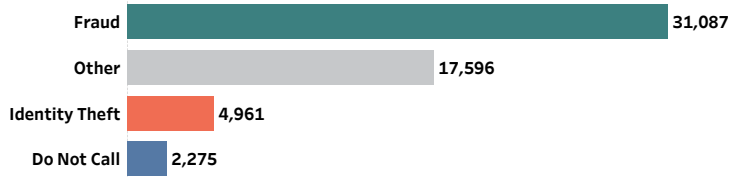




FTC COVID-19 Complaints

January 1, 2020 - May 27, 2020



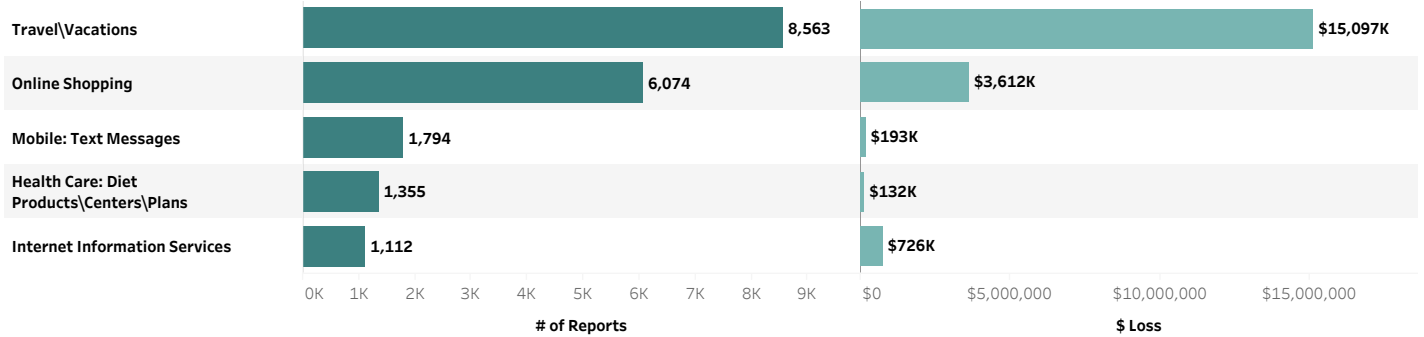
55,645
OVERALL
REPORTS

\$40.39M
TOTAL FRAUD
LOSS

\$456
MEDIAN FRAUD
LOSS

*45.3% of fraud complaints report a loss

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

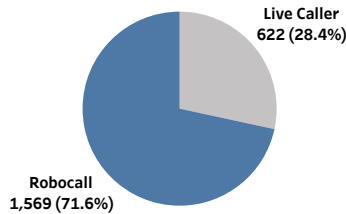


*While the travel/vacation category typically relates to the sale or advertising of these services, the Coronavirus-related complaints in this category are primarily about refunds and cancellations.

Top Do Not Call Reports

1	Other & No Subject Provided	912
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

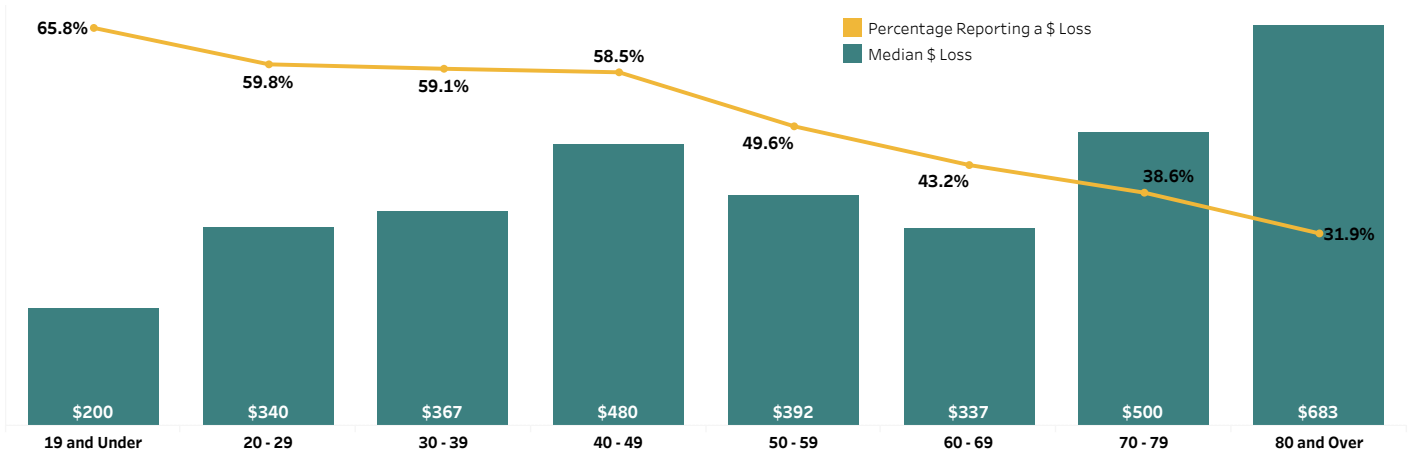
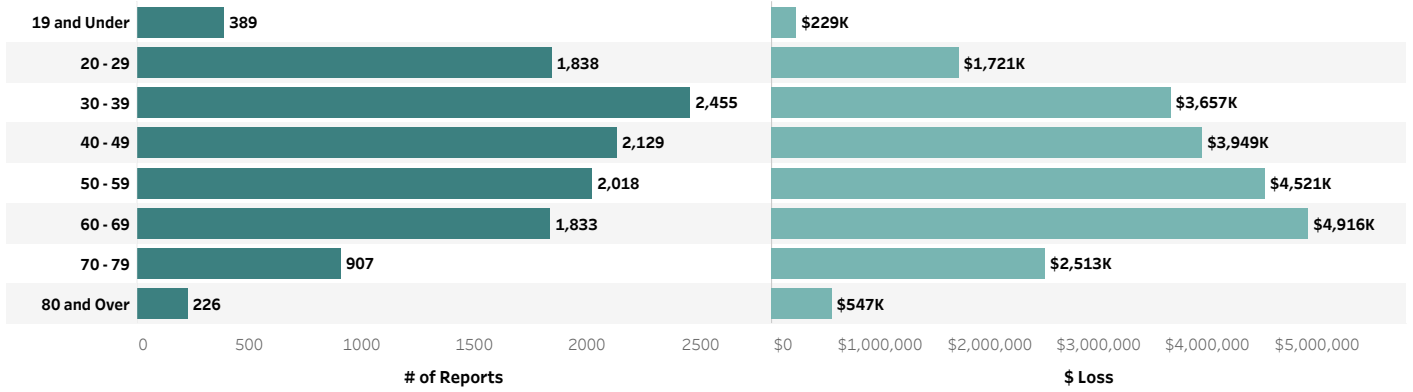
January 1, 2020 - May 27, 2020

