

Arizona PIRG

Education Fund

Top Ten Consumer Financial Complaint Issues 2020 In the Consumer Financial Protection Bureau (CFPB) Public Consumer [Complaint Database](#)

Arizona PIRG Education Fund and the Frontier Group download of complaints in 2020 ranked by issue selected by the consumer to describe the problem they were having with a company in a complaint product category. (Note: we downloaded all 2020 complaints on February 4, 2021. Complaint totals for 2020 may change slightly if you download complaints today.)

Arizona

Rank	Product	Issue	Complaints
1	Credit reporting, credit repair services, or other personal consumer reports	Incorrect information on your report	1,799
2	Credit reporting, credit repair services, or other personal consumer reports	Problem with a credit reporting company's investigation into an existing problem	1,082
3	Debt collection	Attempts to collect debt not owed	409
4	Checking or savings account	Managing an account	317
5	Mortgage	Trouble during payment process	279
6	Credit reporting, credit repair services, or other personal consumer reports	Improper use of your report	208
7	Debt collection	Written notification about debt	196
8	Credit card or prepaid card	Problem with a purchase shown on your statement	189
9	Debt collection	False statements or representation	134
10	Mortgage	Applying for a mortgage or refinancing an existing mortgage	119

For More Information:
Arizona PIRG Education Fund
835 W. Warner Rd. - Ste. 101-464
Gilbert, AZ 85233

Diane E. Brown at dbrown@arizonapirg.org or (602)252-9227