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Federal Trade Commission March 2017

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#### INTRODUCTION

The Consumer Sentinel Network (CSN) is a secure online database of millions of consumer complaints available only to law enforcement. In addition to storing complaints received by the FTC, the CSN also includes complaints filed with state law enforcement organizations, including the Hawaii Office of Consumer Protection, the Montana, North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, the Wisconsin Department of Agriculture, Trade and Consumer Protection, and the Offices of the Attorneys General for Alaska, California, Colorado, Idaho, Indiana, Iowa, Louisiana, Maine, Massachusetts, Michigan, Mississippi, Nevada, Ohio, and Washington. Federal agencies, including the Consumer Financial Protection Bureau and the Internal Revenue Service, contribute data. Nongovernmental organizations also provide complaint data to the FTC. The Council of Better Business Bureaus, consisting of all North American BBBs, is a major contributor of complaint data. Other organizations include PrivacyStar and the National Consumers League.

Law enforcement partners - whether they are down the street, across the nation, or around the world - can use information in the database to enhance and coordinate investigations. Non-government organizations that contribute complaint data cannot see CSN complaints. Access to CSN is limited to law enforcement organizations.

Begun in 1997 to collect fraud and identity theft complaints, the CSN now has more than 13 million complaints on a wide variety of subjects. The CSN has a five-year data retention policy; complaints older than five years are purged biannually. Between January and December 2016, the CSN received more than 3 million consumer complaints, which the FTC has sorted into 30 complaint categories. Some organizations transfer their complaints to the CSN after the end of the calendar year, and new data providers, added to the system each year, are contributing complaints from prior years. As a result, the total number of complaints for 2016 will increase during the next few months, and totals from previous years may differ from prior CSN annual reports.

The 2016 Consumer Sentinel Network Data Book is based on unverified complaints reported by consumers. The data is not based on a consumer survey.

For more information about the Consumer Sentinel Network, visit www.FTC.gov/sentinel. Law enforcement personnel may join CSN at Register.ConsumerSentinel.gov.



For a detailed description of the CSN and a complete list of our data contributors, see Appendices A1 through A4.





www.IdentityTheft.gov



Federal Trade Commission

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#### **Executive Summary Consumer Sentinel Network Data Book** January – December 2016

- The Consumer Sentinel Network (CSN) contains more than 13 million complaints dating from calendar year 2012 through calendar year 2016. (In addition, the CSN contains over 20 million do-not-call complaints from this same time period. We report on do-not-call complaints after the end of each fiscal year. See <a href="https://www.ftc.gov/system/files/documents/reports/national-do-not-call-registry-data-book-fiscal-year-2016/dnc\_data\_book\_fy\_2016\_post.pdf">https://www.ftc.gov/system/files/documents/reports/national-do-not-call-registry-data-book-fiscal-year-2016/dnc\_data\_book\_fy\_2016\_post.pdf</a> for the 2016 National Do Not Call Registry Data Book.)
- The CSN received over 3 million complaints (excluding do-not-call) during calendar year 2016: 42% fraud complaints; 13% identity theft complaints; and 45% other types of complaints.
- Debt Collection was the number one complaint category in the CSN for calendar year 2016 with 28% of the overall complaints, followed by Impostor Scams (13%); Identity Theft (13%); Telephone and Mobile Services (10%); Banks and Lenders (5%); Prizes, Sweepstakes and Lotteries (5%); Shop-at-Home and Catalog Sales (4%); Auto-Related Complaints (3%); and Credit Bureaus, Information Furnishers and Report Users (2%). The complete ranking of all 30 complaint categories is listed on page six of this report.
- Impostor Scams moved to the number two complaint category in 2016 due to an increase in complaints about government impostors and a decrease in Identity Theft complaints.
- For military consumers, Impostor Scams was the number one complaint category in the CSN, followed by Identity Theft at number two.

#### Fraud

- Almost 1.3 million complaints were fraud-related. Consumers reported paying over \$744 million in those fraud complaints; the median amount paid was \$450. Fifty-one percent of the consumers who reported a fraud-related complaint also reported an amount paid.
- Fifty-five percent of all fraud-related complaints reported the method of initial contact. Of those complaints, 77% said the telephone and 8% said e-mail. Only 3% of those consumers reported mail as the initial point of contact.
- Florida is the state with the highest per capita rate of reported fraud and other types of complaints, followed by Georgia and Michigan.

#### Identity Theft

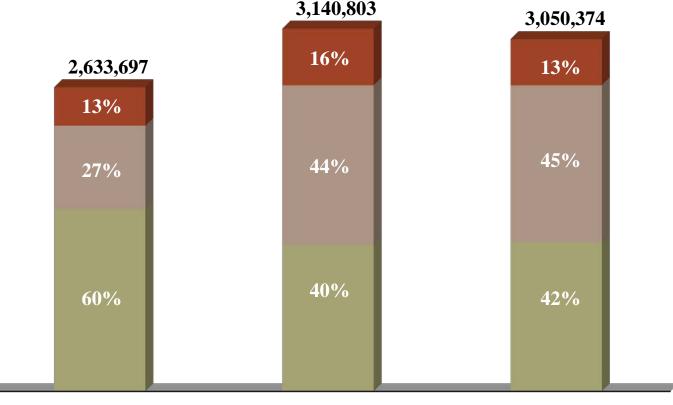
- Employment- or Tax-related fraud (34%) was the most common form of reported identity theft, followed by credit card fraud (33%), phone or utilities fraud (13%), and bank fraud (12%). Other significant categories of identity theft reported by victims were loan or lease fraud (7%) and government documents or benefits fraud (7%).
- Twenty-seven percent of identity theft complainants reported they contacted law enforcement. Of those victims, 87% indicated a report was taken.
- Michigan is the state with the highest per capita rate of reported identity theft complaints, followed by Florida and Delaware.



# **Consumer Sentinel Network Complaint Type Percentages**<sup>1</sup>

Calendar Years 2014 through 2016





CY-2014

CY-2015

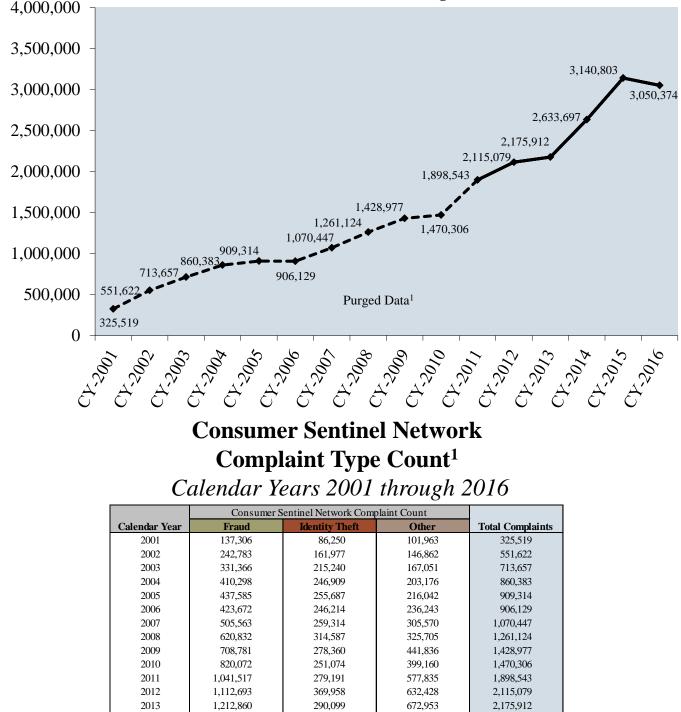
CY-2016

<sup>1</sup>Percentages are based on the total number of Consumer Sentinel Network complaints by calendar year. <sup>2</sup>For CSN complaint type descriptions, see Appendix B1.



# Consumer Sentinel Network Complaint Count<sup>1</sup>

Calendar Years 2001 through 2016



<sup>1</sup>Complaint counts from CY-2001 to CY-2011 represent historical figures as per the Consumer Sentinel Network's five-year data retention policy. These complaint figures exclude National Do Not Call Registry complaints.

2014

2015

2016

1,579,740

1,273,766

1,294,094

332.647

490,226

399,225

721,310

1,376,811

1,357,055

2,633,697

3,140,803

3,050,374



# Consumer Sentinel Network Complaint Categories<sup>1</sup>

# January 1 – December 31, 2016

		No. of	
Rank	Category	Complaints	Percentages <sup>1</sup>
1	Debt Collection	859,090	28%
2	Impostor Scams	406,578	13%
3	Identity Theft	399,225	13%
4	Telephone and Mobile Services	292,155	10%
5	Banks and Lenders	143,987	5%
6	Prizes, Sweepstakes and Lotteries	141,643	5%
7	Shop-at-Home and Catalog Sales	109,831	4%
8	Auto-Related Complaints	94,673	3%
9	Credit Bureaus, Information Furnishers and Report Users	49,679	2%
10	Television and Electronic Media	49,546	2%
11	Credit Cards	42,003	1%
12	Internet Services	40,086	1%
13	Foreign Money Offers and Counterfeit Check Scams	26,428	1%
14	Health Care	25,791	1%
15	Investment-Related Complaints	21,604	1%
16	Advance Payments for Credit Services	17,904	1%
17	Travel, Vacations and Timeshare Plans	17,244	1%
18	Business and Job Opportunities	14,484	<1%
19	Computer Equipment and Software	9,312	<1%
20	Education	8,815	<1%
21	Office Supplies and Services	7,977	<1%
22	Mortgage Foreclosure Relief and Debt Management	7,693	<1%
23	Magazines and Books	7,113	<1%
24	Home Repair, Improvement and Products	6,103	<1%
25	Grants	4,969	<1%
26	Tax Preparers	3,899	<1%
27	Charitable Solicitations	2,970	<1%
28	Internet Auction	2,077	<1%
29	Funeral Services	1,212	<1%
30	Buyers' Clubs	752	<1%

<sup>1</sup>Percentages are based on the total number of CSN complaints (3,050,374) received by the FTC between January 1 and December 31, 2016. Five percent (147,229) of the total CSN complaints received by the FTC were coded "Other (Note in Comments)." For CSN category descriptions, details and three-year figures, see Appendices B1 through B3.



# **Consumer Sentinel Network Total Number of Fraud Complaints & Amount Paid**

Calendar Years 2014 through 2016

	Complaint Count			Amount Paid		
		Reporting	Percentage Reporting	-	. 2	
CY	Total	Amount Paid	Amount Paid	Reported <sup>1</sup>	Average <sup>2</sup>	Median <sup>3</sup>
2014	1,579,740	866,040	55%	\$1,713,871,857	\$1,979	\$499
2015	1,273,766	671,022	53%	\$774,156,810	\$1,154	\$400
2016	1,294,094	662,209	51%	\$744,536,010	\$1,124	\$450

<sup>1</sup>The decrease in reported amount paid between 2014 and 2015 is due primarily to the loss of a significant data contributor.

<sup>2</sup>Average is based on the total number of consumers who reported an amount paid for each calendar year: CY-2014 = 866,040; CY-2015 = 671,022; and CY-2016 = 662,209. The amount paid is based on complaints with reported values from \$0 to \$999,999.

<sup>3</sup>Median is the middle number in a set of numbers so that half the numbers have values that are greater than the median and half have values that are less. Calculation of the median excludes complaints with amount paid reported as \$0.

Note: See Appendix C for fraud complaints and amount paid figures by State and the District of Columbia.

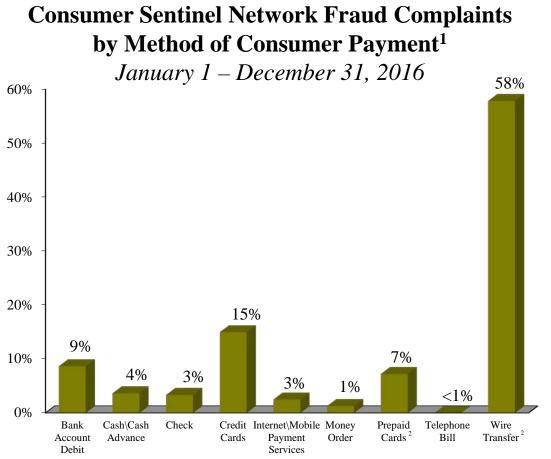
# Consumer Sentinel Network Distribution of Fraud Complaints by Amount Paid

Calendar Years 2014 through 2016

	CY - 2014		CY - 2015		CY - 2016	
Amount Paid	Complaints	Percentages <sup>4</sup>	Complaints	Percentages <sup>4</sup>	Complaints	Percentages <sup>4</sup>
\$0	420,670	49%	376,654	56%	403,557	61%
\$1 - 25	14,959	2%	9,854	1%	8,646	1%
\$26 - 50	20,152	2%	14,122	2%	11,149	2%
\$51 - 75	13,597	2%	10,329	2%	8,340	1%
\$76 - 100	23,734	3%	15,071	2%	12,612	2%
\$101 - 250	83,352	10%	61,617	9%	50,489	8%
\$251 - 500	125,244	14%	61,420	9%	50,026	8%
\$501 - 1,000	54,674	6%	47,094	7%	44,078	7%
\$1,001 - 5,000	80,098	9%	59,649	9%	57,969	9%
More than \$5,000	29,560	3%	15,212	2%	15,343	2%

<sup>4</sup>Percentages are based on the total number of CSN fraud complaints for each calendar year where consumers reported the amount paid: CY-2014 = 866,040; CY-2015 = 671,022; and CY-2016 = 662,209.





# **Consumer Sentinel Network Fraud Complaints by Method of Consumer Payment** *Calendar Years 2014 through 2016*

	CY - 2014			CY - 2015			CY - 2016		
Payment Method	Complaints	Percentages <sup>1</sup>	Amount Paid <sup>3</sup>	Complaints	Percentages <sup>1</sup>	Amount Paid <sup>3</sup>	Complaints	Percentages <sup>1</sup>	Amount Paid <sup>3</sup>
Bank Account Debit	38,541	11%	\$85,430,891	18,870	8%	\$39,949,204	20,967	9%	\$44,819,673
Cash\Cash Advance	17,337	5%	\$168,986,988	7,851	3%	\$44,966,358	8,831	4%	\$51,701,625
Check	12,923	4%	\$88,661,254	7,604	3%	\$65,424,790	8,128	3%	\$49,361,569
Credit Cards	46,771	13%	\$96,444,198	34,346	14%	\$45,456,263	36,230	15%	\$76,260,623
Internet\Mobile	5,738	2%	\$9,402,354	5,686	2%	\$9,016,408	6,067	3%	\$11,658,439
Money Order	8,711	2%	\$56,273,792	3,300	1%	\$12,429,114	3,118	1%	\$11,626,107
Prepaid Cards <sup>2</sup>	129,211	35%	\$85,147,208	16,669	7%	\$19,997,361	17,485	7%	\$26,721,000
Telephone Bill	1,029	<1%	\$870,511	1,101	<1%	\$714,428	1,128	<1%	\$1,710,200
Wire Transfer <sup>2</sup>	106,509	29%	\$501,194,310	148,488	61%	\$284,691,229	139,932	58%	\$300,244,092
Total Reporting Payment Method	366,770		\$1,092,411,507	243,915		\$522,645,155	241,886		\$574,103,328

<sup>1</sup>Percentages are based on the total number of CSN fraud complaints for each calendar year where consumers reported the method of payment: CY-2014 = 366,770; CY-2015 = 243,915; and CY-2016 = 241,886. Of the total, 19% reported this information during CY-2016, 19% in CY-2015 and 23% in CY-2014.

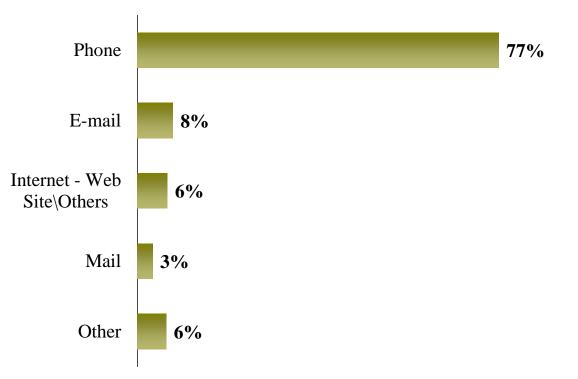
<sup>2</sup>Prepaid Cards includes a significant number of complaints from data contributor Green Dot, and Wire Transfer includes a significant number of complaints from data contributors MoneyGram International and Western Union. This may affect the distribution of the reported methods of payment.

<sup>3</sup>The amount paid is based on complaints reporting values from \$0 to \$999,999.



# **Consumer Sentinel Network Fraud Complaints by Company's Method of Contacting Consumers**<sup>1</sup>

January 1 – December 31, 2016



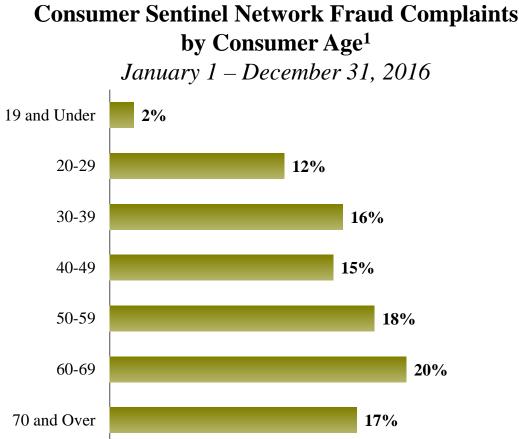
# Consumer Sentinel Network Fraud Complaints by Company's Method of Contacting Consumers

Calendar Years 2014 through 2016

	CY - 2014		CY - 2015		CY - 2016	
Contact Method	Complaints	<b>Percentages</b> <sup>1</sup>	Complaints	<b>Percentages</b> <sup>1</sup>	Complaints	Percentages <sup>1</sup>
Phone	386,823	54%	485,570	75%	543,088	77%
E-mail	166,545	23%	54,086	8%	53,269	8%
Internet - Web Site\Others	79,901	11%	39,730	6%	45,129	6%
Mail	29,113	4%	28,187	4%	22,874	3%
Other	48,148	7%	43,426	7%	43,394	6%
Total Reporting Contact Method	710,530		650,999		707,754	

<sup>1</sup>Percentages are based on the total number of CSN fraud complaints for each calendar year where consumers reported the company's method of initial contact: CY-2014 = 710,530; CY-2015 = 650,999; and CY-2016 = 707,754. Of the total, 55% reported this information during CY-2016, 51% in CY-2015 and 45% in CY-2014.





# Consumer Sentinel Network Fraud Complaints by Consumer Age

	CY-	CY - 2014 CY - 2015 CY - 2010		CY - 2015		2016
Consumer Age	Complaints	<b>Percentages</b> <sup>1</sup>	Complaints	Percentages <sup>1</sup>	Complaints	Percentages <sup>1</sup>
19 and Under	12,656	2%	6,343	1%	8,677	2%
20-29	83,398	14%	50,968	11%	63,780	12%
30-39	102,109	17%	68,488	15%	85,165	16%
40-49	111,127	18%	75,471	16%	81,649	15%
50-59	127,742	21%	95,495	20%	99,426	18%
60-69	110,980	18%	96,986	21%	108,387	20%
70 and Over	59,868	10%	75,270	16%	90,288	17%
Total Reporting Age	607,880		469,021		537,372	

# Calendar Years 2014 through 2016

<sup>1</sup>Percentages are based on the total number of consumers reporting their age for CSN fraud complaints each calendar year: CY-2014 = 607,880; CY-2015 = 469,021; and CY-2016 = 537,372. Of the total, 42% of consumers reported this information during CY-2016, 37% in CY-2015 and 38% for CY-2014.



# Consumer Sentinel Network Top 10 Reported Company Countries for Fraud Complaints<sup>1</sup>

January 1 – December 31, 2016

Rank	Company Country	Complaints	Percentages <sup>1</sup>
1	United States	1,153,832	97%
2	Canada	9,426	1%
3	United Kingdom	9,274	1%
4	Nigeria	8,566	1%
5	China	8,132	1%
6	Jamaica	6,016	1%
7	India	5,398	<1%
8	Mexico	4,847	<1%
9	Ghana	3,252	<1%
10	Dominican Republic	2,373	<1%

<sup>1</sup>Percentages are based on the number of fraud complaints received by the FTC between January 1 and December 31, 2016, where consumers reported a company country name (1,194,811).

Note: Company country names appear as reported by consumers and may not reflect where the company is actually located.

# Company's Method of Contacting Consumers for Fraud Complaints Against Foreign Companies<sup>2</sup>

*January 1 – December 31, 2016* 

Contact Method	Complaints	<b>Percentages</b> <sup>2</sup>
E-mail	6,769	30%
Phone	6,689	30%
Internet - Web Site\Others	3,969	18%
Mail	1,555	7%
Other	3,351	15%
Total Reporting Contact Method	22,333	

<sup>2</sup>Percentages are based on the 22,333 fraud complaints against foreign companies received by the FTC between January 1 and December 31, 2016, where consumers reported how companies initially contacted them. Complaints which reported a company country other than the United States were considered foreign for these figures.



# Consumer Sentinel Network Identity Theft Complaints How Victims' Information is Misused<sup>1</sup>

Calendar Years 2014 through 2016

#### **Employment- or Tax-Related Fraud**

	Percentages			
Theft Subtype	CY-2014	CY-2015	CY-2016	
Tax Fraud <sup>2</sup>	-	-	29.2%	
Employment- or Wage-Related Fraud <sup>2</sup>	4.9%	3.3%	4.3%	
Tax- or Wage-Related Fraud <sup>2</sup>	32.8%	45.1%	0.5%	
Total	37.7%	48.4%	34.0%	

#### **Credit Card Fraud**

	Percentages			
Theft Subtype	CY-2014	CY-2015	CY-2016	
New Accounts	12.5%	11.7%	25.6%	
Existing Accounts	4.9%	4.2%	7.1%	
Total	17.4%	15.9%	32.7%	

#### **Phone or Utilities Fraud**

	Percentages			
Theft Subtype	CY-2014	CY-2015	CY-2016	
Utilities - New Accounts	7.6%	5.1%	5.6%	
Mobile Telephone - New Accounts	3.5%	3.7%	5.5%	
Mobile Telephone - Existing Accounts <sup>3</sup>	-	-	1.0%	
Landline Telephone - New Accounts	0.7%	0.5%	0.6%	
Utilities - Existing Accounts <sup>3</sup>	0.7%	0.6%	0.3%	
Landline Telephone - Existing	-	-	0.1%	
Accounts <sup>3</sup>				
Total	12.5%	9.9%	13.1%	

#### **Bank Fraud**

	Percentages		
Theft Subtype	CY-2014	CY-2015	CY-2016
Debit Cards, Electronic Funds	3.3%	2.3%	4.9%
Transfer, or ACH <sup>4</sup>			
New Accounts	3.4%	2.5%	4.3%
Existing Accounts	1.5%	1.1%	2.6%
Total	8.2%	5.9%	11.8%

#### Loan or Lease Fraud

	]	Percentages		
Theft Subtype	CY-2014	CY-2015	CY-2016	
Business \ Personal Loan <sup>5</sup>	2.6%	2.1%	2.7%	
Auto Loan \ Lease	1.1%	0.8%	1.7%	
Real Estate Loan	0.7%	0.6%	1.1%	
Apartment or House Rented	0.6%	0.5%	0.7%	
Student Loan <sup>5</sup>	-	-	0.6%	
Total	5.1%	3.9%	6.8%	

#### **Government Documents or Benefits Fraud**

	Percentages		
Theft Subtype	CY-2014	CY-2015	CY-2016
Government Benefits Applied For \	4.1%	2.6%	3.3%
Received			
Other Government Documents Issued $\setminus$	1.4%	1.1%	2.0%
Forged			
Driver's License Issued \ Forged	0.5%	0.3%	1.1%
Passport Issued \ Forged <sup>6</sup>	-	-	0.2%
Total	6.0%	4.0%	6.6%

#### **Other Identity Theft**

	Percentages			
Theft Subtype	CY-2014	CY-2015	CY-2016	
Other <sup>7</sup>	3.4%	1.3%	9.3%	
Online Shopping or Payment Account <sup>8</sup>	-	-	1.5%	
Email or Social Media <sup>9</sup>	1.5%	1.2%	1.4%	
Medical Services	1.0%	0.8%	1.2%	
Evading the Law	0.9%	0.6%	0.9%	
Insurance	0.4%	0.4%	0.6%	
Uncertain	11.2%	10.8%	0.6%	
Securities Accounts	0.1%	0.1%	0.3%	
Data Breach	2.1%	3.0%	0.1%	
Prepaid Debit Cards	0.3%	0.3%	<0.1%	
Bankruptcy	0.2%	0.1%	<0.1%	
Property Rental Fraud	0.1%	0.1%	<0.1%	
Child Support	0.1%	0.1%	<0.1%	
Magazines	<0.1%	< 0.1%	<0.1%	
Total	21.4%	18.8%	16.0%	

<sup>1</sup>Percentages are based on the total number of CSN identity theft complaints for each calendar year: CY-2014 = 332,647; CY-2015 = 490,226; and CY-2016 = 399,225. Attempted identity theft complaints were 0.2% of the total in CY-2016, 3.6% in CY-2015 and 4.8% in CY-2014. Note that 25% of identity theft complaints included more than one type of identity theft in CY-2016, 14% in CY-2015 and 17% in CY-2014.

<sup>2</sup>Theft Subtypes "Tax Fraud" and "Employment- or Wage-Related Fraud" were added to the database in CY-2016; "Tax- or Wage-Related Fraud" and "Employment" were deactivated January 21, 2016.

<sup>3</sup>Theft Subtypes "Mobile Telephone - Existing Accounts" and "Landline Telephone - Existing Accounts" were added to the database in CY-2016; "Utilities - Existing Accounts" was named "Unauthorized Charges to Existing Accounts" prior to CY-2016.

<sup>4</sup>Theft Subtype "Debit Cards, Electronic Funds Transfer, or ACH" was named "Electronic Fund Transfer" prior to CY-2016.

<sup>5</sup>Theft Subtype "Business \ Personal Loan" was named "Business \ Personal \ Student Loan" prior to CY-2016; "Student Loan" was added to the database in CY-2016.

 $^6\mbox{Theft}$  Subtype "Passport Issued  $\setminus$  Forged" was added to the database in CY-2016.

<sup>7</sup>Theft Subtype "Other" was named "Miscellaneous" prior to CY-2016 and "Securities Accounts" was named "Securities \ Other Investments."

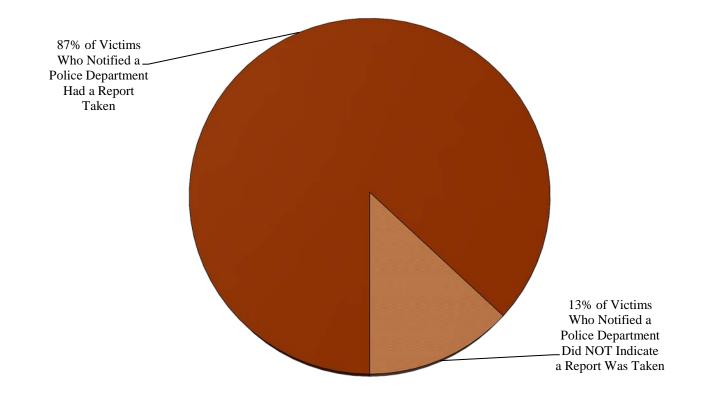
<sup>8</sup>Theft Subtype "Online Shopping or Payment Account" was added to the database in CY-2016.

<sup>9</sup>Theft Subtype "Email or Social Media" was named "Internet \ Email" prior to CY-2016.



# Consumer Sentinel Network Identity Theft Complaints Law Enforcement Contact<sup>1</sup>

*January 1 – December 31, 2016* 



<sup>1</sup>Percentages are based on the total number of identity theft complaints where victims indicated they had notified a police department (109,002). Twenty-seven percent of identity theft victims reported law enforcement contact.

# Law Enforcement Contact Calendar Years 2014 through 2016

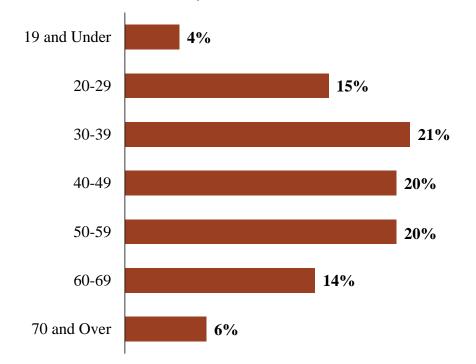
	CY-2014		CY	2015	CY-2016	
	Complaints	Percentages <sup>2</sup>	Complaints	Percentages <sup>2</sup>	Complaints	<b>Percentages</b> <sup>2</sup>
Yes	94,527	88%	160,584	89%	94,583	87%
No\Not Reported	13,337	12%	20,226	11%	14,419	13%
Total Who Notified a Police Department	107,864		180,810		109,002	

<sup>2</sup>Percentages are based on the total number of identity theft complaints where victims indicated they had notified a police department: CY-2014 = 107,864; CY-2015 = 180,810; and CY-2016 = 109,002. Of identity theft victims who contacted the FTC, 27% reported law enforcement contact in CY-2016, 37% in CY-2015 and 32% in CY-2014.



# Consumer Sentinel Network Identity Theft Complaints by Victims' Age<sup>1</sup>

*January 1 – December 31, 2016* 



# Consumer Sentinel Network Identity Theft Complaints by Victims' Age

	CY-	CY - 2014 CY - 2015 CY - 2016			2016	
Consumer Age	Complaints	Percentages <sup>1</sup>	Complaints	Percentages <sup>1</sup>	Complaints	<b>Percentages</b> <sup>1</sup>
19 and Under	15,537	6%	20,957	5%	15,496	4%
20-29	46,862	17%	55,872	14%	58,904	15%
30-39	49,163	18%	65,956	16%	79,971	21%
40-49	51,697	19%	82,117	20%	77,920	20%
50-59	55,392	20%	97,516	24%	77,312	20%
60-69	38,514	12%	62,194	15%	50,769	14%
70 and Over	22,000	8%	26,348	6%	22,253	6%
Total Reporting Age	279,165		410,960		382,625	

Calendar Years 2014 through 2016

<sup>1</sup>Percentages are based on the total number of victims reporting their age in CSN identity theft complaints for each calendar year: CY-2014 = 279,165; CY-2015 = 410,960; and CY-2016 = 382,625. Of identity theft victims who contacted the FTC, 96% reported their age in CY-2016; and 84% reported in both CY-2015 and CY-2014.



Complaints

17,430 34,384

1,484 54,744

17,660

4,933

8,251 8,292

3,993

8,748

12,787

33,214

1,216

8,310

6,203

9,977

14,030

5,919

7,287

4,312

8,772

20,205

1,352

2,016

713

9,746

4,438

1,170

5,054

2,532

5,718

3,337

2,540

1,584

4,007

1,348

2,378

2,308

5,091

3,264

2,135

2,898

387

465

437

711

11,009

# **Consumer Sentinel Network State Complaint Rates**

January 1 – December 31, 2016

#### Fraud & Other Complaints

#### **Identity Theft Complaints**

Complaints Per 100,000 Population<sup>1</sup>

175.6

166.8 155.9

139.5 138.0

137.9

137.1

136.1 135.8

126.2

124.0

119.2

115.1

114.0

112.0

111.5

109.7

107.2

107.0

105.3

104.3

102.3

101.3

96.9

96.1

96.1

94.8

89.5

87.9

87.5

87.1

86.0

85.1

83.2

83.1

82.4

80.1

79.6

77.2

76.8

74.6

69.7

68.2

68.1

65.3

62.0

61.3

		ei Compia	11115	-	 Identity
		Complaints Per 100,000			
Donk	Consumer State	Population <sup>1</sup>	Complaints		
1	Florida	1,305.6	269,117		victim State
2	Georgia	1,136.6	117,189		Aichigan
2	Michigan	1,083.3	107,557		lorida
4	Texas	952.3	265,347		Delaware
4 5	Nevada	872.0	25,636		 California Ilinois
6	Alabama	809.0	39,344		Connecticut
7	Maryland	807.7	48,594		
8	Delaware	797.5	7,593		Aaryland Aissouri
9	Tennessee	767.3	51,036		Jevada
10	California	713.1	279,887		Arizona
10	Missouri	706.5	43,050		Georgia
12	Louisiana	700.5	32,861		exas
12	Virginia	701.3	58,991		exas chode Island
13	South Carolina	701.5	34,767		
14	Rhode Island	682.1	7,206		Vashington
15	New Mexico	667.9	13,900		Colorado
10	Ohio	664.8	77,213		lew Jersey
18	Pennsylvania	659.2	84,270		ennsylvania Iinnesota
18	Arizona	656.9	45,528		
20	North Carolina	641.2	45,528 65,059		Assachusetts
20	New Jersey	636.7	56,951		Dregon Virginia
21	Mississippi	609.3			Jew York
22	Colorado	609.1	18,210 33,745		 wew York Wew Hampshire
23 24	Connecticut	590.4	21,117		
24 25	Illinois	576.7	73,829		Jew Mexico Maska
25	New York	567.3	112,006		Jorth Carolina
20	New Hampshire	563.8	7,525		Ohio
28	Indiana	562.8	37,329		outh Carolina
28 29	Washington	554.7	40,423		Jaine
30	Massachusetts	547.2	37,271		Visconsin
31	Oregon	546.8	22,385		Visconsin Cansas
31	West Virginia	543.3	9,948		ennessee
33	Kentucky	539.7	23,948		) Klahoma
33 34	Arkansas	519.0	15,510		Jtah
35	Oklahoma	518.7	20,350		Jebraska
36	Kansas	503.4	14,635		labama
37	Minnesota	470.7	25,980		daho
38	Wisconsin	465.9	26,921		Aississippi
39	Idaho	463.4	7,800		Arkansas
40	Montana	441.2	4,600		ndiana
40	Maine	423.7	4,000 5,642		Vyoming
42	Utah	417.9	12,750		ouisiana
43	Wyoming	416.2	2,437		Iontana
44	Nebraska	411.9	7,855		owa
44	Vermont	405.4	2,532		Swa Kentucky
46	Hawaii	403.8	2,332 5,768		Vermont
40	Alaska	358.9	2,663		Jorth Dakota
48	Iowa	342.5	10,735		Vest Virginia
49	South Dakota	320.6	2,775		outh Dakota
50	North Dakota	284.7	2,158		Iawaii
50		201.7	_,	2	 

48	Iowa	342.5	10,735	48	West Virginia	59.7	1,093
49	South Dakota	320.6	2,775	49	South Dakota	58.1	503
50	North Dakota	284.7	2,158	50	Hawaii	55.2	789
Population for the	he United States, Regions, Stat	es, and Puerto I	Rico: April 1, 2010 to July	1, 2016	es (Table NST-EST2016-01 5). Numbers for the District of as and 198.5 victims per 100,0	Columbia are: I	

Note: In calculating the State and Metropolitan Areas rankings, we excluded state-specific data contributors' complaints.



## Consumer Sentinel Network Largest Metropolitan Areas Ranking for Fraud and Other Consumer Complaints<sup>1</sup>

January 1 – December 31, 2016

		<b>Complaints Per</b>	
Rank	Metropolitan Area	100,000 Population <sup>1</sup>	Complaints
1	Homosassa Springs, FL Metropolitan Statistical Area	1,364.7	1,925
2	Santa Fe, NM Metropolitan Statistical Area	726.4	1,080
3	Prescott, AZ Metropolitan Statistical Area	704.1	1,565
4	Weirton-Steubenville, WV-OH Metropolitan Statistical Area	672.1	810
5	Charleston, WV Metropolitan Statistical Area	649.6	1,433
6	Spokane-Spokane Valley, WA Metropolitan Statistical Area	648.2	3,551
7	Myrtle Beach-Conway-North Myrtle Beach, SC-NC Metropolitan Statistical Area	592.9	2,561
8	Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	583.3	35,570
9	Gainesville, FL Metropolitan Statistical Area	556.7	1,543
10	Jacksonville, FL Metropolitan Statistical Area	553.7	8,026
11	Palm Bay-Melbourne-Titus ville, FL Metropolitan Statistical Area	550.1	3,125
12	Sierra Vista-Douglas, AZ Metropolitan Statistical Area	541.8	685
13	Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area	535.7	11,330
14	Baltimore-Columbia-Towson, MD Metropolitan Statistical Area	533.2	14,915
15	Missoula, MT Metropolitan Statistical Area	532.5	608
16	Atlanta-Sandy Springs-Roswell, GA Metropolitan Statistical Area	531.8	30,370
17	Richmond, VA Metropolitan Statistical Area	531.0	6,751
18	Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	530.2	15,774
19	Lubbock, TX Metropolitan Statistical Area	525.1	1,634
20	Pueblo, CO Metropolitan Statistical Area	519.6	850
21	Dover, DE Metropolitan Statistical Area	518.1	899
22	East Stroudsburg, PA Metropolitan Statistical Area	517.4	861
23	Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	511.8	3,190
24	Laredo, TX Metropolitan Statistical Area	511.3	1,379
25	Cape Coral-Fort Myers, FL Metropolitan Statistical Area	509.1	3,574
26	Asheville, NC Metropolitan Statistical Area	502.9	2,247
27	Jacksonville, NC Metropolitan Statistical Area	502.9	937
28	Kingston, NY Metropolitan Statistical Area	500.2	901
29	Denver-Aurora-Lakewood, CO Metropolitan Statistical Area	499.0	14,043
30	Beckley, WV Metropolitan Statistical Area	497.1	609
31	Anniston-Oxford-Jacksonville, AL Metropolitan Statistical Area	496.5	574
32	Birmingham-Hoover, AL Metropolitan Statistical Area	495.7	5,679
33	Miami-Fort Lauderdale-West Palm Beach, FL Metropolitan Statistical Area	494.7	29,742
34	Phoenix-Mesa-Scottsdale, AZ Metropolitan Statistical Area	494.1	22,603
35	Topeka, KS Metropolitan Statistical Area	494.0	1,155
36	Colorado Springs, CO Metropolitan Statistical Area	492.4	3,436
37	Sebastian-Vero Beach, FL Metropolitan Statistical Area	492.2	728
38	Albany, OR Metropolitan Statistical Area	491.9	593
39	Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	491.6	11,736
40	Lake Havasu City-Kingman, AZ Metropolitan Statistical Area	486.5	996
41	Punta Gorda, FL Metropolitan Statistical Area	485.8	841
42	Memphis, TN-MS-AR Metropolitan Statistical Area	485.7	6,529
43	Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area	482.9	11,716
44	Coeur d'Alene, ID Metropolitan Statistical Area	480.9	723
45	Pensacola-Ferry Pass-Brent, FL Metropolitan Statistical Area	478.6	2,288
46	Nashville-DavidsonMurfreesboroFranklin, TN Metropolitan Statistical Area	477.7	8,743
47	St. Louis, MO-IL Metropolitan Statistical Area	475.7	13,375
48	Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	474.6	33,708
49	North Port-Sarasota-Bradenton, FL Metropolitan Statistical Area	474.6	3,649
50	Columbia, SC Metropolitan Statistical Area	470.6	3,812

<sup>1</sup>Ranking is based on the number of fraud and other types of complaints per 100,000 inhabitants for each Metropolitan Area. This chart illustrates the top 50 Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. See complaint figures for all Metropolitan Areas with a population of 100,000 or more in Appendix D1. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2015 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2015 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).

Note: In calculating the State and Metropolitan Areas rankings, we excluded state-specific data contributors' complaints.



## Consumer Sentinel Network Largest Metropolitan Areas Ranking for Identity Theft Consumer Complaints<sup>1</sup>

January 1 – December 31, 2016

		<b>Complaints Per</b>	
ank	Metropolitan Area	100,000 Population <sup>1</sup>	Complaint
1	Ann Arbor, MI Metropolitan Statistical Area	336.0	1,20
2	Miami-Fort Lauderdale-West Palm Beach, FL Metropolitan Statistical Area	223.8	13,45
3	Detroit-Warren-Dearborn, MI Metropolitan Statistical Area	214.7	9,23
4	St. Louis, MO-IL Metropolitan Statistical Area	206.0	5,79
5	Naples-Immokalee-Marco Island, FL Metropolitan Statistical Area	188.1	67.
6	Tallahassee, FL Metropolitan Statistical Area	185.0	69
7	San Francisco-Oakland-Hayward, CA Metropolitan Statistical Area	183.3	8,53
8	Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	176.0	4,20
9	Niles-Benton Harbor, MI Metropolitan Statistical Area	174.6	27
10	Lansing-East Lansing, MI Metropolitan Statistical Area	169.6	80
11	San Jose-Sunnyvale-Santa Clara, CA Metropolitan Statistical Area	166.3	3,28
12	Flint, MI Metropolitan Statistical Area	162.6	66
13	Atlanta-Sandy Springs-Roswell, GA Metropolitan Statistical Area	160.9	9,18
14	Grand Rapids-Wyoming, MI Metropolitan Statistical Area	159.5	1,65
15	Jacksonville, FL Metropolitan Statistical Area	155.8	2,25
16	Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area	155.5	1,47
17	Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	154.8	4,60
18	Chicago-Naperville-Elgin, IL-IN-WI Metropolitan Statistical Area	152.4	14,55
19	Cape Coral-Fort Myers, FL Metropolitan Statistical Area	152.0	1,06
20	Gainesville, FL Metropolitan Statistical Area	151.9	42
21	Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	149.1	10,59
22	Fresno, CA Metropolitan Statistical Area	148.3	1,44
23	Kalamazoo-Portage, MI Metropolitan Statistical Area	147.6	49
24	Austin-Round Rock, TX Metropolitan Statistical Area	146.5	2,93
25	Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area	145.4	3,07
26	Iowa City, IA Metropolitan Statistical Area	144.7	24
27	Vallejo-Fairfield, CA Metropolitan Statistical Area	144.7	63
28	Stockton-Lodi, CA Metropolitan Statistical Area	144.6	1,05
29	Port St. Lucie, FL Metropolitan Statistical Area	144.4	65
30	Los Angeles-Long Beach-Anaheim, CA Metropolitan Statistical Area	144.2	19,23
31	Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	143.7	8,76
32	Palm Bay-Melbourne-Titus ville, FL Metropolitan Statistical Area	143.6	81
33	Hartford-West Hartford-East Hartford, CT Metropolitan Statistical Area	142.7	1,72
34	Bakersfield, CA Metropolitan Statistical Area	142.3	1,72
35	Baltimore-Columbia-Towson, MD Metropolitan Statistical Area	142.0	3,97
36	Phoenix-Mesa-Scottsdale, AZ Metropolitan Statistical Area	139.8	6,39
30 37	Houston-The Woodlands-Sugar Land, TX Metropolitan Statistical Area	139.5	9,28
38	Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	139.4	8,46
38 39	Monroe, MI Metropolitan Statistical Area	139.4	20
40	SacramentoRosevilleArden-Arcade, CA Metropolitan Statistical Area	138.9	3,15
40 41	Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area	138.1	5,15
	· 1		
42 42	Punta Gorda, FL Metropolitan Statistical Area Battle Creek, MI Metropolitan Statistical Area	137.5	23
43 44		136.2	18
44 45	Jackson, MI Metropolitan Statistical Area	136.1	21
45 46	California-Lexington Park, MD Metropolitan Statistical Area	135.5	15
46 47	Reno, NV Metropolitan Statistical Area	134.0	60
47	San Diego-Carlsbad, CA Metropolitan Statistical Area	133.9	4,41
48	Albuquerque, NM Metropolitan Statistical Area	132.9	1,20
49 50	Minneapolis-St. Paul-Bloomington, MN-WI Metropolitan Statistical Area	132.2	4,66
50	Tucson, AZ Metropolitan Statistical Area	131.6	1,

<sup>1</sup>Ranking is based on the number of identity theft complaints per 100,000 inhabitants for each Metropolitan Area. This chart illustrates the top 50 Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. See identity theft figures for all Metropolitan Areas with a population of 100,000 or more in Appendix D2. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2015 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2015 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).



