

# HISTORIA ESTADÍSTICA DE CONDUSEF 1999-2016

**13.4 millones**  
de acciones de defensa acumuladas:

Año	TOTAL	ASESORÍAS <sup>1</sup>	RECLAMACIONES										
			Gestión Ordinaria	Gestión Electrónica	Gestión REDECO	Conciliación	Dictamen	Arbitraje	Solicitudes para la DLG	Defensa Legal Gratuita	Asesoría Jurídica Penal	Concursos Mercantiles	Liquidación Judicial
2016	1,658,794	1,415,027	5,582	151,576	28,220	42,046	11,909	1	2,262	1,974	197	-	-
2015	1,544,469	1,305,789	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	11,416	158,941	-	37,525	8,241	2	1,406	1,239	-	1	-
2013	1,303,331	1,082,835	10,756	171,241	-	31,263	4,919	2	1,382	930	-	3	-
2012	1,239,368	1,024,340	11,661	168,741	-	27,695	4,739	-	1,766	425	-	1	-
2011	1,108,487	886,413	19,050	163,972	-	30,091	2,364	-	5,734	854	-	9	-
2010	1,086,999	898,089	24,382	129,842	-	28,276	2,605	-	2,841	964	-	-	-
2009	974,411	793,292	42,277	97,337	-	34,621	2,599	-	3,155	1,130	-	-	-
2008	636,779	487,224	61,890	47,271	-	33,332	2,455	1	3,443	1,163	-	-	-
2007	435,543	316,152	73,386	9,861	-	30,593	2,016	4	2,657	874	-	-	-
2006	329,120	297,874	-	-	-	26,097	1,776	1	2,607	765	-	-	-
2005	390,491	358,825	-	-	-	25,542	2,212	21	2,889	1,002	-	-	-
2004	382,915	352,340	-	-	-	24,660	2,497	5	2,448	965	-	-	-
2003	302,609	276,067	-	-	-	21,777	1,935	9	2,301	520	-	-	-
2002	195,996	170,144	-	-	-	21,349	1,576	26	2,527	374	-	-	-
2001	184,346	144,761	-	-	-	25,473	-	-	13,810	302	-	-	-
2000	162,657	136,491	-	-	-	21,297	-	-	4,800	69	-	-	-
1999	93,160	77,238	-	-	-	14,473	-	-	1,445	4	-	-	-
<b>Total</b>	<b>13,389,053</b>	<b>11,163,708</b>	<b>268,994</b>	<b>1,245,864</b>	<b>59,379</b>	<b>514,416</b>	<b>61,409</b>	<b>73</b>	<b>59,614</b>	<b>15,239</b>	<b>341</b>	<b>15</b>	<b>1</b>

## CLASE DE INSTITUCIÓN

Año	Banca Múltiple <sup>2</sup>	Sociedades de Información Crediticia	Seguros	Procesar (Asesorías) <sup>14</sup>	Afores <sup>3</sup>	Sofom ENR <sup>4</sup>	Sofom ER <sup>5</sup>	EACP <sup>6</sup>	Banca de Desarrollo	Infonacot y FND <sup>7</sup>	Fianzas	Bursátil	OAAC <sup>8</sup>	Condusef <sup>9</sup>	No financiera <sup>10</sup>	Sofoles <sup>11</sup>
2016	487,179	581,683	119,071	56,936	52,004	28,298	23,077	7,156	3,620	1,395	597	912	1203	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	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
2002	53,624	6,068	25,712	69,966	24,072	-	-	-	805	-	1,348	745	1,273	-	10,802	1,581
2001	57,731	-	25,186	-	80,478	-	-	-	-	-	1,299	1,328	1,102	-	17,222	-
2000	49,581	-	21,590	-	88,597	-	-	-	-	-	1,288	508	1,093	-	-	-
1999	36,773	-	8,063	-	47,773	-	-	-	-	-	551	-	-	-	-	-
<b>Total</b>	<b>4,473,324</b>	<b>3,051,445</b>	<b>884,472</b>	<b>1,569,479</b>	<b>1,078,657</b>	<b>170,119</b>	<b>112,288</b>	<b>44,544</b>	<b>40,447</b>	<b>2,796</b>	<b>13,764</b>	<b>10,941</b>	<b>19,303</b>	<b>877,461</b>	<b>981,335</b>	<b>58,678</b>

<sup>1</sup> Incluye Asesorías Técnico Jurídicas, Consultas Jurídicas, Orientaciones Jurídicas Especializadas, Consultas de Beneficiarios de Cuentas Bancarias (Sistema BCD) y SIAB Vida. <sup>2</sup> Incluye datos de 4 SOFOM ER. <sup>3</sup> Administradoras de Fondos para el Retiro. Incluye asuntos de SAR 92-97 y CONSAR. <sup>4</sup> Sociedades Financieras de Objeto Múltiple, Entidades No Reguladas. <sup>5</sup> Sociedades Financieras de Objeto Múltiple, Entidades Reguladas. <sup>6</sup> Entidades de Ahorro y Crédito Popular. <sup>7</sup> Instituto del Fondo Nacional para el Consumo de los Trabajadores y Financiera Nacional de Desarrollo Agropecuario, Rural, Forestal y Pesquero. <sup>8</sup> Organizaciones y Actividades Auxiliares de Crédito. <sup>9</sup> 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. <sup>10</sup> Consultas generales que corresponden a empresas que no pertenecen al Sector Financiero. <sup>11</sup> Sociedades Financieras de Objeto Limitado.

