

HISTORIA ESTADÍSTICA DE CONDUSEF 1999-2021

Año	22.5 millones Acciones de Defensa acumuladas:	TOTAL	ASESORÍAS		RECLAMOS	DISTRIBUCIÓN DE LAS RECLAMACIONES											
			SIO ¹	Chat en línea y Chat Bot		Gestión Ordinaria	Gestión Electrónica	Gestión REDECO	Conciliación	Dictamen	Arbitraje	Solicitudes para la DLG	Defensa Legal Gratuita	Asesoría Jurídica Penal	Concursos Mercantiles	Liquid. Judicial	Violaciones Admin.
2021		1,859,933	1,178,382	429,381	252,170	3,301	153,731	47,111	31,025	12,039	-	2,660	2,132	171	-	-	-
2020		1,381,836	1,035,392	154,099	192,345	2,199	124,421	27,752	24,119	10,113	-	1,830	1,649	209	-	1	52
2019		2,068,016	1,757,816	-	310,200	4,405	198,311	30,182	55,237	15,665	-	3,044	2,502	728	-	-	126
2018		2,084,137	1,792,070	-	292,067	5,082	178,529	30,236	53,661	17,856	-	3,175	2,659	781	-	-	88
2017		1,752,459	1,492,092	-	260,367	5,316	157,845	28,652	48,275	15,037	-	2,589	2,167	405	-	-	81
2016		1,658,794	1,415,027	-	243,767	5,582	151,576	28,220	42,046	11,909	1	2,262	1,974	197	-	-	-
2015		1,544,469	1,305,789	-	238,680	8,594	147,082	31,159	38,306	9,566	1	2,141	1,685	144	1	1	-
2014		1,359,578	1,140,807	-	218,771	11,416	158,941	-	37,525	8,241	2	1,406	1,239	-	1	-	-
2013		1,303,331	1,082,835	-	220,496	10,756	171,241	-	31,263	4,919	2	1,382	930	-	3	-	-
2012		1,239,368	1,024,340	-	215,028	11,661	168,741	-	27,695	4,739	-	1,766	425	-	1	-	-
2011		1,108,487	886,413	-	222,074	19,050	163,972	-	30,091	2,364	-	5,734	854	-	9	-	-
2010		1,086,999	898,089	-	188,910	24,382	129,842	-	28,276	2,605	-	2,841	964	-	-	-	-
2009		974,411	793,292	-	181,119	42,277	97,337	-	34,621	2,599	-	3,155	1,130	-	-	-	-
2008		636,779	487,224	-	149,555	61,890	47,271	-	33,332	2,455	1	3,443	1,163	-	-	-	-
2007		435,543	316,152	-	119,391	73,386	9,861	-	30,593	2,016	4	2,657	874	-	-	-	-
2006		329,120	297,874	-	31,246	-	-	-	26,097	1,776	1	2,607	765	-	-	-	-
2005		390,491	358,825	-	31,666	-	-	-	25,542	2,212	21	2,889	1,002	-	-	-	-
2004		382,915	352,340	-	30,575	-	-	-	24,660	2,497	5	2,448	965	-	-	-	-
2003		302,609	276,067	-	26,542	-	-	-	21,777	1,935	9	2,301	520	-	-	-	-
1999-2002		636,159	528,634	-	107,525	-	-	-	82,592	1,576	26	22,582	749	-	-	-	-
Total		22,535,434	18,419,460	583,480	3,532,494	289,297	2,058,701	223,312	726,733	132,119	73	72,912	26,348	2,635	15	2	347

ACCIONES DE DEFENSA POR CLASE DE INSTITUCIÓN:

Año	Banca Múltiple ²	SICs ³	Seguros	Procesar (Asesorías)	Afore ⁴	Sofom ENR ⁵	Sofom ER ⁶	EACP ⁷	Banca de Desarrollo	Infonacot ⁸ y FND ⁸	Fianzas	Bursátil	OAAC ⁹	FINTECH ¹⁰	Condusef ¹¹	No financiera ¹²	Sofoles ¹³	No Especificado ¹⁴
2021	839,471	74,478	297,647	12,556	22,384	46,304	10,531	6,057	1,373	428	74	238	186	60	97,707	21,058	-	429,381
2020	657,441	93,868	193,975	19,583	22,860	40,109	10,630	4,708	1,182	416	96	262	162	-	140,440	42,005	-	154,099
2019	626,179	536,674	284,383	58,680	52,251	65,698	23,126	7,716	2,827	953	518	462	427	-	334,257	73,865	-	-
2018	547,380	659,035	309,878	58,132	62,353	52,924	24,762	10,134	3,279	1,213	672	911	814	-	252,712	99,938	-	-