	Fraud	Other	Do Not Call	Identity Theft	Total		Fraud	Other	Do Not Call	Identity Theft	Total
Alabama	232	166	24	38	455	Montana	65	32	5	7	109
Alaska	38	10	2	7	57	Nebraska	101	40	9	3	152
Arizona	459	362	62	83	961	Nevada	274	197	67	62	597
Arkansas	125	91	19	66	301	New Hampshire	129	59	16	6	210
California	2,905	2,022	356	725	5,982	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	1,716	1,160	224	196	3,273
Delaware	90	61	10	13	174	North Carolina	748	411	49	79	1,278
District of Columbia	103	85	11	14	213	North Dakota	27	6	1	2	35
Florida	1,831	1,423	118	328	3,680	Ohio	771	433	67	96	1,359
Georgia	755	642	41	212	1,646	Oklahoma	157	121	14	106	398
Hawaii	115	52	13	8	187	Oregon	395	216	30	45	683
Idaho	114	58	12	12	194	Pennsylvania	874	556	113	99	1,632
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	332	211	25	33	598
Kansas	125	82	14	17	236	South Dakota	31	13	4	3	50
Kentucky	299	136	13	35	482	Tennessee	388	259	39	38	720
Louisiana	190	149	35	57	428	Texas	1,613	1,251	141	353	3,344
Maine	169	86	7	29	291	Utah	196	121	25	24	363
Maryland	515	359	61	55	986	Vermont	46	21	4	3	72
Massachusetts	1,348	400	35	75	1,855	Virginia	662	378	65	67	1,170
Michigan	794	462	48	100	1,395	Washington	890	690	58	995	2,625
Minnesota	339	168	31	38	574	West Virginia	88	51	37	11	186
Mississippi	108	106	15	28	254	Wisconsin	542	348	24	30	941
Missouri	342	248	19	66	670	Wyoming	33	18	2	3	56



FTC COVID-19 Age & Fraud Complaints

*as of May 27, 2020



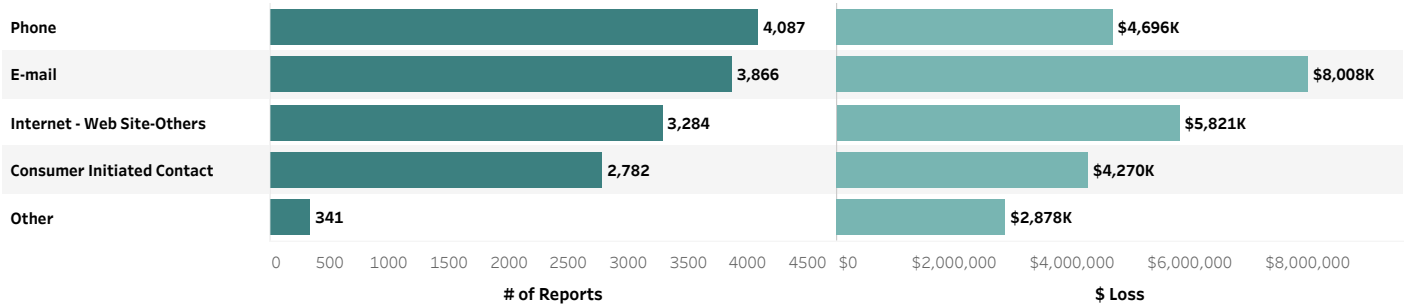
Percentages are based on the total number of fraud reports in which consumers provided their age: 40.5%



