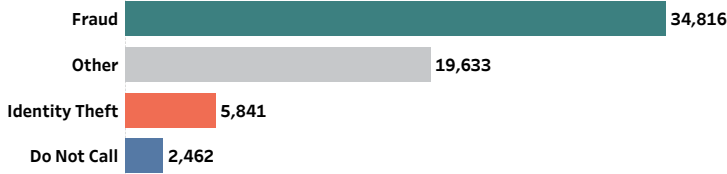




FTC COVID-19 Complaints

January 1, 2020 - June 3, 2020



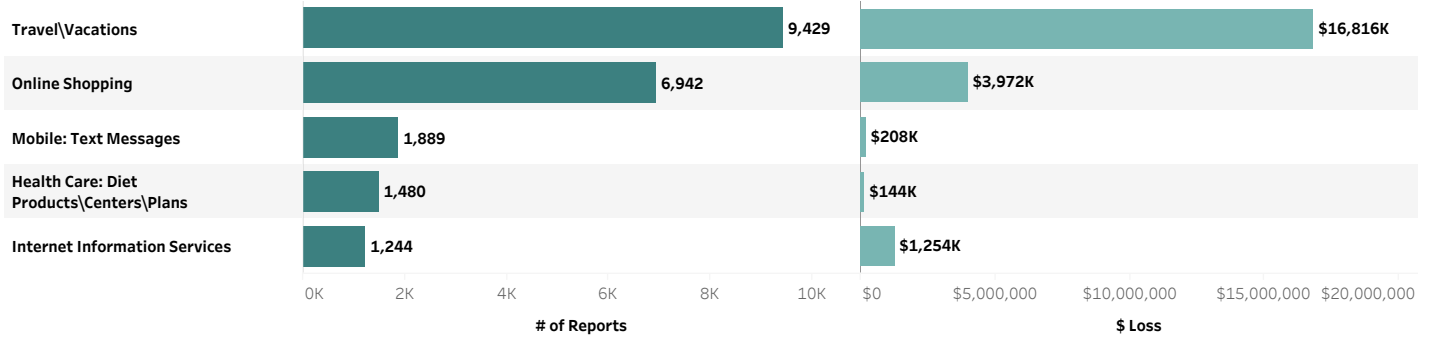
62,460
OVERALL REPORTS

\$45.32M
TOTAL FRAUD LOSS

\$456
MEDIAN FRAUD LOSS

*46.0% of fraud complaints report a loss

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

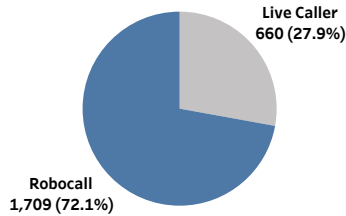


*While the travel/vacation category typically relates to the sale or advertising of these services, the Coronavirus-related complaints in this category are primarily about refunds and cancellations.

Top Do Not Call Reports

1	Other & No Subject Provided	972
2	Calls pretending to be government, businesses, or family and friends	585
3	Medical & prescriptions	269
4	Reducing your debt (credit cards, mortgage, student loans)	170
5	Warranties & protection plans	133

DNC Reports by Call Type



Top Other Reports

1	Credit Cards	2,251
2	Lending: Mortgage	1,651
3	Banks, Savings & Loans, and Credit Unions	1,467
4	Credit Bureaus	1,353
5	Lending: Student Loans	773



