral	08/01/2014	Closed with explanation	Yes	Yes
Web	07/24/2014	Closed	Yes	Yes
Referral	07/15/2014	Closed with explanation	Yes	No
Web	08/07/2014	Closed	Yes	No
Fax	07/15/2014	Closed with explanation	Yes	Yes
Referral	08/06/2014	Closed with non-monetary relief	Yes	No
Web	08/12/2014	Closed with explanation	Yes	Yes
Web	09/08/2014	Closed with explanation	Yes	No
Phone	08/12/2014	Closed with monetary relief	Yes	No
Web	08/08/2014	Closed with explanation	Yes	No
Phone	08/07/2014	Closed with explanation	Yes	No
Web	08/08/2014	Closed with explanation	Yes	Yes
Web	08/04/2014	Closed with explanation	Yes	No
Web	08/08/2014	Closed with explanation	Yes	Yes
Web	08/04/2014	Closed with non-monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

945723
945767
945733
945708
974286
930831
960806
952611
932380
974336
930862
967111
975183
967302
975368
975111
967542
974977
966404
975585
967646

Bank Account or Service Complaints

Based on Consumer Complaints

08/05/2014	Bank account or service	Savings account
08/05/2014	Bank account or service	Checking account
08/05/2014	Bank account or service	Checking account
08/05/2014	Bank account or service	Other bank product/service
08/05/2014	Bank account or service	Checking account
08/05/2014	Bank account or service	Checking account
08/05/2014	Bank account or service	Checking account
08/05/2014	Bank account or service	Savings account
08/05/2014	Bank account or service	Savings account
07/25/2014	Bank account or service	Checking account
08/05/2014	Bank account or service	Checking account
07/25/2014	Bank account or service	Checking account
07/25/2014	Bank account or service	Savings account
07/30/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Checking account
08/13/2014	Bank account or service	Other bank product/service
07/25/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Checking account
07/25/2014	Bank account or service	Savings account
08/14/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Making/receiving payments, sending money
Problems caused by my funds being low
Problems caused by my funds being low
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Ally Financial Inc.	MA	02114	Older American	N/A
TCF National Bank	MN	55303		N/A
SunTrust Banks, Inc.	VA	23462		N/A
Fifth Third Financial Corporation	OH	43224		N/A
PNC Bank N.A.	NJ	08753		N/A
M&T Bank Corporation	MD	20901		N/A
Capital One	TX	77627		N/A
Citibank				N/A
Wells Fargo & Company	CA	95407		N/A
The Huntington National Bank				N/A
Capital One	TX	77087		N/A
JPMorgan Chase & Co.	FL	33142		N/A
BBVA Compass	AL	35226		N/A
Wells Fargo & Company	TX	77077		N/A
Bank of the West	CA	94610	Older American	N/A
Wells Fargo & Company	SC	29206		N/A
Citizens Financial Group, Inc.	IN	46835		N/A
U.S. Bancorp	IL	60690		N/A
Banco Popular North America	TX	78250		N/A
Bank of America	MA	01730	Older American	N/A
Wells Fargo & Company	NV	89403		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	08/07/2014	Closed with monetary relief	Yes	No
Referral	08/07/2014	Closed with monetary relief	Yes	No
Referral	08/07/2014	Closed with monetary relief	Yes	No
Referral	08/07/2014	Closed with explanation	Yes	No
Referral	08/07/2014	Closed with explanation	Yes	No
Referral	08/07/2014	Closed with monetary relief	Yes	No
Referral	08/07/2014	Closed with explanation	Yes	No
Web	08/05/2014	Closed with monetary relief	Yes	No
Phone	08/07/2014	Closed with explanation	Yes	No
Web	07/25/2014	Closed with explanation	Yes	No
Fax	08/07/2014	Closed with explanation	Yes	No
Postal mail	08/14/2014	Closed with explanation	Yes	No
Web	07/25/2014	Closed with monetary relief	Yes	No
Web	07/30/2014	Closed with monetary relief	Yes	No
Web	08/01/2014	Closed with monetary relief	Yes	No
Web	07/30/2014	Closed with monetary relief	Yes	No
Web	08/28/2014	Closed with explanation	Yes	No
Referral	07/29/2014	Closed with explanation	Yes	No
Referral	08/04/2014	Closed with explanation	Yes	No
Phone	07/29/2014	Closed with non-monetary relief	Yes	No
Web	08/14/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

968718
968884
968914
968928
969182
969214
968487
968865
968641
953949
969039
954021
954049
960953
960029
961001
981589
954294
961562
954418
983901

Bank Account or Service Complaints

Based on Consumer Complaints

08/19/2014	Bank account or service	Other bank product/service
08/08/2014	Bank account or service	Checking account
08/08/2014	Bank account or service	Other bank product/service
08/14/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Checking account
08/08/2014	Bank account or service	Checking account
08/05/2014	Bank account or service	(CD) Certificate of deposit
07/30/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	Other bank product/service
07/30/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	Checking account
07/25/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	(CD) Certificate of deposit
08/14/2014	Bank account or service	Checking account
07/31/2014	Bank account or service	Checking account
08/08/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	Checking account
07/25/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	Other bank product/service
07/25/2014	Bank account or service	Checking account
08/19/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Using a debit or ATM card
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

PNC Bank N.A.	PA	15228		N/A
Wells Fargo & Company	NC	27265		N/A
Citibank	OH	45404		N/A
Citibank	NY	11234		N/A
Fifth Third Financial Corporation	FL	33511		N/A
Citibank	NY	11375		N/A
Wells Fargo & Company	FL	32653	Older American	N/A
U.S. Bancorp	ME	04981		N/A
Ally Financial Inc.	TX	77803		N/A
Wells Fargo & Company	AZ	85006		N/A
Fifth Third Financial Corporation	IL	60195		N/A
Zions Bancorporation	NV	89128		N/A
Commerce Bank	KS	67205		N/A
BB&T Financial	SC	29048		N/A
Bank of America	FL	34958		N/A
Wells Fargo & Company				N/A
PNC Bank N.A.	IL	62221		N/A
Bank of America	NJ	08080		N/A
Bank of America	CA	95453	Older American	N/A
Amex	VA	22203		N/A
Wells Fargo & Company	SC	29210		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	08/21/2014	Closed with explanation	Yes	No
Web	08/08/2014	Closed with explanation	Yes	No
Phone	08/12/2014	Closed with explanation	Yes	No
Phone	08/19/2014	Closed with explanation	Yes	No
Phone	08/04/2014	Closed with explanation	Yes	No
Web	08/08/2014	Closed with explanation	Yes	No
Postal mail	08/07/2014	Closed with explanation	Yes	Yes
Web	07/30/2014	Closed with explanation	Yes	Yes
Referral	08/18/2014	Closed with explanation	Yes	No
Referral	08/04/2014	Closed	Yes	No
Referral	08/18/2014	Closed with non-monetary relief	Yes	No
Web	07/25/2014	Closed with explanation	Yes	No
Referral	08/18/2014	Closed with explanation	Yes	No
Referral	08/18/2014	Closed with explanation	Yes	No
Web	07/31/2014	Closed with monetary relief	Yes	No
Fax	08/12/2014	Closed with explanation	Yes	No
Fax	08/18/2014	Closed with explanation	Yes	No
Phone	08/25/2014	Closed with explanation	Yes	No
Web	08/18/2014	Closed with non-monetary relief	Yes	No
Referral	07/30/2014	Closed with non-monetary relief	Yes	No
Web	08/19/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

990921
975694
975818
984036
961349
974883
968410
960039
984110
961433
984222
955041
984227
984228
963611
974995
983738
955187
984421
955067
991475

Bank Account or Service Complaints

Based on Consumer Complaints

08/08/2014	Bank account or service	Other bank product/service
07/25/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	Other bank product/service
08/19/2014	Bank account or service	Other bank product/service
07/26/2014	Bank account or service	Checking account
08/19/2014	Bank account or service	Checking account
08/09/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	Other bank product/service
07/31/2014	Bank account or service	Checking account
07/31/2014	Bank account or service	Checking account
08/19/2014	Bank account or service	Other bank product/service
08/06/2014	Bank account or service	Checking account
07/26/2014	Bank account or service	Other bank product/service
08/09/2014	Bank account or service	Checking account
07/26/2014	Bank account or service	Cashing a check without an account
08/06/2014	Bank account or service	Checking account
07/26/2014	Bank account or service	Checking account
08/20/2014	Bank account or service	Checking account
07/26/2014	Bank account or service	Cashing a check without an account
07/31/2014	Bank account or service	Checking account
08/10/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Making/receiving payments, sending money
Using a debit or ATM card
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Fidelity National Information Services, Inc. (FNIS)	CA	90755		N/A
JPMorgan Chase & Co.	OR	97502		N/A
U.S. Bancorp	MN	55125		N/A
HSBC North America Holdings Inc.	NC	27864		N/A
Wells Fargo & Company	CA	90036		N/A
BB&T Financial	FL	33776		N/A
M&T Bank Corporation	MD	21215		N/A
Wells Fargo & Company	TN	37912		N/A
Citibank	NY	11559		N/A
Fifth Third Financial Corporation	MI	48198		N/A
USAA Savings	GA	31313	Servicemember	N/A
Citibank	CA	91020	Servicemember	N/A
U.S. Bancorp	WA	98006		N/A
Bank of America	WA	98146		N/A
TD Bank US Holding Company	PA	19154		N/A
JPMorgan Chase & Co.	FL	34639		N/A
JPMorgan Chase & Co.	FL	33758		N/A
Discover	MA	02130		N/A
Trustmark Corporation	MS	39325		N/A
Regions Financial Corporation	SC	29684		N/A
BB&T Financial	PA	17110		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	08/13/2014	Closed with explanation	Yes	Yes
Web	07/25/2014	Closed with explanation	Yes	No
Web	08/14/2014	Closed with explanation	Yes	No
Phone	08/22/2014	Closed with explanation	Yes	No
Web	07/30/2014	Closed	Yes	Yes
Referral	08/22/2014	Closed with explanation	Yes	No
Web	08/13/2014	Closed with explanation	Yes	Yes
Web	08/14/2014	Closed with explanation	Yes	Yes
Postal mail	08/04/2014	Closed with monetary relief	Yes	No
Web	07/31/2014	Closed with monetary relief	Yes	Yes
Web	08/19/2014	Closed with monetary relief	Yes	No
Web	08/25/2014	Closed with explanation	Yes	No
Web	07/26/2014	Closed with explanation	Yes	Yes
Web	08/09/2014	Closed with monetary relief	Yes	No
Web	07/26/2014	Closed with explanation	Yes	No
Web	08/06/2014	Closed with monetary relief	Yes	No
Web	07/26/2014	Closed with explanation	Yes	No
Web	08/20/2014	Closed with explanation	Yes	No
Web	07/26/2014	Closed with explanation	Yes	No
Web	08/04/2014	Closed with non-monetary relief	Yes	No
Web	08/10/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

975008
955006
984637
991537
955681
991565
976974
984720
963766
963742
991653
970542
955574
976966
955670
970935
955685
992534
955628
961995
977003

Bank Account or Service Complaints

Based on Consumer Complaints

08/20/2014	Bank account or service	Checking account
08/10/2014	Bank account or service	Checking account
07/31/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	Other bank product/service
07/31/2014	Bank account or service	Other bank product/service
08/20/2014	Bank account or service	Savings account
08/28/2014	Bank account or service	Checking account
07/31/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	Checking account
07/31/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	Cashing a check without an account
08/11/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	Checking account
08/28/2014	Bank account or service	Checking account
08/23/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money
Using a debit or ATM card
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	NY	11001		N/A
EverBank	CA	94303		N/A
Wells Fargo & Company	CO	80202		N/A
Bank of America	NY	10021		N/A
M&T Bank Corporation	NY	14225		N/A
Navy FCU	CA	91910	Servicemember	N/A
Bank of America	FL	33015		N/A
People's United Bank	NY	10573		N/A
Goldman Sachs Bank USA	WI	53590		N/A
U.S. Bancorp	AZ	85205		N/A
Wells Fargo & Company	NY	11563		N/A
Regions Financial Corporation	IN	47715		N/A
Citibank	NJ	07306		N/A
Navy FCU	TX	78228		N/A
Citibank	CA	90302		N/A
Commerce Bank	MO	64130		N/A
Wells Fargo & Company	CA	92328		N/A
Santander Bank US	NY	12413		N/A
PNC Bank N.A.	FL	32348		N/A
U.S. Bancorp	NE	68124		N/A
TD Bank US Holding Company	FL	34950		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	08/20/2014	Closed with monetary relief	Yes	No
Web	08/10/2014	Closed with explanation	Yes	No
Web	07/31/2014	Closed with explanation	Yes	Yes
Referral	08/19/2014	Closed with monetary relief	Yes	No
Referral	08/19/2014	Closed with explanation	Yes	No
Phone	08/19/2014	Closed with explanation	Yes	No
Referral	08/19/2014	Closed with explanation	Yes	No
Fax	08/04/2014	Closed with explanation	Yes	Yes
Web	08/20/2014	Closed with explanation	Yes	No
Phone	09/03/2014	Closed with explanation	Yes	Yes
Web	07/31/2014	Closed with explanation	Yes	No
Referral	08/19/2014	Closed with explanation	Yes	No
Postal mail	08/13/2014	Closed with explanation	Yes	Yes
Phone	08/04/2014	Closed with explanation	Yes	No
Referral	08/13/2014	Closed with explanation	Yes	No
Referral	08/13/2014	Closed with explanation	Yes	Yes
Referral	08/13/2014	Closed with explanation	Yes	No
Phone	08/19/2014	Closed with explanation	Yes	No
Referral	09/03/2014	Closed with explanation	Yes	Yes
Web	08/23/2014	Closed with monetary relief	Yes	No
Referral	08/13/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

992570
977100
962686
985174
985300
985066
985316
962747
992720
1006037
962133
985148
977567
962859
979706
977575
978878
985196
1006152
998316
977586

Bank Account or Service Complaints

Based on Consumer Complaints

08/14/2014	Bank account or service	(CD) Certificate of deposit
08/23/2014	Bank account or service	Checking account
08/20/2014	Bank account or service	Other bank product/service
08/14/2014	Bank account or service	Other bank product/service
08/28/2014	Bank account or service	Checking account
08/28/2014	Bank account or service	Checking account
08/20/2014	Bank account or service	Checking account
08/28/2014	Bank account or service	Savings account
08/14/2014	Bank account or service	Other bank product/service
08/11/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	(CD) Certificate of deposit
08/14/2014	Bank account or service	Other bank product/service
08/23/2014	Bank account or service	Other bank product/service
08/11/2014	Bank account or service	Checking account
08/20/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	Checking account
08/23/2014	Bank account or service	Checking account
08/20/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Using a debit or ATM card
Making/receiving payments, sending money
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	TX	77318		N/A
USAA Savings	WI	53095		N/A
Wells Fargo & Company	PA	17363		N/A
JPMorgan Chase & Co.	FL	33141		N/A
Frost Bank	TX	77450		N/A
U.S. Bancorp	TN	38506		N/A
PNC Bank N.A.	NJ	07104		N/A
The PrivateBank and Trust Company	NJ	07010		N/A
Bank of America	CA	92101		N/A
Fifth Third Financial Corporation	FL	32836		N/A
Wells Fargo & Company	CA	93581		N/A
PNC Bank N.A.	IL	60546		N/A
BBVA Compass	CA	94086	Older American	N/A
Wells Fargo & Company	VA	23324	Servicemember	N/A
JPMorgan Chase & Co.	TX	75043	Older American	N/A
U.S. Bancorp	CA	92069		N/A
SunTrust Banks, Inc.	GA	30039		N/A
Bank of America	CA	94578	Older American	N/A
JPMorgan Chase & Co.	NY	10451		N/A
TD Bank US Holding Company	NJ	08052		N/A
JPMorgan Chase & Co.	NY	10025		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	08/19/2014	Closed with explanation	Yes	No
Web	08/23/2014	Closed with non-monetary relief	Yes	No
Web	08/20/2014	Closed with non-monetary relief	Yes	No
Postal mail	08/19/2014	Closed with explanation	Yes	No
Referral	09/03/2014	Closed with explanation	Yes	No
Referral	09/03/2014	Closed with explanation	Yes	No
Fax	08/25/2014	Closed with explanation	Yes	Yes
Referral	09/03/2014	Closed with explanation	Yes	
Web	08/14/2014	Closed with explanation	Yes	Yes
Referral	08/13/2014	Closed with monetary relief	Yes	No
Referral	08/13/2014	Closed with explanation	Yes	No
Referral	08/13/2014	Closed with explanation	Yes	No
Referral	08/18/2014	Closed with monetary relief	Yes	No
Referral	08/19/2014	Closed with explanation	Yes	No
Web	08/23/2014	Closed with explanation	Yes	Yes
Referral	08/13/2014	Closed with explanation	Yes	No
Referral	08/25/2014	Closed with monetary relief	Yes	No
Phone	08/13/2014	Closed with explanation	Yes	Yes
Referral	08/13/2014	Closed with explanation	Yes	No
Web	08/27/2014	Closed with monetary relief	Yes	No
Web	08/20/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

985231
998356
992926
983783
1005201
1005202
992253
1005215
983626
977592
978816
977594
977597
985370
998452
977608
993592
977307
977627
998201
992244

Bank Account or Service Complaints

Based on Consumer Complaints

08/28/2014	Bank account or service	Checking account
08/20/2014	Bank account or service	Checking account
08/20/2014	Bank account or service	Checking account
08/24/2014	Bank account or service	Other bank product/service
08/24/2014	Bank account or service	Checking account
08/24/2014	Bank account or service	Checking account
08/28/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	Checking account
08/25/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	(CD) Certificate of deposit
08/25/2014	Bank account or service	Other bank product/service
08/29/2014	Bank account or service	Checking account
08/29/2014	Bank account or service	Checking account
08/29/2014	Bank account or service	Checking account
08/29/2014	Bank account or service	Checking account
08/29/2014	Bank account or service	Checking account
08/25/2014	Bank account or service	Other bank product/service
08/29/2014	Bank account or service	Savings account
09/05/2014	Bank account or service	(CD) Certificate of deposit
08/20/2014	Bank account or service	Checking account
08/25/2014	Bank account or service	(CD) Certificate of deposit

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	CA	94086		N/A
Bank of America	NY	10458		N/A
HSBC North America Holdings Inc.	NY	11201		N/A
Valley National Bank	NY	10021		N/A
TD Bank US Holding Company	NJ	08889		N/A
Citibank	NY	10038		N/A
JPMorgan Chase & Co.	NY	11356		N/A
The Huntington National Bank	MI	49509		N/A
Fifth Third Financial Corporation	FL	32792	Older American	N/A
Regions Financial Corporation	FL	32226		N/A
First Data Corporation	LA	70726		N/A
USAA Savings	PA	15216		N/A
Comerica	GA	30213		N/A
Bank of America	WA	98198		N/A
Santander Bank US	RI	02895		N/A
Bank of America	FL	33071		N/A
TD Bank US Holding Company	PA	17325		N/A
Citibank	CA	90275		N/A
Bank of America	MD	21221	Servicemember	N/A
JPMorgan Chase & Co.	IL	60047		N/A
Discover	NY	11219	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	08/28/2014	Closed	Yes	No
Referral	08/25/2014	Closed with non-monetary relief	Yes	No
Web	08/20/2014	Closed with explanation	Yes	Yes
Web	08/24/2014	Closed with explanation	Yes	Yes
Web	08/24/2014	Closed with monetary relief	Yes	No
Web	08/28/2014	Closed with monetary relief	Yes	No
Web	09/04/2014	Closed with explanation	Yes	Yes
Referral	08/13/2014	Closed with explanation	Yes	No
Web	08/25/2014	Closed with explanation	Yes	No
Web	08/11/2014	Closed with monetary relief	Yes	No
Phone	08/28/2014	Closed with explanation	Yes	No
Referral	09/03/2014	Closed with monetary relief	Yes	No
Fax	09/04/2014	Closed with explanation	Yes	No
Phone	09/04/2014	Closed with non-monetary relief	Yes	No
Referral	09/04/2014	Closed with explanation	Yes	No
Web	08/29/2014	Closed with explanation	Yes	Yes
Fax	08/28/2014	Closed with monetary relief	Yes	No
Web	08/29/2014	Closed with explanation	Yes	No
Postal mail	09/09/2014	Closed with explanation	Yes	No
Referral	08/25/2014	Closed with monetary relief	Yes	Yes
Phone	08/28/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1006523
993629
993225
998697
998994
999034
1005104
978046
999106
978069
999254
1007826
1007352
1008267
1008271
1008299
999904
1007518
1016907
993841
1000064

Bank Account or Service Complaints

Based on Consumer Complaints

08/29/2014	Bank account or service	Checking account
08/25/2014	Bank account or service	Checking account
08/06/2014	Bank account or service	(CD) Certificate of deposit
08/06/2014	Bank account or service	Checking account
08/22/2014	Bank account or service	Checking account
08/06/2014	Bank account or service	Checking account
08/06/2014	Bank account or service	Checking account
08/06/2014	Bank account or service	Checking account
08/06/2014	Bank account or service	Checking account
08/22/2014	Bank account or service	Other bank product/service
08/06/2014	Bank account or service	Checking account
08/26/2014	Bank account or service	Checking account
08/20/2014	Bank account or service	Other bank product/service
08/06/2014	Bank account or service	Checking account
08/20/2014	Bank account or service	Checking account
08/20/2014	Bank account or service	Checking account
08/29/2014	Bank account or service	Checking account
08/15/2014	Bank account or service	Checking account
08/26/2014	Bank account or service	Other bank product/service
08/06/2014	Bank account or service	Checking account
08/29/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	MS	39170	Servicemember	N/A
Bank of America	CA	93422		N/A
Discover	MI	49301	Older American	N/A
Bank of America	PA	19120	Older American	N/A
Navy FCU	KY	40509		N/A
Fidelity National Information Services, Inc. (FNIS)	OH	44109		N/A
TCF National Bank	IL	60607		N/A
State Street Bank	MI	48211		N/A
JPMorgan Chase & Co.	FL	33172		N/A
PayPal Holdings, Inc.	IL	60504		N/A
SunTrust Banks, Inc.	FL	33134		N/A
Bank of America	MD	20852		N/A
M&T Bank Corporation	MD	21075		N/A
SunTrust Banks, Inc.	CA	91351		N/A
TCF National Bank	IL	60473		N/A
Regions Financial Corporation	GA	30045		N/A
Santander Bank US	CT	06062	Older American	N/A
Regions Financial Corporation	FL	32448		N/A
Residential Credit Solutions	MI	48734		N/A
U.S. Bancorp	AZ	85201		N/A
Bank of America	NJ	07201		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	09/04/2014	Closed with non-monetary relief	Yes	No
Postal mail	08/28/2014	Closed with explanation	Yes	Yes
Referral	08/07/2014	Closed with explanation	Yes	Yes
Phone	08/07/2014	Closed with monetary relief	Yes	No
Referral	08/26/2014	Closed with explanation	Yes	No
Web	08/06/2014	Closed with explanation	Yes	No
Postal mail	08/08/2014	Closed with explanation	Yes	Yes
Phone	08/08/2014	Closed with explanation	Yes	Yes
Phone	08/08/2014	Closed with explanation	Yes	No
Referral	08/26/2014	Closed with non-monetary relief	Yes	No
Phone	08/08/2014	Closed with explanation	Yes	Yes
Web	08/26/2014	Closed with explanation	Yes	No
Web	09/04/2014	Closed with explanation	Yes	No
Phone	08/08/2014	Closed	Yes	Yes
Web	08/20/2014	Closed with explanation	Yes	No
Referral	08/25/2014	Closed with explanation	Yes	No
Phone	09/04/2014	Closed	Yes	No
Referral	08/19/2014	Closed with explanation	Yes	No
Web	08/29/2014	Closed with explanation	Yes	No
Phone	08/08/2014	Closed with explanation	Yes	Yes
Phone	09/04/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1006954
998715
970615
971106
997260
971295
970587
971467
971520
997961
971745
1001267
993356
972998
993420
992251
1007265
986397
1001489
972043
1007048

Bank Account or Service Complaints

Based on Consumer Complaints

08/26/2014	Bank account or service	Checking account
08/06/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	Checking account
08/06/2014	Bank account or service	Checking account
08/29/2014	Bank account or service	Savings account
08/11/2014	Bank account or service	Checking account
08/06/2014	Bank account or service	Checking account
08/29/2014	Bank account or service	Other bank product/service
08/26/2014	Bank account or service	Savings account
08/30/2014	Bank account or service	Checking account
08/26/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	Checking account
08/20/2014	Bank account or service	Savings account
08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Citibank	FL	33572		N/A
Wells Fargo & Company	PA	19422		N/A
U.S. Bancorp	WA	98374	Older American	N/A
TD Bank US Holding Company	GA	31768		N/A
Banco Popular de Puerto Rico	PR	00739		N/A
Prosperity Bancshares, Inc	TX	77011		N/A
M&T Bank Corporation	PA	18360		N/A
Capital One	TX	77450		N/A
Synchrony Financial	ID	83709	Older American	N/A
Bank of America	NY	10606		N/A
Signature Bank (NY)	NY	10804		N/A
Bank of America	OH	44139		N/A
Wells Fargo & Company	NC	28501		N/A
Wells Fargo & Company	CA	91360		N/A
Citibank	CA	95213		N/A
Wells Fargo & Company	FL	33132		N/A
The Huntington National Bank	MI	48076		N/A
TCF National Bank	CO	80011		N/A
Bank of America	TX	77084		N/A
Fifth Third Financial Corporation	FL	32701		N/A
Bank of America	TX	79070		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	08/29/2014	Closed with monetary relief	Yes	No
Referral	08/08/2014	Closed with monetary relief	Yes	No
Web	08/11/2014	Closed with explanation	Yes	No
Referral	08/08/2014	Closed with explanation	Yes	No
Postal mail	10/09/2014	Closed with monetary relief	Yes	No
Web	08/11/2014	Closed	No	Yes
Referral	08/08/2014	Closed with explanation	No	No
Web	09/04/2014	Closed with explanation	Yes	No
Web	08/29/2014	Closed with monetary relief	Yes	No
Web	08/30/2014	Closed with monetary relief	Yes	No
Referral	08/29/2014	Closed with explanation	Yes	No
Referral	08/11/2014	Closed with explanation	Yes	No
Referral	08/11/2014	Closed with explanation	Yes	No
Web	08/11/2014	Closed with explanation	Yes	No
Referral	08/25/2014	Closed with explanation	Yes	No
Referral	08/11/2014	Closed with monetary relief	Yes	No
Referral	08/11/2014	Closed with monetary relief	Yes	No
Referral	08/11/2014	Closed with monetary relief	Yes	No
Referral	08/11/2014	Closed with explanation	Yes	No
Referral	08/11/2014	Closed with monetary relief	Yes	No
Referral	08/11/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1001573
972181
978934
972196
1007333
977424
972241
1007252
1001813
1008657
1000805
974444
973139
978438
993848
973310
973314
973360
973481
973716
973737

