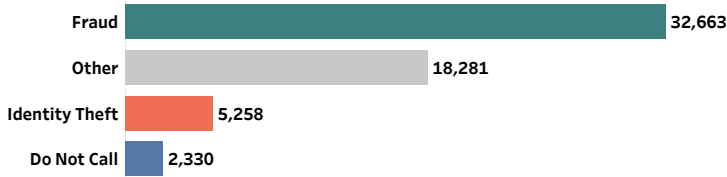




FTC COVID-19 Complaints

January 1, 2020 - May 28, 2020



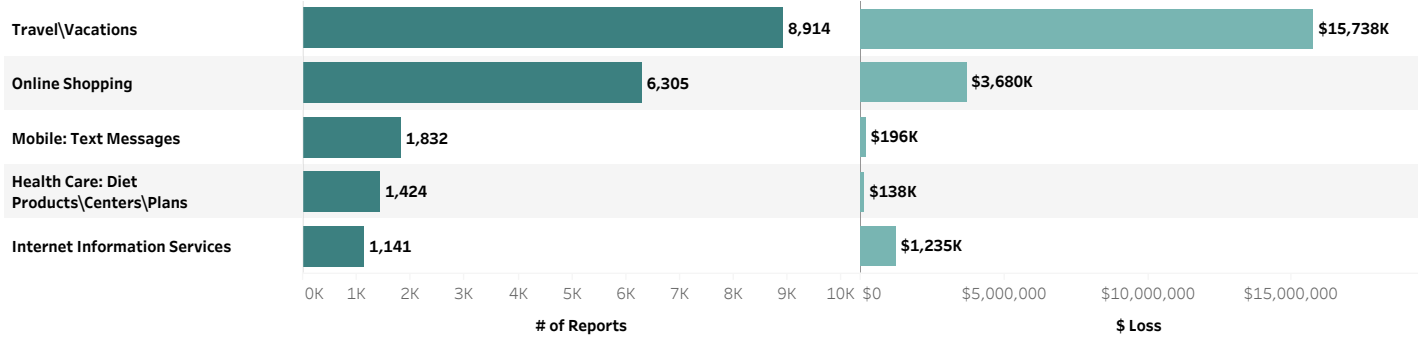
58,249
OVERALL
REPORTS

\$42.98M
TOTAL FRAUD
LOSS

\$468
MEDIAN FRAUD
LOSS

*45.4% of fraud complaints report a loss

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

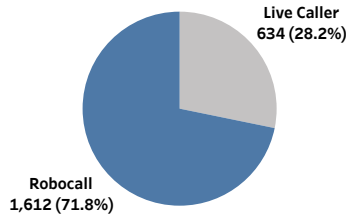


*While the travel/vacation category typically relates to the sale or advertising of these services, the Coronavirus-related complaints in this category are primarily about refunds and cancellations.

Top Do Not Call Reports

1	Other & No Subject Provided	928
2	Calls pretending to be government, businesses, or family and friends	530
3	Medical & prescriptions	265
4	Reducing your debt (credit cards, mortgage, student loans)	159
5	Warranties & protection plans	129

DNC Reports by Call Type



Top Other Reports

1	Credit Cards	2,067
2	Lending: Mortgage	1,543
3	Banks, Savings & Loans, and Credit Unions	1,369
4	Credit Bureaus	1,231
5	Lending: Student Loans	765



