



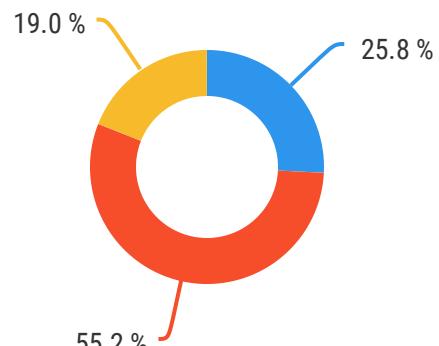
2020 Complaints Summary

2020 vs. 2019

Complaints	Amount Sought	Amount Awarded	Avg complaint value
1340	\$10,961,438	\$1,495,474	\$8,812
+32%	+48%	+248%	+20%



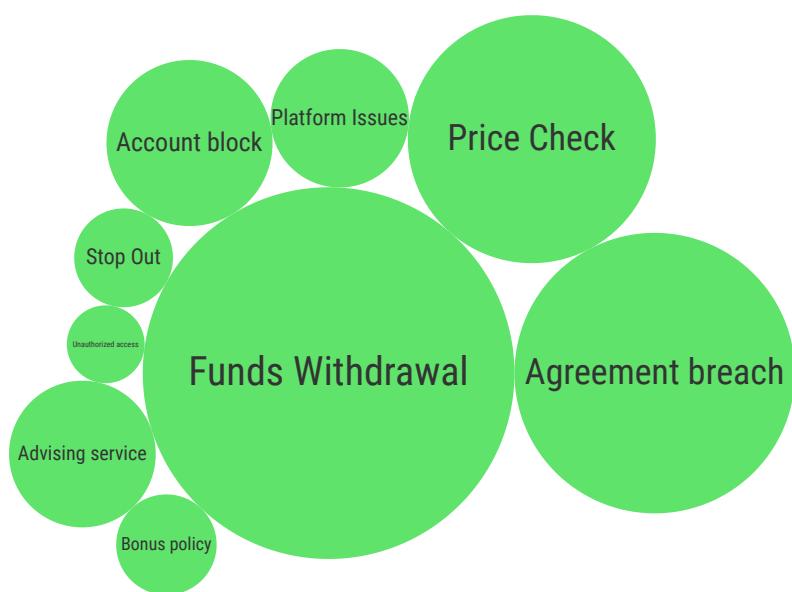
Complaints Categories



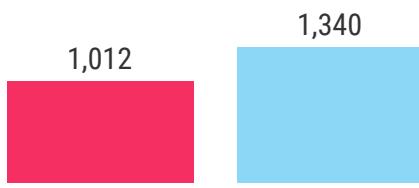
Average Resolution time 6.9 days



Complaints topics

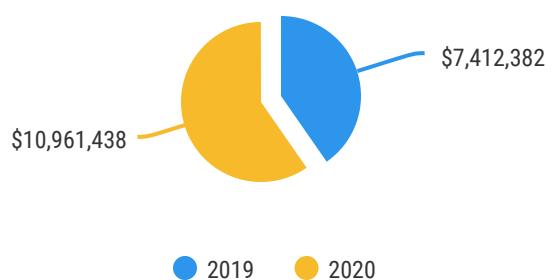


Complaints Resolved



● 2019 ● 2020

Total Amount Sought



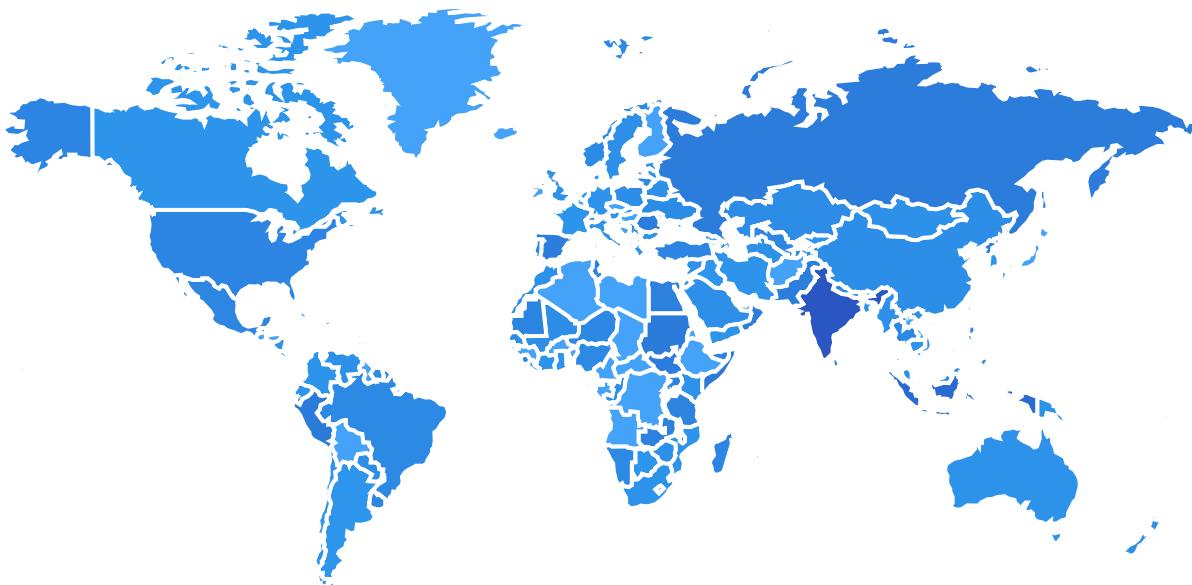
● 2019 ● 2020



2020 Complaints Summary

2020 vs. 2019

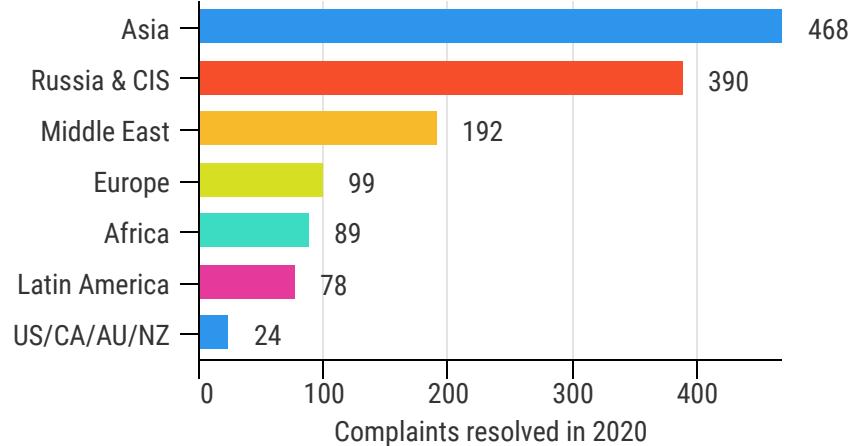
Geography



Complaints resolved in 2020



Regions



Languages