Bank Account or Service Complaints

Based on Consumer Complaints

08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/26/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	(CD) Certificate of deposit
08/07/2014	Bank account or service	Other bank product/service
08/07/2014	Bank account or service	Other bank product/service
08/07/2014	Bank account or service	Savings account
08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/31/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Savings account
08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/26/2014	Bank account or service	Other bank product/service
09/05/2014	Bank account or service	(CD) Certificate of deposit
09/01/2014	Bank account or service	Other bank product/service
09/05/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	MD	20657		N/A
U.S. Bancorp	MN	55434		N/A
HSBC North America Holdings Inc.				N/A
SunTrust Banks, Inc.	GA	30088		N/A
Wells Fargo & Company	NC	27521		N/A
Citibank	CA	91950		N/A
PayPal Holdings, Inc.	MO	64130		N/A
The Northern Trust Company	FL	34228	Older American	N/A
SunTrust Banks, Inc.	TN	37771		N/A
JPMorgan Chase & Co.	IL	60618		N/A
U.S. Bancorp	WA	98007		N/A
Wells Fargo & Company	NH	03109		N/A
Wells Fargo & Company	MD	71850		N/A
USAA Savings	VA	23666		N/A
TD Bank US Holding Company	MD	20866		N/A
Bank of America	FL	33414		N/A
Bank of America	NY	11249		N/A
Wells Fargo & Company	FL	33682	Older American, Servicemember	N/A
JPMorgan Chase & Co.	RI	02906		N/A
JPMorgan Chase & Co.	TX	77584		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	08/11/2014	Closed with explanation	No	No
Referral	08/11/2014	Closed with explanation	Yes	Yes
Referral	08/11/2014	Closed with monetary relief	Yes	No
Referral	08/11/2014	Closed with monetary relief	Yes	Yes
Fax	08/29/2014	Closed with explanation	Yes	No
Referral	08/11/2014	Closed with explanation	Yes	No
Referral	08/11/2014	Closed with monetary relief	Yes	No
Referral	08/11/2014	Closed with explanation	Yes	No
Referral	08/11/2014	Closed with explanation	Yes	No
Referral	08/11/2014	Closed with explanation	Yes	No
Web	08/07/2014	Closed with monetary relief	Yes	No
Web	09/04/2014	Closed with monetary relief	Yes	No
Web	08/07/2014	Closed with explanation	Yes	Yes
Referral	08/11/2014	Closed with explanation	Yes	No
Referral	08/11/2014	Closed with monetary relief	Yes	No
Web	08/07/2014	Closed with explanation	Yes	No
Web	08/26/2014	Closed with monetary relief	Yes	No
Referral	09/09/2014	Closed with explanation	Yes	No
Web	09/01/2014	Closed with explanation	Yes	Yes
Web	09/05/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

972929
973860
974149
972928
1001955
975267
975258
974214
974235
974109
973057
1008968
973106
974057
974476
973146
1000835
1016042
1009166
1015831

Bank Account or Service Complaints

Based on Consumer Complaints

09/05/2014	Bank account or service	Checking account
09/05/2014	Bank account or service	Checking account
09/02/2014	Bank account or service	Checking account
09/02/2014	Bank account or service	Savings account
08/26/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Checking account
09/10/2014	Bank account or service	Savings account
08/12/2014	Bank account or service	Checking account
09/02/2014	Bank account or service	Checking account
08/21/2014	Bank account or service	Checking account
08/21/2014	Bank account or service	Savings account
08/12/2014	Bank account or service	Checking account
08/26/2014	Bank account or service	Other bank product/service
08/21/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Checking account
08/16/2014	Bank account or service	Checking account
09/10/2014	Bank account or service	Checking account
08/16/2014	Bank account or service	Checking account
08/26/2014	Bank account or service	Checking account
09/05/2014	Bank account or service	Checking account
09/05/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Making/receiving payments, sending money
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	33920	Older American	N/A
TCF National Bank	MI	48202		N/A
JPMorgan Chase & Co.	IN	46077		N/A
JPMorgan Chase & Co.				N/A
Associated Bank	WI	53209		N/A
Bank of the West	CA	90717		N/A
Bank of America	MN	55109		N/A
U.S. Bancorp	CA	92843		N/A
USAA Savings	DC	20024	Servicemember	N/A
M&T Bank Corporation	MD	21215		N/A
Bank of America	FL	32277	Older American	N/A
Wells Fargo & Company	NC	27410		N/A
Wells Fargo & Company	NY	10520		N/A
Bank of America	FL	33139		N/A
TD Bank US Holding Company	FL	32814		N/A
Citizens Financial Group, Inc.	MA	02472		N/A
Regions Financial Corporation	CA	90038		N/A
JPMorgan Chase & Co.	RI	02860		N/A
U.S. Bancorp	MI	48092	Older American	N/A
Bank of America	IL	60612		N/A
Wells Fargo & Company	DE	19720		N/A
SunTrust Banks, Inc.	FL	33351	Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	09/09/2014	Closed with explanation	Yes	No
Web	09/05/2014	Closed with explanation	Yes	No
Web	09/02/2014	Closed with explanation	Yes	No
Web	09/05/2014	Closed with explanation	Yes	No
Phone	08/29/2014	Closed with explanation	Yes	No
Web	08/12/2014	Closed with explanation	Yes	Yes
Referral	09/15/2014	Closed with explanation	Yes	No
Web	08/12/2014	Closed with explanation	Yes	No
Phone	09/05/2014	Closed with explanation	Yes	No
Web	08/21/2014	Closed	Yes	No
Phone	08/26/2014	Closed with explanation	Yes	No
Web	08/12/2014	Closed with monetary relief	Yes	Yes
Postal mail	08/29/2014	Closed with explanation	Yes	No
Referral	08/26/2014	Closed with explanation	Yes	No
Web	08/12/2014	Closed with explanation	Yes	No
Web	08/12/2014	Closed with monetary relief	Yes	No
Web	08/16/2014	Closed with monetary relief	Yes	No
Web	09/16/2014	Closed with explanation	Yes	No
Web	08/16/2014	Closed with explanation	Yes	No
Referral	09/02/2014	Closed with explanation	Yes	No
Referral	09/10/2014	Closed with explanation	Yes	Yes
Web	09/05/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1015832
1015835
1010690
1009376
1002340
979592
1023222
979602
1009469
995101
995102
979679
1000826
994229
979682
979697
987569
1023227
987592
1003325
1016870
1016391

Bank Account or Service Complaints

Based on Consumer Complaints

08/26/2014	Bank account or service	Checking account
08/26/2014	Bank account or service	Checking account
08/26/2014	Bank account or service	Checking account
08/26/2014	Bank account or service	Checking account
08/21/2014	Bank account or service	Other bank product/service
08/27/2014	Bank account or service	Checking account
09/05/2014	Bank account or service	Checking account
09/11/2014	Bank account or service	Checking account
08/16/2014	Bank account or service	Checking account
09/11/2014	Bank account or service	Checking account
09/02/2014	Bank account or service	Checking account
09/02/2014	Bank account or service	Checking account
08/21/2014	Bank account or service	Checking account
08/17/2014	Bank account or service	Checking account
09/11/2014	Bank account or service	Checking account
09/02/2014	Bank account or service	Other bank product/service
09/05/2014	Bank account or service	Checking account
08/27/2014	Bank account or service	Checking account
09/11/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Using a debit or ATM card
Using a debit or ATM card
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

First National Bank of Omaha	TX	75034		N/A
Regions Financial Corporation	AL	36604		N/A
BB&T Financial	VA	20194		N/A
Bank of America	VA	20121	Older American	N/A
Wells Fargo & Company	CA	91615		N/A
Wells Fargo & Company	FL	33070		N/A
Bank of America	GA	30068		N/A
JPMorgan Chase & Co.	CA	91709		N/A
Bank of America	NJ	07508		N/A
Wells Fargo & Company	CA	92869		N/A
The Huntington National Bank	IN	46227		N/A
TD Bank US Holding Company	MA	01832		N/A
JPMorgan Chase & Co.	FL	33141		N/A
JPMorgan Chase & Co.	NY	10025		N/A
Associated Bank	WI	53597		N/A
Bank of America	MA	01464		N/A
Citizens Financial Group, Inc.	MA	02151	Older American	N/A
Bank of America	TX	75024		N/A
Wells Fargo & Company	CA	92615		N/A
Wells Fargo & Company	MD	21216	Older American, Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	09/17/2014	Closed with explanation	Yes	No
Referral	09/02/2014	Closed with explanation	Yes	Yes
Referral	09/02/2014	Closed with explanation	Yes	No
Web	08/27/2014	Closed with monetary relief	Yes	Yes
Phone	08/26/2014	Closed with explanation	Yes	No
Referral	09/02/2014	Closed with monetary relief	Yes	No
Web	09/05/2014	Closed with explanation	Yes	Yes
Web	09/11/2014	Closed with explanation	Yes	No
Web	08/16/2014	Closed with explanation	Yes	No
Web	09/16/2014	Closed with explanation	Yes	No
Referral	09/05/2014	Closed with monetary relief	Yes	No
Referral	09/05/2014	Closed with explanation	Yes	No
Phone	08/28/2014	Closed with explanation	Yes	Yes
Web	08/17/2014	Closed with explanation	Yes	No
Phone	09/18/2014	Closed with explanation	Yes	No
Referral	09/05/2014	Closed with non-monetary relief	Yes	No
Web	09/05/2014	Closed with explanation	Yes	No
Web	09/02/2014	Closed with explanation	Yes	No
Referral	09/16/2014	Closed with explanation	Yes	No
Fax	09/03/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1000890
1000891
1000893
1003331
995406
1003650
1016497
1024011
987728
1024021
1010723
1009808
994324
987805
1024075
1011106
1016636
1003491
1025511
979421

Bank Account or Service Complaints

Based on Consumer Complaints

09/05/2014	Bank account or service	Checking account
08/21/2014	Bank account or service	Checking account
08/18/2014	Bank account or service	Checking account
08/18/2014	Bank account or service	Checking account
08/18/2014	Bank account or service	Checking account
08/18/2014	Bank account or service	Checking account
09/05/2014	Bank account or service	Checking account
08/18/2014	Bank account or service	(CD) Certificate of deposit
09/02/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Checking account
09/06/2014	Bank account or service	Checking account
09/06/2014	Bank account or service	Checking account
09/02/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Other bank product/service
09/06/2014	Bank account or service	Other bank product/service
09/11/2014	Bank account or service	Checking account
09/06/2014	Bank account or service	Checking account
09/07/2014	Bank account or service	Checking account
09/11/2014	Bank account or service	Checking account
09/07/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Using a debit or ATM card
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

U.S. Bancorp	CA	92101		N/A
PNC Bank N.A.	VA	22556		N/A
U.S. Bancorp	NE	68111		N/A
Bank of America	GA	31047	Servicemember	N/A
Wells Fargo & Company	NC	28205		N/A
JPMorgan Chase & Co.	CA	95110		N/A
Regions Financial Corporation	TN	37110		N/A
Bank of America	GA	30305		N/A
Citibank	VA	22041		N/A
Banco Popular de Puerto Rico	VI	00801		N/A
SunTrust Banks, Inc.	FL	32127		N/A
TCF National Bank	CO	80920		N/A
JPMorgan Chase & Co.	FL	34119		N/A
Bank of America	MA	02760	Older American	N/A
BMO Harris	AZ	85331	Older American	N/A
JPMorgan Chase & Co.	CA	91606		N/A
JPMorgan Chase & Co.	NJ	07604		N/A
PNC Bank N.A.	IL	60613		N/A
JPMorgan Chase & Co.	FL	33316	Older American, Servicemember	N/A
Citizens Financial Group, Inc.	VT	05602		N/A
Synchrony Financial	DC	20024		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	09/10/2014	Closed with explanation	Yes	No
Web	08/21/2014	Closed	Yes	Yes
Referral	08/20/2014	Closed with explanation	Yes	No
Referral	08/20/2014	Closed with monetary relief	Yes	No
Referral	08/20/2014	Closed with non-monetary relief	Yes	No
Referral	08/20/2014	Closed with monetary relief	Yes	No
Referral	09/10/2014	Closed with explanation	Yes	No
Web	08/20/2014	Closed with non-monetary relief	Yes	No
Web	09/02/2014	Closed with monetary relief	Yes	No
Referral	08/14/2014	Closed with explanation	Yes	No
Referral	08/14/2014	Closed with explanation	Yes	No
Web	09/06/2014	Closed with monetary relief	Yes	No
Web	09/06/2014	Closed with explanation	Yes	Yes
Referral	09/05/2014	Closed with monetary relief	Yes	No
Web	08/12/2014	Closed with explanation	Yes	No
Web	09/06/2014	Closed with explanation	Yes	No
Referral	09/16/2014	Closed with explanation	Yes	Yes
Web	09/06/2014	Closed with explanation	Yes	Yes
Web	09/07/2014	Closed with explanation	Yes	Yes
Web	09/17/2014	Closed with monetary relief	Yes	No
Web	09/10/2014	Closed with non-monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1016726
995607
988379
988352
988571
988604
1016899
988287
1009968
980636
980277
1017347
1017554
1010050
980325
1017508
1024545
1017593
1017675
1025465
1017737

Bank Account or Service Complaints

Based on Consumer Complaints

08/12/2014	Bank account or service	Checking account
09/11/2014	Bank account or service	Other bank product/service
09/08/2014	Bank account or service	Checking account
09/11/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
09/11/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
09/11/2014	Bank account or service	Checking account
09/11/2014	Bank account or service	Checking account
09/11/2014	Bank account or service	Other bank product/service
08/21/2014	Bank account or service	Checking account
08/21/2014	Bank account or service	Other bank product/service
08/18/2014	Bank account or service	Checking account
08/22/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Checking account
08/22/2014	Bank account or service	Checking account
08/22/2014	Bank account or service	Other bank product/service
08/18/2014	Bank account or service	Checking account
09/02/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Problems caused by my funds being low
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	MA	02777		N/A
Capital One	MD	20850		N/A
Bank of America	CA	93534	Older American	N/A
TD Bank US Holding Company	NH	03802	Servicemember	N/A
Bank of America	CA	92625		N/A
Citizens Financial Group, Inc.	MI	48197		N/A
TD Bank US Holding Company	PA	19054		N/A
Regions Financial Corporation	TN	38474		N/A
Citizens Financial Group, Inc.	RI	02878		N/A
U.S. Bancorp	MO	63020	Servicemember	N/A
Fifth Third Financial Corporation	NC	28173	Older American	N/A
Wells Fargo & Company	CA	95842	Older American	N/A
JPMorgan Chase & Co.	GA	30344		N/A
PNC Bank N.A.	NJ	08540	Older American	N/A
Wells Fargo & Company	CA	92595		N/A
Capital One	PA	19073		N/A
Capital One	NJ	08232		N/A
Bank of America	CA	91401		N/A
TD Bank US Holding Company	GA	31211		N/A
Comerica	WA	98375	Older American	N/A
BB&T Financial	VA	23421		N/A
U.S. Bancorp	MN	55068	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	08/14/2014	Closed with explanation	Yes	No
Web	09/11/2014	Closed with non-monetary relief	Yes	No
Web	09/08/2014	Closed with monetary relief	Yes	No
Web	09/11/2014	Closed with explanation	Yes	Yes
Web	09/08/2014	Closed with explanation	Yes	No
Referral	08/14/2014	Closed with monetary relief	Yes	No
Referral	09/11/2014	Closed with explanation	Yes	No
Referral	09/11/2014	Closed with monetary relief	Yes	No
Web	09/11/2014	Closed with monetary relief	Yes	No
Postal mail	09/22/2014	Closed with explanation	Yes	Yes
Web	09/11/2014	Closed with explanation	Yes	Yes
Phone	10/20/2014	Closed with explanation	Yes	No
Web	09/11/2014	Closed with explanation	Yes	Yes
Web	08/21/2014	Closed with explanation	Yes	No
Phone	08/26/2014	Closed with explanation	Yes	No
Web	08/18/2014	Closed with explanation	Yes	No
Web	08/26/2014	Closed with explanation	Yes	No
Postal mail	08/14/2014	Closed with explanation	Yes	No
Web	08/27/2014	Closed with explanation	Yes	Yes
Web	08/22/2014	Closed with monetary relief	Yes	No
Phone	08/20/2014	Closed with explanation	Yes	No
Web	09/02/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

980562
1024763
1017922
1023844
1017950
980738
1019317
1018041
1025308
1019499
1025004
1025125
1023905
995770
996042
988475
997969
980711
996717
996726
988156
1010724

Bank Account or Service Complaints

Based on Consumer Complaints

08/22/2014	Bank account or service	Checking account
08/18/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Checking account
08/18/2014	Bank account or service	Checking account
08/27/2014	Bank account or service	Checking account
08/18/2014	Bank account or service	Checking account
09/02/2014	Bank account or service	(CD) Certificate of deposit
09/02/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	(CD) Certificate of deposit
08/12/2014	Bank account or service	Checking account
09/02/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Checking account
08/18/2014	Bank account or service	Checking account
08/13/2014	Bank account or service	Other bank product/service
08/13/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Making/receiving payments, sending money
Using a debit or ATM card
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Making/receiving payments, sending money
Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

BB&T Financial	VA	22630		N/A
TCF National Bank	IL	60515		N/A
JPMorgan Chase & Co.	FL	33168		N/A
U.S. Bancorp	WA	99169		N/A
BMO Harris	WI	53212		N/A
Capital One	LA	71405	Older American	N/A
USAA Savings	GA	31220		N/A
Wells Fargo & Company	FL	32714	Older American	N/A
Bank of America	AZ	85258		N/A
Wells Fargo & Company				N/A
Wells Fargo & Company	FL	32725		N/A
Capital One	TX	75078		N/A
Fifth Third Financial Corporation	IL	60139		N/A
Wells Fargo & Company	MN	56156		N/A
Wells Fargo & Company	CA	92405		N/A
SunTrust Banks, Inc.	GA	30725		N/A
Santander Bank US	PA	19606	Older American	N/A
Capital One	TN	37115		N/A
Bank of America	MI	48238		N/A
PayPal Holdings, Inc.	WA	98102		N/A
Wells Fargo & Company	GA	30188		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	08/26/2014	Closed with explanation	Yes	No
Web	08/20/2014	Closed with monetary relief	Yes	No
Fax	08/19/2014	Closed with explanation	Yes	Yes
Web	08/12/2014	Closed with explanation	Yes	Yes
Web	08/21/2014	Closed with explanation	Yes	No
Postal mail	09/02/2014	Closed with monetary relief	Yes	No
Referral	08/21/2014	Closed with explanation	Yes	No
Web	09/05/2014	Closed with explanation	Yes	No
Web	09/02/2014	Closed with monetary relief	Yes	No
Postal mail	08/15/2014	Closed with explanation	Yes	No
Phone	08/18/2014	Closed with monetary relief	Yes	No
Phone	09/05/2014	Closed with explanation	Yes	Yes
Web	09/08/2014	Closed with explanation	Yes	No
Phone	08/15/2014	Closed with explanation	Yes	No
Fax	09/29/2014	Closed with explanation	Yes	No
Web	09/08/2014	Closed with explanation	Yes	Yes
Phone	10/06/2014	Closed with explanation	Yes	No
Phone	08/15/2014	Closed with explanation	Yes	Yes
Web	08/18/2014	Closed with explanation	Yes	No
Web	08/15/2014	Closed with monetary relief	Yes	No
Web	08/13/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

997217
988636
979550
980759
988698
1003105
988730
1010330
1011153
979319
980892
1010439
1018237
980968
1018244
1019355
1018257
980993
988967
981832
981833

Bank Account or Service Complaints

Based on Consumer Complaints

08/13/2014	Bank account or service	Checking account
08/22/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Other bank product/service
09/03/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
08/13/2014	Bank account or service	Checking account
08/18/2014	Bank account or service	Checking account
09/03/2014	Bank account or service	Checking account
09/03/2014	Bank account or service	Other bank product/service
09/03/2014	Bank account or service	Other bank product/service
09/03/2014	Bank account or service	Other bank product/service
08/18/2014	Bank account or service	Checking account
08/22/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
08/13/2014	Bank account or service	Checking account
08/27/2014	Bank account or service	Checking account
08/22/2014	Bank account or service	Other bank product/service
08/13/2014	Bank account or service	Savings account
08/13/2014	Bank account or service	Checking account
08/22/2014	Bank account or service	Checking account
09/12/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Citibank	IL	60827		N/A
Wells Fargo & Company	NY	11208		N/A
Bank of America	FL	34683		N/A
TCF National Bank	TX	75159	Older American	N/A
M&T Bank Corporation	NY	13207		N/A
BNY Mellon				N/A
Fifth Third Financial Corporation	IL	60204		N/A
JPMorgan Chase & Co.	NY	10462		N/A
JPMorgan Chase & Co.	NY	11219		N/A
Wells Fargo & Company	NJ	08640		N/A
Wells Fargo & Company	FL	33206		N/A
PNC Bank N.A.	MI	48323		N/A
Wells Fargo & Company	MD	21220		N/A
Wells Fargo & Company	CO	80206		N/A
TD Bank US Holding Company	NY	10931		N/A
Citibank	CA	94107		N/A
Capital One	NY	10027		N/A
Bank of America	NY	11377		N/A
M&T Bank Corporation	MD	21222		N/A
JPMorgan Chase & Co.	IL	60504		N/A
SunTrust Banks, Inc.	DC	20008		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	08/13/2014	Closed with explanation	Yes	Yes
Phone	08/27/2014	Closed with non-monetary relief	Yes	No
Web	09/08/2014	Closed with explanation	Yes	Yes
Postal mail	09/08/2014	Closed with explanation	Yes	No
Referral	09/11/2014	Closed with explanation	Yes	No
Referral	08/18/2014	Closed with explanation	Yes	No
Referral	08/21/2014	Closed with monetary relief	Yes	No
Referral	09/08/2014	Closed with explanation	Yes	No
Referral	09/08/2014	Closed with explanation	Yes	No
Referral	09/08/2014	Closed with explanation	Yes	No
Referral	09/08/2014	Closed with explanation	Yes	No
Web	08/18/2014	Closed with explanation	Yes	No
Phone	08/27/2014	Closed with explanation	Yes	No
Web	09/08/2014	Closed with monetary relief	Yes	Yes
Web	08/13/2014	Closed with monetary relief	Yes	No
Web	08/27/2014	Closed with monetary relief	Yes	No
Web	08/22/2014	Closed with explanation	Yes	Yes
Referral	08/15/2014	Closed with monetary relief	Yes	No
Referral	08/15/2014	Closed with explanation	Yes	No
Web	08/22/2014	Closed with explanation	Yes	No
Web	09/12/2014	Closed with monetary relief	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

981859
997272
1018458
1013084
1019013
982330
989618
1011709
1013142
1012021
1011791
989169
997481
1019530
982145
1004756
996330
983084
981747
997773
1025929

Bank Account or Service Complaints

Based on Consumer Complaints

09/08/2014	Bank account or service	Checking account
08/27/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
09/12/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
08/18/2014	Bank account or service	Other bank product/service
08/13/2014	Bank account or service	Checking account
08/22/2014	Bank account or service	Other bank product/service
08/27/2014	Bank account or service	Other bank product/service
08/22/2014	Bank account or service	Checking account
08/27/2014	Bank account or service	Checking account
08/13/2014	Bank account or service	Other bank product/service
08/19/2014	Bank account or service	Other bank product/service
09/03/2014	Bank account or service	Checking account
09/03/2014	Bank account or service	Checking account
09/03/2014	Bank account or service	Checking account
09/12/2014	Bank account or service	Checking account
08/19/2014	Bank account or service	Checking account
09/12/2014	Bank account or service	Checking account
08/19/2014	Bank account or service	Checking account
08/19/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Problems caused by my funds being low
Making/receiving payments, sending money
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Associated Credit Services, Inc.	GA	30067		N/A
Wells Fargo & Company	ID	83686		N/A
Santander Bank US	MA	02359		N/A
Banco Popular North America	CA	92131		N/A
Comerica	CO	80132	Older American	N/A
Citizens Financial Group, Inc.	RI	02804		N/A
Bank of America	MD	20784		N/A
JPMorgan Chase & Co.	NY	10028		N/A
CoreLogic	NJ	07205		N/A
Bank of America	IL	60004		N/A
JPMorgan Chase & Co.	CA	91406		N/A
Citibank	IL	60803		N/A
PayPal Holdings, Inc.	CA	90025		N/A
Ocwen	NJ	08721		N/A
SunTrust Banks, Inc.	FL	33067		N/A
Bank of America	MD	21218		N/A
Comerica	TX	75067		N/A
JPMorgan Chase & Co.	MI	49221		N/A
JPMorgan Chase & Co.	CA	95126		N/A
JPMorgan Chase & Co.	NJ	07601		N/A
M&T Bank Corporation	MD	20906		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	09/11/2014	Closed with explanation	Yes	No
Phone	09/03/2014	Closed with explanation	Yes	No
Referral	09/11/2014	Closed	Yes	No
Referral	09/17/2014	Closed with explanation	Yes	No
Web	09/08/2014	Closed with explanation	Yes	No
Phone	08/21/2014	Closed with explanation	Yes	No
Referral	08/18/2014	Closed with explanation	Yes	No
Web	08/22/2014	Closed with explanation	Yes	Yes
Phone	09/03/2014	Closed	Yes	No
Referral	08/27/2014	Closed with explanation	Yes	No
Referral	09/03/2014	Closed with monetary relief	Yes	No
Web	08/13/2014	Closed with explanation	Yes	No
Web	08/21/2014	Closed with non-monetary relief	Yes	No
Referral	09/08/2014	Closed with explanation	Yes	No
Referral	09/08/2014	Closed with monetary relief	Yes	No
Phone	09/05/2014	Closed with explanation	Yes	No
Phone	09/17/2014	Closed with monetary relief	Yes	No
Web	08/19/2014	Closed with explanation	Yes	Yes
Web	09/12/2014	Closed with explanation	Yes	Yes
Referral	08/21/2014	Closed with explanation	Yes	No
Referral	08/21/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1019405
1004833
1018906
1026522
1018825
989458
982407
997890
1003113
997943
1005010
981567
989883
1012254
1012341
1012307
1026283
992368
1026313
990651
990562

