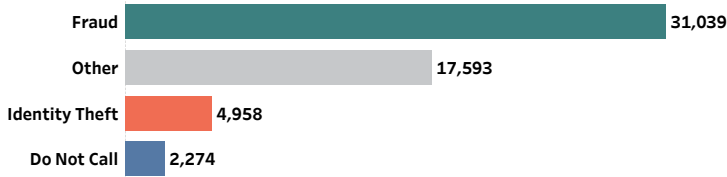




FTC COVID-19 Complaints

January 1, 2020 - May 26, 2020



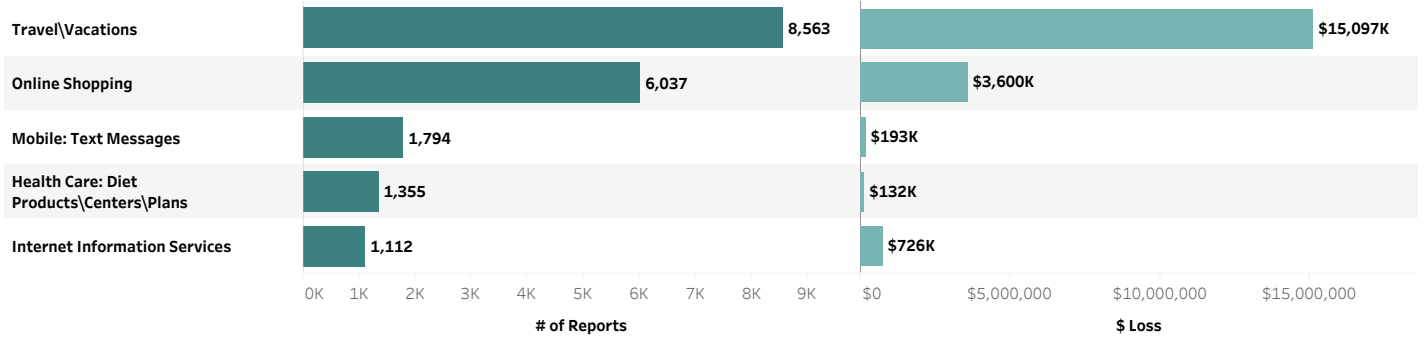
55,590
OVERALL REPORTS

\$40.38M
TOTAL FRAUD LOSS

\$458
MEDIAN FRAUD LOSS

*45.2% of fraud complaints report a loss

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

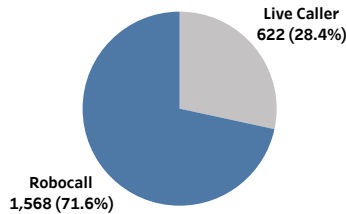


*While the travel/vacation category typically relates to the sale or advertising of these services, the Coronavirus-related complaints in this category are primarily about refunds and cancellations.

Top Do Not Call Reports

1	Other & No Subject Provided	911
2	Calls pretending to be government, businesses, or family and friends	515
3	Medical & prescriptions	262
4	Reducing your debt (credit cards, mortgage, student loans)	147
5	Warranties & protection plans	124

DNC Reports by Call Type



Top Other Reports

1	Credit Cards	1,992
2	Lending: Mortgage	1,492
3	Banks, Savings & Loans, and Credit Unions	1,329
4	Credit Bureaus	1,195
5	Lending: Student Loans	759