# Consumer Sentinel Network Military Complaints by Consumer Military Branch

January 1 – December 31, 2016

Military Branch	Complaints	Percentages <sup>1</sup>
U.S. Army	48,617	47%
U.S. Navy	21,958	21%
U.S. Air Force	20,630	20%
U.S. Marines	10,073	10%
U.S. Coast Guard	1,798	2%
Total	103,076	

<sup>1</sup>Percentages are based on the total number of CSN complaints from military consumers reporting their branch of service (103,076) between January 1 and December 31, 2016. Of the 115,984 military consumers, 89% reported this information during CY-2016.

## Consumer Sentinel Network Military Complaints by Consumer Military Status

January 1 – December 31, 2016

Military Status	Complaints	Percentages <sup>2</sup>
Active Duty Service Member	7,293	7%
Dependent Child\Other - DoD Civilian	1,164	1%
Dependent Child\Other - Service Member	3,510	3%
Dependent Spouse - DoD Civilian	3,656	3%
Dependent Spouse - Service Member	13,492	13%
DoD Civilian	1,041	1%
Inactive Reserve\National Guard	5,789	5%
Military Retiree\Veteran	69,801	66%
Total	105,746	

<sup>2</sup>Percentages are based on the total number of CSN complaints from military consumers reporting their military status (105,746) between January 1 and December 31, 2016. Of the 115,984 military consumers, 91% reported this information during CY-2016.

#### Consumer Sentinel Network Military Complaints by Consumer Military Pay Grade January 1 – December 31, 2016

Military Pay Grade	Complaints	Percentages <sup>3</sup>
DoD Civilian	1,220	3%
E1-E3	10,412	23%
E4	7,185	16%
E5-E6	12,983	28%
E7-E9	4,886	11%
01-03	3,384	7%
04-06	4,495	10%
O7 and Above	383	1%
W1-W5	730	2%
Total	45,678	

<sup>3</sup>Percentages are based on the total number of CSN complaints from military consumers reporting their pay grade (45,678) between January 1 and December 31, 2016. Of the 115,984 military consumers, 39% reported this information during CY-2016.



# **Consumer Sentinel Network Military Complaints by Top Category**

January 1 – December 31, 2016

Rank	Category	Complaints	Percentages <sup>1</sup>
1	Impostor Scams	37,257	32%
2	Identity Theft	34,871	30%
3	Debt Collection	7,550	7%
4	Banks and Lenders	6,673	6%
5	Prizes, Sweepstakes and Lotteries	2,128	2%
6	Credit Bureaus, Information Furnishers and Report Users	2,101	2%
7	Telephone and Mobile Services	2,036	2%
8	Shop-at-Home and Catalog Sales	1,982	2%
9	Auto-Related Complaints	1,876	2%
10	Education	1,591	1%
11	Foreign Money Offers and Counterfeit Check Scams	1,402	1%
12	Credit Cards	1,174	1%
13	Health Care	763	1%
14	Internet Services	737	1%
15	Home Repair, Improvement and Products	458	<1%
16	Television and Electronic Media	454	<1%
17	Business and Job Opportunities	346	<1%
18	Mortgage Foreclosure Relief and Debt Management	341	<1%
19	Travel, Vacations and Timeshare Plans	304	<1%
20	Advance Payments for Credit Services	288	<1%

<sup>1</sup>Percentages are based on the total number of CSN Military complaints (115,984) received between January 1 and December 31, 2016. Four percent (4,680) of these complaints were coded "Other (Note in Comments)."

#### Top Categories for Complaints from Enlisted Military Consumers

January 1 – December 31, 2016

Rank	Category	Complaints	Percentages <sup>2</sup>
1	Identity Theft	16,246	46%
2	Impostor Scams	4,595	13%
3	Debt Collection	4,500	13%
4	Banks and Lenders	2,698	8%
5	Credit Bureaus, Information	1,108	3%
	Furnishers and Report Users		
6	Auto-Related Complaints	608	2%
7	Shop-at-Home and Catalog Sales	562	2%
8	Credit Cards	463	1%
8	Telephone and Mobile Services	436	1%
10	Education	363	1%

<sup>2</sup>Percentages are based on the total number of CSN complaints (35,466) from military consumers reporting an enlisted rank received between January 1 and December 31, 2016. Four percent (1,363) of these complaints were coded "Other (Note in Comments)."

#### Top Categories for Complaints from Officer Military Consumers

January 1 – December 31, 2016

Rank	Category	Complaints	Percentages <sup>3</sup>
1	Identity Theft	4,811	54%
2	Impostor Scams	1,573	17%
3	Banks and Lenders	474	5%
4	Debt Collection	442	5%
5	Credit Bureaus, Information	157	2%
	Furnishers and Report Users		
6	Shop-at-Home and Catalog Sales	152	2%
7	Credit Cards	143	2%
8	Auto-Related Complaints	118	1%
9	Telephone and Mobile Services	78	1%
10	Foreign Money Offers and	67	1%
	Counterfeit Check Scams		

<sup>3</sup>Percentages are based on the total number of CSN complaints (8,992) from military consumers reporting an officer rank received between January 1 and December 31, 2016. Four percent (387) of these complaints were coded "Other (Note in Comments)."



# Consumer Sentinel Network Military Identity Theft Complaints How Victims' Information is Misused

January 1 – December 31, 2016

Identity Theft Types \ Theft Subtypes	Complaints	Percentage
Credit Card Fraud		35.6%
New Accounts	9,448	27.1%
Existing Accounts	2,978	8.5%
Employment- or Tax-Related Fraud		28.4%
Tax Fraud <sup>2</sup>	9,033	25.9%
Employment- or Wage-Related Fraud <sup>2</sup>	769	2.2%
Tax- or Wage-Related Fraud <sup>2</sup>	98	0.3%
Bank Fraud		17.5%
Debit Cards, Electronic Funds Transfer, or ACH	2,996	8.6%
New Accounts	1,820	5.2%
Existing Accounts	1,295	3.7%
Phone or Utilities Fraud		12.2%
Utilities - New Accounts	1,865	5.3%
Mobile Telephone - New Accounts	1,684	4.8%
Mobile Telephone - Existing Accounts	432	1.2%
Landline Telephone - New Accounts	186	0.5%
Utilities - Existing Accounts	97	0.3%
Landline Telephone - Existing Accounts	50	0.1%
Government Documents or Benefits Fraud		7.0%
Government Benefits Applied For \ Received	1,335	3.8%
Other Government Documents Issued \ Forged	781	2.2%
Driver's License Issued \ Forged	317	0.9%
Passport Issued \ Forged	43	0.1%
Loan or Lease Fraud		6.2%
Business \ Personal Loan	1,013	2.9%
Auto Loan \ Lease	503	1.4%
Real Estate Loan	307	0.9%
Student Loan	194	0.5%
Apartment or House Rented	190	0.5%
Other Identity Theft		14.6%
Other	2,661	7.6%
Email or Social Media	604	1.7%
Online Shopping or Payment Account	590	1.7%
Medical Services	403	1.2%
Evading the Law	332	1.0%
Insurance	200	0.6%
Securities Accounts	175	0.5%
Uncertain	87	0.2%
Data Breach	26	0.1%
Prepaid Debit Cards	4	< 0.1%
Magazines	2	< 0.1%
Bankruptcy	1	< 0.1%
Property Rental Fraud	1	< 0.1%

<sup>1</sup>Percentages are based on the total number of CSN Military identity theft complaints (34,871) received between January 1 and December 31, 2016. Attempted identity theft complaints were 0.3% of the total in CY-2016. Note that 16% of CSN Military identity theft complaints included more than one type of identity theft.

<sup>2</sup>Theft Subtypes "Tax Fraud" and "Employment- or Wage-Related Fraud" were added to the database in CY-2016; "Tax- or Wage-Related Fraud" and "Employment" were deactivated January 21, 2016.



# **Consumer Sentinel Network Detailed State Complaint Information**

(One Page per State and the District of Columbia)

Fraud & Other Complaints

▶ Top Fraud & Other Complaint Categories

**Identity Theft Complaints** 



Identity Theft Types Reported by Victims



# ALABAMA

**Consumer Sentinel Network Complaint Figures** 

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 43,351**

## Fraud and Other Complaints Count from Alabama Consumers = 39,344

- 1			
Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	15,055	38%
2	Telephone and Mobile Services	5,264	13%
3	Impostor Scams	4,610	12%
4	Prizes, Sweepstakes and Lotteries	3,767	10%
5	Banks and Lenders	1,619	4%
6	Shop-at-Home and Catalog Sales	1,275	3%
7	Auto-Related Complaints	1,168	3%
8	Television and Electronic Media	716	2%
9	Credit Bureaus, Information Furnishers and Report	648	2%
	Users		
10	Credit Cards	399	1%

Top 10 Fraud and Other Complaint Categories Reported by Alabama Consumers

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Alabama consumers (39,344).

#### **Identity Theft Complaints Count from Alabama Victims = 4,007**

#### Identity Theft Types Reported by Alabama Victims

Rank	Identity Theft Type	Complaints	<b>Percentage</b> <sup>1</sup>
1	Employment- or Tax-Related Fraud	1,516	38%
2	Credit Card Fraud	906	23%
3	Phone or Utilities Fraud	505	13%
4	Bank Fraud	442	11%
5	Loan or Lease Fraud	356	9%
6	Government Documents or Benefits Fraud	249	6%
	Other	542	14%
	Attempted Identity Theft	4	<1%

<sup>1</sup>Percentages are based on the 4,007 victims reporting from Alabama. Note that CSN identity theft complaints may be coded under multiple theft types.



#### ALASKA

**Consumer Sentinel Network Complaint Figures** 

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 3,376**

#### Fraud and Other Complaints Count from Alaska Consumers = 2,663

-		-	
Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Prizes, Sweepstakes and Lotteries	599	22%
2	Impostor Scams	472	18%
3	Shop-at-Home and Catalog Sales	177	7%
4	Banks and Lenders	172	6%
5	Telephone and Mobile Services	154	6%
6	Debt Collection	143	5%
7	Auto-Related Complaints	105	4%
8	Credit Bureaus, Information Furnishers and Report	69	3%
	Users		
9	Internet Services	64	2%
10	Credit Cards	58	2%

Top 10 Fraud and Other Complaint Categories Reported by Alaska Consumers

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Alaska consumers (2,663). Note: These figures exclude complaints provided by the Alaska Office of Attorney General.

#### **Identity Theft Complaints Count from Alaska Victims = 713**

#### Identity Theft Types Reported by Alaska Victims

Rank	Identity Theft Type	Complaints	<b>Percentage</b> <sup>1</sup>
1	Employment- or Tax-Related Fraud	349	49%
2	Credit Card Fraud	169	24%
3	Bank Fraud	88	12%
4	Phone or Utilities Fraud	48	7%
5	Government Documents or Benefits Fraud	42	6%
6	Loan or Lease Fraud	33	5%
	Other	71	10%
	Attempted Identity Theft	1	<1%

<sup>1</sup>Percentages are based on the 713 victims reporting from Alaska. Note that CSN identity theft complaints may be coded under multiple theft types.



#### ARIZONA

#### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 54,276**

## Fraud and Other Complaints Count from Arizona Consumers = 45,528

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	10,237	22%
2	Impostor Scams	8,933	20%
3	Telephone and Mobile Services	5,327	12%
4	Banks and Lenders	3,156	7%
5	Prizes, Sweepstakes and Lotteries	2,300	5%
6	Auto-Related Complaints	2,000	4%
7	Shop-at-Home and Catalog Sales	1,676	4%
8	Television and Electronic Media	1,354	3%
9	Credit Bureaus, Information Furnishers and Report	1,060	2%
	Users		
10	Credit Cards	981	2%

Top 10 Fraud and Other Complaint Categories Reported by Arizona Consumers

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Arizona consumers (45,528).

#### **Identity Theft Complaints Count from Arizona Victims = 8,748**

#### Identity Theft Types Reported by Arizona Victims

Rank	Identity Theft Type	Complaints	<b>Percentage</b> <sup>1</sup>
1	Employment- or Tax-Related Fraud	3,683	42%
2	Credit Card Fraud	2,248	26%
3	Bank Fraud	854	10%
4	Phone or Utilities Fraud	778	9%
5	Loan or Lease Fraud	510	6%
6	Government Documents or Benefits Fraud	429	5%
	Other	1,492	17%
	Attempted Identity Theft	19	<1%

<sup>1</sup>Percentages are based on the 8,748 victims reporting from Arizona. Note that CSN identity theft complaints may be coded under multiple theft types.



# ARKANSAS

#### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 17,818**

	10 Fraud and Other Complaint Categories Report	rted by Arkans	as Consumers
Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	3,733	24%
2	Impostor Scams	2,376	15%
3	Prizes, Sweepstakes and Lotteries	2,281	15%
4	Telephone and Mobile Services	1,816	12%
5	Shop-at-Home and Catalog Sales	651	4%
6	Banks and Lenders	643	4%
7	Auto-Related Complaints	483	3%
8	Television and Electronic Media	465	3%
9	Credit Bureaus, Information Furnishers and Report	212	1%
	Users		
9	Internet Services	212	1%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Arkansas consumers (15,510).

#### **Identity Theft Complaints Count from Arkansas Victims = 2,308**

#### Identity Theft Types Reported by Arkansas Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Employment- or Tax-Related Fraud	946	41%
2	Credit Card Fraud	601	26%
3	Bank Fraud	282	12%
4	Phone or Utilities Fraud	242	10%
5	Loan or Lease Fraud	106	5%
6	Government Documents or Benefits Fraud	99	4%
	Other	314	14%
	Attempted Identity Theft	5	<1%

<sup>1</sup>Percentages are based on the 2,308 victims reporting from Arkansas. Note that CSN identity theft complaints may be coded under multiple theft types.



## CALIFORNIA

#### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 334,631**

#### Fraud and Other Complaints Count from California Consumers = 279,887

Top 10 Fraud and Other Complaint Categories Reported by California Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	100,717	36%
2	Telephone and Mobile Services	38,828	14%
3	Impostor Scams	37,147	13%
4	Banks and Lenders	18,847	7%
5	Shop-at-Home and Catalog Sales	9,942	4%
6	Prizes, Sweepstakes and Lotteries	9,036	3%
7	Auto-Related Complaints	8,613	3%
8	Credit Bureaus, Information Furnishers and Report	6,261	2%
	Users		
9	Credit Cards	5,374	2%
10	Internet Services	4,060	1%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from California consumers (279,887). Note: These figures exclude complaints provided by the California Office of Attorney General.

#### **Identity Theft Complaints Count from California Victims = 54,744**

#### Identity Theft Types Reported by California Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Credit Card Fraud	20,331	37%
2	Employment- or Tax-Related Fraud	16,054	29%
3	Phone or Utilities Fraud	6,923	13%
4	Bank Fraud	6,834	12%
5	Loan or Lease Fraud	3,755	7%
6	Government Documents or Benefits Fraud	3,090	6%
	Other	7,793	14%
	Attempted Identity Theft	121	<1%

<sup>1</sup>Percentages are based on the 54,744 victims reporting from California. Note that CSN identity theft complaints may be coded under multiple theft types.



## COLORADO

#### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

#### **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 39,948**

#### Fraud and Other Complaints Count from Colorado Consumers = 33,745

Top To Trada and Other Complaint Caregories Reported by Colorado Consumers			
Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>	
Debt Collection	6,799	20%	
Impostor Scams	6,644	20%	
Telephone and Mobile Services	3,324	10%	
Banks and Lenders	2,541	8%	
Prizes, Sweepstakes and Lotteries	1,842	5%	
Shop-at-Home and Catalog Sales	1,634	5%	
Auto-Related Complaints	1,574	5%	
Credit Bureaus, Information Furnishers and Report	1,024	3%	
Users			
Television and Electronic Media	919	3%	
Internet Services	755	2%	
	Top Categories Debt Collection Impostor Scams Telephone and Mobile Services Banks and Lenders Prizes, Sweepstakes and Lotteries Shop-at-Home and Catalog Sales Auto-Related Complaints Credit Bureaus, Information Furnishers and Report Users Television and Electronic Media	Top CategoriesComplaintsDebt Collection6,799Impostor Scams6,644Telephone and Mobile Services3,324Banks and Lenders2,541Prizes, Sweepstakes and Lotteries1,842Shop-at-Home and Catalog Sales1,634Auto-Related Complaints1,574Credit Bureaus, Information Furnishers and Report1,024Users1Television and Electronic Media919	

Top 10 Fraud and Other Complaint Categories Reported by Colorado Consumers

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Colorado consumers (33,745). Note: These figures exclude complaints provided by the Colorado Office of Attorney General.

#### **Identity Theft Complaints Count from Colorado Victims = 6,203**

#### Identity Theft Types Reported by Colorado Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Employment- or Tax-Related Fraud	2,376	38%
2	Credit Card Fraud	1,965	32%
3	Bank Fraud	762	12%
4	Phone or Utilities Fraud	568	9%
5	Government Documents or Benefits Fraud	294	5%
6	Loan or Lease Fraud	280	5%
	Other	784	13%
	Attempted Identity Theft	9	<1%

<sup>1</sup>Percentages are based on the 6,203 victims reporting from Colorado. Note that CSN identity theft complaints may be coded under multiple theft types.



# CONNECTICUT

## **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 26,050**

## Fraud and Other Complaints Count from Connecticut Consumers = 21,117

Top 10 Fraud and Other Complaint Categories Reported by Connecticut Consumers

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	5,398	26%
2	Impostor Scams	4,129	20%
3	Telephone and Mobile Services	2,063	10%
4	Banks and Lenders	1,554	7%
5	Auto-Related Complaints	1,028	5%
6	Shop-at-Home and Catalog Sales	938	4%
7	Prizes, Sweepstakes and Lotteries	836	4%
8	Credit Cards	489	2%
9	Credit Bureaus, Information Furnishers and Report	473	2%
	Users		
10	Television and Electronic Media	406	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Connecticut consumers (21,117).

#### **Identity Theft Complaints Count from Connecticut Victims = 4,933**

#### Identity Theft Types Reported by Connecticut Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Employment- or Tax-Related Fraud	1,745	35%
2	Credit Card Fraud	1,695	34%
3	Phone or Utilities Fraud	914	19%
4	Bank Fraud	431	9%
5	Government Documents or Benefits Fraud	216	4%
6	Loan or Lease Fraud	146	3%
	Other	516	10%
	Attempted Identity Theft	15	<1%

<sup>1</sup>Percentages are based on the 4,933 victims reporting from Connecticut. Note that CSN identity theft complaints may be coded under multiple theft types.



# DELAWARE

#### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 9,077**

## Fraud and Other Complaints Count from Delaware Consumers = 7,593

Top 10 Fraud and Other Complaint Categories Reported by Delaware Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	2,273	30%
2	Impostor Scams	1,257	17%
3	Telephone and Mobile Services	795	10%
4	Banks and Lenders	594	8%
5	Prizes, Sweepstakes and Lotteries	351	5%
6	Auto-Related Complaints	325	4%
7	Shop-at-Home and Catalog Sales	300	4%
8	Credit Bureaus, Information Furnishers and Report	187	2%
	Users		
9	Credit Cards	177	2%
10	Television and Electronic Media	149	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Delaware consumers (7,593).

#### **Identity Theft Complaints Count from Delaware Victims = 1,484**

#### Identity Theft Types Reported by Delaware Victims

Rank	Identity Theft Type	Complaints	<b>Percentage</b> <sup>1</sup>
1	Employment- or Tax-Related Fraud	794	54%
2	Credit Card Fraud	321	22%
3	Phone or Utilities Fraud	132	9%
4	Bank Fraud	118	8%
5	Loan or Lease Fraud	96	6%
6	Government Documents or Benefits Fraud	47	3%
	Other	141	10%
	Attempted Identity Theft	2	<1%

<sup>1</sup>Percentages are based on the 1,484 victims reporting from Delaware. Note that CSN identity theft complaints may be coded under multiple theft types.



#### DISTRICT OF COLUMBIA

## **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 11,382**

#### Fraud and Other Complaints Count from District of Columbia Consumers = 10,030

Top 10 Fraud and Other Complaint Categories Reported by District of Columbia Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	3,941	39%
2	Telephone and Mobile Services	1,531	15%
3	Impostor Scams	1,147	11%
4	Banks and Lenders	764	8%
5	Shop-at-Home and Catalog Sales	325	3%
6	Auto-Related Complaints	242	2%
7	Credit Bureaus, Information Furnishers and Report	237	2%
	Users		
8	Credit Cards	236	2%
9	Prizes, Sweepstakes and Lotteries	187	2%
10	Television and Electronic Media	129	1%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from District of Columbia consumers (10,030).

#### **Identity Theft Complaints Count from District of Columbia Victims = 1,352**

#### Identity Theft Types Reported by District of Columbia Victims

Rank	Identity Theft Type	Complaints	<b>Percentage</b> <sup>1</sup>
1	Employment- or Tax-Related Fraud	524	39%
2	Credit Card Fraud	372	28%
3	Phone or Utilities Fraud	170	13%
4	Bank Fraud	168	12%
5	Loan or Lease Fraud	79	6%
6	Government Documents or Benefits Fraud	78	6%
	Other	181	13%
	Attempted Identity Theft	3	<1%

<sup>1</sup>Percentages are based on the 1,352 victims reporting from District of Columbia. Note that CSN identity theft complaints may be coded under multiple theft types.



#### FLORIDA

#### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 303,501**

#### Fraud and Other Complaints Count from Florida Consumers = 269,117

Top 10 Fraud and Other Complaint Categories Reported by Florida Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	144,384	54%
2	Telephone and Mobile Services	30,665	11%
3	Impostor Scams	23,069	9%
4	Banks and Lenders	11,552	4%
5	Auto-Related Complaints	7,286	3%
6	Prizes, Sweepstakes and Lotteries	7,204	3%
7	Shop-at-Home and Catalog Sales	6,073	2%
8	Credit Bureaus, Information Furnishers and Report	5,408	2%
	Users		
9	Television and Electronic Media	3,999	1%
10	Credit Cards	3,307	1%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Florida consumers (269,117).

#### **Identity Theft Complaints Count from Florida Victims = 34,384**

#### Identity Theft Types Reported by Florida Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Credit Card Fraud	12,761	37%
2	Employment- or Tax-Related Fraud	10,236	30%
3	Bank Fraud	4,796	14%
4	Phone or Utilities Fraud	3,837	11%
5	Government Documents or Benefits Fraud	2,061	6%
6	Loan or Lease Fraud	1,749	5%
	Other	4,307	13%
	Attempted Identity Theft	136	<1%

<sup>1</sup>Percentages are based on the 34,384 victims reporting from Florida. Note that CSN identity theft complaints may be coded under multiple theft types.



## GEORGIA

#### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 129,976**

## Fraud and Other Complaints Count from Georgia Consumers = 117,189

Top 10 Fraud and Other Complaint Categories Reported by Georgia Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	56,815	48%
2	Telephone and Mobile Services	14,665	13%
3	Impostor Scams	9,457	8%
4	Banks and Lenders	6,110	5%
5	Prizes, Sweepstakes and Lotteries	4,264	4%
6	Auto-Related Complaints	3,836	3%
7	Credit Bureaus, Information Furnishers and Report	3,061	3%
	Users		
8	Shop-at-Home and Catalog Sales	2,891	2%
9	Television and Electronic Media	2,153	2%
10	Credit Cards	1,697	1%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Georgia consumers (117,189).

#### **Identity Theft Complaints Count from Georgia Victims = 12,787**

#### Identity Theft Types Reported by Georgia Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Employment- or Tax-Related Fraud	3,954	31%
2	Credit Card Fraud	3,786	30%
3	Phone or Utilities Fraud	1,937	15%
4	Bank Fraud	1,534	12%
5	Loan or Lease Fraud	1,140	9%
6	Government Documents or Benefits Fraud	668	5%
	Other	2,110	17%
	Attempted Identity Theft	45	<1%

<sup>1</sup>Percentages are based on the 12,787 victims reporting from Georgia. Note that CSN identity theft complaints may be coded under multiple theft types.



#### HAWAII

## **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 6,557**

#### Fraud and Other Complaints Count from Hawaii Consumers = 5,768

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Impostor Scams	1,193	21%
2	Prizes, Sweepstakes and Lotteries	727	13%
3	Telephone and Mobile Services	504	9%
4	Banks and Lenders	471	8%
5	Debt Collection	414	7%
6	Shop-at-Home and Catalog Sales	357	6%
7	Auto-Related Complaints	271	5%
8	Internet Services	253	4%
9	Credit Cards	137	2%
10	Foreign Money Offers and Counterfeit Check	99	2%
	Scams		

Top 10 Fraud and Other Complaint Categories Reported by Hawaii Consumers

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Hawaii consumers (5,768). Note: These figures exclude complaints provided by the Hawaii Office of Consumer Protection.

#### **Identity Theft Complaints Count from Hawaii Victims = 789**

#### Identity Theft Types Reported by Hawaii Victims

Rank	Identity Theft Type	Complaints	<b>Percentage</b> <sup>1</sup>
1	Credit Card Fraud	267	34%
2	Employment- or Tax-Related Fraud	202	26%
3	Bank Fraud	146	19%
4	Phone or Utilities Fraud	70	9%
5	Loan or Lease Fraud	50	6%
6	Government Documents or Benefits Fraud	48	6%
	Other	131	17%
	Attempted Identity Theft	3	<1%

<sup>1</sup>Percentages are based on the 789 victims reporting from Hawaii. Note that CSN identity theft complaints may be coded under multiple theft types.



## **IDAHO**

## **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 9,148**

## Fraud and Other Complaints Count from Idaho Consumers = 7,800

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Impostor Scams	1,849	24%
2	Debt Collection	1,000	13%
3	Telephone and Mobile Services	713	9%
4	Prizes, Sweepstakes and Lotteries	700	9%
5	Banks and Lenders	477	6%
6	Shop-at-Home and Catalog Sales	386	5%
7	Auto-Related Complaints	347	4%
8	Internet Services	231	3%
9	Television and Electronic Media	221	3%
10	Credit Bureaus, Information Furnishers and Report	176	2%
	Users		

Top 10 Fraud and Other Complaint Categories Reported by Idaho Consumers

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Idaho consumers (7,800). Note: These figures exclude complaints provided by the Idaho Office of Attorney General.

#### **Identity Theft Complaints Count from Idaho Victims = 1,348**

#### Identity Theft Types Reported by Idaho Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Employment- or Tax-Related Fraud	509	38%
2	Credit Card Fraud	371	28%
3	Loan or Lease Fraud	183	14%
4	Bank Fraud	116	9%
5	Phone or Utilities Fraud	113	8%
6	Government Documents or Benefits Fraud	47	3%
	Other	176	13%
	Attempted Identity Theft	-	-

<sup>1</sup>Percentages are based on the 1,348 victims reporting from Idaho. Note that CSN identity theft complaints may be coded under multiple theft types.



#### ILLINOIS

#### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 91,489**

#### Fraud and Other Complaints Count from Illinois Consumers = 73,829

Top 10 Fraud and Other Complaint Categories Reported by Illinois Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	19,831	27%
2	Impostor Scams	11,338	15%
3	Telephone and Mobile Services	7,865	11%
4	Banks and Lenders	5,522	7%
5	Prizes, Sweepstakes and Lotteries	3,743	5%
6	Shop-at-Home and Catalog Sales	3,328	5%
7	Auto-Related Complaints	3,246	4%
8	Television and Electronic Media	2,450	3%
9	Credit Bureaus, Information Furnishers and Report	2,234	3%
	Users		
10	Credit Cards	1,638	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Illinois consumers (73,829).

#### **Identity Theft Complaints Count from Illinois Victims = 17,660**

#### Identity Theft Types Reported by Illinois Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Credit Card Fraud	5,933	34%
2	Employment- or Tax-Related Fraud	5,509	31%
3	Phone or Utilities Fraud	2,943	17%
4	Bank Fraud	1,988	11%
5	Loan or Lease Fraud	1,192	7%
6	Government Documents or Benefits Fraud	1,017	6%
	Other	2,282	13%
	Attempted Identity Theft	47	<1%

<sup>1</sup>Percentages are based on the 17,660 victims reporting from Illinois. Note that CSN identity theft complaints may be coded under multiple theft types.



#### INDIANA

**Consumer Sentinel Network Complaint Figures** 

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 42,420**

#### Fraud and Other Complaints Count from Indiana Consumers = 37,329

Top 10 Fraud and Other Complaint Categories Reported by Indiana Consumers

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	10,914	29%
2	Impostor Scams	6,166	17%
3	Telephone and Mobile Services	4,083	11%
4	Prizes, Sweepstakes and Lotteries	3,001	8%
5	Banks and Lenders	1,866	5%
6	Shop-at-Home and Catalog Sales	1,604	4%
7	Auto-Related Complaints	1,422	4%
8	Television and Electronic Media	1,096	3%
9	Internet Services	538	1%
10	Credit Cards	535	1%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Indiana consumers (37,329). Note: These figures exclude complaints provided by the Indiana Office of Attorney General.

#### **Identity Theft Complaints Count from Indiana Victims = 5,091**

#### Identity Theft Types Reported by Indiana Victims

Rank	Identity Theft Type	Complaints	<b>Percentage</b> <sup>1</sup>
1	Employment- or Tax-Related Fraud	1,806	35%
2	Credit Card Fraud	1,384	27%
3	Phone or Utilities Fraud	815	16%
4	Bank Fraud	519	10%
5	Government Documents or Benefits Fraud	295	6%
5	Loan or Lease Fraud	295	6%
	Other	697	14%
	Attempted Identity Theft	4	<1%

<sup>1</sup>Percentages are based on the 5,091 victims reporting from Indiana. Note that CSN identity theft complaints may be coded under multiple theft types.



#### IOWA

## **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

#### **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 12,870**

#### Fraud and Other Complaints Count from Iowa Consumers = 10,735

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Impostor Scams	2,474	23%
2	Debt Collection	1,351	13%
3	Prizes, Sweepstakes and Lotteries	916	9%
4	Telephone and Mobile Services	896	8%
5	Shop-at-Home and Catalog Sales	662	6%
6	Banks and Lenders	615	6%
7	Auto-Related Complaints	485	5%
8	Television and Electronic Media	400	4%
9	Credit Bureaus, Information Furnishers and Report	309	3%
	Users		
10	Internet Services	237	2%

Top 10 Fraud and Other Complaint Categories Reported by Iowa Consumers

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Iowa consumers (10,735). Note: These figures exclude complaints provided by the Iowa Office of Attorney General.

#### **Identity Theft Complaints Count from Iowa Victims = 2,135**

#### Identity Theft Types Reported by Iowa Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Employment- or Tax-Related Fraud	896	42%
2	Credit Card Fraud	691	32%
3	Bank Fraud	213	10%
4	Phone or Utilities Fraud	211	10%
5	Government Documents or Benefits Fraud	92	4%
6	Loan or Lease Fraud	78	4%
	Other	207	10%
	Attempted Identity Theft	9	<1%

<sup>1</sup>Percentages are based on the 2,135 victims reporting from Iowa. Note that CSN identity theft complaints may be coded under multiple theft types.



#### KANSAS

### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

### **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 17,167**

#### Fraud and Other Complaints Count from Kansas Consumers = 14,635

Top 10 Fraud and Other Complaint Categories Reported by Kansas Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Impostor Scams	3,148	22%
2	Debt Collection	3,023	21%
3	Prizes, Sweepstakes and Lotteries	1,600	11%
4	Telephone and Mobile Services	1,325	9%
5	Banks and Lenders	793	5%
6	Shop-at-Home and Catalog Sales	687	5%
7	Auto-Related Complaints	518	4%
8	Television and Electronic Media	305	2%
9	Internet Services	246	2%
10	Credit Cards	244	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Kansas consumers (14,635).

#### **Identity Theft Complaints Count from Kansas Victims = 2,532**

#### Identity Theft Types Reported by Kansas Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Employment- or Tax-Related Fraud	902	36%
2	Credit Card Fraud	755	30%
3	Bank Fraud	326	13%
4	Phone or Utilities Fraud	243	10%
5	Loan or Lease Fraud	181	7%
6	Government Documents or Benefits Fraud	128	5%
	Other	340	13%
	Attempted Identity Theft	4	<1%

<sup>1</sup>Percentages are based on the 2,532 victims reporting from Kansas. Note that CSN identity theft complaints may be coded under multiple theft types.



#### KENTUCKY

#### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

#### **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 26,846**

#### Fraud and Other Complaints Count from Kentucky Consumers = 23,948

Top 10 Fraud and Other Complaint Categories Reported by Kentucky Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	6,000	25%
2	Impostor Scams	4,344	18%
3	Telephone and Mobile Services	2,448	10%
4	Prizes, Sweepstakes and Lotteries	2,194	9%
5	Banks and Lenders	1,171	5%
6	Shop-at-Home and Catalog Sales	1,120	5%
7	Auto-Related Complaints	1,092	5%
8	Television and Electronic Media	690	3%
9	Internet Services	370	2%
10	Credit Bureaus, Information Furnishers and Report	364	2%
	Users		

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Kentucky consumers (23,948).

#### **Identity Theft Complaints Count from Kentucky Victims = 2,898**

#### Identity Theft Types Reported by Kentucky Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Employment- or Tax-Related Fraud	1,049	36%
2	Credit Card Fraud	917	32%
3	Phone or Utilities Fraud	346	12%
4	Bank Fraud	306	11%
5	Government Documents or Benefits Fraud	176	6%
6	Loan or Lease Fraud	152	5%
	Other	325	11%
	Attempted Identity Theft	3	<1%

<sup>1</sup>Percentages are based on the 2,898 victims reporting from Kentucky. Note that CSN identity theft complaints may be coded under multiple theft types.



#### LOUISIANA

#### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

#### **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 36,125**

#### Fraud and Other Complaints Count from Louisiana Consumers = 32,861

Top 10 Fraud and Other Complaint Categories Reported by Louisiana Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	12,154	37%
2	Telephone and Mobile Services	4,515	14%
3	Impostor Scams	3,788	12%
4	Prizes, Sweepstakes and Lotteries	2,337	7%
5	Banks and Lenders	1,647	5%
6	Shop-at-Home and Catalog Sales	1,258	4%
7	Auto-Related Complaints	1,001	3%
8	Credit Bureaus, Information Furnishers and Report	705	2%
	Users		
9	Television and Electronic Media	620	2%
10	Credit Cards	447	1%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Louisiana consumers (32,861). Note: These figures exclude complaints provided by the Louisiana Office of Attorney General.

#### **Identity Theft Complaints Count from Louisiana Victims = 3,264**

#### Identity Theft Types Reported by Louisiana Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Employment- or Tax-Related Fraud	1,092	33%
2	Credit Card Fraud	827	25%
3	Bank Fraud	433	13%
4	Phone or Utilities Fraud	377	12%
5	Government Documents or Benefits Fraud	261	8%
6	Loan or Lease Fraud	247	8%
	Other	489	15%
	Attempted Identity Theft	5	<1%

<sup>1</sup>Percentages are based on the 3,264 victims reporting from Louisiana. Note that CSN identity theft complaints may be coded under multiple theft types.



#### MAINE

**Consumer Sentinel Network Complaint Figures** 

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 6,812**

#### Fraud and Other Complaints Count from Maine Consumers = 5,642

Top 10 Fraud and Other Complaint Categories Reported by Maine Consumers

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Impostor Scams	1,362	24%
2	Debt Collection	742	13%
3	Telephone and Mobile Services	516	9%
4	Prizes, Sweepstakes and Lotteries	460	8%
5	Banks and Lenders	429	8%
6	Shop-at-Home and Catalog Sales	318	6%
7	Auto-Related Complaints	185	3%
8	Television and Electronic Media	180	3%
9	Credit Cards	153	3%
10	Internet Services	114	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Maine consumers (5,642). Note: These figures exclude complaints provided by the Maine Office of Attorney General.

#### **Identity Theft Complaints Count from Maine Victims = 1,170**

#### Identity Theft Types Reported by Maine Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Employment- or Tax-Related Fraud	582	50%
2	Credit Card Fraud	308	26%
3	Bank Fraud	107	9%
4	Phone or Utilities Fraud	84	7%
5	Loan or Lease Fraud	43	4%
6	Government Documents or Benefits Fraud	37	3%
	Other	122	10%
	Attempted Identity Theft	1	<1%

<sup>1</sup>Percentages are based on the 1,170 victims reporting from Maine. Note that CSN identity theft complaints may be coded under multiple theft types.



## MARYLAND

## **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 56,845**

### Fraud and Other Complaints Count from Maryland Consumers = 48,594

Top 10 Fraud and Other Complaint Categories Reported by Maryland Consumers

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	12,911	27%
2	Impostor Scams	8,483	17%
3	Telephone and Mobile Services	5,082	10%
4	Banks and Lenders	4,279	9%
5	Shop-at-Home and Catalog Sales	2,025	4%
6	Auto-Related Complaints	2,011	4%
7	Prizes, Sweepstakes and Lotteries	1,924	4%
8	Credit Bureaus, Information Furnishers and Report	1,415	3%
	Users		
9	Credit Cards	1,013	2%
10	Television and Electronic Media	911	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Maryland consumers (48,594).

#### **Identity Theft Complaints Count from Maryland Victims = 8,251**

#### Identity Theft Types Reported by Maryland Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Employment- or Tax-Related Fraud	3,247	39%
2	Credit Card Fraud	2,599	31%
3	Phone or Utilities Fraud	1,024	12%
4	Bank Fraud	859	10%
5	Loan or Lease Fraud	400	5%
6	Government Documents or Benefits Fraud	347	4%
	Other	932	11%
	Attempted Identity Theft	19	<1%

<sup>1</sup>Percentages are based on the 8,251 victims reporting from Maryland. Note that CSN identity theft complaints may be coded under multiple theft types.



#### MASSACHUSETTS 74000 Consumer Sentinel Network Complaint Figures

*January 1 - December 31, 2016* 

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 44,558**

#### Fraud and Other Complaints Count from Massachusetts Consumers = 37,271

Top 10 Fraud and Other Complaint Categories Reported by Massachusetts Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	9,147	25%
2	Impostor Scams	6,690	18%
3	Telephone and Mobile Services	4,698	13%
4	Banks and Lenders	2,718	7%
5	Shop-at-Home and Catalog Sales	1,911	5%
6	Prizes, Sweepstakes and Lotteries	1,574	4%
7	Auto-Related Complaints	1,479	4%
8	Credit Cards	875	2%
9	Internet Services	760	2%
10	Television and Electronic Media	609	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Massachusetts consumers (37,271). Note: These figures exclude complaints provided by the Massachusetts Office of Attorney General.

#### **Identity Theft Complaints Count from Massachusetts Victims = 7,287**

#### Identity Theft Types Reported by Massachusetts Victims

Rank	Identity Theft Type	Complaints	<b>Percentage</b> <sup>1</sup>
1	Employment- or Tax-Related Fraud	2,742	38%
2	Credit Card Fraud	2,447	34%
3	Phone or Utilities Fraud	822	11%
4	Bank Fraud	725	10%
5	Government Documents or Benefits Fraud	349	5%
6	Loan or Lease Fraud	254	3%
	Other	832	11%
	Attempted Identity Theft	12	<1%

<sup>1</sup>Percentages are based on the 7,287 victims reporting from Massachusetts. Note that CSN identity theft complaints may be coded under multiple theft types.



## MICHIGAN

#### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 124,987**

## Fraud and Other Complaints Count from Michigan Consumers = 107,557

Top 10 Fraud and Other Complaint Categories Reported by Michigan Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	61,469	57%
2	Telephone and Mobile Services	13,956	13%
3	Impostor Scams	8,623	8%
4	Prizes, Sweepstakes and Lotteries	3,722	3%
5	Banks and Lenders	3,143	3%
6	Shop-at-Home and Catalog Sales	2,424	2%
7	Television and Electronic Media	1,589	1%
8	Auto-Related Complaints	1,526	1%
9	Credit Bureaus, Information Furnishers and Report	1,030	1%
	Users		
10	Credit Cards	987	1%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Michigan consumers (107,557). Note: These figures exclude complaints provided by the Michigan Office of Attorney General.

#### **Identity Theft Complaints Count from Michigan Victims = 17,430**

#### Identity Theft Types Reported by Michigan Victims

Rank	Identity Theft Type	Complaints	<b>Percentage</b> <sup>1</sup>
1	Employment- or Tax-Related Fraud	7,480	43%
2	Credit Card Fraud	3,382	19%
3	Government Documents or Benefits Fraud	2,728	16%
4	Phone or Utilities Fraud	2,131	12%
5	Bank Fraud	1,048	6%
6	Loan or Lease Fraud	550	3%
	Other	1,862	11%
	Attempted Identity Theft	34	<1%

<sup>1</sup>Percentages are based on the 17,430 victims reporting from Michigan. Note that CSN identity theft complaints may be coded under multiple theft types.



## MINNESOTA

## **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 31,899**

#### Fraud and Other Complaints Count from Minnesota Consumers = 25,980

Top 10 Fraud and Other Complaint Categories Reported by Minnesota Consumers

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Impostor Scams	5,645	22%
2	Debt Collection	4,235	16%
3	Telephone and Mobile Services	2,581	10%
4	Banks and Lenders	1,872	7%
5	Prizes, Sweepstakes and Lotteries	1,821	7%
6	Shop-at-Home and Catalog Sales	1,333	5%
7	Auto-Related Complaints	1,002	4%
8	Television and Electronic Media	813	3%
9	Credit Cards	611	2%
10	Internet Services	566	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Minnesota consumers (25,980).