FTC COVID-19 Complaints by State

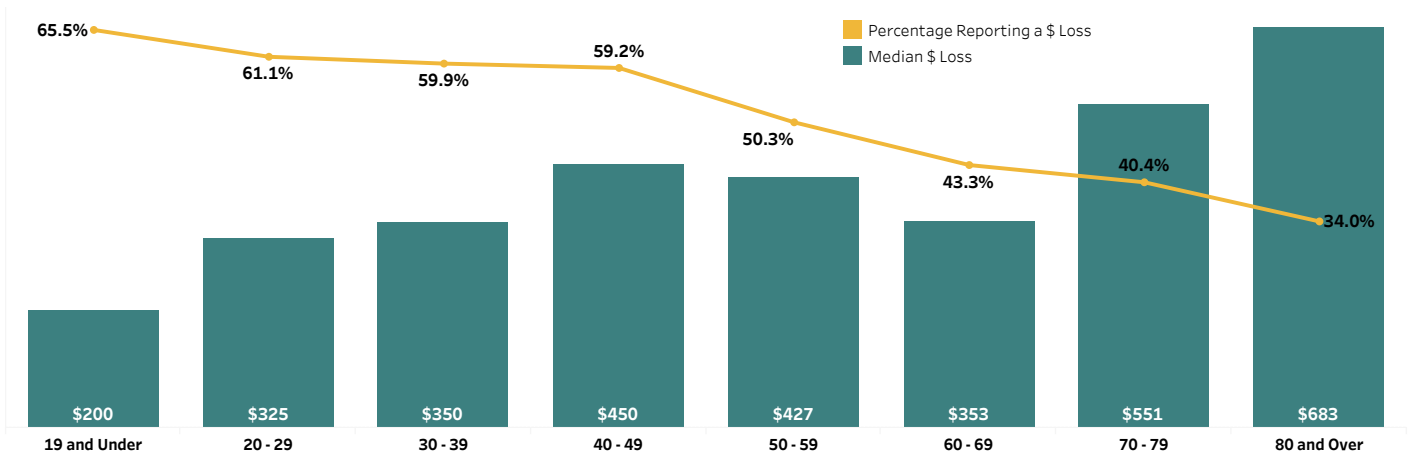
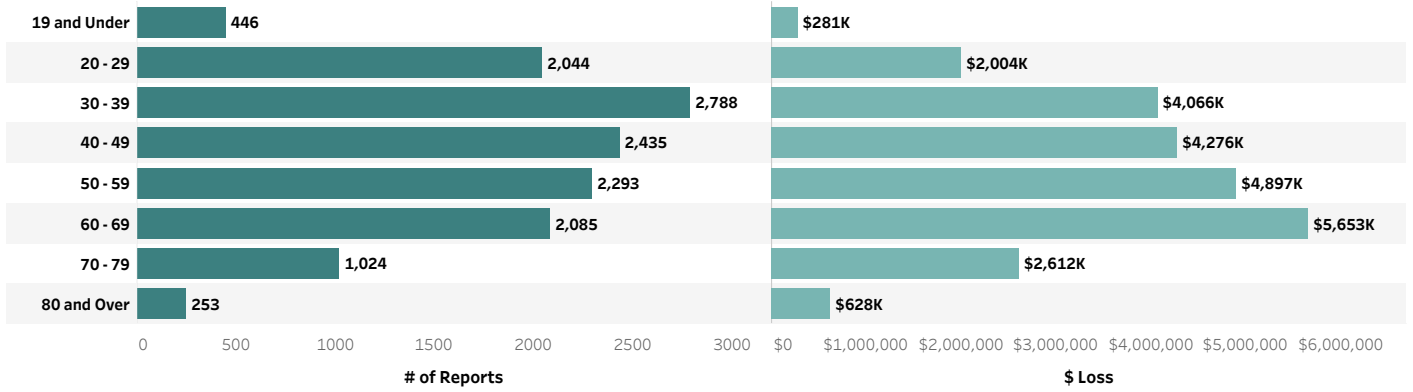
January 1, 2020 - June 3, 2020

