



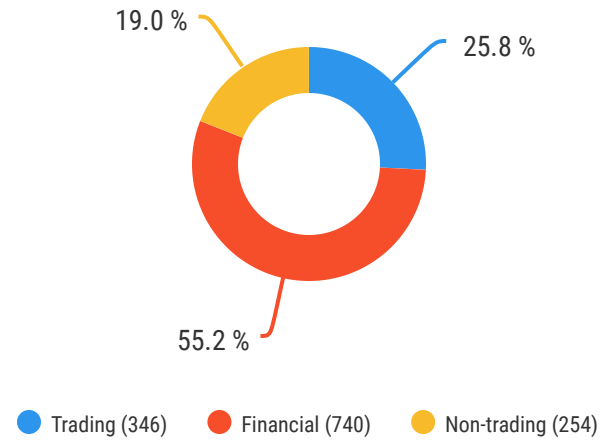
2020 Complaints Summary

2020 vs. 2019

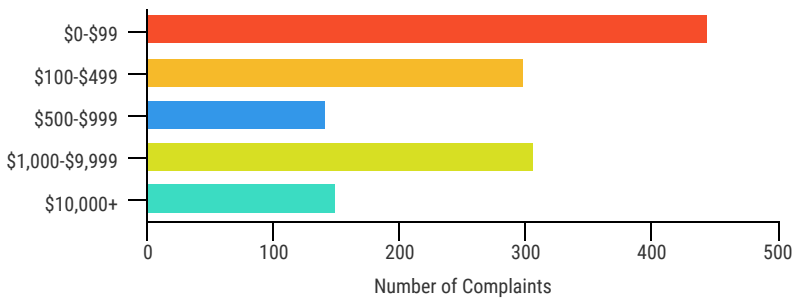
Complaints	Amount Sought	Amount Awarded	Avg complaint value
1340	\$10,961,438	\$1,495,474	\$8,812
+32%	+48%	+248%	+20%



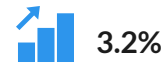
Complaints Categories



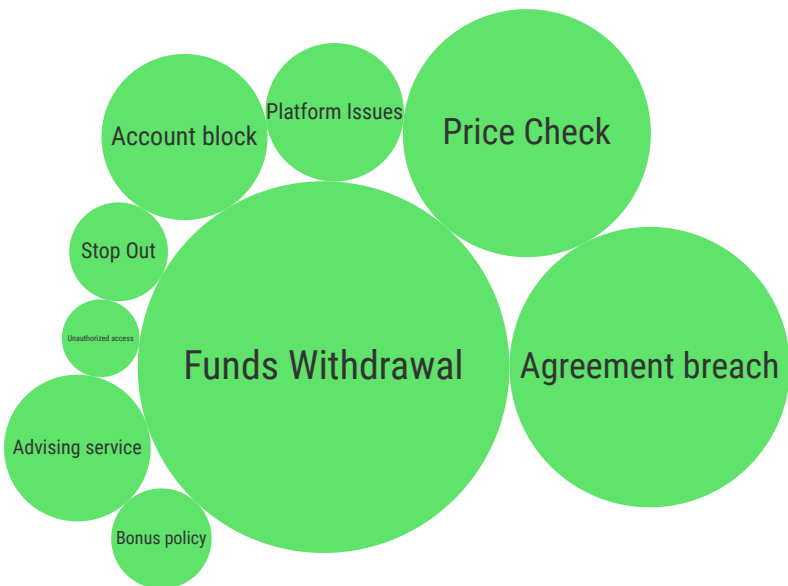
Complaint Values



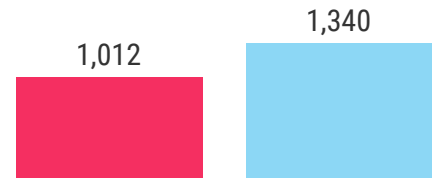
Average Resolution time 6.9 days



Complaints topics



Complaints Resolved



2019 2020

Total Amount Sought



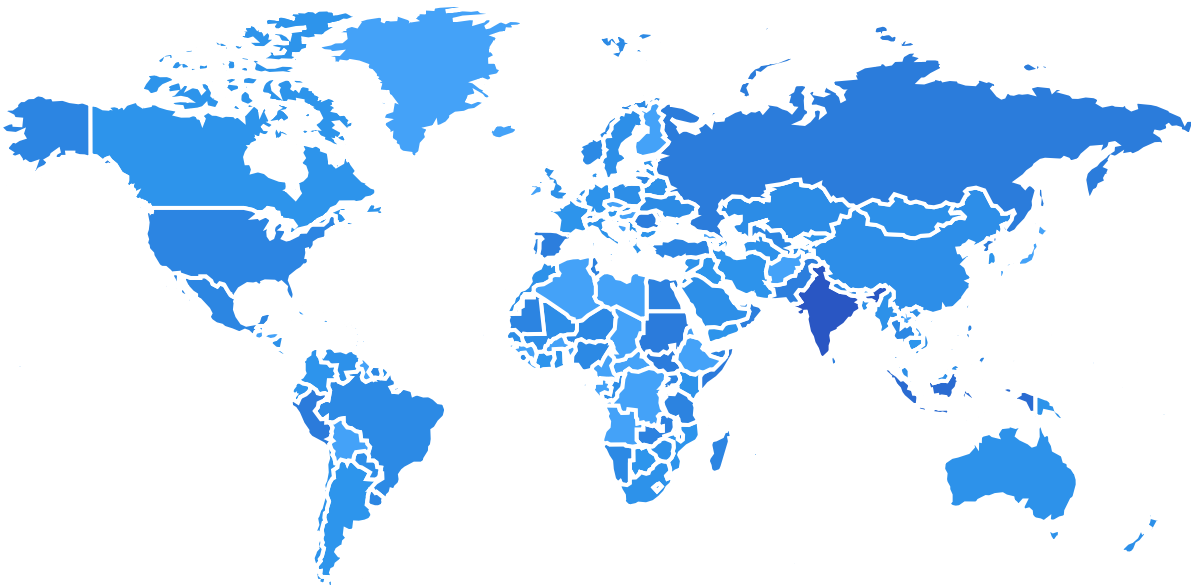
2019 2020



2020 Complaints Summary

2020 vs. 2019

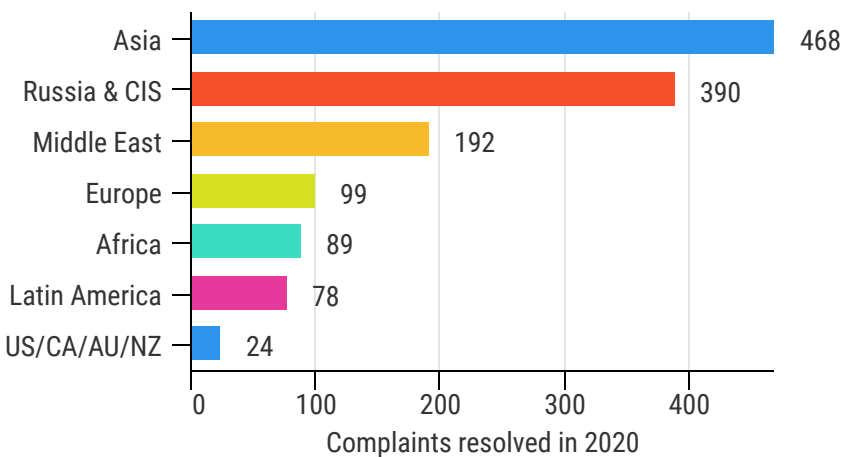
Geography



Complaints resolved in 2020



Regions



Languages