Bank Account or Service Complaints

Based on Consumer Complaints

09/03/2014	Bank account or service	Other bank product/service
08/19/2014	Bank account or service	Checking account
09/12/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
09/03/2014	Bank account or service	Checking account
08/13/2014	Bank account or service	Checking account
08/28/2014	Bank account or service	Checking account
09/12/2014	Bank account or service	Checking account
08/19/2014	Bank account or service	Checking account
08/19/2014	Bank account or service	Checking account
08/19/2014	Bank account or service	Checking account
08/19/2014	Bank account or service	Checking account
09/12/2014	Bank account or service	Checking account
09/12/2014	Bank account or service	Checking account
09/12/2014	Bank account or service	Checking account
09/09/2014	Bank account or service	Checking account
09/12/2014	Bank account or service	Checking account
09/09/2014	Bank account or service	(CD) Certificate of deposit
08/19/2014	Bank account or service	Checking account
08/19/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Making/receiving payments, sending money
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	SC	29590		N/A
JPMorgan Chase & Co.				N/A
Discover	CA	94608		N/A
Wells Fargo & Company	NC	28401	Older American	N/A
U.S. Bancorp	NV	89117		N/A
Santander Bank US	PA	19605		N/A
SunTrust Banks, Inc.	GA	30331	Servicemember	N/A
Citibank	NY	11225		N/A
The Huntington National Bank	MI	48706		N/A
USAA Savings	FL	33983		N/A
Wells Fargo & Company	CO	80228		N/A
Wells Fargo & Company	CO	80228		N/A
TD Bank US Holding Company	FL	32763		N/A
Bank of America	FL	33186		N/A
Wells Fargo & Company	CA	90813		N/A
Bank of America	IL	60640		N/A
Santander Bank US	NJ	08701		N/A
BBVA Compass	CA	93117		N/A
TD Bank US Holding Company	MA	02478	Older American	N/A
JPMorgan Chase & Co.	TX	79902		N/A
Bank of America	NJ	07424		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	09/09/2014	Closed with explanation	Yes	No
Referral	08/21/2014	Closed with explanation	Yes	No
Web	09/12/2014	Closed with explanation	Yes	No
Web	09/08/2014	Closed with monetary relief	Yes	Yes
Referral	09/11/2014	Closed with explanation	Yes	No
Postal mail	09/08/2014	Closed	Yes	No
Phone	08/15/2014	Closed with explanation	Yes	No
Phone	09/03/2014	Closed with monetary relief	Yes	No
Phone	09/17/2014	Closed with explanation	Yes	No
Web	08/19/2014	Closed with monetary relief	Yes	No
Referral	08/21/2014	Closed with explanation	Yes	No
Web	08/19/2014	Closed with monetary relief	Yes	No
Referral	08/21/2014	Closed with non-monetary relief	Yes	No
Web	09/17/2014	Closed with explanation	Yes	No
Web	09/12/2014	Closed with monetary relief	Yes	No
Web	09/12/2014	Closed with explanation	Yes	No
Postal mail	09/15/2014	Closed with explanation	Yes	Yes
Web	09/12/2014	Closed with explanation	Yes	No
Fax	09/11/2014	Closed with explanation	Yes	No
Referral	08/21/2014	Closed with explanation	Yes	Yes
Web	08/19/2014	Closed with monetary relief	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1012387
990682
1026351
1019383
1019126
1013055
981595
1005845
1026420
990094
990737
990504
990766
1026639
1026672
1026722
1020011
1026755
1021303
991745
990076

Bank Account or Service Complaints

Based on Consumer Complaints

09/12/2014	Bank account or service	Checking account
09/09/2014	Bank account or service	(CD) Certificate of deposit
09/09/2014	Bank account or service	Savings account
09/09/2014	Bank account or service	Checking account
09/13/2014	Bank account or service	Checking account
09/13/2014	Bank account or service	Checking account
09/13/2014	Bank account or service	Checking account
09/13/2014	Bank account or service	Savings account
09/13/2014	Bank account or service	Checking account
09/13/2014	Bank account or service	Checking account
09/13/2014	Bank account or service	Checking account
09/17/2014	Bank account or service	Checking account
09/17/2014	Bank account or service	Checking account
09/18/2014	Bank account or service	Checking account
09/18/2014	Bank account or service	Checking account
09/18/2014	Bank account or service	Checking account
09/18/2014	Bank account or service	Checking account
09/09/2014	Bank account or service	Checking account
09/03/2014	Bank account or service	Checking account
09/19/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Discover	CA	90048		N/A
Comerica	TX	77493		N/A
Bank of America	VA	22602		N/A
Bank of America	CA	95148		N/A
Wells Fargo & Company	NY	12569		N/A
Arvest Bank	PA	19131		N/A
Bank of America	PA	19131		N/A
Bank of America	CA	94040		N/A
JPMorgan Chase & Co.	NY	11375		N/A
Wells Fargo & Company	CO	80010		N/A
TD Bank US Holding Company	NY	11355		N/A
Bank of the West	CO	80467		N/A
Citizens Financial Group, Inc.	MI	48180		N/A
JPMorgan Chase & Co.	AL	35115	Servicemember	N/A
TD Bank US Holding Company	SC	29690		N/A
Wells Fargo & Company	NJ	07762		N/A
Bank of America	CA	91356		N/A
PNC Bank N.A.	IL	62702		N/A
PNC Bank N.A.	MD	21742		N/A
Citibank	CA	90292	Older American, Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	09/18/2014	Closed with explanation	Yes	Yes
Referral	10/01/2014	Closed with explanation	Yes	Yes
Referral	09/12/2014	Closed with explanation	Yes	Yes
Referral	09/12/2014	Closed with monetary relief	Yes	Yes
Web	09/13/2014	Closed with explanation	Yes	No
Web	09/13/2014	Closed with explanation	Yes	No
Web	09/13/2014	Closed with non-monetary relief	Yes	No
Web	09/13/2014	Closed with monetary relief	Yes	No
Web	09/13/2014	Closed with explanation	Yes	No
Web	09/13/2014	Closed with explanation	Yes	No
Web	09/13/2014	Closed with explanation	Yes	Yes
Referral	09/23/2014	Closed with explanation	Yes	No
Web	09/17/2014	Closed with explanation	Yes	No
Web	09/18/2014	Closed with explanation	Yes	No
Web	09/18/2014	Closed with monetary relief	Yes	No
Referral	09/24/2014	Closed with explanation	Yes	No
Referral	09/24/2014	Closed with explanation	Yes	No
Web	09/09/2014	Closed with explanation	Yes	No
Referral	09/09/2014	Closed with explanation	Yes	No
Phone	09/24/2014	Closed with non-monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1027070
1020588
1021324
1021325
1027856
1027678
1027679
1027697
1027617
1027705
1027833
1033388
1033450
1035479
1034275
1034646
1035361
1020498
1012819
1036064

Bank Account or Service Complaints

Based on Consumer Complaints

09/03/2014	Bank account or service	Checking account
09/19/2014	Bank account or service	Checking account
09/15/2014	Bank account or service	Checking account
09/18/2014	Bank account or service	Checking account
09/18/2014	Bank account or service	Checking account
09/19/2014	Bank account or service	Checking account
09/04/2014	Bank account or service	Other bank product/service
09/04/2014	Bank account or service	Checking account
09/19/2014	Bank account or service	Checking account
09/09/2014	Bank account or service	Savings account
09/18/2014	Bank account or service	Checking account
09/19/2014	Bank account or service	Other bank product/service
09/04/2014	Bank account or service	Checking account
09/04/2014	Bank account or service	Savings account
09/09/2014	Bank account or service	(CD) Certificate of deposit
09/09/2014	Bank account or service	Checking account
09/04/2014	Bank account or service	Checking account
09/09/2014	Bank account or service	Checking account
09/09/2014	Bank account or service	Checking account
09/09/2014	Bank account or service	Checking account
09/15/2014	Bank account or service	Savings account
09/15/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Using a debit or ATM card
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Fifth Third Financial Corporation	FL	34103	Older American	N/A
Umpqua Holdings Corporation	OR	97330		N/A
M&T Bank Corporation	DE	19808		N/A
JPMorgan Chase & Co.	NJ	07304		N/A
First Hawaiian Bank	HI	96720		N/A
M&T Bank Corporation	DE	19808		N/A
PayPal Holdings, Inc.	NC	27606		N/A
Ally Financial Inc.	GA	30002		N/A
Citizens Financial Group, Inc.	CT	06234		N/A
Bank of America	CT	06825		N/A
People's United Bank	CT	06830	Servicemember	N/A
Bank of America	TX	78028		N/A
TD Bank US Holding Company	DC	20020		N/A
Wells Fargo & Company	FL	33486		N/A
JPMorgan Chase & Co.	FL	34711		N/A
U.S. Bancorp	TX	76120		N/A
SunTrust Banks, Inc.	FL	33544		N/A
Bank of the West	AZ	85705		N/A
JPMorgan Chase & Co.	IL	60490		N/A
Wells Fargo & Company	NC	27545		N/A
Bank of America	MD	21206		N/A
Discover	NC	27612		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	09/09/2014	Closed with monetary relief	Yes	No
Web	09/19/2014	Closed with explanation	Yes	No
Web	09/15/2014	Closed with explanation	Yes	Yes
Web	09/18/2014	Closed with explanation	Yes	Yes
Referral	09/29/2014	Closed with explanation	Yes	No
Web	09/25/2014	Closed with explanation	Yes	Yes
Web	09/08/2014	Closed with non-monetary relief	Yes	No
Web	09/04/2014	Closed with non-monetary relief	Yes	No
Web	09/19/2014	Closed with monetary relief	Yes	No
Fax	09/29/2014	Closed with explanation	Yes	Yes
Referral	09/24/2014	Closed with explanation	Yes	No
Postal mail	09/24/2014	Closed with explanation	Yes	No
Web	09/04/2014	Closed with explanation	Yes	No
Web	09/04/2014	Closed with explanation	Yes	No
Web	09/09/2014	Closed with explanation	Yes	No
Phone	09/12/2014	Closed with monetary relief	Yes	No
Web	09/04/2014	Closed with explanation	Yes	No
Referral	09/12/2014	Closed with explanation	Yes	No
Referral	09/12/2014	Closed with explanation	Yes	No
Referral	09/12/2014	Closed with monetary relief	Yes	No
Referral	09/17/2014	Closed with explanation	Yes	No
Referral	09/18/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1013071
1036073
1028170
1035080
1035499
1035991
1013691
1015128
1036185
1020704
1035538
1036212
1013755
1015289
1021458
1020797
1013800
1021330
1021332
1020875
1029229
1029017

Bank Account or Service Complaints

Based on Consumer Complaints

09/19/2014	Bank account or service	Checking account
09/09/2014	Bank account or service	Other bank product/service
09/19/2014	Bank account or service	Checking account
09/09/2014	Bank account or service	Checking account
09/19/2014	Bank account or service	Checking account
09/19/2014	Bank account or service	Checking account
09/25/2014	Bank account or service	Checking account
09/10/2014	Bank account or service	Other bank product/service
09/25/2014	Bank account or service	Checking account
09/19/2014	Bank account or service	Checking account
09/30/2014	Bank account or service	Checking account
09/15/2014	Bank account or service	Other bank product/service
09/10/2014	Bank account or service	Checking account
09/04/2014	Bank account or service	Other bank product/service
09/04/2014	Bank account or service	Checking account
09/25/2014	Bank account or service	Other bank product/service
09/10/2014	Bank account or service	Checking account
09/10/2014	Bank account or service	Other bank product/service
09/30/2014	Bank account or service	Other bank product/service
09/15/2014	Bank account or service	(CD) Certificate of deposit
09/04/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	NY	11951		N/A
Amex	NY	13210		N/A
TCF National Bank	MI	48219		N/A
Wells Fargo & Company	TX	78753	Older American	N/A
Associated Bank	WA	52241	Servicemember	N/A
Bank of America	CA	92346		N/A
JPMorgan Chase & Co.	LA	71105		N/A
Bank of America	CA	90803		N/A
Umpqua Holdings Corporation	WA	98662		N/A
Charles Schwab Bank				N/A
Wells Fargo & Company	CA	94301		N/A
Wells Fargo & Company	CA	91761		N/A
Wells Fargo & Company	CA	91201		N/A
Wells Fargo & Company	PA	18902		N/A
Citibank	NY	11207		N/A
Wells Fargo & Company	FL	33538	Older American	N/A
USAA Savings	FL	33972	Servicemember	N/A
Bank of America	IL	60452		N/A
Wells Fargo & Company	ME	04287		N/A
Synchrony Financial	HI	96782		N/A
U.S. Bancorp	CO	80007		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	09/19/2014	Closed with non-monetary relief	Yes	No
Web	09/09/2014	Closed with explanation	Yes	No
Phone	09/25/2014	Closed with explanation	Yes	No
Web	09/09/2014	Closed with explanation	Yes	No
Postal mail	09/25/2014	Closed with explanation	Yes	No
Fax	09/25/2014	Closed with explanation	Yes	Yes
Web	09/25/2014	Closed with explanation	Yes	Yes
Web	09/10/2014	Closed	Yes	No
Web	09/25/2014	Closed with non-monetary relief	Yes	No
Web	09/24/2014	Closed with explanation	Yes	No
Referral	10/06/2014	Closed with explanation	Yes	No
Web	09/18/2014	Closed with non-monetary relief	Yes	No
Web	09/10/2014	Closed with explanation	Yes	Yes
Referral	09/09/2014	Closed with explanation	Yes	Yes
Web	09/09/2014	Closed with explanation	Yes	No
Web	09/25/2014	Closed with explanation	Yes	Yes
Web	09/12/2014	Closed with explanation	Yes	No
Web	09/12/2014	Closed with explanation	Yes	No
Referral	10/06/2014	Closed with explanation	Yes	No
Phone	09/18/2014	Closed with explanation	Yes	No
Referral	09/09/2014	Closed with non-monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1036419
1021053
1036491
1021117
1037452
1037284
1045886
1021944
1044299
1036593
1051540
1028853
1022021
1015191
1015130
1046372
1022041
1021849
1051304
1028977
1015169

Bank Account or Service Complaints

Based on Consumer Complaints

09/10/2014	Bank account or service	Other bank product/service
09/15/2014	Bank account or service	Checking account
10/09/2014	Bank account or service	Checking account
10/04/2014	Bank account or service	Checking account
09/04/2014	Bank account or service	Checking account
09/04/2014	Bank account or service	Other bank product/service
10/04/2014	Bank account or service	Checking account
10/09/2014	Bank account or service	Other bank product/service
09/19/2014	Bank account or service	Checking account
10/04/2014	Bank account or service	(CD) Certificate of deposit
09/15/2014	Bank account or service	Checking account
10/09/2014	Bank account or service	Other bank product/service
09/15/2014	Bank account or service	Checking account
10/09/2014	Bank account or service	Other bank product/service
10/09/2014	Bank account or service	Checking account
09/30/2014	Bank account or service	Checking account
09/30/2014	Bank account or service	Other bank product/service
09/10/2014	Bank account or service	Checking account
10/09/2014	Bank account or service	Checking account
09/25/2014	Bank account or service	Checking account
10/09/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	34608		N/A
Bank of America	IL	60654		N/A
PNC Bank N.A.	DC	20010		N/A
USAA Savings	HI	96822		N/A
JPMorgan Chase & Co.	OR	97003		N/A
Bank of America	CA	92865		N/A
Citizens Financial Group, Inc.	NY	14623		N/A
U.S. Bancorp	MO	63146		N/A
Wells Fargo & Company	TX	77803		N/A
EverBank	MA	01821		N/A
BBVA Compass	TX	77386		N/A
Wells Fargo & Company	CT	06483		N/A
Citibank	DE	19968	Servicemember	N/A
Citizens Financial Group, Inc.	SC	29229	Older American	N/A
Wells Fargo & Company	VA	24563		N/A
Bank of America	DC	20005	Older American	N/A
Wells Fargo & Company	NY	13135		N/A
Citibank	VA	22032		N/A
Bank of America	CA	93033		N/A
Ally Financial Inc.	CA	94123		N/A
Banco Popular North America	NY	11691		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	09/12/2014	Closed with explanation	Yes	Yes
Web	09/15/2014	Closed with monetary relief	Yes	No
Web	10/16/2014	Closed with explanation	Yes	No
Web	10/04/2014	Closed with explanation	Yes	No
Referral	09/09/2014	Closed with explanation	Yes	No
Web	09/04/2014	Closed with explanation	Yes	No
Web	10/04/2014	Closed with monetary relief	Yes	No
Web	10/17/2014	Closed with explanation	Yes	No
Phone	09/25/2014	Closed with explanation	Yes	No
Web	10/04/2014	Closed with explanation	Yes	No
Referral	09/19/2014	Closed with explanation	Yes	No
Web	10/09/2014	Closed with explanation	Yes	No
Phone	09/19/2014	Closed with explanation	Yes	Yes
Phone	10/17/2014	Closed with explanation	Yes	No
Phone	10/16/2014	Closed with monetary relief	Yes	Yes
Phone	10/06/2014	Closed with non-monetary relief	Yes	No
Postal mail	10/06/2014	Closed with explanation	Yes	No
Phone	09/15/2014	Closed with explanation	Yes	No
Referral	10/16/2014	Closed with monetary relief	Yes	No
Referral	10/01/2014	Closed with non-monetary relief	Yes	No
Referral	10/16/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1023433
1029742
1065441
1058277
1014685
1014425
1058307
1065556
1036901
1058340
1029267
1065588
1028075
1065592
1065996
1051584
1051591
1022407
1064603
1044839
1064604

Bank Account or Service Complaints

Based on Consumer Complaints

09/19/2014	Bank account or service	Checking account
10/05/2014	Bank account or service	Checking account
09/10/2014	Bank account or service	Checking account
10/05/2014	Bank account or service	Checking account
09/10/2014	Bank account or service	Cashing a check without an account
09/10/2014	Bank account or service	Checking account
09/15/2014	Bank account or service	Checking account
09/10/2014	Bank account or service	Other bank product/service
09/10/2014	Bank account or service	Checking account
09/10/2014	Bank account or service	Savings account
09/10/2014	Bank account or service	Checking account
09/10/2014	Bank account or service	Other bank product/service
10/06/2014	Bank account or service	Checking account
10/06/2014	Bank account or service	Checking account
10/10/2014	Bank account or service	Other bank product/service
10/06/2014	Bank account or service	Checking account
09/15/2014	Bank account or service	Checking account
10/06/2014	Bank account or service	Checking account
09/10/2014	Bank account or service	Other bank product/service
09/22/2014	Bank account or service	Other bank product/service
09/04/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Using a debit or ATM card
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

PNC Bank N.A.	PA	15236		N/A
PNC Bank N.A.	NJ	07050		N/A
Bank of America	AR	72231		N/A
M&T Bank Corporation	NJ	07202		N/A
TD Bank US Holding Company	MA	01824		N/A
BBVA Compass	TX	77064		N/A
PNC Bank N.A.	IL	60613		N/A
Synchrony Financial	CA	92115		N/A
Wells Fargo & Company	SC	29720		N/A
Capital One	MD	20850	Older American	N/A
Fifth Third Financial Corporation	FL	33610		N/A
USAA Savings	TX	76541	Servicemember	N/A
The Huntington National Bank	PA	15206		N/A
USAA Savings	CA	92145	Servicemember	N/A
JPMorgan Chase & Co.	FL	33176		N/A
PNC Bank N.A.	MO	64504		N/A
Wells Fargo & Company	AL	36612		N/A
Regions Financial Corporation	FL	33060		N/A
Fifth Third Financial Corporation	IL	60510	Older American	N/A
SunTrust Banks, Inc.	NC	27613		N/A
JPMorgan Chase & Co.	MI	49022		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	09/19/2014	Closed with explanation	Yes	No
Web	10/05/2014	Closed with explanation	Yes	No
Referral	09/15/2014	Closed with explanation	Yes	No
Web	10/05/2014	Closed with monetary relief	Yes	No
Phone	09/15/2014	Closed with explanation	Yes	No
Referral	09/15/2014	Closed with explanation	Yes	No
Phone	09/19/2014	Closed with monetary relief	Yes	No
Referral	09/15/2014	Closed with monetary relief	Yes	No
Referral	09/15/2014	Closed with explanation	Yes	No
Web	09/10/2014	Closed with explanation	Yes	No
Referral	09/15/2014	Closed with explanation	Yes	No
Web	09/10/2014	Closed with monetary relief	Yes	Yes
Referral	10/09/2014	Closed with monetary relief	Yes	Yes
Web	10/09/2014	Closed with explanation	Yes	No
Referral	10/17/2014	Closed with explanation	Yes	No
Web	10/06/2014	Closed with explanation	Yes	No
Web	09/15/2014	Closed with explanation	Yes	No
Referral	10/10/2014	Closed with explanation	Yes	No
Phone	09/15/2014	Closed with explanation	Yes	Yes
Referral	09/26/2014	Closed with non-monetary relief	Yes	No
Referral	09/09/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1037440
1058564
1023488
1058568
1023462
1022801
1029380
1023413
1022843
1022517
1022746
1022535
1059270
1058925
1066981
1058928
1029446
1060239
1022594
1038563
1015178

Bank Account or Service Complaints

Based on Consumer Complaints

09/04/2014	Bank account or service	Checking account
09/04/2014	Bank account or service	Checking account
10/10/2014	Bank account or service	Checking account
10/10/2014	Bank account or service	Checking account
10/10/2014	Bank account or service	Checking account
09/30/2014	Bank account or service	Checking account
09/30/2014	Bank account or service	Other bank product/service
09/15/2014	Bank account or service	Checking account
09/15/2014	Bank account or service	Savings account
09/15/2014	Bank account or service	Checking account
09/19/2014	Bank account or service	Other bank product/service
10/06/2014	Bank account or service	Checking account
10/06/2014	Bank account or service	Other bank product/service
09/10/2014	Bank account or service	Checking account
10/10/2014	Bank account or service	Checking account
09/25/2014	Bank account or service	Checking account
09/04/2014	Bank account or service	Checking account
10/06/2014	Bank account or service	Checking account
10/06/2014	Bank account or service	(CD) Certificate of deposit
10/06/2014	Bank account or service	Savings account
10/06/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Using a debit or ATM card
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

USAA Savings	AE	09213	N/A
TD Bank US Holding Company	NY	10709	N/A
Bank of America	NJ	07652	N/A
Fidelity National Information Services, Inc. (FNIS)	SC	29483	N/A
U.S. Bancorp	NV	89139	N/A
JPMorgan Chase & Co.	NY	11375	N/A
SunTrust Banks, Inc.	GA	30518	N/A
TCF National Bank	MI	48075	N/A
Wells Fargo & Company	CA	90043	N/A
JPMorgan Chase & Co.	NY	11375	N/A
Comerica	CA	92109	N/A
SunTrust Banks, Inc.	GA	30082	N/A
JPMorgan Chase & Co.	NJ	08759	N/A
BB&T Financial	NC	28054	N/A
Regions Financial Corporation	AL	35016	N/A
Wells Fargo & Company	FL	33955	N/A
Umpqua Holdings Corporation	OR	97913	N/A
Charles Schwab Bank	FL	33880	N/A
Ally Financial Inc.	MI	48750	N/A
HSBC North America Holdings Inc.	AZ	85750	N/A
SunTrust Banks, Inc.	FL	33908	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	09/09/2014	Closed with explanation	Yes	No
Referral	09/09/2014	Closed with monetary relief	Yes	No
Web	10/10/2014	Closed with non-monetary relief	Yes	Yes
Web	10/10/2014	Closed with explanation	Yes	Yes
Web	10/10/2014	Closed with explanation	Yes	No
Web	10/06/2014	Closed with explanation	No	No
Web	09/30/2014	Closed with non-monetary relief	Yes	No
Referral	09/19/2014	Closed with monetary relief	Yes	No
Phone	09/19/2014	Closed with explanation	Yes	No
Web	09/19/2014	Closed with explanation	Yes	No
Web	09/19/2014	Closed with explanation	Yes	Yes
Referral	10/09/2014	Closed with monetary relief	Yes	No
Referral	10/09/2014	Closed with explanation	Yes	Yes
Web	09/10/2014	Closed with explanation	Yes	No
Referral	10/16/2014	Closed with explanation	Yes	No
Referral	10/02/2014	Closed with explanation	Yes	No
Web	09/04/2014	Closed with explanation	Yes	No
Referral	10/09/2014	Closed with explanation	Yes	No
Referral	10/10/2014	Closed with monetary relief	Yes	No
Referral	10/10/2014	Closed with explanation	Yes	No
Referral	10/10/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1015180
1015190
1066259
1067764
1066481
1050538
1051894
1029551
1029567
1028069
1037252
1058713
1060295
1022773
1067113
1045181
1014876
1058798
1059301
1059317
1059312