ACCIONES DE DEFENSA REALIZADAS POR ÁREA DE ATENCIÓN:

	2016		2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	2000	1999	Total Histórico
<b>Total</b>	<b>1,658,794</b>	<b>Part.</b>	<b>1,544,469</b>	<b>1,359,578</b>	<b>1,303,331</b>	<b>1,239,368</b>	<b>1,108,487</b>	<b>1,086,999</b>	<b>974,411</b>	<b>636,779</b>	<b>435,543</b>	<b>329,120</b>	<b>390,491</b>	<b>382,915</b>	<b>302,609</b>	<b>195,996</b>	<b>184,346</b>	<b>162,657</b>	<b>93,160</b>	<b>13,389,053</b>
CAT (Centro de Atención Telefónica)	582,150	35%	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	66,599	70,522	68,537	39,557	5,128,942
Metropolitana Central <sup>12</sup>	71,067	4%	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	23,449	32,370	21,268	15,767	923,675
Jalisco	57,863	3%	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	8,904	6,863	4,208	2,185	428,346
Chiapas	45,202	3%	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	1,814	1,172	1,541	800	261,457
Estado de México	43,452	3%	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	2,521	2,294	2,150	1,117	206,745
Quintana Roo	37,882	2%	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	2,832	2,089	2,500	1,298	265,829
Yucatán	36,332	2%	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	2,191	2,067	2,566	1,333	226,226
Tamaulipas	35,063	2%	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	2,145	2,624	5,139	2,669	284,126
Sinaloa	33,788	2%	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	3,741	3,718	4,570	2,373	256,919
Aguascalientes	31,703	2%	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	5,204	2,016	1,397	726	281,389
Guanajuato	31,551	2%	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	4,791	5,090	3,362	1,746	240,847
Vicepresidencia Jurídica	30,952	2%	28,484	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	59,436
Querétaro	29,488	2%	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	1,861	1,477	815	423	193,459
Chihuahua	28,881	2%	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	4,292	1,981	790	410	248,563
REDECO	28,220	2%	30,699	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	58,919
Morelos	27,121	2%	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	1,396	1,027	845	439	164,355
Metropolitana Norte	26,362	2%	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	5,176	4,045	1,432	744	213,890
Durango	25,952	2%	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	2,758	1,192	957	497	189,808
Campeche	25,821	2%	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	1,164	748	635	330	150,735
Hidalgo	25,705	2%	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	620	691	1,075	558	144,218
Nuevo León	25,687	2%	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	8,004	5,406	7,170	3,724	303,537
Coahuila	25,303	2%	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	7,752	4,599	2,841	1,475	245,209
Nayarit	24,678	1%	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	1,093	645	851	442	178,303
Veracruz	24,371	1%	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	2,568	2,421	2,322	1,206	181,446
Colima	24,281	1%	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	1,580	1,917	2,071	1,076	184,195
Tabasco	24,259	1%	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	2,208	1,410	1,334	693	176,935
Ciudad Juárez	23,794	1%	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	-	-	-	-	189,868
Puebla	22,587	1%	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	5,767	6,489	3,528	1,832	209,184
Baja California	22,283	1%	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	4,670	3,823	5,210	2,706	201,706
Oaxaca	21,899	1%	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	909	739	651	338	150,360
Guerrero	21,641	1%	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	2,244	1,117	864	449	164,197
San Luis Potosí	21,283	1%	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	1,493	1,119	1,155	600	144,749
Metropolitana Oriente	20,559	1%	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	1,922	210	-	-	175,850
Zacatecas	20,368	1%	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	3,300	3,102	3,046	1,582	158,582
Sonora	19,526	1%	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	3,978	2,885	1,788	929	170,488
Michoacán	17,162	1%	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	1,700	2,166	2,858	1,484	140,348
Tlaxcala	16,740	1%	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	1,556	1,408	851	442	136,760
Baja California Sur	14,265	1%	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	1,354	843	1,366	709	84,828
Metropolitana Centro Histórico	11,374	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	11,374
Metropolitana Sur	2,152	0%	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	2,440	2,061	964	501	171,707
Módulos de Atención en el Exterior	27	0%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	27
Oficina Virtual <sup>13</sup>	-	-	-	7,197	10,630	20,464	25,539	17,686	-	-	-	-	-	-	-	-	-	-	-	81,516

<sup>12</sup> Hasta 2014 incluye Acciones de Defensa realizadas directamente por la Vicepresidencia Jurídica. <sup>13</sup> Dejó de operar en 2014. Incluye (MAE Módulo de Atención Electrónica) y Gestión de Cobranza. <sup>14</sup> Acciones de Defensa realizadas por Procesar principalmente.