2017	525,756	591,407	150,715	66,833	71,319	37,449	23,513	7,784	3,281	1,206	619	957	1,175	-	192,534	77,911	-	-
2016	487,179	581,683	119,071	56,936	52,004	28,298	23,077	7,156	3,620	1,395	597	912	1,203	-	212,445	83,218	-	-
2015	449,173	573,483	94,499	75,089	57,566	25,784	17,966	6,527	3,278	1,401	467	453	211	-	171,350	67,221	1	-
2014	408,033	484,643	60,676	88,911	51,534	24,566	12,134	8,778	2,825	-	575	487	263	-	154,918	61,100	135	-
2013	406,258	451,162	61,192	89,790	56,698	20,860	17,977	4,060	3,025	493	581	441	441	-	136,852	52,808	1,134	-
2012	420,124	362,497	63,069	106,394	53,863	20,108	11,980	4,098	3,278	-	767	745	494	-	96,367	91,582	4,002	-
2011	441,094	234,956	68,123	92,334	47,824	18,894	3,673	3,790	5,834	-	595	502	1,280	-	52,832	131,220	5,536	-
2010	456,763	138,632	61,939	92,393	67,024	16,062	3,960	3,448	4,489	-	744	774	1,156	-	52,697	182,437	4,481	-
2009	482,332	79,360	60,404	108,183	72,499	12,277	20,462	2,124	3,836	-	510	684	1,631	-	-	124,032	6,077	-
2008	269,673	65,076	57,424	80,236	68,530	2,773	1,055	1,206	3,157	-	579	466	2,345	-	-	74,669	9,590	-
2007	138,410	28,281	40,441	89,957	87,008	497	4	705	2,580	-	569	366	1,910	-	-	36,322	8,493	-
2006	96,820	20,222	33,057	85,221	68,159	-	-	2,652	1,173	-	623	491	1,536	-	-	12,721	6,445	-
2005	80,903	13,587	29,633	150,624	91,749	-	-	-	937	-	848	591	1,569	-	-	14,739	5,311	-
2004	71,830	6,783	27,447	230,105	29,724	-	-	-	887	-	859	606	950	-	-	10,368	3,356	-
2003	67,023	5,012	26,946	153,340	33,555	-	-	-	723	-	1,052	702	846	-	-	10,874	2,536	-
1999-2002	197,709	6,068	80,551	69,966	240,920	-	-	-	805	-	4,486	2,581	3,468	-	-	28,024	1,581	-
Total	7,669,551	5,006,907	2,121,070	1,785,263	1,309,824	412,603	204,850	80,943	52,389	7,012	15,743	13,771	22,067	60	1,895,111	1,296,112	58,678	583,480

¹ Incluye Asesorías Técnico Jurídicas, Consultas Jurídicas, Orientaciones Jurídicas Especializadas, Consultas de Beneficiarios de Cuentas Bancarias (Sistema BCD) y SIAB Vida. ² Incluye datos de 4 SOFOM ER. ³ Sociedades de Información Crediticia ⁴ Administradoras de Fondos para el Retiro, Incluye asuntos de SAR 92-97 y CONSAR. ⁵ Sociedades Financieras de Objeto Múltiple, Entidades No Reguladas. ⁶ Sociedades Financieras de Objeto Múltiple, Entidades Reguladas. ⁷ Entidades de Ahorro y Crédito Popular. ⁸ Instituto del Fondo Nacional para el Consumo de los Trabajadores y Financiera Nacional de Desarrollo Agropecuario, Rural, Forestal y Pesquero. ⁹ Organizaciones y Actividades Auxiliares del Crédito. ¹⁰ Fintech: Instituciones de Tecnología Financiera (De Fondos de Pago Electrónicos y de Financiamiento Colectivo). ¹¹ Acciones de Defensa relacionadas con el Registro de Usuarios (REUS), CURP y otras acciones en materia de información sobre CONDUSEF; en años anteriores no se consideraban como Acciones de Defensa. ¹² Consultas generales que corresponden a empresas que no pertenecen al Sector Financiero. ¹³ Sociedades Financieras de Objeto Limitado. ¹⁴ Corresponden a las asesorías de Chat en línea y Chat Bot en las que no se identifica la clase financiera.