Bank Account or Service Complaints

Based on Consumer Complaints

10/06/2014	Bank account or service	Savings account
10/06/2014	Bank account or service	Checking account
09/16/2014	Bank account or service	Checking account
10/06/2014	Bank account or service	Checking account
10/06/2014	Bank account or service	Checking account
10/10/2014	Bank account or service	Checking account
09/16/2014	Bank account or service	Other bank product/service
09/25/2014	Bank account or service	Checking account
09/04/2014	Bank account or service	Checking account
10/06/2014	Bank account or service	Other bank product/service
09/20/2014	Bank account or service	Checking account
10/06/2014	Bank account or service	Checking account
09/20/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	Checking account
09/20/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	Other bank product/service
09/21/2014	Bank account or service	Other bank product/service
10/01/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	Checking account
10/06/2014	Bank account or service	Other bank product/service
10/10/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	34786		N/A
PNC Bank N.A.	IN	46323		N/A
Bank of America	CA	94039		N/A
U.S. Bancorp	CO	81615		N/A
JPMorgan Chase & Co.	MI	48911		N/A
Pentagon FCU	DC	20009		N/A
Wells Fargo & Company	AZ	85251		N/A
JPMorgan Chase & Co.	SC	29020	Servicemember	N/A
Citizens Financial Group, Inc.	OH	44056		N/A
Wells Fargo & Company	CA	90047	Older American	N/A
TD Bank US Holding Company	NY	10036		N/A
Citizens Financial Group, Inc.	MA	01852		N/A
Bank of America	IL	60615		N/A
Bank of America				N/A
JPMorgan Chase & Co.	NJ	07305		N/A
PNC Bank N.A.	CO	80027		N/A
Amex				N/A
Bank of America	FL	33433		N/A
Citibank	IL	60620	Older American	N/A
JPMorgan Chase & Co.	WA	98284		N/A
PNC Bank N.A.	NJ	07901		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	10/10/2014	Closed with explanation	Yes	Yes
Referral	10/10/2014	Closed with explanation	Yes	Yes
Web	09/16/2014	Closed with explanation	Yes	No
Referral	10/10/2014	Closed with explanation	Yes	No
Referral	10/09/2014	Closed with explanation	Yes	No
Web	10/10/2014	Closed with monetary relief	Yes	No
Web	09/16/2014	Closed with explanation	Yes	No
Phone	10/02/2014	Closed with explanation	Yes	Yes
Web	09/04/2014	Closed with monetary relief	Yes	No
Phone	10/09/2014	Closed with explanation	Yes	No
Web	09/20/2014	Closed with monetary relief	Yes	No
Web	10/06/2014	Closed with monetary relief	Yes	No
Web	09/24/2014	Closed	Yes	No
Web	10/07/2014	Closed	Yes	Yes
Web	09/20/2014	Closed with explanation	Yes	No
Web	10/06/2014	Closed with explanation	Yes	No
Web	09/26/2014	Closed with explanation	Yes	Yes
Web	10/01/2014	Closed with explanation	Yes	Yes
Referral	10/07/2014	Closed with explanation	Yes	No
Referral	10/10/2014	Closed with explanation	Yes	No
Referral	10/17/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1058669
1059346
1030199
1059254
1059380
1066361
1030032
1044080
1013514
1058652
1037843
1059246
1037872
1054148
1037894
1052848
1038170
1054097
1052963
1059907
1066978

Bank Account or Service Complaints

Based on Consumer Complaints

10/10/2014	Bank account or service	Other bank product/service
09/16/2014	Bank account or service	Checking account
10/10/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	(CD) Certificate of deposit
10/06/2014	Bank account or service	Checking account
10/10/2014	Bank account or service	Checking account
10/06/2014	Bank account or service	Savings account
10/10/2014	Bank account or service	Checking account
10/06/2014	Bank account or service	Savings account
10/10/2014	Bank account or service	(CD) Certificate of deposit
10/10/2014	Bank account or service	(CD) Certificate of deposit
10/06/2014	Bank account or service	Checking account
10/10/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	Savings account
09/25/2014	Bank account or service	Checking account
09/25/2014	Bank account or service	Checking account
09/25/2014	Bank account or service	Checking account
09/25/2014	Bank account or service	Checking account
09/25/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	NY	10029		N/A
People's United Bank	MA	01602		N/A
PNC Bank N.A.	MI	48092		N/A
Discover	FL	33069		N/A
PNC Bank N.A.	PA	15742		N/A
PNC Bank N.A.	AZ	85718		N/A
Discover	FL	34277		N/A
Capital One	MD	20878		N/A
Fifth Third Financial Corporation	IL	60304		N/A
Citibank	MA	01880	Older American	N/A
PNC Bank N.A.	NJ	08520		N/A
Capital One	VA	22204		N/A
U.S. Bancorp	IL	60607		N/A
Wells Fargo & Company	NY	13126		N/A
Navy FCU	TX	78148		N/A
BB&T Financial	FL	34983		N/A
PNC Bank N.A.	GA	30064		N/A
Citizens Financial Group, Inc.	MA	01886		N/A
USAA Savings	TN	34072	Servicemember	N/A
PNC Bank N.A.	KY	41129		N/A
SunTrust Banks, Inc.	FL	33404		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	10/17/2014	Closed with explanation	Yes	No
Web	09/19/2014	Closed with monetary relief	Yes	No
Referral	10/16/2014	Closed with monetary relief	Yes	No
Referral	10/07/2014	Closed with explanation	Yes	No
Phone	10/10/2014	Closed with explanation	Yes	No
Web	10/10/2014	Closed with explanation	Yes	No
Web	10/10/2014	Closed with explanation	Yes	No
Web	10/10/2014	Closed with explanation	Yes	No
Phone	10/10/2014	Closed with explanation	Yes	No
Phone	10/17/2014	Closed with explanation	Yes	No
Fax	10/17/2014	Closed with explanation	Yes	No
Web	10/06/2014	Closed with explanation	Yes	No
Phone	10/17/2014	Closed with explanation	Yes	No
Referral	10/06/2014	Closed	Yes	No
Referral	10/06/2014	Closed with monetary relief	Yes	No
Referral	10/06/2014	Closed with explanation	Yes	No
Web	09/25/2014	Closed with explanation	Yes	Yes
Referral	10/01/2014	Closed with monetary relief	Yes	No
Referral	10/01/2014	Closed with explanation	Yes	No
Referral	10/01/2014	Closed with explanation	Yes	No
Referral	10/01/2014	Closed with non-monetary relief	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1066990
1030014
1067055
1053548
1059725
1067184
1059856
1066323
1060230
1067393
1067429
1058744
1067603
1053211
1052543
1053217
1045355
1045726
1045729
1045734
1045744

Bank Account or Service Complaints

Based on Consumer Complaints

09/21/2014	Bank account or service	Other bank product/service
10/01/2014	Bank account or service	Other bank product/service
09/25/2014	Bank account or service	Checking account
09/25/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	Cashing a check without an account
09/25/2014	Bank account or service	Checking account
09/22/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	Checking account
09/22/2014	Bank account or service	Other bank product/service
09/22/2014	Bank account or service	Checking account
09/16/2014	Bank account or service	Other bank product/service
10/01/2014	Bank account or service	Savings account
09/16/2014	Bank account or service	Other bank product/service
09/26/2014	Bank account or service	Checking account
09/26/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	Checking account
09/22/2014	Bank account or service	Checking account
09/22/2014	Bank account or service	Checking account
09/16/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Making/receiving payments, sending money
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	NE	68132	Older American	N/A
TD Bank US Holding Company	FL	33186		N/A
M&T Bank Corporation	DC	20024		N/A
SunTrust Banks, Inc.	AL	35063		N/A
Bank of America	CA	92274		N/A
Fifth Third Financial Corporation	FL	32829		N/A
PNC Bank N.A.	OH	44128		N/A
Bank of America	MI	48335		N/A
PNC Bank N.A.	PA	15212		N/A
BB&T Financial	FL	33406		N/A
Capital One	VA	22406		N/A
Santander Bank US	RI	02903		N/A
Wells Fargo & Company	FL	33012		N/A
Bank of America	NY	10963		N/A
Discover	NJ	07105		N/A
Wells Fargo & Company	IA	50542		N/A
Bank of America	CA	92841		N/A
Bank of America	MD	21217		N/A
JPMorgan Chase & Co.	CA	95436	Older American	N/A
Capital One	DC	20013	Older American	N/A
JPMorgan Chase & Co.	NJ	08003	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	09/26/2014	Closed with explanation	Yes	No
Phone	10/07/2014	Closed with monetary relief	Yes	No
Referral	10/02/2014	Closed with monetary relief	Yes	No
Referral	10/01/2014	Closed with monetary relief	Yes	No
Phone	10/07/2014	Closed with explanation	Yes	No
Referral	10/02/2014	Closed with monetary relief	Yes	No
Referral	09/26/2014	Closed with monetary relief	Yes	No
Phone	10/07/2014	Closed with explanation	Yes	No
Phone	10/07/2014	Closed with explanation	Yes	No
Phone	09/26/2014	Closed with explanation	Yes	No
Web	09/22/2014	Closed with explanation	Yes	No
Postal mail	09/19/2014	Closed	Yes	Yes
Phone	10/07/2014	Closed with explanation	Yes	Yes
Referral	09/22/2014	Closed with explanation	Yes	No
Web	09/26/2014	Closed with non-monetary relief	Yes	No
Referral	09/30/2014	Closed with monetary relief	Yes	No
Web	10/07/2014	Closed with explanation	Yes	No
Phone	10/07/2014	Closed with explanation	Yes	No
Phone	09/22/2014	Closed with explanation	Yes	No
Postal mail	09/26/2014	Closed with explanation	Yes	No
Postal mail	10/03/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1038095
1053279
1045752
1045754
1053303
1045770
1038552
1053456
1052566
1038198
1038566
1030071
1053662
1031553
1047652
1046990
1053809
1053822
1038700
1038776
1031658

Bank Account or Service Complaints

Based on Consumer Complaints

10/01/2014	Bank account or service	Checking account
09/16/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	Other bank product/service
09/22/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	(CD) Certificate of deposit
10/07/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Checking account
09/16/2014	Bank account or service	Checking account
10/11/2014	Bank account or service	Checking account
10/02/2014	Bank account or service	Cashing a check without an account
09/16/2014	Bank account or service	Checking account
10/11/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Other bank product/service
10/07/2014	Bank account or service	Checking account
10/11/2014	Bank account or service	Checking account
09/16/2014	Bank account or service	Checking account
09/26/2014	Bank account or service	Checking account
09/16/2014	Bank account or service	Other bank product/service
10/07/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Using a debit or ATM card
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Making/receiving payments, sending money
Making/receiving payments, sending money
Deposits and withdrawals
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	TX	75056		N/A
U.S. Bancorp	CA	91345		N/A
UBS Bank	UT	84098		N/A
SunTrust Banks, Inc.	FL	34974		N/A
Bank of America	FL	34611		N/A
PNC Bank N.A.	IN	46815		N/A
BNY Mellon	CA	94109		N/A
Navy FCU	KS	60630	Servicemember	N/A
JPMorgan Chase & Co.	IN	46260		N/A
Bank of America	SC	29556		N/A
Santander Bank US	MA	01854		N/A
Wells Fargo & Company	CA	91505		N/A
Wells Fargo & Company	VA	23228		N/A
JPMorgan Chase & Co.	TX	78207		N/A
Bank of America	PA	17059	Older American	N/A
JPMorgan Chase & Co.	GA	30126		N/A
Bank of America	CA	92799		N/A
TD Bank US Holding Company	NJ	07059		N/A
USAA Savings	MA	01850		N/A
Wells Fargo & Company	CA	92249		N/A
U.S. Bancorp	CA	92553		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/01/2014	Closed with explanation	Yes	No
Web	09/16/2014	Closed with explanation	Yes	Yes
Phone	10/07/2014	Closed	Yes	No
Phone	09/23/2014	Closed with explanation	Yes	No
Web	10/07/2014	Closed with monetary relief	Yes	No
Web	10/01/2014	Closed with explanation	Yes	No
Web	10/10/2014	Closed with monetary relief	Yes	No
Web	10/07/2014	Closed with explanation	Yes	No
Web	10/14/2014	Closed with explanation	Yes	No
Web	09/16/2014	Closed with monetary relief	Yes	Yes
Web	10/11/2014	Closed with explanation	Yes	No
Web	10/08/2014	Closed with explanation	Yes	No
Web	09/16/2014	Closed with explanation	Yes	Yes
Web	10/11/2014	Closed with explanation	Yes	No
Fax	10/10/2014	Closed with explanation	Yes	No
Web	10/07/2014	Closed with monetary relief	Yes	No
Web	10/11/2014	Closed with monetary relief	Yes	Yes
Postal mail	09/22/2014	Closed with explanation	Yes	No
Referral	10/02/2014	Closed with monetary relief	Yes	No
Referral	09/22/2014	Closed with monetary relief	Yes	No
Referral	10/14/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1053852
1031035
1053904
1038869
1060837
1053953
1060866
1060897
1062165
1031170
1068146
1054632
1031210
1068177
1062228
1060560
1068014
1030025
1046353
1031395
1062178

Bank Account or Service Complaints

Based on Consumer Complaints

10/02/2014	Bank account or service	Savings account
09/26/2014	Bank account or service	Checking account
10/12/2014	Bank account or service	Checking account
09/22/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Checking account
09/22/2014	Bank account or service	Checking account
10/12/2014	Bank account or service	Other bank product/service
10/12/2014	Bank account or service	Checking account
09/22/2014	Bank account or service	Checking account
09/22/2014	Bank account or service	Other bank product/service
09/17/2014	Bank account or service	Checking account
09/17/2014	Bank account or service	Checking account
10/02/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Other bank product/service
10/13/2014	Bank account or service	Other bank product/service
09/17/2014	Bank account or service	Checking account
09/17/2014	Bank account or service	Other bank product/service
10/07/2014	Bank account or service	Other bank product/service
09/17/2014	Bank account or service	Checking account
09/17/2014	Bank account or service	Checking account
09/17/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	IL	60163	Older American	N/A
Bank of America	CA	92831		N/A
Bank of America	NY	11235		N/A
Bank of America	CA	90036		N/A
Bank of America	NJ	07104		N/A
Comerica	CA	92869		N/A
Fidelity National Information Services, Inc. (FNIS)	NE	68134		N/A
PayPal Holdings, Inc.				N/A
Citibank	CA	94572		N/A
BB&T Financial	VA	22207		N/A
Citizens Financial Group, Inc.	MA	01754		N/A
Bank of America	CA	90046		N/A
Navy FCU	WA	98444	Servicemember	N/A
USAA Savings	VA	20176	Servicemember	N/A
Fidelity National Information Services, Inc. (FNIS)	SC	29154		N/A
PNC Bank N.A.	PA	17036		N/A
BMO Harris	IL	60441		N/A
U.S. Bancorp	WA	98004		N/A
JPMorgan Chase & Co.	NY	11510		N/A
Bank of America	MD	21221		N/A
JPMorgan Chase & Co.	NJ	07604		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	10/08/2014	Closed with explanation	Yes	Yes
Referral	10/02/2014	Closed with explanation	Yes	No
Web	10/12/2014	Closed with explanation	Yes	No
Referral	09/29/2014	Closed with explanation	Yes	No
Referral	10/08/2014	Closed with explanation	Yes	No
Referral	09/29/2014	Closed with monetary relief	Yes	No
Web	10/17/2014	Closed with explanation	Yes	No
Web	10/17/2014	Closed with non-monetary relief	Yes	No
Postal mail	09/26/2014	Closed with non-monetary relief	Yes	No
Web	09/29/2014	Closed with explanation	Yes	No
Web	09/17/2014	Closed with monetary relief	Yes	No
Web	09/17/2014	Closed with explanation	Yes	Yes
Web	10/02/2014	Closed with explanation	Yes	Yes
Referral	10/08/2014	Closed with explanation	Yes	No
Web	10/17/2014	Closed with explanation	Yes	No
Referral	09/22/2014	Closed with explanation	Yes	No
Referral	09/22/2014	Closed with monetary relief	Yes	No
Web	10/07/2014	Closed with explanation	Yes	No
Referral	09/22/2014	Closed with explanation	Yes	No
Referral	09/22/2014	Closed with explanation	Yes	No
Referral	09/22/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1054847
1047372
1068376
1039388
1061242
1039427
1068402
1068484
1038321
1039175
1032083
1031960
1054947
1062150
1068647
1032399
1032352
1061225
1032415
1032534
1032014

Bank Account or Service Complaints

Based on Consumer Complaints

10/13/2014	Bank account or service	Checking account
09/17/2014	Bank account or service	Checking account
10/13/2014	Bank account or service	Other bank product/service
10/13/2014	Bank account or service	Other bank product/service
10/02/2014	Bank account or service	Checking account
09/26/2014	Bank account or service	Checking account
10/13/2014	Bank account or service	Checking account
10/02/2014	Bank account or service	Other bank product/service
09/22/2014	Bank account or service	Checking account
09/26/2014	Bank account or service	Checking account
09/26/2014	Bank account or service	Checking account
09/26/2014	Bank account or service	(CD) Certificate of deposit
09/17/2014	Bank account or service	Checking account
10/02/2014	Bank account or service	Checking account
10/02/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	(CD) Certificate of deposit
09/17/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
10/17/2014	Bank account or service	Other bank product/service
10/07/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	32828		N/A
U.S. Bancorp	CO	80023		N/A
Dynamic Recovery Solutions, LLC	FL	33020		N/A
Wells Fargo & Company	PA	19609		N/A
BB&T Financial	FL	33161		N/A
Bank of America	AZ	85142	Older American	N/A
BB&T Financial	CO	81647		N/A
Bank of America	MO	64155		N/A
Citibank	IL	60647		N/A
Navy FCU	VA	23452	Servicemember	N/A
JPMorgan Chase & Co.	KY	41005		N/A
M&T Bank Corporation	DE	19702		N/A
The Huntington National Bank	MI	48223		N/A
JPMorgan Chase & Co.	AZ	85286		N/A
Bank of America	CA	93535		N/A
Santander Bank US	CT	06095		N/A
Washington Federal	WA	98144		N/A
SunTrust Banks, Inc.	TN	38018		N/A
JPMorgan Chase & Co.	CA	93306		N/A
TCF National Bank	IL	60613		N/A
Encore Capital Group	WA	98036		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/17/2014	Closed with explanation	Yes	No
Referral	09/22/2014	Closed with explanation	Yes	No
Web	10/17/2014	Closed with non-monetary relief	Yes	No
Web	10/13/2014	Closed with non-monetary relief	Yes	No
Referral	10/23/2014	Closed with explanation	Yes	Yes
Phone	10/02/2014	Closed with non-monetary relief	Yes	No
Web	10/13/2014	Closed with explanation	Yes	No
Web	10/08/2014	Closed with monetary relief	Yes	No
Web	09/22/2014	Closed with non-monetary relief	Yes	No
Phone	10/02/2014	Closed with monetary relief	Yes	No
Phone	10/02/2014	Closed with explanation	Yes	No
Referral	10/02/2014	Closed with explanation	Yes	No
Referral	09/22/2014	Closed with explanation	Yes	Yes
Web	10/02/2014	Closed with monetary relief	Yes	No
Web	10/02/2014	Closed with explanation	Yes	No
Referral	10/14/2014	Closed with explanation	Yes	Yes
Referral	09/22/2014	Closed with monetary relief	Yes	No
Referral	10/14/2014	Closed with monetary relief	Yes	No
Web	10/14/2014	Closed with explanation	Yes	No
Referral	10/23/2014	Closed with monetary relief	Yes	No
Referral	10/14/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1068683
1032226
1068755
1068782
1055217
1047129
1068805
1055265
1039927
1047187
1047192
1047216
1031982
1055371
1054559
1061462
1032527
1060669
1069057
1075604
1062155

Bank Account or Service Complaints

Based on Consumer Complaints

09/17/2014	Bank account or service	Other bank product/service
09/17/2014	Bank account or service	Checking account
09/17/2014	Bank account or service	Checking account
09/17/2014	Bank account or service	Savings account
09/17/2014	Bank account or service	Other bank product/service
10/14/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Checking account
09/26/2014	Bank account or service	Checking account
09/26/2014	Bank account or service	Other bank product/service
10/17/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
10/17/2014	Bank account or service	Checking account
09/23/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Checking account
10/17/2014	Bank account or service	Other bank product/service
09/23/2014	Bank account or service	Checking account
09/23/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of the West	CO	80134		N/A
Regions Financial Corporation	LA	70506		N/A
Wells Fargo & Company	VA	23235		N/A
Bank of America	SD	57401		N/A
Bank of the West	MI	48433		N/A
USAA Savings	GA	31816	Servicemember	N/A
JPMorgan Chase & Co.	CA	90280	Servicemember	N/A
BMO Harris	IL	60053		N/A
U.S. Bancorp	NM	87060	Servicemember	N/A
Bank of America	CA	92506	Servicemember	N/A
PNC Bank N.A.	PA	18434	Older American, Servicemember	N/A
M&T Bank Corporation	PA	17551		N/A
U.S. Bancorp	CA	95821		N/A
JPMorgan Chase & Co.	CA	93031		N/A
JPMorgan Chase & Co.	IN	46224		N/A
Bank of America	CA	92586		N/A
Bank of America	NV	89102		N/A
Citibank	CA	95762		N/A
PNC Bank N.A.	FL	33024		N/A
PNC Bank N.A.	IL	60073		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	09/22/2014	Closed with explanation	Yes	No
Referral	09/22/2014	Closed with monetary relief	Yes	No
Referral	09/22/2014	Closed with monetary relief	Yes	No
Referral	09/19/2014	Closed with explanation	Yes	No
Referral	09/22/2014	Closed with explanation	Yes	Yes
Web	10/14/2014	Closed with explanation	Yes	No
Postal mail	10/21/2014	Closed with explanation	Yes	No
Web	10/07/2014	Closed with explanation	Yes	No
Referral	10/02/2014	Closed with explanation	Yes	No
Phone	09/30/2014	Closed with explanation	Yes	No
Phone	10/23/2014	Closed with explanation	Yes	No
Web	10/14/2014	Closed with explanation	Yes	No
Web	10/17/2014	Closed with monetary relief	Yes	No
Web	09/23/2014	Closed with explanation	Yes	Yes
Phone	10/16/2014	Closed with explanation	Yes	No
Web	10/17/2014	Closed with monetary relief	Yes	No
Web	09/23/2014	Closed with explanation	Yes	No
Referral	09/29/2014	Closed with explanation	Yes	No
Referral	10/14/2014	Closed with explanation	Yes	No
Web	10/07/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1032653
1033428
1033443
1033308
1033937
1069391
1060690
1061643
1047525
1047535
1075805
1069522
1075827
1040502
1061761
1075901
1040574
1040747
1060790
1060740

Bank Account or Service Complaints

Based on Consumer Complaints

10/17/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
10/17/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Savings account
10/17/2014	Bank account or service	Checking account
10/17/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
10/17/2014	Bank account or service	Other bank product/service
10/17/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
10/08/2014	Bank account or service	Checking account
10/08/2014	Bank account or service	Checking account
10/08/2014	Bank account or service	Checking account
10/18/2014	Bank account or service	Savings account
10/18/2014	Bank account or service	Checking account
10/08/2014	Bank account or service	Checking account
10/18/2014	Bank account or service	(CD) Certificate of deposit

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Using a debit or ATM card
Problems caused by my funds being low
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	33313		N/A
Bank of America	CA	92629		N/A
JPMorgan Chase & Co.	CO	80915		N/A
Wells Fargo & Company	CA	91326		N/A
Wells Fargo & Company	TX	75098		N/A
Bank of America	MA	02151		N/A
Bank of America	PA	18235		N/A
Associated Bank	WA	54401	Servicemember	N/A
Wells Fargo & Company	CA	92592		N/A
JPMorgan Chase & Co.	NV	89074		N/A
U.S. Bancorp	TN	37115		N/A
Citibank	KS	66755		N/A
BBVA Compass	TX	78738		N/A
TD Bank US Holding Company	NY	10460		N/A
JPMorgan Chase & Co.	OH	44140		N/A
Bank of America	VA	24018	Servicemember	N/A
TD Bank US Holding Company	FL	32780		N/A
JPMorgan Chase & Co.	AL	35115	Servicemember	N/A
Citibank	IL	60007	Older American	N/A
NetSpend Corporation, a TSYS Company	MI	48505		N/A
PNC Bank N.A.	OH	44408		N/A
Fifth Third Financial Corporation	IL	60014	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	10/23/2014	Closed with explanation	Yes	No
Web	10/14/2014	Closed with explanation	Yes	No
Referral	10/15/2014	Closed with explanation	Yes	No
Referral	10/20/2014	Closed with monetary relief	Yes	Yes
Referral	10/21/2014	Closed with monetary relief	Yes	No
Referral	10/15/2014	Closed with explanation	Yes	No
Web	10/17/2014	Closed with explanation	Yes	No
Phone	10/15/2014	Closed with explanation	Yes	No
Web	10/17/2014	Closed with explanation	Yes	Yes
Web	10/17/2014	Closed with explanation	Yes	Yes
Phone	10/20/2014	Closed with non-monetary relief	Yes	Yes
Web	10/17/2014	Closed with explanation	Yes	No
Web	10/17/2014	Closed with monetary relief	Yes	No
Phone	10/20/2014	Closed with explanation	Yes	No
Phone	10/20/2014	Closed with monetary relief	Yes	No
Web	10/08/2014	Closed with explanation	Yes	No
Web	10/08/2014	Closed with monetary relief	Yes	No
Web	10/15/2014	Closed with explanation	Yes	No
Web	10/27/2014	Closed with monetary relief	Yes	No
Web	11/24/2014	Closed with explanation	Yes	Yes
Web	10/08/2014	Closed with monetary relief	Yes	Yes
Web	10/18/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1076049
1069807
1069842
1069843
1069851
1071212
1076175
1061972
1076211
1074729
1069965
1076282
1076292
1070012
1068992
1062880
1062624
1062760
1076817
1076664
1062767
1076837

