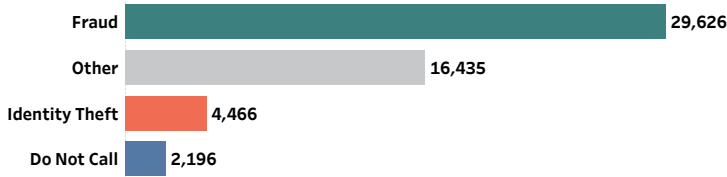




FTC COVID-19 Complaints

January 1, 2020 - May 21, 2020



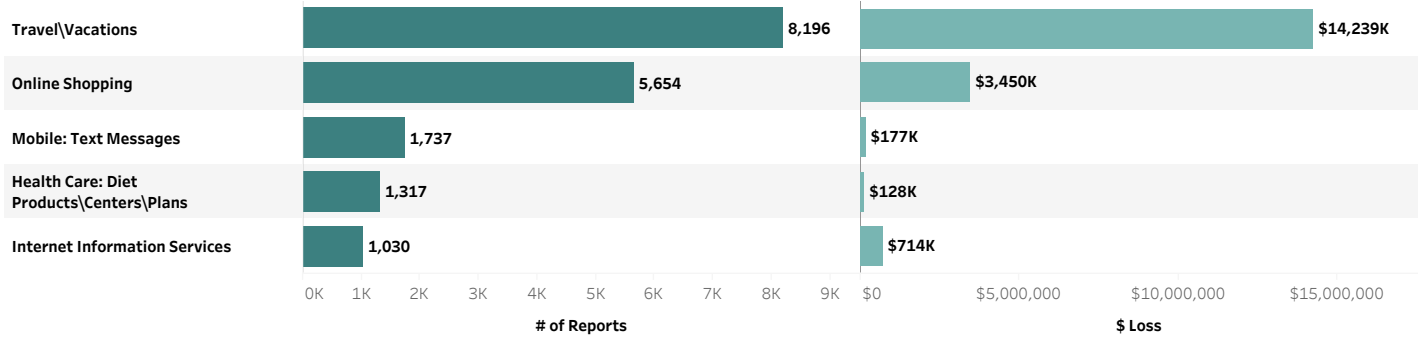
52,458
OVERALL
REPORTS

\$38.59M
TOTAL FRAUD
LOSS

\$470
MEDIAN FRAUD
LOSS

*44.7% of fraud complaints report a loss

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

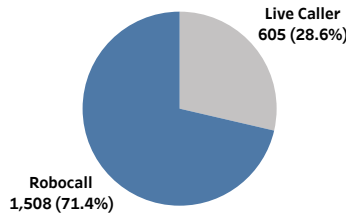


*While the travel/vacation category typically relates to the sale or advertising of these services, the Coronavirus-related complaints in this category are primarily about refunds and cancellations.

Top Do Not Call Reports

1	Other & No Subject Provided	889
2	Calls pretending to be government, businesses, or family and friends	481
3	Medical & prescriptions	257
4	Reducing your debt (credit cards, mortgage, student loans)	141
5	Warranties & protection plans	121

DNC Reports by Call Type



Top Other Reports

1	Credit Cards	1,873
2	Lending: Mortgage	1,426
3	Banks, Savings & Loans, and Credit Unions	1,230
4	Credit Bureaus	1,092
5	Lending: Student Loans	713