FTC COVID-19 Complaints by State

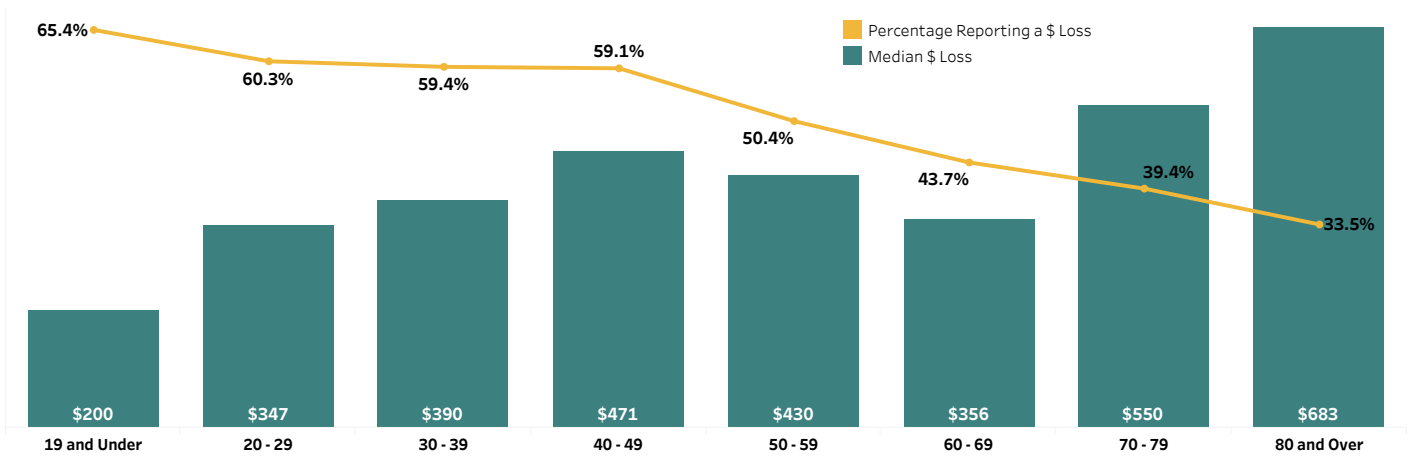
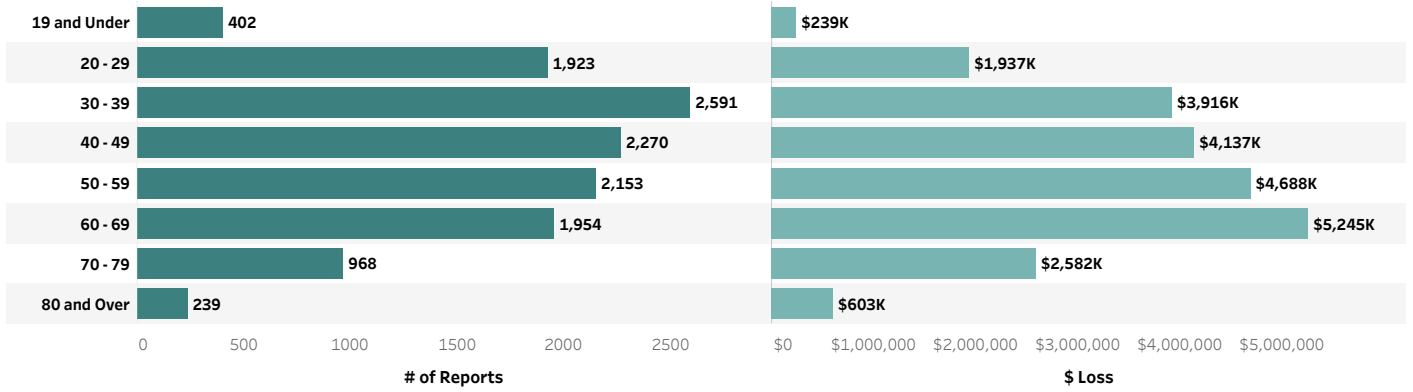
January 1, 2020 - May 28, 2020

