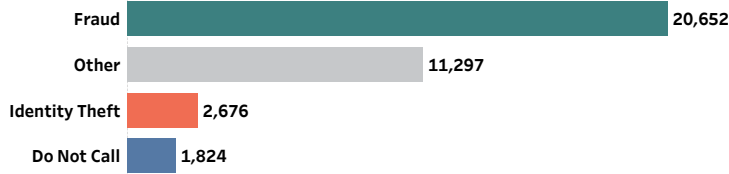




FTC COVID-19 Complaints

January 1, 2020 - May 5, 2020



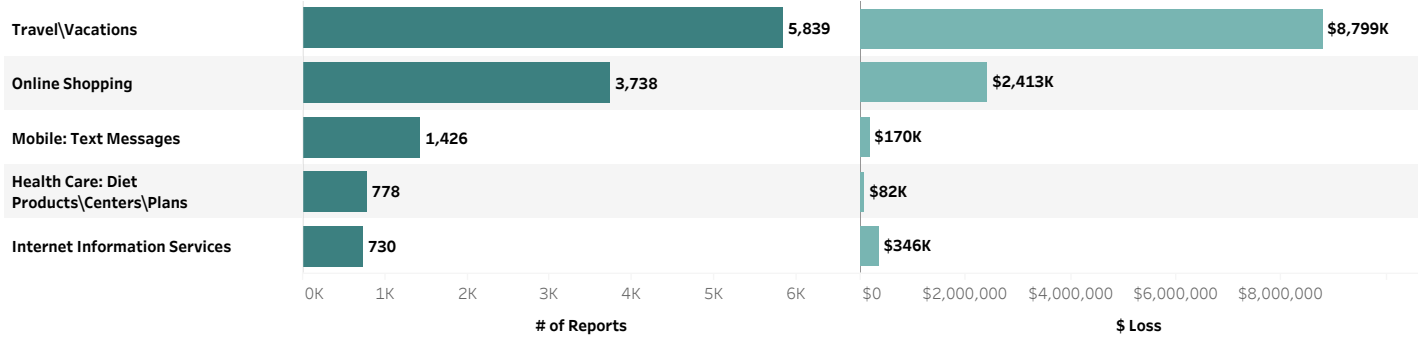
36,238
OVERALL
REPORTS

\$24.44M
TOTAL FRAUD
LOSS

\$503
MEDIAN FRAUD
LOSS

*42.6% of fraud complaints report a loss

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

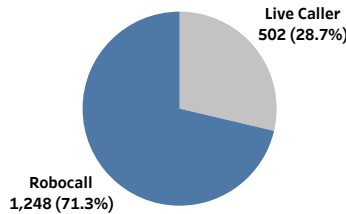


*While the travel/vacation category typically relates to the sale or advertising of these services, the Coronavirus-related complaints in this category are primarily about refunds and cancellations.

Top Do Not Call Reports

| | | |
|---|--|-----|
| 1 | Other & No Subject Provided | 764 |
| 2 | Calls pretending to be government, businesses, or family and friends | 391 |
| 3 | Medical & prescriptions | 224 |
| 4 | Reducing your debt (credit cards, mortgage, student loans) | 117 |
| 5 | Warranties & protection plans | 100 |

DNC Reports by Call Type



Top Other Reports

| | | |
|---|---|-------|
| 1 | Credit Cards | 1,247 |
| 2 | Lending: Mortgage | 1,073 |
| 3 | Banks, Savings & Loans, and Credit Unions | 804 |
| 4 | Credit Bureaus | 697 |
| 5 | Lending: Student Loans | 590 |



