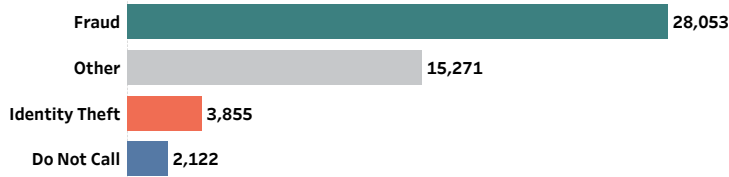




# FTC COVID-19 Complaints

January 1, 2020 - May 18, 2020



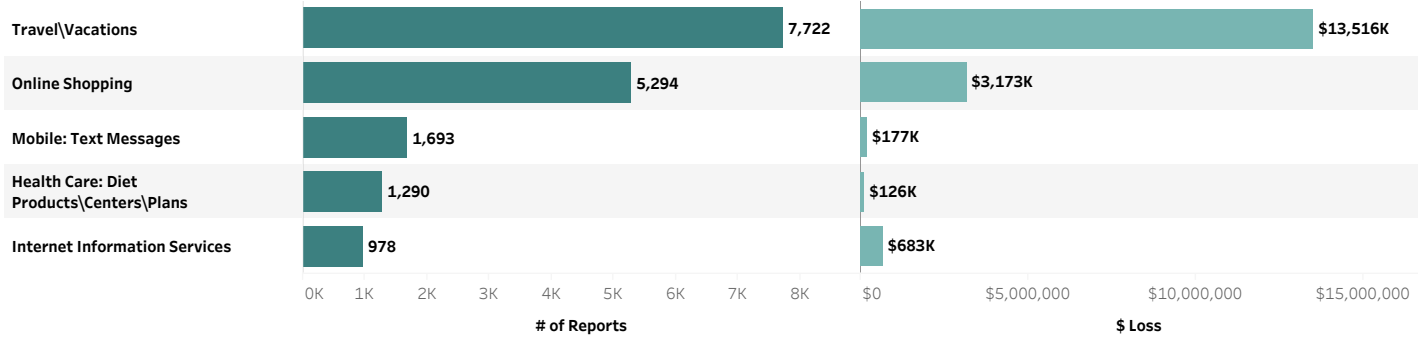
**49,046**  
OVERALL  
REPORTS

**\$35.57M**  
TOTAL FRAUD  
LOSS

**\$473**  
MEDIAN FRAUD  
LOSS

\*44.6% of fraud complaints report a loss

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

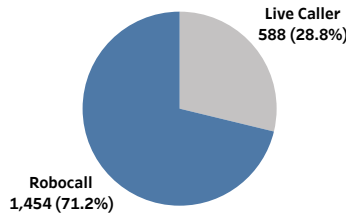


\*While the travel/vacation category typically relates to the sale or advertising of these services, the Coronavirus-related complaints in this category are primarily about refunds and cancellations.

## Top Do Not Call Reports

1	Other & No Subject Provided	864
2	Calls pretending to be government, businesses, or family and friends	460
3	Medical & prescriptions	251
4	Reducing your debt (credit cards, mortgage, student loans)	130
5	Warranties & protection plans	116

## DNC Reports by Call Type



## Top Other Reports

1	Credit Cards	1,754
2	Lending: Mortgage	1,344
3	Banks, Savings & Loans, and Credit Unions	1,143
4	Credit Bureaus	1,016
5	Lending: Student Loans	659