ACCIONES DE DEFENSA POR ÁREA DE ATENCIÓN:

Total	2021		2020	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	1999-2002	Total Histórico	
	1,859,933	Part.																					
CCAMER ¹⁵	673,015	36.2%	695,915	747,043	705,926	624,054	582,177	481,839	515,895	446,702	461,219	419,921	530,318	529,887	269,898	143,036	70,208	152,546	169,684	110,424	245,215	-	8,574,922
Chat en línea y Chat Bot	429,381	23.1%	154,099	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	583,480
Vicepresidencia Jurídica	252,487	13.6%	151,932	190,728	193,688	32,499	30,952	28,484	-	-	-	-	-	-	-	-	-	-	-	-	-	-	880,770
Metropolitana Central ¹⁶	60,807	3.3%	26,932	76,290	77,372	77,038	71,067	68,769	63,911	101,307	89,625	92,994	72,463	59,280	48,061	37,313	32,599	34,348	30,021	29,063	92,854	-	1,242,114
REDECO ¹⁷	47,111	2.5%	27,752	30,182	30,236	28,652	28,220	30,699	-	-	-	-	-	-	-	-	-	-	-	-	-	-	222,852
Jalisco	29,285	1.6%	23,071	50,085	52,495	50,901	57,863	47,883	35,223	37,722	38,585	30,486	25,922	26,415	26,386	19,961	16,837	15,828	14,240	12,835	22,160	-	634,183
Metropolitana Metro	20,210	1.1%	10,170	36,984	31,004	21,067	11,374	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	130,809
Nuevo León	18,150	1.0%	17,030	33,035	31,925	26,624	25,687	26,254	28,584	21,818	21,613	21,249	18,538	24,202	16,927	15,478	15,400	16,201	14,421	12,861	24,304	-	430,301
Veracruz	18,079	1.0%	15,051	27,426	27,816	25,318	24,371	23,506	20,191	19,287	14,713	13,949	10,470	9,966	8,332	7,327	6,811	5,679	4,666	3,661	8,517	-	295,136
Guanajuato	16,570	0.9%	13,741	35,101	36,452	31,320	31,551	30,606	20,414	13,718	15,194	17,997	16,989	11,713	15,357	13,561	12,188	9,676	9,504	7,390	14,989	-	374,031
Puebla	15,338	0.8%	13,811	33,820	34,378	29,846	22,587	23,814	21,052	22,921	20,665	20,428	16,890	8,488	8,123	6,981	6,725	4,731	3,664	4,499	17,616	-	336,377
Yucatán	15,083	0.8%	13,150	40,911	41,037	38,343	36,332	34,624	28,094	25,865	21,900	18,208	14,659	11,027	6,860	5,592	4,598	4,303	3,546	2,461	8,157	-	374,750
Estado de México	14,357	0.8%	8,742	47,238	48,181	39,302	43,452	38,313	25,202	24,267	20,265	11,506	8,914	5,595	4,901	3,854	3,247	2,555	3,412	3,180	8,082	-	364,565
Sinaloa	14,155	0.8%	13,732	32,075	36,276	35,969	33,788	36,315	30,045	27,895	27,844	23,144	15,516	12,773	9,476	5,794	4,564	5,266	4,892	5,205	14,402	-	389,126
Chihuahua	12,801	0.7%	12,465	34,238	36,229	32,502	28,881	31,197	20,950	26,764	23,679	20,105	17,154	14,891	10,968	8,245	9,639	7,794	9,359	11,464	7,473	-	376,798