FTC COVID-19 Complaints by State

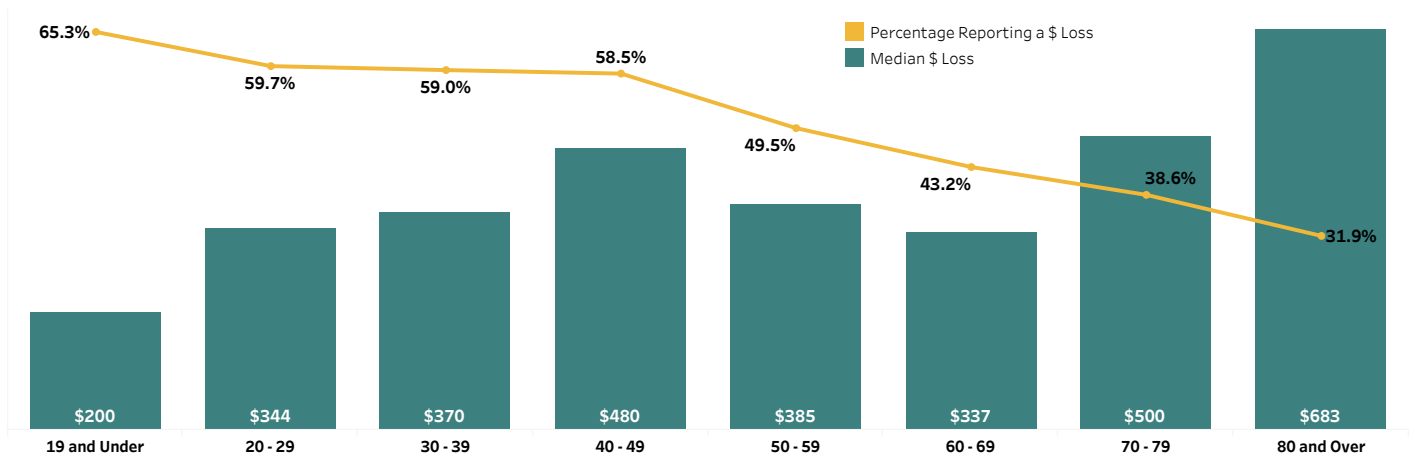
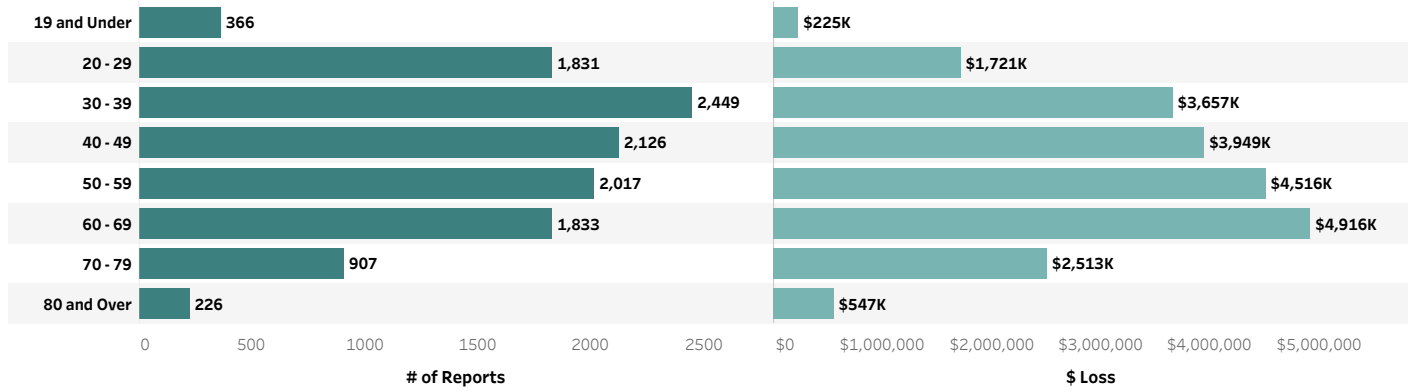
January 1, 2020 - May 26, 2020

