

COMPLAINT TRENDS | 2017

The South Carolina Department of Consumer Affairs (SCDCA) is the state consumer protection agency and has the role of receiving and mediating consumer complaints. The Department takes consumer complaints against businesses regulated by SCDCA, refers those that fall within another agency's jurisdiction, and handles complaints against businesses that are unregulated.

Complaints also help inform us about illegal business practices, enforce consumer protection laws and identify market trends. The data included within this report was collected between January 1, 2017 and December 31, 2017.

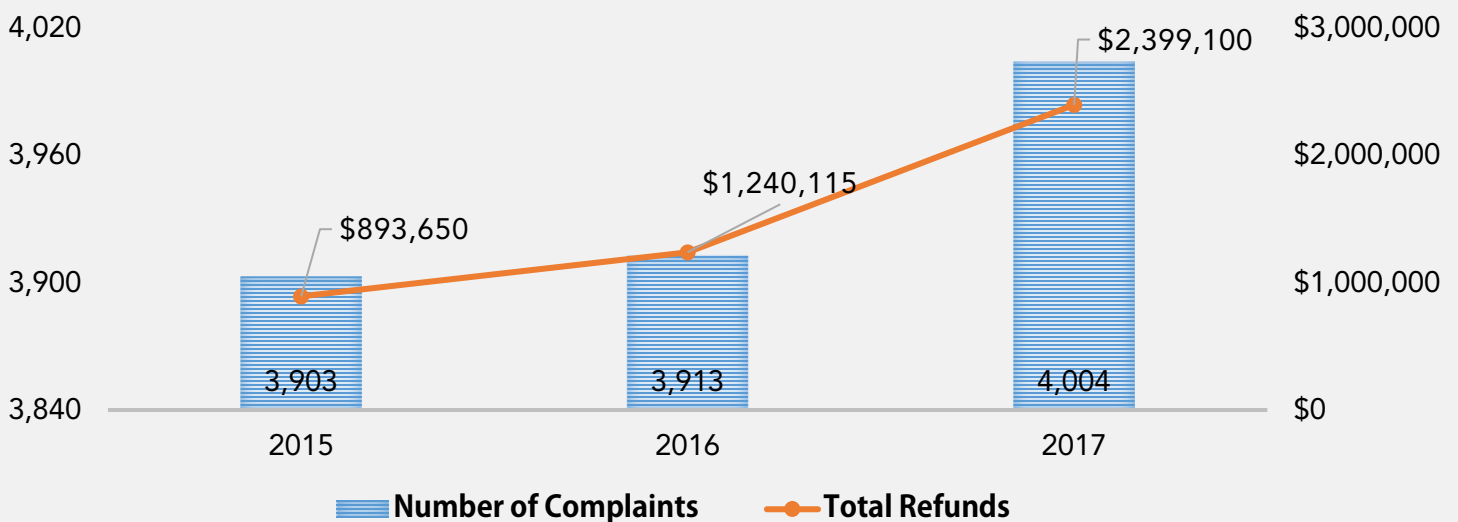
\$2,399,100
CREDITS, REFUNDS AND ADJUSTMENTS