San Luis Potosí	12,139	0.7%	11,786	25,459	23,840	22,477	21,283	19,918	18,553	14,123	12,276	12,177	9,579	6,600	5,563	6,066	4,460	3,540	3,523	2,721	4,367	-	240,450
Quintana Roo	11,755	0.6%	11,155	38,594	41,224	38,584	37,882	39,933	32,185	29,850	28,807	21,075	15,307	14,087	13,992	7,242	5,865	4,415	3,339	3,131	8,719	-	407,141
Hidalgo	11,540	0.6%	8,476	36,807	33,475	32,949	25,705	26,413	19,139	16,343	15,593	10,673	8,380	4,927	4,183	2,308	3,137	1,799	1,460	1,214	2,944	-	267,465
Aguascalientes	11,452	0.6%	8,830	26,784	29,900	31,955	31,703	32,449	28,373	29,535	27,615	26,670	22,147	15,036	11,061	9,985	10,037	10,116	9,045	8,274	9,343	-	390,310
Metropolitana Oriente	11,348	0.6%	5,153	27,145	25,469	21,865	20,559	20,697	20,051	21,274	18,268	17,072	15,820	8,742	6,723	6,106	5,853	4,584	4,546	3,423	2,132	-	266,830
Tabasco	11,323	0.6%	8,620	34,346	27,176	29,357	24,259	24,207	17,088	19,745	16,037	14,758	11,752	11,169	9,588	5,836	4,887	4,874	3,966	3,124	5,645	-	287,757
Baja California	11,057	0.6%	8,450	22,414	23,157	23,232	22,283	22,587	18,792	17,268	17,949	13,503	11,428	14,219	8,983	7,963	7,899	8,201	7,215	7,007	16,409	-	290,016
Coahuila	10,634	0.6%	10,263	24,664	29,340	26,962	25,303	25,111	20,273	23,653	20,015	16,592	12,507	12,726	11,824	11,849	12,200	12,658	12,472	11,359	16,667	-	347,072
Querétaro	10,353	0.6%	4,773	27,791	35,642	29,398	29,488	29,282	25,493	25,316	19,905	14,819	12,265	9,762	5,604	4,851	3,713	3,019	2,784	2,582	4,576	-	301,416
Chiapas	10,125	0.5%	9,044	34,510	41,257	37,291	45,202	45,920	34,040	28,504	24,506	21,634	14,496	13,210	10,853	5,021	3,922	3,804	2,683	2,335	5,327	-	393,684
Michoacán	9,883	0.5%	7,244	22,074	21,280	18,108	17,162	17,352	14,137	13,140	13,468	12,219	9,617	8,299	7,165	5,523	4,016	3,960	3,547	2,535	8,208	-	218,937
Tlaxcala	9,729	0.5%	8,247	21,759	18,986	16,623	16,740	15,000	13,724	14,335	14,363	11,511	9,899	7,740	6,149	5,427	6,132	6,170	3,049	2,264	4,257	-	212,104
Tamaulipas	9,497	0.5%	8,595	32,596	30,782	33,063	35,063	39,748	29,945	28,422	29,416	21,319	19,227	18,330	14,889	10,797	8,987	5,465	5,282	4,659	12,577	-	398,659
Baja California Sur	9,412	0.5%	3,884	10,536	23,787	20,182	14,265	14,829	10,147	9,514	7,584	6,856	3,379	3,015	2,581	2,204	1,803	1,446	1,211	1,722	4,272	-	152,629
Oaxaca	9,334	0.5%	10,006	28,392	24,551	22,901	21,899	21,250	18,880	20,479	14,604	12,196	10,105	8,126	6,386	4,193	3,447	2,488	1,946	1,724	2,637	-	245,544
Morelos	9,127	0.5%	10,663	33,522	31,768	30,109	27,121	24,004	21,234	23,843	15,076	11,084	8,782	6,113	6,326	4,925	4,159	3,146	2,568	2,267	3,707	-	279,544