	Fraud	Other	Do Not Call	Identity Theft	Total		Fraud	Other	Do Not Call	Identity Theft	Total
Alabama	229	166	24	38	452	Montana	65	32	5	7	109
Alaska	38	10	2	6	56	Nebraska	101	40	9	3	152
Arizona	457	362	62	83	959	Nevada	274	197	67	61	596
Arkansas	124	91	19	66	300	New Hampshire	129	59	16	6	210
California	2,896	2,021	355	725	5,971	New Jersey	790	571	108	109	1,576
Colorado	511	279	51	49	884	New Mexico	120	67	9	18	213
Connecticut	291	181	22	25	517	New York	1,715	1,160	224	196	3,272
Delaware	90	61	10	13	174	North Carolina	746	411	49	79	1,276
District of Columbia	103	85	11	14	213	North Dakota	27	6	1	2	35
Florida	1,827	1,423	118	328	3,676	Ohio	770	433	67	96	1,358
Georgia	753	642	41	212	1,644	Oklahoma	157	121	14	106	398
Hawaii	113	52	13	8	185	Oregon	394	216	30	45	682
Idaho	114	58	12	12	194	Pennsylvania	872	556	113	99	1,630
Illinois	805	551	86	134	1,571	Puerto Rico	40	26	1	18	85
Indiana	360	201	10	47	611	Rhode Island	90	70	6	51	217
Iowa	125	78	13	9	223	South Carolina	330	211	25	33	596
Kansas	125	82	14	17	236	South Dakota	31	13	4	3	50
Kentucky	299	136	13	35	482	Tennessee	387	259	39	38	719
Louisiana	190	149	35	57	428	Texas	1,610	1,250	141	353	3,340
Maine	169	86	7	29	291	Utah	196	121	25	24	363
Maryland	514	359	61	55	985	Vermont	46	21	4	3	72
Massachusetts	1,347	400	35	75	1,854	Virginia	660	378	65	67	1,168
Michigan	793	462	48	100	1,394	Washington	887	689	58	994	2,620
Minnesota	338	168	31	38	573	West Virginia	88	51	37	11	186
Mississippi	108	106	15	28	254	Wisconsin	540	348	24	30	939
Missouri	342	248	19	66	670	Wyoming	33	18	2	3	56



FTC COVID-19 Age & Fraud Complaints

*as of May 26, 2020



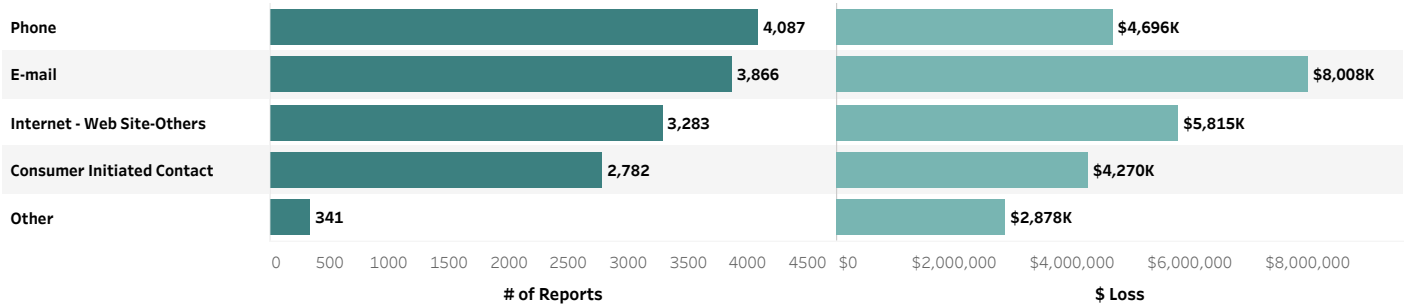
Percentages are based on the total number of fraud reports in which consumers provided their age: 40.4%