FTC COVID-19 Complaints by State

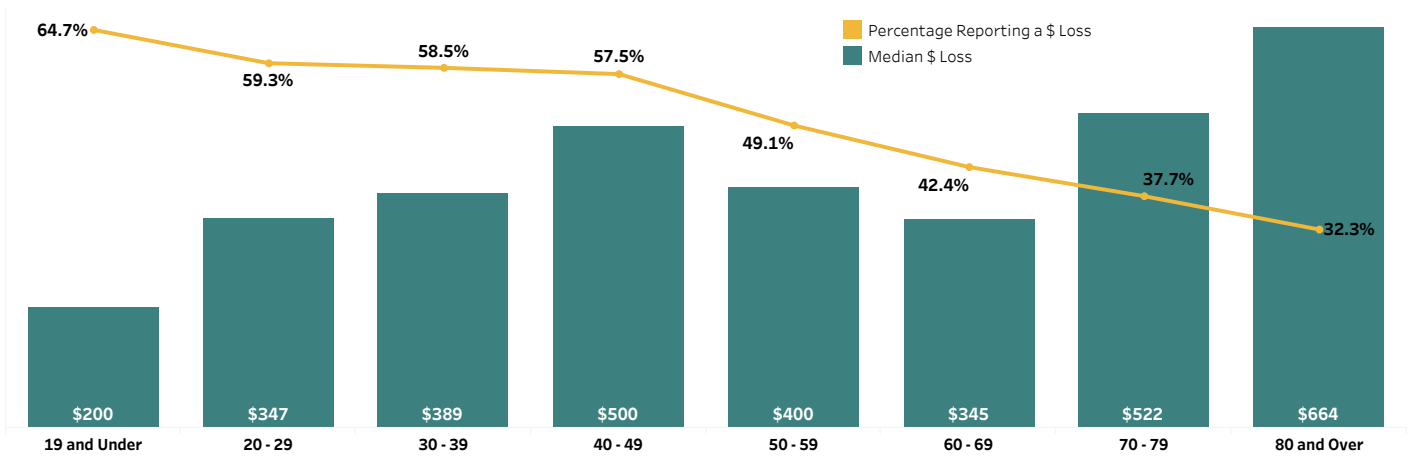
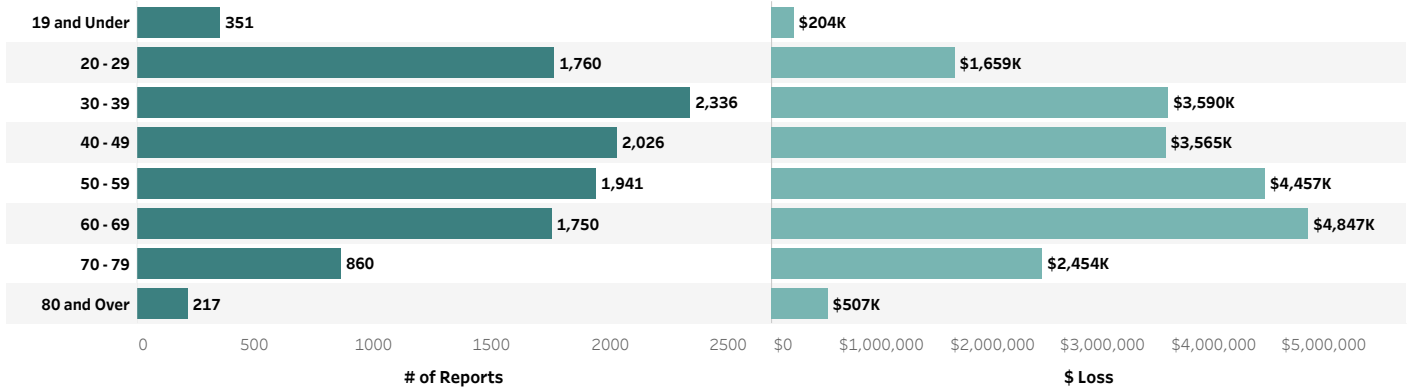
January 1, 2020 - May 21, 2020