#### **Identity Theft Complaints Count from Minnesota Victims = 5,919**

#### Identity Theft Types Reported by Minnesota Victims

Rank	Identity Theft Type	Complaints	<b>Percentage</b> <sup>1</sup>
1	Employment- or Tax-Related Fraud	2,714	46%
2	Credit Card Fraud	1,858	31%
3	Bank Fraud	586	10%
4	Phone or Utilities Fraud	428	7%
5	Government Documents or Benefits Fraud	228	4%
6	Loan or Lease Fraud	206	3%
	Other	575	10%
	Attempted Identity Theft	7	<1%

<sup>1</sup>Percentages are based on the 5,919 victims reporting from Minnesota. Note that CSN identity theft complaints may be coded under multiple theft types.



#### MISSISSIPPI

#### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

#### **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 20,588**

#### Fraud and Other Complaints Count from Mississippi Consumers = 18,210

Top 10 Fraud and Other Complaint Categories Reported by Mississippi Consumers

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	6,359	35%
2	Impostor Scams	2,290	13%
2	Telephone and Mobile Services	2,290	13%
4	Prizes, Sweepstakes and Lotteries	1,734	10%
5	Banks and Lenders	808	4%
6	Shop-at-Home and Catalog Sales	733	4%
7	Auto-Related Complaints	560	3%
8	Television and Electronic Media	396	2%
9	Credit Bureaus, Information Furnishers and Report	283	2%
	Users		
10	Internet Services	206	1%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Mississippi consumers (18,210). Note: These figures exclude complaints provided by the Mississippi Office of Attorney General.

#### **Identity Theft Complaints Count from Mississippi Victims = 2,378**

#### Identity Theft Types Reported by Mississippi Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Employment- or Tax-Related Fraud	914	38%
2	Credit Card Fraud	560	24%
3	Phone or Utilities Fraud	351	15%
4	Bank Fraud	231	10%
5	Loan or Lease Fraud	162	7%
6	Government Documents or Benefits Fraud	158	7%
	Other	332	14%
	Attempted Identity Theft	8	<1%

<sup>1</sup>Percentages are based on the 2,378 victims reporting from Mississippi. Note that CSN identity theft complaints may be coded under multiple theft types.



## MISSOURI 7000 Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2016

### **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 51,342**

#### Fraud and Other Complaints Count from Missouri Consumers = 43,050

Top 10 Fraud and Other	<i>Complaint</i>	Categories	Reported by	Missouri Consumers
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Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	14,223	33%
2	Impostor Scams	6,375	15%
3	Telephone and Mobile Services	4,366	10%
4	Prizes, Sweepstakes and Lotteries	2,840	7%
5	Banks and Lenders	2,322	5%
6	Auto-Related Complaints	2,260	5%
7	Shop-at-Home and Catalog Sales	1,496	3%
8	Television and Electronic Media	1,129	3%
9	Credit Bureaus, Information Furnishers and Report	720	2%
	Users		
10	Credit Cards	654	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Missouri consumers (43,050).

#### **Identity Theft Complaints Count from Missouri Victims = 8,292**

#### Identity Theft Types Reported by Missouri Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Employment- or Tax-Related Fraud	4,048	49%
2	Credit Card Fraud	1,928	23%
3	Bank Fraud	721	9%
4	Government Documents or Benefits Fraud	555	7%
5	Phone or Utilities Fraud	511	6%
6	Loan or Lease Fraud	469	6%
	Other	900	11%
	Attempted Identity Theft	20	<1%

<sup>1</sup>Percentages are based on the 8,292 victims reporting from Missouri. Note that CSN identity theft complaints may be coded under multiple theft types.



# MONTANA Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 5,311**

#### Fraud and Other Complaints Count from Montana Consumers = 4,600

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Impostor Scams	1,222	27%
2	Prizes, Sweepstakes and Lotteries	695	15%
3	Debt Collection	400	9%
4	Telephone and Mobile Services	385	8%
5	Shop-at-Home and Catalog Sales	279	6%
6	Banks and Lenders	236	5%
7	Auto-Related Complaints	159	3%
8	Foreign Money Offers and Counterfeit Check	107	2%
	Scams		
9	Internet Services	101	2%
10	Television and Electronic Media	88	2%

Top 10 Fraud and Other Complaint Categories Reported by Montana Consumers

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Montana consumers (4,600). Note: These figures exclude complaints provided by the Montana Department of Justice.

#### **Identity Theft Complaints Count from Montana Victims = 711**

#### Identity Theft Types Reported by Montana Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Employment- or Tax-Related Fraud	292	41%
2	Credit Card Fraud	226	32%
3	Bank Fraud	70	10%
4	Phone or Utilities Fraud	50	7%
5	Government Documents or Benefits Fraud	37	5%
6	Loan or Lease Fraud	31	4%
	Other	84	12%
	Attempted Identity Theft	2	<1%

<sup>1</sup>Percentages are based on the 711 victims reporting from Montana. Note that CSN identity theft complaints may be coded under multiple theft types.



## NEBRASKA

**Consumer Sentinel Network Complaint Figures** 

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 9,439**

## Fraud and Other Complaints Count from Nebraska Consumers = 7,855

Top 10 Fraud and Other Complaint Categories Reported by Nebraska Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Impostor Scams	1,754	22%
2	Debt Collection	1,051	13%
3	Prizes, Sweepstakes and Lotteries	772	10%
4	Telephone and Mobile Services	666	8%
5	Banks and Lenders	499	6%
6	Shop-at-Home and Catalog Sales	382	5%
7	Auto-Related Complaints	355	5%
8	Internet Services	241	3%
9	Television and Electronic Media	202	3%
10	Credit Cards	156	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Nebraska consumers (7,855).

#### **Identity Theft Complaints Count from Nebraska Victims = 1,584**

#### Identity Theft Types Reported by Nebraska Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Employment- or Tax-Related Fraud	718	45%
2	Credit Card Fraud	438	28%
3	Bank Fraud	160	10%
4	Phone or Utilities Fraud	110	7%
5	Loan or Lease Fraud	76	5%
6	Government Documents or Benefits Fraud	67	4%
	Other	190	12%
	Attempted Identity Theft	7	<1%

<sup>1</sup>Percentages are based on the 1,584 victims reporting from Nebraska. Note that CSN identity theft complaints may be coded under multiple theft types.



#### NEVADA

### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

### **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 29,629**

#### Fraud and Other Complaints Count from Nevada Consumers = 25,636

-			
Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	8,461	33%
2	Impostor Scams	3,681	14%
3	Telephone and Mobile Services	3,099	12%
4	Banks and Lenders	1,881	7%
5	Prizes, Sweepstakes and Lotteries	1,087	4%
6	Auto-Related Complaints	965	4%
7	Shop-at-Home and Catalog Sales	891	3%
8	Credit Bureaus, Information Furnishers and Report	588	2%
	Users		
9	Credit Cards	486	2%
10	Television and Electronic Media	348	1%

Top 10 Fraud and Other Complaint Categories Reported by Nevada Consumers

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Nevada consumers (25,636). Note: These figures exclude complaints provided by the Nevada Office of Attorney General.

#### **Identity Theft Complaints Count from Nevada Victims = 3,993**

#### Identity Theft Types Reported by Nevada Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Credit Card Fraud	1,303	33%
2	Employment- or Tax-Related Fraud	1,120	28%
3	Bank Fraud	524	13%
4	Phone or Utilities Fraud	431	11%
5	Government Documents or Benefits Fraud	418	10%
6	Loan or Lease Fraud	277	7%
	Other	707	18%
	Attempted Identity Theft	18	<1%

<sup>1</sup>Percentages are based on the 3,993 victims reporting from Nevada. Note that CSN identity theft complaints may be coded under multiple theft types.



## NEW HAMPSHIRE

Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 8,877**

### Fraud and Other Complaints Count from New Hampshire Consumers = 7,525

Top 10 Fraud and Other Complaint Categories Reported by New Hampshire Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	1,592	21%
2	Impostor Scams	1,547	21%
3	Telephone and Mobile Services	694	9%
4	Banks and Lenders	543	7%
5	Prizes, Sweepstakes and Lotteries	448	6%
6	Shop-at-Home and Catalog Sales	435	6%
7	Auto-Related Complaints	385	5%
8	Television and Electronic Media	179	2%
9	Credit Cards	170	2%
10	Internet Services	145	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from New Hampshire consumers (7,525).

#### **Identity Theft Complaints Count from New Hampshire Victims = 1,352**

#### Identity Theft Types Reported by New Hampshire Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Employment- or Tax-Related Fraud	566	42%
2	Credit Card Fraud	434	32%
3	Bank Fraud	172	13%
4	Phone or Utilities Fraud	125	9%
5	Government Documents or Benefits Fraud	57	4%
6	Loan or Lease Fraud	36	3%
	Other	130	10%
	Attempted Identity Theft	2	<1%

<sup>1</sup>Percentages are based on the 1,352 victims reporting from New Hampshire. Note that CSN identity theft complaints may be coded under multiple theft types.



# NEW JERSEY

January 1 - December 31, 2016

### **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 66,928**

#### Fraud and Other Complaints Count from New Jersey Consumers = 56,951

Top 10 Fraud and Other Complaint Categories Reported by New Jersey Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	14,989	26%
2	Impostor Scams	9,056	16%
3	Telephone and Mobile Services	5,979	10%
4	Banks and Lenders	5,386	9%
5	Shop-at-Home and Catalog Sales	2,551	4%
6	Auto-Related Complaints	2,549	4%
7	Prizes, Sweepstakes and Lotteries	1,936	3%
8	Credit Cards	1,512	3%
9	Credit Bureaus, Information Furnishers and Report	1,465	3%
	Users		
10	Television and Electronic Media	914	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from New Jersey consumers (56,951).

#### **Identity Theft Complaints Count from New Jersey Victims = 9,977**

#### Identity Theft Types Reported by New Jersey Victims

Rank	Identity Theft Type	Complaints	<b>Percentage</b> <sup>1</sup>
1	Credit Card Fraud	3,538	35%
2	Employment- or Tax-Related Fraud	3,045	31%
3	Phone or Utilities Fraud	1,597	16%
4	Bank Fraud	1,034	10%
5	Government Documents or Benefits Fraud	534	5%
6	Loan or Lease Fraud	448	4%
	Other	1,322	13%
	Attempted Identity Theft	34	<1%

<sup>1</sup>Percentages are based on the 9,977 victims reporting from New Jersey. Note that CSN identity theft complaints may be coded under multiple theft types.



# NEW MEXICO Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 15,916**

Fraud and Other Complaints	<b>Count from</b>	New Mexico	<b>Consumers = 13,900</b>	

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	4,089	29%
2	Impostor Scams	2,148	15%
3	Telephone and Mobile Services	1,802	13%
4	Prizes, Sweepstakes and Lotteries	1,025	7%
5	Banks and Lenders	658	5%
6	Credit Bureaus, Information Furnishers and Report	623	4%
	Users		
7	Shop-at-Home and Catalog Sales	521	4%
8	Auto-Related Complaints	445	3%

Top 10 Fraud and Other Complaint Categories Reported by New Mexico Consumers

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from New Mexico consumers (13,900).

263

180

2%

1%

#### **Identity Theft Complaints Count from New Mexico Victims = 2,016**

#### Identity Theft Types Reported by New Mexico Victims

Rank	Identity Theft Type	Complaints	<b>Percentage</b> <sup>1</sup>
1	Employment- or Tax-Related Fraud	756	38%
2	Credit Card Fraud	565	28%
3	Bank Fraud	243	12%
4	Phone or Utilities Fraud	207	10%
5	Government Documents or Benefits Fraud	139	7%
6	Loan or Lease Fraud	137	7%
	Other	320	16%
	Attempted Identity Theft	2	<1%

<sup>1</sup>Percentages are based on the 2,016 victims reporting from New Mexico. Note that CSN identity theft complaints may be coded under multiple theft types.

9

10

Scams

Television and Electronic Media

Foreign Money Offers and Counterfeit Check



# NEW YORK Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 132,211**

## Fraud and Other Complaints Count from New York Consumers = 112,006

Top 10 Fraud and Other Complaint Categories Reported by New York Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	27,161	24%
2	Impostor Scams	19,657	18%
3	Telephone and Mobile Services	13,676	12%
4	Banks and Lenders	8,883	8%
5	Shop-at-Home and Catalog Sales	5,379	5%
6	Auto-Related Complaints	4,584	4%
7	Prizes, Sweepstakes and Lotteries	4,465	4%
8	Credit Cards	3,390	3%
9	Credit Bureaus, Information Furnishers and Report	2,887	3%
	Users		
10	Internet Services	2,038	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from New York consumers (112,006).

#### **Identity Theft Complaints Count from New York Victims = 20,205**

#### Identity Theft Types Reported by New York Victims

Rank	Identity Theft Type	Complaints	<b>Percentage</b> <sup>1</sup>
1	Credit Card Fraud	7,381	37%
2	Employment- or Tax-Related Fraud	5,516	27%
3	Phone or Utilities Fraud	2,870	14%
4	Bank Fraud	2,476	12%
5	Government Documents or Benefits Fraud	1,260	6%
6	Loan or Lease Fraud	1,172	6%
	Other	2,834	14%
	Attempted Identity Theft	55	<1%

<sup>1</sup>Percentages are based on the 20,205 victims reporting from New York. Note that CSN identity theft complaints may be coded under multiple theft types.



#### NORTH CAROLINA

#### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

### **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 74,805**

#### Fraud and Other Complaints Count from North Carolina Consumers = 65,059

Top 10 Fraud and Other Complaint Categories Reported by North Carolina Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	17,029	26%
2	Impostor Scams	10,010	15%
3	Prizes, Sweepstakes and Lotteries	6,159	9%
4	Telephone and Mobile Services	6,125	9%
5	Banks and Lenders	4,147	6%
6	Auto-Related Complaints	3,049	5%
7	Shop-at-Home and Catalog Sales	2,743	4%
8	Television and Electronic Media	1,979	3%
9	Credit Bureaus, Information Furnishers and Report	1,431	2%
	Users		
10	Credit Cards	1,248	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from North Carolina consumers (65,059). Note: These figures exclude complaints provided by the North Carolina Department of Justice.

#### **Identity Theft Complaints Count from North Carolina Victims = 9,746**

#### Identity Theft Types Reported by North Carolina Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Employment- or Tax-Related Fraud	3,285	34%
2	Credit Card Fraud	3,033	31%
3	Phone or Utilities Fraud	1,261	13%
4	Bank Fraud	1,015	10%
5	Government Documents or Benefits Fraud	619	6%
6	Loan or Lease Fraud	565	6%
	Other	1,261	13%
	Attempted Identity Theft	22	<1%

<sup>1</sup>Percentages are based on the 9,746 victims reporting from North Carolina. Note that CSN identity theft complaints may be coded under multiple theft types.



## NORTH DAKOTA

#### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 2,623**

#### Fraud and Other Complaints Count from North Dakota Consumers = 2,158

Top 10 Fraud and Other Complaint Categories Reported by North Dakota Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Impostor Scams	431	20%
2	Prizes, Sweepstakes and Lotteries	294	14%
3	Debt Collection	265	12%
4	Telephone and Mobile Services	179	8%
5	Shop-at-Home and Catalog Sales	168	8%
6	Banks and Lenders	142	7%
7	Auto-Related Complaints	75	3%
8	Television and Electronic Media	55	3%
9	Credit Cards	47	2%
10	Credit Bureaus, Information Furnishers and Report	45	2%
	Users		

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from North Dakota consumers (2,158).

#### **Identity Theft Complaints Count from North Dakota Victims = 465**

#### Identity Theft Types Reported by North Dakota Victims

Rank	Identity Theft Type	Complaints	<b>Percentage</b> <sup>1</sup>
1	Employment- or Tax-Related Fraud	184	40%
2	Credit Card Fraud	151	32%
3	Bank Fraud	42	9%
4	Loan or Lease Fraud	31	7%
5	Government Documents or Benefits Fraud	28	6%
6	Phone or Utilities Fraud	27	6%
	Other	59	13%
	Attempted Identity Theft	2	<1%

<sup>1</sup>Percentages are based on the 465 victims reporting from North Dakota. Note that CSN identity theft complaints may be coded under multiple theft types.



## OHIO

## **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 88,222**

#### Fraud and Other Complaints Count from Ohio Consumers = 77,213

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	26,851	35%
2	Impostor Scams	10,007	13%
3	Telephone and Mobile Services	8,108	11%
4	Prizes, Sweepstakes and Lotteries	4,614	6%
5	Banks and Lenders	4,417	6%
6	Auto-Related Complaints	3,791	5%
7	Shop-at-Home and Catalog Sales	2,866	4%
8	Television and Electronic Media	2,206	3%
9	Credit Cards	1,452	2%
10	Credit Bureaus, Information Furnishers and Report	1,148	1%
	Users		

Top 10 Fraud and Other Complaint Categories Reported by Ohio Consumers

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Ohio consumers (77,213). Note: These figures exclude complaints provided by the Ohio Office of Attorney General.

#### **Identity Theft Complaints Count from Ohio Victims = 11,009**

#### Identity Theft Types Reported by Ohio Victims

Rank	Identity Theft Type	Complaints	<b>Percentage</b> <sup>1</sup>
1	Employment- or Tax-Related Fraud	3,995	36%
2	Credit Card Fraud	3,421	31%
3	Phone or Utilities Fraud	1,578	14%
4	Bank Fraud	1,080	10%
5	Loan or Lease Fraud	609	6%
6	Government Documents or Benefits Fraud	538	5%
	Other	1,258	11%
	Attempted Identity Theft	28	<1%

<sup>1</sup>Percentages are based on the 11,009 victims reporting from Ohio. Note that CSN identity theft complaints may be coded under multiple theft types.



## OKLAHOMA

#### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 23,687**

#### Fraud and Other Complaints Count from Oklahoma Consumers = 20,350

Top 10 Fraud and Other Complaint Categories Reported by Oklahoma Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	5,712	28%
2	Impostor Scams	3,194	16%
3	Telephone and Mobile Services	2,127	10%
4	Prizes, Sweepstakes and Lotteries	2,054	10%
5	Banks and Lenders	1,070	5%
6	Auto-Related Complaints	835	4%
7	Shop-at-Home and Catalog Sales	764	4%
8	Television and Electronic Media	462	2%
9	Credit Cards	337	2%
10	Internet Services	312	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Oklahoma consumers (20,350).

#### **Identity Theft Complaints Count from Oklahoma Victims = 3,337**

#### Identity Theft Types Reported by Oklahoma Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Employment- or Tax-Related Fraud	1,434	43%
2	Credit Card Fraud	915	27%
3	Bank Fraud	344	10%
4	Phone or Utilities Fraud	278	8%
5	Loan or Lease Fraud	189	6%
6	Government Documents or Benefits Fraud	179	5%
	Other	425	13%
	Attempted Identity Theft	4	<1%

<sup>1</sup>Percentages are based on the 3,337 victims reporting from Oklahoma. Note that CSN identity theft complaints may be coded under multiple theft types.



#### OREGON

#### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

### **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 26,697**

#### Fraud and Other Complaints Count from Oregon Consumers = 22,385

Top 10 Fraud and Other Complaint Categories Reported by Oregon Consumers

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Impostor Scams	5,363	24%
2	Debt Collection	3,717	17%
3	Telephone and Mobile Services	2,279	10%
4	Prizes, Sweepstakes and Lotteries	1,758	8%
5	Banks and Lenders	1,671	7%
6	Shop-at-Home and Catalog Sales	1,052	5%
7	Auto-Related Complaints	737	3%
8	Television and Electronic Media	520	2%
9	Internet Services	518	2%
10	Credit Cards	510	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Oregon consumers (22,385). Note: These figures exclude complaints provided by the Oregon Department of Justice.

#### **Identity Theft Complaints Count from Oregon Victims = 4,312**

#### Identity Theft Types Reported by Oregon Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Credit Card Fraud	1,571	36%
2	Employment- or Tax-Related Fraud	1,506	35%
3	Bank Fraud	511	12%
4	Phone or Utilities Fraud	356	8%
5	Government Documents or Benefits Fraud	221	5%
6	Loan or Lease Fraud	168	4%
	Other	513	12%
	Attempted Identity Theft	8	<1%

<sup>1</sup>Percentages are based on the 4,312 victims reporting from Oregon. Note that CSN identity theft complaints may be coded under multiple theft types.



# **PENNSYLVANIA Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 98,300**

#### Fraud and Other Complaints Count from Pennsylvania Consumers = 84,270

Top 10 Fraud and Other Complaint Categories Reported by Pennsylvania Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	26,115	31%
2	Impostor Scams	13,911	17%
3	Telephone and Mobile Services	9,947	12%
4	Banks and Lenders	5,253	6%
5	Prizes, Sweepstakes and Lotteries	4,361	5%
6	Shop-at-Home and Catalog Sales	3,394	4%
7	Auto-Related Complaints	2,845	3%
8	Television and Electronic Media	1,802	2%
9	Credit Cards	1,638	2%
10	Credit Bureaus, Information Furnishers and Report	1,369	2%
	Users		

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Pennsylvania consumers (84,270).

#### **Identity Theft Complaints Count from Pennsylvania Victims = 14,030**

#### Identity Theft Types Reported by Pennsylvania Victims

Rank	Identity Theft Type	Complaints	<b>Percentage</b> <sup>1</sup>
1	Credit Card Fraud	5,090	36%
2	Employment- or Tax-Related Fraud	4,309	31%
3	Phone or Utilities Fraud	2,321	17%
4	Bank Fraud	1,313	9%
5	Government Documents or Benefits Fraud	658	5%
6	Loan or Lease Fraud	565	4%
	Other	1,775	13%
	Attempted Identity Theft	25	<1%

<sup>1</sup>Percentages are based on the 14,030 victims reporting from Pennsylvania. Note that CSN identity theft complaints may be coded under multiple theft types.



## **RHODE ISLAND**

#### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

### **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 8,422**

#### Fraud and Other Complaints Count from Rhode Island Consumers = 7,206

Top 10 Fraud and Other Complaint Categories Reported by Rhode Island Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	3,124	43%
2	Telephone and Mobile Services	929	13%
3	Impostor Scams	822	11%
4	Banks and Lenders	373	5%
5	Prizes, Sweepstakes and Lotteries	313	4%
6	Shop-at-Home and Catalog Sales	256	4%
7	Auto-Related Complaints	228	3%
8	Credit Cards	112	2%
9	Internet Services	91	1%
10	Television and Electronic Media	66	1%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Rhode Island consumers (7,206).

#### **Identity Theft Complaints Count from Rhode Island Victims = 1,216**

#### Identity Theft Types Reported by Rhode Island Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Employment- or Tax-Related Fraud	413	34%
2	Credit Card Fraud	406	33%
3	Phone or Utilities Fraud	205	17%
4	Bank Fraud	140	12%
5	Loan or Lease Fraud	101	8%
6	Government Documents or Benefits Fraud	47	4%
	Other	138	11%
	Attempted Identity Theft	3	<1%

<sup>1</sup>Percentages are based on the 1,216 victims reporting from Rhode Island. Note that CSN identity theft complaints may be coded under multiple theft types.



#### SOUTH CAROLINA

#### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

#### **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 39,205**

#### Fraud and Other Complaints Count from South Carolina Consumers = 34,767

Top 10 Fraud and Other Complaint Categories Reported by South Carolina Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	11,399	33%
2	Impostor Scams	4,965	14%
3	Telephone and Mobile Services	3,491	10%
4	Prizes, Sweepstakes and Lotteries	3,284	9%
5	Banks and Lenders	1,943	6%
6	Shop-at-Home and Catalog Sales	1,366	4%
7	Auto-Related Complaints	1,125	3%
8	Credit Bureaus, Information Furnishers and Report	734	2%
	Users		
9	Television and Electronic Media	687	2%
10	Credit Cards	530	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from South Carolina consumers (34,767). Note: These figures exclude complaints provided by the South Carolina Department of Consumer Affairs.

#### **Identity Theft Complaints Count from South Carolina Victims = 4,438**

#### Identity Theft Types Reported by South Carolina Victims

Rank	Identity Theft Type	Complaints	<b>Percentage</b> <sup>1</sup>
1	Credit Card Fraud	1,388	31%
2	Employment- or Tax-Related Fraud	1,373	31%
3	Phone or Utilities Fraud	687	15%
4	Bank Fraud	485	11%
5	Loan or Lease Fraud	320	7%
6	Government Documents or Benefits Fraud	221	5%
	Other	655	15%
	Attempted Identity Theft	19	<1%

<sup>1</sup>Percentages are based on the 4,438 victims reporting from South Carolina. Note that CSN identity theft complaints may be coded under multiple theft types.



## SOUTH DAKOTA

### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 3,278**

### Fraud and Other Complaints Count from South Dakota Consumers = 2,775

Top 10 Fraud and Other Complaint Categories Reported by South Dakota Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Impostor Scams	519	19%
2	Telephone and Mobile Services	333	12%
3	Debt Collection	332	12%
4	Prizes, Sweepstakes and Lotteries	312	11%
5	Shop-at-Home and Catalog Sales	188	7%
6	Banks and Lenders	183	7%
7	Auto-Related Complaints	100	4%
8	Television and Electronic Media	73	3%
9	Internet Services	59	2%
10	Credit Bureaus, Information Furnishers and Report	53	2%
	Users		

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from South Dakota consumers (2,775).

#### **Identity Theft Complaints Count from South Dakota Victims = 503**

#### Identity Theft Types Reported by South Dakota Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Employment- or Tax-Related Fraud	164	33%
2	Credit Card Fraud	157	31%
3	Loan or Lease Fraud	71	14%
4	Bank Fraud	50	10%
5	Phone or Utilities Fraud	36	7%
6	Government Documents or Benefits Fraud	17	3%
	Other	58	12%
	Attempted Identity Theft	3	1%

<sup>1</sup>Percentages are based on the 503 victims reporting from South Dakota. Note that CSN identity theft complaints may be coded under multiple theft types.



## TENNESSEE

#### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 56,754**

#### Fraud and Other Complaints Count from Tennessee Consumers = 51,036

Top 10 Fraud and Other Complaint Categories Reported by Tennessee Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	18,129	36%
2	Impostor Scams	7,104	14%
3	Telephone and Mobile Services	5,967	12%
4	Prizes, Sweepstakes and Lotteries	3,482	7%
5	Banks and Lenders	2,408	5%
6	Auto-Related Complaints	1,921	4%
7	Shop-at-Home and Catalog Sales	1,780	3%
8	Television and Electronic Media	1,260	2%
9	Credit Bureaus, Information Furnishers and Report	797	2%
	Users		
10	Credit Cards	706	1%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Tennessee consumers (51,036). Note: These figures exclude complaints provided by the Tennessee Division of Consumer Affairs.

#### **Identity Theft Complaints Count from Tennessee Victims = 5,718**

#### Identity Theft Types Reported by Tennessee Victims

Rank	Identity Theft Type	Complaints	<b>Percentage</b> <sup>1</sup>
1	Employment- or Tax-Related Fraud	1,950	34%
2	Credit Card Fraud	1,673	29%
3	Phone or Utilities Fraud	715	13%
4	Bank Fraud	670	12%
5	Government Documents or Benefits Fraud	386	7%
6	Loan or Lease Fraud	381	7%
	Other	764	13%
	Attempted Identity Theft	13	<1%

<sup>1</sup>Percentages are based on the 5,718 victims reporting from Tennessee. Note that CSN identity theft complaints may be coded under multiple theft types.



#### TEXAS

## **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 298,561**

#### Fraud and Other Complaints Count from Texas Consumers = 265,347

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	134,375	51%
2	Telephone and Mobile Services	28,339	11%
3	Impostor Scams	24,927	9%
4	Banks and Lenders	9,687	4%
5	Prizes, Sweepstakes and Lotteries	8,800	3%
6	Auto-Related Complaints	7,836	3%
7	Shop-at-Home and Catalog Sales	6,519	2%
8	Credit Bureaus, Information Furnishers and Report	5,240	2%
	Users		
9	Television and Electronic Media	3,619	1%
10	Credit Cards	3,028	1%

Top 10 Fraud and Other Complaint Categories Reported by Texas Consumers

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Texas consumers (265,347).

#### **Identity Theft Complaints Count from Texas Victims = 33,214**

#### Identity Theft Types Reported by Texas Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Employment- or Tax-Related Fraud	11,168	34%
2	Credit Card Fraud	9,482	29%
3	Phone or Utilities Fraud	4,042	12%
4	Bank Fraud	3,975	12%
5	Loan or Lease Fraud	3,052	9%
6	Government Documents or Benefits Fraud	2,006	6%
	Other	4,961	15%
	Attempted Identity Theft	72	<1%

<sup>1</sup>Percentages are based on the 33,214 victims reporting from Texas. Note that CSN identity theft complaints may be coded under multiple theft types.



#### UTAH

## **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 15,290**

#### Fraud and Other Complaints Count from Utah Consumers = 12,750

Top 10 Fraud and Other Complaint Categories Reported by Utah Consumers

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Impostor Scams	2,806	22%
2	Debt Collection	2,247	18%
3	Telephone and Mobile Services	1,309	10%
4	Prizes, Sweepstakes and Lotteries	939	7%
5	Banks and Lenders	895	7%
6	Shop-at-Home and Catalog Sales	650	5%
7	Auto-Related Complaints	511	4%
8	Credit Cards	300	2%
9	Internet Services	268	2%
10	Television and Electronic Media	252	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Utah consumers (12,750).

#### **Identity Theft Complaints Count from Utah Victims = 2,540**

#### Identity Theft Types Reported by Utah Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Employment- or Tax-Related Fraud	863	34%
2	Credit Card Fraud	784	31%
3	Loan or Lease Fraud	324	13%
4	Bank Fraud	314	12%
5	Phone or Utilities Fraud	191	8%
6	Government Documents or Benefits Fraud	101	4%
	Other	377	15%
	Attempted Identity Theft	4	<1%

<sup>1</sup>Percentages are based on the 2,540 victims reporting from Utah. Note that CSN identity theft complaints may be coded under multiple theft types.



#### VERMONT

#### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

### **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 2,919**

#### Fraud and Other Complaints Count from Vermont Consumers = 2,532

Top 10 Fraud and Other Complaint Categories Reported by Vermont Consumers

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Impostor Scams	586	23%
2	Prizes, Sweepstakes and Lotteries	231	9%
3	Telephone and Mobile Services	216	9%
4	Debt Collection	214	8%
5	Banks and Lenders	208	8%
6	Shop-at-Home and Catalog Sales	178	7%
7	Auto-Related Complaints	115	5%
8	Credit Cards	79	3%
9	Television and Electronic Media	67	3%
10	Internet Services	63	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Vermont consumers (2,532).

#### **Identity Theft Complaints Count from Vermont Victims = 387**

#### Identity Theft Types Reported by Vermont Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Credit Card Fraud	145	37%
2	Employment- or Tax-Related Fraud	134	35%
3	Bank Fraud	44	11%
4	Phone or Utilities Fraud	37	10%
5	Loan or Lease Fraud	18	5%
6	Government Documents or Benefits Fraud	16	4%
	Other	43	11%
	Attempted Identity Theft	-	-

<sup>1</sup>Percentages are based on the 387 victims reporting from Vermont. Note that CSN identity theft complaints may be coded under multiple theft types.



#### VIRGINIA

#### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

### **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 67,763**

#### Fraud and Other Complaints Count from Virginia Consumers = 58,991

Top 10 Fraud and Other Complaint Categories Reported by Virginia Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	16,111	27%
2	Impostor Scams	10,475	18%
3	Telephone and Mobile Services	5,491	9%
4	Banks and Lenders	4,276	7%
5	Prizes, Sweepstakes and Lotteries	2,968	5%
6	Shop-at-Home and Catalog Sales	2,476	4%
7	Auto-Related Complaints	2,433	4%
8	Credit Bureaus, Information Furnishers and Report	1,565	3%
	Users		
9	Credit Cards	1,207	2%
10	Television and Electronic Media	1,203	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Virginia consumers (58,991).

#### **Identity Theft Complaints Count from Virginia Victims = 8,772**

#### Identity Theft Types Reported by Virginia Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Employment- or Tax-Related Fraud	3,249	37%
2	Credit Card Fraud	2,526	29%
3	Phone or Utilities Fraud	1,103	13%
4	Bank Fraud	1,088	12%
5	Loan or Lease Fraud	384	4%
6	Government Documents or Benefits Fraud	308	4%
	Other	1,144	13%
	Attempted Identity Theft	18	<1%

<sup>1</sup>Percentages are based on the 8,772 victims reporting from Virginia. Note that CSN identity theft complaints may be coded under multiple theft types.



#### WASHINGTON

#### **Consumer Sentinel Network Complaint Figures**

January 1 - December 31, 2016

#### **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 48,733**

#### Fraud and Other Complaints Count from Washington Consumers = 40,423

Top 10 Fraud and Other Complaint Categories Reported by Washington Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Impostor Scams	9,783	24%
2	Debt Collection	6,463	16%
3	Telephone and Mobile Services	4,234	10%
4	Banks and Lenders	3,042	8%
5	Prizes, Sweepstakes and Lotteries	1,994	5%
6	Shop-at-Home and Catalog Sales	1,923	5%
7	Auto-Related Complaints	1,593	4%
8	Internet Services	1,213	3%
9	Television and Electronic Media	961	2%
10	Credit Cards	871	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Washington consumers (40,423). Note: These figures exclude complaints provided by the Washington Office of Attorney General.

#### **Identity Theft Complaints Count from Washington Victims = 8,310**

#### Identity Theft Types Reported by Washington Victims

Rank	Identity Theft Type	Complaints	<b>Percentage</b> <sup>1</sup>
1	Credit Card Fraud	3,421	41%
2	Employment- or Tax-Related Fraud	2,478	30%
3	Bank Fraud	1,052	13%
4	Phone or Utilities Fraud	696	8%
5	Government Documents or Benefits Fraud	452	5%
6	Loan or Lease Fraud	356	4%
	Other	1,098	13%
	Attempted Identity Theft	19	<1%

<sup>1</sup>Percentages are based on the 8,310 victims reporting from Washington. Note that CSN identity theft complaints may be coded under multiple theft types.



# WEST VIRGINIA Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 11,041**

#### Fraud and Other Complaints Count from West Virginia Consumers = 9,948

Top 10 Fraud and Other Complaint Categories Reported by West Virginia Consumers

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Impostor Scams	3,441	35%
2	Prizes, Sweepstakes and Lotteries	1,268	13%
3	Debt Collection	812	8%
4	Telephone and Mobile Services	599	6%
5	Shop-at-Home and Catalog Sales	439	4%
6	Banks and Lenders	384	4%
7	Television and Electronic Media	324	3%
8	Auto-Related Complaints	311	3%
9	Internet Services	144	1%
10	Foreign Money Offers and Counterfeit Check	143	1%
	Scams		

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from West Virginia consumers (9,948).

#### **Identity Theft Complaints Count from West Virginia Victims = 1,093**

#### Identity Theft Types Reported by West Virginia Victims

Rank	Identity Theft Type	Complaints	<b>Percentage</b> <sup>1</sup>
1	Employment- or Tax-Related Fraud	369	34%
2	Credit Card Fraud	309	28%
3	Phone or Utilities Fraud	193	18%
4	Bank Fraud	98	9%
5	Government Documents or Benefits Fraud	48	4%
6	Loan or Lease Fraud	42	4%
	Other	143	13%
	Attempted Identity Theft	5	<1%

<sup>1</sup>Percentages are based on the 1,093 victims reporting from West Virginia. Note that CSN identity theft complaints may be coded under multiple theft types.



# WISCONSIN Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2016

## **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 31,975**

#### Fraud and Other Complaints Count from Wisconsin Consumers = 26,921

Top 10 Fraud and Other Complaint Categories Reported by Wisconsin Consumers

Rank	Top Categories	Complaints	<b>Percentage</b> <sup>1</sup>
1	Debt Collection	6,247	23%
2	Impostor Scams	4,868	18%
3	Telephone and Mobile Services	2,936	11%
4	Banks and Lenders	1,732	6%
5	Prizes, Sweepstakes and Lotteries	1,701	6%
6	Shop-at-Home and Catalog Sales	1,419	5%
7	Auto-Related Complaints	1,136	4%
8	Television and Electronic Media	693	3%
9	Credit Cards	590	2%
10	Internet Services	580	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Wisconsin consumers (26,921). Note: These figures exclude complaints provided by the Wisconsin Department of Agriculture, Trade and Consumer Protection.

#### **Identity Theft Complaints Count from Wisconsin Victims = 5,054**

#### Identity Theft Types Reported by Wisconsin Victims

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Employment- or Tax-Related Fraud	2,104	42%
2	Credit Card Fraud	1,515	30%
3	Bank Fraud	464	9%
4	Phone or Utilities Fraud	436	9%
5	Loan or Lease Fraud	318	6%
6	Government Documents or Benefits Fraud	225	4%
	Other	560	11%
	Attempted Identity Theft	12	<1%

<sup>1</sup>Percentages are based on the 5,054 victims reporting from Wisconsin. Note that CSN identity theft complaints may be coded under multiple theft types.



# WYOMING Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2016

### **Total Number of Identity Theft, Fraud and Other Consumer Complaints = 2,874**

### Fraud and Other Complaints Count from Wyoming Consumers = 2,437

n 1-	Tor Coto origina			C			<b>D</b>	
10]	o 10 Fraua ana Other	Complaint	Categories	<i>keportea by</i>	vvj	yoming	<i>consumers</i>	

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Impostor Scams	489	20%
2	Prizes, Sweepstakes and Lotteries	315	13%
3	Debt Collection	291	12%
4	Telephone and Mobile Services	216	9%
5	Banks and Lenders	155	6%
6	Shop-at-Home and Catalog Sales	153	6%
7	Auto-Related Complaints	92	4%
8	Television and Electronic Media	68	3%
9	Internet Services	64	3%
10	Foreign Money Offers and Counterfeit Check	55	2%
	Scams		

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Wyoming consumers (2,437).

### **Identity Theft Complaints Count from Wyoming Victims = 437**

#### Identity Theft Types Reported by Wyoming Victims

Rank	Identity Theft Type	Complaints	<b>Percentage</b> <sup>1</sup>
1	Employment- or Tax-Related Fraud	162	37%
2	Credit Card Fraud	124	28%
3	Bank Fraud	49	11%
4	Phone or Utilities Fraud	40	9%
5	Loan or Lease Fraud	33	8%
6	Government Documents or Benefits Fraud	21	5%
	Other	55	13%
	Attempted Identity Theft	1	<1%

<sup>1</sup>Percentages are based on the 437 victims reporting from Wyoming. Note that CSN identity theft complaints may be coded under multiple theft types.



### **Appendix A1: The Consumer Sentinel Network**



The Consumer Sentinel Network is a free, online database of consumer complaints available only to law enforcement. It includes complaints about identity theft, fraud, financial transactions, debt collection, and credit reports, among other subjects. The Consumer Sentinel Network is based on the premise that sharing information can make law enforcement even more effective. To that end, the Consumer Sentinel Network provides law enforcement members with access to consumer complaints provided directly to the FTC, as well as to complaints shared by other data contributors.

www.FTC.gov/Sentinel

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FEDERAL TRADE COMMISSION

IdentityTheft.gov makes it easier for victims to report identity theft and to recover from it. When a consumer uses IdentityTheft.gov to report a problem, the site asks specific questions about the consumer's situation, and then uses the information to build a personal recovery plan. IdentityTheft.gov is integrated with the FTC's consumer complaint-gathering system. When consumers use IdentityTheft.gov to report a problem, the site makes information about the crime available to Consumer Sentinel Network law enforcement members. The complaint data becomes part of the Identity Theft Data Clearinghouse, the sole national repository of consumer complaints about identity theft.

#### <u>www.IdentityTheft.gov</u>



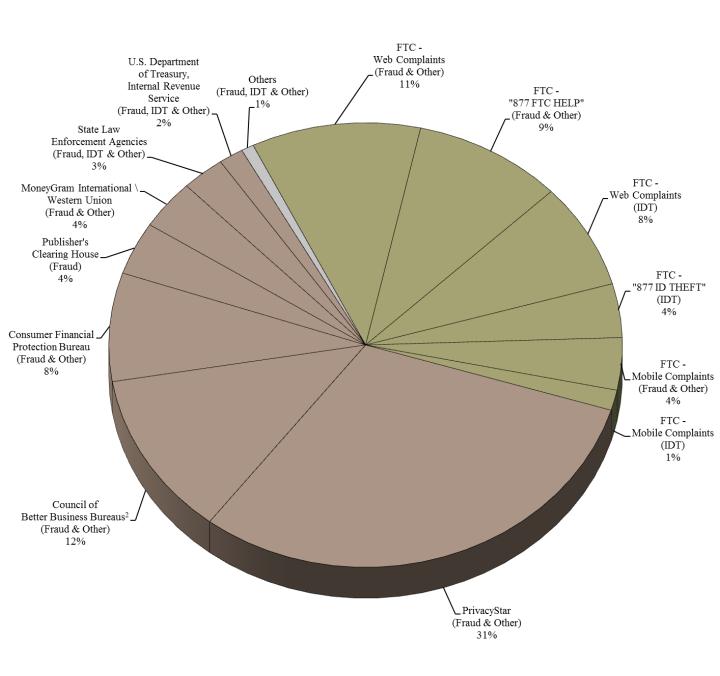
Econsumer.gov was created in April 2001 to gather and share cross-border e-commerce complaints, to respond to the challenges of multinational Internet fraud, and to improve consumer confidence in e-commerce. Today, consumer protection agencies in 36 countries participate in econsumer.gov. Through econsumer.gov, consumers can file cross-border consumer complaints online and learn other steps to take to combat fraud. The website is available in English, French, German, Japanese, Korean, Polish, Spanish, and Turkish. Using the existing Consumer Sentinel Network, the incoming complaints are accessible to certified foreign law enforcement agencies.

#### www.econsumer.gov



## Appendix A2: Consumer Sentinel Network Major Data Contributors<sup>1</sup>

January 1 – December 31, 2016



<sup>1</sup>Percentages are based on the total number of Consumer Sentinel Network complaints (3,050,374) received between January 1 and December 31, 2016. The type of complaints provided by the organization is indicated in parentheses.

<sup>2</sup>For a list of Better Business Bureaus contributing to the Consumer Sentinel Network, see Appendix A4.