Bank Account or Service Complaints

Based on Consumer Complaints

10/14/2014	Bank account or service	Checking account
10/18/2014	Bank account or service	Checking account
10/08/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
10/08/2014	Bank account or service	Checking account
10/08/2014	Bank account or service	Other bank product/service
10/14/2014	Bank account or service	Savings account
10/19/2014	Bank account or service	Other bank product/service
10/20/2014	Bank account or service	Savings account
10/22/2014	Bank account or service	Checking account
10/23/2014	Bank account or service	Checking account
10/23/2014	Bank account or service	Checking account
10/23/2014	Bank account or service	Other bank product/service
10/20/2014	Bank account or service	Checking account
10/20/2014	Bank account or service	Checking account
10/20/2014	Bank account or service	Checking account
10/20/2014	Bank account or service	Checking account
10/20/2014	Bank account or service	Checking account
10/20/2014	Bank account or service	Other bank product/service
10/20/2014	Bank account or service	Other bank product/service
10/20/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	MI	49684		N/A
PNC Bank N.A.	MO	63366		N/A
Wells Fargo & Company	NC	27263		N/A
PNC Bank N.A.	FL	33410		N/A
JPMorgan Chase & Co.	TX	75093		N/A
Bank of America	FL	34476		N/A
TD Bank US Holding Company	NJ	08087		N/A
Bank of America	ME	04021		N/A
Bank of America	CA	91303		N/A
Bank of America	CA	91911		N/A
PNC Bank N.A.	FL	34954		N/A
Fidelity National Information Services, Inc. (FNIS)	MD	21076		N/A
JPMorgan Chase & Co.	WA	98074		N/A
Webster Bank	CT	06450		N/A
Wells Fargo & Company	NY	11433		N/A
Bank of America	FL	33437	Older American	N/A
JPMorgan Chase & Co.	TX	76112		N/A
JPMorgan Chase & Co.	FL	33615		N/A
PNC Bank N.A.	DE	19702		N/A
Wells Fargo & Company	MI	48025		N/A
Bank of America	ID	83325		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	10/20/2014	Closed with explanation	Yes	No
Web	10/18/2014	Closed with monetary relief	Yes	No
Web	10/08/2014	Closed with explanation	Yes	No
Web	10/14/2014	Closed with monetary relief	Yes	No
Web	10/08/2014	Closed with explanation	Yes	No
Referral	10/15/2014	Closed with explanation	Yes	No
Web	10/14/2014	Closed with explanation	Yes	Yes
Web	10/24/2014	Closed with explanation	Yes	Yes
Web	10/20/2014	Closed with monetary relief	Yes	No
Web	10/22/2014	Closed with monetary relief	Yes	No
Web	10/23/2014	Closed with explanation	Yes	No
Web	10/27/2014	Closed with explanation	Yes	No
Web	10/23/2014	Closed with explanation	Yes	No
Fax	10/24/2014	Closed with monetary relief	Yes	No
Web	10/24/2014	Closed with explanation	Yes	Yes
Phone	10/24/2014	Closed with explanation	Yes	No
Web	10/20/2014	Closed with monetary relief	Yes	No
Web	10/20/2014	Closed with explanation	Yes	No
Referral	10/24/2014	Closed with explanation	Yes	No
Web	10/20/2014	Closed with explanation	Yes	Yes
Phone	10/24/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1070205
1076859
1062980
1069069
1063019
1063040
1070294
1077170
1077496
1082772
1083498
1083524
1083535
1077704
1077720
1077267
1077785
1077811
1077881
1077893
1077284

Bank Account or Service Complaints

Based on Consumer Complaints

10/20/2014	Bank account or service	Checking account
09/27/2014	Bank account or service	Checking account
09/29/2014	Bank account or service	Checking account
10/23/2014	Bank account or service	Checking account
10/23/2014	Bank account or service	Other bank product/service
09/27/2014	Bank account or service	Savings account
09/23/2014	Bank account or service	Checking account
10/23/2014	Bank account or service	Checking account
10/23/2014	Bank account or service	Checking account
10/23/2014	Bank account or service	Checking account
10/16/2014	Bank account or service	Other bank product/service
10/16/2014	Bank account or service	Checking account
10/28/2014	Bank account or service	Checking account
09/23/2014	Bank account or service	Checking account
09/29/2014	Bank account or service	Checking account
09/29/2014	Bank account or service	Checking account
10/20/2014	Bank account or service	Other bank product/service
09/29/2014	Bank account or service	Checking account
10/20/2014	Bank account or service	(CD) Certificate of deposit
10/23/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	NY	10589		N/A
BBVA Compass	AL	35601		N/A
PNC Bank N.A.	PA	19063		N/A
Wells Fargo & Company	TX	75204		N/A
TD Bank US Holding Company	CT	06756		N/A
Wells Fargo & Company	NV	89509		N/A
Citibank	CA	90063		N/A
Flagstar Bank	MI	48911		N/A
JPMorgan Chase & Co.	FL	33449		N/A
Wells Fargo & Company	TX	78358		N/A
PNC Bank N.A.	IL	60611		N/A
BBVA Compass	CO	80237		N/A
Bank of America	OK	73162		N/A
Wells Fargo & Company	TX	77469		N/A
M&T Bank Corporation	DE	19803	Older American, Servicemember	N/A
Charles Schwab Bank	FL	33880		N/A
Wells Fargo & Company	TX	79907		N/A
TCF National Bank	IL	60634		N/A
Synchrony Financial	KS	66062		N/A
U.S. Bancorp	CA	92592		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	10/24/2014	Closed with monetary relief	Yes	No
Web	09/27/2014	Closed with explanation	Yes	No
Referral	10/03/2014	Closed with explanation	Yes	No
Referral	10/27/2014	Closed with explanation	Yes	No
Referral	10/27/2014	Closed with monetary relief	Yes	No
Web	09/27/2014	Closed with monetary relief	Yes	No
Web	09/23/2014	Closed with monetary relief	Yes	No
Referral	10/27/2014	Closed	Yes	No
Referral	10/27/2014	Closed with explanation	Yes	Yes
Referral	10/27/2014	Closed with explanation	Yes	No
Referral	10/22/2014	Closed with explanation	Yes	No
Referral	10/23/2014	Closed with explanation	Yes	No
Referral	11/03/2014	Closed with explanation	Yes	No
Web	09/23/2014	Closed with monetary relief	Yes	No
Phone	10/03/2014	Closed with explanation	Yes	No
Web	09/29/2014	Closed with explanation	Yes	No
Web	10/22/2014	Closed with monetary relief	Yes	No
Phone	10/03/2014	Closed with explanation	Yes	No
Web	10/22/2014	Closed with monetary relief	Yes	No
Web	10/23/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1078422
1048100
1049224
1083968
1083974
1047973
1040868
1083269
1083273
1083274
1075569
1075650
1087569
1040308
1048869
1048873
1077345
1048889
1077808
1084453

Bank Account or Service Complaints

Based on Consumer Complaints

10/23/2014	Bank account or service	Checking account
09/29/2014	Bank account or service	Other bank product/service
10/08/2014	Bank account or service	Checking account
10/23/2014	Bank account or service	Checking account
10/02/2014	Bank account or service	Other bank product/service
09/23/2014	Bank account or service	Checking account
09/23/2014	Bank account or service	Checking account
09/23/2014	Bank account or service	Checking account
10/08/2014	Bank account or service	Checking account
10/24/2014	Bank account or service	Checking account
10/08/2014	Bank account or service	Checking account
10/02/2014	Bank account or service	Savings account
10/08/2014	Bank account or service	Checking account
10/24/2014	Bank account or service	Other bank product/service
10/24/2014	Bank account or service	Checking account
09/23/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
10/20/2014	Bank account or service	Other bank product/service
10/20/2014	Bank account or service	Other bank product/service
10/24/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Ally Financial Inc.	AL	35118		N/A
PNC Bank N.A.	PA	19087	Older American, Servicemember	N/A
TD Bank US Holding Company	NY	10019		N/A
Santander Bank US	MA	02739		N/A
Investors Bank	AL	36541		N/A
Bank of America	MA	02134		N/A
TD Bank US Holding Company	SC	29201		N/A
JPMorgan Chase & Co.	TX	77406		N/A
PNC Bank N.A.	MI	48377	Older American	N/A
SunTrust Banks, Inc.	FL	33311		N/A
World Recovery Service, LLC	FL	33064		N/A
Capital One	MA	01075		N/A
Bank of America	MI	48183		N/A
PayPal Holdings, Inc.	TN	37334		N/A
Bank of the West	CA	94509		N/A
U.S. Bancorp	OR	97267		N/A
Bank of America	NJ	07031	Servicemember	N/A
U.S. Bancorp	WA	99260		N/A
Capital One	OH	44052	Older American, Servicemember	N/A
The Huntington National Bank	OH	44663	Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/23/2014	Closed with non-monetary relief	Yes	Yes
Phone	10/07/2014	Closed with explanation	Yes	No
Phone	10/15/2014	Closed with monetary relief	Yes	No
Referral	10/29/2014	Closed with explanation	Yes	No
Phone	10/08/2014	Closed with explanation	Yes	No
Referral	09/30/2014	Closed with explanation	Yes	No
Referral	09/30/2014	Closed with explanation	Yes	No
Referral	09/30/2014	Closed with explanation	Yes	No
Web	10/08/2014	Closed with explanation	Yes	No
Phone	10/27/2014	Closed with monetary relief	Yes	No
Web	10/15/2014	Untimely response	No	
Web	10/08/2014	Closed with explanation	Yes	Yes
Web	10/15/2014	Closed with explanation	Yes	No
Web	10/29/2014	Closed with monetary relief	Yes	No
Web	10/24/2014	Closed with monetary relief	Yes	No
Phone	09/30/2014	Closed with explanation	Yes	No
Phone	10/20/2014	Closed with monetary relief	Yes	No
Postal mail	10/24/2014	Closed with explanation	Yes	No
Phone	10/28/2014	Closed with explanation	Yes	No
Web	10/24/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1083416

1049041

1063351
1084548
1055659
1041799
1041810
1041818
1063462
1085251
1063499
1055761
1063506
1084992
1085011
1041571
1070389
1078523
1078559
1085409

Bank Account or Service Complaints

Based on Consumer Complaints

10/24/2014	Bank account or service	Checking account
09/23/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
09/24/2014	Bank account or service	Checking account
10/02/2014	Bank account or service	Checking account
09/24/2014	Bank account or service	Checking account
09/24/2014	Bank account or service	Checking account
10/02/2014	Bank account or service	Checking account
10/24/2014	Bank account or service	Checking account
10/08/2014	Bank account or service	Checking account
10/24/2014	Bank account or service	Other bank product/service
10/08/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Other bank product/service
10/03/2014	Bank account or service	Checking account
10/03/2014	Bank account or service	Checking account
10/20/2014	Bank account or service	Other bank product/service
10/20/2014	Bank account or service	Checking account
10/15/2014	Bank account or service	Checking account
10/15/2014	Bank account or service	Checking account
10/20/2014	Bank account or service	Other bank product/service
10/15/2014	Bank account or service	Checking account
09/24/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	NY	11421	N/A
Bank of America	NY	11003	N/A
Bank of America	FL	33916	N/A
JPMorgan Chase & Co.	NY	10128	N/A
PNC Bank N.A.	OH	43068	N/A
Bank of America	CA	92821	N/A
Bank of America	NV	89148	N/A
Wells Fargo & Company	CA	92376	N/A
TD Bank US Holding Company	NJ	08094	N/A
Wells Fargo & Company	TX	76040	N/A
JPMorgan Chase & Co.	IL	60452	N/A
The Huntington National Bank	MI	49343	N/A
Bank of America	CA	90034	N/A
Bank of America	VA	23663	N/A
U.S. Bancorp	CA	95670	N/A
PayPal Holdings, Inc.			N/A
TD Bank US Holding Company	CA	92124	N/A
JPMorgan Chase & Co.	NY	11020	N/A
Fifth Third Financial Corporation	IL	60462	N/A
JPMorgan Chase & Co.	NY	11375	N/A
Citibank			N/A
Bank of America	MA	02481	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/24/2014	Closed with monetary relief	Yes	No
Web	09/23/2014	Closed with monetary relief	Yes	No
Postal mail	11/03/2014	Closed with explanation	Yes	Yes
Web	09/24/2014	Closed with explanation	Yes	No
Referral	10/08/2014	Closed with explanation	Yes	No
Web	09/24/2014	Closed with explanation	Yes	No
Web	09/24/2014	Closed with non-monetary relief	Yes	No
Phone	10/08/2014	Closed with explanation	Yes	No
Web	10/24/2014	Closed with explanation	Yes	No
Referral	10/15/2014	Closed with monetary relief	Yes	No
Web	10/24/2014	Closed with explanation	Yes	Yes
Referral	10/15/2014	Closed with monetary relief	Yes	Yes
Web	10/14/2014	Closed with explanation	Yes	Yes
Web	10/03/2014	Closed with non-monetary relief	Yes	No
Referral	10/09/2014	Closed with explanation	Yes	No
Phone	10/22/2014	Closed with explanation	Yes	No
Web	10/24/2014	Closed with explanation	Yes	No
Web	10/15/2014	Closed with explanation	Yes	No
Web	10/15/2014	Closed with explanation	Yes	No
Web	10/20/2014	Closed with explanation	Yes	No
Web	10/20/2014	Closed with explanation	Yes	No
Postal mail	10/07/2014	Closed with non-monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1085137
1041736
1070539
1043627
1055962
1042325
1042328
1055991
1085740
1062790
1085787
1062798
1068999
1056684
1056962
1078779
1078782
1071272
1071279
1077188
1071297
1043725

Bank Account or Service Complaints

Based on Consumer Complaints

09/24/2014	Bank account or service	Other bank product/service
09/24/2014	Bank account or service	Checking account
09/29/2014	Bank account or service	Checking account
09/29/2014	Bank account or service	Checking account
09/29/2014	Bank account or service	Checking account
09/29/2014	Bank account or service	Checking account
09/29/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Checking account
10/08/2014	Bank account or service	Checking account
10/29/2014	Bank account or service	Checking account
10/08/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	(CD) Certificate of deposit
10/21/2014	Bank account or service	Checking account
10/03/2014	Bank account or service	Other bank product/service
10/21/2014	Bank account or service	Other bank product/service
10/21/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Checking account
10/03/2014	Bank account or service	Checking account
09/24/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Problems caused by my funds being low
Problems caused by my funds being low
Problems caused by my funds being low
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Citizens Financial Group, Inc.	MA	01845		N/A
Bank of America	MA	02333		N/A
JPMorgan Chase & Co.	CA	93004		N/A
Navy FCU	MD	20744		N/A
Bank of America	NC	27317	Older American	N/A
Wells Fargo & Company	MD	21060		N/A
Wells Fargo & Company	AZ	85225		N/A
Citibank	NY	11375		N/A
Citizens Financial Group, Inc.	DC	20005		N/A
TD Bank US Holding Company	CT	06320		N/A
PNC Bank N.A.	IA	52761		N/A
Citibank	NY	11375		N/A
U.S. Bancorp	CA	95377		N/A
Banco Popular North America	FL	32757		N/A
Citibank	NY	11372		N/A
HSBC North America Holdings Inc.	OK	74146	Older American	N/A
Wells Fargo & Company	FL	33781		N/A
HSBC North America Holdings Inc.	FL	33301		N/A
Regions Financial Corporation	TN	37617		N/A
U.S. Bancorp	AZ	85395		N/A
JPMorgan Chase & Co.				N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	09/30/2014	Closed with explanation	Yes	No
Phone	10/23/2014	Closed with explanation	Yes	Yes
Referral	10/01/2014	Closed with explanation	Yes	No
Referral	10/03/2014	Closed with explanation	Yes	No
Phone	09/30/2014	Closed with monetary relief	Yes	No
Referral	10/03/2014	Closed with explanation	Yes	Yes
Referral	10/03/2014	Closed with explanation	Yes	No
Web	10/27/2014	Closed with explanation	Yes	No
Web	10/08/2014	Closed with monetary relief	Yes	No
Web	11/04/2014	Closed with explanation	Yes	No
Web	10/08/2014	Closed with explanation	Yes	No
Web	10/21/2014	Closed with explanation	Yes	No
Web	10/30/2014	Closed with monetary relief	Yes	No
Referral	10/27/2014	Closed with monetary relief	Yes	No
Referral	10/27/2014	Closed with monetary relief	Yes	No
Referral	10/09/2014	Closed with explanation	Yes	No
Referral	10/27/2014	Closed with explanation	Yes	No
Referral	10/27/2014	Closed with explanation	Yes	Yes
Referral	10/27/2014	Closed with explanation	Yes	No
Web	10/03/2014	Closed with explanation	Yes	No
Postal mail	10/07/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1042556
1042559
1050139
1050143
1049747
1050146
1050147
1079142
1063970
1092585
1064008
1079144
1093088
1079793
1079801
1057091
1080282
1079919
1079926
1056913
1043849

Bank Account or Service Complaints

Based on Consumer Complaints

10/21/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Savings account
10/15/2014	Bank account or service	Checking account
09/24/2014	Bank account or service	Checking account
09/24/2014	Bank account or service	Checking account
10/09/2014	Bank account or service	Checking account
10/09/2014	Bank account or service	Checking account
10/24/2014	Bank account or service	Checking account
09/24/2014	Bank account or service	Savings account
10/24/2014	Bank account or service	Checking account
10/24/2014	Bank account or service	Checking account
09/24/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/03/2014	Bank account or service	Checking account
10/24/2014	Bank account or service	Checking account
10/24/2014	Bank account or service	Other bank product/service
10/24/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	CA	90505		N/A
Wells Fargo & Company	NV	89141		N/A
Goldman Sachs Bank USA	MA	01089		N/A
SunTrust Banks, Inc.	FL	34741	Older American	N/A
Wells Fargo & Company	UT	84604		N/A
Bank of America	CA	94965		N/A
Bank of America				N/A
Wells Fargo & Company				N/A
PNC Bank N.A.	IN	46016		N/A
JPMorgan Chase & Co.	PA	19012	Older American	N/A
PNC Bank N.A.	NJ	08854		N/A
Bank of the West	UT	84095		N/A
BB&T Financial	FL	33462		N/A
SunTrust Banks, Inc.	VA	23881		N/A
JPMorgan Chase & Co.	CA	94124		N/A
Wells Fargo & Company	PA	19603		N/A
SunTrust Banks, Inc.	GA	30064	Older American	N/A
The Huntington National Bank	IN	46241		N/A
Wells Fargo & Company	CO	80011	Older American	N/A
Wells Fargo & Company	CA	95610		N/A
First Tennessee Bank	TN	38018		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	10/27/2014	Closed with explanation	Yes	No
Referral	10/27/2014	Closed with explanation	Yes	Yes
Referral	10/27/2014	Closed with explanation	Yes	No
Web	10/17/2014	Closed with explanation	Yes	Yes
Referral	09/30/2014	Closed with explanation	Yes	No
Referral	09/30/2014	Closed with monetary relief	Yes	No
Web	10/16/2014	Closed with explanation	Yes	Yes
Web	10/16/2014	Closed with explanation	Yes	Yes
Postal mail	10/27/2014	Closed with explanation	Yes	No
Web	09/24/2014	Closed with explanation	Yes	No
Referral	10/27/2014	Closed with explanation	Yes	No
Referral	10/29/2014	Closed with monetary relief	Yes	No
Web	09/24/2014	Closed with explanation	Yes	No
Phone	11/05/2014	Closed with monetary relief	Yes	No
Web	10/21/2014	Closed with explanation	Yes	Yes
Phone	11/04/2014	Closed with non-monetary relief	Yes	No
Web	10/30/2014	Closed with monetary relief	Yes	No
Web	10/03/2014	Closed with monetary relief	Yes	No
Phone	10/27/2014	Closed with explanation	Yes	No
Web	10/24/2014	Closed with explanation	Yes	No
Web	10/24/2014	Closed with explanation	No	No

Bank Account or Service Complaints

Based on Consumer Complaints

1080187
1080223
1080335
1071544
1042862
1042860
1066000
1066001
1085135
1042883
1085905
1085910
1042188
1093285
1079764
1093397
1093454
1057215
1086268
1084904
1086335

Bank Account or Service Complaints

Based on Consumer Complaints

10/15/2014	Bank account or service	Other bank product/service
10/24/2014	Bank account or service	Other bank product/service
10/15/2014	Bank account or service	Checking account
10/09/2014	Bank account or service	Checking account
10/24/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Other bank product/service
10/25/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Checking account
10/25/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Other bank product/service
10/15/2014	Bank account or service	Other bank product/service
10/25/2014	Bank account or service	Checking account
10/25/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	GA	30344		N/A
Santander Bank US	NY	11375		N/A
Wells Fargo & Company	FL	33430	Older American	N/A
JPMorgan Chase & Co.	NY	10011		N/A
U.S. Bancorp	UT	84084	Older American	N/A
PNC Bank N.A.	MD	20731		N/A
BB&T Financial	FL	33702		N/A
IBERIABANK	TX	76248		N/A
Wells Fargo & Company	CA	91109		N/A
SunTrust Banks, Inc.	NC	28081		N/A
JPMorgan Chase & Co.	PA	19027		N/A
Capital One				N/A
M&T Bank Corporation	PA	17013		N/A
PNC Bank N.A.	MO	63136		N/A
Bank of America	FL	33146	Older American	N/A
USAA Savings	AZ	85051	Servicemember	N/A
Banco Popular de Puerto Rico	PR	00988		N/A
Bank of America	WA	98204		N/A
OneMain Financial Holdings, LLC	PA	17019		N/A
U.S. Bancorp	OH	43224		N/A
Bank of America	MD	20906	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	10/22/2014	Closed with explanation	Yes	No
Web	10/24/2014	Closed with explanation	Yes	No
Phone	10/22/2014	Closed with explanation	Yes	No
Referral	10/16/2014	Closed with explanation	Yes	No
Phone	10/30/2014	Closed with explanation	Yes	No
Referral	11/05/2014	Closed with explanation	Yes	No
Referral	10/31/2014	Closed with explanation	Yes	No
Referral	10/31/2014	Closed with explanation	Yes	No
Phone	10/30/2014	Closed with explanation	Yes	No
Referral	11/01/2014	Closed with monetary relief	Yes	No
Referral	11/05/2014	Closed with explanation	Yes	No
Referral	10/31/2014	Closed with explanation	Yes	No
Referral	11/01/2014	Closed with monetary relief	Yes	No
Referral	11/05/2014	Closed with explanation	Yes	No
Fax	10/27/2014	Closed with non-monetary relief	Yes	No
Web	10/30/2014	Closed with explanation	Yes	Yes
Phone	11/05/2014	Closed with explanation	Yes	Yes
Web	10/30/2014	Closed with explanation	Yes	No
Referral	10/22/2014	Closed with explanation	Yes	No
Web	10/25/2014	Closed with non-monetary relief	Yes	No
Web	10/25/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1071034
1086473
1072010
1065165
1086520
1094457
1094464
1094466
1086616
1094470
1094472
1094480
1094484
1094485
1080256
1086737
1093823
1093844
1072045
1086800
1086853

Bank Account or Service Complaints

Based on Consumer Complaints

10/26/2014	Bank account or service	Other bank product/service
10/30/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/26/2014	Bank account or service	(CD) Certificate of deposit
10/26/2014	Bank account or service	Checking account
10/26/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/31/2014	Bank account or service	Other bank product/service
10/31/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	(CD) Certificate of deposit
10/27/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	Other bank product/service
10/27/2014	Bank account or service	Checking account
10/16/2014	Bank account or service	Checking account
10/16/2014	Bank account or service	Checking account
10/16/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	32833		N/A
Bank of America	NV	89502		N/A
JPMorgan Chase & Co.	OK	74037		N/A
Zions Bancorporation	UT	84106	Older American	N/A
Union Bank	CA	90302		N/A
Banco Santander Puerto Rico				N/A
Regions Financial Corporation	TN	37830	Servicemember	N/A
Santander Bank US	PA	17608		N/A
Navy FCU	MI	48197	Servicemember	N/A
HSBC North America Holdings Inc.	NJ	08824		N/A
Wells Fargo & Company	CA	95202		N/A
Citibank	WA	98105		N/A
Bank of America	UT	84116		N/A
Bank of America	TX	75115		N/A
BB&T Financial	FL	32926		N/A
TD Bank US Holding Company	NJ	07601		N/A
Bank of America				N/A
Wells Fargo & Company	NC	28052		N/A
People's United Bank	CT	06512		N/A
BBVA Compass	GA	30024		N/A
BBVA Compass	CA	92582		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/26/2014	Closed with explanation	Yes	No
Web	10/30/2014	Closed with non-monetary relief	Yes	No
Web	10/30/2014	Closed with explanation	Yes	Yes
Web	10/26/2014	Closed with explanation	Yes	No
Web	10/26/2014	Closed with explanation	Yes	No
Web	10/27/2014	Closed with explanation	Yes	Yes
Phone	11/05/2014	Closed with explanation	Yes	Yes
Web	10/31/2014	Closed	Yes	No
Web	11/06/2014	Closed with explanation	Yes	No
Web	10/30/2014	Closed with explanation	Yes	No
Referral	10/28/2014	Closed with explanation	Yes	Yes
Referral	10/30/2014	Closed with explanation	Yes	No
Referral	10/30/2014	Closed with explanation	Yes	No
Referral	10/28/2014	Closed with non-monetary relief	Yes	Yes
Referral	10/30/2014	Closed with explanation	Yes	No
Referral	10/30/2014	Closed with explanation	Yes	No
Postal mail	10/31/2014	Closed with explanation	Yes	No
Referral	10/30/2014	Closed with explanation	Yes	No
Referral	10/22/2014	Closed with explanation	Yes	No
Referral	10/22/2014	Closed with explanation	Yes	No
Referral	10/22/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1087000
1093055
1093985
1087072
1086928
1089840
1094097
1096465
1094968
1090130
1089305
1090565
1090666
1089260
1090635
1089336
1090339
1090670
1073565
1073673
1073999