FTC COVID-19 Complaints by State

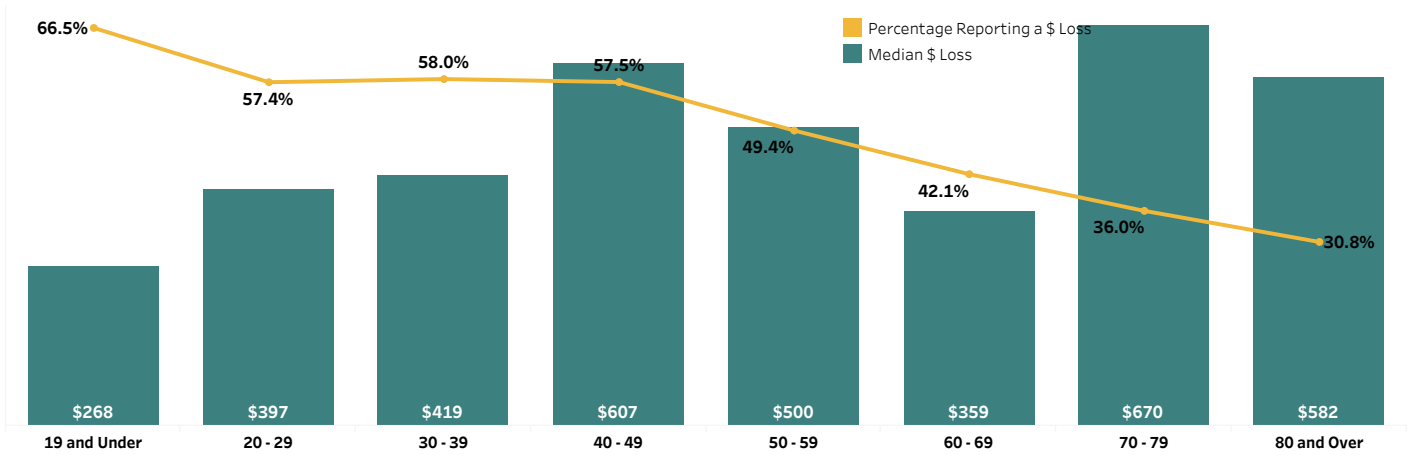
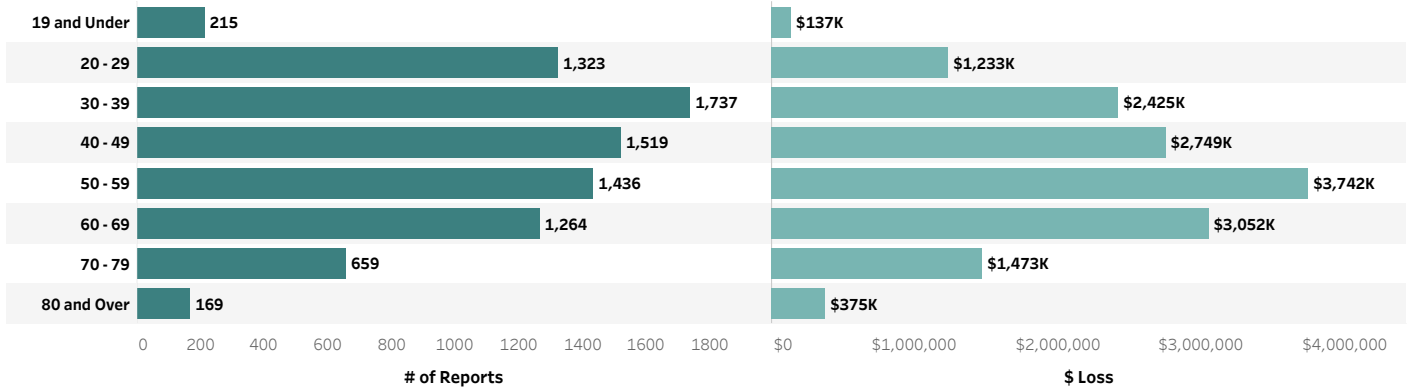
January 1, 2020 - May 5, 2020