### **Appendix A3: Consumer Sentinel Network Data Contributor Details**

January 1 – Dec	ember 31, 2016
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Data Contributors         Computing Force-catages         Computing Force-catages <thcomputing force-catag<="" th=""><th>Januar y</th><th colspan="2"></th><th></th><th></th><th colspan="3">CV 2016</th></thcomputing>	Januar y					CV 2016		
FTC - Web Complains (Frand & Other)       210,073       8%       220,467       9%       223,304       11%         FTC - Web Complains (IDT)       96,873       4%       188,576       6%       234,766       8%         FTC - Web Complains (IDT)       96,873       4%       188,576       6%       234,766       8%         FTC - Wobb Complains (IDT)       38,516       1%       76,678       2%       115,984       4%         FTC - Mobic Complains (IDT) <sup>2</sup> -       -       -       44,982       1%         PrivacyStar       540,018       21%       964,186       31%       934,579       3%         Consumer Financial Protection Bureau       218,774       8%       223,750       7%       240,633       8%         Publisher's Claring Hose       72,733       3%       111,113       4%       117,546       4%         MoneyGram International       410,72       2%       84,859       3%       37,78       1%         State Law Enforcement Agencies       84,156       3%       88,580       3%       37,78       1%         One Among General       1,277       4,1%       16,220       4%       4%       4%       4%       4%       4%       4%	Data Court Hartana							
$\begin{array}{c c c c c c c c c c c c c c c c c c c $								
FTC - Woh Complaints (DT)         96.873         4%         188.576         6%         234.766         8%           FTC - Woh Complaints (Fraud & Other)         35.516         1%         76.678         2%         119.192         4%           FTC - Mohie Complaints (DT) <sup>2</sup> -         -         44.982         1%           Price_Value         50.198         21%         96.1486         31%         934.579         31%           Consult of Better Business Bureaus <sup>1</sup> 413.788         16%         406.721         13%         365.219         12%           Consumer Francial Protection Bureau         218.774         8%         232.750         7%         240.633         8%           MoneyGram International         410.77         27%         82.448         3%         110.058         4%           MoneyGram International         410.07         2%         82.448         3%         130.83         83.831         110.07         3%         118.118         4%         110.058         4%         100.08         4%         140.07         2%         82.448         3%         14.230         1%         18.849         1%         130.39         1%         112.73         1%         16.200         1%         16.277		· · · ·		· · ·		/		
FTC - '877 ID THEFT"         229,826         9%         284,806         9%         119,192         4%           FTC - Mobic Complains (Frand & Other)         38,516         1%         76,678         2%         115,984         4%           FTC - Mobic Complains (IDT) <sup>2</sup> -         -         -         44,982         1%           PrivacyStar         540,198         21%         964,186         31%         934,570         31%           Consumer Financial Protection Bureau         218,774         8%         223,270         7%         240,633         8%           Publisher's Charing House         72,733         3%         111,171         4%         110,058         4%           MoneyCram International         410,27         2%         82,438         3%         74,320         2%           State Law Enforcement Agencies         84,156         3%         88,892         3%         88,231         3%           Oho Atomes General         11,275         -1%         40,225         -1%         10,220         -1%           Washingen Atomes General         12,273         -1%         40,223         -1%         10,323         -1%           Caligrent Atomes General         12,273         -1%         40				,				
PTC - Mobile Complaints (Fraud & Other)         38,516         1%         76,678         2%         115,984         4%           PTC - Mobile Complaints (IDT) <sup>2</sup> -         -         -         44,982         1%           Price_VacyStar         540,198         21%         964,186         31%         934,579         31%           Consumer Financial Protection Bureau         218,774         8%         223,750         7%         240,633         8%           MoneyGram International         10,77         3%         111,713         4%         110,058         4%           MoneyGram International         40,07         3%         111,713         4%         110,058         4%           MoneyGram International         40,07         3%         118,118         4%         100,88         4%           State Law Enforcement Agencies         84,156         3%         88,892         3%         83,231         3%           State Law Enforcement Agencies         8,650         -1%         18,620         1%         16,249         1%           North Condinus Department of Junice         8,650         -1%         18,82         -1%         12,77         -1%           Colionin Amorey General         0,718         -1%		,						
FTC - Mobile Complains (IDT) <sup>2</sup> $   -$								
PrivacyStar         540,198         21%         964,186         31%         934,579         31%           Council of Better Business Bureaus <sup>3</sup> 413,788         16%         406,721         13%         365,219         12%           Council of Better Business Bureaus <sup>3</sup> 413,788         16%         406,721         13%         365,219         12%           Publisher's Clearing House         72,733         3%         111,713         4%         117,546         4%           MoneyGram International         Version         72,673         3%         118,118         4%         110,058         4%           MoneyGram International         Western Union <sup>4</sup> 700,67         3%         18,817         35,600         1%         45,20         2%           Stat Law Enforcement Agencies         84,155         37%         88,922         3%         83,23         3%           Ohin Adnomy General         11,275         47%         16,877         47%         4,832         4,1%         4,932         4,1%         4,932         4,1%         4,932         4,1%         4,932         4,1%         4,943         4,1%         4,943         4,1%         4,943         4,1%         4,943         4,1%         4,943	FTC - Mobile Complaints (Fraud & Other)	38,516	1%	76,678	2%	115,984	4%	
Council of Better Business Bureaus <sup>3</sup> 413,788         16%         406,721         13%         365,219         12%           Consumer Financial Protection Bureau         218,774         8%         222,750         7%         240,033         8%           MoneyGram International/ Western Union         77,733         3%         111,713         4%         110,058         4%           MoneyGram International/ Western Union         410,27         2%         82,438         3%         74,300         2%           State Law Enforcement Agencies         88,155         3%         18,847         1%         16,230         1%           Note framming General         15,290         1%         18,847         1%         12,273         21%           Wathingto Anomey General         6,75         4%         13,070         21%         12,733         21%           Muschigunt Anomey General         6,75         41%         6,477         21%         7,883         21%           Muschigunt Anomey General         46,70         4,74         4,800         21%         4,800         21%           Muschigunt Anomey General         46,67         4,164         4,832         41%         4,800         21%         4,906         21% <td>FTC - Mobile Complaints (IDT)<sup>2</sup></td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>44,982</td> <td>1%</td>	FTC - Mobile Complaints (IDT) <sup>2</sup>	-	-	-	-	44,982	1%	
Consumer Financial Protection Bureau         218,774         8%         232,750         7%         240,633         8%           Publisher's Clearing House         72,733         3%         1111,713         4%         4%           MoneyGram International Western Union <sup>4</sup> 70,057         3%         1118,118         4%         110,058         4%           MoneyGram International Western Union <sup>4</sup> 70,057         3%         111,113         4%         110,058         4%           MoneyGram International         41,027         2%         8,44,86         3%         74,220         2%           State Law Enforcement Agencies         84,156         3%         88,892         3%         832,31         3%           Onion Amorey General         12,250         1%         18,847         16,250         1%         16,250         1%           Wachongon Atomey General         4,718         4,755         16,6477         -1%         4,354         -1%         10,220         -1%           Macan Atomey General         4,775         -1%         7,44         -1%         4,800 <t%< td="">         4,800         <t%< td="">         4,800         <t%< td="">         4,800         <t%< td="">         4,800         <t%< td="">         4,800         <t%<< td=""><td>PrivacyStar</td><td>540,198</td><td>21%</td><td>964,186</td><td>31%</td><td>934,579</td><td>31%</td></t%<<></t%<></t%<></t%<></t%<></t%<>	PrivacyStar	540,198	21%	964,186	31%	934,579	31%	
Publisher's Clearing House         72,733         3%         111,713         4%         117,546         4%           MoneyGram International WoneyGram International WoneyGram International         70,067         3%         111,113         4%         1110,058         4%           MoneyGram International WoneyGram International         20,000         1%         35,248         3%         73,320         2%           Nate Law Enforcement Agencies         36,650         3%         88,892         3%         83,331         3%           State Law Enforcement Agencies         86,650         <1%	Council of Better Business Bureaus <sup>3</sup>	413,788	16%	406,721	13%	365,219	12%	
Publisher's Clearing House         72,733         3%         111,713         4%         117,546         4%           MoneyGram International \Western Union <sup>4</sup> 70,067         3%6         1118,118         4%6         110,058         4%5           MoneyGram International \Western Union <sup>4</sup> 20,000         1%5         82,438         3%5         73,320         2%           Watern Union         20,000         1%5         88,892         3%6         83,331         3%6           State Law Enforcement Agencies         86,650         <1%5	Consumer Financial Protection Bureau	218,774	8%	232,750	7%	240.633	8%	
MoneyGram International \ Western Union <sup>4</sup> 70,067         3%         118,118         4%         110,058         4%           MoneyGram International         41,027         2%         82,438         3%         74,320         2%           Wastern Union         20,000         1%         35,580         1%         35,580         3%         88,523         3%           State Law Enforcement Agencies         84,156         3%         88,892         3%         83,231         3%           Norh Carolina Department of Justice         84,50         <1%						,		
MmscGram International         41.027         2%         82,438         3%         74,320         2%           Western Union         29,040         1%         35,680         1%         35,788         1%           State Law Enforcement Agencies         84,155         3%         88,892         3%         88,211         3%           Ohio Atomany Ganeral         11,259         1%         18,847         1%         16,230         -1%           North Carolina Department of Junice         86,509         -1%         10,235         -1%         10,235         -1%         10,235         -1%         10,235         -1%         10,235         -1%         10,235         -1%         10,235         -1%         10,237         -1%         5,449         -1%         10,235         -1%         10,235         -1%         10,235         -1%         10,235         -1%         10,235         -1%         10,235         -1%         10,235         -1%         14,300         -1%         14,300         -1%         14,300         -1%         14,300         -1%         14,300         -1%         14,300         -1%         14,300         -1%         14,300         -1%         14,300         -1%         14,313         -1%								
Western Union         29,040         1%         55,809         1%         53,728         1%           State Law Enforcement Agencies         84,156         3%         88,892         3%         83,231         3%           Noch Carolina Department of Jusice         86,50         -1%         118,847         1%         16,230         1%           Wachington Annoney General         11,275         -1%         10,023         -1%         9,534         -1%           Maine Anorney General         9,718         <1%	-	· · ·						
State Law Enforcement Agencies         84,156         3%         88,892         3%         83,231         3%           Ohio Atomcy Gareal         15,290         1%         18,847         1%         16,240         1%           Nonch Corolban Department of Junice         86,500         -1%         10,235         -1%         10,227         -1%         10,235         -1%         10,227         -1%         10,235         -1%         10,227         -1%         10,235         -1%         14,360         -1%         14,360         -1%         10,335         -1%         10,355         -1%         10,355         -1%         10,355         -1%         10,355         -1%         10,355         -1%         10,355 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>								
Ohic Anomey General         15.200         1%         18.847         1%         16.200         1%           North Carolina Department of Justice         8.650         < 1%			3%		3%	83,231		
North Carolina Department of Justice         8,650         <1%         15,070         <1%         12,773         <1%           Washington Atomey General         11,275         <1%	-							
California Attorney General         9,718         <1%         6,477         <1%         9,534         <1%           Maine Attorney General         6,755         <1%								
Maine Attorney General         6.755         <1%         7.042         <1%         7.385         <1%           Walksonsin Department of Agriculture, Trade and Consumer Protection         -         -         -         3.419         <1%						10,220		
Wisconsin Department of Agriculture, Trade and Consumer Protection5.419<14%Indiana Anorney General4.670<1%	California Attorney General	9,718	<1%	6,477	<1%	9,534	<1%	
Indiana Antorney General $4.670$ $<1\%$ $4.832$ $<1\%$ $4.800$ $<1\%$ Massachusets Atorney General $7,641$ $<1\%$ $9,429$ $<1\%$ $4,005$ $<1\%$ Michigan Atorney General $4.042$ $<1\%$ $3.834$ $<1\%$ $3.233$ $<1\%$ Oregon Department of Justice $4.498$ $<1\%$ $2.514$ $<1\%$ $2.507$ $<1\%$ Iowa Atorney General $1.832$ $<1\%$ $1.899$ $<1\%$ $1.026$ $<2.97$ $<1\%$ Iowa Atorney General $1.237$ $<1\%$ $1.096$ $<1\%$ $2.030$ $<1\%$ Colorado Atorney General $1.237$ $<1\%$ $1.096$ $<1\%$ $8.88$ $<1\%$ Tennessee Division of Consumer Affairs $2.841$ $<1\%$ $1.952$ $<1\%$ $343$ $<1\%$ Neuda Atorney General $600$ $<1\%$ $601$ $<1\%$ $425$ $<1\%$ Neuda Atorney General $262$ $<1\%$ $322$ $<1\%$ $343$ $<1\%$ Alaska Atorney General $641$ $<1\%$ $330$ $<1\%$ $343<1\%Montana Department of Jusice668529<1\%226<1\%320<1\%Havai Office of Consumer Protection641<1\%300<1\%212<1\%Louisiana Atorney General217<1\%176<1\%216<1\%U.S. Department of Education217<1\%176<1\%2161\%U.S. Department of Education$	Maine Attorney General	6,755	<1%	7,042	<1%	7,385	<1%	
Massachusetta Anorney General $7,641$ $<196$ $9,429$ $<196$ $4,005$ $<196$ Michigan Atorney General $4002$ $<196$ $3,834$ $<196$ $3,233$ $<196$ Oregon Department of Justice $4,498$ $<196$ $2,514$ $<196$ $2,207$ $<196$ Jowa Atorney General $1,832$ $<196$ $1,899$ $<196$ $2,030$ $<196$ South Carolina Department of Consumer Affairs $2,446$ $<196$ $2,291$ $<196$ $1,006$ $<196$ Colorado Antorney General $1,237$ $<196$ $1,006$ $<196$ $808$ $<196$ Temessee Division of Consumer Affairs $2,841$ $<196$ $601$ $<196$ $425$ $<196$ Nevada Atorney General $660$ $<196$ $601$ $<196$ $343$ $<196$ Alaska Atorney General $262$ $<196$ $338$ $<196$ $319$ $<196$ Montana Department of Jusice $664$ $<196$ $320$ $<196$ $325$ $<196$ Montana Department of Liscice $668$ $<196$ $320$ $<196$ $325$ $<196$ Mississippi Anorney General $422$ $<196$ $240$ $<196$ $2202$ $<196$ Losisina Atorney General $125$ $<196$ $41$ $<196$ $23$ $<196$ Mississippi Anorney General $2402$ $196$ $24025$ $196$ U.S. Department of Iburcation $217$ $<196$ $106,56$ $<196$ $368,824$ $196$ U.S. Department of Elucati	Wisconsin Department of Agriculture, Trade and Consumer Protection	-	-	-	-	5,419	<1%	
Michigan Attorney General $4.042$ $<1\%$ $3.834$ $<1\%$ $3.233$ $<1\%$ Oregon Department of Justice $4.498$ $<1\%$ $2.514$ $<1\%$ $2.507$ $<1\%$ Iowa Attorney General $1.832$ $<1\%$ $1.899$ $<1\%$ $2.030$ $<1\%$ South Carolina Department of Consumer Affairs $2.446$ $<1\%$ $2.291$ $<1\%$ $1.762$ $<1\%$ Colorado Attorney General $1.237$ $<1\%$ $1.966$ $<1\%$ $868$ $<1\%$ Temessee Division of Consumer Affairs $2.841$ $<1\%$ $1.952$ $<1\%$ $790$ $<1\%$ Nevada Atorney General $660$ $<1\%$ $661$ $<1\%$ $343$ $<1\%$ Montuna Department of Justice $668$ $<1\%$ $330$ $<1\%$ $235$ $<1\%$ Montuna Department of Justice $668$ $<1\%$ $330$ $<1\%$ $202$ $<1\%$ $300$ $<1\%$ Louisiona Atorney General $125$ $<1\%$ $300$ $<1\%$ $202$ $<1\%$ $300$ $<1\%$ $202$ $<1\%$ Montuna Department of Justice $452$ $<1\%$ $300$ $<1\%$ $202$ $<1\%$ $<1\%$ $302<1\%302<1\%U.S. Department of the Treasury. Internal Revenue Service22,1361\%40,8091\%24,0251\%U.S. Department of Uterans Afairs217<1\%176<1\%7,62<1\%U.S. Department of Uterans Afairs5,000<1\%3,184<1\%$	Indiana Attorney General	4,670	<1%	4,832	<1%	4,800	<1%	
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Lawyer's Committee for Civil Rights $5,000$ $<1\%$ $3,184$ $<1\%$ $668$ $<1\%$ Los Angeles County Department of Consumer Affairs $931$ $<1\%$ $814$ $<1\%$ $607$ $<1\%$ Financial Fraud Enforcement Task Force $671$ $<1\%$ $708$ $<1\%$ $456$ $<1\%$ Dataguard Energy Privacy Program $  2$ $<1\%$ $419$ $<1\%$ Canada Competition Bureau $1,750$ $<1\%$ $1,252$ $<1\%$ $350$ $<1\%$ Iowa Clinton County Sheriff's Office $154$ $<1\%$ $348$ $<1\%$ $325$ $<1\%$ Nevada Department of Business and Industry $402$ $<1\%$ $315$ $<1\%$ $325$ $<1\%$ Actor Corporation $12$ $<1\%$ $121$ $<1\%$ $133$ $<1\%$ Other Data Contributors $974$ $<1\%$ $529$ $<1\%$ $281$ $<1\%$ Canadian Anti-Fraud Centre <sup>5</sup> $11,385$ $<1\%$ $10,108$ $<1\%$ $ -$	Green Dot	106,353	4%	9,752	<1%	1,908	<1%	
Los Angeles County Department of Consumer Affairs $931$ $<1\%$ $814$ $<1\%$ $607$ $<1\%$ Financial Fraud Enforcement Task Force $671$ $<1\%$ $708$ $<1\%$ $456$ $<1\%$ Dataguard Energy Privacy Program $  2$ $<1\%$ $419$ $<1\%$ Canada Competition Bureau $1,750$ $<1\%$ $1,252$ $<1\%$ $350$ $<1\%$ Iowa Clinton County Sheriff's Office $154$ $<1\%$ $348$ $<1\%$ $327$ $<1\%$ Nevada Department of Business and Industry $402$ $<1\%$ $315$ $<1\%$ $325$ $<1\%$ Verox Corporation $12$ $<1\%$ $121$ $<1\%$ $133$ $<1\%$ Other Data Contributors $974$ $<1\%$ $529$ $<1\%$ $281$ $<1\%$ Canadia Anti-Fraud Centre <sup>5</sup> $11,385$ $<1\%$ $10,108$ $<1\%$ $-$	U.S. Department of Veterans Affairs	1,583	<1%	2,064	<1%	869	<1%	
Financial Fraud Enforcement Task Force $671$ $<1\%$ $708$ $<1\%$ $456$ $<1\%$ Dataguard Energy Privacy Program $ 2$ $<1\%$ $419$ $<1\%$ Canada Competition Bureau $1,750$ $<1\%$ $1,252$ $<1\%$ $350$ $<1\%$ Iowa Clinton County Sheriff's Office $154$ $<1\%$ $348$ $<1\%$ $327$ $<1\%$ Nevada Department of Business and Industry $402$ $<1\%$ $315$ $<1\%$ $325$ $<1\%$ Xerox Corporation $12$ $<1\%$ $121$ $<1\%$ $133$ $<1\%$ Other Data Contributors $974$ $<1\%$ $529$ $<1\%$ $281$ $<1\%$ Canadian Anti-Fraud Centre <sup>5</sup> $11,385$ $<1\%$ $10,108$ $<1\%$ $<-1\%$		5,000	<1%		<1%		<1%	
$ \begin{array}{c c c c c c c c c c c c c c c c c c c $	0 1 0 0							
Canada Competition Bureau $1,750$ $<1\%$ $1,252$ $<1\%$ $350$ $<1\%$ Iowa Clinton County Sheriff's Office $154$ $<1\%$ $348$ $<1\%$ $327$ $<1\%$ Nevada Department of Business and Industry $402$ $<1\%$ $315$ $<1\%$ $325$ $<1\%$ Xerox Corporation $12$ $<1\%$ $121$ $<1\%$ $133$ $<1\%$ Other Data Contributors $974$ $<1\%$ $529$ $<1\%$ $281$ $<1\%$ Canadian Anti-Fraud Centre <sup>5</sup> $11,385$ $<1\%$ $10,108$ $<1\%$ $ -$	-	671	<1%	708				
Iowa Clinton County Sheriff's Office         154         <1%         348         <1%         327         <1%           Nevada Department of Business and Industry         402         <1%		-	-	2				
Nevada Department of Business and Industry         402         <1%         315         <1%         325         <1%           Xerox Corporation         12         <1%	-							
Xerox Corporation         12         <1%         133         <1%           Other Data Contributors         974         <1%								
Other Data Contributors         974         <1%         529         <1%         281         <1%           Canadian Anti-Fraud Centre <sup>5</sup> 11,385         <1%								
Canadian Anti-Fraud Centre <sup>5</sup> 11,385         <1%         10,108         <1%								
						- 201		
	Identity Theft Assistance Center <sup>5</sup>	4,885		-	-	-	-	
Internet Crime Complaint Center <sup>5</sup> 225,037 9%				-	-	-	-	

 $^{1}$ Percentages are based on the total number of CSN complaints: CY-2014 = 2,633,697; CY-2015 = 3,140,803; and CY-2016 = 3,050,374.

<sup>2</sup>FTC - Mobile Complaints (IDT) was activated in CY-2016 when IdentityTheft.gov began accepting complaints via mobile devices.

<sup>3</sup>For a list of Better Business Bureaus contributing to the Consumer Sentinel Network, see Appendix A4.

<sup>4</sup>MoneyGram International provides the FTC certain types of complaints that Western Union does not, such as complaints from consumers outside the United States and information about additional transactions that MoneyGram has linked to a consumer fraud complaint after investigating the transaction and contacting the sender.

<sup>5</sup>Canadian Anti-Fraud Centre stopped contributing complaints in CY-2016; Identity Theft Assistance Center and Internet Crime Complaint Center stopped contributing complaints in CY-2015.



### Appendix A4: Consumer Sentinel Network Better Business Bureau Data Contributors

January 1 – December 31, 2016

Alabama, Birmingham Alabama, Huntsville Alberta, Calgary (Canada) Alberta, Edmonton (Canada) Arizona, Phoenix Arizona, Tucson Arkansas, Little Rock British Columbia, Vancouver (Canada) British Columbia, Victoria (Canada) California, Fresno California, Oakland California, Sacramento California, San Diego California, San Jose (Silicon Valley) California, Santa Barbara (Tri-Counties) Colorado, Colorado Springs Colorado, Denver Colorado, Fort Collins Colorado, Mexico City Connecticut, Wallingford Delaware, Wilmington District of Columbia, Washington Florida, Clearwater Florida, Jacksonville (Northeast Florida) Florida, Orlando Florida, Pensacola Florida, West Palm Beach Georgia, Atlanta, Athens and Northeast Georgia Georgia, Columbus Georgia, Macon Hawaii, Honolulu Idaho, Boise Illinois, Chicago Illinois, Peoria Indiana, Evansville Indiana, Fort Wayne Indiana, Indianapolis Iowa, Des Moines Kentucky, Lexington

Kentucky, Louisville Louisiana, Baton Rouge Louisiana, Lafayette (Acadiana) Louisiana, Lake Charles Louisiana. Monroe Louisiana, New Orleans Louisiana, Shreveport Manitoba, Winnipeg (Canada) Maryland, Baltimore Massachusetts, Boston Massachusetts, Worchester Michigan, Detroit (Eastern) Michigan, Grand Rapids Minnesota, Saint Paul Mississippi, Jackson Missouri, Kansas City Missouri, Saint Louis Missouri, Springfield Nebraska, Omaha Nevada, Las Vegas Nevada, Reno New Hampshire, Concord New Jersey, Trenton New Mexico, Albuquerque New York, Buffalo New York, New York City North Carolina, Asheville North Carolina, Charlotte North Carolina, Greensboro North Carolina, Raleigh North Carolina, Winston-Salem Nova Scotia, Halifax (Canada) Ohio, Akron Ohio, Canton Ohio, Cincinnati Ohio, Cleveland Ohio, Columbus Ohio, Dayton Ohio, Toledo

Ohio, Youngstown Oklahoma, Oklahoma City Oklahoma, Tulsa Ontario, London (Canada) Ontario, Ottawa (Canada) Pennsylvania, Pittsburgh Saskatchewan, Regina (Canada) South Carolina, Columbia South Carolina, Greenville South Carolina, Myrtle Beach Tennessee, Chattanooga Tennessee, Knoxville Tennessee, Memphis Tennessee, Nashville Texas, Abilene Texas. Amarillo Texas, Austin Texas, Beaumont Texas, Brazos Valley (Bryan) Texas, Dallas Texas, El Paso Texas. Fort Worth Texas. Houston Texas, Lubbock (South Plains) Texas, San Angelo Texas, Tyler Texas, Wichita Falls Utah, Salt Lake City Virginia, Norfolk Virginia, Richmond Virginia, Roanoke Washington, DuPont Washington, Spokane Wisconsin, Milwaukee



### **Appendix B1: Consumer Sentinel Network Complaint Category Descriptions by Complaint Type**

#### **Fraud Complaint Categories**

Advance Payments for Credit Services: The promise of a loan or credit card that requires you to pay a fee first; worthless credit card loss protection and insurance programs; the promise that accurate negative information can be removed from your credit file for a fee; services offering to recover government refunds or unclaimed funds; etc.

**Business and Job Opportunities:** Complaints about franchise or business opportunities: promotion of distributing goods and services, provided by the promoter, with assistance in the form of locations, accounts or customers. Also, complaints about work-at-home plans: an offer a consumer may receive or seek out to work directly from home (e.g. stuffing envelopes or processing medical claims), as well as complaints about multi-level marketing schemes, employment agencies or job counseling, overseas work, inventions or idea promotions.

**Buyers' Clubs:** Complaints involving free trials or discounts on products and services; a buyers' club membership becomes a fraud when consumers are billed for "memberships" they did not agree to purchase. Frequently, consumers are offered a free trial offer and are automatically enrolled and charged fees once the free trial period is over.

Charitable Solicitations: Misleading pitches for donations to benefit local service organizations; solicitations for bogus charity or relief organizations; etc.

**Foreign Money Offers and Counterfeit Check Scams:** Letters or e-mails offering the "opportunity" to share in a percentage of millions of dollars that a self-proclaimed government official is trying to transfer illegally out of a foreign country in return for money, bank account numbers or other identifying information from the victim; fraudulent schemes involving foreign lotteries, mystery shoppers or Internet purchases\classified ads in which a counterfeit check overpayment is received along with a request to wire back the difference immediately after check deposit, leaving the victim responsible for the funds withdrawn; etc.

**Grants:** Deceptive practices by businesses or individuals marketing either government grant opportunities or financial aid assistance services; problems with student loan processors, debt collectors collecting on defaulted student loans, diploma mills and other unaccredited educational institutions; etc.

**Health Care:** Fraudulent, misleading or deceptive claims for vision correction procedures; dietary supplements; weight loss products or services; impotency treatments; health spas and equipments; infertility services; sunscreens; HIV test kits; medical discount plans; as well as complaints about over-the-counter or prescription drugs; other medical products, supplies or treatments; etc.

**Impostor Scams:** Complaints about scammers claiming to be friends, family, a romantic interest, a computer technician, companies or government agencies to induce people to send money or divulge personal information. Complaints include the following: scammers posing as friends or relatives stranded in foreign countries without money; scammers claiming to be working for or affiliated with a government agency; scammers claiming to be a computer technician offering unnecessary software services; and scammers claiming to be affiliated with a private entity (e.g. a charity or company).

**Internet Auction:** Non-delivery or late delivery of goods; delivery of goods that are less valuable than advertised; failure to disclose all the relevant information about the product or terms of the sale; etc.

**Internet Services:** Problems with trial offers from Internet Service Providers ("ISPs"); difficulty canceling an ISP account; issues with Internet entertainment services, Internet gaming and social networking services; undisclosed charges; website design and hosting services; spyware, adware and malware issues; as well as general complaints about information or functionality related to websites; etc.

**Investment-Related Complaints:** Investment opportunities in day trading; gold and gems; art; rare coins; other investment products; as well as complaints about companies that offer advice or seminars on investments; etc.

Magazines and Books: Pitches for "free," "pre-paid," or "special" magazine or book subscription deals; etc.

**Mortgage Foreclosure Relief and Debt Management:** Complaints about mortgage lenders, brokers and other entities making false promises to save consumers' homes from foreclosure; mortgage refinancing, mortgage term modifications and debt management issues; credit organizations charging excessive fees, making false promises to provide free services, pay creditors or reduce interest rates.

**Office Supplies and Services:** Fraudulent or deceptive offers for toner, copier paper, maintenance supplies, equipment maintenance contracts; classified advertising and yellow page invoice scams; website cramming schemes; etc.

**Prizes, Sweepstakes and Lotteries:** Promotions for "free" prizes for a fee; foreign lotteries and sweepstakes offered through the phone, fax, e-mail or mail; etc.

**Shop-at-Home and Catalog Sales:** Problems, such as undisclosed costs, failure to deliver on time, non-delivery and refusal to honor a guarantee, with purchases made via the Internet (not including auction sales), telephone or mail.

**Tax Preparers:** Complaints about companies that engage in "skimming" consumer tax refunds or charging inflated fees while promising substantial refunds. Also, companies aiding consumers in willfully and intentionally falsifying information on a tax return to limit the amount of tax liability. Complaints include entities pretending to be tax preparers or the IRS in order to obtain funds or information from consumers.

**Telephone and Mobile Services:** Complaints about advertising related to mobile plans, rates or coverage areas; unsolicited mobile text messages; problems with mobile applications or downloads; other mobile device problems; charges for calls to "toll-free" numbers; unauthorized charges, such as charges for calls consumers did not make; unauthorized switching of consumers' phone service provider; misleading pre-paid phone card offers; as well as complaints about VoIP services; unsolicited faxes; etc.

Travel, Vacations and Timeshare Plans: Deceptive offers for "free" or low-cost vacations; cut-rate student travel packages; misleading timeshare offers; etc.



### **Appendix B1: Consumer Sentinel Network Complaint Category Descriptions by Complaint Type**

#### **Identity Theft Complaint Category**

**Identity Theft:** When someone appropriates your personal identifying information (like your Social Security number or credit card account number) to commit fraud or theft.

#### **Other Complaint Categories**

Auto-Related Complaints: Misleading or deceptive claims regarding auto prices, financing, leasing or warranties; repair\maintenance issues with newly purchased used or new cars, including dissatisfaction with service provided by auto mechanics; price fixing and price gouging concerns against gas stations and oil companies; etc.

**Banks and Lenders:** Deceptive or predatory mortgage lending practices; problems with modification of mortgage terms; miscellaneous customer service and account issues with bank or credit union products, including payday loans, student loans, auto title loans, fees and overdraft charges; other finance company lending products, services and practices; etc.

**Computer Equipment and Software:** Problems with computer software, hardware and computer equipment purchases; unwanted or unauthorized software installations and downloads; etc.

**Credit Bureaus, Information Furnishers and Report Users:** Credit Reporting Agency (CRA) or furnisher provides inaccurate information or fails to reinvestigate disputed information; CRA provides inadequate phone help; difficulties ordering free annual credit reports; impermissible access to\inquiry on credit reports; etc.

**Credit Cards:** Account or billing issues, including interest rate changes, late fees, credit disputes and overcharges; fraudulent credit card offers\phishing attempts; etc.

**Debt Collection:** Debt collector calls repeatedly or continuously, falsely represents the amount or status of debt, fails to send written notice of debt, falsely threatens suit, uses profane language, fails to identify self as debt collector and\or violates other provisions of the Fair Debt Collection Practices Act.

**Education:** Complaints about trade or vocational school services, including issues related to accreditation, billing and collection, or institutional advertising claims related to usefulness of the degree or job prospects after graduation. Also, complaints about traditional colleges and universities.

Funeral Services: Complaints about the quality, services, price, or price disclosures of funeral service providers.

Home Repair, Improvement and Products: Defective furniture or appliances; service or warranty-related issues; furniture or appliance delivery problems, including receiving wrong or incomplete products; problems with home repair services and contractors; issues with home protection devices or services; as well as complaints about general housing-related issues; etc.

**Television and Electronic Media:** Problems with TV reception, installation, billing and promotions for cable/satellite providers; miscellaneous problems with music/DVD/video game purchases; as well as complaints about television programming or advertisements.



Calendar Years 2014 through 2016

Advance Payments for Credit Services       38,870       1.48%       25,317       0.81%       17,904         Auto-Related Complaints       95,039       3.61%       103,768       3.30%       94,673         Banks and Lenders       134,933       5.12%       137,946       4.39%       143,987         Business and Job Opportunities       21,051       0.80%       17,717       0.56%       14,484         Buyers' Clubs       1,420       0.05%       1,540       0.05%       752	0.59% 3.10% 4.72% 0.47% 0.02% 0.10% 0.31%
Banks and Lenders       134,933       5.12%       137,946       4.39%       143,987         Business and Job Opportunities       21,051       0.80%       17,717       0.56%       14,484	4.72% 0.47% 0.02% 0.10% 0.31%
Business and Job Opportunities         21,051         0.80%         17,717         0.56%         14,484	0.47% 0.02% 0.10% 0.31%
	0.02% 0.10% 0.31%
Buyers' Clubs 1,420 0.05% 1,540 0.05% 752	0.10% 0.31%
	0.31%
Charitable Solicitations         2,747         0.10%         2,944         0.09%         2,970	
Computer Equipment and Software         13,269         0.50%         8,861         0.28%         9,312	1
Credit Bureaus, Information Furnishers and Report Users 39,416 1.50% 44,177 1.41% 49,679	1.63%
Credit Cards         33,001         1.25%         39,407         1.25%         42,003	1.38%
Debt Collection         284,064         10.79%         902,013         28.72%         859,090	28.16%
Education 6,052 0.23% 7,614 0.24% 8,815	0.29%
Foreign Money Offers and Counterfeit Check Scams         21,458         0.81%         25,341         0.81%         26,428	0.87%
Funeral Services1,2290.05%1,2220.04%1,212	0.04%
Grants 8,128 0.31% 4,239 0.13% 4,969	0.16%
Health Care         40,971         1.56%         36,813         1.17%         25,791	0.85%
Home Repair, Improvement and Products         8,376         0.32%         8,571         0.27%         6,103	0.20%
Identity Theft         332,647         12.63%         490,226         15.61%         399,225	13.09%
Impostor Scams         282,688         10.73%         356,546         11.35%         406,578	13.33%
Internet Auction 19,790 0.75% 2,569 0.08% 2,077	0.07%
Internet Services         48,546         1.84%         44,788         1.43%         40,086	1.31%
Investment-Related Complaints 11,218 0.43% 27,746 0.88% 21,604	0.71%
Magazines and Books         12,555         0.48%         9,521         0.30%         7,113	0.23%
Mortgage Foreclosure Relief and Debt Management12,9710.49%10,6200.34%7,693	0.25%
Office Supplies and Services         12,891         0.49%         10,807         0.34%         7,977	0.26%
Prizes, Sweepstakes and Lotteries         103,840         3.94%         140,519         4.47%         141,643	4.64%
Shop-at-Home and Catalog Sales         73,363         2.79%         101,206         3.22%         109,831	3.60%
Tax Preparers         6,431         0.24%         3,477         0.11%         3,899	0.13%
Telephone and Mobile Services         174,587         6.63%         277,900         8.85%         292,155	9.58%
Television and Electronic Media         51,612         1.96%         53,668         1.71%         49,546	1.62%
Travel, Vacations and Timeshare Plans         27,811         1.06%         25,287         0.81%         17,244	0.57%



Calendar Years 2014 through 2016

#### **Advance Payments for Credit Services**

Product Service		CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY-2016	Percentage <sup>1</sup>
Advance-Fee Loans, Credit Arrangers		34,656	1.32%	20,614	0.66%	14,558	0.48%
Credit Card Loss Protection		373	0.01%	274	0.01%	221	0.01%
Credit Repair		2,272	0.09%	1,897	0.06%	1,576	0.05%
Recovery\Refund Companies		1,569	0.06%	2,533	0.08%	1,551	0.05%
	Count\Percentage:	38,870	1.48%	25,317	0.81%	17,904	0.59%

#### **Auto-Related Complaints**

Product Service		CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY-2016	Percentage <sup>1</sup>
Auto: Financing		5,573	0.21%	7,334	0.23%	8,025	0.26%
Auto: Gas		1,314	0.05%	246	0.01%	154	0.01%
Auto: Parts & Repairs		5,452	0.21%	6,172	0.20%	4,328	0.14%
Auto: Renting & Leasing		11,698	0.44%	13,698	0.44%	11,870	0.39%
Auto: Sales – New		38,297	1.45%	41,914	1.33%	37,976	1.24%
Auto: Sales – Used		29,547	1.12%	30,411	0.97%	28,316	0.93%
Auto: Warranty Plans & Services		4,591	0.17%	5,336	0.17%	5,399	0.18%
	Count\Percentage:	95,039	3.61%	103,768	3.30%	94,673	3.10%

#### **Banks and Lenders**

Product Service	CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY - 2016	Percentage <sup>1</sup>
Banks, Savings & Loans, and Credit Unions	40,852	1.55%	44,412	1.41%	46,241	1.52%
Lending: Auto Title Loans	490	0.02%	872	0.03%	670	0.02%
Lending: Banks & Credit Unions	1,733	0.07%	654	0.02%	660	0.02%
Lending: Finance Company	7,704	0.29%	8,081	0.26%	8,290	0.27%
Lending: Mortgage	58,618	2.23%	58,431	1.86%	53,771	1.76%
Lending: Other Institutions	7,893	0.30%	7,894	0.25%	11,162	0.37%
Lending: Payday Loans	10,598	0.40%	9,464	0.30%	6,749	0.22%
Lending: Student Loans	7,162	0.27%	8,210	0.26%	16,536	0.54%
Count\Percentage:	134,933	5.12%	137,946	4.39%	143,987	4.72%

#### **Business and Job Opportunities**

Product Service	CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY-2016	Percentage <sup>1</sup>
Business Opportunities\Work-At-Home Plans	10,144	0.39%	8,566	0.27%	7,248	0.24%
Employ Agencies\Job Counsel\Overseas Work	8,715	0.33%	6,825	0.22%	5,011	0.16%
Franchises\Distributorships	391	0.01%	376	0.01%	359	0.01%
Inventions\Idea Promotions	556	0.02%	608	0.02%	537	0.02%
Multi-Level Mktg\Pyramids\Chain Letters	1,790	0.07%	1,725	0.05%	1,613	0.05%
Count\Percentage:	21,051	0.80%	17,717	0.56%	14,484	0.47%

#### **Buyers' Clubs**

Product Service	CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY-2016	Percentage <sup>1</sup>
Buyers Clubs (not travel or lottery)	1,420	0.05%	1,540	0.05%	752	0.02%
Count\Perce	ntage: 1,420	0.05%	1,540	0.05%	752	0.02%

#### **Charitable Solicitations**

Product Service		CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY-2016	Percentage <sup>1</sup>
Charitable Solicitations		2,747	0.10%	2,944	0.09%	2,970	0.10%
	Count\Percentage:	2,747	0.10%	2,944	0.09%	2,970	0.10%



Calendar Years 2014 through 2016

#### Computer Equipment and Software

Product Service		CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY - 2016	Percentage <sup>1</sup>
Computers: Equipment\Software		13,269	0.50%	8,861	0.28%	9,312	0.31%
	Count\Percentage:	13,269	0.50%	8,861	0.28%	9,312	0.31%

#### Credit Bureaus, Information Furnishers and Report Users

Product Service		CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY-2016	Percentage <sup>1</sup>
Credit Bureaus		38,904	1.48%	43,539	1.39%	49,127	1.61%
Credit Information Furnishers		1,166	0.04%	1,297	0.04%	962	0.03%
Credit Report Users		184	0.01%	203	0.01%	207	0.01%
	Count\Percentage:	39,416	1.50%	44,177	1.41%	49,679	1.63%

#### Credit Cards

Product Service	CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY-2016	Percentage <sup>1</sup>
Credit Cards	33,001	1.25%	39,407	1.25%	42,003	1.38%
Count\Percentage:	33,001	1.25%	39,407	1.25%	42,003	1.38%

#### **Debt Collection**

Product Service	CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY - 2016	Percentage <sup>1</sup>
Creditor Debt Collection	1,354	0.05%	2,561	0.08%	2,146	0.07%
Third Party Debt Collection	282,731	10.74%	899,466	28.64%	856,952	28.09%
Count\Percentag	e: 284,064	10.79%	902,013	28.72%	859,090	28.16%

#### Education

Product Service		CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY-2016	Percentage <sup>1</sup>
Education: Colleges and Universities		2,496	0.09%	4,591	0.15%	6,218	0.20%
Education: Trade\Vocational Schools		3,614	0.14%	3,090	0.10%	2,692	0.09%
	Count\Percentage:	6,052	0.23%	7,614	0.24%	8,815	0.29%

#### Foreign Money Offers and Counterfeit Check Scams

Product Service	CY - 201	4 Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY-2016	Percentage <sup>1</sup>
Counterfeit Check Scams	12,7	81 0.49%	14,439	0.46%	16,090	0.53%
Foreign Money Offers	8,6	0.33%	10,904	0.35%	10,341	0.34%
Count\Pe	rcentage: 21,45	<b>68 0.81%</b>	25,341	0.81%	26,428	0.87%

#### **Funeral Services**

Product Service	CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY-2016	Percentage <sup>1</sup>
Funeral Services	1,229	0.05%	1,222	0.04%	1,212	0.04%
Count\Percentag	ge: 1,229	0.05%	1,222	0.04%	1,212	0.04%

#### Grants

Product Service		CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY-2016	Percentage <sup>1</sup>
Grants: Non-Educational		6,375	0.24%	3,109	0.10%	4,046	0.13%
Scholarships\Educational Grants		1,754	0.07%	1,130	0.04%	923	0.03%
	Count\Percentage:	8,128	0.31%	4,239	0.13%	4,969	0.16%



Calendar Years 2014 through 2016

#### **Health Care**

Product Service	CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY-2016	Percentage <sup>1</sup>
Health Care: Diet Products\Centers\Plans	20,641	0.78%	16,974	0.54%	7,766	0.25%
Health Care: Dietary Supplements\Herbal Remedies	3,516	0.13%	2,761	0.09%	2,388	0.08%
Health Care: Drugs-OTC\Prescription	941	0.04%	966	0.03%	875	0.03%
Health Care: Eye Care	3,190	0.12%	3,350	0.11%	2,363	0.08%
Health Care: Medical Discount Plans\Cards\Insurance	3,170	0.12%	3,317	0.11%	3,369	0.11%
Health Care: Other Medical Treatments	2,456	0.09%	2,638	0.08%	2,473	0.08%
Health Care: Other Products\Supplies	7,112	0.27%	6,862	0.22%	6,611	0.22%
Count\Percentage:	40,971	1.56%	36,813	1.17%	25,791	0.85%