Bank Account or Service Complaints

Based on Consumer Complaints

10/16/2014	Bank account or service	Checking account
10/16/2014	Bank account or service	Other bank product/service
10/27/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	(CD) Certificate of deposit
10/27/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	Checking account
10/31/2014	Bank account or service	Other bank product/service
10/31/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	(CD) Certificate of deposit
10/21/2014	Bank account or service	Other bank product/service
10/16/2014	Bank account or service	Checking account
10/16/2014	Bank account or service	(CD) Certificate of deposit
10/27/2014	Bank account or service	Checking account
10/16/2014	Bank account or service	Cashing a check without an account
10/27/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	Other bank product/service
10/21/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Using a debit or ATM card
Making/receiving payments, sending money
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	CT	06515		N/A
Navy FCU	MS	38671		N/A
USAA Savings	TN	37042		N/A
U.S. Bancorp	IA	52358		N/A
Wells Fargo & Company	AR	72602	Older American	N/A
Bank of America	MD	21229		N/A
TD Bank US Holding Company	MA	01056		N/A
Wells Fargo & Company				N/A
Wells Fargo & Company	IL	60659		N/A
Banco Popular de Puerto Rico	PR	00669	Older American	N/A
TD Bank US Holding Company	NJ	08081		N/A
Wells Fargo & Company	OK	74127		N/A
Bank of America	OH	45011		N/A
Capital One	VA	22901	Older American	N/A
Bank of America	GA	31061		N/A
Wells Fargo & Company	TX	75025	Older American	N/A
Bank of America	FL	33178		N/A
Bank of America	VA	23234		N/A
State Employee's Credit Union	NC	27612		N/A
Bank of America	CA	93543		N/A
Navy FCU	MD	20910		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	10/22/2014	Closed with explanation	Yes	No
Referral	10/20/2014	Closed with monetary relief	Yes	No
Referral	10/31/2014	Closed with explanation	Yes	No
Referral	10/31/2014	Closed with explanation	Yes	No
Postal mail	10/31/2014	Closed with explanation	Yes	No
Referral	10/31/2014	Closed with explanation	Yes	No
Referral	10/31/2014	Closed with monetary relief	Yes	Yes
Postal mail	10/31/2014	Closed with explanation	Yes	No
Referral	11/06/2014	Closed with explanation	Yes	No
Phone	11/06/2014	Closed with monetary relief	Yes	No
Web	10/21/2014	Closed with monetary relief	Yes	No
Phone	10/27/2014	Closed with explanation	Yes	No
Web	10/27/2014	Closed with explanation	Yes	No
Web	10/22/2014	Closed with explanation	Yes	No
Web	10/16/2014	Closed with monetary relief	Yes	No
Web	10/16/2014	Closed with explanation	Yes	Yes
Phone	10/31/2014	Closed with explanation	Yes	Yes
Phone	10/22/2014	Closed with explanation	Yes	No
Web	10/31/2014	Closed with explanation	Yes	No
Referral	10/31/2014	Closed with monetary relief	Yes	No
Phone	10/27/2014	Closed with monetary relief	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1073901
1077447
1090903
1090936
1089474
1090305
1090303
1089510
1095968
1095273
1080459
1080371
1089254
1080479
1073597
1073114
1090694
1073649
1090744
1091013
1080644

Bank Account or Service Complaints

Based on Consumer Complaints

10/27/2014	Bank account or service	Other bank product/service
10/27/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Other bank product/service
10/21/2014	Bank account or service	Other bank product/service
10/27/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Other bank product/service
10/22/2014	Bank account or service	Checking account
10/22/2014	Bank account or service	Checking account
10/22/2014	Bank account or service	Other bank product/service
10/22/2014	Bank account or service	Checking account
10/22/2014	Bank account or service	Checking account
10/16/2014	Bank account or service	Checking account
10/22/2014	Bank account or service	Checking account
10/22/2014	Bank account or service	Checking account
10/28/2014	Bank account or service	Checking account
10/28/2014	Bank account or service	Cashing a check without an account
10/28/2014	Bank account or service	Checking account
10/28/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Using a debit or ATM card
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

PNC Bank N.A.	MD	21046		N/A
Bank of America	IL	46327		N/A
Bank of America	MD	21117		N/A
USAA Savings	FL	33952	Servicemember	N/A
PNC Bank N.A.	VA	20155		N/A
Citibank	SC	29229		N/A
U.S. Bancorp	OH	43017		N/A
JPMorgan Chase & Co.	OR	97062		N/A
PNC Bank N.A.	WI	53235		N/A
TD Bank US Holding Company	DE	19804		N/A
PNC Bank N.A.	MI	48215		N/A
The Northern Trust Company	CA	90056		N/A
Fifth Third Financial Corporation	IL	61834		N/A
Wells Fargo & Company	TX	75206		N/A
Wells Fargo & Company	VA	23605		N/A
Fifth Third Financial Corporation	NC	28208		N/A
PNC Bank N.A.	VA	20146		N/A
Bank of America	CT	06786	Older American	N/A
Banco Santander Puerto Rico	PR	00956		N/A
Bank of America	NV	89081	Servicemember	N/A
Citibank	MA	02472		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	10/31/2014	Closed with explanation	Yes	Yes
Referral	10/31/2014	Closed with explanation	Yes	No
Web	10/21/2014	Closed with explanation	Yes	No
Referral	10/31/2014	Closed with explanation	Yes	No
Web	10/21/2014	Closed with explanation	Yes	No
Web	10/21/2014	Closed with non-monetary relief	Yes	No
Web	10/21/2014	Closed with explanation	Yes	Yes
Phone	10/31/2014	Closed with explanation	Yes	Yes
Referral	10/27/2014	Closed with explanation	Yes	No
Web	10/22/2014	Closed with monetary relief	Yes	No
Referral	10/27/2014	Closed with explanation	Yes	Yes
Referral	10/27/2014	Closed with explanation	Yes	No
Referral	10/27/2014	Closed with non-monetary relief	Yes	No
Web	10/22/2014	Closed with explanation	Yes	No
Web	10/16/2014	Closed with explanation	Yes	No
Phone	10/28/2014	Closed with explanation	Yes	No
Phone	10/28/2014	Closed with explanation	Yes	No
Phone	11/03/2014	Closed with explanation	Yes	No
Web	11/03/2014	Closed with explanation	Yes	No
Web	11/03/2014	Closed with monetary relief	Yes	No
Referral	11/03/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1091022
1087617
1080679
1087319
1080737
1080797
1080803
1090948
1080818
1081543
1081763
1081376
1081871
1081606
1074006
1081707
1081735
1087335
1087360
1088860
1087591

Bank Account or Service Complaints

Based on Consumer Complaints

10/31/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Other bank product/service
11/05/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Checking account
10/22/2014	Bank account or service	Checking account
10/22/2014	Bank account or service	Other bank product/service
10/28/2014	Bank account or service	Checking account
10/31/2014	Bank account or service	Checking account
10/28/2014	Bank account or service	Savings account
10/28/2014	Bank account or service	Savings account
10/28/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Checking account
10/22/2014	Bank account or service	Checking account
10/31/2014	Bank account or service	Checking account
10/17/2014	Bank account or service	Cashing a check without an account
11/05/2014	Bank account or service	(CD) Certificate of deposit
10/22/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Problems caused by my funds being low
Making/receiving payments, sending money
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	TX	77057		N/A
Citizens Financial Group, Inc.	NY	12770		N/A
Bank of America	NC	28277		N/A
Bank of America	KS	66218		N/A
SunTrust Banks, Inc.	MD	20746	Older American	N/A
PNC Bank N.A.	PA	19121		N/A
Bank of America	CA	94061		N/A
JPMorgan Chase & Co.	NV	89104		N/A
SunTrust Banks, Inc.	GA	30187	Older American	N/A
JPMorgan Chase & Co.	NY	11203		N/A
BancorpSouth Bank	AL	35212		N/A
PNC Bank N.A.	OH	45224	Older American, Servicemember	N/A
PNC Bank N.A.	PA	15202		N/A
Wells Fargo & Company	CA	92255	Servicemember	N/A
Bank of America	MN	55369		N/A
Wells Fargo & Company				N/A
Wells Fargo & Company	DE	19802		N/A
Bank of America				N/A
JPMorgan Chase & Co.	FL	32825		N/A
JPMorgan Chase & Co.	NJ	08050		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/31/2014	Closed with explanation	Yes	No
Referral	11/10/2014	Closed with monetary relief	Yes	No
Referral	11/10/2014	Closed with explanation	Yes	Yes
Web	11/05/2014	Closed with monetary relief	Yes	No
Postal mail	11/06/2014	Closed with monetary relief	Yes	No
Referral	10/27/2014	Closed with explanation	Yes	No
Referral	10/28/2014	Closed with explanation	Yes	No
Postal mail	11/03/2014	Closed with explanation	Yes	No
Phone	11/06/2014	Closed with monetary relief	Yes	No
Phone	11/03/2014	Closed with explanation	Yes	No
Web	11/03/2014	Closed with explanation	Yes	No
Postal mail	11/03/2014	Closed with explanation	Yes	No
Referral	11/07/2014	Closed with explanation	Yes	No
Web	10/22/2014	Closed with explanation	Yes	No
Web	11/06/2014	Closed with explanation	Yes	No
Phone	10/23/2014	Closed with explanation	Yes	No
Referral	11/10/2014	Closed with explanation	Yes	No
Phone	10/27/2014	Closed with explanation	Yes	No
Referral	11/06/2014	Closed with explanation	Yes	No
Phone	11/10/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1096500
1103903
1103888
1102783
1103845
1082022
1082027
1088701
1095592
1087671
1087675
1088706
1102943
1082166
1095652
1075244
1103103
1082308
1103126
1104062

Bank Account or Service Complaints

Based on Consumer Complaints

10/22/2014	Bank account or service	Checking account
10/28/2014	Bank account or service	Checking account
10/17/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Checking account
10/31/2014	Bank account or service	Checking account
10/31/2014	Bank account or service	Other bank product/service
11/10/2014	Bank account or service	Other bank product/service
11/10/2014	Bank account or service	Savings account
11/10/2014	Bank account or service	Other bank product/service
11/05/2014	Bank account or service	Other bank product/service
10/31/2014	Bank account or service	Other bank product/service
11/05/2014	Bank account or service	Checking account
10/31/2014	Bank account or service	Checking account
11/14/2014	Bank account or service	Checking account
11/10/2014	Bank account or service	Savings account
11/20/2014	Bank account or service	Savings account
11/01/2014	Bank account or service	Other bank product/service
11/14/2014	Bank account or service	Other bank product/service
11/10/2014	Bank account or service	Savings account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Problems caused by my funds being low
Problems caused by my funds being low
Making/receiving payments, sending money
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Making/receiving payments, sending money
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	CA	92009		N/A
TD Bank US Holding Company	MA	02120	Servicemember	N/A
Wells Fargo & Company	NJ	08609		N/A
JPMorgan Chase & Co.	FL	33301		N/A
PNC Bank N.A.	CA	93103	Older American	N/A
Bank of America				N/A
U.S. Bancorp	OH	45241	Older American	N/A
Bank of America	CA	92877		N/A
Wells Fargo & Company	GA	30041		N/A
TD Bank US Holding Company	FL	33313		N/A
JPMorgan Chase & Co.	OH	43214		N/A
Capital One	TX	78583		N/A
USAA Savings	VA	24479	Older American, Servicemember	N/A
Wells Fargo & Company	NV	89135		N/A
PNC Bank N.A.	IL	60634	Older American	N/A
Citibank	CA	95624	Servicemember	N/A
Bank of America	FL	32304		N/A
Wells Fargo & Company	FL	33647		N/A
PayPal Holdings, Inc.	VA	20111		N/A
First Data Corporation	TX	78504		N/A
Wells Fargo & Company				N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/22/2014	Closed with explanation	Yes	No
Phone	11/04/2014	Closed with monetary relief	Yes	No
Phone	10/23/2014	Closed with explanation	Yes	No
Phone	11/10/2014	Closed with explanation	Yes	No
Web	11/05/2014	Closed with explanation	Yes	No
Phone	11/05/2014	Closed with monetary relief	Yes	Yes
Web	11/10/2014	Closed with explanation	Yes	No
Web	10/31/2014	Closed with explanation	Yes	No
Web	11/10/2014	Closed with explanation	Yes	No
Phone	11/10/2014	Closed with monetary relief	Yes	No
Web	11/10/2014	Closed with explanation	Yes	No
Postal mail	11/06/2014	Closed with monetary relief	Yes	No
Web	10/31/2014	Closed with non-monetary relief	Yes	No
Web	11/05/2014	Closed with non-monetary relief	Yes	No
Web	10/31/2014	Closed with explanation	Yes	No
Web	11/15/2014	Closed with explanation	Yes	Yes
Web	11/10/2014	Closed with monetary relief	Yes	No
Referral	11/26/2014	Closed with explanation	Yes	No
Web	11/06/2014	Closed with explanation	Yes	No
Web	11/15/2014	Closed with monetary relief	Yes	No
Phone	11/13/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1082377
1088032
1075417
1103252
1103290
1104442
1096067
1094881
1110142
1110178
1109926
1103508
1096264
1104379
1096314
1117266
1110347
1132525
1097175
1117767
1110469

Bank Account or Service Complaints

Based on Consumer Complaints

11/06/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Savings account
11/15/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Checking account
11/15/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Checking account
11/15/2014	Bank account or service	Other bank product/service
11/20/2014	Bank account or service	Checking account
11/15/2014	Bank account or service	Checking account
11/01/2014	Bank account or service	Savings account
11/15/2014	Bank account or service	Other bank product/service
11/20/2014	Bank account or service	Other bank product/service
11/20/2014	Bank account or service	Checking account
11/20/2014	Bank account or service	Checking account
11/01/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Checking account
11/11/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Other bank product/service
11/02/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low
Making/receiving payments, sending money
Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

U.S. Bancorp	CA	92840		N/A
Citibank	FL	34491	Older American, Servicemember	N/A
JPMorgan Chase & Co.	FL	33021		N/A
Wells Fargo & Company	TX	75023		N/A
Bank of America	FL	33311	Servicemember	N/A
Zions Bancorporation	TX	77057		N/A
PayPal Holdings, Inc.	NM	87192		N/A
TD Bank US Holding Company	NY	10003		N/A
Zions Bancorporation	TX	77098		N/A
Wells Fargo & Company	SC	29202		N/A
Santander Bank US	MA	01532		N/A
Navy FCU	CA	92037		N/A
Navy FCU	IN	46278		N/A
Fifth Third Financial Corporation	FL	33545		N/A
Bank of America	GA	31419		N/A
SunTrust Banks, Inc.	FL	32820		N/A
Bank of America	TX	77026		N/A
JPMorgan Chase & Co.	MI	48302		N/A
Wells Fargo & Company	AL	36107		N/A
TD Bank US Holding Company	FL	32901		N/A
JPMorgan Chase & Co.	AL	35115	Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	11/12/2014	Closed with monetary relief	Yes	No
Postal mail	11/12/2014	Closed with explanation	Yes	No
Web	11/15/2014	Closed with explanation	Yes	No
Web	11/06/2014	Closed with explanation	Yes	No
Web	11/15/2014	Closed with explanation	Yes	No
Web	11/06/2014	Closed with explanation	Yes	Yes
Web	11/17/2014	Closed with monetary relief	Yes	Yes
Web	11/20/2014	Closed with monetary relief	Yes	No
Web	11/15/2014	Closed with explanation	Yes	No
Web	11/01/2014	Closed with explanation	Yes	No
Web	11/15/2014	Closed	Yes	No
Referral	11/26/2014	Closed with explanation	Yes	Yes
Referral	11/26/2014	Closed with explanation	Yes	No
Referral	11/25/2014	Closed with explanation	Yes	No
Web	11/01/2014	Closed with explanation	Yes	No
Web	11/06/2014	Closed with explanation	Yes	No
Referral	11/12/2014	Closed with explanation	Yes	No
Referral	11/12/2014	Closed with explanation	Yes	No
Web	11/13/2014	Closed with monetary relief	Yes	No
Referral	11/12/2014	Closed with explanation	Yes	Yes
Web	11/06/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1105974

1105993

1118418
1104496
1118441
1104531
1118464
1126829
1118478
1097277
1118516
1132609
1132600
1130260
1097400
1104438
1105761
1104654
1111133
1105629
1097664

Bank Account or Service Complaints

Based on Consumer Complaints

11/16/2014	Bank account or service	Other bank product/service
11/16/2014	Bank account or service	Checking account
11/16/2014	Bank account or service	Checking account
11/20/2014	Bank account or service	Checking account
11/16/2014	Bank account or service	Checking account
11/02/2014	Bank account or service	Checking account
11/11/2014	Bank account or service	Other bank product/service
11/03/2014	Bank account or service	Checking account
11/17/2014	Bank account or service	Checking account
11/11/2014	Bank account or service	Checking account
11/03/2014	Bank account or service	Other bank product/service
11/03/2014	Bank account or service	Other bank product/service
11/17/2014	Bank account or service	Checking account
11/17/2014	Bank account or service	Checking account
11/03/2014	Bank account or service	Checking account
11/17/2014	Bank account or service	Checking account
11/17/2014	Bank account or service	Checking account
11/20/2014	Bank account or service	Checking account
11/17/2014	Bank account or service	Checking account
11/17/2014	Bank account or service	Checking account
11/11/2014	Bank account or service	Other bank product/service
11/06/2014	Bank account or service	Savings account

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Making/receiving payments, sending money
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Webster Bank	WA	98118		N/A
The Huntington National Bank	OH	44240		N/A
Bank of America	NJ	07024		N/A
HSBC North America Holdings Inc.	NY	10472	Older American	N/A
SunTrust Banks, Inc.	MD	20774		N/A
Wells Fargo & Company	NY	12423		N/A
Equifax	MA	02150		N/A
M&T Bank Corporation	DC	20017		N/A
TD Bank US Holding Company	NY	11235	Older American	N/A
Citibank	CA	91403		N/A
Santander Bank US	PA	19551		N/A
BBVA Compass	TX	77293		N/A
JPMorgan Chase & Co.	TN	77868		N/A
PNC Bank N.A.	NJ	07114		N/A
Capital One	LA	70065		N/A
U.S. Bancorp	CA	90048		N/A
PNC Bank N.A.	NC	27526		N/A
Fifth Third Financial Corporation	IL	60473		N/A
Apple Financial Holdings, Inc	NY	10033		N/A
TD Bank US Holding Company	ME	04250		N/A
PayPal Holdings, Inc.	NY	11590		N/A
Wells Fargo & Company	GA	30901		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	11/25/2014	Closed with explanation	Yes	No
Web	11/16/2014	Closed with explanation	Yes	No
Web	11/16/2014	Closed with non-monetary relief	Yes	Yes
Web	11/20/2014	Closed with explanation	Yes	No
Web	11/16/2014	Closed with monetary relief	Yes	No
Web	11/02/2014	Closed with explanation	Yes	No
Web	11/15/2014	Closed with explanation	Yes	No
Web	11/03/2014	Closed with explanation	Yes	No
Referral	11/19/2014	Closed with monetary relief	Yes	No
Web	11/15/2014	Closed with explanation	Yes	Yes
Referral	11/06/2014	Closed with monetary relief	Yes	No
Referral	11/05/2014	Closed with explanation	Yes	Yes
Referral	11/17/2014	Closed with explanation	Yes	No
Referral	11/17/2014	Closed with explanation	Yes	Yes
Referral	11/06/2014	Closed with explanation	Yes	No
Referral	11/21/2014	Closed with explanation	Yes	No
Referral	11/21/2014	Closed with explanation	Yes	No
Web	11/20/2014	Closed with non-monetary relief	Yes	No
Referral	12/12/2014	Closed with monetary relief	Yes	No
Referral	11/17/2014	Closed with explanation	Yes	No
Web	11/14/2014	Closed with explanation	Yes	No
Fax	11/12/2014	Closed with non-monetary relief	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1118748
1118755
1118771
1126901
1118825
1097669
1111153
1097777
1119171
1111149
1099428
1097710
1119459
1120733
1098346
1119472
1120006
1127046
1119531
1120846
1111764
1105142

Bank Account or Service Complaints

Based on Consumer Complaints

11/12/2014	Bank account or service	Checking account
11/12/2014	Bank account or service	Checking account
11/12/2014	Bank account or service	Checking account
11/12/2014	Bank account or service	Checking account
11/20/2014	Bank account or service	Checking account
11/17/2014	Bank account or service	Checking account
11/17/2014	Bank account or service	Checking account
11/20/2014	Bank account or service	Checking account
11/20/2014	Bank account or service	Other bank product/service
11/17/2014	Bank account or service	Checking account
11/20/2014	Bank account or service	(CD) Certificate of deposit
11/20/2014	Bank account or service	Checking account
11/17/2014	Bank account or service	Checking account
11/12/2014	Bank account or service	Checking account
11/12/2014	Bank account or service	Other bank product/service
11/12/2014	Bank account or service	Savings account
11/17/2014	Bank account or service	Other bank product/service
11/12/2014	Bank account or service	Savings account
11/12/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Using a debit or ATM card
Using a debit or ATM card
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	NY	10580		N/A
Expert Global Solutions, Inc.	NY	11375		N/A
Wells Fargo & Company	NY	11375		N/A
Capital One	NY	11375		N/A
Bank of America	NY	11233	Older American	N/A
Bank of America	RI	02915		N/A
Wells Fargo & Company	NY	11520		N/A
Wells Fargo & Company	OK	74126		N/A
Capital One	WV	25801		N/A
Bank of America	VA	22079	Older American	N/A
Wells Fargo & Company	IL	60542		N/A
JPMorgan Chase & Co.	OR	97489		N/A
Capital One				N/A
Wells Fargo & Company	NC	27408	Older American	N/A
Bank of America	FL	33160		N/A
BMO Harris	WI	54970		N/A
Wells Fargo & Company	KS	67846	Older American, Servicemember	N/A
Bank of America	NY	10463		N/A
JPMorgan Chase & Co.	NJ	08054	Older American, Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	11/12/2014	Closed with monetary relief	Yes	No
Web	11/24/2014	Closed with explanation	Yes	No
Web	11/12/2014	Closed with explanation	Yes	No
Web	11/17/2014	Closed with explanation	Yes	No
Referral	11/24/2014	Closed with explanation	Yes	No
Web	11/17/2014	Closed with explanation	Yes	Yes
Referral	11/19/2014	Closed with explanation	Yes	Yes
Phone	11/20/2014	Closed with explanation	Yes	No
Phone	11/20/2014	Closed with explanation	Yes	No
Phone	11/18/2014	Closed with non-monetary relief	Yes	No
Web	11/28/2014	Closed with explanation	Yes	No
Web	11/20/2014	Closed with explanation	Yes	No
Phone	11/20/2014	Closed with explanation	Yes	No
Web	11/12/2014	Closed with explanation	Yes	No
Web	11/12/2014	Closed with explanation	Yes	No
Referral	11/14/2014	Closed with explanation	Yes	No
Web	11/18/2014	Closed with explanation	Yes	No
Referral	11/14/2014	Closed with explanation	Yes	Yes
Phone	11/17/2014	Closed with monetary relief	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1112043
1111917
1111919
1111920
1127558
1120623
1119424
1124048
1124053
1121720
1124134
1124140
1119670
1112540
1112635
1112638
1120880
1112654
1113567