| | Fraud | Other | Do Not Call | Identity Theft | Total | | Fraud | Other | Do Not Call | Identity Theft | Total |
|----------------------|-------|-------|-------------|----------------|-------|----------------|-------|-------|-------------|----------------|-------|
| Alabama | 151 | 96 | 19 | 20 | 284 | Montana | 38 | 20 | 4 | 4 | 66 |
| Alaska | 23 | 7 | 2 | 4 | 36 | Nebraska | 77 | 29 | 9 | 3 | 117 |
| Arizona | 307 | 214 | 50 | 67 | 634 | Nevada | 181 | 134 | 57 | 39 | 409 |
| Arkansas | 89 | 66 | 18 | 18 | 191 | New Hampshire | 94 | 35 | 15 | 4 | 148 |
| California | 1,905 | 1,321 | 295 | 507 | 4,010 | New Jersey | 508 | 395 | 92 | 73 | 1,066 |
| Colorado | 342 | 174 | 40 | 34 | 584 | New Mexico | 84 | 53 | 6 | 12 | 155 |
| Connecticut | 194 | 131 | 19 | 16 | 358 | New York | 1,159 | 764 | 188 | 127 | 2,220 |
| Delaware | 56 | 43 | 10 | 10 | 119 | North Carolina | 497 | 263 | 36 | 55 | 844 |
| District of Columbia | 68 | 51 | 8 | 10 | 137 | North Dakota | 14 | 6 | | 1 | 20 |
| Florida | 1,278 | 923 | 94 | 235 | 2,515 | Ohio | 484 | 279 | 60 | 63 | 881 |
| Georgia | 482 | 400 | 34 | 115 | 1,027 | Oklahoma | 101 | 61 | 11 | 48 | 221 |
| Hawaii | 80 | 37 | 10 | 7 | 133 | Oregon | 294 | 177 | 27 | 33 | 528 |
| Idaho | 77 | 35 | 10 | 9 | 129 | Pennsylvania | 572 | 380 | 75 | 59 | 1,078 |
| Illinois | 570 | 365 | 61 | 99 | 1,091 | Puerto Rico | 32 | 19 | 1 | 15 | 67 |
| Indiana | 242 | 137 | 7 | 35 | 416 | Rhode Island | 60 | 39 | 2 | 20 | 121 |
| Iowa | 93 | 50 | 10 | 7 | 159 | South Carolina | 212 | 133 | 22 | 23 | 388 |
| Kansas | 83 | 45 | 12 | 11 | 149 | South Dakota | 15 | 12 | 4 | 3 | 33 |
| Kentucky | 201 | 90 | 10 | 26 | 326 | Tennessee | 244 | 149 | 31 | 25 | 446 |
| Louisiana | 134 | 96 | 33 | 48 | 309 | Texas | 1,071 | 809 | 98 | 229 | 2,196 |
| Maine | 78 | 27 | 5 | 6 | 116 | Utah | 132 | 77 | 23 | 19 | 249 |
| Maryland | 354 | 228 | 52 | 38 | 669 | Vermont | 29 | 17 | 3 | 1 | 48 |
| Massachusetts | 1,148 | 288 | 29 | 52 | 1,515 | Virginia | 405 | 263 | 50 | 48 | 764 |
| Michigan | 440 | 215 | 40 | 62 | 752 | Washington | 402 | 178 | 47 | 97 | 719 |
| Minnesota | 235 | 107 | 27 | 28 | 395 | West Virginia | 60 | 35 | 18 | 8 | 120 |
| Mississippi | 70 | 68 | 13 | 17 | 165 | Wisconsin | 331 | 208 | 18 | 18 | 572 |
| Missouri | 221 | 159 | 14 | 30 | 421 | Wyoming | 17 | 15 | 2 | 3 | 37 |



FTC COVID-19 Age & Fraud Complaints

*as of May 5, 2020



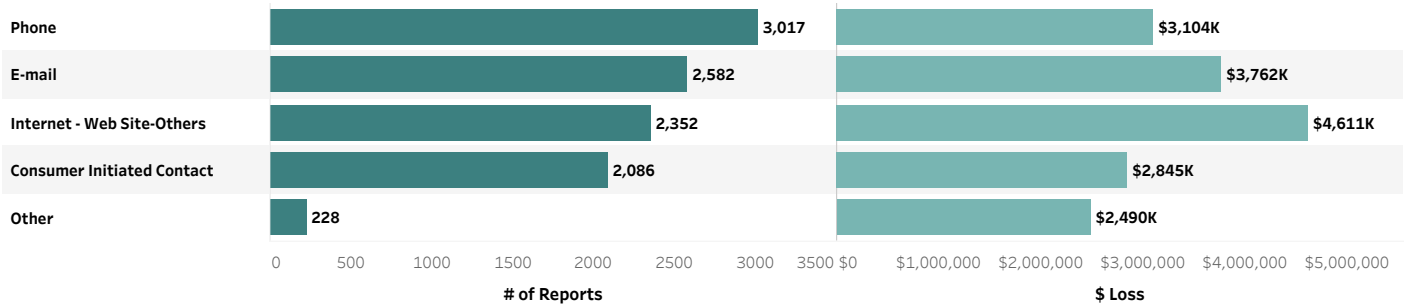
Percentages are based on the total number of fraud reports in which consumers provided their age: 41.6%