#### Home Repair, Improvement and Products

Product Service		CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY - 2016	Percentage <sup>1</sup>
Home Appliances		1,685	0.06%	1,644	0.05%	1,488	0.05%
Home Furnishings		1,004	0.04%	1,194	0.04%	841	0.03%
Home Protection Devices		837	0.03%	997	0.03%	686	0.02%
Home Repair		1,886	0.07%	2,138	0.07%	1,543	0.05%
Housing		2,997	0.11%	2,613	0.08%	1,553	0.05%
	Count\Percentage:	8,376	0.32%	8,571	0.27%	6,103	0.20%

#### **Identity Theft**

Product Service	CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY-2016	Percentage <sup>1</sup>
Identity Theft	332,647	12.63%	490,226	15.61%	399,225	13.09%
Count\Percentage:	332,647	12.63%	490,226	15.61%	399,225	13.09%

#### Impostor Scams

Product Service		CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY-2016	Percentage <sup>1</sup>
Impostor: Business		102,868	3.91%	69,871	2.22%	64,351	2.11%
Impostor: Family\Friend		14,527	0.55%	10,867	0.35%	14,898	0.49%
Impostor: Government		160,837	6.11%	229,144	7.30%	272,837	8.94%
Romance Scams		5,241	0.20%	8,498	0.27%	11,149	0.37%
Tech Support Scams		134	0.01%	40,004	1.27%	45,319	1.49%
	Count\Percentage:	282,688	10.73%	356,546	11.35%	406,578	13.33%

#### **Internet Auction**

Product Service	CY-2014	Percentage <sup>1</sup>	CY-2015 Percer	ntage <sup>1</sup> CY - 2016	Percentage <sup>1</sup>
Internet Auction	19,790	0.75%	2,569 0.00	3% 2,077	0.07%
Count\Percentage:	19,790	0.75%	2,569 0.08	3% 2,077	0.07%

#### Internet Services

Product Service		CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY - 2016	Percentage <sup>1</sup>
Internet Access Services		7,087	0.27%	7,565	0.24%	6,991	0.23%
Internet Gaming		3,121	0.12%	3,621	0.12%	2,835	0.09%
Internet Information Services		27,691	1.05%	25,745	0.82%	22,189	0.73%
Internet Web Site Design\Promotion		3,963	0.15%	3,705	0.12%	3,179	0.10%
Social Networking Service		1,273	0.05%	1,345	0.04%	3,642	0.12%
Spyware\Adware\Malware		5,445	0.21%	2,827	0.09%	1,266	0.04%
	Count\Percentage:	48,546	1.84%	44,788	1.43%	40,086	1.31%



Calendar Years 2014 through 2016

#### **Investment-Related Complaints**

Product Service		CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY-2016	Percentage <sup>1</sup>
Invest: Advice, Seminars		5,530	0.21%	7,872	0.25%	6,882	0.23%
Invest: Art\Gems\Rare Coins		587	0.02%	522	0.02%	514	0.02%
Invest: Other (note in comments)		4,197	0.16%	18,129	0.58%	13,276	0.44%
Invest: Stocks\Commodity Futures Trading		908	0.03%	1,224	0.04%	933	0.03%
Cou	int\Percentage:	11,218	0.43%	27,746	0.88%	21,604	0.71%

#### **Magazines and Books**

Product Service	CY - 2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY - 2016	Percentage <sup>1</sup>
Books	3,014	0.11%	2,358	0.08%	1,521	0.05%
Magazines	9,838	0.37%	7,383	0.24%	5,789	0.19%
Count\Percer	ntage: 12,555	0.48%	9,521	0.30%	7,113	0.23%

#### Mortgage Foreclosure Relief and Debt Management

Product Service		CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY-2016	Percentage <sup>1</sup>
Debt Management\Credit Counseling		5,144	0.20%	5,762	0.18%	5,596	0.18%
Mortgage Modification\Foreclosure Relief		7,829	0.30%	4,858	0.15%	2,098	0.07%
	Count\Percentage:	12,971	0.49%	10,620	0.34%	7,693	0.25%

#### **Office Supplies and Services**

Product Service		CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY - 2016	Percentage <sup>1</sup>
Office Supplies and Services		4,300	0.16%	3,716	0.12%	2,878	0.09%
Office: Ad Space\Directory Listings		8,592	0.33%	7,091	0.23%	5,100	0.17%
	Count\Percentage:	12,891	0.49%	10,807	0.34%	7,977	0.26%

#### Prizes, Sweepstakes and Lotteries

Product Service	CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY-2016	Percentage <sup>1</sup>
Prizes\Sweepstakes\Lotteries	103,840	3.94%	140,519	4.47%	141,643	4.64%
Count\Percentage:	103,840	3.94%	140,519	4.47%	141,643	4.64%

#### Shop-at-Home and Catalog Sales

Product Service		CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY - 2016	Percentage <sup>1</sup>
Shop-at-Home\Catalog Sales		73,363	2.79%	101,206	3.22%	109,831	3.60%
	Count\Percentage:	73,363	2.79%	101,206	3.22%	109,831	3.60%

#### **Tax Preparers**

Product Service	CY-2014	Percentage <sup>1</sup>	CY-2015 Percentage <sup>1</sup>	CY-2016	Percentage <sup>1</sup>
Tax Preparers	6,431	0.24%	3,477 0.11%	3,899	0.13%
Count\Percentage:	6,431	0.24%	3,477 0.11%	3,899	0.13%



Calendar Years 2014 through 2016

#### **Telephone and Mobile Services**

Product Service		CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY-2016	Percentage <sup>1</sup>
Mobile: Applications\Other Downloads		1,508	0.06%	1,333	0.04%	1,330	0.04%
Mobile: Carrier Rates\Plans		6,429	0.24%	6,803	0.22%	5,033	0.16%
Mobile: Other		49,408	1.88%	47,600	1.52%	43,694	1.43%
Mobile: Text Messages		106,452	4.04%	206,867	6.59%	227,747	7.47%
Mobile: Unauthorized Charges or Debits		1,678	0.06%	1,928	0.06%	1,237	0.04%
Telephone: Carrier Switching		482	0.02%	467	0.01%	461	0.02%
Telephone: Other		8,283	0.31%	12,810	0.41%	12,583	0.41%
Telephone: Prepaid Phone Cards		2,406	0.09%	1,951	0.06%	1,738	0.06%
Telephone: Rates\Advertising		-	-	-	-	59	<0.01%
Telephone: Unauthorized Charges or Debits		900	0.03%	921	0.03%	641	0.02%
Telephone: VoIP Services		875	0.03%	795	0.03%	669	0.02%
_	Count\Percentage:	174,587	6.63%	277,900	8.85%	292,155	9.58%

#### **Television and Electronic Media**

Product Service	CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY-2016	Percentage <sup>1</sup>
DVD\Video\Film	141	0.01%	125	<0.01%	172	0.01%
Music: All Formats	325	0.01%	190	0.01%	141	< 0.01%
Television (Programming and Advertisements)	1,979	0.08%	1,339	0.04%	1,426	0.05%
Television: Satellite & Cable	46,661	1.77%	49,578	1.58%	45,520	1.49%
Video Games	2,509	0.10%	2,440	0.08%	2,290	0.08%
Count\Percentage:	51,612	1.96%	53,668	1.71%	49,546	1.62%

#### Travel, Vacations and Timeshare Plans

Product Service		CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY-2016	Percentage <sup>1</sup>
Timeshare Resales		2,827	0.11%	2,082	0.07%	2,190	0.07%
Timeshare Sales		6,658	0.25%	5,794	0.18%	6,456	0.21%
Travel\Vacations		18,366	0.70%	17,431	0.55%	8,626	0.28%
	Count\Percentage:	27,811	1.06%	25,287	0.81%	17,244	0.57%



Calendar Years 2014 through 2016

#### **Miscellaneous Complaints**

Product Service	CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY-2016	Percentage <sup>1</sup>
Children's Products	1,479	0.06%	1,486	0.05%	1,029	0.03%
Food	799	0.03%	744	0.02%	558	0.02%
Garments, Wool, Leather Goods & Textiles	328	0.01%	337	0.01%	249	0.01%
Health Care Provider Billing	648	0.02%	838	0.03%	1,057	0.03%
Immigration Services	1,199	0.05%	994	0.03%	1,109	0.04%
Insurance (Other than Medical)	1,910	0.07%	2,040	0.06%	1,296	0.04%
Jewelry\Watches	496	0.02%	403	0.01%	230	0.01%
Leasing: Business	527	0.02%	354	0.01%	304	0.01%
Modeling Agencies\Services	613	0.02%	394	0.01%	322	0.01%
Personal Care Products	399	0.02%	440	0.01%	409	0.01%
Property\Inheritance Tracers	785	0.03%	1,169	0.04%	94	< 0.01%
Real Estate (not Timeshares)	5,018	0.19%	609	0.02%	536	0.02%
Tobacco Products	1,076	0.04%	648	0.02%	275	0.01%
Utilities	1,892	0.07%	2,319	0.07%	1,278	0.04%

#### **Unspecified Complaints**

Product Service	CY-2014	Percentage <sup>1</sup>	CY - 2015	Percentage <sup>1</sup>	CY-2016	Percentage <sup>1</sup>
Other (Note in Comments)	334,235	12.69%	130,134	4.14%	147,229	4.83%
Telemarketing Practices	364,211	13.83%	87,137	2.77%	73,691	2.42%
Unauthorized Debits or Charges for Unknown Products	1,575	0.06%	1,796	0.06%	1,258	0.04%
Unsolicited Email	9,191	0.35%	12,720	0.40%	14,930	0.49%



### Appendix C: Consumer Sentinel Network Fraud Complaints & Amount Paid Reported by State and the District of Columbia

			Complaints	Percentages	Average
	<b>Total Fraud</b>	Total Amount	Reporting	Reporting	Amount
State Name	Complaints	Paid Reported	Amount Paid	<b>Amount Paid</b>	Paid <sup>1</sup>
Alabama	18,647	\$7,397,696	8,285	44%	\$893
Alaska	1,906	\$1,554,823	1,009	53%	\$1,541
Arizona	24,578	\$15,679,620	13,894	57%	\$1,129
Arkansas	9,150	\$4,923,144	4,377	48%	\$1,125
California	125,382	\$81,128,992	60,195	48%	\$1,348
Colorado	18,400	\$9,157,919	10,288	56%	\$890
Connecticut	10,733	\$5,748,627	6,100	57%	\$942
Delaware	3,619	\$1,680,226	1,932	53%	\$870
District of Columbia	4,130	\$944,553	1,797	44%	\$526
Florida	85,762	\$41,554,777	38,555	45%	\$1,078
Georgia	40,372	\$16,251,771	17,118	42%	\$949
Hawaii	3,960	\$2,090,749	2,099	53%	\$996
Idaho	4,991	\$3,212,978	2,941	59%	\$1,092
Illinois	35,673	\$16,384,715	18,422	52%	\$889
Indiana	19,605	\$9,854,756	10,352	53%	\$952
Iowa	6,863	\$4,277,489	3,749	55%	\$1,141
Kansas	8,893	\$5,436,870	5,016	56%	\$1,084
Kentucky	13,334	\$6,306,947	7,196	54%	\$876
Louisiana	15,334	\$7,012,734	7,190	47%	\$975
Maine	3,524	\$1,502,724	2,043	58%	\$736
Maryland	23,952	\$10,708,912	12,806	53%	\$836
Massachusetts	20,197	\$10,300,926	11,048	55%	\$932
Michigan	35,582	\$11,748,148	14,191	40%	\$828
Minnesota	15,674	\$8,958,108	8,976	57%	\$998
Mississippi	9,081	\$5,862,612	4,409	49%	\$1,330
Missouri	20,098	\$7,724,706	10,048	50%	\$769
Montana	3,337	\$2,046,132	2,013	60%	\$1,016
Nebraska	5,110	\$2,977,668	2,894	57%	\$1,029
Nevada	11,847	\$7,812,433	6,128	52%	\$1,275
New Hampshire	4,160	\$1,929,560	2,362	57%	\$817
New Jersey	26,773	\$14,422,161	14,666	55%	\$983
New Mexico	7,071	\$4,694,529	3,586	51%	\$1,309
New York	58,018	\$36,034,651	31,654	55%	\$1,138
North Carolina	33,525	\$14,202,712	16,850	50%	\$843
North Dakota	1,415	\$758,346	735	52%	\$1,032
Ohio	34,529	\$15,997,966	16,801	49%	\$952
Oklahoma	10,834	\$5,548,525	5,530	51%	\$1,003
Oregon	13,677	\$6,520,264	7,667	56%	\$850
Pennsylvania	41,728	\$20,746,277	21,604	52%	\$960
Rhode Island	3,028	\$1,302,582	1,439	48%	\$905
South Carolina	17,122	\$7,583,755	8,654	51%	\$876
South Dakota	1,859	\$1,216,769	973	52%	\$1,251
Tennessee	24,164	\$10,929,685	12,123	50%	\$902
Texas	91,058	\$99,920,415	43,353	48%	\$2,305
Utah	7,702	\$5,915,353	4,406	57%	\$1,343
Vermont	1,675	\$645,288	957	57%	\$674
Virginia	29,495	\$14,802,696	16,086	55%	\$920
Washington		\$14,802,696	13,576		
West Virginia	24,208 7,463		5,165	56% 60%	\$1,013 \$535
Wisconsin		\$2,763,826 \$7,688,987	,	69% 53%	\$535 \$964
	14,931	\$7,688,987 \$1,045,114	7,973	53% 55%	\$964 \$1.154
Wyoming	1,649	\$1,045,114	906	55%	\$1,154

January 1 – December 31, 2016

<sup>1</sup>Average amount paid is based on the total number of fraud complaints where amount paid was reported by consumers from the respective states. The amount paid is based on complaints reporting values from \$0 to \$999,999.

Note: This appendix excludes state-specific data contributors' complaints.



January 1 – December 31, 2016

	Complaints Per		
Metropolitan Area	Complaints	100,000 Population <sup>1</sup>	Rank
Abilene, TX Metropolitan Statistical Area	499	294.3	328
Akron, OH Metropolitan Statistical Area	3,006	426.8	106
Albany, GA Metropolitan Statistical Area	548	356.9	225
Albany, OR Metropolitan Statistical Area	593	491.9	38
Albany-Schenectady-Troy, NY Metropolitan Statistical Area	3,480	394.6	155
Albuquerque, NM Metropolitan Statistical Area	3,954	435.8	86
Alexandria, LA Metropolitan Statistical Area	576	372.9	200
Allentown-Bethlehem-Easton, PA-NJ Metropolitan Statistical Area	3,400	408.5	134
Altoona, PA Metropolitan Statistical Area	587	467.4	53
Amarillo, TX Metropolitan Statistical Area	977	372.8	201
Anchorage, AK Metropolitan Statistical Area	1,391	347.9	248
Ann Arbor, MI Metropolitan Statistical Area	1,390	387.3	171
Anniston-Oxford-Jacksonville, AL Metropolitan Statistical Area	574	496.5	31
Appleton, WI Metropolitan Statistical Area	754	323.6	284
Asheville, NC Metropolitan Statistical Area	2,247	502.9	26
Athens-Clarke County, GA Metropolitan Statistical Area	646	317.9	295
Atlanta-Sandy Springs-Roswell, GA Metropolitan Statistical Area	30,370	531.8	16
Atlantic City-Hammonton, NJ Metropolitan Statistical Area	1,186	432.5	93
Auburn-Opelika, AL Metropolitan Statistical Area	574	365.6	211
Augusta-Richmond County, GA-SC Metropolitan Statistical Area	2,455	416.0	119
Augusta-Waterville, ME Micropolitan Statistical Area	380	316.7	299
Austin-Round Rock, TX Metropolitan Statistical Area	9,309	465.2	57
Bakersfield, CA Metropolitan Statistical Area	2,929	332.0	273
Baltimore-Columbia-Towson, MD Metropolitan Statistical Area	14,915	533.2	14
Bangor, ME Metropolitan Statistical Area	685	448.6	72
Barnstable Town, MA Metropolitan Statistical Area	785	366.3	210
Baton Rouge, LA Metropolitan Statistical Area	3,296	396.9	149
Battle Creek, MI Metropolitan Statistical Area	445	331.3	274
Bay City, MI Metropolitan Statistical Area	260	246.1	370
Beaumont-Port Arthur, TX Metropolitan Statistical Area	1,427	349.4	244
Beckley, WV Metropolitan Statistical Area	609	497.1	30
Bellingham, WA Metropolitan Statistical Area	870	409.8	130
Bend-Redmond, OR Metropolitan Statistical Area	623	355.5	228
Billings, MT Metropolitan Statistical Area	632	375.6	193
Binghamton, NY Metropolitan Statistical Area	865	351.6	236
Birmingham-Hoover, AL Metropolitan Statistical Area	5,679	495.7	32
Bismarck, ND Metropolitan Statistical Area	299	230.9	372
Blacksburg-Christiansburg-Radford, VA Metropolitan Statistical Area	570	313.6	306
Bloomington, IL Metropolitan Statistical Area	683	360.6	217
Bloomington, IN Metropolitan Statistical Area	556	335.8	268
Bluefield, WV-VA Micropolitan Statistical Area	471	452.6	68
Boise City, ID Metropolitan Statistical Area	2,833	418.5	115
Boston-Cambridge-Newton, MA-NH Metropolitan Statistical Area	16,964	355.3	229
Boulder, CO Metropolitan Statistical Area	1,276	399.5	145
Bowling Green, KY Metropolitan Statistical Area	752	446.5	76
Bozeman, MT Micropolitan Statistical Area	380	377.2	191
Bremerton-Silverdale, WA Metropolitan Statistical Area	1,148	441.3	80
Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area	3,478	366.9	208

<sup>1</sup>This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2015 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2015 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).