Bank Account or Service Complaints

Based on Consumer Complaints

11/17/2014	Bank account or service	Other bank product/service
11/21/2014	Bank account or service	Checking account
11/17/2014	Bank account or service	Other bank product/service
11/21/2014	Bank account or service	Checking account
11/21/2014	Bank account or service	Checking account
11/17/2014	Bank account or service	Checking account
10/28/2014	Bank account or service	Checking account
11/18/2014	Bank account or service	Checking account
10/28/2014	Bank account or service	Other bank product/service
11/03/2014	Bank account or service	Checking account
11/03/2014	Bank account or service	Other bank product/service
10/28/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Other bank product/service
10/28/2014	Bank account or service	Checking account
10/28/2014	Bank account or service	(CD) Certificate of deposit
10/28/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Other bank product/service
11/03/2014	Bank account or service	Other bank product/service
11/18/2014	Bank account or service	Other bank product/service
11/06/2014	Bank account or service	Checking account
11/18/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Problems caused by my funds being low
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Citibank	NY	11542		N/A
TD Bank US Holding Company	NY	11375		N/A
Wells Fargo & Company	MN	55746		N/A
Wells Fargo & Company	CA	95116		N/A
Bank of America	FL	33881	Older American	N/A
U.S. Bancorp	UT	84123		N/A
BB&T Financial	FL	33166		N/A
Wells Fargo & Company	FL	34134	Older American	N/A
Wells Fargo & Company	PA	19004		N/A
Bank of America	NY	12477		N/A
Santander Consumer USA Holdings Inc	MN	55369		N/A
Fifth Third Financial Corporation	MI	49302		N/A
Bank of America	NJ	08520		N/A
PNC Bank N.A.	PA	19121		N/A
Ally Financial Inc.	CO	80477		N/A
Wells Fargo & Company	PA	19133		N/A
Wells Fargo & Company	NJ	08103		N/A
U.S. Bancorp	MN	55128		N/A
PayPal Holdings, Inc.	CA	91402		N/A
Boeing Employees' Credit Union	WA	98108		N/A
Banco Popular North America	FL	33144		N/A
BNY Mellon	LA	70809		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Fax	11/20/2014	Closed with explanation	Yes	No
Web	11/28/2014	Closed with explanation	Yes	No
Phone	11/18/2014	Closed with explanation	Yes	No
Web	11/21/2014	Closed with monetary relief	Yes	No
Referral	11/25/2014	Closed with monetary relief	Yes	No
Web	11/17/2014	Closed with explanation	Yes	No
Phone	11/03/2014	Closed with explanation	Yes	No
Web	11/18/2014	Closed with monetary relief	Yes	No
Web	11/03/2014	Closed with explanation	Yes	No
Referral	11/06/2014	Closed with explanation	Yes	Yes
Referral	11/13/2014	Closed with explanation	Yes	No
Web	11/03/2014	Closed with explanation	Yes	No
Referral	11/12/2014	Closed with non-monetary relief	Yes	Yes
Phone	11/03/2014	Closed with explanation	Yes	No
Web	11/03/2014	Closed with monetary relief	Yes	No
Web	11/03/2014	Closed with explanation	Yes	Yes
Web	11/14/2014	Closed with explanation	Yes	No
Web	11/06/2014	Closed with explanation	Yes	No
Phone	11/06/2014	Closed with explanation	Yes	No
Web	11/18/2014	Closed with explanation	Yes	No
Web	11/12/2014	Closed with monetary relief	Yes	No
Web	11/18/2014	Closed with monetary relief	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1119807
1134583
1120910
1144070
1130468
1120939
1088141
1121268
1088156
1098405
1098422
1088214
1105196
1088238
1088339
1088368
1105354
1106667
1098696
1121539
1105429
1121581

Bank Account or Service Complaints

Based on Consumer Complaints

11/18/2014	Bank account or service	Other bank product/service
11/18/2014	Bank account or service	Checking account
11/03/2014	Bank account or service	Savings account
11/03/2014	Bank account or service	Checking account
10/29/2014	Bank account or service	Other bank product/service
11/03/2014	Bank account or service	Checking account
10/29/2014	Bank account or service	Other bank product/service
10/29/2014	Bank account or service	Other bank product/service
11/06/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Other bank product/service
11/06/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Checking account
10/29/2014	Bank account or service	Savings account
11/03/2014	Bank account or service	Checking account
11/13/2014	Bank account or service	Checking account
11/13/2014	Bank account or service	Checking account
11/13/2014	Bank account or service	Other bank product/service
11/04/2014	Bank account or service	Other bank product/service
11/04/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Making/receiving payments, sending money
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Regions Financial Corporation	MO	63033		N/A
Bank of America	FL	33069		N/A
Amex	FL	33615		N/A
JPMorgan Chase & Co.	AZ	85142		N/A
Fifth Third Financial Corporation	GA	30308		N/A
Bank of America	FL	33617		N/A
Bank of America	CA	92592		N/A
Capital One	FL	33449		N/A
Bank of America	TX	75081		N/A
Bank of America	TX	77052		N/A
BB&T Financial	FL	34953		N/A
U.S. Bancorp	CA	95916		N/A
JPMorgan Chase & Co.	TX	76105		N/A
TD Bank US Holding Company	NY	11206	Older American	N/A
PayPal Holdings, Inc.	MI	49306		N/A
Citibank	NY	10710		N/A
Webster Bank	CT	06702		N/A
JPMorgan Chase & Co.	DC	20036		N/A
USAA Savings	OH	43230	Servicemember	N/A
Rabobank	CA	94531	Older American	N/A
Wells Fargo & Company	WI	53214		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	11/18/2014	Closed with explanation	Yes	No
Web	11/18/2014	Closed with explanation	Yes	No
Web	11/03/2014	Closed with explanation	Yes	No
Phone	11/04/2014	Closed with explanation	Yes	Yes
Referral	11/03/2014	Closed with explanation	Yes	No
Web	11/03/2014	Closed with explanation	Yes	No
Referral	10/31/2014	Closed with explanation	Yes	No
Web	11/04/2014	Closed with monetary relief	Yes	No
Web	11/06/2014	Closed with monetary relief	Yes	No
Referral	11/13/2014	Closed with explanation	Yes	No
Referral	11/12/2014	Closed with explanation	Yes	No
Referral	11/12/2014	Closed with monetary relief	Yes	No
Referral	11/13/2014	Closed with monetary relief	Yes	No
Web	10/29/2014	Closed with explanation	Yes	No
Web	11/06/2014	Closed with monetary relief	Yes	No
Fax	11/13/2014	Closed with monetary relief	Yes	No
Postal mail	11/18/2014	Closed with monetary relief	Yes	No
Web	11/13/2014	Closed with explanation	Yes	No
Web	11/04/2014	Closed with explanation	Yes	No
Web	11/04/2014	Closed with explanation	Yes	No
Web	12/04/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1121618
1121658
1098881
1098953
1092642
1099017
1091514
1092592
1105702
1105720
1106101
1106103
1106106
1091430
1099224
1114102
1113887
1115677
1101748
1100121
1142112

Bank Account or Service Complaints

Based on Consumer Complaints

11/04/2014	Bank account or service	Checking account
11/13/2014	Bank account or service	Checking account
11/04/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Checking account
11/26/2014	Bank account or service	Other bank product/service
12/04/2014	Bank account or service	Savings account
11/18/2014	Bank account or service	(CD) Certificate of deposit
11/13/2014	Bank account or service	Checking account
10/29/2014	Bank account or service	Checking account
11/04/2014	Bank account or service	Checking account
11/04/2014	Bank account or service	Other bank product/service
11/04/2014	Bank account or service	Checking account
11/04/2014	Bank account or service	Checking account
11/04/2014	Bank account or service	Savings account
11/18/2014	Bank account or service	Checking account
11/13/2014	Bank account or service	Savings account
11/26/2014	Bank account or service	Checking account
11/18/2014	Bank account or service	Checking account
11/26/2014	Bank account or service	Checking account
11/21/2014	Bank account or service	Checking account
11/27/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Using a debit or ATM card
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

FirstMerit Bank	MI	48348		N/A
SunTrust Banks, Inc.	NC	28144		N/A
Bank of America	NY	11207	Servicemember	N/A
U.S. Bancorp	CA	92111		N/A
American Honda Finance Corporation	OH	45013		N/A
Wells Fargo & Company	MI	48103	Older American	N/A
Bank of America	GA	30655		N/A
Wells Fargo & Company	TX	75407		N/A
JPMorgan Chase & Co.	FL	33417	Servicemember	N/A
Regions Financial Corporation	TX	77642		N/A
BMO Harris	IL	60538		N/A
TD Bank US Holding Company	NY	11237		N/A
Bank of America	MD	21122		N/A
Bank of America	MD	20769		N/A
PNC Bank N.A.	MI	49457		N/A
Bank of America	VA	23114		N/A
Citibank	NJ	07093		N/A
Citibank	TX	76825		N/A
TD Bank US Holding Company	FL	32861		N/A
First Tennessee Bank	TN	38117		N/A
Wells Fargo & Company	CA	95207		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	11/04/2014	Closed with explanation	Yes	No
Referral	11/19/2014	Closed with explanation	Yes	No
Web	11/04/2014	Closed with monetary relief	Yes	No
Phone	12/04/2014	Closed with explanation	Yes	Yes
Phone	11/28/2014	Closed with explanation	Yes	No
Web	12/04/2014	Closed with explanation	Yes	No
Referral	11/21/2014	Closed with explanation	Yes	No
Web	11/13/2014	Closed with monetary relief	Yes	No
Referral	11/04/2014	Closed with explanation	Yes	Yes
Referral	11/07/2014	Closed with monetary relief	Yes	No
Referral	11/05/2014	Closed with explanation	Yes	No
Referral	11/05/2014	Closed with monetary relief	Yes	No
Referral	11/07/2014	Closed with monetary relief	Yes	No
Referral	11/07/2014	Closed with monetary relief	Yes	No
Referral	11/19/2014	Closed with explanation	Yes	No
Web	11/13/2014	Closed with monetary relief	Yes	No
Web	11/26/2014	Closed with monetary relief	Yes	No
Referral	11/19/2014	Closed with explanation	Yes	No
Phone	12/01/2014	Closed with monetary relief	Yes	No
Referral	12/01/2014	Closed	Yes	No
Phone	12/01/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1100134
1114833
1100140
1142388
1133912
1142402
1122430
1115666
1092317
1101148
1101089
1100880
1101041
1100985
1125820
1114227
1133964
1125827
1132322
1136382
1134404

Bank Account or Service Complaints

Based on Consumer Complaints

11/13/2014	Bank account or service	Checking account
11/18/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Other bank product/service
12/04/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Savings account
11/27/2014	Bank account or service	Checking account
11/18/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Savings account
11/07/2014	Bank account or service	Checking account
11/27/2014	Bank account or service	Checking account
11/27/2014	Bank account or service	Other bank product/service
11/28/2014	Bank account or service	Other bank product/service
11/21/2014	Bank account or service	Checking account
11/21/2014	Bank account or service	Checking account
10/29/2014	Bank account or service	Savings account
12/04/2014	Bank account or service	Checking account
11/21/2014	Bank account or service	Checking account
11/07/2014	Bank account or service	Checking account
11/28/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

U.S. Bancorp	AZ	85705		N/A
PNC Bank N.A.	MO	64466	Older American	N/A
Regions Financial Corporation	MS	39095		N/A
BB&T Financial	FL	33322		N/A
Wells Fargo & Company	CA	90740		N/A
SKO Brenner American, Inc.	MO	64134	Older American, Servicemember	N/A
Bank of America	CA	90034		N/A
First Tennessee Bank	KY	40241		N/A
BMO Harris	IL	60188		N/A
PNC Bank N.A.	FL	34207		N/A
PNC Bank N.A.	FL	33714		N/A
Bank of America	FL	32570		N/A
Wells Fargo & Company	TX	76018		N/A
Bank of America	CA	92648		N/A
Discover	NY	12201		N/A
Bank of America	MA	01534		N/A
SunTrust Banks, Inc.	VA	22191		N/A
TD Bank US Holding Company	PA	19126		N/A
JPMorgan Chase & Co.	CA	92592		N/A
TD Bank US Holding Company	FL	33446		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	11/13/2014	Closed with monetary relief	Yes	No
Phone	11/20/2014	Closed with explanation	Yes	No
Referral	12/09/2014	Closed with explanation	Yes	No
Referral	12/05/2014	Closed with explanation	Yes	No
Referral	12/05/2014	Closed with explanation	Yes	No
Web	12/08/2014	Closed with explanation	Yes	No
Web	11/18/2014	Closed with explanation	Yes	No
Web	12/04/2014	Closed with explanation	Yes	No
Phone	11/10/2014	Closed with explanation	Yes	No
Referral	12/03/2014	Closed with explanation	Yes	No
Referral	12/03/2014	Closed with explanation	Yes	No
Referral	12/03/2014	Closed with explanation	Yes	No
Referral	11/26/2014	Closed with monetary relief	Yes	No
Referral	11/28/2014	Closed with explanation	Yes	Yes
Phone	11/04/2014	Closed with explanation	Yes	No
Referral	12/08/2014	Closed with monetary relief	Yes	No
Referral	11/25/2014	Closed with monetary relief	Yes	No
Web	11/07/2014	Closed with explanation	Yes	No
Web	11/28/2014	Closed with explanation	Yes	No
Referral	12/05/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1114260
1122237
1144246
1142878
1142170
1134466
1122288
1142057
1106918
1134521
1134531
1135109
1132685
1134785
1092736
1143061
1125289
1106961
1134864
1142083

Bank Account or Service Complaints

Based on Consumer Complaints

12/04/2014	Bank account or service	Checking account
11/21/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	(CD) Certificate of deposit
12/04/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Savings account
11/21/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Other bank product/service
12/04/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Other bank product/service
11/21/2014	Bank account or service	Checking account
11/21/2014	Bank account or service	Checking account
11/07/2014	Bank account or service	Checking account
11/21/2014	Bank account or service	Other bank product/service
11/13/2014	Bank account or service	Savings account
11/13/2014	Bank account or service	Savings account
11/07/2014	Bank account or service	Checking account
10/29/2014	Bank account or service	Checking account
11/21/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Checking account
11/21/2014	Bank account or service	(CD) Certificate of deposit
11/28/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

U.S. Bancorp	CA	92879		N/A
USAA Savings	CA	95825	Older American	N/A
HSBC North America Holdings Inc.	CA	91754		N/A
Wells Fargo & Company	CA	93140		N/A
TCF National Bank	MN	55369	Older American	N/A
TCF National Bank	MI	48211		N/A
Citizens Financial Group, Inc.	MA	02459		N/A
Citizens Financial Group, Inc.	PA	19044		N/A
Wells Fargo & Company				N/A
Wells Fargo & Company	NC	28036		N/A
BBVA Compass	TX	77008		N/A
JPMorgan Chase & Co.	NY	11223	Older American	N/A
BancorpSouth Bank	MI	39540		N/A
Bank of America	IL	60620		N/A
Capital One	NJ	08618		N/A
Citibank	NY	11416		N/A
Fidelity National Information Services, Inc. (FNIS)	TX	76063		N/A
U.S. Bancorp	CA	92150		N/A
Capital One	CA	93117		N/A
JPMorgan Chase & Co.	NY	10011		N/A
Wells Fargo & Company	CO	80209		N/A
Capital One	NY	11779		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	12/08/2014	Closed with monetary relief	Yes	No
Web	11/26/2014	Closed with explanation	Yes	No
Referral	12/05/2014	Closed with explanation	Yes	No
Referral	12/08/2014	Closed with explanation	Yes	No
Referral	12/08/2014	Closed with explanation	Yes	No
Web	11/21/2014	Closed with explanation	Yes	Yes
Referral	12/09/2014	Closed with explanation	Yes	No
Referral	12/09/2014	Closed with monetary relief	Yes	No
Referral	12/11/2014	Closed with explanation	Yes	No
Referral	12/01/2014	Closed with explanation	Yes	No
Referral	12/01/2014	Closed with monetary relief	Yes	No
Postal mail	11/13/2014	Closed with explanation	Yes	No
Referral	12/01/2014	Closed with explanation	Yes	No
Phone	11/13/2014	Closed with explanation	Yes	No
Phone	11/13/2014	Closed with non-monetary relief	Yes	No
Referral	11/13/2014	Closed with explanation	Yes	No
Phone	11/04/2014	Closed with explanation	Yes	Yes
Web	11/21/2014	Closed with explanation	Yes	Yes
Referral	12/05/2014	Closed with explanation	Yes	No
Web	12/04/2014	Closed with explanation	Yes	No
Web	11/21/2014	Closed with explanation	Yes	Yes
Phone	12/01/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1142991
1132692
1143206
1142218
1144254
1127606
1143467
1143410
1142297
1128385
1125100
1108182
1125114
1114552
1114562
1108145
1092567
1124927
1142939
1142959
1124838
1135044

Bank Account or Service Complaints

Based on Consumer Complaints

11/21/2014	Bank account or service	Checking account
11/28/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Checking account
11/21/2014	Bank account or service	Cashing a check without an account
11/21/2014	Bank account or service	Checking account
11/21/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Checking account
11/21/2014	Bank account or service	Checking account
11/07/2014	Bank account or service	Checking account
11/07/2014	Bank account or service	Other bank product/service
10/29/2014	Bank account or service	Checking account
10/29/2014	Bank account or service	Other bank product/service
11/22/2014	Bank account or service	Checking account
11/07/2014	Bank account or service	Checking account
11/07/2014	Bank account or service	Checking account
11/28/2014	Bank account or service	Checking account
11/22/2014	Bank account or service	Checking account
11/22/2014	Bank account or service	Other bank product/service
12/05/2014	Bank account or service	Other bank product/service
11/23/2014	Bank account or service	Other bank product/service
11/29/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Using a debit or ATM card
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of the West	CA	91615		N/A
JPMorgan Chase & Co.	MI	48343		N/A
Bank of America	WA	98072		N/A
JPMorgan Chase & Co.	NY	10462		N/A
PNC Bank N.A.	PA	19121		N/A
Citibank	NY	11375		N/A
U.S. Bancorp	IL	60565		N/A
Wells Fargo & Company	FL	33884		N/A
Capital One	NJ	08836		N/A
Receivables Performance Management LLC	TX	78244	Servicemember	N/A
Bank of America	PA	19149		N/A
JPMorgan Chase & Co.	CA	93041		N/A
Bank of America	MA	02368		N/A
Wells Fargo & Company	MD	20747		N/A
Citizens Financial Group, Inc.	OH	45629		N/A
U.S. Bancorp	WI	54481		N/A
Bank of America	TX	78665	Servicemember	N/A
U.S. Bancorp	CO	80220		N/A
Citibank	IA	52807		N/A
PayPal Holdings, Inc.				N/A
Bank of America	NY	13413		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Fax	12/01/2014	Closed with explanation	Yes	No
Referral	12/03/2014	Closed with explanation	Yes	No
Web	12/04/2014	Closed with explanation	Yes	No
Web	11/21/2014	Closed with non-monetary relief	Yes	No
Phone	12/01/2014	Closed with explanation	Yes	No
Web	12/01/2014	Closed with explanation	Yes	No
Referral	12/08/2014	Closed with explanation	Yes	No
Phone	11/24/2014	Closed with explanation	Yes	Yes
Referral	11/13/2014	Closed with monetary relief	Yes	No
Web	11/13/2014	Closed with explanation	Yes	No
Web	10/29/2014	Closed with non-monetary relief	Yes	Yes
Phone	11/04/2014	Closed with explanation	Yes	No
Web	11/22/2014	Closed with monetary relief	Yes	No
Phone	11/10/2014	Closed with explanation	Yes	No
Referral	11/13/2014	Closed with explanation	Yes	No
Web	11/28/2014	Closed with explanation	Yes	No
Web	11/22/2014	Closed with explanation	Yes	No
Web	11/22/2014	Closed with non-monetary relief	Yes	No
Referral	12/08/2014	Closed with monetary relief	Yes	No
Web	12/01/2014	Closed with explanation	Yes	Yes
Web	11/29/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1124908
1135122
1142250
1124966
1124644
1124597
1142293
1125032
1107368
1108036
1092376
1092383
1125614
1107503
1108140
1135492
1125547
1125250
1145827
1127494
1135749

Bank Account or Service Complaints

Based on Consumer Complaints

11/29/2014	Bank account or service	Checking account
11/23/2014	Bank account or service	Other bank product/service
11/29/2014	Bank account or service	Checking account
11/04/2014	Bank account or service	Other bank product/service
11/24/2014	Bank account or service	Checking account
11/30/2014	Bank account or service	Other bank product/service
11/04/2014	Bank account or service	Checking account
11/04/2014	Bank account or service	Checking account
12/01/2014	Bank account or service	Checking account
11/07/2014	Bank account or service	Checking account
11/04/2014	Bank account or service	Checking account
11/07/2014	Bank account or service	Checking account
11/07/2014	Bank account or service	Other bank product/service
12/01/2014	Bank account or service	Other bank product/service
12/01/2014	Bank account or service	Other bank product/service
11/07/2014	Bank account or service	Checking account
11/04/2014	Bank account or service	Checking account
11/04/2014	Bank account or service	(CD) Certificate of deposit
11/04/2014	Bank account or service	Other bank product/service
11/08/2014	Bank account or service	Other bank product/service
11/09/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Using a debit or ATM card
Making/receiving payments, sending money
Deposits and withdrawals
Problems caused by my funds being low
Making/receiving payments, sending money
Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Capital One	CA	95945		N/A
PayPal Holdings, Inc.	FL	33785		N/A
PNC Bank N.A.	PA	19152		N/A
NetSpend Corporation, a TSYS Company	IN	46226		N/A
U.S. Bancorp	MD	21218		N/A
JPMorgan Chase & Co.	FL	33412		N/A
U.S. Bancorp	MN	55106		N/A
PNC Bank N.A.				N/A
Bank of America	GA	64138		N/A
Wells Fargo & Company	NC	28098		N/A
Wells Fargo & Company	NJ	08536	Older American	N/A
Wells Fargo & Company	CA	92345		N/A
Wells Fargo & Company	CA	95843		N/A
Synchrony Financial	IL	61107		N/A
PNC Bank N.A.	MD	21619		N/A
ACE Cash Express Inc.	TX	78735		N/A
Capital One	LA	71104		N/A
Bank of America	VA	23836	Older American	N/A
Global Client Solutions	TX	75116	Older American	N/A
Synchrony Financial	NY	11212		N/A
JPMorgan Chase & Co.	OR	97119		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	12/04/2014	Closed with explanation	Yes	Yes
Web	11/30/2014	Closed with non-monetary relief	Yes	No
Web	11/29/2014	Closed with explanation	Yes	No
Web	11/07/2014	Closed with monetary relief	Yes	No
Referral	12/01/2014	Closed with explanation	Yes	Yes
Web	11/30/2014	Closed with explanation	Yes	No
Web	11/04/2014	Closed with explanation	Yes	Yes
Phone	11/05/2014	Closed with explanation	Yes	No
Web	12/01/2014	Closed with explanation	Yes	No
Phone	11/10/2014	Closed with monetary relief	Yes	No
Phone	11/05/2014	Closed with explanation	Yes	No
Web	11/07/2014	Closed with monetary relief	Yes	No
Web	11/07/2014	Closed with explanation	Yes	No
Web	12/01/2014	Closed with explanation	Yes	No
Referral	12/03/2014	Closed with explanation	Yes	No
Web	11/13/2014	Closed with explanation	Yes	No
Phone	11/05/2014	Closed with explanation	Yes	Yes
Fax	11/06/2014	Closed with explanation	Yes	Yes
Postal mail	11/07/2014	Closed with explanation	Yes	No
Web	11/14/2014	Closed with explanation	Yes	No
Web	11/09/2014	Closed	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1135936
1125661
1135696
1100386
1128756
1136017
1101882
1100536
1136574
1107603
1100854
1107682
1106599
1136829
1136949
1107857
1101739
1101885
1101751
1108883
1109236

Bank Account or Service Complaints

Based on Consumer Complaints

11/09/2014	Bank account or service	Other bank product/service
11/19/2014	Bank account or service	Checking account
11/13/2014	Bank account or service	Checking account
11/13/2014	Bank account or service	(CD) Certificate of deposit
11/05/2014	Bank account or service	Other bank product/service
11/13/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Checking account
11/10/2014	Bank account or service	Checking account
11/10/2014	Bank account or service	Checking account
11/10/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Checking account
11/13/2014	Bank account or service	Checking account
11/13/2014	Bank account or service	Checking account
11/19/2014	Bank account or service	Other bank product/service
11/05/2014	Bank account or service	Other bank product/service
11/05/2014	Bank account or service	Checking account
11/10/2014	Bank account or service	Other bank product/service
11/24/2014	Bank account or service	Other bank product/service
11/13/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Using a debit or ATM card
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Problems caused by my funds being low
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	NC	28227		N/A
PNC Bank N.A.	PA	18360		N/A
Wells Fargo & Company	FL	33319		N/A
Citibank	TX	77056	Older American	N/A
PayPal Holdings, Inc.	NY	11375		N/A
Bank of America	CA	92615		N/A
RJM Acquisitions LLC (Closed)	TX	75033		N/A
USAA Savings	CA	95864		N/A
Fifth Third Financial Corporation	FL	32833		N/A
SunTrust Banks, Inc.	GA	30312		N/A
Wells Fargo & Company	GA	30312		N/A
FirstMerit Bank	OH	44312		N/A
SunTrust Banks, Inc.	NC	28216		N/A
Citizens Financial Group, Inc.	MA	02136		N/A
Bank of America	CT	06614		N/A
Capital One	OK	73102	Servicemember	N/A
Citibank	TX	77840		N/A
BBVA Compass	TX	75248		N/A
Navy FCU	MD	20646		N/A
BB&T Financial	FL	33707		N/A
Wells Fargo & Company	CA	92805		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	11/09/2014	Closed with explanation	Yes	No
Web	11/19/2014	Closed with explanation	Yes	No
Web	11/13/2014	Closed with monetary relief	Yes	Yes
Web	12/03/2014	Closed with explanation	Yes	Yes
Web	11/05/2014	Closed with non-monetary relief	Yes	No
Web	11/13/2014	Closed with explanation	Yes	No
Web	11/10/2014	Closed with explanation	Yes	Yes
Web	11/05/2014	Closed with non-monetary relief	Yes	Yes
Web	11/10/2014	Closed with explanation	Yes	Yes
Referral	11/14/2014	Closed	Yes	No
Referral	11/14/2014	Closed with explanation	Yes	No
Web	11/10/2014	Closed with explanation	Yes	Yes
Web	11/14/2014	Closed with monetary relief	Yes	No
Phone	11/14/2014	Closed with monetary relief	Yes	No
Referral	12/08/2014	Closed with explanation	Yes	No
Referral	11/10/2014	Closed with explanation	Yes	No
Referral	11/10/2014	Closed with explanation	Yes	No
Web	11/10/2014	Closed with explanation	Yes	Yes
Referral	12/02/2014	Closed with explanation	Yes	No
Web	11/19/2014	Closed with explanation	Yes	Yes
Referral	11/10/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1109064
1126347
1115074
1114918
1102367
1115639
1102266
1103785
1111194
1109433
1109432
1103832
1116305
1115256
1145757
1103062
1103539
1109632
1128655
1115404
1103560

