

# Identity Theft Consumer Complaint Data *Missouri*

*January 1 - December 31, 2009*

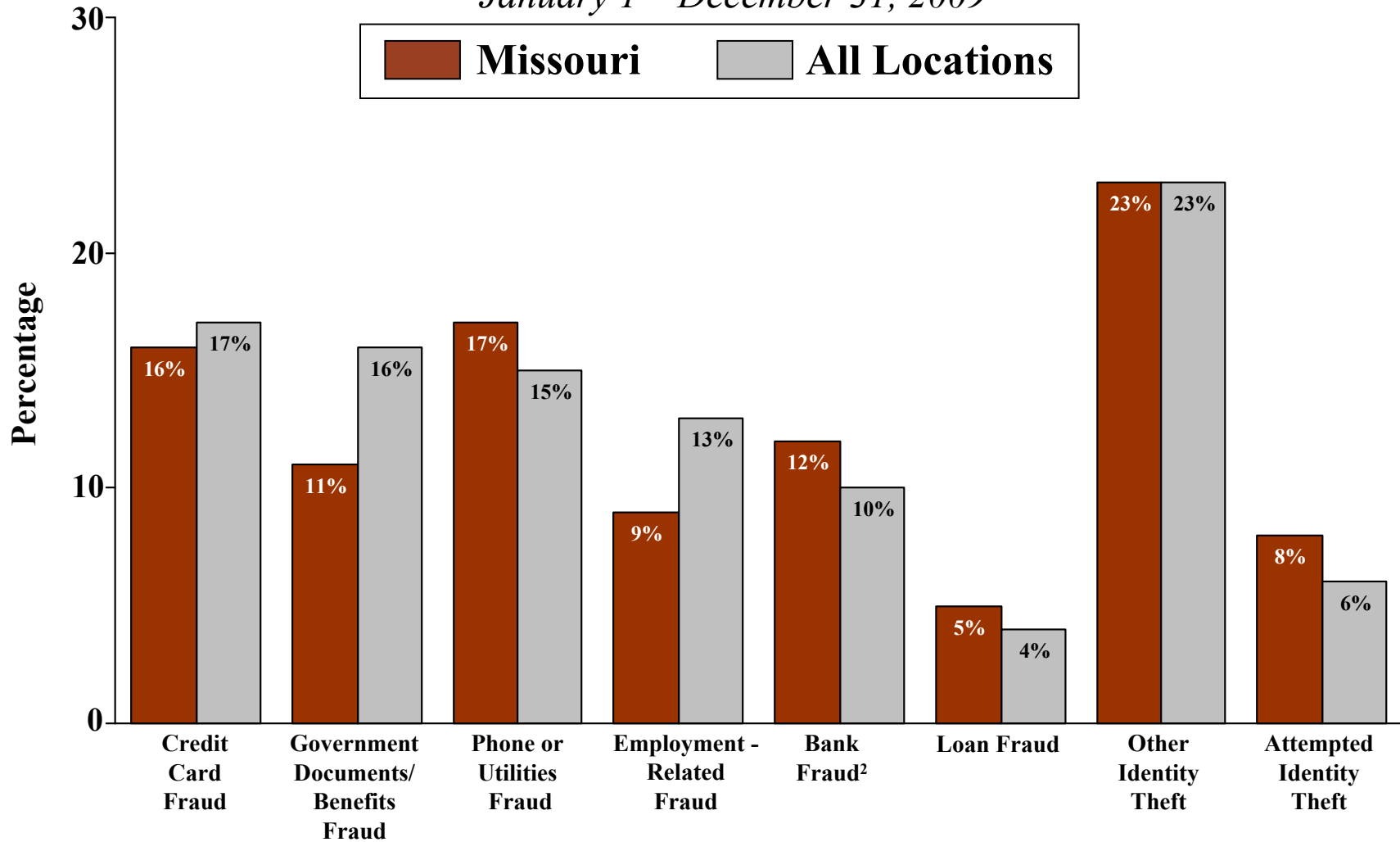


*Federal Trade Commission  
Washington, DC*

# Figure 1

## How Consumers' Information Is Misused<sup>1</sup>

January 1 – December 31, 2009



<sup>1</sup>These data are not based on a survey; the complaint figures presented are derived from self-reported and unverified consumer complaints contained in the CSN database. Percentages are based on the total number of CSN identity theft complaints: 3,850 from Missouri consumers and 278,078 from consumers in all locations. Note that CSN identity theft complaints may be coded under multiple theft types.

<sup>2</sup>Includes fraud involving checking and savings accounts and electronic fund transfers.