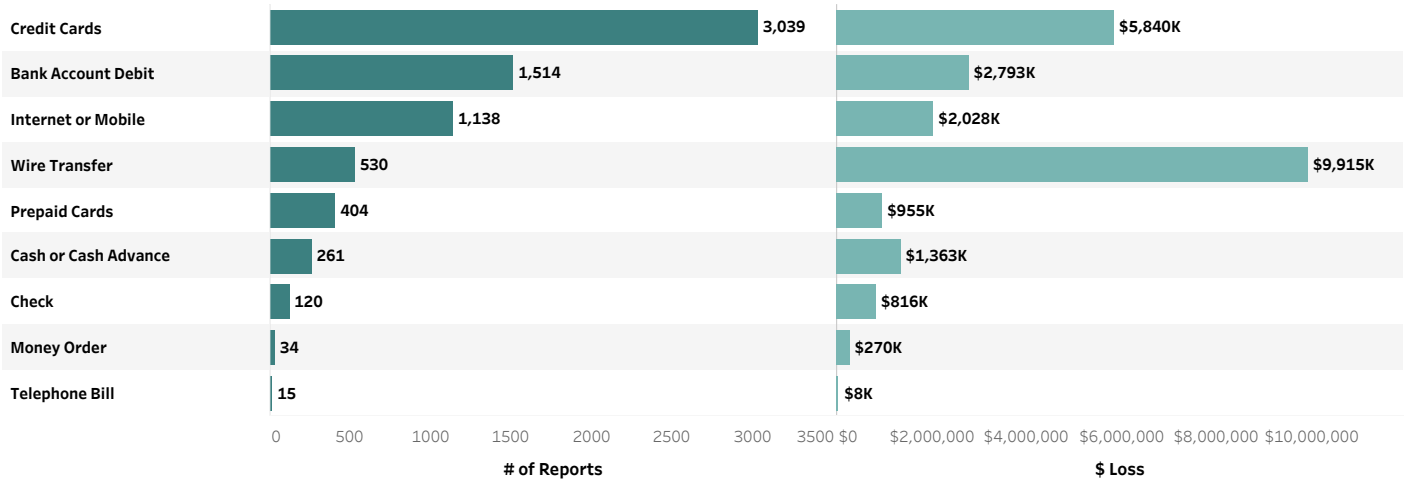
FTC COVID-19 Fraud Complaints

*as of May 26, 2020

Contact Method



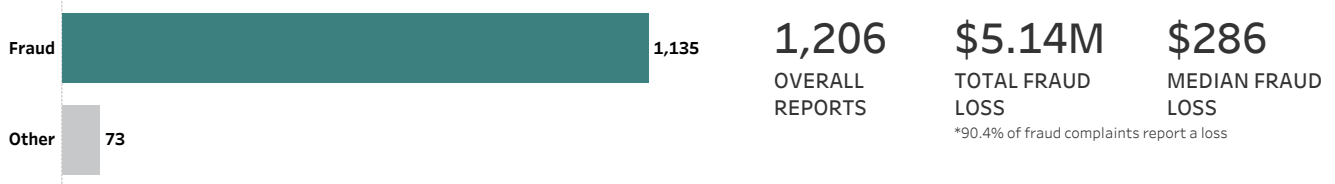
Payment Method



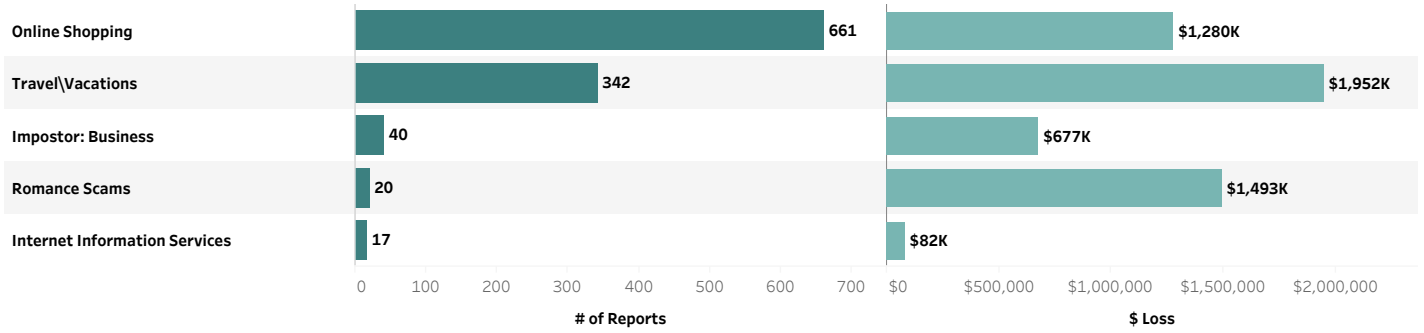


FTC COVID-19 Complaints from eConsumer.gov

January 1, 2020 - May 26, 2020



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



Top Consumer Countries

1	UNITED STATES	563
2	FRANCE	136
3	AUSTRALIA	61
4	UNITED KINGDOM	34
5	CANADA	26
6	CHILE	24
7	SPAIN	23
8	TURKEY	22
9	INDIA	15
10	ARGENTINA	13