Bank Account or Service Complaints

Based on Consumer Complaints

11/13/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Savings account
11/19/2014	Bank account or service	Other bank product/service
11/24/2014	Bank account or service	Checking account
11/24/2014	Bank account or service	Checking account
11/24/2014	Bank account or service	Checking account
11/14/2014	Bank account or service	Other bank product/service
11/19/2014	Bank account or service	Checking account
11/24/2014	Bank account or service	Checking account
11/10/2014	Bank account or service	Checking account
11/24/2014	Bank account or service	Checking account
12/01/2014	Bank account or service	Checking account
11/24/2014	Bank account or service	Savings account
11/19/2014	Bank account or service	Checking account
12/01/2014	Bank account or service	Checking account
11/25/2014	Bank account or service	Checking account
12/05/2014	Bank account or service	Checking account
12/05/2014	Bank account or service	Other bank product/service
12/05/2014	Bank account or service	Savings account
11/19/2014	Bank account or service	Other bank product/service
11/25/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	RI	02904		N/A
Wells Fargo & Company	CA	94583		N/A
SunTrust Banks, Inc.	TN	37934		N/A
TD Bank US Holding Company	NY	11209		N/A
TD Bank US Holding Company	NJ	07407		N/A
USAA Savings	OR	97298		N/A
Navy FCU	IL	60626		N/A
BBVA Compass	AZ	85345		N/A
PNC Bank N.A.	PA	19140		N/A
JPMorgan Chase & Co.	TX	78232		N/A
Wells Fargo & Company	FL	32221		N/A
Barclays PLC	CA	91104		N/A
Santander Bank US	MA	02458		N/A
Santander Bank US	RI	02882		N/A
Wells Fargo & Company	TX	77090		N/A
Bank of America	MO	65616	Older American	N/A
Citibank	CA	94501		N/A
Bank of America			Older American	N/A
U.S. Bancorp	TN	37217		N/A
Wells Fargo & Company	NY	14810		N/A
BB&T Financial	VA	22192	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	11/13/2014	Closed with monetary relief	Yes	No
Referral	11/10/2014	Closed with explanation	Yes	Yes
Web	11/19/2014	Closed with non-monetary relief	Yes	No
Referral	12/02/2014	Closed with monetary relief	Yes	No
Referral	12/02/2014	Closed with monetary relief	Yes	No
Web	11/24/2014	Closed with explanation	Yes	Yes
Web	11/14/2014	Closed with explanation	Yes	Yes
Referral	11/24/2014	Closed with explanation	Yes	No
Referral	11/25/2014	Closed with explanation	Yes	No
Referral	11/14/2014	Closed with explanation	Yes	No
Web	11/24/2014	Closed with explanation	Yes	No
Referral	12/05/2014	Closed with explanation	Yes	No
Fax	12/02/2014	Closed	Yes	Yes
Web	11/19/2014	Closed with explanation	Yes	No
Phone	12/01/2014	Closed with explanation	Yes	No
Web	11/25/2014	Closed with monetary relief	Yes	Yes
Referral	12/09/2014	Closed with explanation	Yes	No
Web	12/08/2014	Closed with explanation	Yes	No
Referral	12/08/2014	Closed with explanation	Yes	No
Phone	11/19/2014	Closed with explanation	Yes	No
Web	12/02/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1115412
1103879
1126031
1128880
1128881
1129795
1116478
1127968
1129233
1110734
1129228
1137816
1128245
1126275
1137142
1130582
1144693
1144746
1145062
1123161
1130643

Bank Account or Service Complaints

Based on Consumer Complaints

11/25/2014	Bank account or service	Other bank product/service
12/01/2014	Bank account or service	Other bank product/service
12/01/2014	Bank account or service	Other bank product/service
11/14/2014	Bank account or service	Other bank product/service
11/25/2014	Bank account or service	(CD) Certificate of deposit
12/05/2014	Bank account or service	Other bank product/service
12/11/2014	Bank account or service	Savings account
12/01/2014	Bank account or service	Savings account
12/11/2014	Bank account or service	Checking account
12/11/2014	Bank account or service	Checking account
12/01/2014	Bank account or service	Checking account
12/11/2014	Bank account or service	Checking account
12/05/2014	Bank account or service	Checking account
12/11/2014	Bank account or service	Checking account
11/25/2014	Bank account or service	Checking account
12/11/2014	Bank account or service	Checking account
12/11/2014	Bank account or service	Checking account
11/19/2014	Bank account or service	Other bank product/service
11/14/2014	Bank account or service	Checking account
12/11/2014	Bank account or service	(CD) Certificate of deposit
12/02/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	IL	62704		N/A
Bank of America	MA	01588		N/A
BNY Mellon	DE	19709		N/A
Wells Fargo & Company	CO	80525		N/A
Valley National Bank	MD	21209	Older American	N/A
New York Community Bank	NY	11434		N/A
TD Bank US Holding Company	MA	02657		N/A
Bank of America				N/A
Commerce Bank	MO	64155		N/A
Bank of the West	CA	93212		N/A
Wells Fargo & Company	FL	33186		N/A
U.S. Bancorp	WI	53011		N/A
The Huntington National Bank	MI	48162		N/A
Bank of America	TX	75969		N/A
JPMorgan Chase & Co.	NJ	07080		N/A
Citizens Financial Group, Inc.	NY	14215		N/A
JPMorgan Chase & Co.	TX	78542		N/A
Union Bank	CA	91311	Older American	N/A
Fifth Third Financial Corporation	FL	33545		N/A
Santander Bank US	MA	02632		N/A
U.S. Bancorp	VI	22611		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	12/02/2014	Closed with explanation	Yes	No
Web	12/01/2014	Closed with explanation	Yes	No
Phone	12/05/2014	Closed with explanation	Yes	No
Web	11/14/2014	Closed with explanation	Yes	No
Phone	12/01/2014	Closed with explanation	Yes	No
Referral	12/10/2014	Closed with explanation	Yes	No
Phone	12/15/2014	Closed with explanation	Yes	No
Web	12/05/2014	Closed with explanation	Yes	No
Web	12/11/2014	Closed with explanation	Yes	No
Referral	12/15/2014	Closed with explanation	Yes	No
Web	12/01/2014	Closed with explanation	Yes	No
Referral	12/15/2014	Closed with explanation	Yes	Yes
Web	12/05/2014	Closed with explanation	Yes	Yes
Referral	12/15/2014	Closed with explanation	Yes	No
Fax	11/25/2014	Closed with monetary relief	Yes	Yes
Referral	12/15/2014	Closed with explanation	Yes	No
Referral	12/15/2014	Closed with monetary relief	Yes	No
Postal mail	11/25/2014	Closed with explanation	Yes	No
Web	11/14/2014	Closed with explanation	Yes	No
Referral	12/15/2014	Closed with explanation	Yes	No
Web	12/29/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1130930
1137502
1137529
1117206
1130729
1145372
1152629
1137671
1152653
1153163
1138420
1153138
1145121
1153329
1130852
1153139
1152733
1123565
1118358
1152791
1138592

Bank Account or Service Complaints

Based on Consumer Complaints

12/06/2014	Bank account or service	Checking account
12/11/2014	Bank account or service	Other bank product/service
12/06/2014	Bank account or service	Other bank product/service
12/06/2014	Bank account or service	Other bank product/service
11/25/2014	Bank account or service	Checking account
12/11/2014	Bank account or service	Checking account
12/06/2014	Bank account or service	Checking account
12/02/2014	Bank account or service	Checking account
12/11/2014	Bank account or service	Other bank product/service
12/07/2014	Bank account or service	Checking account
12/02/2014	Bank account or service	Checking account
12/08/2014	Bank account or service	Other bank product/service
12/08/2014	Bank account or service	Other bank product/service
12/02/2014	Bank account or service	Checking account
12/08/2014	Bank account or service	Checking account
12/08/2014	Bank account or service	Checking account
12/08/2014	Bank account or service	Checking account
12/12/2014	Bank account or service	Checking account
12/12/2014	Bank account or service	Checking account
12/08/2014	Bank account or service	Other bank product/service
12/02/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Account opening, closing, or management
Making/receiving payments, sending money
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Making/receiving payments, sending money
Using a debit or ATM card
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	VA	23220	Older American	N/A
JPMorgan Chase & Co.	NY	10019		N/A
Wells Fargo & Company	NJ	07106		N/A
Wells Fargo & Company	AZ	85014		N/A
TD Bank US Holding Company	PA	19152		N/A
JPMorgan Chase & Co.	RI	02915		N/A
Wells Fargo & Company	MN	55122		N/A
Bank of America	ME	04078		N/A
Synchrony Financial	DC	20002		N/A
SunTrust Banks, Inc.	GA	30349		N/A
Wells Fargo & Company	FL	33134	Older American	N/A
PayPal Holdings, Inc.	CA	95134		N/A
Wells Fargo & Company	DE	19709		N/A
Bank of America	CA	95336		N/A
Bank of America	CA	92553		N/A
Regions Financial Corporation	FL	33815		N/A
HSBC North America Holdings Inc.			Older American	N/A
JPMorgan Chase & Co.	CA	93552		N/A
PNC Bank N.A.	DC	20002		N/A
Bank of America	CA	90503		N/A
Comerica	WA	98540		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	12/10/2014	Closed with explanation	Yes	No
Postal mail	12/15/2014	Closed with explanation	Yes	No
Web	12/06/2014	Closed	Yes	No
Web	12/06/2014	Closed with explanation	Yes	No
Referral	12/03/2014	Closed with explanation	Yes	Yes
Phone	12/11/2014	Closed with explanation	Yes	Yes
Web	12/06/2014	Closed with explanation	Yes	No
Phone	12/03/2014	Closed with monetary relief	Yes	Yes
Web	12/15/2014	Closed with monetary relief	Yes	No
Web	12/07/2014	Closed with monetary relief	Yes	No
Web	12/02/2014	Closed with explanation	Yes	No
Web	12/19/2014	Closed with explanation	Yes	No
Referral	12/08/2014	Closed with explanation	Yes	No
Phone	12/03/2014	Closed with monetary relief	Yes	No
Referral	12/08/2014	Closed with explanation	Yes	No
Web	12/08/2014	Closed with non-monetary relief	Yes	No
Web	12/08/2014	Closed with explanation	Yes	No
Web	12/12/2014	Closed with explanation	Yes	No
Web	12/12/2014	Closed with explanation	Yes	No
Web	12/08/2014	Closed with explanation	Yes	No
Phone	12/05/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1145866
1151916
1145883
1145935
1134019
1152953
1146016
1138762
1153067
1146138
1138946
1146349
1146706
1139036
1146712
1146480
1147879
1153994
1154001
1146790
1139243

Bank Account or Service Complaints

Based on Consumer Complaints

12/08/2014	Bank account or service	Checking account
12/08/2014	Bank account or service	Checking account
12/08/2014	Bank account or service	(CD) Certificate of deposit
12/12/2014	Bank account or service	Other bank product/service
12/08/2014	Bank account or service	Checking account
12/08/2014	Bank account or service	Checking account
12/08/2014	Bank account or service	Checking account
12/12/2014	Bank account or service	Checking account
12/12/2014	Bank account or service	Checking account
11/25/2014	Bank account or service	Other bank product/service
11/26/2014	Bank account or service	Checking account
11/25/2014	Bank account or service	Checking account
11/25/2014	Bank account or service	Savings account
01/02/2015	Bank account or service	Other bank product/service
11/25/2014	Bank account or service	Checking account
11/25/2014	Bank account or service	Checking account
12/02/2014	Bank account or service	Other bank product/service
11/26/2014	Bank account or service	Other bank product/service
12/12/2014	Bank account or service	Checking account
12/02/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Problems caused by my funds being low
Problems caused by my funds being low
Deposits and withdrawals
Using a debit or ATM card
Deposits and withdrawals
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	OR	97487		N/A
Wells Fargo & Company	MN	97038	Older American	N/A
Fifth Third Financial Corporation	OH	44024		N/A
JPMorgan Chase & Co.	NJ	07843		N/A
Regions Financial Corporation	FL	32861		N/A
Citibank	AL	35160	Older American	N/A
Bank of America	CA	90262		N/A
TD Bank US Holding Company	NY	11207		N/A
PNC Bank N.A.	IL	60640		N/A
U.S. Bancorp	OR	97206		N/A
BB&T Financial	VA	23235	Older American, Servicemember	N/A
First National Bank of Omaha	NE	69337		N/A
JPMorgan Chase & Co.	CA	90806		N/A
Equity National Title and Closing Services, Inc.	NH	03867		N/A
Citibank	NY	10002		N/A
Regions Financial Corporation	MS	39212		N/A
Wells Fargo & Company	FL	33511		N/A
PayPal Holdings, Inc.	FL	33462		N/A
Bank of America	NY	10040		N/A
Amex	TN	37363		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	12/08/2014	Closed with explanation	Yes	No
Postal mail	12/08/2014	Closed with monetary relief	Yes	No
Web	12/08/2014	Closed with explanation	Yes	Yes
Web	12/12/2014	Closed with explanation	Yes	No
Phone	12/08/2014	Closed with explanation	Yes	No
Phone	12/09/2014	Closed with explanation	Yes	No
Referral	12/08/2014	Closed with non-monetary relief	Yes	Yes
Phone	12/15/2014	Closed with monetary relief	Yes	No
Referral	12/15/2014	Closed with explanation	Yes	No
Referral	12/03/2014	Closed with explanation	Yes	Yes
Postal mail	12/03/2014	Closed with explanation	Yes	No
Phone	11/26/2014	Closed with explanation	No	No
Phone	11/26/2014	Closed with explanation	Yes	No
Referral	01/07/2015	Untimely response	No	
Referral	11/26/2014	Closed with monetary relief	Yes	Yes
Referral	12/03/2014	Closed with monetary relief	Yes	No
Web	12/02/2014	Closed with explanation	Yes	Yes
Web	12/01/2014	Closed with monetary relief	Yes	Yes
Web	12/12/2014	Closed with monetary relief	Yes	No
Web	12/03/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1146878
1148359
1146772
1154093
1146329
1146396
1147073
1154255
1154487
1131632
1132364
1131435
1131485
1178453
1132771
1131713
1138177
1132780
1154825
1138224

Bank Account or Service Complaints

Based on Consumer Complaints

11/26/2014	Bank account or service	Savings account
12/12/2014	Bank account or service	Checking account
11/26/2014	Bank account or service	Checking account
11/26/2014	Bank account or service	Checking account
12/13/2014	Bank account or service	Checking account
12/03/2014	Bank account or service	Checking account
12/18/2014	Bank account or service	Checking account
12/18/2014	Bank account or service	Checking account
12/18/2014	Bank account or service	Checking account
11/26/2014	Bank account or service	Checking account
12/13/2014	Bank account or service	Checking account
12/13/2014	Bank account or service	Checking account
12/18/2014	Bank account or service	Other bank product/service
12/08/2014	Bank account or service	Other bank product/service
12/14/2014	Bank account or service	Checking account
12/14/2014	Bank account or service	Checking account
12/03/2014	Bank account or service	Checking account
12/14/2014	Bank account or service	Checking account
12/03/2014	Bank account or service	Checking account
12/14/2014	Bank account or service	Checking account
12/24/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Account opening, closing, or management
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	FL	33156		N/A
Navy FCU	NV	89032	Older American, Servicemember	N/A
U.S. Bancorp	IL	60642		N/A
Amex	OR	97501	Older American	N/A
Regions Financial Corporation	TN	37027		N/A
Citizens Financial Group, Inc.	MA	01960		N/A
Wells Fargo & Company	AZ	85625		N/A
Santander Bank US	PA	19601	Older American	N/A
Wells Fargo & Company	TX	77024		N/A
USAA Savings	TX	75126		N/A
Capital One	PA	19038		N/A
Associated Bank	WI	53214		N/A
JPMorgan Chase & Co.	NY	10023		N/A
JPMorgan Chase & Co.	CO	80459		N/A
Bank of America	OR	97024		N/A
Bank of America	FL	33142		N/A
PNC Bank N.A.	OH	43228		N/A
USAA Savings	VA	20109		N/A
Wells Fargo & Company	FL	33029		N/A
TD Bank US Holding Company	AZ	85737		N/A
PNC Bank N.A.	NC	27577		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	12/02/2014	Closed with explanation	Yes	No
Web	12/12/2014	Closed with explanation	Yes	No
Web	11/26/2014	Closed with explanation	Yes	Yes
Web	11/26/2014	Closed with monetary relief	Yes	No
Web	12/13/2014	Closed with explanation	Yes	No
Referral	12/22/2014	Closed with monetary relief	Yes	No
Phone	12/18/2014	Closed with explanation	Yes	No
Phone	12/19/2014	Closed with explanation	Yes	No
Referral	12/19/2014	Closed with explanation	Yes	No
Referral	12/03/2014	Closed with monetary relief	Yes	No
Web	12/13/2014	Closed with explanation	Yes	No
Web	12/13/2014	Closed with explanation	Yes	No
Web	12/18/2014	Closed with explanation	Yes	Yes
Phone	12/08/2014	Closed with explanation	Yes	No
Web	12/14/2014	Closed with explanation	Yes	No
Web	12/14/2014	Closed with explanation	Yes	No
Referral	12/05/2014	Closed	Yes	No
Web	12/14/2014	Closed with explanation	Yes	No
Referral	12/08/2014	Closed with explanation	Yes	No
Web	12/14/2014	Closed with monetary relief	Yes	No
Web	12/24/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1133291

1155026

1133080
1133121
1155543
1140687
1162428
1162454
1162569
1133353
1155692
1155693
1161867
1147168
1155857
1155875
1141025
1155909
1143647
1155763
1170154

Bank Account or Service Complaints

Based on Consumer Complaints

11/26/2014	Bank account or service	Savings account
12/03/2014	Bank account or service	Checking account
12/15/2014	Bank account or service	Other bank product/service
12/03/2014	Bank account or service	Other bank product/service
12/24/2014	Bank account or service	Checking account
12/03/2014	Bank account or service	Checking account
12/24/2014	Bank account or service	Checking account
12/15/2014	Bank account or service	Checking account
12/15/2014	Bank account or service	Checking account
12/24/2014	Bank account or service	Checking account
12/03/2014	Bank account or service	Savings account
12/15/2014	Bank account or service	Checking account
12/15/2014	Bank account or service	Checking account
12/18/2014	Bank account or service	Checking account
12/24/2014	Bank account or service	Checking account
12/18/2014	Bank account or service	(CD) Certificate of deposit
12/18/2014	Bank account or service	Other bank product/service
12/24/2014	Bank account or service	Checking account
11/26/2014	Bank account or service	Other bank product/service
12/03/2014	Bank account or service	Savings account
12/03/2014	Bank account or service	Checking account
12/08/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Using a debit or ATM card
Deposits and withdrawals
Account opening, closing, or management
Making/receiving payments, sending money
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Using a debit or ATM card
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

HSBC North America Holdings Inc.	NY	10036		N/A
Wells Fargo & Company	CA	92692		N/A
BMO Harris	IN	47834		N/A
TD Bank US Holding Company	DE	19702		N/A
Wells Fargo & Company	MD	21117		N/A
Bank of America	VA	24577	Servicemember	N/A
Bank of the West	CA	95128		N/A
U.S. Bancorp	WA	99208		N/A
Amex	NJ	08859		N/A
BMO Harris	WI	54548	Older American	N/A
Bank of America	TX	75202	Older American	N/A
BBVA Compass	AZ	85016		N/A
USAA Savings	FL	32814	Servicemember	N/A
Wells Fargo & Company	TX	76137		N/A
Fifth Third Financial Corporation	MI	48214		N/A
BankUnited	FL	33442		N/A
PayPal Holdings, Inc.	MD	21774		N/A
U.S. Bancorp	WI	54911		N/A
First Data Corporation	AL	36111		N/A
Webster Bank	MD	21076		N/A
The Huntington National Bank	MI	48506	Older American	N/A
Wells Fargo & Company	CA	91724		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	12/04/2014	Closed with explanation	Yes	Yes
Web	12/03/2014	Closed with non-monetary relief	Yes	No
Web	12/15/2014	Closed with explanation	Yes	No
Referral	12/03/2014	Closed with monetary relief	Yes	No
Web	12/31/2014	Closed with explanation	Yes	No
Web	12/03/2014	Closed with explanation	Yes	No
Web	12/31/2014	Closed with explanation	Yes	No
Referral	12/16/2014	Closed with monetary relief	Yes	No
Referral	12/16/2014	Closed with explanation	Yes	No
Referral	12/29/2014	Closed with explanation	Yes	No
Web	12/08/2014	Closed with non-monetary relief	Yes	No
Referral	12/17/2014	Closed with monetary relief	Yes	No
Referral	12/17/2014	Closed with explanation	Yes	No
Web	12/18/2014	Closed with explanation	Yes	No
Postal mail	12/29/2014	Closed with explanation	Yes	Yes
Web	12/18/2014	Closed with explanation	Yes	No
Web	12/22/2014	Closed with non-monetary relief	Yes	No
Referral	12/29/2014	Closed with explanation	Yes	No
Web	12/04/2014	Closed with explanation	Yes	No
Web	12/03/2014	Closed with explanation	Yes	No
Phone	12/04/2014	Closed with monetary relief	Yes	No
Phone	12/08/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1134009
1141139
1156308
1141145
1169692
1141155
1170263
1156815
1157009
1170303
1141239
1156935
1157262
1162929
1170376
1162947
1162955
1170417
1133848
1141496
1141534
1148377

Bank Account or Service Complaints

Based on Consumer Complaints

12/18/2014	Bank account or service	Checking account
01/07/2015	Bank account or service	Savings account
12/15/2014	Bank account or service	(CD) Certificate of deposit
12/31/2014	Bank account or service	Other bank product/service
12/03/2014	Bank account or service	Other bank product/service
12/24/2014	Bank account or service	Checking account
12/24/2014	Bank account or service	Checking account
12/31/2014	Bank account or service	Checking account
01/07/2015	Bank account or service	Checking account
01/01/2015	Bank account or service	Checking account
12/09/2014	Bank account or service	Checking account
12/25/2014	Bank account or service	Checking account
12/18/2014	Bank account or service	Checking account
01/07/2015	Bank account or service	Other bank product/service
12/25/2014	Bank account or service	Other bank product/service
12/09/2014	Bank account or service	Checking account
01/01/2015	Bank account or service	Other bank product/service
12/09/2014	Bank account or service	Checking account
12/25/2014	Bank account or service	Savings account
12/25/2014	Bank account or service	Checking account
12/25/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals
Account opening, closing, or management
Account opening, closing, or management
Using a debit or ATM card
Account opening, closing, or management
Problems caused by my funds being low
Deposits and withdrawals
Account opening, closing, or management
Problems caused by my funds being low
Problems caused by my funds being low
Account opening, closing, or management
Deposits and withdrawals
Making/receiving payments, sending money
Making/receiving payments, sending money
Deposits and withdrawals
Deposits and withdrawals
Making/receiving payments, sending money
Account opening, closing, or management
Deposits and withdrawals
Deposits and withdrawals
Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

U.S. Bancorp	WA	98155		N/A
PNC Bank N.A.	OH	43123		N/A
JPMorgan Chase & Co.	NY	11419		N/A
PNC Bank N.A.	NJ	07090		N/A
Wells Fargo & Company	CO	80222		N/A
Bank of the West	OR	97220		N/A
Bank of Hawaii	HI	96719	Older American	N/A
Santander Bank US	DC	20010		N/A
Citibank	CA	90254		N/A
TD Bank US Holding Company	NJ	08004		N/A
BOK Financial Corp	TX	75068		N/A
JPMorgan Chase & Co.	NJ	08046		N/A
Wells Fargo & Company	CA	92553		N/A
Synchrony Financial	FL	34243	Older American	N/A
PayPal Holdings, Inc.	IL	60628		N/A
JPMorgan Chase & Co.	TX	75243		N/A
PayPal Holdings, Inc.	NY	11779		N/A
Bank of America	FL	32806		N/A
CIT Bank National Association	OR	97007	Older American	N/A
TD Bank US Holding Company	MA	01602		N/A
Bank of America	CA	90036		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	12/18/2014	Closed with monetary relief	Yes	No
Web	01/09/2015	Closed with explanation	Yes	No
Fax	12/15/2014	Closed with explanation	Yes	No
Web	01/07/2015	Closed	Yes	No
Web	12/08/2014	Closed with explanation	Yes	No
Referral	12/31/2014	Closed with monetary relief	Yes	No
Web	12/24/2014	Closed with explanation	Yes	No
Web	12/31/2014	Closed	Yes	No
Web	01/07/2015	Closed with explanation	Yes	No
Referral	01/07/2015	Closed with explanation	Yes	No
Web	12/11/2014	Closed with explanation	Yes	Yes
Web	12/25/2014	Closed with explanation	Yes	No
Postal mail	12/22/2014	Closed with explanation	Yes	No
Phone	01/13/2015	Closed with explanation	Yes	No
Web	12/31/2014	Closed with explanation	Yes	No
Web	12/09/2014	Closed with explanation	Yes	No
Web	01/07/2015	Closed with monetary relief	Yes	No
Web	12/09/2014	Closed with monetary relief	Yes	No
Web	12/25/2014	Closed with explanation	Yes	Yes
Web	12/25/2014	Closed with monetary relief	Yes	No
Web	12/25/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1163115
1184618
1156111
1177172
1141636
1169641
1170709
1177357
1185266
1177856
1149669
1170892
1163427
1184856
1170908
1148488
1177943
1148496
1170807
1170932
1170941

Bank Account or Service Complaints

Based on Consumer Complaints

(Results truncated. Use CSV format for all records.)