	Fraud	Other	Do Not Call	Identity Theft	Total		Fraud	Other	Do Not Call	Identity Theft	Total
Alabama	244	167	26	39	471	Montana	65	34	5	7	111
Alaska	40	10	2	7	59	Nebraska	103	41	9	3	155
Arizona	473	380	62	84	994	Nevada	284	202	68	65	616
Arkansas	130	93	19	79	321	New Hampshire	136	60	17	6	219
California	3,029	2,102	364	742	6,208	New Jersey	829	598	110	112	1,646
Colorado	528	291	52	49	914	New Mexico	124	72	9	19	223
Connecticut	300	184	23	26	531	New York	1,787	1,205	225	203	3,397
Delaware	95	67	11	13	186	North Carolina	780	427	50	83	1,331
District of Columbia	105	86	11	14	216	North Dakota	29	6	1	3	38
Florida	1,895	1,478	124	347	3,823	Ohio	818	443	70	100	1,423
Georgia	785	669	43	225	1,718	Oklahoma	163	130	14	112	419
Hawaii	122	55	14	8	198	Oregon	405	223	31	46	702
Idaho	118	58	12	12	198	Pennsylvania	1,413	589	121	101	2,214
Illinois	823	565	86	137	1,605	Puerto Rico	42	29	1	18	90
Indiana	370	208	11	52	634	Rhode Island	95	73	6	52	226
Iowa	128	82	15	9	231	South Carolina	340	218	25	35	615
Kansas	127	83	15	17	240	South Dakota	34	14	4	3	54
Kentucky	308	138	13	35	493	Tennessee	411	270	40	42	759
Louisiana	194	157	36	57	441	Texas	1,676	1,297	143	370	3,472
Maine	225	133	7	70	435	Utah	198	123	25	25	368
Maryland	538	370	62	58	1,024	Vermont	48	22	4	3	75
Massachusetts	1,373	423	35	88	1,916	Virginia	690	393	65	68	1,212
Michigan	822	482	50	112	1,457	Washington	913	710	59	1,064	2,738
Minnesota	349	173	31	39	590	West Virginia	97	54	37	11	198
Mississippi	113	111	16	30	267	Wisconsin	554	353	25	30	959
Missouri	353	256	19	86	709	Wyoming	35	18	3	3	59



FTC COVID-19 Age & Fraud Complaints

*as of May 28, 2020



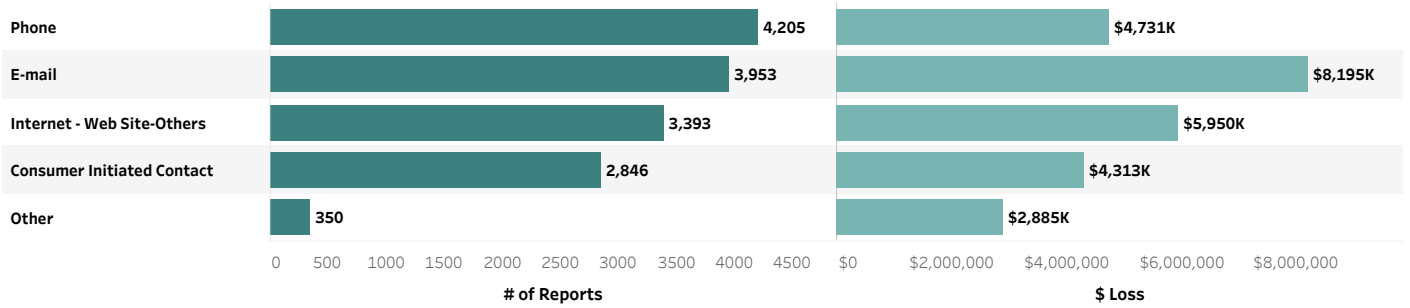
Percentages are based on the total number of fraud reports in which consumers provided their age: 40.7%



