

HISTORIA ESTADÍSTICA DE CONDUSEF 1999-2024

DISTRIBUCIÓN DE LAS RECLAMACIONES

Año	28.7 millones Acciones de defensa acumuladas:	Total	Asesorías		Reclamos	Gestión Ordinaria	Gestión Electrónica	Gestión Redeco	Concilia- ción	Dictamen	Arbitraje	Solicitudes para la DLG	Defensa Legal Gratuita	Asesoría Jurídica Penal	Consursos Mercantiles	Liquid. Judicial	Violaciones Admin.
			SIO ¹	No registradas en el SIO ²													
2024		2,265,664	1,290,853	723,283	251,528	227	168,166	41,922	28,243	9,149	0	2,307	1,392	122	0	0	0
2023		2,143,305	1,405,365	463,791	274,149	839	189,817	36,884	30,920	11,597	0	2,495	1,442	154	1	0	0
2022		1,745,944	1,082,918	432,328	230,698	3,338	140,578	42,011	29,919	10,308	0	2,731	1,653	159	0	1	0
2021		1,859,933	1,178,382	429,381	252,170	3,301	153,731	47,111	31,025	12,039	0	2,660	2,132	171	0	0	0
2020		1,381,836	1,035,392	154,099	192,345	2,199	124,421	27,752	24,119	10,113	0	1,830	1,649	209	0	1	52
2019		2,068,016	1,757,816	0	310,200	4,405	198,311	30,182	55,237	15,665	0	3,044	2,502	728	0	0	126
2018		2,084,137	1,792,070	0	292,067	5,082	178,529	30,236	53,661	17,856	0	3,175	2,659	781	0	0	88
2017		1,752,459	1,492,092	0	260,367	5,316	157,845	28,652	48,275	15,037	0	2,589	2,167	405	0	0	81
2016		1,658,794	1,415,027	0	243,767	5,582	151,576	28,220	42,046	11,909	1	2,262	1,974	197	0	0	0
2015		1,544,469	1,305,789	0	238,680	8,594	147,082	31,159	38,306	9,566	1	2,141	1,685	144	1	1	0
2014		1,359,578	1,140,770	0	218,808	11,130	148,545	11,020	37,187	8,241	2	1,406	1,239	37	1	0	0
2013		1,303,331	1,082,765	0	220,566	10,466	158,211	13,586	30,997	4,919	2	1,382	930	70	3	0	0
2012		1,239,368	1,024,064	0	215,304	11,409	146,371	22,836	27,481	4,739	0	1,766	425	276	1	0	0
2011		1,108,487	886,413	0	222,074	19,050	163,972	0	30,091	2,364	0	5,734	854	0	9	0	0
2010		1,086,999	898,089	0	188,910	24,382	129,842	0	28,276	2,605	0	2,841	964	0	0	0	0
2009		974,411	793,292	0	181,119	42,277	97,337	0	34,621	2,599	0	3,155	1,130	0	0	0	0
2008		636,779	487,224	0	149,555	61,890	47,271	0	33,332	2,455	1	3,443	1,163	0	0	0	0
2007		435,543	316,152	0	119,391	73,386	9,861	0	30,593	2,016	4	2,657	874	0	0	0	0
2006		329,120	297,874	0	31,246	0	0	0	26,097	1,776	1	2,607	765	0	0	0	0
1999-2005		1,712,174	1,515,866	0	196,308	0	0	0	154,571	8,220	61	30,220	3,236	0	0	0	0
Total		28,690,347	22,198,213	2,202,882	4,289,252	292,873	2,511,466	391,571	814,977	163,173	73	80,445	30,835	3,453	16	3	347

ACCIONES DE DEFENSA POR CLASE DE INSTITUCIÓN:

