

LOWEST CONSUMER COMPLAINTS IN THE FINANCE INDUSTRY

Lowest consumer complaints for financial services industry

0.1%

of all financial services complaints reported to the Consumer Finance Protection Bureau (CFPB) were related to short-term credit services in 2023.

1 : 16,400

complaint to transaction ratio in Texas. In 2023, the Texas OCCC received one complaint for every 16,400 consumer borrowing transactions.

Source: CFPB Consumer Response Report, 2023