January 1 – December 31, 2016

Interception         Comptaints         100.000         Pontation         Rank           Brownsvik, CA Metropolitan Statistical Area         746         176.7         377.7           Brunswick, CA Metropolitan Statistical Area         4.675         411.8         128           Burlington, NC Metropolitan Statistical Area         4.675         411.8         128           Burlington, NC Metropolitan Statistical Area         6.34         400.6         143           Burlington-South Burlington, VT Metropolitan Statistical Area         1.543         382.9         178           Cathorial-Eardinon, IL Metropolitan Statistical Area         3.574         599.1         25           Cathorial-Marion, IL Metropolitan Statistical Area         433         301.4         319           Chambersburg, Waynesboor, PA Metropolitan Statistical Area         433         301.4         319           Chambersburg, Waynesboor, PA Metropolitan Statistical Area         1.716         482.9         431           Charlotton, Wetropolitan Statistical Area         3.046         5         5           Charlotton, Wetropolitan Statistical Area         1.716         482.9         431           Charlotton, Wetropolitan Statistical Area         3.044         305.2         241           Chardottewile, VA Metropolitan Statistical Area			<b>Complaints Per</b>	
Brunswick GA Meiropolitan Statistical Area47.4408.6133Burflabo-Cheektowaga-Niagan Falls, NY Metropolitan Statistical Area6.5440.06143Burflagton-South Burfington, NT Metropolitan Statistical Area70732.57280California -Exignito Park, MD Metropolitan Statistical Area1.5433.29178Cape Corn-Fort Myers, FL Metropolitan Statistical Area3.574509.125Carbondale-Marion, IL Metropolitan Statistical Area3.574509.125Carbondale-Marion, JL Metropolitan Statistical Area463301.4319Chambersburg, Waynesboro, PA Metropolitan Statistical Area763286.8342Charleston, WV Metropolitan Statistical Area1.433649.65Charleston-North Charleston, SC Metropolitan Statistical Area3.046409.1131Charleston-North Charleston, SC Metropolitan Statistical Area3.171482.943Charleston-North Charleston, NCS CMetropolitan Statistical Area3.81.74439.7144Chicago-Naperville-Ejin, LL-NVI Metropolitan Statistical Area3.81.74430.5241Chicago-Naperville-Ejin, LL-NVI Metropolitan Statistical Area3.81.74309.71.44Chicago-Naperville-Ejin, LL-NVI Metropolitan Statistical Area3.4665Chicago-Naperville-Ejin, LL-NVI Metropolitan Statistical Area3.613.50.82.400Chicago-Naperville-Ejin, LL-NVI Metropolitan Statistical Area3.613.50.82.400Chicago-Superville-Ejin, LL-NVI Metropolitan Statistical Area3.634.9	Metropolitan Area	Complaints	100,000 Population <sup>1</sup>	Rank
Buffab-Cheektovaga-Niagan Falls. NY Metropolitan Statistical Area4.6734.11.8128Burington, NC Metropolitan Statistical Area634400.6143Burington-South Burington, NY Metropolitan Statistical Area415372.5202California-Lexington Park, MD Metropolitan Statistical Area1.543382.9178Cape Coral-Fort Myers, FL Metropolitan Statistical Area3.574509.125Carbondale-Marion, IL Metropolitan Statistical Area3.63301.4216Charmpain, Twana, L. Metropolitan Statistical Area763286.8342Charmpain, Urbana, IL, Metropolitan Statistical Area1.433649.65Chardpais, Durbana, L. Metropolitan Statistical Area1.433649.65Chardpais, Thoman, M. Certopolitan Statistical Area1.433649.65Chardpais, N. CSC Metropolitan Statistical Area3.046409.1131Chardpais, N. To-GA Metropolitan Statistical Area3.64409.1144Chardpais, N. To-GA Metropolitan Statistical Area3.64403.5241Chico, CA Metropolitan Statistical Area761350.8241Chico, CA Metropolitan Statistical Area723440.9441Chardpais, Nich VI, Metropolitan Statistical Area3.36454.665Chico, CA Metropolitan Statistical Area3.436452.9361Chico, CA Metropolitan Statistical Area3.436454.665Colead, Sinjki, T. Nevi Metropolitan Statistical Area3.436454.665Colead, Sin	Brownsville-Harlingen, TX Metropolitan Statistical Area	746	176.7	377
Burlington, NC Metropolian Statistical Area634400.6143Burlington-South Burlington, TM Metropolian Statistical Area707325.7280California -Lexington Park, MD Metropolitan Statistical Area1,543382.9178Cape Con-HOr Myers, FL, Hetropolitan Statistical Area3,574509.125Carbondale-Marion, L. Metropolitan Statistical Area3,574509.125Carbondale-Marion, L. Metropolitan Statistical Area463301.4319Chambersburg, Waynesboro, PA Metropolitan Statistical Area463301.4319Chambersburg, Waynesboro, SC Metropolitan Statistical Area1,433649.65Charleston, WV Metropolitan Statistical Area3,046409.11131Charleston, WV Metropolitan Statistical Area3,046409.1131Charleston-North Charleston, SC Metropolitan Statistical Area3,817399.7144Charleston-North Charleston, WV Metropolitan Statistical Area3,817390.5241Charleston-North Charleston, Wittropolitan Statistical Area3,817390.5241Chicago-Naperville-Eigin, IL-IN-WI Metropolitan Statistical Area3,814399.7144Chicago-Naperville-Eigin, Mutropolitan Statistical Area3,436454.665Courend Arben politan Statistical Area3,436444.4122Chrenont-Ebyna, TM Hetropolitan Statistical Area3,436454.665Courend Statistical Area3,436454.665Courend Arben politan Statistical Area3,436492.4 </td <td>Brunswick, GA Metropolitan Statistical Area</td> <td>474</td> <td>408.6</td> <td>133</td>	Brunswick, GA Metropolitan Statistical Area	474	408.6	133
Burlington-South Burlington, VT Metropolitan Statistical Area707325.7280California-Lexington Park, MD Metropolitan Statistical Area415372.5202Canton-Massillon, OH Metropolitan Statistical Area3.543382.9178Cape Coral-Fort Myers, FL Metropolitan Statistical Area3.574509.125Cahondak-Marion, IL Metropolitan Statistical Area458301.4216Cedar Rapids, IA Metropolitan Statistical Area763286.8342Chambersburg-Waynesboro, PA Metropolitan Statistical Area764319.7290Charleston, North Charleston, SC Metropolitan Statistical Area1,433649.65Charleston-North Charleston, SC Metropolitan Statistical Area1,616482.943Charloston-North Charleston, SC Metropolitan Statistical Area38,17390.7144Charloston-North Charleston, SC Metropolitan Statistical Area38,17390.7144Charloston-North Charleston, NC-SC Metropolitan Statistical Area38,17390.5241Chice, CA Metropolitan Statistical Area761350.8240Cheropolitan Statistical Area763244.4122Charleston-Nitropolitan Statistical Area763262.9361Chevelon-Hyter, NH etropolitan Statistical Area763262.9361Chevelon-Hyter, NH etropolitan Statistical Area763262.9361Chevelon-Hyter, NH etropolitan Statistical Area336492.4350Colurads Nier, NY, Metropolitan Statistical Area338244.6 <td>Buffalo-Cheektowaga-Niagara Falls, NY Metropolitan Statistical Area</td> <td>4,675</td> <td>411.8</td> <td>128</td>	Buffalo-Cheektowaga-Niagara Falls, NY Metropolitan Statistical Area	4,675	411.8	128
California-Lesington Park, MD Metropolitan Statistical Area415372.5202Canton-Massillon, OH Metropolitan Statistical Area1,543382.9178Carbon-Massillon, CM Metropolitan Statistical Area3,574509.125Carbondale-Marion, IL Metropolitan Statistical Area763286.8342Chambersburg-Waynesboro, PA Metropolitan Statistical Area763301.4319Chambersburg-Waynesboro, PA Metropolitan Statistical Area1,433649.65Charleston-Worth Charleston, SC Metropolitan Statistical Area1,433649.65Charleston-Worth Charleston, SC Metropolitan Statistical Area3,464499.1131Charlottor-Ville-Vill	Burlington, NC Metropolitan Statistical Area	634	400.6	143
Canton-Massillon, OH Metropolitan Statistical Area1,543382.9178Cape Coral-Fort Myers, FL Metropolitan Statistical Area3,574509.125Carbondla-Maion, IL Metropolitan Statistical Area458361.1216Cedar Rapids, I.A Metropolitan Statistical Area763286.8342Chambersburg-Waynesboro, PA Metropolitan Statistical Area764319.7290Charleston, WV Metropolitan Statistical Area764319.7290Charleston, SC Metropolitan Statistical Area3,046409.1131Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area3,046409.1131Charlotte-Stropolitan Statistical Area3,046477.3190Charlotte-Stropolitan Statistical Area2,457448.573Chicago-Naperville-Elgin, IL-IN-WI Metropolitan Statistical Area38,174399.7144Chico, CA Metropolitan Statistical Area790350.5241Clarksville, TN-KY Metropolitan Statistical Area731838240Clarksville, TN-KY Metropolitan Statistical Area733240Clarksville, TN-KY Metropolitan Statistical Area2,457448.573Clarksville, TN-KY Metropolitan Statistical Area2,457448.5211Clarksville, TN-KY Metropolitan Statistical Area2,460441.281Cleveland, TN Metropolitan Statistical Area3,436492.4361Colordsville, TN Metropolitan Statistical Area3,436492.4361Columbia, SC Metropolitan Statistical Area </td <td>Burlington-South Burlington, VT Metropolitan Statistical Area</td> <td>707</td> <td>325.7</td> <td>280</td>	Burlington-South Burlington, VT Metropolitan Statistical Area	707	325.7	280
Cape Coral-Fort Myers, FL Metropolitan Statistical Area3.574501.25Carbondale-Marion, IL Metropolitan Statistical Area763361.1216Cedar Rapids, I.A. Metropolitan Statistical Area763301.4319Champaign-Urbana, IL Metropolitan Statistical Area764319.7290Charleston, WV Metropolitan Statistical Area1,433649.65Charleston-North Charleston, SC Metropolitan Statistical Area1,433649.65Charlottec-Concord-Gastonia, NC-SC Metropolitan Statistical Area3,046409.1131Charlottesville, VA Metropolitan Statistical Area2,457448.5733Charlotte-Wile-Bign, IL-IN-WI Metropolitan Statistical Area2,457448.5733Chicago-Naperville-Bign, IL-IN-WI Metropolitan Statistical Area8,174399.7144Chicago-Naperville-Bign, IL-IN-WI Metropolitan Statistical Area761350.8240Claremont-Lebanon, NH-VT Micropolitan Statistical Area761350.8240Claremont-Lebanon, NH-VT Micropolitan Statistical Area73844.665Coeur d'Alene, ID Metropolitan Statistical Area343399.944College Station-Bryan, TX Metropolitan Statistical Area343390.944College Station-Bryan, TX Metropolitan Statistical Area343390.9166Columbia, Mo Metropolitan Statistical Area343391.9163Colege Station-Bryan, TX Metropolitan Statistical Area331370.8349.2Columbia, Statistical Area3302	California-Lexington Park, MD Metropolitan Statistical Area	415	372.5	202
Carbondale-Marion, IL.Metropolitan Statistical Area458361.1216Cedar Rapids, IA Metropolitan Statistical Area763286.8342Chambersburg-Waynesboro, PA Metropolitan Statistical Area764319.7290Charleston, WV Metropolitan Statistical Area1,433649.65Charleston, North Charleston, SC Metropolitan Statistical Area3,046400.1131Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area3,046400.1131Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area2,457448.5733Chicago-Naperville-Bgin, IL-IN-WI Metropolitan Statistical Area790350.5241Chico, CA Metropolitan Statistical Area701350.8240Clarksville, TN-KY Metropolitan Statistical Area761350.8240Clarksville, TN-KY Metropolitan Statistical Area1,240441.281Clarksville, TN-KY Metropolitan Statistical Area3,368454.665Coeur d'Alene, ID Metropolitan Statistical Area3,436492.4361Columdo Syngs, CO Metropolitan Statistical Area3,436492.4366Columbia, SC Metropolitan Statistical Area3,436492.4361Columbus, GALene, ID Metropolitan Statistical Area3,436492.4<	Canton-Massillon, OH Metropolitan Statistical Area	1,543	382.9	178
Cedar Rapids, IA Metropolitan Statistical Area         763         286.8         342           Chambersburg-Waynesboro, PA Metropolitan Statistical Area         764         319.7         290           Charlpesiton-Urbana, IL, Metropolitan Statistical Area         1,433         649.6         5           Charleston-North Charleston, SC Metropolitan Statistical Area         1,1716         482.9         43           Charlotte-Concord-Castonia, NC-SC Metropolitan Statistical Area         1,1716         482.9         43           Charlotte-Concord-Castonia, NC-SC Metropolitan Statistical Area         2,457         448.5         73           Chatanooga, TN-GA Metropolitan Statistical Area         38,174         399.7         144           Chicago-Naperville-Bgin, IL-IN-VII Metropolitan Statistical Area         761         350.5         241           Cincinnati, OH-KY-IN Metropolitan Statistical Area         761         350.5         241           Clarkoville, TN-KY Metropolitan Statistical Area         761         350.8         246.6           Colume Jass, Colume Metropolitan Statistical Area         733         480.9         444           Clarkoville, TN-KY Metropolitan Statistical Area         9,368         454.6         65           Colume Jass, Col Metropolitan Statistical Area         3,436         492.4         36	Cape Coral-Fort Myers, FL Metropolitan Statistical Area	3,574	509.1	25
Chambersburg-Waynesboro, PA Metropolitan Statistical Area463301.4319Champaign-Urbana, IL. Metropolitan Statistical Area1,4336496.65Charleston-North Charleston, SC Metropolitan Statistical Area1,4336496.6131Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area3,046400.1131Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area866377.3190Charlotte-Ville-Ville-Tiglin, IL-IN-WI Metropolitan Statistical Area38,174399.7144Chicago-Naperville-Eigin, IL-IN-WI Metropolitan Statistical Area700350.5241Chico, CA Metropolitan Statistical Area700350.5241Claremont-Lebanon, NH-YT Micropolitan Statistical Area761350.8240Clarksville, TN-KY Metropolitan Statistical Area1,240441.2811Cleveland-Eryin, CIM Metropolitan Statistical Area9,368454.665Coeur d'Alene, ID Metropolitan Statistical Area9,368454.665Coeur d'Alene, ID Metropolitan Statistical Area3,316492.4361Columbia, SC Metropolitan Statistical Area3,316492.4	Carbondale-Marion, IL Metropolitan Statistical Area	458	361.1	216
Champaign-Urbana, IL Metropolitan Statistical Area764319.7290Charleston, WV Metropolitan Statistical Area1,433649.65Charleston, North Charleston, S.C Metropolitan Statistical Area3,046400.1131Charlotte-Vonth Charleston, S.C Metropolitan Statistical Area11,716482.943Charlotte-Vonth Charleston, S.C Metropolitan Statistical Area2,457448.573Chicago-Naperville-Eigin, IL-IN-WI Metropolitan Statistical Area38,174399.7144Chico, CA Metropolitan Statistical Area700350.5241Chicninati, OH-KY-IN Metropolitan Statistical Area761350.8240Claremont-Lebanon, NH-VT Micropolitan Statistical Area761350.8240Clarekoville, TN-KY Metropolitan Statistical Area761350.8240Claveland, TN Metropolitan Statistical Area723480.944Claveland, TN Metropolitan Statistical Area723480.944College Station-Bryan, TX Metropolitan Statistical Area684390.966Columbia, MO Metropolitan Statistical Area3,436492.436Columbia, SC Metropolitan S	Cedar Rapids, IA Metropolitan Statistical Area	763	286.8	342
Charleston, WV Metropolitan Statistical Area1,433649.65Charleston-North Charleston, SC Metropolitan Statistical Area3,046409.1131Charlotte.concord-Gastonia, NC-SC Metropolitan Statistical Area11,716482.9433Charlottesville, VA Metropolitan Statistical Area8,66377.3190Chatanooga, TN-GA Metropolitan Statistical Area2,457448.573Chicago-Naperville-Egin, IL-IN-WI Metropolitan Statistical Area38,174399.7144Chico, CA Metropolitan Statistical Area790350.5241Cincinati, OH-KY-IN Metropolitan Statistical Area761350.8240Clarks ville, TN-KY Metropolitan Statistical Area1,240441.281Cleveland, TN Metropolitan Statistical Area1,240441.281Cleveland-Elyria, OH Metropolitan Statistical Area723480.944Colege Station-Bryan, TX Metropolitan Statistical Area723480.944Colorado Springs, CO Metropolitan Statistical Area3,812470.650Columbia, SC Metropolitan Statistical Area3,812470.650Columbia, SC Metropolitan Statistical Area3,332485.451Columbia, SC Metropolitan Statistical Area3,314399.9163Columbia, SC Metropolitan Statistical Area1,433469.251Columbia, SC Metropolitan Statistical Area3,31639.9165Columbia, SC Metropolitan Statistical Area3,313286.5173Concord, NH Micropolitan Statistic	Chambersburg-Waynesboro, PA Metropolitan Statistical Area	463	301.4	319
Charleston-North Charleston, SC Metropolitan Statistical Area3.046409.1131Charlotte-Concord/Castonia, NC-SC Metropolitan Statistical Area11.716482.943Charlottes Ville, VA Metropolitan Statistical Area2,457448.573Chicac, CA Metropolitan Statistical Area2,457448.573Chico, CA Metropolitan Statistical Area38,174399.7144Chico, CA Metropolitan Statistical Area790350.5241Cincinnati, OH-KY-IN Metropolitan Statistical Area8,942414.4122Clarksville, TN-KY Metropolitan Statistical Area761350.8240Clarksville, TN-KY Metropolitan Statistical Area761350.8240Clarksville, TN-KY Metropolitan Statistical Area761350.8240Clarksville, TN-KY Metropolitan Statistical Area733480.944Clarksville, TN-KY Metropolitan Statistical Area733480.944Collards Springs, CO Metropolitan Statistical Area655262.9361Columbia, NO Metropolitan Statistical Area3,436492.436Columbia, SC Metropolitan Statistical Area3,436492.436Columbia, NO Metropolitan Statistical Area3,436492.436Columbia, SC Metropolitan Statistical Area1,460465.356Columbia, SC Metropolitan Statistical Area3,308474.648Columbia, SC Metropolitan Statistical Area3,308474.648Columbia, SC Metropolitan Statistical Area3,30839	Champaign-Urbana, IL Metropolitan Statistical Area	764	319.7	290
Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area11,716482.943Charlottesville, VA Metropolitan Statistical Area866377.3190Chattanooga, TN-GA Metropolitan Statistical Area2,457448.573Chicago-Naperville-Elgin, IL-IN-WI Metropolitan Statistical Area38,174399.7144Chico, CA Metropolitan Statistical Area790350.5241Cincinnati, OH-KY-IN Metropolitan Statistical Area701350.8240Clarkowille, TN-KY Metropolitan Statistical Area1,240441.281Cleveland, TN Metropolitan Statistical Area1,240441.281Cleveland, Elyria, OH Metropolitan Statistical Area9,368454.665Coeur d'Alene, ID Metropolitan Statistical Area9,368454.665Colorado Springs, CO Metropolitan Statistical Area3,436492.436Columbia, MO Metropolitan Statistical Area3,436492.436Columbia, MO Metropolitan Statistical Area3,812470.650Columbia, GA-AL Metropolitan Statistical Area3,812470.650Columbia, GA-AL Metropolitan Statistical Area1,303288.0339Costeville, TN Micropolitan Statistical Area1,303288.0339Costeville, TN Micropolitan Statistical Area1,303288.0339Columbia, GA-AL Metropolitan Statistical Area1,303288.0339Columbia, GM Metropolitan Statistical Area1,303288.0339Columbia, GM Metropolitan Statistical Are	Charleston, WV Metropolitan Statistical Area	1,433	649.6	5
Charlottes ville, VA Metropolitan Statistical Area866377.3190Chattanooga, TN-GA Metropolitan Statistical Area2,457448.573Chicago-Naperville-Eigin, IL-IN-WI Metropolitan Statistical Area38,174399.7144Chico, CA Metropolitan Statistical Area790330.5241Charinnati, OH-KY: IN Metropolitan Statistical Area8,942414.4122Claremont-Lebanon, NH-VT Micropolitan Statistical Area761350.8240Clarks ville, TN-KY Metropolitan Statistical Area720434.359.1221Cleveland, TN-KY Metropolitan Statistical Area9,368454.66565Coeur d'Alene, ID Metropolitan Statistical Area9,368454.665Colure d'Alene, ID Metropolitan Statistical Area655262.9361Collardo Springs, CO Metropolitan Statistical Area3,436492.436Columbia, MO Metropolitan Statistical Area3,812470.650Columbus, GA-AL Metropolitan Statistical Area3,812470.650Columbus, GA-AL Metropolitan Statistical Area1,303288.0339Crestive-Fort Walton Bottistical Area1,303288.0339Crestive-Fort Walton Batistical Area3,308376.448Dalton, GA Metropolitan Statistical Area1,230469.2511Darstif, TX Metropolitan Statistical Area3,308376.6150Davenort Nikir, TX Metropolitan Statistical Area3,308376.6150Davenort Walton Beach-Destin, FL Metropo	Charleston-North Charleston, SC Metropolitan Statistical Area	3,046	409.1	131
Chattanooga, TN-GA Metropolitan Statistical Area2,457448.573Chicago-Naperville-Bgin, IL-IN-WI Metropolitan Statistical Area38,174399.7144Chico, CA Metropolitan Statistical Area790350.5241Cincinnati, OH-KY-IN Metropolitan Statistical Area8,942414.4122Claremont-Lebanon, NH-VT Micropolitan Statistical Area1,240441.281Clarksville, TN-KY Metropolitan Statistical Area1,240441.281Cleveland, TN Metropolitan Statistical Area9,368454.665College Station-Bryan, TX Metropolitan Statistical Area723480.944College Station-Bryan, TX Metropolitan Statistical Area3436492.436Columbia, MO Metropolitan Statistical Area3,436492.436Columbia, MO Metropolitan Statistical Area3,812470.650Columbia, GA-AL Metropolitan Statistical Area3,812470.650Columbus, GA-AL Metropolitan Statistical Area1,460465.356Columbus, GA-AL Metropolitan Statistical Area1,303288.0339Corocoville, TN Micropolitan Statistical Area1,303288.0339Coropus Christi, TX Metropolitan Statistical Area1,303288.0339Coropolitan Statistical Area3,3708474.648Daltas-Fort Worth-Arington, TX Metropolitan Statistical Area3,3708375.0196Daltas-Fort Worth-Arington, TX Metropolitan Statistical Area3,3708474.648Dalta-Fort Worth-Arington	Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area	11,716	482.9	43
Chicago-Naperville-Elgin, IL-IN-W1 Metropolitan Statistical Area38,174399.7144Chico, CA Metropolitan Statistical Area790350.5241Cincinnati, OH-KY-IN Metropolitan Statistical Area8,942414.4122Claremont-Lebanon, NH-VT Micropolitan Statistical Area761350.8240Clarksville, TN-KY Metropolitan Statistical Area1,240441.281Cleveland, TN Metropolitan Statistical Area9,368454.665Coeur d'Alene, ID Metropolitan Statistical Area723480.944College Station-Bryan, TX Metropolitan Statistical Area3,436492.4366Colurabia, MO Metropolitan Statistical Area3,436492.4366Columbia, SC Metropolitan Statistical Area3,812470.650Columbia, SC Metropolitan Statistical Area3,812470.650Columbus, GA-AL Metropolitan Statistical Area1,460465.356Columbus, GA-AL Metropolitan Statistical Area1,303288.0339Corestive-Port Walton Beach-Destin, FL Metropolitan Statistical Area1,230449.251Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area3,3708474.648Daton, GA Metropolitan Statistical Are	Charlottesville, VA Metropolitan Statistical Area	866	377.3	190
Chico, CA Metropolitan Statistical Area790350.5241Cincinnati, OH-KY-IN Metropolitan Statistical Area8,942414.4122Claremont-Lebanon, NH-VT Micropolitan Statistical Area761350.8240Clarksville, TN-KY Metropolitan Statistical Area1,240441.281Cleveland-Elyria, OH Metropolitan Statistical Area434359.1221Cleveland-Elyria, OH Metropolitan Statistical Area9,368454.665Coeur d'Alene, ID Metropolitan Statistical Area9,368454.665College Station-Bryan, TX Metropolitan Statistical Area3,436492.436Columbia, SC Metropolitan Statistical Area3,812470.650Columbia, SC Metropolitan Statistical Area3,812470.650Columbia, SC Metropolitan Statistical Area3,812470.650Columbus, GA-AL Metropolitan Statistical Area8,524421.6113Concord, NH Micropolitan Statistical Area1,303288.0339Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area1,230469.251Dalas-Fort Worth-Arlington, TX Metropolitan Statistical Area33708474.648Dalton, GA Metropolitan Statistical Area3370314278.9351Daville, VA Micropolitan Statistical Area3370403.3131Darville, VA Micropolitan Statistical Area315293.6330Daton, GA Metropolitan Statistical Area315293.6330Daton, GA Metropolitan Statistical Area <td>Chattanooga, TN-GA Metropolitan Statistical Area</td> <td>2,457</td> <td>448.5</td> <td>73</td>	Chattanooga, TN-GA Metropolitan Statistical Area	2,457	448.5	73
Cincinnati, OH-KY-IN Metropolitan Statistical Area8,942414.4122Claremont-Lebanon, NH-VT Micropolitan Statistical Area761350.8240Clarksville, TN-KY Metropolitan Statistical Area1,240441.281Cleveland, TN Metropolitan Statistical Area434359.1221Cleveland, TN Metropolitan Statistical Area9,368454.665Cour d'Alene, ID Metropolitan Statistical Area9,368454.665College Station-Bryan, TX Metropolitan Statistical Area655262.9361Colorado Springs, CO Metropolitan Statistical Area3,436492.436Columbia, MO Metropolitan Statistical Area3,812470.650Columbia, SC Metropolitan Statistical Area3,812470.650Columbus, OH Metropolitan Statistical Area8,524421.61113Concord, NH Micropolitan Statistical Area1,460465.356Columbus, OH Metropolitan Statistical Area1,303288.0339Corburs, TX Metropolitan Statistical Area1,303288.0339Corpus Christi, TX Metropolitan Statistical Area1,303288.0339Corpus Christi, TX Metropolitan Statistical Area33,708474.648Dalas-Fort Worth-Arlington, TX Metropolitan Statistical Area33,708375.0196Danville, VA Micropolitan Statistical Area391375.0196Danvelle, VA Micropolitan Statistical Area33,20403.3317Deatur, Huetropolitan Statistical Area315233	Chicago-Naperville-Elgin, IL-IN-WI Metropolitan Statistical Area	38,174	399.7	144
Claremont-Lebanon, NH-VT Micropolitan Statistical Area761350.8240Clarksville, TN-KY Metropolitan Statistical Area1,240441.281Cleveland, TN Metropolitan Statistical Area434359.1221Cleveland-Elyria, OH Metropolitan Statistical Area9,368454.665Coeur d'Alene, ID Metropolitan Statistical Area723480.944College Station-Bryan, TX Metropolitan Statistical Area655262.9361Colorado Springs, CO Metropolitan Statistical Area3,436492.436Columbia, MO Metropolitan Statistical Area3,436492.436Columbia, SC Metropolitan Statistical Area3,812470.650Columbus, GA-AL Metropolitan Statistical Area3,812470.650Columbus, OH Metropolitan Statistical Area1,460465.356Columbus, OH Metropolitan Statistical Area572386.5173Concord, NH Micropolitan Statistical Area1,303288.0339Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area1,230469.251Dalano, GA Metropolitan Statistical Area33,708474.648Daton, GA Metropolitan Statistical Area32.30337.5196Daphne-Fairhope-Foley, AL Metropolitan Statistical Area32.30403.3137Decatur, AL Metropolitan Statistical Area3,230403.3317Decatur, AL Metropolitan Statistical Area31.5293.6330Dayon, OH Metropolitan Statistical Area31.529	Chico, CA Metropolitan Statistical Area	790	350.5	241
Clarks ville, TN-KY Metropolitan Statistical Area1,240441.281Cleveland, TN Metropolitan Statistical Area434359.1221Cleveland-Elyria, OH Metropolitan Statistical Area9,368454.665Coeur d'Alene, ID Metropolitan Statistical Area723480.944College Station-Bryan, TX Metropolitan Statistical Area655262.9361Colorado Springs, CO Metropolitan Statistical Area3,436492.436Columbia, MO Metropolitan Statistical Area3,812470.650Columbia, SC Metropolitan Statistical Area3,812470.650Columbus, GA-AL Metropolitan Statistical Area8,524421.6113Concord, NH Micropolitan Statistical Area8,524421.6113Concord, NH Micropolitan Statistical Area1,303288.0339Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area1,230469.251Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area33,708474.648Daton, GA Metropolitan Statistical Area33,708474.648Daton, GA Metropolitan Statistical Area391375.0196Danville, VA Micropolitan Statistical Area3,230403.3137Decatur, AL Metropolitan Statistical Area3,230403.3137Decatur, AL Metropolitan Statistical Area3,190511.8233Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area3,190511.8233Davenport-Moline-Rock Island, IA-IL Metrop	Cincinnati, OH-KY-IN Metropolitan Statistical Area	8,942	414.4	122
Cleveland, TN Metropolitan Statistical Area434359.1221Cleveland-Elyria, OH Metropolitan Statistical Area9,368454.665Coeur d'Alene, ID Metropolitan Statistical Area723480.944College Station-Bryan, TX Metropolitan Statistical Area655262.9361Colorado Springs, CO Metropolitan Statistical Area3,436492.436Columbia, MO Metropolitan Statistical Area3,436492.436Columbia, SC Metropolitan Statistical Area3,812470.650Columbus, GA-AL Metropolitan Statistical Area3,812470.650Columbus, GA-AL Metropolitan Statistical Area1,460465.356Columbus, GA-AL Metropolitan Statistical Area8,524421.6113Concord, NH Micropolitan Statistical Area1,303288.0339Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area1,303288.0339Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area3,708474.648Daltas-Fort Worth-Arlington, TX Metropolitan Statistical Area33,708474.648Daltan, GA Metropolitan Statistical Area391375.0196Danvilk, VA Micropolitan Statistical Area3,230403.3131Deavenport-Moline-Rock Island, IA-L Metropolitan Statistical Area3,13051453Davenport-Molina Statistical Area3,130442289.5337Decatur, AL Metropolitan Statistical Area3,150314233234.6330 </td <td>Claremont-Lebanon, NH-VT Micropolitan Statistical Area</td> <td>761</td> <td>350.8</td> <td>240</td>	Claremont-Lebanon, NH-VT Micropolitan Statistical Area	761	350.8	240
Cleveland-Elyria, OH Metropolitan Statistical Area9,368454.665Coeur d'Alene, ID Metropolitan Statistical Area723480.944College Station-Bryan, TX Metropolitan Statistical Area655262.9361Colorado Springs, CO Metropolitan Statistical Area3,436492.436Columbia, MO Metropolitan Statistical Area684390.9166Columbia, SC Metropolitan Statistical Area3,812470.650Columbus, GA-AL Metropolitan Statistical Area1,460465.356Columbus, OH Metropolitan Statistical Area8,524421.6113Concord, NH Micropolitan Statistical Area572386.5173Cookeville, TN Micropolitan Statistical Area1,303288.0339Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area1,303288.0339Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area391375.0196Darnor, OH Metropolitan Statistical Area391375.0196Darnor, Mileropolitan Statistical Area32.30403.3137Deator, GA Metropolitan Statistical Area32.30403.3137Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area31.5293.6330Dayton, OH Metropolitan Statistical Area31.5293.6330Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area31.5293.6330Decatur, AL Metropolitan Statistical Area31.5293.6330Decatur, AL Metropolitan S	Clarksville, TN-KY Metropolitan Statistical Area	1,240	441.2	81
Coeur d'Alene, ID Metropolitan Statistical Area723480.944College Station-Bryan, TX Metropolitan Statistical Area655262.9361Colorado Springs, CO Metropolitan Statistical Area3,436492.436Columbia, MO Metropolitan Statistical Area684390.9166Columbia, SC Metropolitan Statistical Area3,812470.650Columbus, GA-AL Metropolitan Statistical Area3,812470.650Columbus, OH Metropolitan Statistical Area8,524421.6113Concord, NH Micropolitan Statistical Area572386.5173Cookeville, TN Micropolitan Statistical Area1,303288.0339Crestriew-Fort Walton Beach-Destin, FL Metropolitan Statistical Area1,230469.251Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area33,708474.648Dalton, GA Metropolitan Statistical Area391375.0196Daphne-Fairhope-Foley, AL Metropolitan Statistical Area391375.0196Daphne-Fairhope-Foley, AL Metropolitan Statistical Area3,230403.3137Decatur, AL Metropolitan Statistical Area3,230403.3137Decatur, AL Metropolitan Statistical Area3,230403.3137Decatur, AL Metropolitan Statistical Area3,190511.823Dayton, OH Metropolitan Statistical Area3,190511.823Denver-Aurora-Lakewood, CO Metropolitan Statistical Area3,190511.823Denver-Aurora-Lakewood, CO Metropolitan St	Cleveland, TN Metropolitan Statistical Area	434	359.1	221
College Station-Bryan, TX Metropolitan Statistical Area655262.9361Colorado Springs, CO Metropolitan Statistical Area3,436492.436Columbia, MO Metropolitan Statistical Area684390.9166Columbia, SC Metropolitan Statistical Area3,812470.650Columbus, GA-AL Metropolitan Statistical Area1,460465.356Columbus, OH Metropolitan Statistical Area8,524421.6113Concord, NH Micropolitan Statistical Area572386.5173Cookeville, TN Micropolitan Statistical Area1,303288.0339Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area1,230469.251Dalas-Fort Worth-Arlington, TX Metropolitan Statistical Area337.08474.648Dalton, GA Metropolitan Statistical Area391375.0196Danville, VA Micropolitan Statistical Area391375.0196Dayton, OH Metropolitan Statistical Area3,230403.3137Daceatur, IL Metropolitan Statistical Area3,230403.3137Decatur, AL Metropolitan Statistical Area3,190511.8233Decatur, AL Metropolitan Statistical Area3,190511.8233Decatur, IL Metropolitan Statistical Area3,190511.8233Decatur, IL Metropolitan Statistical Area3,190511.8233Decatur, IL Metropolitan Statistical Area3,190511.8233Detona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area3,190 <td>Cleveland-Elyria, OH Metropolitan Statistical Area</td> <td>9,368</td> <td>454.6</td> <td>65</td>	Cleveland-Elyria, OH Metropolitan Statistical Area	9,368	454.6	65
Colorado Springs, CO Metropolitan Statistical Area3,436492.436Columbia, MO Metropolitan Statistical Area684390.9166Columbia, SC Metropolitan Statistical Area3,812470.650Columbus, GA-AL Metropolitan Statistical Area1,460465.356Columbus, OH Metropolitan Statistical Area8,524421.6113Concord, NH Micropolitan Statistical Area572386.5173Cookeville, TN Micropolitan Statistical Area424391.9163Corpus Christi, TX Metropolitan Statistical Area1,230469.251Dallas-Fort Walton Beach-Destin, FL Metropolitan Statistical Area33708474.648Dalton, GA Metropolitan Statistical Area337.08474.648Dalton, GA Metropolitan Statistical Area391375.0196Daphne-Fairhope-Foley, AL Metropolitan Statistical Area3230403.3137Decatur, AL Metropolitan Statistical Area3,230403.3137Decatur, AL Metropolitan Statistical Area315293.6330Detroat-Aurona-Baech-Ormond Beach, FL Metropolitan Statistical Area3,190511.823Denver-Aurora-Lakewood, CO Metropolitan Statistical Area3,190511.823Denver-Aurora-Lakewood, CO Metropolitan Statistical Area3,190511.823Denver-Aurora-Lakewood, CO Metropolitan Statistical Area3,190511.823Denver-Aurora-Lakewood, CO Metropolitan Statistical Area4,1043499.029Des Moines-West Des M	Coeur d'Alene, ID Metropolitan Statistical Area	723	480.9	44
Columbia, MO Metropolitan Statistical Area684390.9166Columbia, SC Metropolitan Statistical Area3,812470.650Columbus, GA-AL Metropolitan Statistical Area1,460465.356Columbus, OH Metropolitan Statistical Area8,524421.6113Concord, NH Micropolitan Statistical Area572386.5173Cookeville, TN Micropolitan Statistical Area572386.5173Corpus Christi, TX Metropolitan Statistical Area1,303288.0339Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area1,230469.251Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area33708474.648Dalton, GA Metropolitan Statistical Area391375.0196Daphne-Fairhope-Foley, AL Metropolitan Statistical Area3230403.3137Deavenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area3,230403.3137Decatur, AL Metropolitan Statistical Area315293.6330Detroit-Mutropolitan Statistical Area3190511.823Decatur, AL Metropolitan Statistical Area3190511.823Detroitan-Bach-Ormond Beach, FL Metropolitan Statistical Area3190511.823Detroit-Mareno-Lakewood, CO Metropolitan Statistical Area3190511.823Detroit-Warren-Dearborn, MI Metropolitan Statistical Area2,194352.2234Detroit-Warren-Dearborn, MI Metropolitan Statistical Area16,150375.4195 <td>College Station-Bryan, TX Metropolitan Statistical Area</td> <td>655</td> <td>262.9</td> <td>361</td>	College Station-Bryan, TX Metropolitan Statistical Area	655	262.9	361
Columbia, SC Metropolitan Statistical Area3,812470.650Columbus, GA-AL Metropolitan Statistical Area1,460465.356Columbus, OH Metropolitan Statistical Area8,524421.6113Concord, NH Micropolitan Statistical Area572386.5173Cookeville, TN Micropolitan Statistical Area424391.9163Corpus Christi, TX Metropolitan Statistical Area1,303288.0339Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area1,230469.251Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area33,708474.648Dalton, GA Metropolitan Statistical Area391375.0196Danville, VA Micropolitan Statistical Area391375.0196Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area3,230403.3137Decatur, AL Metropolitan Statistical Area315293.6330Detront-Moline-Rock Island, IA-IL Metropolitan Statistical Area315293.6337Decatur, AL Metropolitan Statistical Area315293.6330Detrona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area3190511.823Denver-Aurora-Lakewood, CO Metropolitan Statistical Area4,043499.029Des Moines-West Des Moines, IA Metropolitan Statistical Area2,194352.2234Detroit-Warren-Dearborn, MI Metropolitan Statistical Area16,150375.4195	Colorado Springs, CO Metropolitan Statistical Area	3,436	492.4	36
Columbus, GA-AL Metropolitan Statistical Area1,460465.356Columbus, OH Metropolitan Statistical Area8,524421.6113Concord, NH Micropolitan Statistical Area572386.5173Cookeville, TN Micropolitan Statistical Area424391.9163Corpus Christi, TX Metropolitan Statistical Area1,303288.0339Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area1,230469.251Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area33,708474.648Dalton, GA Metropolitan Statistical Area401278.9351Danville, VA Micropolitan Statistical Area391375.0196Daphne-Fairhope-Foley, AL Metropolitan Statistical Area808396.6150Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area1,171305.3314Dayton, OH Metropolitan Statistical Area315293.6337Decatur, AL Metropolitan Statistical Area315293.6330Deltona-Dayton a Beach-Ormond Beach, FL Metropolitan Statistical Area3190511.823Denver-Aurora-Lakewood, CO Metropolitan Statistical Area14,043499.029Des Moines-West Des Moines, IA Metropolitan Statistical Area <t< td=""><td>Columbia, MO Metropolitan Statistical Area</td><td>684</td><td>390.9</td><td>166</td></t<>	Columbia, MO Metropolitan Statistical Area	684	390.9	166
Columbus, OH Metropolitan Statistical Area8,524421.6113Concord, NH Micropolitan Statistical Area572386.5173Cookeville, TN Micropolitan Statistical Area424391.9163Corpus Christi, TX Metropolitan Statistical Area1,303288.0339Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area1,230469.251Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area33,708474.648Dalton, GA Metropolitan Statistical Area391375.0196Danville, VA Micropolitan Statistical Area391375.0196Daphne-Fairhope-Foley, AL Metropolitan Statistical Area808396.6150Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area3,230403.3137Decatur, AL Metropolitan Statistical Area315293.6330Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area3,190511.823Denver-Aurora-Lakewood, CO Metropolitan Statistical Area14,043499.029Des Moines-West Des Moines, IA Metropolitan Statistical Area2,194352.2234Detroit-W arren-Dearborn, MI Metropolitan Statistical Area16,150375.4195	Columbia, SC Metropolitan Statistical Area	3,812	470.6	50
Concord, NH Micropolitan Statistical Area572386.5173Cookeville, TN Micropolitan Statistical Area424391.9163Corpus Christi, TX Metropolitan Statistical Area1,303288.0339Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area1,230469.251Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area33,708474.648Dalton, GA Metropolitan Statistical Area391375.0196Danville, VA Micropolitan Statistical Area391375.0196Daphne-Fairhope-Foley, AL Metropolitan Statistical Area808396.6150Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area3,230403.3137Decatur, AL Metropolitan Statistical Area315293.6330Detroit-Moline-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area3,190511.823Denver-Aurora-Lakewood, CO Metropolitan Statistical Area14,043499.029Des Moines-West Des Moines, IA Metropolitan Statistical Area2,194352.2234Detroit-Warren-Dearborn, MI Metropolitan Statistical Area16,150375.4195	Columbus, GA-AL Metropolitan Statistical Area	1,460	465.3	56
Cookeville, TN Micropolitan Statistical Area424391.9163Corpus Christi, TX Metropolitan Statistical Area1,303288.0339Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area1,230469.251Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area33,708474.648Dalton, GA Metropolitan Statistical Area33,708474.648Dalton, GA Metropolitan Statistical Area391375.0196Daphne-Fairhope-Foley, AL Metropolitan Statistical Area808396.6150Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area1,171305.3314Dayton, OH Metropolitan Statistical Area3,230403.3137Decatur, AL Metropolitan Statistical Area315293.6330Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area3,190511.823Denver-Aurora-Lakewood, CO Metropolitan Statistical Area14,043499.029Des Moines-West Des Moines, IA Metropolitan Statistical Area2,194352.2234Detroit-Warren-Dearborn, MI Metropolitan Statistical Area16,150375.4195	Columbus, OH Metropolitan Statistical Area	8,524	421.6	113
Corpus Christi, TX Metropolitan Statistical Area1,303288.0339Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area1,230469.251Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area33,708474.648Dalton, GA Metropolitan Statistical Area401278.9351Danville, VA Micropolitan Statistical Area391375.0196Daphne-Fairhope-Foley, AL Metropolitan Statistical Area808396.6150Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area1,171305.3314Dayton, OH Metropolitan Statistical Area3,230403.3137Decatur, AL Metropolitan Statistical Area315293.6330Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area3,190511.823Denver-Aurora-Lakewood, CO Metropolitan Statistical Area14,043499.029Des Moines-West Des Moines, IA Metropolitan Statistical Area2,194352.2234Detroit-Warren-Dearborn, MI Metropolitan Statistical Area16,150375.4195	Concord, NH Micropolitan Statistical Area	572	386.5	173
Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area1,230469.251Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area33,708474.648Dalton, GA Metropolitan Statistical Area33,708474.648Dalton, GA Metropolitan Statistical Area401278.9351Danville, VA Micropolitan Statistical Area391375.0196Daphne-Fairhope-Foley, AL Metropolitan Statistical Area808396.6150Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area1,171305.3314Dayton, OH Metropolitan Statistical Area3,230403.3137Decatur, AL Metropolitan Statistical Area315293.6330Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area3,190511.823Denver-Aurora-Lakewood, CO Metropolitan Statistical Area14,043499.029Des Moines-West Des Moines, IA Metropolitan Statistical Area2,194352.2234Detroit-Warren-Dearborn, MI Metropolitan Statistical Area16,150375.4195	Cookeville, TN Micropolitan Statistical Area	424	391.9	163
Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area33,708474.648Dalton, GA Metropolitan Statistical Area401278.9351Danville, VA Micropolitan Statistical Area391375.0196Daphne-Fairhope-Foley, AL Metropolitan Statistical Area808396.6150Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area1,171305.3314Dayton, OH Metropolitan Statistical Area3,230403.3137Decatur, AL Metropolitan Statistical Area315293.6330Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area3,190511.823Denver-Aurora-Lakewood, CO Metropolitan Statistical Area14,043499.029Des Moines-West Des Moines, IA Metropolitan Statistical Area2,194352.2234Detroit-Warren-Dearborn, MI Metropolitan Statistical Area16,150375.4195	Corpus Christi, TX Metropolitan Statistical Area	1,303	288.0	339
Dalton, GA Metropolitan Statistical Area401278.9351Danville, VA Micropolitan Statistical Area391375.0196Daphne-Fairhope-Foley, AL Metropolitan Statistical Area808396.6150Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area1,171305.3314Dayton, OH Metropolitan Statistical Area3,230403.3137Decatur, AL Metropolitan Statistical Area315293.6330Decatur, IL Metropolitan Statistical Area3,190511.823Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area14,043499.029Des Moines-West Des Moines, IA Metropolitan Statistical Area2,194352.2234Detroit-Warren-Dearborn, MI Metropolitan Statistical Area16,150375.4195	Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area	1,230	469.2	51
Danville, VA Micropolitan Statistical Area391375.0196Daphne-Fairhope-Foley, AL Metropolitan Statistical Area808396.6150Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area1,171305.3314Dayton, OH Metropolitan Statistical Area3,230403.3137Decatur, AL Metropolitan Statistical Area442289.5337Decatur, IL Metropolitan Statistical Area315293.6330Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area3,190511.823Denver-Aurora-Lakewood, CO Metropolitan Statistical Area14,043499.029Des Moines-West Des Moines, IA Metropolitan Statistical Area2,194352.2234Detroit-Warren-Dearborn, MI Metropolitan Statistical Area16,150375.4195	Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	33,708	474.6	48
Daphne-Fairhope-Foley, AL Metropolitan Statistical Area808396.6150Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area1,171305.3314Dayton, OH Metropolitan Statistical Area3,230403.3137Decatur, AL Metropolitan Statistical Area442289.5337Decatur, IL Metropolitan Statistical Area315293.6330Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area3,190511.823Denver-Aurora-Lakewood, CO Metropolitan Statistical Area14,043499.029Des Moines-West Des Moines, IA Metropolitan Statistical Area2,194352.2234Detroit-Warren-Dearborn, MI Metropolitan Statistical Area16,150375.4195	Dalton, GA Metropolitan Statistical Area	401	278.9	351
Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area1,171305.3314Dayton, OH Metropolitan Statistical Area3,230403.3137Decatur, AL Metropolitan Statistical Area442289.5337Decatur, IL Metropolitan Statistical Area315293.6330Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area3,190511.823Denver-Aurora-Lakewood, CO Metropolitan Statistical Area14,043499.029Des Moines-West Des Moines, IA Metropolitan Statistical Area2,194352.2234Detroit-Warren-Dearborn, MI Metropolitan Statistical Area16,150375.4195	Danville, VA Micropolitan Statistical Area	391	375.0	196
Dayton, OH Metropolitan Statistical Area3,230403.3137Decatur, AL Metropolitan Statistical Area442289.5337Decatur, IL Metropolitan Statistical Area315293.6330Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area3,190511.823Denver-Aurora-Lakewood, CO Metropolitan Statistical Area14,043499.029Des Moines-West Des Moines, IA Metropolitan Statistical Area2,194352.2234Detroit-Warren-Dearborn, MI Metropolitan Statistical Area16,150375.4195	Daphne-Fairhope-Foley, AL Metropolitan Statistical Area	808	396.6	150
Decatur, AL Metropolitan Statistical Area442289.5337Decatur, IL Metropolitan Statistical Area315293.6330Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area3,190511.823Denver-Aurora-Lakewood, CO Metropolitan Statistical Area14,043499.029Des Moines-West Des Moines, IA Metropolitan Statistical Area2,194352.2234Detroit-Warren-Dearborn, MI Metropolitan Statistical Area16,150375.4195	Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area	1,171	305.3	314
Decatur, IL Metropolitan Statistical Area315293.6330Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area3,190511.823Denver-Aurora-Lakewood, CO Metropolitan Statistical Area14,043499.029Des Moines-West Des Moines, IA Metropolitan Statistical Area2,194352.2234Detroit-Warren-Dearborn, MI Metropolitan Statistical Area16,150375.4195	Dayton, OH Metropolitan Statistical Area	3,230	403.3	137
Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area3,190511.823Denver-Aurora-Lakewood, CO Metropolitan Statistical Area14,043499.029Des Moines-West Des Moines, IA Metropolitan Statistical Area2,194352.2234Detroit-Warren-Dearborn, MI Metropolitan Statistical Area16,150375.4195	Decatur, AL Metropolitan Statistical Area	442	289.5	337
Denver-Aurora-Lakewood, CO Metropolitan Statistical Area14,043499.029Des Moines-West Des Moines, IA Metropolitan Statistical Area2,194352.2234Detroit-Warren-Dearborn, MI Metropolitan Statistical Area16,150375.4195		315	293.6	330
Denver-Aurora-Lakewood, CO Metropolitan Statistical Area14,043499.029Des Moines-West Des Moines, IA Metropolitan Statistical Area2,194352.2234Detroit-Warren-Dearborn, MI Metropolitan Statistical Area16,150375.4195	*			
Des Moines-West Des Moines, IA Metropolitan Statistical Area2,194352.2234Detroit-Warren-Dearborn, MI Metropolitan Statistical Area16,150375.4195	Denver-Aurora-Lakewood, CO Metropolitan Statistical Area	14,043	499.0	29
Detroit-Warren-Dearborn, MI Metropolitan Statistical Area 16,150 375.4 195		2,194		234
	•	16,150	375.4	195
	Dothan, AL Metropolitan Statistical Area	464		307

<sup>1</sup>This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2015 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2015 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).



January 1 – December 31, 2016

		<b>Complaints Per</b>	
Metropolitan Area	Complaints 1	100,000 Population <sup>1</sup>	Rank
Dover, DE Metropolitan Statistical Area	899	518.1	21
Duluth, MN-WI Metropolitan Statistical Area	1,030	368.4	206
Dunn, NC Micropolitan Statistical Area	478	373.0	199
Durham-Chapel Hill, NC Metropolitan Statistical Area	2,204	398.9	147
East Stroudsburg, PA Metropolitan Statistical Area	861	517.4	22
Eau Claire, WI Metropolitan Statistical Area	426	257.2	364
El Centro, CA Metropolitan Statistical Area	381	211.4	376
El Paso, TX Metropolitan Statistical Area	2,323	276.9	352
Elizabethtown-Fort Knox, KY Metropolitan Statistical Area	629	423.3	109
Elkhart-Goshen, IN Metropolitan Statistical Area	520	255.6	366
Erie, PA Metropolitan Statistical Area	1,065	383.0	177
Eugene, OR Metropolitan Statistical Area	1,434	395.2	153
Eureka-Arcata-Fortuna, CA Micropolitan Statistical Area	529	389.8	167
Evansville, IN-KY Metropolitan Statistical Area	1,115	353.2	231
Fargo, ND-MN Metropolitan Statistical Area	634	271.1	355
Farmington, NM Metropolitan Statistical Area	340	286.3	344
Fayetteville, NC Metropolitan Statistical Area	1,759	467.2	54
Fayetteville-Springdale-Rogers, AR-MO Metropolitan Statistical Area	1,627	316.8	298
Flagstaff, AZ Metropolitan Statistical Area	440	316.3	301
Flint, MI Metropolitan Statistical Area	1,616	393.3	158
Florence, SC Metropolitan Statistical Area	705	341.5	258
Florence-Muscle Shoals, AL Metropolitan Statistical Area	477	324.6	282
Fond du Lac, WI Metropolitan Statistical Area	322	315.8	302
Fort Collins, CO Metropolitan Statistical Area	1,319	395.4	152
Fort Smith, AR-OK Metropolitan Statistical Area	876	312.6	308
Fort Wayne, IN Metropolitan Statistical Area	1,690	393.2	159
Fresno, CA Metropolitan Statistical Area	3,390	347.7	249
Gadsden, AL Metropolitan Statistical Area	406	394.0	156
Gainesville, FL Metropolitan Statistical Area	1,543	556.7	9
Gainesville, GA Metropolitan Statistical Area	579	299.2	321
Gettysburg, PA Metropolitan Statistical Area	323	315.8	303
Glens Falls, NY Metropolitan Statistical Area	432	340.4	260
Goldsboro, NC Metropolitan Statistical Area	354	285.2	345
Grand Forks, ND-MN Metropolitan Statistical Area	243	237.2	371
Grand Junction, CO Metropolitan Statistical Area	470	316.5	300
Grand Rapids-Wyoming, MI Metropolitan Statistical Area	2,984	287.3	341
Greeley, CO Metropolitan Statistical Area	1,083	379.8	184
Green Bay, WI Metropolitan Statistical Area	1,013	320.0	289
Greensboro-High Point, NC Metropolitan Statistical Area	3,236	430.2	100
Greenville, NC Metropolitan Statistical Area	649	369.1	204
Greenville-Anderson-Mauldin, SC Metropolitan Statistical Area	3,774	431.4	95
Gulfport-Biloxi-Pascagoula, MS Metropolitan Statistical Area	1,396	358.6	223
Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area	1,210	462.7	61
Hammond, LA Metropolitan Statistical Area	444	344.8	255
Hanford-Corcoran, CA Metropolitan Statistical Area	442	292.8	332
Harrisburg-Carlisle, PA Metropolitan Statistical Area	2,417	427.8	105
Harrisonburg, VA Metropolitan Statistical Area	354	270.0	356

<sup>1</sup>This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2015 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2015 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).