# Figure 2

## How Consumers' Information is Misused<sup>1</sup>

*January 1 – December 31, 2009*

<b>Credit Card Fraud</b>	Missouri	All Locations
Theft Subtype	Percentages	Percentages
New Accounts	9.7%	10.2%
Existing Account	7.1%	7.0%
<b>Total</b>	<b>16%</b>	<b>17%</b>

<b>Government Documents or Benefits Fraud</b>	Missouri	All Locations
Theft Subtype	Percentages	Percentages
Tax or Wage Related Fraud	8.2%	12.7%
Government Benefits Applied For/Received	1.3%	1.7%
Other Government Documents Issued/Forged	1.0%	1.1%
Driver's License Issued/Forged	0.9%	0.9%
<b>Total</b>	<b>11%</b>	<b>16%</b>

<b>Phone or Utilities Fraud</b>	Missouri	All Locations
Theft Subtype	Percentages	Percentages
Utilities - New Accounts	9.5%	8.2%
Wireless - New Accounts	4.7%	4.6%
Telephone - New Accounts	3.0%	2.0%
Unauthorized Charges to Existing Accounts	0.9%	0.6%
<b>Total</b>	<b>17%</b>	<b>15%</b>

<b>Employment-Related Fraud</b>	Missouri	All Locations
Theft Subtype	Percentages	Percentages
Employment-Related Fraud	9%	13%

<b>Attempted Identity Theft</b>	Missouri	All Locations
Theft Subtype	Percentages	Percentages
Attempted Identity Theft	8%	6%

<b>Bank Fraud<sup>2</sup></b>	Missouri	All Locations
Theft Subtype	Percentages	Percentages
Electronic Fund Transfer	4.9%	4.4%
Existing Accounts	3.9%	3.1%
New Accounts	2.9%	3.1%
<b>Total</b>	<b>12%</b>	<b>10%</b>

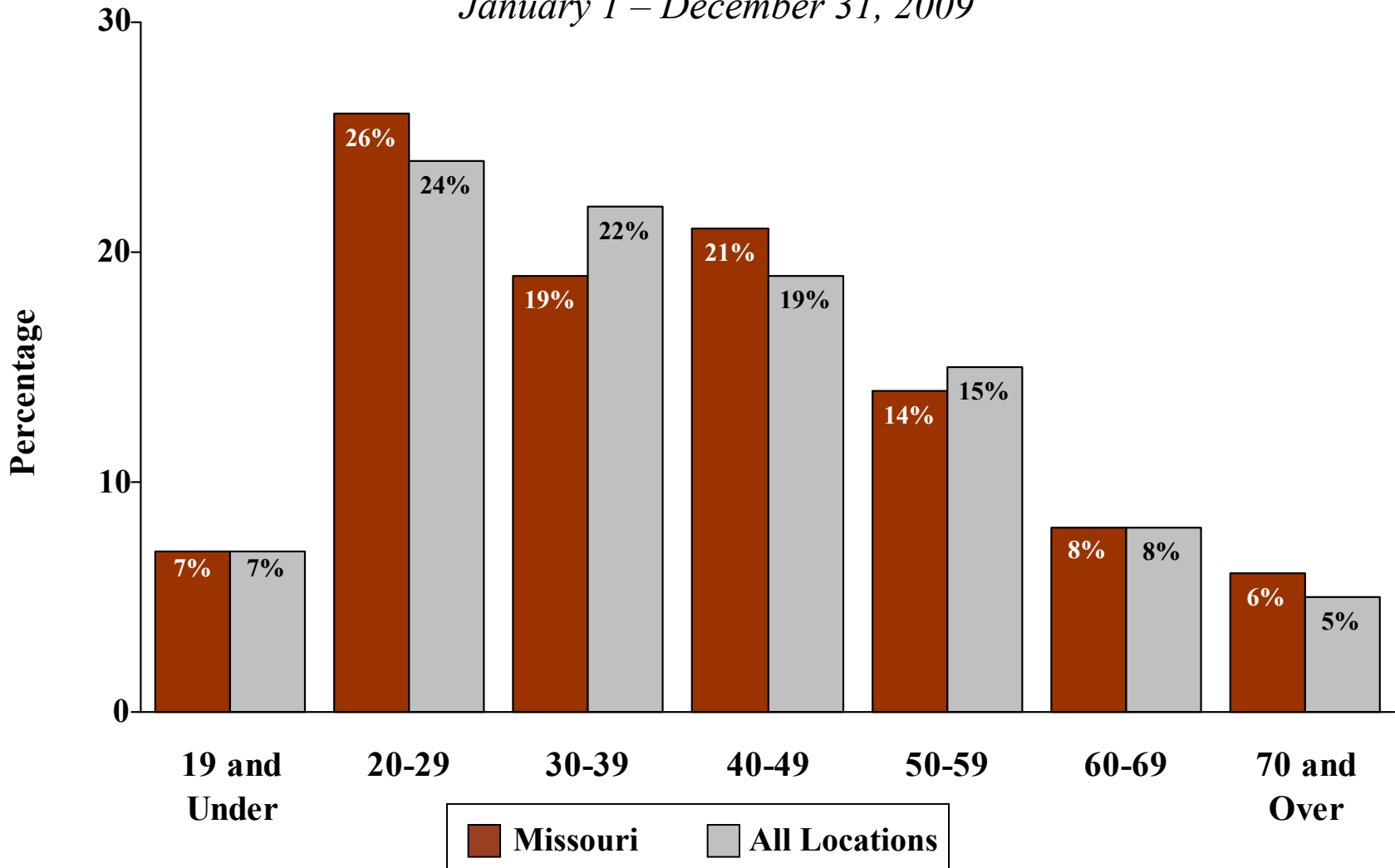
<b>Loan Fraud</b>	Missouri	All Locations
Theft Subtype	Percentages	Percentages
Business / Personal / Student Loan	2.6%	1.8%
Auto Loan / Lease	1.1%	1.2%
Real Estate Loan	1.2%	1.1%
<b>Total</b>	<b>5%</b>	<b>4%</b>