# FTC COVID-19 Complaints by State

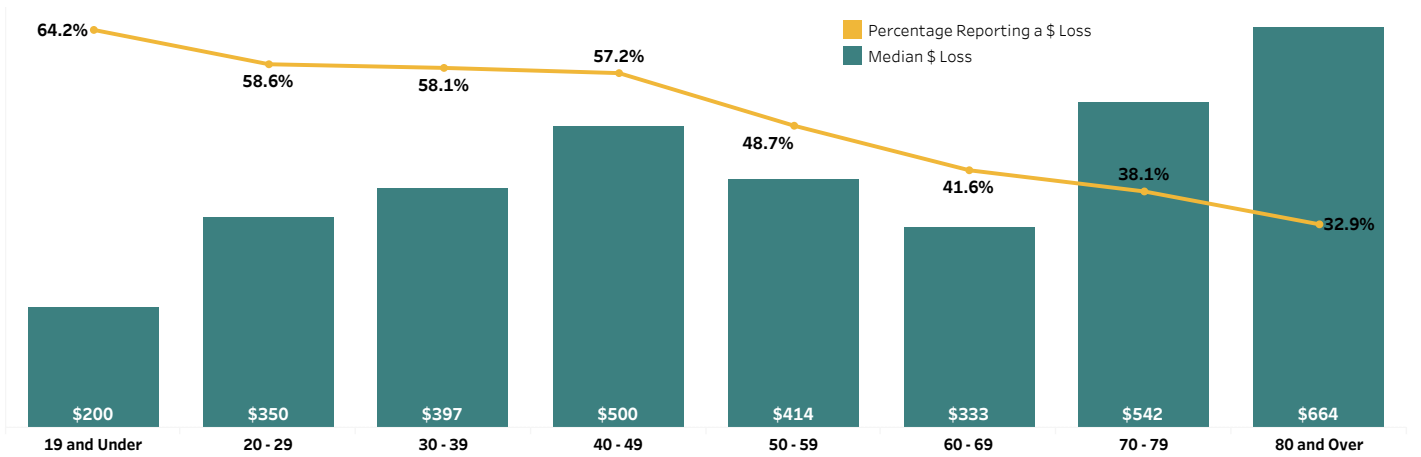
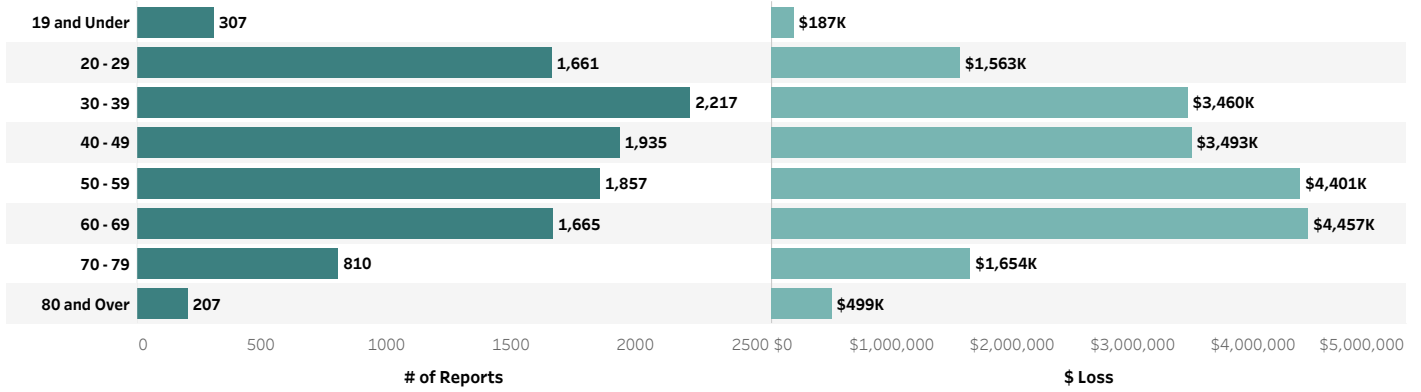
January 1, 2020 - May 18, 2020