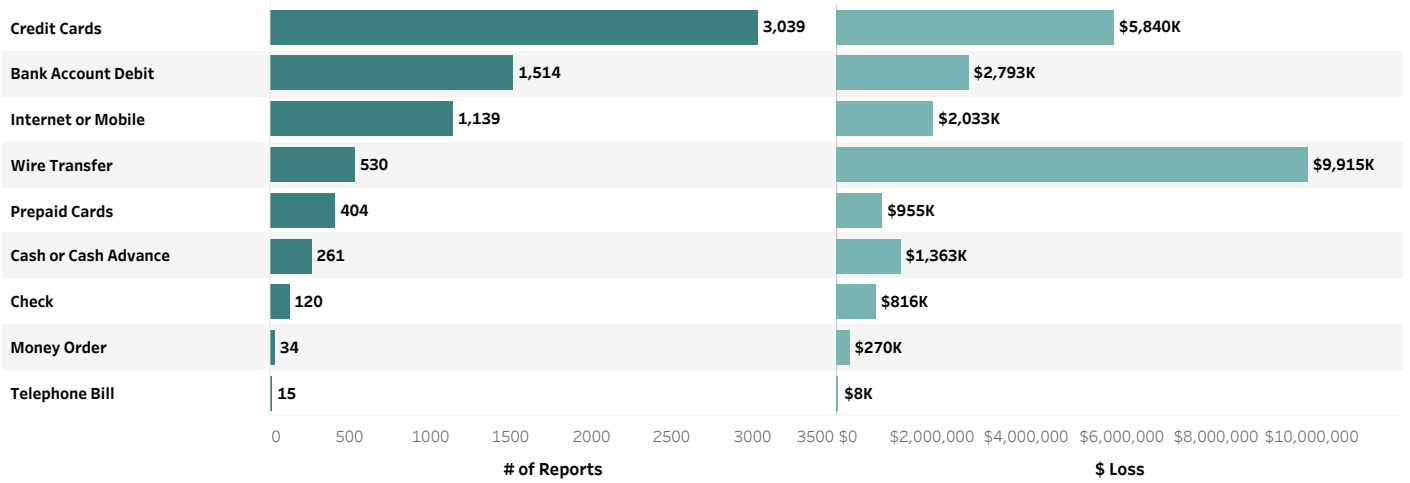
FTC COVID-19 Fraud Complaints

*as of May 27, 2020

Contact Method



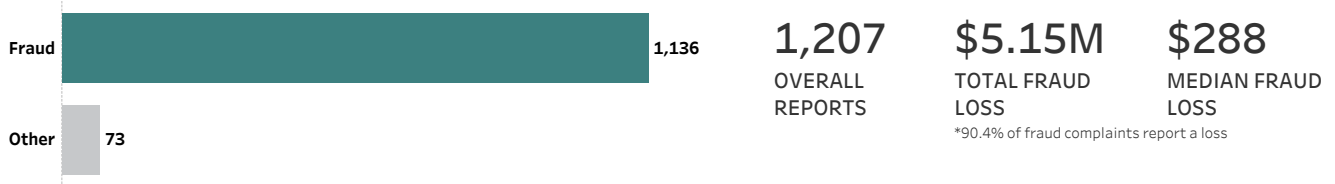
Payment Method



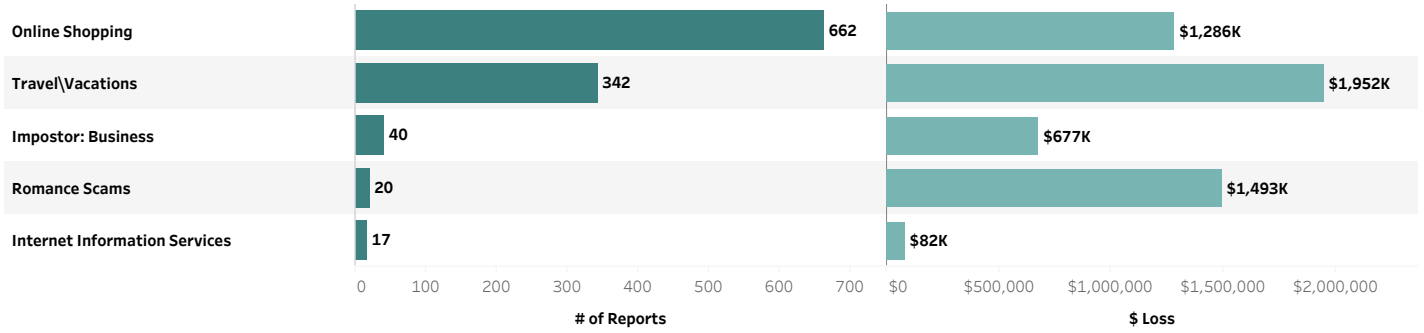


FTC COVID-19 Complaints from eConsumer.gov

January 1, 2020 - May 27, 2020



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



Top Consumer Countries

1	UNITED STATES	564
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