	Fraud	Other	Do Not Call	Identity Theft	Total		Fraud	Other	Do Not Call	Identity Theft	Total
Alabama	208	154	23	34	414	Montana	64	30	5	7	106
Alaska	36	9	2	6	53	Nebraska	96	38	9	3	145
Arizona	431	332	60	78	897	Nevada	246	188	66	54	551
Arkansas	114	84	18	46	262	New Hampshire	124	54	16	6	200
California	2,739	1,872	348	695	5,628	New Jersey	749	545	105	102	1,499
Colorado	488	257	51	48	838	New Mexico	114	64	9	17	203
Connecticut	265	170	22	25	480	New York	1,610	1,083	208	182	3,062
Delaware	87	59	10	13	169	North Carolina	705	382	46	73	1,197
District of Columbia	97	77	11	12	197	North Dakota	27	6	1	2	35
Florida	1,735	1,345	117	307	3,484	Ohio	722	408	67	85	1,275
Georgia	715	606	40	201	1,558	Oklahoma	145	109	14	94	362
Hawaii	109	48	13	8	177	Oregon	381	207	30	43	658
Idaho	109	56	12	12	187	Pennsylvania	829	526	92	95	1,532
Illinois	763	519	84	125	1,486	Puerto Rico	38	22	1	18	79
Indiana	338	194	10	44	579	Rhode Island	84	66	6	43	199
Iowa	123	75	13	7	216	South Carolina	313	196	25	31	562
Kansas	118	75	14	17	222	South Dakota	30	13	4	3	49
Kentucky	287	128	12	34	460	Tennessee	371	240	36	34	677
Louisiana	180	142	34	55	408	Texas	1,515	1,156	140	330	3,128
Maine	162	80	7	17	266	Utah	184	111	25	22	339
Maryland	498	332	59	53	938	Vermont	46	21	4	3	72
Massachusetts	1,318	381	34	69	1,799	Virginia	620	350	63	64	1,095
Michigan	769	443	43	93	1,339	Washington	849	599	58	779	2,279
Minnesota	322	153	30	37	540	West Virginia	84	49	35	11	178
Mississippi	99	97	15	24	232	Wisconsin	524	333	24	27	905
Missouri	326	225	19	57	622	Wyoming	33	18	2	3	56



FTC COVID-19 Age & Fraud Complaints

*as of May 21, 2020



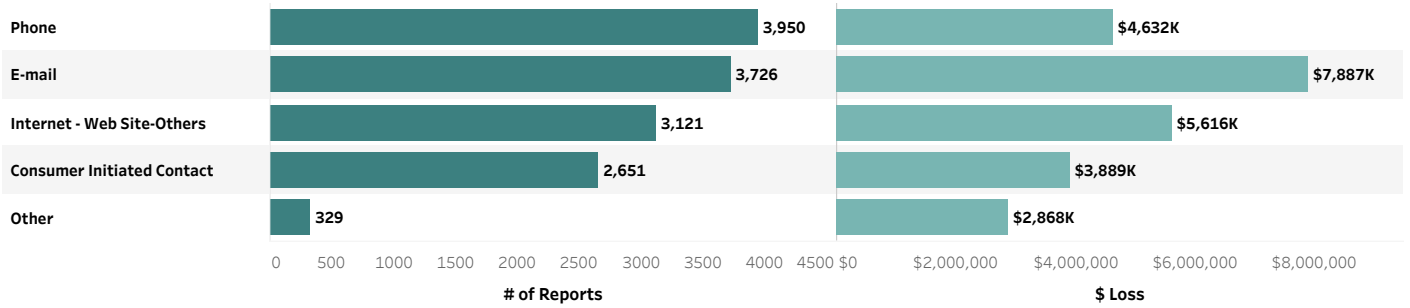
Percentages are based on the total number of fraud reports in which consumers provided their age: 40.6%