Sonora	8,332	0.4%	7,431	19,288	23,528	21,701	19,526	18,671	15,113	13,133	11,945	11,156	10,023	8,358	9,436	9,571	9,423	9,421	7,918	7,214	9,580	-	250,768
Zacatecas	7,842	0.4%	5,154	21,305	25,466	25,467	20,368	19,378	14,884	15,587	12,827	12,538	11,294	10,305	10,121	5,015	4,133	4,128	3,507	3,467	11,030	-	243,816
Ciudad Juárez	7,780	0.4%	5,902	25,652	27,363	27,211	23,794	25,021	22,286	26,543	18,484	13,647	11,071	16,029	8,012	7,453	4,424	4,455	3,968	4,681	-	-	283,776
Durango	7,408	0.4%	6,268	20,155	31,156	28,215	25,952	27,956	23,835	21,964	18,821	12,848	11,323	8,393	8,797	7,077	4,882	4,854	3,735	3,967	5,404	-	283,010
Campeche	6,788	0.4%	6,856	27,740	26,513	26,199	25,821	24,933	20,482	16,813	14,287	9,541	7,184	6,833	5,713	4,652	4,260	3,393	2,759	1,187	2,877	-	244,831
Guerrero	6,426	0.3%	5,284	16,744	18,871	20,121	21,641	19,969	18,870	19,000	18,360	13,675	10,047	8,480	7,224	5,744	5,063	4,738	3,968	2,744	4,674	-	231,643
Nayarit	5,782	0.3%	6,430	19,091	30,641	26,250	24,678	25,567	18,806	17,817	18,154	16,952	16,264	12,479	7,542	6,245	4,433	3,172	1,843	1,320	3,031	-	266,497
Colima	4,038	0.2%	4,773	19,639	26,030	25,829	24,281	23,104	23,662	20,636	16,713	15,021	12,230	10,330	8,715	6,040	5,167	5,266	4,127	2,259	6,644	-	264,504
Metropolitana Norte	-	-	22	19,810	29,140	22,973	26,362	21,218	12,589	13,336	18,242	23,275	20,534	11,484	8,442	11,423	8,674	7,402	10,762	8,750	11,397	-	285,835
Metropolitana Sur ¹⁸	-	-	-	-	-	2	2,152	17,649	30,239	24,262	20,287	20,150	16,820	5,382	5,618	4,885	5,328	5,050	4,283	3,636	5,966	-	171,709
Oficina Virtual ¹⁹	-	-	934	16,043	780	-	-	-	7,197	10,630	20,464	25,539	17,686	-	-	-	-	-	-	-	-	-	99,273

¹⁵ Centro de Contacto y Atención por Medios Remotos, incluye asuntos del MAEX, Lada internacional y buzón de mexicanos en el exterior (anteriormente denominado CAT). ¹⁶ Hasta 2014 incluye Acciones de Defensa realizadas directamente por la Vicepresidencia Jurídica. ¹⁷ Registro de Despachos de Cobranza. Hasta 2014 las acciones en materia de gestión de cobranza eran atendidas por las Subdelegaciones de CONDUSEF. ¹⁸ Dejó de operar en 2016. ¹⁹ Dejó de operar en 2014. Incluye Módulo de Atención Electrónica (MAE) y Gestión de Cobranza. Los datos de 2018 y 2019 corresponden a las acciones de defensa del Portal de quejas en línea. Los 934 asuntos de 2020 corresponden a citas por internet que se recibieron en el mes de julio a través de este medio.