Año	Banca Múltiple ³	Sic's ⁴	Seguros	Procesar (Asesorías)	Afore ⁵	Sofom ENR ⁶	Sofom ER ⁷	EACP ⁸	Banca de Desarrollo	Infonacot y FND ⁹	Fianzas	Bursátil	OAAC ¹⁰	FINTECH ¹¹	Condusef ¹²	No financiera ¹³	Sofoles ¹⁴	No Especificado ¹⁵
2024	440,813	153,937	297,321	38,489	34,099	44,398	6,902	16,704	10,973	518	241	733	268	2,634	395,180	99,171	0	723,283
2023	553,026	181,368	322,139	26,601	29,857	53,218	8,210	12,314	11,801	525	143	953	212	2,154	382,494	94,499	0	463,791
2022	708,053	60,069	294,283	11,082	20,933	36,756	6,552	7,194	2,893	324	146	423	230	869	119,135	44,674	0	432,328
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	0	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	0	140,440	42,005	0	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	0	334,257	73,865	0	0
2018	547,380	659,035	309,878	58,132	62,353	52,924	24,762	10,134	3,279	1,213	672	911	814	0	252,712	99,938	0	0
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	0	192,534	77,911	0	0
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	0	212,445	83,218	0	0
2015	449,173	573,483	94,499	75,089	57,566	25,784	17,966	6,527	3,278	1,401	467	453	211	0	171,350	67,221	1	0
2014	408,033	484,643	60,676	88,911	51,534	24,566	12,134	8,778	2,825	0	575	487	263	0	154,918	61,100	135	0
2013	406,258	451,162	61,192	89,790	56,698	20,860	17,977	4,060	3,025	0	493	581	441	0	136,852	52,808	1,134	0
2012	420,124	362,497	63,069	106,394	53,863	20,108	11,980	4,098	3,278	0	767	745	494	0	96,367	91,582	4,002	0
2011	441,094	234,956	68,123	92,334	47,824	18,894	3,673	3,790	5,834	0	595	502	1,280	0	52,832	131,220	5,536	0
2010	456,763	138,632	61,939	92,393	67,024	16,062	3,960	3,448	4,489	0	744	774	1,156	0	52,697	182,437	4,481	0
2009	482,332	79,360	60,404	108,183	72,499	12,277	20,462	2,124	3,836	0	510	684	1,631	0	0	124,032	6,077	0
2008	269,673	65,076	57,424	80,236	68,530	2,773	1,055	1,206	3,157	0	579	466	2,345	0	0	74,669	9,590	0
2007	138,410	28,281	40,441	89,957	87,008	497	4	705	2,580	0	569	366	1,910	0	0	36,322	8,493	0
2006	96,820	20,222	33,057	85,221	68,159	0	0	2,652	1,173	0	623	491	1,536	0	0	12,721	6,445	0
1999-2005	417,465	31,450	164,577	604,035	395,948	0	0	0	3,352	0	7,245	4,480	6,833	0	0	64,005	12,784	0
Total	9,371,443	5,402,281	3,034,813	1,861,435	1,394,713	546,975	226,514	117,155	78,056	8,379	16,273	15,880	22,777	5,717	2,791,920	1,534,456	58,678	2,202,882

¹Incluye Asesorías Técnico Jurídicas, Consultas Jurídicas, Orientaciones Jurídicas Especializadas, Consultas de Beneficiarios de Cuentas Bancarias (Sistema BCD) y SIAB Vida. ²Corresponde a las asesorías y orientaciones no registradas en el SIO. ³Incluye datos de 3 SOFOM ER. ⁴Sociedades de Información Crediticia. ⁵Administradoras de Fondos para el Retiro, Incluye asuntos de SAR 92-97 y CONSAR. ⁶Sociedades Financieras de Objeto Múltiple, Entidades No Reguladas. ⁷Sociedades Financieras de Objeto Múltiple, Entidades Reguladas. ⁸Entidades de Ahorro y Crédito Popular. ⁹Instituto del Fondo Nacional para el Consumo de los Trabajadores y Financiera Nacional de Desarrollo Agropecuario, Rural, Forestal y Pesquero. ¹⁰Organizaciones y Actividades Auxiliares del Crédito. ¹¹Fintech: Instituciones de Tecnología Financiera (De Fondos de Pago Electrónicos y de Financiamiento Colectivo). ¹²Acciones 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. ¹³Consultas generales que corresponden a empresas que no pertenecen al Sector Financiero. ¹⁴Sociedades Financieras de Objeto Limitado. ¹⁵Corresponden a las asesorías en las que no se identifica la clase financiera.