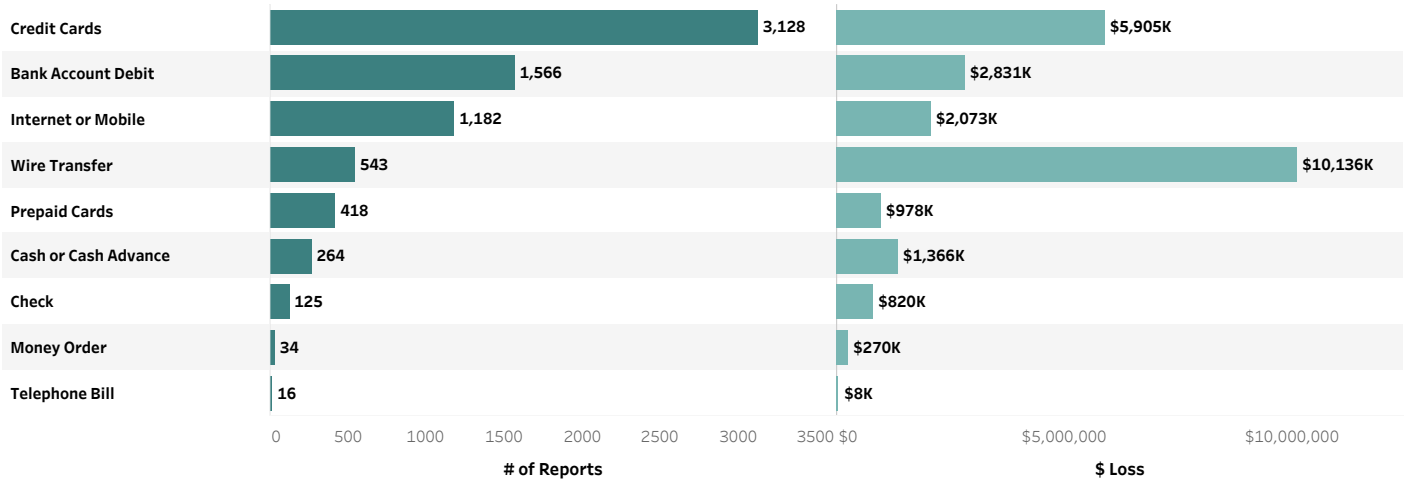
FTC COVID-19 Fraud Complaints

*as of May 28, 2020

Contact Method



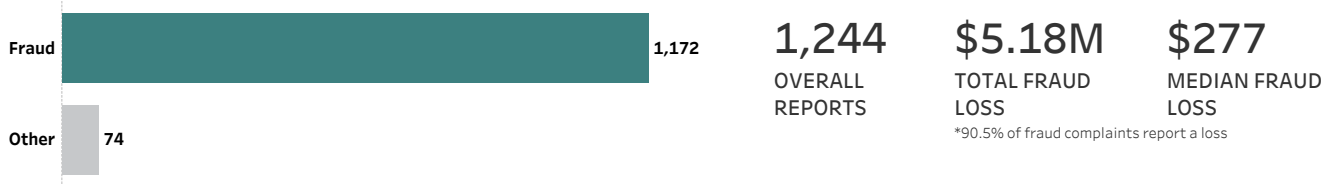
Payment Method



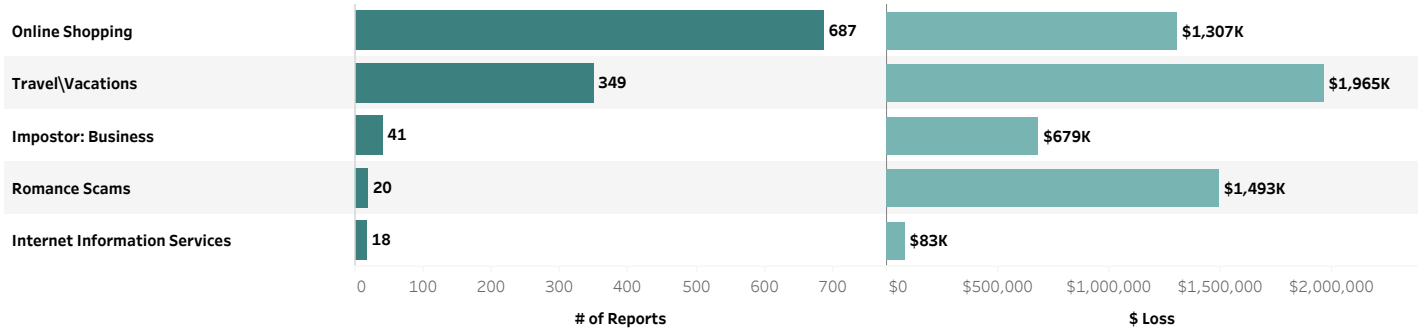


FTC COVID-19 Complaints from eConsumer.gov

January 1, 2020 - May 28, 2020



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



Top Consumer Countries

1	UNITED STATES	583
2	FRANCE	141
3	AUSTRALIA	61
4	UNITED KINGDOM	34
5	CANADA	27
6	CHILE	24
7	SPAIN	23
8	TURKEY	22
9	INDIA	16
10	MEXICO	14