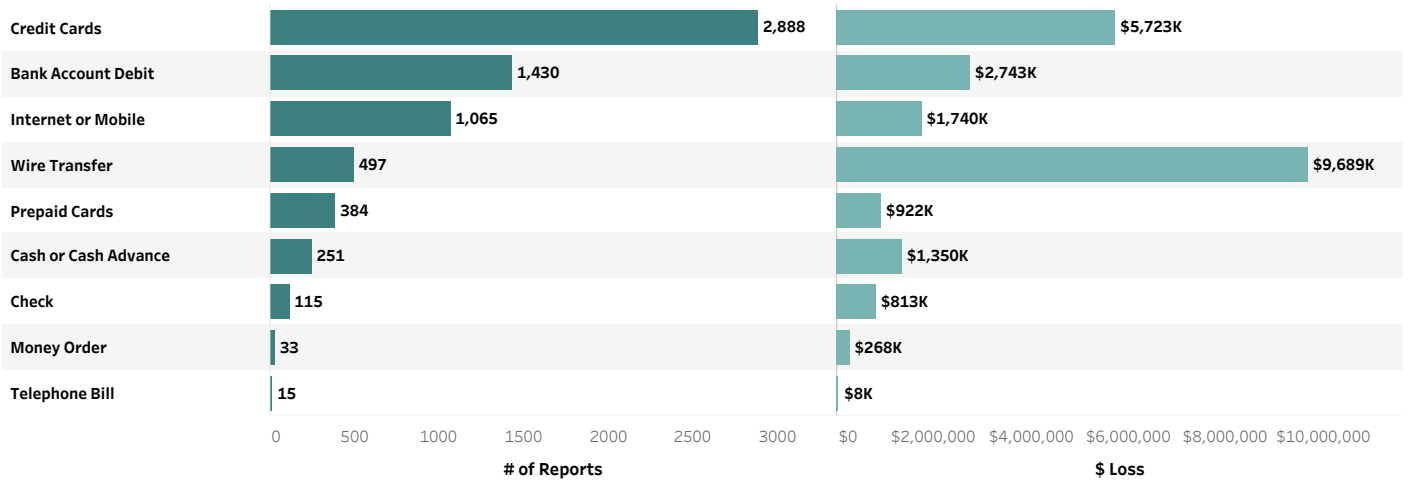
FTC COVID-19 Fraud Complaints

*as of May 21, 2020

Contact Method



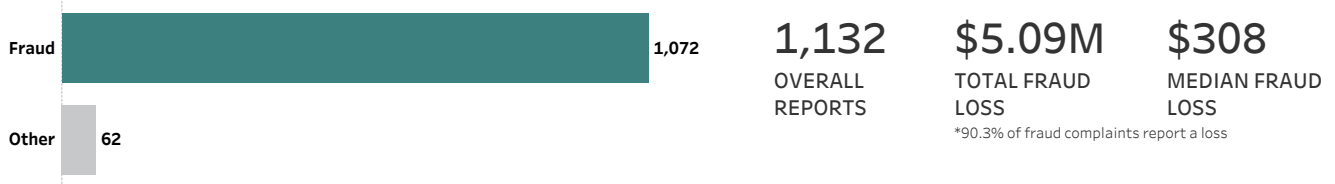
Payment Method



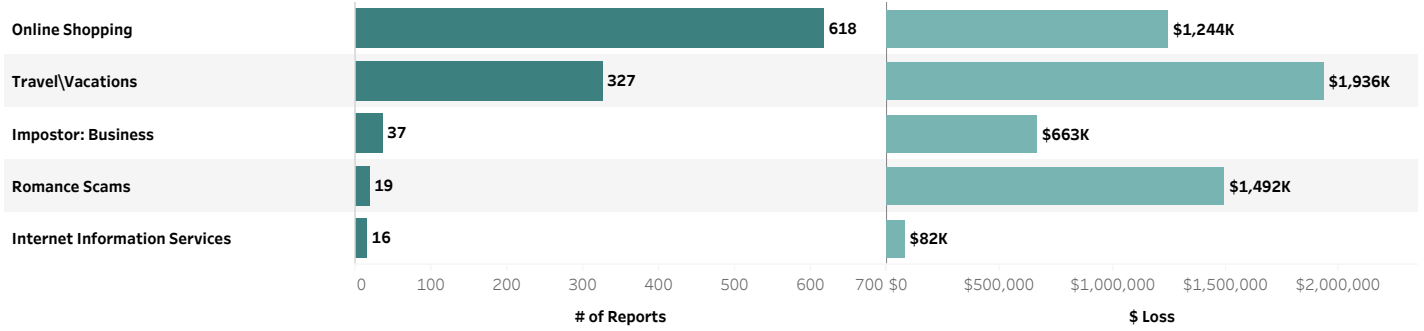


FTC COVID-19 Complaints from eConsumer.gov

January 1, 2020 - May 21, 2020



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



Top Consumer Countries

1	UNITED STATES	531
2	FRANCE	127
3	AUSTRALIA	56
4	UNITED KINGDOM	31
5	CANADA	25
6	CHILE	23
7	TURKEY	20
8	SPAIN	20
9	INDIA	15
10	ARGENTINA	13