	Fraud	Other	Do Not Call	Identity Theft	Total		Fraud	Other	Do Not Call	Identity Theft	Total
Alabama	270	180	29	44	518	Montana	70	38	5	8	121
Alaska	41	12	2	7	62	Nebraska	110	44	9	3	165
Arizona	503	406	72	88	1,063	Nevada	303	211	74	78	663
Arkansas	133	95	19	90	337	New Hampshire	147	62	17	11	237
California	3,232	2,267	383	804	6,654	New Jersey	878	661	110	126	1,772
Colorado	579	308	53	50	984	New Mexico	137	76	10	20	242
Connecticut	317	197	25	26	563	New York	1,904	1,308	238	230	3,656
Delaware	103	74	11	13	201	North Carolina	840	466	51	90	1,438
District of Columbia	114	93	12	14	233	North Dakota	32	9	1	3	44
Florida	2,038	1,590	127	369	4,103	Ohio	872	471	70	108	1,513
Georgia	848	716	46	239	1,845	Oklahoma	184	146	16	129	475
Hawaii	130	58	14	8	209	Oregon	431	247	33	50	758
Idaho	126	63	12	12	211	Pennsylvania	1,462	640	152	120	2,364
Illinois	893	605	90	150	1,732	Puerto Rico	43	35	1	18	97
Indiana	404	218	12	63	690	Rhode Island	103	80	6	58	247
Iowa	142	86	16	9	250	South Carolina	358	230	26	44	655
Kansas	142	88	16	18	262	South Dakota	34	15	4	4	56
Kentucky	320	150	13	36	518	Tennessee	434	291	41	46	808
Louisiana	218	164	37	61	477	Texas	1,811	1,378	148	402	3,724
Maine	234	147	7	143	531	Utah	213	134	25	25	394
Maryland	580	402	64	62	1,104	Vermont	52	24	4	3	81
Massachusetts	1,409	471	40	121	2,038	Virginia	743	417	69	71	1,295
Michigan	870	513	52	126	1,552	Washington	1,091	791	59	1,149	3,082
Minnesota	366	182	32	42	620	West Virginia	102	64	38	12	215
Mississippi	128	118	16	33	292	Wisconsin	577	361	26	33	994
Missouri	386	279	21	115	796	Wyoming	37	19	3	3	62



FTC COVID-19 Age & Fraud Complaints

*as of June 3, 2020



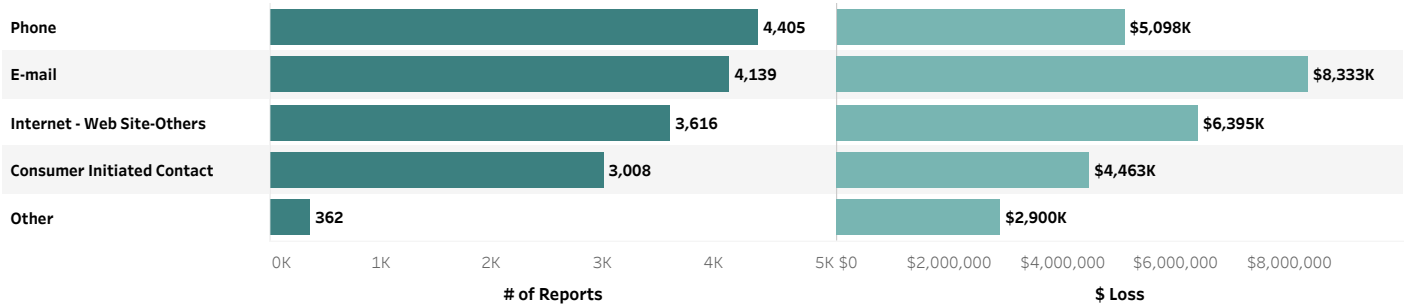
Percentages are based on the total number of fraud reports in which consumers provided their age: 40.7%