January 1 – December 31, 2016

Interpolian AreaComplaints100,000 PopulationRankHattisburg, MS Metropolian Statistical Area477320.5287Hickoy-Lenoir-Morganton, NC Metropolian Statistical Area881448.574Hillon Head Istand-Burton-Bausfort, SC Metropolian Statistical Area886442.3111Holland, MI Micropolian Statistical Area12251.364373Homsassa Springs, FL. Hetropolian Statistical Area12251.364.71Hourston-The Woodlands-Sugar Land, TX Metropolian Statistical Area611287.8340Hourston-The Woodlands-Sugar Land, TX Metropolian Statistical Area1.424393.8157Hunington-Ashland, W-K-YO-H Metropolian Statistical Area1.844414.6121Idaho Falls, Di Metropolian Statistical Area3.88421.8112Indianzolis-Carmel-Anderson, IN Metropolian Statistical Area366317.3226Jackson, NI Metropolian Statistical Area306317.3226Jackson, NI Metropolian Statistical Area8026555.710Jackson, NI Metropolian Statistical Area8026555.710Jackson, Ni Metropolian Statistical Area389297.4324Jackson, Vilk, Chwetropolian Statistical Area8026555.710Jackson, Vilk, Chwetropolian Statistical Area8026555.710Jackson, Vilk, Chwetropolian Statistical Area389297.4324Jackson, Vilk, Chwetropolian Statistical Area833298.5323Janeston-Durakit-Fredonian, Statist			<b>Complaints Per</b>	
Hickory-Lenoir-Morganion, NC Metropolitan Statistical Area1.304359.7220Hilo, Hild Nicropolitan Statistical Area881448.574Hilton Head Island-Buffton-Deaufort, SC Metropolitan Statistical Area202228.6373Homzsass SQrings, FL Metropolitan Statistical Area2021.304.71Hourson-Thibodaux, LA Metropolitan Statistical Area611287.8340Houson-The WoodIands-Statistical Area614287.8340Houson-The WoodIands-Statistical Area1.844444.6121Idaho Falls, Di Metropolitan Statistical Area1.844444.6121Idaho Falls, Di Metropolitan Statistical Area8.389421.8112Indanzolis-Carmel-Anderson, IN Metropolitan Statistical Area360307.3296Jackson, NJ Metropolitan Statistical Area374356.4229.5Jackson, NJ Metropolitan Statistical Area374356.4224Jackson, NJ Metropolitan Statistical Area360357.310Jackson, NJ Metropolitan Statistical Area360357.310Jackson, NJ Metropolitan Statistical Area389297.4234Jackson, NJ Metropolitan Statistical Area363292.510Jackson, NJ Metropolitan Statistical Area380297.4234Jackson, NJ Metropolitan Statistical Area380297.4234Jackson, NJ Metropolitan Statistical Area376263263Jackson, NJ Metropolitan Statistical Area381.3285.4103Ja	Metropolitan Area	Complaints	100,000 Population <sup>1</sup>	Rank
Hilo.HM icropolitan Statistical Area881448.574Hilton Head Island-Bluffon-Bearfort, SC Metropolitan Statistical Area262228.6373Homesassa Springs, FL Metropolitan Statistical Area1,0221,364.71Houran -ThioOplitan Statistical Area1,242393.8340Hourson-The Woodlands-Sugar Land, TX Metropolitan Statistical Area1,444493.8157Huntsville, AL Metropolitan Statistical Area1,444414.6121Idaina polis-Carmel-Anderson, IN Metropolitan Statistical Area445318.4293Indiana polis-Carmel-Anderson, IN Metropolitan Statistical Area400294.3329Ithaca, NY Metropolitan Statistical Area306317.3296Jackson, M Metropolitan Statistical Area2,06381.1181Jackson, M Metropolitan Statistical Area2,06381.1181Jackson, M Metropolitan Statistical Area307502.927Jackson, Ville, NC Metropolitan Statistical Area38997.4324Jackson, Ville, NC Metropolitan Statistical Area389297.4324Jackson, Ville, NC Metropolitan Statistical Area389297.4324Janestown-Dunkirk-Fredonia, NY Micropolitan Statistical Area383298.3322Johnson City, TN Metropolitan Statistical Area313282.3371308.5169Jonesboro, AR Metropolitan Statistical Area313282.3374324Janestown-Dunkirk-Fredonia, NY Micropolitan Statistical Area313282.3 </td <td>Hattiesburg, MS Metropolitan Statistical Area</td> <td></td> <td></td> <td>287</td>	Hattiesburg, MS Metropolitan Statistical Area			287
Hilton Head Island-Bintfron-Beaufort, SC Metropolitan Statistical Area87.6422.3111Holand, MI Micropolitan Statistical Area10251,364.71Houmsas Sa Springs, FL Metropolitan Statistical Area611287.8340Houston-The Woodlands-Stagar Land, TX Metropolitan Statistical Area1,424393.8157Huntsnylle, AL Metropolitan Statistical Area1,444414.6121Idaho Falls, ID Metropolitan Statistical Area1,844414.6121Idaho Falls, ID Metropolitan Statistical Area8,389421.8122Indianqolis-Carme-Landerson, IN Metropolitan Statistical Area8,390294.3329Indianqolis-Carme-Landerson, IN Metropolitan Statistical Area374356.4226Jackson, MJ Metropolitan Statistical Area306317.3296Jackson, MJ Metropolitan Statistical Area2,026583.7101Jackson, NJ Metropolitan Statistical Area306553.7101Jackson, NJ Metropolitan Statistical Area307502.927Janesville, PL Metropolitan Statistical Area303385.168Johnsoon, City, TN Metropolitan Statistical Area303385.169Joneson, City, MO Metropolitan Statistical Area313282.3337Janesville, PL Metropolitan Statistical Area313328.3322Johnsoon, City, TN Metropolitan Statistical Area313328.3322Johnsoon, Ziv, M Metropolitan Statistical Area313328.3323Johnsoon, PM Metropolitan Sta	Hickory-Lenoir-Morganton, NC Metropolitan Statistical Area	1,304	359.7	220
Holland, MI Micropolitan Statistical Area26222.86733Homosass Springs, FL Metropolitan Statistical Area1,9251,364.71Houras-Thiodaux, LA Metropolitan Statistical Area611287.8340Hourston-The Woodlands-Sugar Land, TX Metropolitan Statistical Area26,766402.1139Huntington-Ashland, W-KYCOH Metropolitan Statistical Area1,424393.8157Huntsville, AL Metropolitan Statistical Area1,444414.6121Idaho Falk, ID Metropolitan Statistical Area445318.4293Indianapolis-Carmel-Anderson, IN Metropolitan Statistical Area374355.4226Jackson, MI Metropolitan Statistical Area374355.4226Jackson, MS Metropolitan Statistical Area2,206381.1181Jackson, NI Metropolitan Statistical Area80.6317.3296Jacksonville, NC Metropolitan Statistical Area80.2553.710Jacksonville, NC Metropolitan Statistical Area80.9274.3324Jacksonville, NC Metropolitan Statistical Area389297.4324Jacksonville, NU Metropolitan Statistical Area376303335.5160Johnstown, PM Metropolitan Statistical Area379331.5235Johnstown, PM Metropolitan Statistical Area313328.2321Johnstown, PM Metropolitan Statistical Area313328.2322Johnstown, PM Metropolitan Statistical Area313328.2323Johnstown, PM Metropolitan Statistical Area	Hilo, HI Micropolitan Statistical Area	881	448.5	74
Homosasa Springs, FL Metropolitan Statistical Area1.9251.3471Houma-Thibodaux, LA Metropolitan Statistical Area26,7663400Houston-The Woolland-Sugar Land, TX Metropolitan Statistical Area1.844393.8157Huntsville, AL Metropolitan Statistical Area1.844414.6121Idaho Falls, ID Metropolitan Statistical Area445318.4293Indianpolis-Carmel-Anderson, IN Metropolitan Statistical Area440294.3329Ihaca, NY Metropolitan Statistical Area490294.3329Ihaca, NY Metropolitan Statistical Area506317.3296Jackson, MI Metropolitan Statistical Area2,206381.1181Jackson, MN Metropolitan Statistical Area2,206381.1181Jackson, TN Metropolitan Statistical Area937502.977Jacksonville, NC Metropolitan Statistical Area937502.972Jacksonville, NC Metropolitan Statistical Area383296.3329Johnson City, JN Metropolitan Statistical Area780388.5169Johnson City, ND Metropolitan Statistical Area780388.5169Johnson City, ND Metropolitan Statistical Area780388.5169Johnson City, ND Metropolitan Statistical Area716333340Johnson City, ND Metropolitan Statistical Area716333347Kahuzo-Pontage, MI Metropolitan Statistical Area718339.7261Kahuzo-Pontage, MI Metropolitan Statistical Area1139339.7261 </td <td>Hilton Head Island-Bluffton-Beaufort, SC Metropolitan Statistical Area</td> <td>876</td> <td>422.3</td> <td>111</td>	Hilton Head Island-Bluffton-Beaufort, SC Metropolitan Statistical Area	876	422.3	111
Hormsr-Thibodar, LA Metropolitan Statistical Area61127.8340Houston-The Woodlands-Sugar Land, TX Metropolitan Statistical Area1.424393.8157Hunts ville, AL Metropolitan Statistical Area1.424393.8157Hunts ville, AL Metropolitan Statistical Area1.444121121Idaho Falls, ID Metropolitan Statistical Area8.389421.8112Iowa City, IA Metropolitan Statistical Area374356.4226Jackson, MI Metropolitan Statistical Area206311.3120Jackson, MI Metropolitan Statistical Area206311.3181Jackson, MI Metropolitan Statistical Area206317.3224Jackson, Wi Metropolitan Statistical Area8026553.710Jackson, Ville, PL, Metropolitan Statistical Area389297.4324Jackson, Ville, NC Metropolitan Statistical Area389297.4324Janestown-Dunkirk-Fredonia, NY Micropolitan Statistical Area380296335.Johnson City, TN Metropolitan Statistical Area383388.5169Jonstown, PA Metropolitan Statistical Area383298.3322Jonin, NO Metropolitan Statistical Area383283.3322Jonstown, PA Metropolitan Statistical Area383284.3327Jonstown, PA Metropolitan Statistical Area383298.3322Jonstown, PA Metropolitan Statistical Area383284.3327Kahnauo-Undukin Metropolitan Statistical Area383284.3347 <t< td=""><td>Holland, MI Micropolitan Statistical Area</td><td>262</td><td>228.6</td><td>373</td></t<>	Holland, MI Micropolitan Statistical Area	262	228.6	373
Houston-The Woodlands-Sugar Land, TX Metropolitan Statistical Area26,766402.1139Huntington-Ashland, WV-KY-OH Metropolitan Statistical Area1,844414.6121Idaha Polis-Carmel-Anderson, IN Metropolitan Statistical Area1,844414.6121Idahan Polis-Carmel-Anderson, IN Metropolitan Statistical Area8,389421.8112Iowa City, IA Metropolitan Statistical Area490294.3329Ithaca, NY Metropolitan Statistical Area506317.3296Jackson, MI Metropolitan Statistical Area206381.1181Jackson, MS Metropolitan Statistical Area206553.7100Jackson, VIIe, FL Metropolitan Statistical Area8026553.7100Jackson, VIIe, RC Metropolitan Statistical Area389297.4324Jackson, VIIe, FL Metropolitan Statistical Area380297.4324Janes ville-Beloit, WI Metropolitan Statistical Area380388.5169Johnson City, NO Metropolitan Statistical Area780388.7168Johnson City, NO Metropolitan Statistical Area383298.3322Johnson City, NO Metropolitan Statistical Area313282.3347Kahamzoo-Orage, MI Metropolitan Statistical Area313282.3347Kahamzoo-Orage, MI Metropolitan Statistical Area313282.3347Kahamzoo-Orage, MI Metropolitan Statistical Area313282.3347Kahamzoo-Orage, MI Metropolitan Statistical Area345251.9777Kahamzoo-Orage, MI Me	Homosassa Springs, FL Metropolitan Statistical Area	1,925	1,364.7	1
Huntington-Ashland, WV-KY-OH Metropolitan Statistical Area1,424393.8157Huntsville, AL Metropolitan Statistical Area1,444414.6121Idaho Falk, D Metropolitan Statistical Area4445318.4293Indianapolis-Carmel-Anderson, IN Metropolitan Statistical Area8,389421.81112Iowa City, IA Metropolitan Statistical Area374356.4226Jackson, MI Metropolitan Statistical Area506317.3296Jackson, MI Metropolitan Statistical Area2,206381.1181Jackson, IN Metropolitan Statistical Area464357.8224Jackson, NI Metropolitan Statistical Area937502.927Jacksonville, FL Metropolitan Statistical Area937502.927Jacksonville, NC Metropolitan Statistical Area937502.927Jacksonville, NC Metropolitan Statistical Area937502.927Jacksonville, NC Metropolitan Statistical Area937502.927Janesville-Beloit, WI Metropolitan Statistical Area937502.927Janesville-Beloit, WI Metropolitan Statistical Area389297.4324Johnstown, PA Metropolitan Statistical Area376533545Johnstown, PA Metropolitan Statistical Area515290.6335Kahubui-Waihku-Lahaina, HI Metropolitan Statistical Area1139339.7261Kanabazo-Portage, MI Metropolitan Statistical Area912445.1853Kanabazo-Portage, MI Metropolitan Statistical Area912	Houma-Thibodaux, LA Metropolitan Statistical Area	611	287.8	340
Huntsville, AL Metropolitan Statistical Area1,844414.6121Idaho Falls, ID Metropolitan Statistical Area8,389421.8112Iova City, IA Metropolitan Statistical Area400294.3329Ithaca, NY Metropolitan Statistical Area400294.3329Ithaca, NY Metropolitan Statistical Area506317.3296Jackson, MI Metropolitan Statistical Area206381.1181Jackson, TN Metropolitan Statistical Area206553.710Jackson, VIII, PL Metropolitan Statistical Area8026553.710Jackson, VIII, PL Metropolitan Statistical Area8026553.710Jacksonville, RC Metropolitan Statistical Area802553.710Janesville-Beloit, WI Metropolitan Statistical Area389297.4324Janesville-Beloit, WI Metropolitan Statistical Area780388.5168Johnstown, PA Metropolitan Statistical Area780388.5169Jonestown, PA Metropolitan Statistical Area515290.6335Kahului Wailuku-Lahaia, HI Metropolitan Statistical Area313292.3322Joplin, MO Metropolitan Statistical Area11.39339.7261Kankakee, IL Metropolitan Statistical Area131292.577Kankakee, IL Metropolitan Statistical Area131292.5377Kankakee, IL Metropolitan Statistical Area133292.5377Kankakee, IL Metropolitan Statistical Area133292.577Kankakee, IL Metropoli	Houston-The Woodlands-Sugar Land, TX Metropolitan Statistical Area	26,766	402.1	139
Idaho Falls, ID Metropolitan Statistical Area445318.4293Indianpolis-Carmel-Anderson, IN Metropolitan Statistical Area490294.3329Ithaca, NY Metropolitan Statistical Area374356.4226Jackson, MS Metropolitan Statistical Area374356.4226Jackson, MS Metropolitan Statistical Area206381.1181Jackson, NS Metropolitan Statistical Area206381.1181Jackson, NS Metropolitan Statistical Area206381.1181Jackson, NS, NC Metropolitan Statistical Area937502.927Jacksonville, FL Metropolitan Statistical Area937502.927Janestown-Dunkirk-Fredonia, NY Micropolitan Statistical Area389297.4324Janesville-Beloit, WI Metropolitan Statistical Area389297.4324Janesville-Rolin, NY Micropolitan Statistical Area780388.7168Johnstown, PA Metropolitan Statistical Area780388.5169Jonesboro, AR Metropolitan Statistical Area515290.6335Kahuni-Wailuku-Lahnia, HI Metropolitan Statistical Area1313382.3322Joplin, MO Metropolitan Statistical Area1313282.3347Kahamzoo-Oratge, MI Metropolitan Statistical Area1313282.3347Kahamzoo-Oratge, MI Metropolitan Statistical Area1313282.3347Kahamzoo-Oratge, MI Metropolitan Statistical Area1313282.3347Kahamzoo-Oratge, MI Metropolitan Statistical Area131328	Huntington-Ashland, WV-KY-OH Metropolitan Statistical Area	1,424	393.8	157
Indianapolis-Carmel-Anderson, IN Metropolitan Statistical Area8,389421.8112Iowa City, IA Metropolitan Statistical Area440294.3329Ihaca, NY Metropolitan Statistical Area374356.4226Jackson, MS Metropolitan Statistical Area506317.3296Jackson, NK Metropolitan Statistical Area464357.8224Jackson, VII Metropolitan Statistical Area464357.8224Jackson, VII Metropolitan Statistical Area8,026553.7100Jackson, VII Metropolitan Statistical Area389297.4324Janes ville-Beloit, WI Metropolitan Statistical Area389297.4324Janes ville-Beloit, WI Metropolitan Statistical Area780388.7168Johnson City, MO Metropolitan Statistical Area780388.7168Johnson City, TN Metropolitan Statistical Area515290.6335Johnson City, TN Metropolitan Statistical Area515290.6335Kahuhui-Waihku-Lahaina, HI Metropolitan Statistical Area313282.3347Kanazoo-Portage, MI Metropolitan Statistical Area313282.3347Kanazoo-Portage, MI Metropolitan Statistical Area91.5237.451.8700Kanakaee, IL. Metropolitan Statistical Area91.922445.9777Kanakaee, IL. Metropolitan Statistical Area91.0228451.8700Kanakaee, IL. Metropolitan Statistical Area1.01430.2275367Kanakaee, IL. Metropolitan Statistical Are	Huntsville, AL Metropolitan Statistical Area	1,844	414.6	121
Iowa City, IA Metropolitan Statistical Area490294.3329Ithaca, NY Metropolitan Statistical Area374356.4226Jackson, MN Metropolitan Statistical Area206381.1181Jackson, TN Metropolitan Statistical Area2,026381.1181Jackson, TN Metropolitan Statistical Area8,026553.710Jacksonville, NC Metropolitan Statistical Area9,37502.9271James ville, NC Metropolitan Statistical Area9,37502.9271James ville-Beloit, WI Metropolitan Statistical Area388297.4324Janes ville-Beloit, WI Metropolitan Statistical Area376263Johnson City, TN Metropolitan Statistical Area780388.7168Johnson City, TN Metropolitan Statistical Area383298.3322Johnson, AR Metropolitan Statistical Area383298.3322Joplin, MO Metropolitan Statistical Area313282.3347Kahuku-Lahana, HI Metropolitan Statistical Area1,139339.7261Kahuku-Deloitan Statistical Area1,139337.7261Kahuku-Deloitan Statistical Area9,125437.185Kennewick-Richland, WA Metropolitan Statistical Area9,125437.185Kennewick-Richland, WA Metropolitan Statistical Area9,125437.185Kennewick-Richland, WA Metropolitan Statistical Area9,125437.185Kennewick-Richland, WA Metropolitan Statistical Area9,125437.185Kingston, TN-VA M	Idaho Falls, ID Metropolitan Statistical Area	445	318.4	293
Ithaca, NY Metropolitan Statistical Area374356.4226Jackson, MI Metropolitan Statistical Area506317.3296Jackson, MS Metropolitan Statistical Area4206381.1181Jackson, NIN Metropolitan Statistical Area464357.8224Jacksonville, FL Metropolitan Statistical Area8026553.710Jacksonville, RC Metropolitan Statistical Area393297.4324Janes ville-Beloit, WI Metropolitan Statistical Area388297.4324Janes ville-Beloit, WI Metropolitan Statistical Area780388.7168Johnson City, NO Metropolitan Statistical Area780388.5169Jonstown, PA Metropolitan Statistical Area530388.5169Jonsboro, AR Metropolitan Statistical Area515290.6333Joplin, MO Metropolitan Statistical Area515290.6333Kahului-Waiuku-Lahaina, HI Metropolitan Statistical Area9125437.185Kanazoo-Portage, MI Metropolitan Statistical Area913339.7261Kanasa City, MO KS Metropolitan Statistical Area9125437.185Kennewick-Richland, WA Metropolitan Statistical Area9125437.185Kennewick-Richland, WA Metropolitan Statistical Area9125437.185Kennewick-Richland, WA Metropolitan Statistical Area910500.228Knowille, TN Metropolitan Statistical Area914303.2275Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area14312	Indianapolis-Carmel-Anderson, IN Metropolitan Statistical Area	8,389	421.8	112
Jackson, MI Metropolitan Statistical Area506317.3296Jackson, MS Metropolitan Statistical Area2,206381.1181Jackson, VM Metropolitan Statistical Area464357.8224Jackson ville, FL Metropolitan Statistical Area8,026553.710Jackson ville, NC Metropolitan Statistical Area389297.4324Janes ville-Beloit, WI Metropolitan Statistical Area389297.4324Janes ville-Beloit, WI Metropolitan Statistical Area475314.3305Johnson City, TN Metropolitan Statistical Area780388.7168Johnston, PA Metropolitan Statistical Area530388.5169Jonesboro, AR Metropolitan Statistical Area515290.6335Johnston, PA Metropolitan Statistical Area515290.6335Johnston, VM Metropolitan Statistical Area313282.3347Kahuli-Wailuku-Lahaina, HI Metropolitan Statistical Area1,139339.7261Kansace, IL, Metropolitan Statistical Area9,125437.185Kennewick-Richland, WA Metropolitan Statistical Area9,125437.185Kennewick-Richland, WA Metropolitan Statistical Area1,922445.977Kilgen-Temple, TX Metropolitan Statistical Area1,922445.977Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area1,921437.3332Lafayette, LA Metropolitan Statistical Area1,431291.8334Lafayette, LA Metropolitan Statistical Area3,892<	Iowa City, IA Metropolitan Statistical Area	490	294.3	329
Jackson, MS Metropolitan Statistical Area2,206381.1181Jackson, TN Metropolitan Statistical Area464357.8224Jackson, Wile, PC Metropolitan Statistical Area8,026553.710Jackson Ville, NC Metropolitan Statistical Area377502.927Jamestown-Dunkit-Fredonia, NY Micropolitan Statistical Area389297.4324Janesville-Beloit, WI Metropolitan Statistical Area389297.4324Janesville-Beloit, WI Metropolitan Statistical Area545337.6263Johnstown, PA Metropolitan Statistical Area780388.7168Johnstown, PA Metropolitan Statistical Area333298.3322Johnstown, PA Metropolitan Statistical Area515290.6335Kahuni-Wailuku-Lahaina, HI Metropolitan Statistical Area313282.3347Kanazoo-Portage, MI Metropolitan Statistical Area313328.7216Kanazoo-Portage, MI Metropolitan Statistical Area9,125437.185Kennewick-Richland, WA Metropolitan Statistical Area1,014330.2275Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area901500.228Knoxille, TN Metropolitan Statistical Area345251.9367Lafoyette, ILA Metropolitan Statistical Area345251.9367Lafoyette, IN Metropolitan Statistical Area1,431291.8344Lafoyette, IN Metropolitan Statistical Area345251.9367Lafoyette, IN Metropolitan Statistical Area34	Ithaca, NY Metropolitan Statistical Area	374	356.4	226
Jackson, TN Metropolitan Statistical Area       464       357.8       224         Jacksonville, FL Metropolitan Statistical Area       80.26       553.7       10         Jacksonville, NC Metropolitan Statistical Area       937       502.9       27         Jamestown-Dunkit-Fredonia, NY Micropolitan Statistical Area       389       297.4       324         Janes ville-Beloit, WI Metropolitan Statistical Area       545       337.6       263         Jefferson City, MO Metropolitan Statistical Area       780       388.7       168         Johnstown, PA Metropolitan Statistical Area       530       388.5       169         Jonesboro, AR Metropolitan Statistical Area       383       298.3       322         John Motropolitan Statistical Area       515       290.6       335         Kahului-Wailuku-Lahaina, HI Metropolitan Statistical Area       515       290.6       335         Kahului-Wailuku-Lahaina, HI Metropolitan Statistical Area       313       282.3       347         Kansace, IL. Metropolitan Statistical Area       9125       437.1       85         Kennewick-Kichhand, WA Metropolitan Statistical Area       912       445.9       77         Kingston, NY Metropolitan Statistical Area       901       500.2       28         Konowile, TN Metropolitan Statistical A	Jackson, MI Metropolitan Statistical Area	506	317.3	296
Jacksonville, FL Metropolitan Statistical Area8,026553.710Jacksonville, NC Metropolitan Statistical Area937502.927Jamestown-Dunkirk-Fredonia, NY Micropolitan Statistical Area389297.4324Janes ville-Beloit, WI Metropolitan Statistical Area364337.6263Jefferson City, MO Metropolitan Statistical Area475314.3305Johnstown, PA Metropolitan Statistical Area780388.7168Jonesboro, AR Metropolitan Statistical Area333298.3322Joplin, MO Metropolitan Statistical Area515290.6335Kahulu-Wailuku-Lahaina, HI Metropolitan Statistical Area515290.6335Kahunu-Wailuku-Lahaina, HI Metropolitan Statistical Area313282.3347Kansaco-Portage, MI Metropolitan Statistical Area313282.3347Kansaco-Portage, MI Metropolitan Statistical Area91.25437.185Kennewick-Richland, WA Metropolitan Statistical Area91.25437.185Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area90.1500.228Knowile, TN Metropolitan Statistical Area3892251.9367Lafayette-West Lafayette, IN Metropolitan Statistical Area361303.7316Lafayette-West Lafayette, IN Metropolitan Statistical Area361303.7316Lake Charles, LA Metropolitan Statistical Area3645251.9367Lafayette-West Lafayette, IN Metropolitan Statistical Area364303.7316 <td< td=""><td>Jackson, MS Metropolitan Statistical Area</td><td>2,206</td><td>381.1</td><td>181</td></td<>	Jackson, MS Metropolitan Statistical Area	2,206	381.1	181
Jacksonville, NC Metropolitan Statistical Area937502.927Jamestown-Dunkirk-Fredonia, NY Micropolitan Statistical Area389297.4324Janes ville-Beloit, W1 Metropolitan Statistical Area545337.6263Johnson City, MO Metropolitan Statistical Area475314.3305Johnson City, TN Metropolitan Statistical Area780388.7168Johnson City, TN Metropolitan Statistical Area530388.5169Jonesboro, AR Metropolitan Statistical Area383298.3322Joplin, MO Metropolitan Statistical Area515290.6335Kahului-Wailuku-Lahaina, HI Metropolitan Statistical Area1,139339.7261Kankakee, IL Metropolitan Statistical Area1,139339.7261Kankakee, IL Metropolitan Statistical Area9112437.185Kennewick-Richland, WA Metropolitan Statistical Area9212437.185Kingston, NY Metropolitan Statistical Area1,922445.977Kingston, NY Metropolitan Statistical Area1,014330.2275Kingston, NY Metropolitan Statistical Area3,892451.870Lafayette, LA Metropolitan Statistical Area3,892451.870Lafayette, LA Metropolitan Statistical Area661303.7316Lafayette, LA Metropolitan Statistical Area674327.8277Lafayette, LA Metropolitan Statistical Area674327.8277Lafayette, LA Metropolitan Statistical Area616303.7316 </td <td>Jackson, TN Metropolitan Statistical Area</td> <td>464</td> <td>357.8</td> <td>224</td>	Jackson, TN Metropolitan Statistical Area	464	357.8	224
Jamestown-Dunkirk-Fredonia, NY Micropolitan Statistical Area389297.4324Janesville-Beloit, WI Metropolitan Statistical Area545337.6263Jefferson City, MO Metropolitan Statistical Area475314.3305Johnson City, TN Metropolitan Statistical Area780388.7168Johnsobaro, AR Metropolitan Statistical Area530388.5169Jonesboro, AR Metropolitan Statistical Area515290.6333Joplin, MO Metropolitan Statistical Area515290.6333Kahului-Wailuku-Lahaina, HI Metropolitan Statistical Area1,139339.7261Kankace, IL Metropolitan Statistical Area313282.3347Kansas City, MO-KS Metropolitan Statistical Area9,125437.185Kennewick-Richland, WA Metropolitan Statistical Area1,922445.977Kilgen-Temple, TX Metropolitan Statistical Area1,922445.977Kingstorn, NV Metropolitan Statistical Area901500.228Knoxville, TN Metropolitan Statistical Area3,892451.870Lafoyette, NM Metropolitan Statistical Area345251.9367Lafayette, LA Metropolitan Statistical Area661303.7316Lafayette, LA Metropolitan Statistical Area661303.7316Lafayette, LA Metropolitan Statistical Area661303.7316Lafayette, LA Metropolitan Statistical Area1,631303.9315Lansetter, P. Metropolitan Statistical Area1,631303.93	Jacksonville, FL Metropolitan Statistical Area	8,026	553.7	10
Janes ville-Beloit, WI Metropolitan Statistical Area545337.6263Jeffers on City, MO Metropolitan Statistical Area475314.3305Johnstown, PA Metropolitan Statistical Area780388.7168Jonesboro, AR Metropolitan Statistical Area333298.3322Joplin, MO Metropolitan Statistical Area333298.3322Joplin, MO Metropolitan Statistical Area515290.6335Kahunazoo-Portage, MI Metropolitan Statistical Area1,139339.7261Kankakee, IL Metropolitan Statistical Area9,125437.185Kennewick-Richland, WA Metropolitan Statistical Area9,125437.185Kennewick-Richland, WA Metropolitan Statistical Area1,922445.977Kilken-Temple, TX Metropolitan Statistical Area1,014330.2275Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area3,892451.8700La Crosse-Onalaska, WI-MN Metropolitan Statistical Area3,892451.8700La Crosse-Onalaska, WI-MN Metropolitan Statistical Area1,431291.8334Lafayette, LA Metropolitan Statistical Area651303.7316Lafayette, LA Metropolitan Statistical Area664303.9315Lancaster, PA Metropolitan Statistical Area1,631303.9315Lafayette, LA Metropolitan Statistical Area1,631303.9315Lafayette, LA Metropolitan Statistical Area1,631303.9315Lancaster, PA Metropolitan Statistical Area<	Jacksonville, NC Metropolitan Statistical Area	937	502.9	27
Jefferson City, MO Metropolitan Statistical Area475314.3305Johnson City, TN Metropolitan Statistical Area780388.7168Johnstown, PA Metropolitan Statistical Area530388.5169Jonesboro, AR Metropolitan Statistical Area383298.3322Joplin, MO Metropolitan Statistical Area315290.6335Kahului-Wailuku-Lahaina, HI Metropolitan Statistical Area1,139339.7261Kankakee, IL Metropolitan Statistical Area1,139339.7261Kankakee, IL Metropolitan Statistical Area313282.3347Kansas City, MO-KS Metropolitan Statistical Area9,125437.185Kennewick-Richhand, WA Metropolitan Statistical Area1,922445.977Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area1,014330.2275Kingston, NY Metropolitan Statistical Area3,892451.870La Crosse-Onalaska, WI-MN Metropolitan Statistical Area345251.9367Lafayette, LA Metropolitan Statistical Area345251.9367Lafayette, LA Metropolitan Statistical Area651303.7316Lake Charles, LA Metropolitan Statistical Area661303.7316Lake Charles, LA Metropolitan Statistical Area1,631303.9315Lake Charles, LA Metropolitan Statistical Area661303.7316Lake Charles, LA Metropolitan Statistical Area1,631303.9315Lake Mavau City-Kingman, AZ Metropolitan Statistical Area<		389	297.4	324
Johnson City, TN Metropolitan Statistical Area780388.7168Johnstown, PA Metropolitan Statistical Area530388.5169Jonesboro, AR Metropolitan Statistical Area383298.3322Joplin, MO Metropolitan Statistical Area515290.6335Kahului-Wailuku-Lahaina, HI Metropolitan Statistical Area1,139339.7261Kankakee, IL Metropolitan Statistical Area1,139339.7261Kankakee, IL Metropolitan Statistical Area313282.3347Kansas City, MO-KS Metropolitan Statistical Area823294.9327Killeen-Temple, TX Metropolitan Statistical Area1,014330.2275Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area901500.228Knoxville, TN Metropolitan Statistical Area345251.9367La Crosse-Onalaska, WI-MN Metropolitan Statistical Area345251.9367Lafayette, LA Metropolitan Statistical Area345251.9367Lafayette, LA Metropolitan Statistical Area333.7316334Lafayette, LA Metropolitan Statistical Area651303.7316Lake Charles, LA Metropolitan Statistical Area996486.5400Lakeland-Winter Haven, FL Metropolitan Statistical Area1,631303.9315Lansing-East Lansing, MI Metropolitan Statistical Area1,631303.9315Lakeland-Winter Haven, FL Metropolitan Statistical Area1,631303.9315Lakeland-Winter Haven, FL Metropolitan Statisti	Janesville-Beloit, WI Metropolitan Statistical Area	545	337.6	263
Johnstown, PA Metropolitan Statistical Area530388.5169Jonesboro, AR Metropolitan Statistical Area383298.3322Joplin, MO Metropolitan Statistical Area515290.6335Kahului-Wailuku-Lahaina, HI Metropolitan Statistical Area579351.5237Kalamazoo-Portage, MI Metropolitan Statistical Area1,139339.7261Kankakee, IL. Metropolitan Statistical Area9,125437.185Kennewick-Richland, WA Metropolitan Statistical Area9,125437.185Kennewick-Richland, WA Metropolitan Statistical Area1,014330.2275Killeen-Temple, TX Metropolitan Statistical Area1,014330.2275Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area3,892451.870La Crosse-Onalaska, WI-MN Metropolitan Statistical Area3,892451.870La Crosse-Onalaska, WI-MN Metropolitan Statistical Area345251.9367Lafayette, LA Metropolitan Statistical Area1,431291.8334Lafayette, UA Metropolitan Statistical Area674327.8277Lake Havasu City-Kingman, AZ Metropolitan Statistical Area996486.5400Lake Havasu City-Kingman, AZ Metropolitan Statistical Area1,631303.9315Lancaster, PA Metropolitan Statistical Area1,631303.9315Lancaster, PA Metropolitan Statistical Area1,631303.9315Laredo, TX Metropolitan Statistical Area1,631303.9315Laredo, TX Metrop	Jefferson City, MO Metropolitan Statistical Area	475	314.3	305
Jonesboro, AR Metropolitan Statistical Area383298.3322Joplin, MO Metropolitan Statistical Area515290.6335Kahuhi-Wailuku-Lahaina, HI Metropolitan Statistical Area1,139339.7261Kanazoo-Portage, MI Metropolitan Statistical Area1,139339.7261Kankakee, IL Metropolitan Statistical Area313282.3347Kansas City, MO-KS Metropolitan Statistical Area9,125437.185Kennewick-Richland, WA Metropolitan Statistical Area823294.9327Killeen-Temple, TX Metropolitan Statistical Area1,014330.2275Kingsport-Bristol, TN-VA Metropolitan Statistical Area901500.228Knoxville, TN Metropolitan Statistical Area345251.9367La Crosse-Onalaska, WI-MN Metropolitan Statistical Area345251.9367Lafayette, LA Metropolitan Statistical Area651303.7316Lake Charles, LA Metropolitan Statistical Area651303.7316Lake Charles, LA Metropolitan Statistical Area674327.8277Lake Havasu City-Kingman, AZ Metropolitan Statistical Area1,631303.9315Lansing-East Lansing, MI Metropolitan Statistical Area1,631303.9315Lansing-East Lansing, MI Metropolitan Statistical Area1,540326.1278Laredo, TX Metropolitan Statistical Area1,631303.9315Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area1,631303.9315Lansing-East Lans	Johnson City, TN Metropolitan Statistical Area	780	388.7	168
Joplin, MO Metropolitan Statistical Area515290.6335Kahului-Wailuku-Lahaina, HI Metropolitan Statistical Area579351.5237Kalamazoo-Portage, MI Metropolitan Statistical Area1,139339.7261Kankakee, IL Metropolitan Statistical Area313282.3347Kansas City, MO-KS Metropolitan Statistical Area9,125437.185Kennewick-Richland, WA Metropolitan Statistical Area823294.9327Killeen-Temple, TX Metropolitan Statistical Area1,014330.2275Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area1,014330.2288Knoxville, TN Metropolitan Statistical Area3,892451.870La Crosse-Onalaska, WI-MN Metropolitan Statistical Area3,482451.870La fayette, LA Metropolitan Statistical Area1,431291.8334Lafayette, West Lafayette, IN Metropolitan Statistical Area651303.7316Lake Charles, LA Metropolitan Statistical Area674327.8277Lake Havasu City-Kingman, AZ Metropolitan Statistical Area2,826434.789Lancaster, PA Metropolitan Statistical Area1,631303.9315Larsing-East Lansing, MI Metropolitan Statistical Area1,631303.9315Las Cruces, NM Metropolitan Statistical Area1,379511.324Las Cruces, NM Metropolitan Statistical Area1,379511.324Las Cruces, NM Metropolitan Statistical Area1,379511.324Las Cruces, N	Johnstown, PA Metropolitan Statistical Area	530	388.5	169
Kahuli-Wailuku-Lahaina, HI Metropolitan Statistical Area579351.5237Kalamazoo-Portage, MI Metropolitan Statistical Area1,139339.7261Kankakee, IL Metropolitan Statistical Area313282.3347Kansas City, MO-KS Metropolitan Statistical Area9,125437.185Kennewick-Richland, WA Metropolitan Statistical Area823294.9327Killeen-Temple, TX Metropolitan Statistical Area1,922445.977Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area901500.228Knoxville, TN Metropolitan Statistical Area3,892451.870La Crosse-Onalaska, WI-MN Metropolitan Statistical Area345251.9367Lafayette, LA Metropolitan Statistical Area1,431291.8334Lafayette, LA Metropolitan Statistical Area651303.7316Lake Charles, LA Metropolitan Statistical Area674327.8277Lake Havasu City-Kingman, AZ Metropolitan Statistical Area2,826434.789Lancaster, PA Metropolitan Statistical Area1,631303.9315Laredo, TX Metropolitan Statistical Area1,379511.324Laredo, TX Metropolitan Statistical Area1,379511.324Lake Interpolitan Statistical Area1,379511.324Lake Charles, LA Metropolitan Statistical Area1,379511.324Lakedand-Winter Haven, FL Metropolitan Statistical Area1,379511.324Laredo, TX Metropolitan Statistical Area <t< td=""><td>Jonesboro, AR Metropolitan Statistical Area</td><td>383</td><td>298.3</td><td>322</td></t<>	Jonesboro, AR Metropolitan Statistical Area	383	298.3	322
Kalamazoo-Portage, MI Metropolitan Statistical Area1,139339.7261Kankakee, IL Metropolitan Statistical Area313282.3347Kansas City, MO-KS Metropolitan Statistical Area9,125437.185Kennewick-Richland, WA Metropolitan Statistical Area823294.9327Killeen-Temple, TX Metropolitan Statistical Area1,012445.977Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area1,014330.2275Kingston, NY Metropolitan Statistical Area901500.228Knoxville, TN Metropolitan Statistical Area3,892451.870La Crosse-Onalaska, WI-MN Metropolitan Statistical Area1,431291.8334Lafayette, LA Metropolitan Statistical Area651303.7316Lake Charles, LA Metropolitan Statistical Area674327.8277Lake Havasu City-Kingman, AZ Metropolitan Statistical Area2,826434.789Lancsiter, PA Metropolitan Statistical Area1,631303.9315Lansing-East Lansing, MI Metropolitan Statistical Area1,540326.1278Laredo, TX Metropolitan Statistical Area1,379511.324Las Cruces, NM Metropolitan Statistical Area1,379511.324Las Cruces, NM Metropolitan Statistical Area1,379511.324Las Cruces, NM Metropolitan Statistical Area1,330535.713Lawence, KS Metropolitan Statistical Area474401.5142	Joplin, MO Metropolitan Statistical Area	515	290.6	335
Kankakee, IL Metropolitan Statistical Area313282.3347Kansas City, MO-KS Metropolitan Statistical Area9,125437.185Kennewick-Richland, WA Metropolitan Statistical Area823294.9327Killeen-Temple, TX Metropolitan Statistical Area1,922445.977Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area1,014330.2275Kingston, NY Metropolitan Statistical Area901500.228Knoxville, TN Metropolitan Statistical Area345251.9367La Crosse-Onalaska, WI-MN Metropolitan Statistical Area1,431291.8334Lafayette, LA Metropolitan Statistical Area651303.7316Lake Charles, LA Metropolitan Statistical Area651303.7316Lake Charles, LA Metropolitan Statistical Area651303.7316Lake Havasu City-Kingman, AZ Metropolitan Statistical Area2,826434.789Lancaster, PA Metropolitan Statistical Area1,631303.9315Lansing-East Lansing, MI Metropolitan Statistical Area1,540326.1278Laredo, TX Metropolitan Statistical Area1,379511.324Las Cruces, NM Metropolitan Statistical Area919428.8102Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area11,330535.713Lawrence, KS Metropolitan Statistical Area474401.5142	Kahului-Wailuku-Lahaina, HI Metropolitan Statistical Area	579	351.5	237
Kansas City, MO-KS Metropolitan Statistical Area9,125437.185Kennewick-Richland, WA Metropolitan Statistical Area823294.9327Killeen-Temple, TX Metropolitan Statistical Area1,922445.977Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area1,014330.2275Kingston, NY Metropolitan Statistical Area901500.228Knoxville, TN Metropolitan Statistical Area3,892451.870La Crosse-Onalaska, WI-MN Metropolitan Statistical Area345251.9367Lafayette, LA Metropolitan Statistical Area1,431291.8334Lafayette, LA Metropolitan Statistical Area651303.7316Lake Charles, LA Metropolitan Statistical Area996486.540Lake Havasu City-Kingman, AZ Metropolitan Statistical Area2,826434.789Lancaster, PA Metropolitan Statistical Area1,631303.9315Laredo, TX Metropolitan Statistical Area1,540326.1278Laredo, TX Metropolitan Statistical Area1,379511.324Las Cruces, NM Metropolitan Statistical Area919428.8102Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area11,330535.713Lawrence, KS Metropolitan Statistical Area474401.5142	Kalamazoo-Portage, MI Metropolitan Statistical Area	1,139	339.7	261
Kennewick-Richland, WA Metropolitan Statistical Area823294.9327Killeen-Temple, TX Metropolitan Statistical Area1,922445.977Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area1,014330.2275Kingston, NY Metropolitan Statistical Area901500.228Knoxville, TN Metropolitan Statistical Area3,892451.870La Crosse-Onalaska, WI-MN Metropolitan Statistical Area345251.9367Lafayette, LA Metropolitan Statistical Area1,431291.8334Lafayette, IN Metropolitan Statistical Area651303.7316Lake Charles, LA Metropolitan Statistical Area674327.8277Lake Havasu City-Kingman, AZ Metropolitan Statistical Area2,826434.789Lancaster, PA Metropolitan Statistical Area1,631303.9315Lansing-East Lansing, MI Metropolitan Statistical Area1,379511.324Las Cruces, NM Metropolitan Statistical Area919428.8102Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area11,330535.713Lawrence, KS Metropolitan Statistical Area11,330535.713	Kankakee, IL Metropolitan Statistical Area	313	282.3	347
Killeen-Temple, TX Metropolitan Statistical Area1,922445.977Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area1,014330.2275Kingston, NY Metropolitan Statistical Area901500.228Knoxville, TN Metropolitan Statistical Area3,892451.870La Crosse-Onalaska, WI-MN Metropolitan Statistical Area345251.9367Lafayette, LA Metropolitan Statistical Area1,431291.8334Lafayette-West Lafayette, IN Metropolitan Statistical Area651303.7316Lake Charles, LA Metropolitan Statistical Area674327.8277Lake Havasu City-Kingman, AZ Metropolitan Statistical Area996486.540Lakeland-Winter Haven, FL Metropolitan Statistical Area1,631303.9315Lancaster, PA Metropolitan Statistical Area1,540326.1278Laredo, TX Metropolitan Statistical Area1,379511.324Las Cruces, NM Metropolitan Statistical Area919428.8102Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area11,330535.713Lawrence, KS Metropolitan Statistical Area11,330535.714	Kansas City, MO-KS Metropolitan Statistical Area	9,125	437.1	85
Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area1,014330.2275Kingston, NY Metropolitan Statistical Area901500.228Knoxville, TN Metropolitan Statistical Area3,892451.870La Crosse-Onalaska, WI-MN Metropolitan Statistical Area345251.9367Lafayette, LA Metropolitan Statistical Area1,431291.8334Lafayette, IN Metropolitan Statistical Area651303.7316Lake Charles, LA Metropolitan Statistical Area674327.8277Lake Havasu City-Kingman, AZ Metropolitan Statistical Area996486.540Lakeland-Winter Haven, FL Metropolitan Statistical Area2,826434.789Lancaster, PA Metropolitan Statistical Area1,631303.9315Lansing-East Lansing, MI Metropolitan Statistical Area1,379511.324Las Cruces, NM Metropolitan Statistical Area919428.8102Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area11,330535.713Lawrence, KS Metropolitan Statistical Area11,330535.713	Kennewick-Richland, WA Metropolitan Statistical Area	823	294.9	327
Kingston, NY Metropolitan Statistical Area901500.228Knoxville, TN Metropolitan Statistical Area3,892451.870La Crosse-Onalaska, WI-MN Metropolitan Statistical Area345251.9367Lafayette, LA Metropolitan Statistical Area1,431291.8334Lafayette, West Lafayette, IN Metropolitan Statistical Area651303.7316Lake Charles, LA Metropolitan Statistical Area674327.8277Lake Havasu City-Kingman, AZ Metropolitan Statistical Area996486.540Lakeland-Winter Haven, FL Metropolitan Statistical Area2,826434.789Lancaster, PA Metropolitan Statistical Area1,631303.9315Lansing-East Lansing, MI Metropolitan Statistical Area1,379511.324Las Cruces, NM Metropolitan Statistical Area919428.8102Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area11,330535.713Lawrence, KS Metropolitan Statistical Area11,330535.713	Killeen-Temple, TX Metropolitan Statistical Area	1,922	445.9	77
Knowille, TN Metropolitan Statistical Area3,892451.870La Crosse-Onalaska, WI-MN Metropolitan Statistical Area345251.9367Lafayette, LA Metropolitan Statistical Area1,431291.8334Lafayette, UN Metropolitan Statistical Area651303.7316Lake Charles, LA Metropolitan Statistical Area674327.8277Lake Charles, LA Metropolitan Statistical Area674327.8277Lake Havasu City-Kingman, AZ Metropolitan Statistical Area996486.540Lakeland-Winter Haven, FL Metropolitan Statistical Area2,826434.789Lancaster, PA Metropolitan Statistical Area1,631303.9315Lansing-East Lansing, MI Metropolitan Statistical Area1,540326.1278Laredo, TX Metropolitan Statistical Area1,379511.324Las Cruces, NM Metropolitan Statistical Area919428.8102Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area11,330535.713Lawrence, KS Metropolitan Statistical Area474401.5142	Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area	1,014	330.2	275
La Crosse-Onalaska, WI-MN Metropolitan Statistical Area345251.9367Lafayette, LA Metropolitan Statistical Area1,431291.8334Lafayette-West Lafayette, IN Metropolitan Statistical Area651303.7316Lake Charles, LA Metropolitan Statistical Area674327.8277Lake Charles, LA Metropolitan Statistical Area996486.540Lake Havasu City-Kingman, AZ Metropolitan Statistical Area2,826434.789Lakeland-Winter Haven, FL Metropolitan Statistical Area1,631303.9315Lancaster, PA Metropolitan Statistical Area1,631303.9315Lansing-East Lansing, MI Metropolitan Statistical Area1,379511.324Las Cruces, NM Metropolitan Statistical Area919428.8102Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area11,330535.713Lawrence, KS Metropolitan Statistical Area474401.5142	Kingston, NY Metropolitan Statistical Area	901	500.2	28
Lafayette, LA Metropolitan Statistical Area1,431291.8334Lafayette, West Lafayette, IN Metropolitan Statistical Area651303.7316Lake Charles, LA Metropolitan Statistical Area674327.8277Lake Havasu City-Kingman, AZ Metropolitan Statistical Area996486.540Lakeland-Winter Haven, FL Metropolitan Statistical Area2,826434.789Lancaster, PA Metropolitan Statistical Area1,631303.9315Lansing-East Lansing, MI Metropolitan Statistical Area1,540326.1278Laredo, TX Metropolitan Statistical Area1,379511.324Las Cruces, NM Metropolitan Statistical Area919428.8102Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area11,330535.713Lawrence, KS Metropolitan Statistical Area474401.5142	Knoxville, TN Metropolitan Statistical Area	3,892	451.8	70
Lafayette-West Lafayette, IN Metropolitan Statistical Area651303.7316Lake Charles, LA Metropolitan Statistical Area674327.8277Lake Havasu City-Kingman, AZ Metropolitan Statistical Area996486.540Lakeland-Winter Haven, FL Metropolitan Statistical Area2,826434.789Lancaster, PA Metropolitan Statistical Area1,631303.9315Lansing-East Lansing, MI Metropolitan Statistical Area1,540326.1278Laredo, TX Metropolitan Statistical Area1,379511.324Las Cruces, NM Metropolitan Statistical Area919428.8102Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area11,330535.713Lawrence, KS Metropolitan Statistical Area474401.5142	La Crosse-Onalaska, WI-MN Metropolitan Statistical Area	345	251.9	367
Lake Charles, LA Metropolitan Statistical Area674327.8277Lake Havasu City-Kingman, AZ Metropolitan Statistical Area996486.540Lakeland-Winter Haven, FL Metropolitan Statistical Area2,826434.789Lancaster, PA Metropolitan Statistical Area1,631303.9315Lansing-East Lansing, MI Metropolitan Statistical Area1,540326.1278Laredo, TX Metropolitan Statistical Area1,379511.324Las Cruces, NM Metropolitan Statistical Area919428.8102Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area11,330535.713Lawrence, KS Metropolitan Statistical Area474401.5142	Lafayette, LA Metropolitan Statistical Area	1,431	291.8	334
Lake Havasu City-Kingman, AZ Metropolitan Statistical Area996486.540Lakeland-Winter Haven, FL Metropolitan Statistical Area2,826434.789Lancaster, PA Metropolitan Statistical Area1,631303.9315Lansing-East Lansing, MI Metropolitan Statistical Area1,540326.1278Laredo, TX Metropolitan Statistical Area1,379511.324Las Cruces, NM Metropolitan Statistical Area919428.8102Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area11,330535.713Lawrence, KS Metropolitan Statistical Area474401.5142	Lafayette-West Lafayette, IN Metropolitan Statistical Area	651	303.7	316
Lakeland-Winter Haven, FL Metropolitan Statistical Area2,826434.789Lancaster, PA Metropolitan Statistical Area1,631303.9315Lansing-East Lansing, MI Metropolitan Statistical Area1,540326.1278Laredo, TX Metropolitan Statistical Area1,379511.324Las Cruces, NM Metropolitan Statistical Area919428.8102Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area11,330535.713Lawrence, KS Metropolitan Statistical Area474401.5142	Lake Charles, LA Metropolitan Statistical Area	674	327.8	277
Lancaster, PA Metropolitan Statistical Area1,631303.9315Lansing-East Lansing, MI Metropolitan Statistical Area1,540326.1278Laredo, TX Metropolitan Statistical Area1,379511.324Las Cruces, NM Metropolitan Statistical Area919428.8102Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area11,330535.713Lawrence, KS Metropolitan Statistical Area474401.5142	Lake Havasu City-Kingman, AZ Metropolitan Statistical Area	996	486.5	40
Lansing-East Lansing, MI Metropolitan Statistical Area1,540326.1278Laredo, TX Metropolitan Statistical Area1,379511.324Las Cruces, NM Metropolitan Statistical Area919428.8102Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area11,330535.713Lawrence, KS Metropolitan Statistical Area474401.5142	Lakeland-Winter Haven, FL Metropolitan Statistical Area	2,826	434.7	89
Laredo, TX Metropolitan Statistical Area1,379511.324Las Cruces, NM Metropolitan Statistical Area919428.8102Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area11,330535.713Lawrence, KS Metropolitan Statistical Area474401.5142	Lancaster, PA Metropolitan Statistical Area	1,631	303.9	315
Las Cruces, NM Metropolitan Statistical Area919428.8102Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area11,330535.713Lawrence, KS Metropolitan Statistical Area474401.5142	Lansing-East Lansing, MI Metropolitan Statistical Area	1,540	326.1	278
Las Cruces, NM Metropolitan Statistical Area919428.8102Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area11,330535.713Lawrence, KS Metropolitan Statistical Area474401.5142	Laredo, TX Metropolitan Statistical Area	1,379	511.3	24
Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area11,330535.713Lawrence, KS Metropolitan Statistical Area474401.5142	Las Cruces, NM Metropolitan Statistical Area	919	428.8	102
Lawrence, KS Metropolitan Statistical Area 474 401.5 142		11,330		
Lawton, OK Metropolitan Statistical Area 499 382.0 179	Lawrence, KS Metropolitan Statistical Area	474	401.5	142
	Lawton, OK Metropolitan Statistical Area	499	382.0	179

<sup>1</sup>This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2015 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2015 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).

Note: In calculating the State and Metropolitan Areas rankings, we excluded state-specific data contributors' complaints.

Federal Trade Commission



January 1 – December 31, 2016

		<b>Complaints Per</b>	
Metropolitan Area	Complaints	100,000 Population <sup>1</sup>	Rank
Lebanon, PA Metropolitan Statistical Area	452	329.8	276
Lewiston-Auburn, ME Metropolitan Statistical Area	358	333.9	269
Lexington-Fayette, KY Metropolitan Statistical Area	1,924	384.4	175
Lima, OH Metropolitan Statistical Area	305	292.1	333
Lincoln, NE Metropolitan Statistical Area	1,075	332.2	272
Little Rock-North Little Rock-Conway, AR Metropolitan Statistical Area	2,948	402.9	138
Logan, UT-ID Metropolitan Statistical Area	352	263.0	360
London, KY Micropolitan Statistical Area	344	268.8	358
Longview, TX Metropolitan Statistical Area	758	348.1	247
Longview, WA Metropolitan Statistical Area	367	354.7	230
Los Angeles-Long Beach-Anaheim, CA Metropolitan Statistical Area	50,874	381.4	180
Louisville/Jefferson County, KY-IN Metropolitan Statistical Area	5,898	461.4	63
Lubbock, TX Metropolitan Statistical Area	1,634	525.1	19
Lumberton, NC Micropolitan Statistical Area	411	306.3	313
Lynchburg, VA Metropolitan Statistical Area	1,021	392.8	161
Macon, GA Metropolitan Statistical Area	893	388.1	170
Madera, CA Metropolitan Statistical Area	386	249.0	368
Madison, WI Metropolitan Statistical Area	2,264	353.0	233
Manchester-Nashua, NH Metropolitan Statistical Area	1,763	433.5	92
Mansfield, OH Metropolitan Statistical Area	426	350.0	242
McAllen-Edinburg-Mission, TX Metropolitan Statistical Area	1,310	155.5	379
Medford, OR Metropolitan Statistical Area	911	428.6	103
Memphis, TN-MS-AR Metropolitan Statistical Area	6,529	485.7	42
Merced, CA Metropolitan Statistical Area	661	246.2	369
Meridian, MS Micropolitan Statistical Area	352	336.8	266
Miami-Fort Lauderdale-West Palm Beach, FL Metropolitan Statistical Area	29,742	494.7	33
Michigan City-La Porte, IN Metropolitan Statistical Area	459	413.9	125
Midland, TX Metropolitan Statistical Area	478	286.7	343
Milwaukee-Waukesha-West Allis, WI Metropolitan Statistical Area	5,787	367.3	207
Minneapolis-St. Paul-Bloomington, MN-WI Metropolitan Statistical Area	14,600	414.2	124
Missoula, MT Metropolitan Statistical Area	608	532.5	15
Mobile, AL Metropolitan Statistical Area	1,770	426.1	107
Modesto, CA Metropolitan Statistical Area	1,559	289.6	336
Monroe, LA Metropolitan Statistical Area	709	395.6	151
Monroe, MI Metropolitan Statistical Area	523	349.7	243
Montgomery, AL Metropolitan Statistical Area	1,628	435.5	88
Morgantown, WV Metropolitan Statistical Area	510	369.1	205
Morristown, TN Metropolitan Statistical Area	372	318.9	291
Mount Vernon-Anacortes, WA Metropolitan Statistical Area	463	380.0	183
Muncie, IN Metropolitan Statistical Area	364	311.5	310
Muskegon, MI Metropolitan Statistical Area	499	288.8	338
Myrtle Beach-Conway-North Myrtle Beach, SC-NC Metropolitan Statistical Area	2,561	592.9	7
Napa, CA Metropolitan Statistical Area	607	426.1	108
Naples-Immokalee-Marco Island, FL Metropolitan Statistical Area	1,283	359.1	222
Nashville-DavidsonMurfreesboroFranklin, TN Metropolitan Statistical Area	8,743	477.7	46
New Bern, NC Metropolitan Statistical Area	523	414.3	123
New Haven-Milford, CT Metropolitan Statistical Area	3,321	386.4	174
New Orleans-Metairie, LA Metropolitan Statistical Area	5,448	431.4	96

<sup>1</sup>This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2015 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2015 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).

