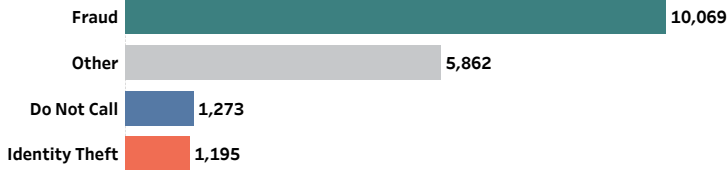




# FTC COVID-19 Complaints

January 1, 2020 - April 15, 2020



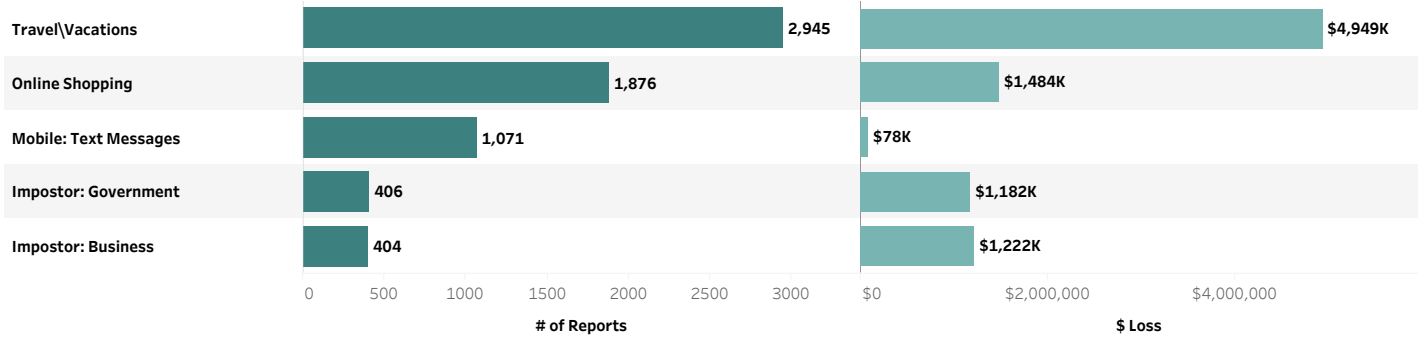
**18,257**  
OVERALL REPORTS

**\$13.44M**  
TOTAL FRAUD LOSS

**\$557**  
MEDIAN FRAUD LOSS

\*46.3% of fraud complaints report a loss

## Top Fraud Products or Services (Top 5 by # of Reports and \$ Loss)

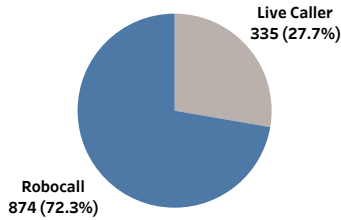


\*Travel complaints referring to the Coronavirus are mainly about cancellations and refunds rather than fraud.

## Top Do Not Call Reports

1	Other & No Subject Provided	533
2	Calls pretending to be government, businesses, or family and friends	282
3	Medical & prescriptions	169
4	Reducing your debt (credit cards, mortgage, student loans)	70
5	Warranties & protection plans	61

## DNC Reports by Call Type



## Top Other Reports

1	Credit Cards	602
2	Lending: Mortgage	594
3	Lending: Student Loans	405
4	Banks, Savings & Loans, and Credit Unions	363
5	Credit Bureaus	320



# FTC COVID-19 Complaints by State

January 1, 2020 - April 15, 2020

	Fraud	Other	Do Not Call	Identity Theft	Total		Fraud	Other	Do Not Call	Identity Theft	Total
Alabama	77	52	11	11	150	Montana	13	17	4	1	35
Alaska	11	4	2		17	Nebraska	35	17	6	2	60
Arizona	155	108	33	30	322	Nevada	100	65	43	15	221
Arkansas	52	36	12	6	106	New Hampshire	54	19	9	2	84
California	1,028	706	218	232	2,172	New Jersey	254	215	57	27	552
Colorado	179	84	32	10	300	New Mexico	55	24	5	6	90
Connecticut	98	73	14	10	194	New York	611	378	128	59	1,165
Delaware	33	24	9	6	72	North Carolina	256	124	25	28	431
District of Columbia	39	26	8	3	76	North Dakota	5	5		1	11
Florida	658	476	67	113	1,302	Ohio	260	128	41	38	462
Georgia	245	178	24	47	492	Oklahoma	60	16	9	18	103
Hawaii	43	17	10	2	71	Oregon	158	68	21	17	262
Idaho	44	20	7	5	74	Pennsylvania	281	196	56	21	547
Illinois	306	183	41	38	567	Puerto Rico	21	14	1	7	43
Indiana	141	69	4	19	230	Rhode Island	31	15	1	6	53
Iowa	50	39	7	4	99	South Carolina	105	66	18	11	199
Kansas	43	28	6	5	80	South Dakota	10	7	2	2	21
Kentucky	111	45	6	11	172	Tennessee	114	73	25	10	220
Louisiana	61	45	24	14	143	Texas	584	431	57	102	1,166
Maine	34	8	3	2	47	Utah	85	49	14	7	155
Maryland	190	104	37	23	352	Vermont	16	7	1		22
Massachusetts	179	87	20	30	315	Virgin Islands	2				2
Michigan	236	95	24	24	376	Virginia	209	149	36	20	412
Minnesota	123	55	22	12	211	Washington	227	85	35	48	391
Mississippi	39	27	6	4	74	West Virginia	31	11	9	4	55
Missouri	129	80	8	12	227	Wisconsin	212	157	13	8	389
Virgin Islands	2				2	Wyoming	12	8	2	2	24