<b>Other Identity Theft</b>	Missouri	All Locations
Theft Subtype	Percentages	Percentages
Uncertain	9.5%	9.0%
Miscellaneous	8.1%	8.3%
Evading the Law	2.2%	1.4%
Medical	1.3%	1.3%
Internet / Email	1.0%	1.2%
Apartment or House Rented	0.6%	0.7%
Insurance	0.4%	0.3%
Child Support	0.1%	0.2%
Magazines	0.3%	0.2%
Bankruptcy	0.1%	0.1%
Property Rental Fraud	0.1%	0.1%
Securities / Other Investments	0.1%	0.1%
<b>Total</b>	<b>23%</b>	<b>23%</b>

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<sup>2</sup>Includes fraud involving checking and savings accounts and electronic fund transfers.

**Figure 3**  
**Complaints by Consumer Age<sup>1</sup>**  
*January 1 – December 31, 2009*



<sup>1</sup>These data are not based on a survey; the complaint figures presented are derived from self-reported and unverified consumer complaints contained in the CSN database. Percentages are based on the number of CSN identity theft complaints where consumers reported their age: 3,681 from Missouri consumers and 264,087 from consumers in all locations. 96% of consumers from Missouri and 95% of consumers from all locations who contacted the Federal Trade Commission reported their age.