FILED ONLINE 65.4 PERCENT

4,004 COMPLAINTS

TOP CATEGORY CREDIT AND DEBT

COMPLAINT VOLUME & CREDITS/REFUNDS/ADJUSTMENTS

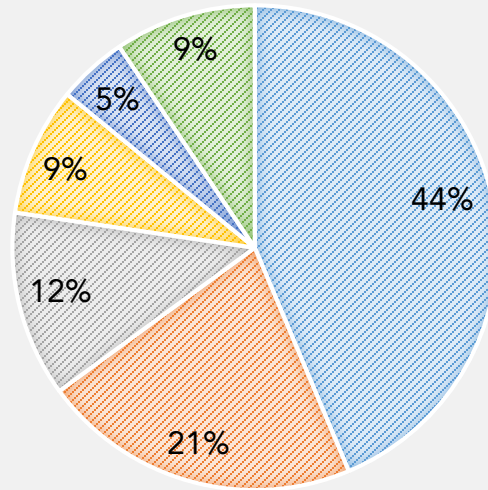


TOP COMPLAINT CATEGORIES

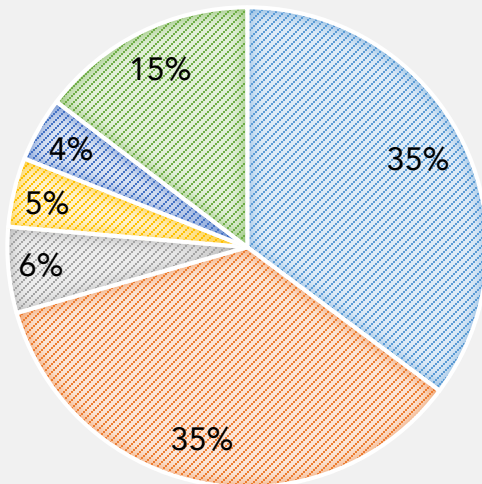
The top three complaint categories in 2017 were (1) Credit & Debt, (2) Vehicles, and (3) Utilities. These three categories account for nearly half of complaints filed in 2017 (approximately 47%). They were also the top three categories in both 2015 and 2016, accounting for approximately 50% of all complaints in 2015, and 47% of complaints in 2016.

1. CREDIT & DEBT: COMMON COMPLAINTS

- Debt Collection
- Consumer Finance
- Credit Sales Finance
- Credit Bureau
- Banking
- Miscellaneous



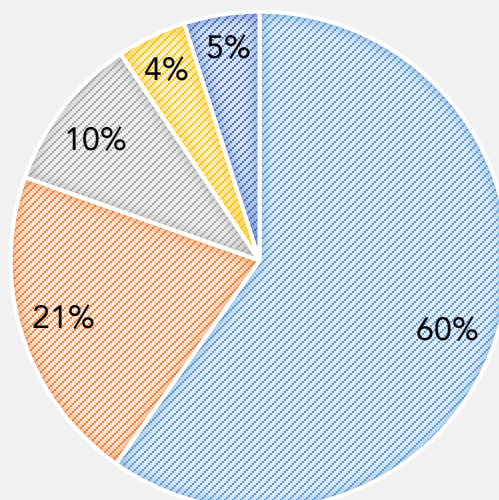
2. VEHICLES: COMMON COMPLAINTS



- Motor Vehicle Repairs
- Used Motor Vehicles
- New Motor Vehicles
- Service Contracts & Warranties
- Advertising
- Miscellaneous

3. UTILITIES: COMMON COMPLAINTS

- Cable Television
- Telephonic Communication
- Internet Service Provider
- Electric & Gas
- Miscellaneous



COMPLAINTS BY COUNTY

Table A: Rank by Complaints Per Capita

Rank	County	# of Complaints	Population	Complaints Per Capita (per 1,000)
1	Richland	570	409,549	1.4
2	Fairfield	23	22,653	1.0
3	Kershaw	64	64,097	1.0
4	Charleston	327	396,484	0.8
5	Lexington	236	286,196	0.8
6	Sumter	75	107,396	0.7
7	Horry	224	322,342	0.7
8	Georgetown	42	61,399	0.7
9	Florence	93	138,742	0.7
10	Newberry	25	38,079	0.7
11	Darlington	43	67,234	0.6
12	Dorchester	97	153,773	0.6
13	Orangeburg	54	87,903	0.6
14	Barnwell	13	21,483	0.6
15	Beaufort	110	183,149	0.6
16	Oconee	45	76,355	0.6
17	Colleton	22	37,923	0.6
18	Aiken	95	167,458	0.6
19	Berkeley	118	210,898	0.6
20	Greenville	275	498,766	0.6
21	Greenwood	38	70,133	0.5
22	Dillon	16	30,858	0.5
23	Spartanburg	154	301,463	0.5
24	York	130	258,526	0.5
25	Clarendon	17	33,951	0.5
26	Anderson	97	196,569	0.5
27	Bamberg	7	14,434	0.5
28	Marion	15	31,726	0.5
29	Laurens	30	66,777	0.4
30	Allendale	4	9,045	0.4
31	Williamsburg	13	31,955	0.4
32	Calhoun	6	14,796	0.4
33	Jasper	11	28,465	0.4
34	Cherokee	21	56,646	0.4
35	Abbeville	9	24,872	0.4
36	Pickens	44	122,863	0.4
37	Edgefield	8	26,358	0.3
38	Saluda	6	20,197	0.3
39	Marlboro	8	26,945	0.3
40	Lee	5	17,635	0.3
41	Chester	9	32,181	0.3
42	Lancaster	24	89,594	0.3
43	Chesterfield	11	46,013	0.2
44	Union	6	27,673	0.2
45	McCormick	2	9,643	0.2
46	Hampton	3	19,922	0.2