	Fraud	Other	Do Not Call	Identity Theft	Total		Fraud	Other	Do Not Call	Identity Theft	Total
Alabama	196	141	23	30	385	Montana	55	27	5	6	93
Alaska	34	9	2	5	50	Nebraska	93	36	9	3	140
Arizona	394	300	58	78	826	Nevada	232	179	66	49	523
Arkansas	107	82	18	33	240	New Hampshire	119	52	15	4	190
California	2,564	1,739	336	647	5,262	New Jersey	698	509	102	92	1,399
Colorado	458	232	49	42	775	New Mexico	108	62	9	17	195
Connecticut	253	157	21	23	452	New York	1,520	1,010	202	175	2,886
Delaware	80	56	10	11	157	North Carolina	659	351	45	70	1,116
District of Columbia	90	73	9	12	184	North Dakota	26	6	1	2	34
Florida	1,639	1,260	111	291	3,282	Ohio	671	379	66	77	1,187
Georgia	662	573	38	185	1,454	Oklahoma	138	100	12	83	333
Hawaii	103	47	12	8	169	Oregon	366	199	29	42	633
Idaho	99	54	12	9	172	Pennsylvania	768	492	87	88	1,425
Illinois	728	487	80	116	1,406	Puerto Rico	38	21	1	18	78
Indiana	312	181	10	42	538	Rhode Island	81	62	6	40	189
Iowa	122	71	13	7	211	South Carolina	287	181	24	29	518
Kansas	113	70	14	14	209	South Dakota	29	13	4	3	48
Kentucky	270	122	11	30	432	Tennessee	346	215	36	30	623
Louisiana	167	129	34	53	381	Texas	1,416	1,085	138	297	2,924
Maine	100	43	7	9	159	Utah	172	103	24	20	317
Maryland	476	313	57	51	893	Vermont	41	21	4	2	66
Massachusetts	1,273	363	33	67	1,733	Virginia	576	338	62	60	1,034
Michigan	740	417	42	84	1,274	Washington	811	472	56	473	1,806
Minnesota	304	143	30	37	512	West Virginia	76	48	28	11	162
Mississippi	90	90	15	24	216	Wisconsin	508	319	22	24	870
Missouri	300	207	19	39	561	Wyoming	31	16	2	3	52



# FTC COVID-19 Age & Fraud Complaints

\*as of May 18, 2020



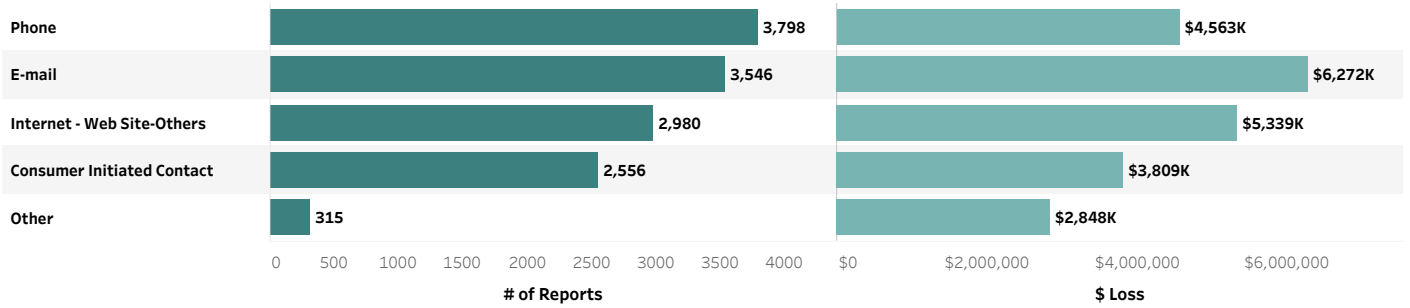
Percentages are based on the total number of fraud reports in which consumers provided their age: 40.7%