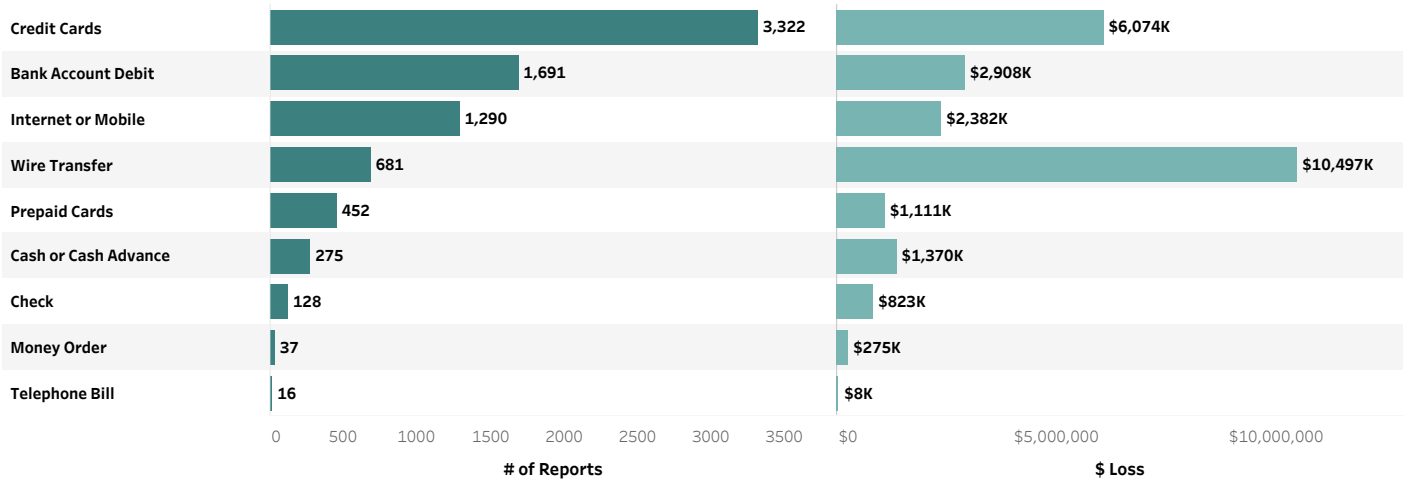
FTC COVID-19 Fraud Complaints

*as of June 3, 2020

Contact Method



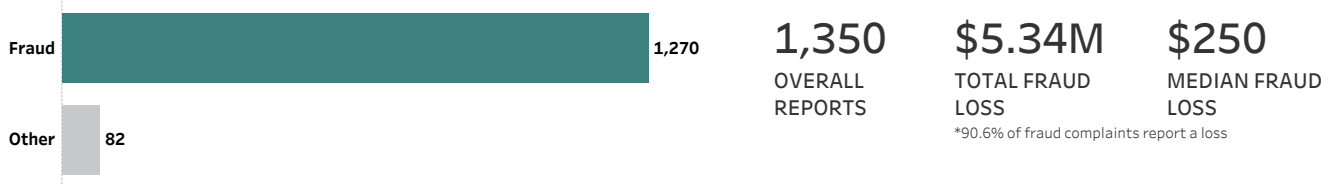
Payment Method



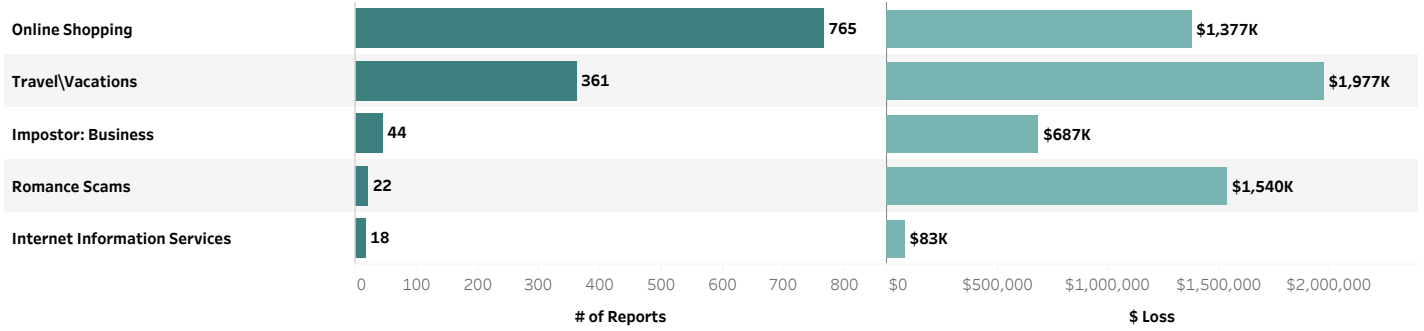


FTC COVID-19 Complaints from eConsumer.gov

January 1, 2020 - June 3, 2020



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



Top Consumer Countries

1	UNITED STATES	634
2	FRANCE	158
3	AUSTRALIA	67
4	UNITED KINGDOM	37
5	CANADA	32
6	SPAIN	25
7	CHILE	24
8	TURKEY	23
9	INDIA	17
10	MEXICO	15