# Figure 4a

## Identity Theft Complaints by State (Per 100,000 Population)<sup>1</sup>

January 1 – December 31, 2009

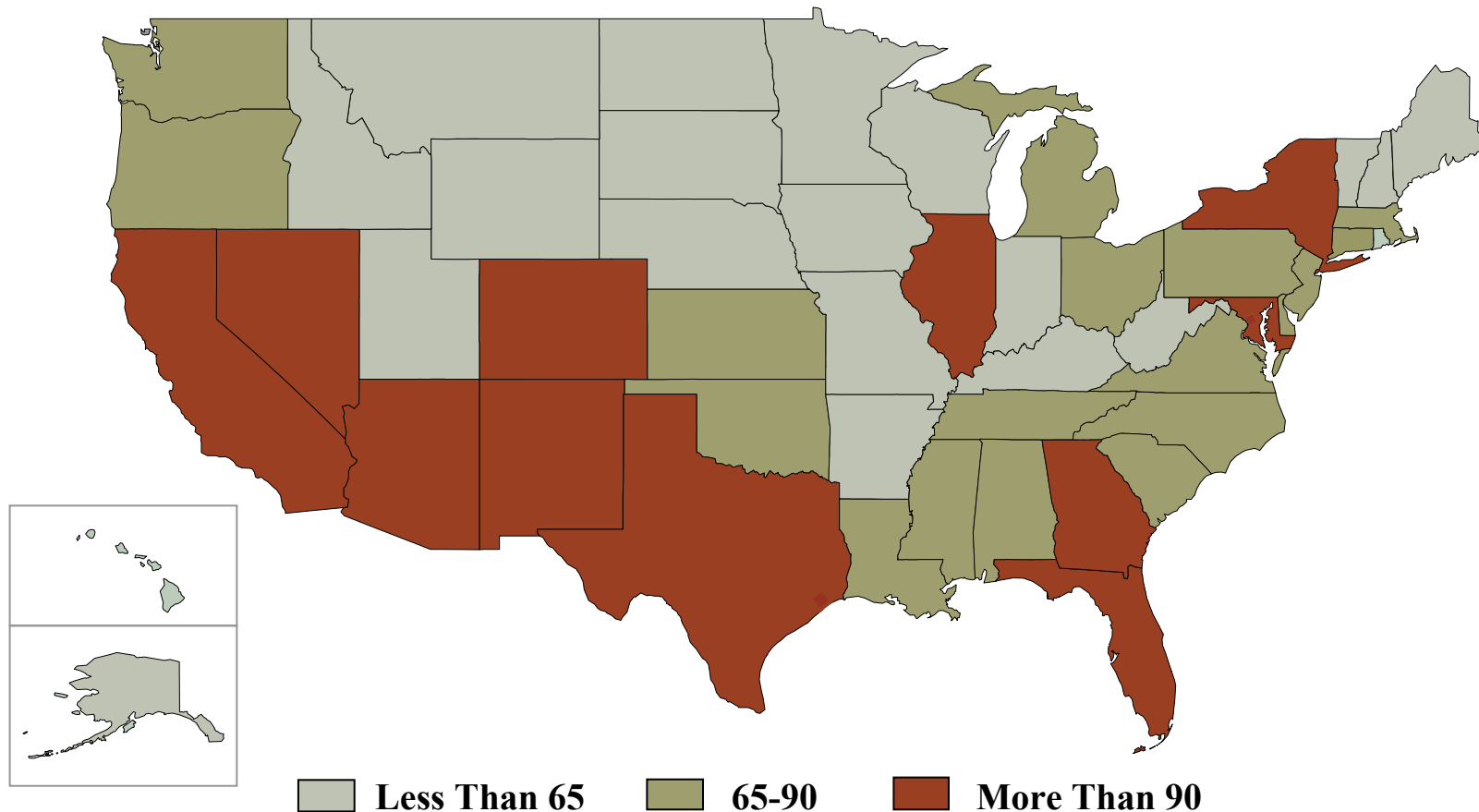
Rank	Consumer State	Complaints Per 100,000 Population	Number of Complaints	Rank	Consumer State	Complaints Per 100,000 Population	Number of Complaints
1	Florida	122.3	22,664	26	Kansas	67.6	1,906
2	Arizona	119.4	7,875	27	Oregon	67.5	2,583
3	Texas	116.4	28,844	28	South Carolina	67.3	3,070
4	California	114.2	42,209	29	Ohio	65.2	7,525
5	Nevada	106.0	2,802	30	Indiana	64.8	4,163
6	New Mexico	98.0	1,969	31	Arkansas	64.4	1,862
7	Georgia	97.2	9,556	32	<b>Missouri</b>	<b>64.3</b>	<b>3,850</b>
8	New York	96.7	18,906	33	Rhode Island	63.8	672
9	Colorado	95.0	4,775	34	Utah	62.4	1,738
10	Illinois	93.8	12,113	35	Minnesota	54.6	2,877
11	Maryland	91.8	5,232	36	Nebraska	52.2	938
12	New Jersey	84.5	7,361	37	Wyoming	49.2	268
13	Delaware	81.9	725	38	Wisconsin	49.1	2,777
14	Pennsylvania	78.4	9,887	39	Idaho	48.8	755
15	Washington	77.2	5,145	40	Kentucky	48.4	2,088
16	Connecticut	76.2	2,682	41	West Virginia	46.2	841
17	Alabama	76.2	3,586	42	Hawaii	45.1	584
18	Michigan	75.5	7,525	43	Alaska	44.8	313
19	Mississippi	73.2	2,161	44	Vermont	44.6	277
20	Virginia	72.8	5,741	45	New Hampshire	44.1	584
21	North Carolina	72.5	6,798	46	Montana	41.8	408
22	Louisiana	72.4	3,252	47	Iowa	39.2	1,179
23	Oklahoma	71.4	2,633	48	Maine	38.8	511
24	Tennessee	69.4	4,370	49	North Dakota	29.7	192
25	Massachusetts	69.0	4,551	50	South Dakota	29.1	236

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## Figure 4b

# Identity Theft Complaints by State (Per 100,000 Population)<sup>1</sup>

January 1 – December 31, 2009



<sup>1</sup>These data are not based on a survey; the complaint figures presented are derived from self-reported and unverified consumer complaints contained in the CSN database. Per 100,000 unit of population estimates are based on the 2009 U.S. Census population estimates (Table NST-EST2009-01 - Annual Estimates of the Population for the United States, Regions, States, and Puerto Rico: April 1, 2000 to July 1, 2009). Numbers for the District of Columbia are 902 complaints and 150.4 complaints per 100,000 population.