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Unidades de Atención	2024	Part.	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005-99	Total Histórico	
CCAMER ¹⁶	605,507	26.7%	716,821	610,898	673,015	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	677,869	10,508,148	
No registradas en el SIO ¹⁷	723,283	31.9%	463,791	432,328	429,381	154,099	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-	2,202,882
Vicepresidencia Jurídica	216,796	9.6%	234,702	234,072	252,487	151,932	190,728	193,688	32,499	30,952	28,484	0	0	0	0	0	0	0	0	0	0	-	1,566,340
Metropolitana Central ¹⁸	91,940	4.1%	86,494	63,977	60,807	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	186,286	1,484,525	
Jalisco	34,356	1.5%	45,423	27,631	29,285	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	65,063	741,593	
REDECO ¹⁹	41,922	1.9%	36,884	42,011	47,111	27,752	30,182	30,236	28,652	28,220	30,699	0	0	0	0	0	0	0	0	0	0	0	343,669
Nuevo León	32,446	1.4%	27,328	16,162	18,150	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	67,787	506,237	
Metropolitana Metro	30,984	1.4%	31,332	21,402	20,210	10,170	36,984	31,004	21,067	11,374	0	0	0	0	0	0	0	0	0	0	0	0	214,527
Aguascalientes	27,654	1.2%	19,702	8,714	11,452	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	36,778	446,380	
Quintana Roo	23,292	1.0%	12,301	8,788	11,755	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	19,604	451,522	
Puebla	22,580	1.0%	26,612	16,706	15,338	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	30,510	402,275	
Metropolitana Oriente	22,332	1.0%	21,581	14,587	11,348	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	14,685	325,330	
Sinaloa	22,247	1.0%	20,637	12,355	14,155	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	29,765	444,365	
Chihuahua	21,958	1.0%	25,665	13,697	12,801	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	36,090	438,118	
Baja California	21,423	0.9%	19,089	10,048	11,057	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	38,832	340,576	
Ciudad Juárez	20,487	0.9%	19,481	7,812	7,780	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	13,104	331,556	
Guanajuato	20,085	0.9%	20,465	16,010	16,570	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	41,559	430,591	
Veracruz	19,688	0.9%	22,922	13,686	18,079	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	22,523	351,432	
Estado de México	18,948	0.8%	25,919	15,036	14,357	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	17,229	424,468	
Yucatán	17,182	0.8%	20,404	12,535	15,083	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	18,467	424,871	
Tabasco	16,531	0.7%	16,503	9,821	11,323	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	17,609	330,612	
Coahuila	15,630	0.7%	14,924	8,510	10,634	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	53,156	386,136	
Querétaro	15,613	0.7%	15,851	10,389	10,353	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	12,961	343,269	
Chiapas	14,601	0.6%	15,024	7,563	10,125	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	14,149	430,872	
San Luis Potosí	14,140	0.6%	15,936	8,972	12,139	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	14,151	279,498	
Michoacán	13,235	0.6%	15,988	9,802	9,883	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	18,250	257,962	
Hidalgo	13,225	0.6%	15,527	9,543	11,540	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	7,417	305,760	
Morelos	13,123	0.6%	15,856	9,159	9,127	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	11,688	317,682	
Tlaxcala	12,882	0.6%	13,042	8,914	9,729	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	15,740	246,942	
Sonora	12,662	0.6%	10,992	7,555	8,332	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	34,133	281,977	
Durango	11,814	0.5%	12,226	7,511	7,408	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	17,960	314,561	
Oaxaca	11,408	0.5%	12,106	7,870	9,334	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	8,795	276,928	
Tamaulipas	11,157	0.5%	13,018	7,011	9,497	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	27,983	429,845	
Colima	10,699	0.5%	10,411	5,274	4,038	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	18,296	290,888	
Nayarit	10,161	0.4%	9,366	5,403	5,782	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	9,366	291,427	
Baja California Sur	9,255	0.4%	8,715	7,082	9,412	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	8,651	177,681	
Campeche	9,034	0.4%	10,690	4,799	6,788	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	10,216	269,354	
Guerrero	7,970	0.4%	9,055	6,512	6,426	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	16,124	255,180	
Zacatecas	7,414	0.3%	10,522	5,799	7,842	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	22,132	267,551	
Metropolitana Norte	0	0.0%	0	0	0	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	38,311	285,835	
Metropolitana Sur ²⁰	0	0.0%	0	0	0	0	0	0	2	2,152	17,649	30,239	24,262	20,287	20,150	16,820	5,382	5,618	4,885	5,328	18,935	171,709	
Oficina Virtual ²¹	0	0.0%	0	0	0	934	16,043	780	0	0	0	7,197	10,630	20,464	25,539	17,686	0	0	0	0	0	99,273	
Total	2,265,664	100.0%	2,143,305	1,745,944	1,859,933	1,381,836	2,068,016	2,084,137	1,752,459	1,658,794	1,544,469	1,359,578	1,303,331	1,239,368	1,108,487	1,086,999	974,411	636,779	435,543	329,120	1,712,174	28,690,347	

¹⁶ Centro de Contacto y Atención por Medios Remotos, incluye asuntos del MAEX, Lada internacional y buzón de mexicanos en el exterior (anteriormente denominado CAT). ¹⁷ Corresponde al Chat en línea, ChatBot y Orientaciones no registradas en el SIO ¹⁸ Hasta 2014 incluye Acciones de Defensa realizadas directamente por la Vicepresidencia Jurídica. ¹⁹ Registro de Despachos de Cobranza. Hasta 2014 las acciones en materia de gestión de cobranza eran atendidas por las Subdelegaciones de CONDUSEF. ²⁰ Dejó de operar en 2016. ²¹ 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