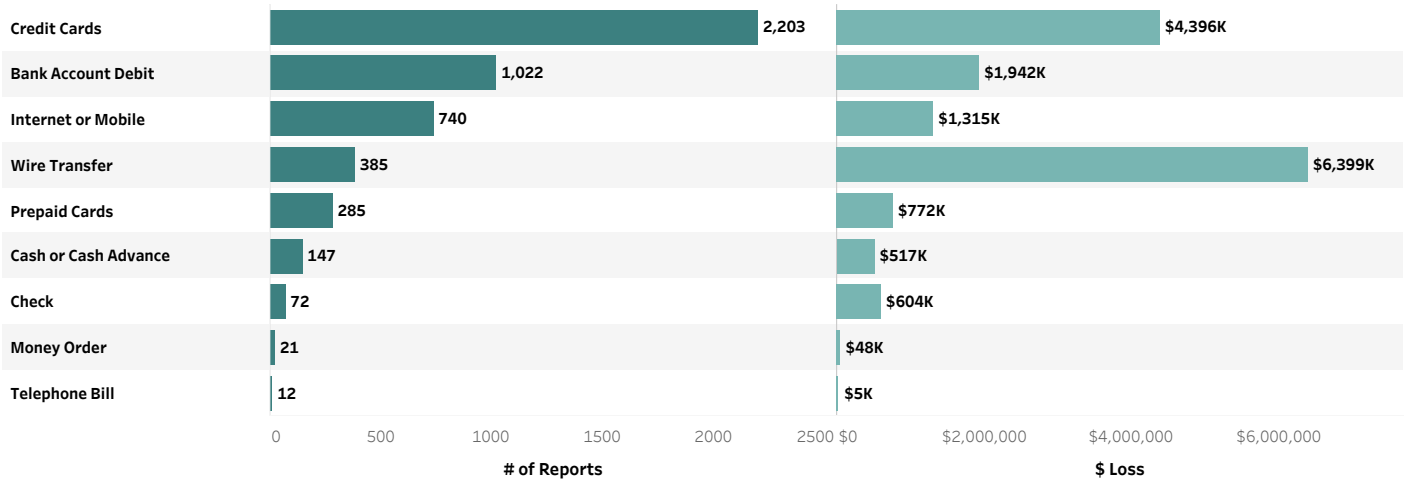
FTC COVID-19 Fraud Complaints

*as of May 5, 2020

Contact Method



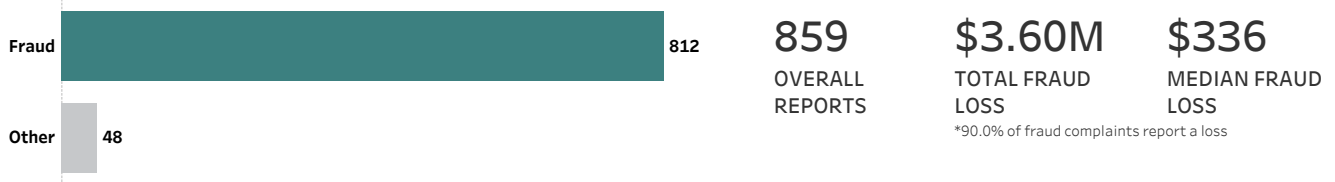
Payment Method



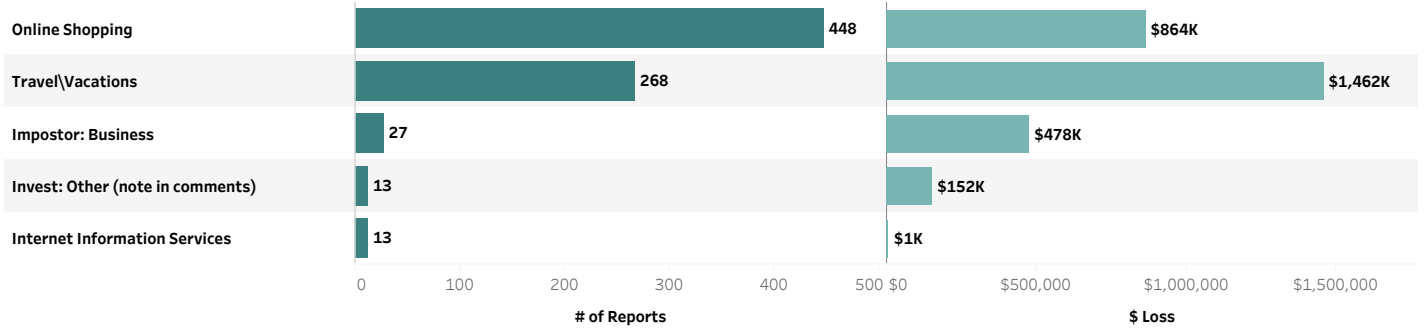


FTC COVID-19 Complaints from eConsumer.gov

January 1, 2020 - May 5, 2020



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



Top Consumer Countries

| | | |
|----|----------------|-----|
| 1 | UNITED STATES | 384 |
| 2 | FRANCE | 101 |
| 3 | AUSTRALIA | 43 |
| 4 | CANADA | 22 |
| 5 | UNITED KINGDOM | 21 |
| 6 | CHILE | 19 |
| 7 | SPAIN | 18 |
| 8 | TURKEY | 16 |
| 9 | ARGENTINA | 12 |
| 10 | INDIA | 11 |