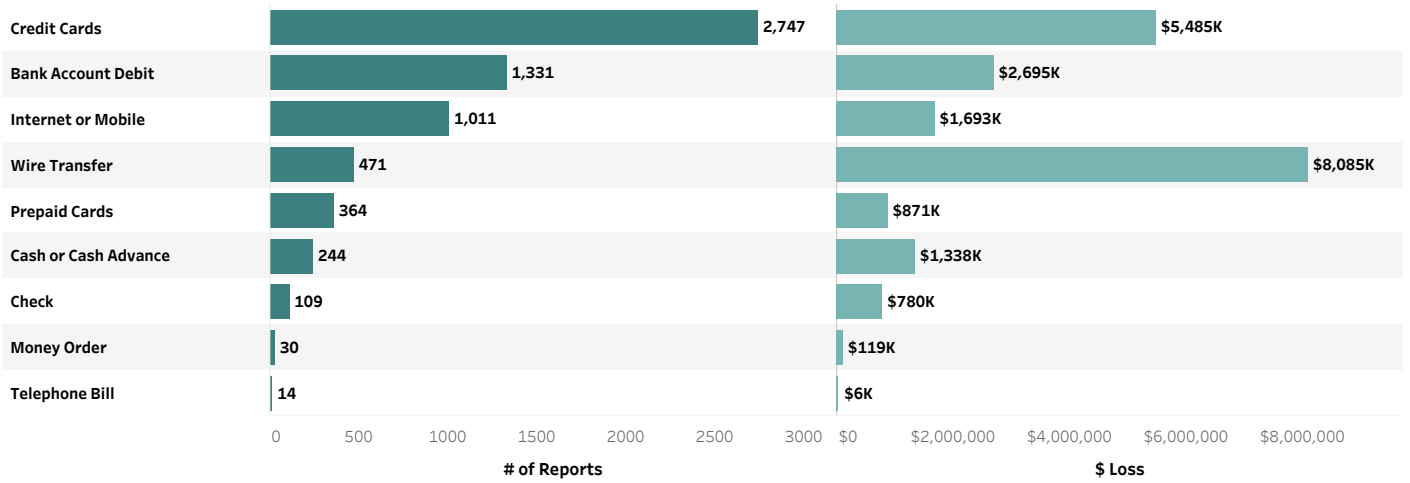
# FTC COVID-19 Fraud Complaints

\*as of May 18, 2020

## Contact Method



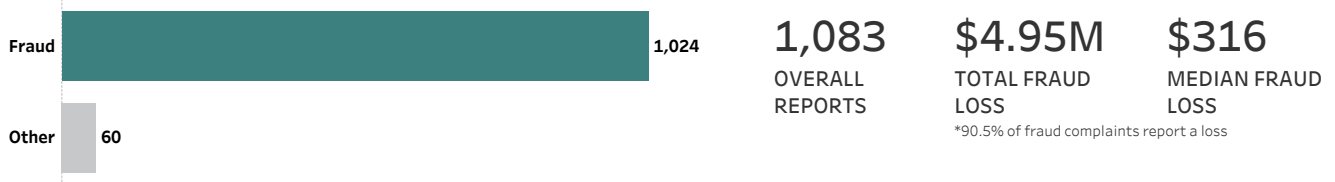
## Payment Method



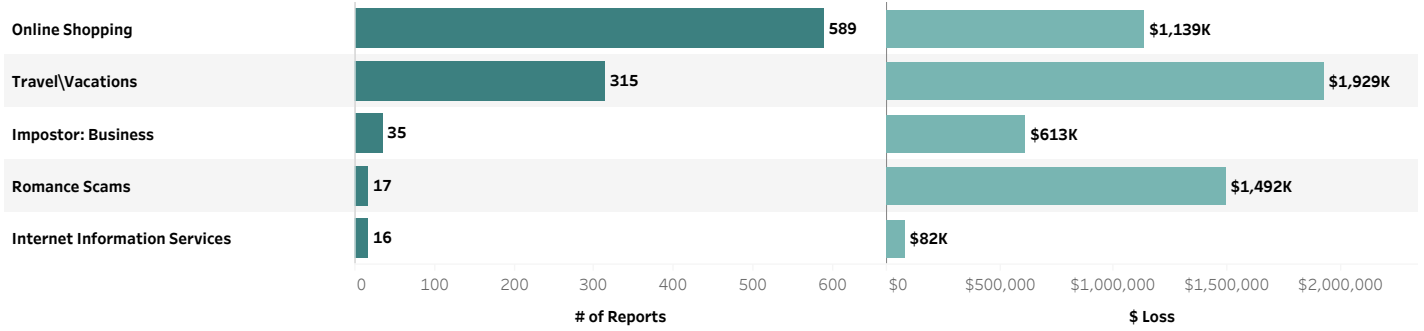


# FTC COVID-19 Complaints from eConsumer.gov

January 1, 2020 - May 18, 2020



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



## Top Consumer Countries

1	UNITED STATES	505
2	FRANCE	123
3	AUSTRALIA	53
4	UNITED KINGDOM	30
5	CANADA	25
6	CHILE	22
7	TURKEY	20
8	SPAIN	20
9	INDIA	14
10	ARGENTINA	13