Note: In calculating the State and Metropolitan Areas rankings, we excluded state-specific data contributors' complaints.

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		<b>Complaints Per</b>	
Metropolitan Area	Complaints	100,000 Population <sup>1</sup>	Rank
New York-Newark-Jersey City, NY-NJ-PA Metropolitan Statistical Area	81,058	401.6	141
Niles-Benton Harbor, MI Metropolitan Statistical Area	550	355.7	227
North Port-Sarasota-Bradenton, FL Metropolitan Statistical Area	3,649	474.6	49
Norwich-New London, CT Metropolitan Statistical Area	1,179	433.7	91
Ocala, FL Metropolitan Statistical Area	1,605	467.6	52
Odessa, TX Metropolitan Statistical Area	472	296.0	326
Ogden-Clearfield, UT Metropolitan Statistical Area	2,218	345.0	251
Ogdensburg-Massena, NY Micropolitan Statistical Area	312	281.1	348
Oklahoma City, OK Metropolitan Statistical Area	4,980	366.6	209
Olympia-Tumwater, WA Metropolitan Statistical Area	1,250	463.8	58
Omaha-Council Bluffs, NE-IA Metropolitan Statistical Area	3,616	395.1	154
Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	11,736	491.6	39
Oshkosh-Neenah, WI Metropolitan Statistical Area	504	297.3	325
Ottawa-Peru, IL Micropolitan Statistical Area	449	298.2	323
Owensboro, KY Metropolitan Statistical Area	328	279.2	350
Oxnard-Thousand Oaks-Ventura, CA Metropolitan Statistical Area	3,673	431.8	94
Palm Bay-Melbourne-Titus ville, FL Metropolitan Statistical Area	3,125	550.1	11
Panama City, FL Metropolitan Statistical Area	822	416.2	118
Pensacola-Ferry Pass-Brent, FL Metropolitan Statistical Area	2,288	478.6	45
Peoria, IL Metropolitan Statistical Area	1,402	370.9	203
Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	26,891	443.0	79
Phoenix-Mesa-Scottsdale, AZ Metropolitan Statistical Area	22,603	494.1	34
Pittsburgh, PA Metropolitan Statistical Area	10,886	462.6	62
Pittsfield, MA Metropolitan Statistical Area	461	360.6	218
Port St. Lucie, FL Metropolitan Statistical Area	2,108	463.5	60
Portland-South Portland, ME Metropolitan Statistical Area	1,774	337.1	264
Portland-Vancouver-Hillsboro, OR-WA Metropolitan Statistical Area	10,446	437.2	84
Pottsville, PA Micropolitan Statistical Area	628	434.3	90
Prescott, AZ Metropolitan Statistical Area	1,565	704.1	3
Providence-Warwick, RI-MA Metropolitan Statistical Area	4,965	307.8	312
Provo-Orem, UT Metropolitan Statistical Area	1,577	269.2	357
Pueblo, CO Metropolitan Statistical Area	850	519.6	20
Punta Gorda, FL Metropolitan Statistical Area	841	485.8	41
Racine, WI Metropolitan Statistical Area	673	345.0	252
Raleigh, NC Metropolitan Statistical Area	5,454	428.2	104
Rapid City, SD Metropolitan Statistical Area	525	364.2	212
Reading, PA Metropolitan Statistical Area	1,458	351.1	239
Redding, CA Metropolitan Statistical Area	741	412.7	127
Reno, NV Metropolitan Statistical Area	2,038	452.0	69
Richmond, VA Metropolitan Statistical Area	6,751	531.0	17
Richmond-Berea, KY Micropolitan Statistical Area	316	301.6	318
Riverside-San Bernardino-Ontario, CA Metropolitan Statistical Area	16,796	374.1	197
Roanoke, VA Metropolitan Statistical Area	1,187	377.4	189
Rochester, MN Metropolitan Statistical Area	581	271.7	354
Rochester, NY Metropolitan Statistical Area	4,406	407.2	135
Rockford, IL Metropolitan Statistical Area	1,227	360.2	219
Rocky Mount, NC Metropolitan Statistical Area	579	391.0	165
	473		82

<sup>1</sup>This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2015 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2015 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).



January 1 – December 31, 2016

		<b>Complaints Per</b>	
Metropolitan Area	Complaints	100,000 Population <sup>1</sup>	Rank
SacramentoRosevilleArden-Arcade, CA Metropolitan Statistical Area	10,587	465.5	55
Saginaw, MI Metropolitan Statistical Area	546	282.5	346
Salem, OH Micropolitan Statistical Area	381	363.5	213
Salem, OR Metropolitan Statistical Area	1,378	336.0	267
Salinas, CA Metropolitan Statistical Area	1,139	262.5	362
Salisbury, MD-DE Metropolitan Statistical Area	1,601	405.0	136
Salt Lake City, UT Metropolitan Statistical Area	4,132	353.1	232
San Angelo, TX Metropolitan Statistical Area	381	318.4	294
San Antonio-New Braunfels, TX Metropolitan Statistical Area	9,063	380.1	182
San Diego-Carlsbad, CA Metropolitan Statistical Area	13,707	415.4	120
San Francisco-Oakland-Hayward, CA Metropolitan Statistical Area	19,688	422.8	110
San Jose-Sunnyvale-Santa Clara, CA Metropolitan Statistical Area	7,177	363.1	214
San Luis Obispo-Paso Robles-Arroyo Grande, CA Metropolitan Statistical Area	1,063	377.8	188
Santa Cruz-Watsonville, CA Metropolitan Statistical Area	879	320.6	286
Santa Fe, NM Metropolitan Statistical Area	1,080	726.4	2
Santa Maria-Santa Barbara, CA Metropolitan Statistical Area	1,404	315.7	304
Santa Rosa, CA Metropolitan Statistical Area	1,964	391.1	164
Savannah, GA Metropolitan Statistical Area	1,719	453.3	67
ScrantonWilkes-BarreHazleton, PA Metropolitan Statistical Area	2,228	399.2	146
Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area	16,092	431.0	98
Sebastian-Vero Beach, FL Metropolitan Statistical Area	728	492.2	37
Sheboygan, WI Metropolitan Statistical Area	350	302.8	317
Sherman-Denison, TX Metropolitan Statistical Area	529	421.6	114
Show Low, AZ Micropolitan Statistical Area	349	322.3	285
Shreveport-Bossier City, LA Metropolitan Statistical Area	1,703	383.8	176
Sierra Vista-Douglas, AZ Metropolitan Statistical Area	685	541.8	12
Sioux City, IA-NE-SD Metropolitan Statistical Area	475	281.0	349
Sioux Falls, SD Metropolitan Statistical Area	689	273.6	353
South Bend-Mishawaka, IN-MI Metropolitan Statistical Area	993	310.2	311
Spartanburg, SC Metropolitan Statistical Area	1,276	392.5	162
Spokane-Spokane Valley, WA Metropolitan Statistical Area	3,551	648.2	6
Springfield, IL Metropolitan Statistical Area	799	378.4	186
Springfield, MA Metropolitan Statistical Area	2,051	324.5	283
Springfield, MO Metropolitan Statistical Area	1,518	332.6	271
Springfield, OH Metropolitan Statistical Area	540	397.2	148
St. Cloud, MN Metropolitan Statistical Area	500	257.2	365
St. George, UT Metropolitan Statistical Area	519	333.5	270
St. Joseph, MO-KS Metropolitan Statistical Area	434	342.1	257
St. Louis, MO-IL Metropolitan Statistical Area	13,375	475.7	47
State College, PA Metropolitan Statistical Area	428	266.5	359
Staunton-Waynesboro, VA Metropolitan Statistical Area	419	348.5	245
Stockton-Lodi, CA Metropolitan Statistical Area	2,364	325.6	281
Sumter, SC Metropolitan Statistical Area	444	413.1	126
Syracuse, NY Metropolitan Statistical Area	2,597	393.2	160
Tallahassee, FL Metropolitan Statistical Area	1,627	430.5	99
Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	15,774	530.2	18
Terre Haute, IN Metropolitan Statistical Area	502	293.5	331
Texarkana, TX-AR Metropolitan Statistical Area	679	453.4	66

<sup>1</sup>This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2015 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2015 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).

Note: In calculating the State and Metropolitan Areas rankings, we excluded state-specific data contributors' complaints.

Federal Trade Commission



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		<b>Complaints Per</b>	
Metropolitan Area	Complaints	100,000 Population <sup>1</sup>	Rank
The Villages, FL Metropolitan Statistical Area	518	435.7	87
Toledo, OH Metropolitan Statistical Area	2,042	337.0	265
Topeka, KS Metropolitan Statistical Area	1,155	494.0	35
Torrington, CT Micropolitan Statistical Area	755	411.2	129
Traverse City, MI Micropolitan Statistical Area	446	300.7	320
Trenton, NJ Metropolitan Statistical Area	1,551	417.6	117
Tucson, AZ Metropolitan Statistical Area	4,537	449.2	71
Tullahoma-Manchester, TN Micropolitan Statistical Area	352	344.9	254
Tulsa, OK Metropolitan Statistical Area	3,669	374.0	198
Tupelo, MS Micropolitan Statistical Area	622	444.9	78
Tuscaloosa, AL Metropolitan Statistical Area	911	379.7	185
Twin Falls, ID Micropolitan Statistical Area	337	320.4	288
Tyler, TX Metropolitan Statistical Area	961	431.1	97
Urban Honolulu, HI Metropolitan Statistical Area	3,446	345.0	253
Utica-Rome, NY Metropolitan Statistical Area	938	317.3	297
Valdosta, GA Metropolitan Statistical Area	574	401.7	140
Vallejo-Fairfield, CA Metropolitan Statistical Area	2,022	463.7	59
Vineland-Bridgeton, NJ Metropolitan Statistical Area	539	345.8	250
Virginia Beach-Norfolk-Newport News, VA-NC Metropolitan Statistical Area	7,944	460.6	64
Visalia-Porterville, CA Metropolitan Statistical Area	1,012	220.1	375
Waco, TX Metropolitan Statistical Area	897	341.3	259
Warner Robins, GA Metropolitan Statistical Area	823	437.4	83
Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	35,570	583.3	8
Waterloo-Cedar Falls, IA Metropolitan Statistical Area	442	259.1	363
Watertown-Fort Drum, NY Metropolitan Statistical Area	414	351.9	235
Wausau, WI Metropolitan Statistical Area	461	339.3	262
Weirton-Steubenville, WV-OH Metropolitan Statistical Area	810	672.1	4
Wenatchee, WA Metropolitan Statistical Area	363	312.5	309
Wheeling, WV-OH Metropolitan Statistical Area	470	325.9	279
Whitewater-Elkhorn, WI Micropolitan Statistical Area	353	343.4	256
Wichita Falls, TX Metropolitan Statistical Area	630	417.8	116
Wichita, KS Metropolitan Statistical Area	2,265	351.4	238
Williamsport, PA Metropolitan Statistical Area	439	378.3	187
Wilmington, NC Metropolitan Statistical Area	1,244	447.5	75
Winchester, VA-WV Metropolitan Statistical Area	547	408.7	132
Winston-Salem, NC Metropolitan Statistical Area	2,483	376.6	192
Wooster, OH Micropolitan Statistical Area	499	429.9	101
Worcester, MA-CT Metropolitan Statistical Area	3,259	348.4	246
Yakima, WA Metropolitan Statistical Area	436	175.2	378
York-Hanover, PA Metropolitan Statistical Area	1,606	362.6	215
Youngstown-Warren-Boardman, OH-PA Metropolitan Statistical Area	2,065	375.5	194
Yuba City, CA Metropolitan Statistical Area	545	318.8	292
Yuma, AZ Metropolitan Statistical Area	453	221.8	374

<sup>1</sup>This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2015 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2015 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).



January 1 – December 31, 2016

		<b>Complaints Per</b>	
Metropolitan Area	Complaints	100,000 Population <sup>1</sup>	Rank
Abilene, TX Metropolitan Statistical Area	123	72.5	275
Akron, OH Metropolitan Statistical Area	717	101.8	133
Albany, GA Metropolitan Statistical Area	150	97.7	145
Albany, OR Metropolitan Statistical Area	116	96.2	154
Albany-Schenectady-Troy, NY Metropolitan Statistical Area	785	89.0	189
Albuquerque, NM Metropolitan Statistical Area	1,206	132.9	48
Alexandria, LA Metropolitan Statistical Area	81	52.4	368
Allentown-Bethlehem-Easton, PA-NJ Metropolitan Statistical Area	887	106.6	115
Altoona, PA Metropolitan Statistical Area	89	70.9	282
Amarillo, TX Metropolitan Statistical Area	209	79.8	245
Anchorage, AK Metropolitan Statistical Area	510	127.6	60
Ann Arbor, MI Metropolitan Statistical Area	1,206	336.0	1
Anniston-Oxford-Jacksonville, AL Metropolitan Statistical Area	74	64.0	322
Appleton, WI Metropolitan Statistical Area	191	82.0	231
Asheville, NC Metropolitan Statistical Area	369	82.6	228
Athens-Clarke County, GA Metropolitan Statistical Area	155	76.3	256
Atlanta-Sandy Springs-Roswell, GA Metropolitan Statistical Area	9,187	160.9	13
Atlantic City-Hammonton, NJ Metropolitan Statistical Area	281	102.5	132
Auburn-Opelika, AL Metropolitan Statistical Area	108	68.8	293
Augusta-Richmond County, GA-SC Metropolitan Statistical Area	504	85.4	215
Augusta-Waterville, ME Micropolitan Statistical Area	87	72.5	276
Austin-Round Rock, TX Metropolitan Statistical Area	2,931	146.5	24
Bakersfield, CA Metropolitan Statistical Area	1,255	142.3	34
Baltimore-Columbia-Towson, MD Metropolitan Statistical Area	3,972	142.0	35
Bangor, ME Metropolitan Statistical Area	102	66.8	303
Barnstable Town, MA Metropolitan Statistical Area	196	91.4	173
Baton Rouge, LA Metropolitan Statistical Area	558	67.2	302
Battle Creek, MI Metropolitan Statistical Area	183	136.2	43
Bay City, MI Metropolitan Statistical Area	133	125.9	67
Beaumont-Port Arthur, TX Metropolitan Statistical Area	376	92.1	172
Beckley, WV Metropolitan Statistical Area	96	78.4	248
Bellingham, WA Metropolitan Statistical Area	186	87.6	199
Bend-Redmond, OR Metropolitan Statistical Area	134	76.5	254
Billings, MT Metropolitan Statistical Area	125	74.3	268
Binghamton, NY Metropolitan Statistical Area	123	50.0	371
Birmingham-Hoover, AL Metropolitan Statistical Area	1,002	87.5	200
Bismarck, ND Metropolitan Statistical Area	82	63.3	325
Blacksburg-Christiansburg-Radford, VA Metropolitan Statistical Area	99	54.5	360
Bloomington, IL Metropolitan Statistical Area	192	101.4	136
Bloomington, IN Metropolitan Statistical Area	150	90.6	177
Bluefield, WV-VA Micropolitan Statistical Area	52	50.0	372
Boise City, ID Metropolitan Statistical Area	710	104.9	119
Boston-Cambridge-Newton, MA-NH Metropolitan Statistical Area	5,521	115.6	94
Boulder, CO Metropolitan Statistical Area	408	127.8	59
Bowling Green, KY Metropolitan Statistical Area	98	58.2	344
Bozeman, MT Micropolitan Statistical Area	131	130.0	54
Bremerton-Silverdale, WA Metropolitan Statistical Area	247	95.0	162
Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area	1,474	155.5	16



January 1 – December 31, 2016

		<b>Complaints Per</b>	
Metropolitan Area	Complaints	100,000 Population <sup>1</sup>	Rank
Brownsville-Harlingen, TX Metropolitan Statistical Area	369	87.4	201
Brunswick, GA Metropolitan Statistical Area	113	97.4	147
Buffalo-Cheektowaga-Niagara Falls, NY Metropolitan Statistical Area	807	71.1	281
Burlington, NC Metropolitan Statistical Area	149	94.1	166
Burlington-South Burlington, VT Metropolitan Statistical Area	145	66.8	304
California-Lexington Park, MD Metropolitan Statistical Area	151	135.5	45
Canton-Massillon, OH Metropolitan Statistical Area	356	88.3	193
Cape Coral-Fort Myers, FL Metropolitan Statistical Area	1,067	152.0	19
Carbondale-Marion, IL Metropolitan Statistical Area	96	75.7	260
Cedar Rapids, IA Metropolitan Statistical Area	216	81.2	237
Chambersburg-Waynesboro, PA Metropolitan Statistical Area	92	59.9	340
Champaign-Urbana, IL Metropolitan Statistical Area	225	94.1	167
Charleston, WV Metropolitan Statistical Area	134	60.7	334
Charleston-North Charleston, SC Metropolitan Statistical Area	732	98.3	143
Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area	2,842	117.1	87
Charlottes ville, VA Metropolitan Statistical Area	192	83.7	221
Chattanooga, TN-GA Metropolitan Statistical Area	444	81.1	239
Chicago-Naperville-Elgin, IL-IN-WI Metropolitan Statistical Area	14,555	152.4	18
Chico, CA Metropolitan Statistical Area	226	100.3	139
Cincinnati, OH-KY-IN Metropolitan Statistical Area	2,183	101.2	138
Claremont-Lebanon, NH-VT Micropolitan Statistical Area	156	71.9	278
Clarksville, TN-KY Metropolitan Statistical Area	201	71.5	279
Cleveland, TN Metropolitan Statistical Area	59	48.8	375
Cleveland-Elyria, OH Metropolitan Statistical Area	2,486	120.6	79
Coeur d'Alene, ID Metropolitan Statistical Area	119	79.2	246
College Station-Bryan, TX Metropolitan Statistical Area	195	78.3	249
Colorado Springs, CO Metropolitan Statistical Area	795	113.9	98
Columbia, MO Metropolitan Statistical Area	187	106.9	114
Columbia, SC Metropolitan Statistical Area	725	89.5	186
Columbus, GA-AL Metropolitan Statistical Area	325	103.6	126
Columbus, OH Metropolitan Statistical Area	2,081	102.9	131
Concord, NH Micropolitan Statistical Area	179	121.0	78
Cookeville, TN Micropolitan Statistical Area	62	57.3	347
Corpus Christi, TX Metropolitan Statistical Area	425	93.9	168
Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area	304	116.0	93
Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	10,590	149.1	21
Dalton, GA Metropolitan Statistical Area	90	62.6	327
Danville, VA Micropolitan Statistical Area	69	66.2	310
Daphne-Fairhope-Foley, AL Metropolitan Statistical Area	192	94.3	163
Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area	269	70.1	286
Dayton, OH Metropolitan Statistical Area	781	97.5	146
Decatur, AL Metropolitan Statistical Area	72	47.2	376
Decatur, IL Metropolitan Statistical Area	71	66.2	311
Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	780	125.1	68
Denver-Aurora-Lakewood, CO Metropolitan Statistical Area	3,415	121.3	76
Des Moines-West Des Moines, IA Metropolitan Statistical Area	566	90.9	175
Detroit-Warren-Dearborn, MI Metropolitan Statistical Area	9,238	214.7	3
Dothan, AL Metropolitan Statistical Area	153	103.3	130



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Durham-Chapel Hill, NC Metropolitan Statistical Area699126.5651East Stroudsburg, PA Metropolitan Statistical Area12676.1321Eu Chire, VI Metropolitan Statistical Area12676.1257B Centro, CA Metropolitan Statistical Area79094.2165Elizabethtown-Fort Knox, KY Metropolitan Statistical Area8657.9345Elkhart-Goshen, IN Metropolitan Statistical Area22681.3235Enge, PA Metropolitan Statistical Area22681.3235Engen, CR Metropolitan Statistical Area12754.5361Fare, An Metropolitan Statistical Area17254.5361Fargo, ND-MN Metropolitan Statistical Area7374.0270Fargo, ND-MN Metropolitan Statistical Area390103.6127Fayetteville, Springdale-Rogers, AR-MO Metropolitan Statistical Area390103.6127Fayetteville-Springdale-Rogers, AR-MO Metropolitan Statistical Area12187.0204Flint, M Metropolitan Statistical Area12187.0244Florence, SC O Metropolitan Statistical Area13684.5219Florence, SC O Metropolitan Statistical Area17863.5324Florence, SC O Metropolitan Statistical Area186162.612Florence, SC O Metropolitan Statistical Area18656.7351Florence, SC O Metropolitan Statistical Area18656.7351Florence, SC O Metropolitan Statistical Area18656.7351Go	Duluth, MN-WI Metropolitan Statistical Area	225	80.5	243
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I Centro, CA Metropolitan Statistical Area16390.5179I Paso, TX Metropolitan Statistical Area8657.9345Elxhart-Coshen, IN Metropolitan Statistical Area11555.5352Erie, PA Metropolitan Statistical Area116114.697Eureka-Arcata-Fortuna, CA Micropolitan Statistical Area11275.2262Evansville, IN-KY Metropolitan Statistical Area17254.5361Fargo, ND-MN Metropolitan Statistical Area17374.0270Farmigton, NM Metropolitan Statistical Area300103.6127Fayettoville, NC Metropolitan Statistical Area300103.6127For Collins, CO Metropolitan Statistical Area66126.612Fort Wayne, IN Metropolitan Statistical Area6153.8364Fort Sind, A.K. Metropolitan Statistical Area17863.5324Fort Wayne, IN Metropolitan Statistical Area17863.5324Fort Wayne, IN Metropolitan Statistical Area17863.5324Fort Wayne, IN Metropolitan Statistical Area17863.5324Goliansville, FL Metropolitan	East Stroudsburg, PA Metropolitan Statistical Area	107	64.3	321
El Paso, TX Metropolitan Statistical Area79094.2165Elizabethtown-Fort Knox, KY Metropolitan Statistical Area11556.5332Erie, PA Metropolitan Statistical Area22681.3235Erie, PA Metropolitan Statistical Area10275.2262Eureka-Arcata Fortuna, CA Micropolitan Statistical Area10275.2262Evanswille, IN-KY Metropolitan Statistical Area10275.2262Fargo, ND-MN Metropolitan Statistical Area10374.02700Farmington, NM Metropolitan Statistical Area6353.1366Fayetteville, NC Metropolitan Statistical Area300103.61277Fayetteville, Springdale-Rogers, AR-MO Metropolitan Statistical Area7072.02777Fagstaff, AZ Metropolitan Statistical Area12187.0204Flint, MI Metropolitan Statistical Area15776.0258Florence-Muscle Shoals, AL Metropolitan Statistical Area7953.8342Fort Oflins, AC Metropolitan Statistical Area7863.5324Fort Oflin, AR-OK Metropolitan Statistical Area17863.5324Fort Oflins, AR-OK Metropolitan Statistical Area17863.5324Fort Oflins, AR-OK Metropolitan Statistical Area1856.7351Gadsden, AL Metropolitan Statistical Area1856.7351Gottosnic, R.O. Metropolitan Statistical Area1856.7351Gadsden, AL Metropolitan Statistical Area1856.7351Gandse	Eau Claire, WI Metropolitan Statistical Area	126	76.1	257
Elizabethtown-Fort Knox, KY Metropolitan Statistical Area8657.9345Elikhart-Goshen, IN Metropolitan Statistical Area11556.5352Erie, PA Metropolitan Statistical Area22681.3225Eugene, QR Metropolitan Statistical Area10275.2262Evans ville, IN-KY Metropolitan Statistical Area17374.0270Fargio, ND-MN Metropolitan Statistical Area17374.0270Fargion, NM Metropolitan Statistical Area30103.6127Fayetteville, NC Metropolitan Statistical Area30103.6127Fayetteville, NC Metropolitan Statistical Area30103.6127Fayetteville, NC Metropolitan Statistical Area12187.0204Fligsteff, ZA Metropolitan Statistical Area12187.0204Flogsteff, ZA Metropolitan Statistical Area12187.0204Florence-Succe Schoals, AL Metropolitan Statistical Area17376.0258Florence-Musce Schoals, AL Metropolitan Statistical Area17863.5324Fort Snith, AR OK Metropolitan Statistical Area17863.5324Fort Snith, AR OK Metropolitan Statistical Area17863.5324Fort Snith, AR OK Metropolitan Statistical Area17863.5324Gaines ville, FL Metropolitan Statistical Area36384.5219Fresno, CA Metropolitan Statistical Area1856.7331Gaines ville, FL Metropolitan Statistical Area9063.5331Gaines v	El Centro, CA Metropolitan Statistical Area	163	90.5	179
Elkhart-Goshen, IN Metropolitan Statistical Area11556.5352Erie, PA Metropolitan Statistical Area22681.3235Burgene, OR Metropolitan Statistical Area10275.2262Evansville, IN-KY Metropolitan Statistical Area17254.5361Fargo, ND-M Metropolitan Statistical Area17374.02700Farmington, NM Metropolitan Statistical Area390103.61277Fayestruille, NC Metropolitan Statistical Area390103.61277Flagstaff, AZ Metropolitan Statistical Area390103.61277Flagstaff, AZ Metropolitan Statistical Area37072.02777Flagstaff, AZ Metropolitan Statistical Area15776.0258Florence, SC Metropolitan Statistical Area15776.0258Florence, SC Metropolitan Statistical Area23126.861Fort Smith, AR-OK Metropolitan Statistical Area23126.861Fort Smith, AR-OK Metropolitan Statistical Area421126.861Fort Smith, AR-OK Metropolitan Statistical Area423126.861Fort Smith, AR-OK Metropolitan Statistical Area43642.2369Gainesville, GA Metropolitan Statistical Area43172.9274Guinesville, GA Metropolitan Statistical Area421151.920Gainesville, GA Metropolitan Statistical Area43870.9233Gainesville, GA Metropolitan Statistical Area7861.7311Gainesville, GA Metropolitan Statistica	El Paso, TX Metropolitan Statistical Area	790	94.2	165
Erie, PA Metropolitan Statistical Area22681.3235Eugene, OR Metropolitan Statistical Area10275.2262Evansville, IN-KY Metropolitan Statistical Area17374.0270Fargo, ND-MN Metropolitan Statistical Area17374.0270Fargo, ND-MN Metropolitan Statistical Area30103.6127Fayetteville, NC Metropolitan Statistical Area300103.6127Fayetteville, Springdale-Rogers, AR-MO Metropolitan Statistical Area300103.6127Fayetteville-Springdale-Rogers, AR-MO Metropolitan Statistical Area37072.0277Flagstaff, AZ Metropolitan Statistical Area668162.612Florence, SC Metropolitan Statistical Area668162.612Florence, SC Metropolitan Statistical Area7953.8364Ford du Le, WI Metropolitan Statistical Area17863.5324Ford Smith, AR-OK Metropolitan Statistical Area3384.5219Fresno, CA Metropolitan Statistical Area36384.5219Fresno, CA Metropolitan Statistical Area4172.9274Gaines ville, CA Metropolitan Statistical Area8870.9283Gaines ville, CA Metropolitan Statistical Area3850.731Odianes Ville, TA Metropolitan Statistical Area7861.5331Goldsboro, NC Metropolitan Statistical Area7861.5331Goldsboro, NC Metropolitan Statistical Area9966.7306Grand Statistical Area </td <td>Elizabethtown-Fort Knox, KY Metropolitan Statistical Area</td> <td>86</td> <td>57.9</td> <td>345</td>	Elizabethtown-Fort Knox, KY Metropolitan Statistical Area	86	57.9	345
Eugene, OR Metropolitan Statistical Area416114.697Eureka-Arcata-Fortuna, CA Micropolitan Statistical Area10275.2262Evans ville, IN-KY Metropolitan Statistical Area17374.0270Farmington, NM Metropolitan Statistical Area6355.1366Fayettoville, CN Cetropolitan Statistical Area6355.1366Fayettoville, NC Metropolitan Statistical Area37072.0277Flagstaff, AZ Metropolitan Statistical Area37072.0277Flagstaff, AZ Metropolitan Statistical Area15776.0258Florence, SC Metropolitan Statistical Area668162.612Florence-Muscle Shoals, AL Metropolitan Statistical Area7955.8344Ford du Lac, WI Metropolitan Statistical Area6058.8342Fort Collins, CO Metropolitan Statistical Area6384.5219Fresno, CA Metropolitan Statistical Area6384.5219Fresno, CA Metropolitan Statistical Area5452.4369Gaines ville, FL Metropolitan Statistical Area8856.7351Gaines ville, FL Metropolitan Statistical Area7861.5331Goldsboro, NC Metropolitan Statistical Area9966.7306Grand Rapids-Wyoning, MI statistical Area9966.7306Grand Rapids-Wyoning, MI Metropolitan Statistical Area9966.7306Grand Rapids-Wyoning, MI Metropolitan Statistical Area9966.7306Grand Rapids-Wyo	Elkhart-Goshen, IN Metropolitan Statistical Area	115	56.5	352
Eureka-Arcata-Fortuna, CA Micropolitan Statistical Area10275.2262Evansville, IN-KY Metropolitan Statistical Area17254.5361Fargo, ND-MN Metropolitan Statistical Area17374.0270Fayetteville, NC Metropolitan Statistical Area390103.6127Fayetteville, NC Metropolitan Statistical Area390103.6127Fayetteville-Springdale-Rogers, AR-MO Metropolitan Statistical Area37072.0277Flagstaff, AZ Metropolitan Statistical Area12187.0204Flint, MI Metropolitan Statistical Area668162.612Florence, SC Metropolitan Statistical Area668162.612Florence, Muscle Shoals, AL Metropolitan Statistical Area7953.8364Forn du Lac, WI Metropolitan Statistical Area6058.8342Fort Olins, CO Metropolitan Statistical Area6384.5219Fresno, CA Metropolitan Statistical Area36384.5219Fresno, CA Metropolitan Statistical Area144148.322Gatdeen, AL Metropolitan Statistical Area8856.7351Gatdesor, NC Metropolitan Statistical Area7861.5331Odishoro, NC Metropolitan Statistical Area9087.8197Gatensville, GA Metropolitan Statistical Area8870.9283Gatadsen, AL Metropolitan Statistical Area7861.5331Oddsboro, NC Metropolitan Statistical Area7861.5331Gatustylle, FL Metropolitan St	Erie, PA Metropolitan Statistical Area	226	81.3	235
Evans ville, IN-KY Metropolitan Statistical Area17254.5361Fargo, ND-MN Metropolitan Statistical Area17374.0270Farmington, NM Metropolitan Statistical Area390103.6127Fayetteville, NC Metropolitan Statistical Area390103.6127Fayetteville, Springdale-Rogers, AR-MO Metropolitan Statistical Area37072.0277Flagstaff, AZ Metropolitan Statistical Area12187.0204Flint, MI Metropolitan Statistical Area15776.0258Florence, SC Metropolitan Statistical Area6058.8342Fond du Lac, WI Metropolitan Statistical Area6058.8342For Collins, CO Metropolitan Statistical Area17863.5324Fort Wayne, IN Metropolitan Statistical Area36384.5219Fresno, CA Metropolitan Statistical Area14448.322Gadsden, AL Metropolitan Statistical Area144151.920Gainesville, GA Metropolitan Statistical Area14172.9274Gainesville, GA Metropolitan Statistical Area8870.9233Golanesville, GA Metropolitan Statistical Area1657159.514Grent Stalls, NY Metropolitan Statistical Area1657159.514Grent Mapida-Worning, MI Metropolitan Statistical Area351123.174Grend Falls, NY Metropolitan Statistical Area351123.174Grend Mapida-Worning, MI Metropolitan Statistical Area351123.174Green St	Eugene, OR Metropolitan Statistical Area	416	114.6	97
Fargo, ND-MN Metropolitan Statistical Area17374.0270Farmington, NM Metropolitan Statistical Area33336Fayetteville, NC Metropolitan Statistical Area300103.6Fayetteville-Springdale-Rogers, AR-MO Metropolitan Statistical Area37072.0277Faystaff, AZ Metropolitan Statistical Area12187.0204Flint, MI Metropolitan Statistical Area668162.612Florence, SC Metropolitan Statistical Area7953.8364Florence, SC Metropolitan Statistical Area7953.8364Ford Collins, CO Metropolitan Statistical Area6058.8342Fort Collins, CO Metropolitan Statistical Area17863.5324Fort Smith, AR-OK Metropolitan Statistical Area13384.5219Fresno, CA Metropolitan Statistical Area36384.5219Gaines ville, FL Metropolitan Statistical Area5452.4369Gaines ville, GA Metropolitan Statistical Area5856.7351Genises ville, GA Metropolitan Statistical Area8870.9283Grand Forks, ND-MN Metropolitan Statistical Area9966.7306Grand Fulks, ND-MN Metropolitan Statistical Area351123.174Grand Junction, CO Metropolitan Statistical Area24376.8292Grand Junction, CO Metropolitan Statistical Area351123.174Greenely, ND-M Metropolitan Statistical Area351123.174Greenely, WI Metropolitan Statistical Area </td <td>Eureka-Arcata-Fortuna, CA Micropolitan Statistical Area</td> <td>102</td> <td>75.2</td> <td>262</td>	Eureka-Arcata-Fortuna, CA Micropolitan Statistical Area	102	75.2	262
Farmington, NM Metropolitan Statistical Area6353.1366Fayetteville, NC Metropolitan Statistical Area300103.6127Fayetteville, Springdale-Rogers, AR-MO Metropolitan Statistical Area37072.0277Flagstaff, AZ Metropolitan Statistical Area12187.0204Flint, MI Metropolitan Statistical Area668162.612Florence-Muscle Shoals, AL Metropolitan Statistical Area7953.8364Ford du Lac, WI Metropolitan Statistical Area6058.8342Fort Collins, CO Metropolitan Statistical Area6058.8342Fort Collins, CO Metropolitan Statistical Area36384.5219Fort Smith, AR-OK Metropolitan Statistical Area36384.5219Fort Wayne, IN Metropolitan Statistical Area36384.5219Fort Wayne, IN Metropolitan Statistical Area36384.5219Gaines ville, GA Metropolitan Statistical Area36384.5219Gaines ville, GA Metropolitan Statistical Area14172.9274Gettysburg, PA Metropolitan Statistical Area7861.5331Goldsboro, NC Metropolitan Statistical Area8870.9283Gana Junction, CO Metropolitan Statistical Area361123.174Green Ville, NC Metropolitan Statistical Area351123.174Green Suy, NI Metropolitan Statistical Area351123.174Green Suy, NI Metropolitan Statistical Area351123.174Green Suy,	Evansville, IN-KY Metropolitan Statistical Area	172	54.5	361
Fayetteville, NC Metropolitan Statistical Area390103.6127Fayetteville-Springdale-Rogers, AR-MO Metropolitan Statistical Area37072.0277Flagstaff, AZ Metropolitan Statistical Area12187.0204Flint, MI Metropolitan Statistical Area668162.612Florence, SC Metropolitan Statistical Area15776.0258Florence-Muscle Shoals, AL Metropolitan Statistical Area6058.8342Fort Collins, CO Metropolitan Statistical Area6058.8342Fort Smith, AR-OK Metropolitan Statistical Area17863.5324Fort Smith, AR-OK Metropolitan Statistical Area36384.5219Fresno, CA Metropolitan Statistical Area1446148.322Gaines ville, FL Metropolitan Statistical Area5452.4369Gaines ville, GA Metropolitan Statistical Area5856.7351Geines ville, GA Metropolitan Statistical Area7861.5331Goldsboro, NC Metropolitan Statistical Area9087.8197Grand Forks, ND-NM Metropolitan Statistical Area9087.8197Grand Junction, CO Metropolitan Statistical Area351123.174Green Ville, NC Metropolitan Statistical Area351123.174Green Bay, WI Metropolitan Statistical Area9966.7306Grand Appids-Wyoming, MI Metropolitan Statistical Area351123.174Green Ville, NC Metropolitan Statistical Area30377.8232 <td< td=""><td>Fargo, ND-MN Metropolitan Statistical Area</td><td>173</td><td>74.0</td><td>270</td></td<>	Fargo, ND-MN Metropolitan Statistical Area	173	74.0	270
Fayetteville-Springdale-Rogers, AR-MO Metropolitan Statistical Area37072.0277Flagstaff, AZ Metropolitan Statistical Area12187.0204Flint, MI Metropolitan Statistical Area668162.612Florence, SC Metropolitan Statistical Area15776.0258Florence, SC Metropolitan Statistical Area7953.8364Fond du Lac, WI Metropolitan Statistical Area6058.8342Fort Smith, AR-OK Metropolitan Statistical Area423126.861Fort Smith, AR-OK Metropolitan Statistical Area36384.5219Fresno, CA Metropolitan Statistical Area36384.5219Gadsden, AL Metropolitan Statistical Area36384.5219Gaines ville, FL Metropolitan Statistical Area421151.920Gaines ville, GA Metropolitan Statistical Area421151.920Gaines ville, GA Metropolitan Statistical Area5856.7351Glens Falls, NY Metropolitan Statistical Area7861.5331Goldsboro, NC Metropolitan Statistical Area9087.8197Grand Junction, CO Metropolitan Statistical Area9087.8197Grand Appids-Wyoming, MI Metropolitan Statistical Area351123.174Green Bay, WI Metropolitan	Farmington, NM Metropolitan Statistical Area	63	53.1	366
Hagstaff, AZ Metropolitan Statistical Area12187.0204Flint, MI Metropolitan Statistical Area668162.612Florence, SC Metropolitan Statistical Area15776.0258Florence-Muscle Shoals, AL Metropolitan Statistical Area6058.8342Fort Collins, CO Metropolitan Statistical Area6058.8342Fort Collins, CO Metropolitan Statistical Area17863.5324Fort Wayne, IN Metropolitan Statistical Area17863.5324Fort Wayne, IN Metropolitan Statistical Area1446148.322Gadsden, AL Metropolitan Statistical Area1446148.322Gadsden, AL Metropolitan Statistical Area144151.920Gaines ville, FL Metropolitan Statistical Area14172.9274Gatines ville, GA Metropolitan Statistical Area14172.9274Gettrysburg, PA Metropolitan Statistical Area7861.5331Goldsboro, NC Metropolitan Statistical Area9087.8197Grand Forks, ND-MN Metropolitan Statistical Area9087.8197Grand Appids-Wyonning, MI Metropolitan Statistical Area351123.174Greenville, NC Metropolitan Statistical Area351123.174Greenville, NC Metropolitan Statistical Area351123.174Green Bay, WI Metropolitan Statistical Area351123.174Greenville, NC Metropolitan Statistical Area351123.174Greenville, NC Metropolitan Stati	Fayetteville, NC Metropolitan Statistical Area	390	103.6	127
Flint, MI Metropolitan Statistical Area668162.612Florence, SC Metropolitan Statistical Area15776.0258Florence-Muscle Shoals, AL Metropolitan Statistical Area7953.8364Fond du Lac, WI Metropolitan Statistical Area6058.8342Fort Collins, CO Metropolitan Statistical Area423126.861Fort Smith, AR-OK Metropolitan Statistical Area36384.5219Fresno, CA Metropolitan Statistical Area36384.5219Fresno, CA Metropolitan Statistical Area1.446148.322Gadsden, AL Metropolitan Statistical Area5452.4369Gaines ville, FL Metropolitan Statistical Area421151.920Gaines ville, GA Metropolitan Statistical Area7861.5331Goldsboro, NC Metropolitan Statistical Area8870.9283Grand Forks, ND-MN Metropolitan Statistical Area9087.8197Grand Junction, CO Metropolitan Statistical Area351123.174Green Bay, WI Metropolitan Statistical Area351123.174Green Bay, WI Metropolitan Statistical Area351123.174Green Bay, WI Metropolitan Statistical Area36375.514Green Bay, WI Metropolitan Statistical Area30377.8250Green Bay, WI Metropolitan Statistical Area30377.8250Green Bay, WI Metropolitan Statistical Area30377.8250Green Bay, WI Metropolitan Statistical Area <t< td=""><td>Fayetteville-Springdale-Rogers, AR-MO Metropolitan Statistical Area</td><td>370</td><td>72.0</td><td>277</td></t<>	Fayetteville-Springdale-Rogers, AR-MO Metropolitan Statistical Area	370	72.0	277
Florence, SC Metropolitan Statistical Area15776.0258Florence-Muscle Shoals, AL Metropolitan Statistical Area7953.8364Fond du Lac, WI Metropolitan Statistical Area6058.8342Fort Collins, CO Metropolitan Statistical Area423126.861Fort Smith, AR-OK Metropolitan Statistical Area17863.5324Fort Wayne, IN Metropolitan Statistical Area36384.5219Fresno, CA Metropolitan Statistical Area1.446148.322Gadsden, AL Metropolitan Statistical Area5452.4369Gaines ville, GA Metropolitan Statistical Area421151.920Gaines ville, GA Metropolitan Statistical Area5856.7351Glens Falls, NY Metropolitan Statistical Area7861.5331Goldsboro, NC Metropolitan Statistical Area9087.8197Grand Forks, ND-MN Metropolitan Statistical Area9966.7306Grand Rapids-Wyoming, MI Metropolitan Statistical Area351123.174Greene Bay, WI Metropolitan Statistical Area24376.8252Greene Nuthopolitan Statistical Area351123.174Greene Bay, WI Metropolitan Statistical Area351123.174Greene Bay, WI Metropolitan Statistical Area30377.8250Greene Marcon-High Point, NC Metropolitan Statistical Area30377.8250Greene Noro-High Point, NC Metropolitan Statistical Area30377.8250Greene Nor	Flagstaff, AZ Metropolitan Statistical Area	121	87.0	204
Florence-Muscle Shoak, AL Metropolitan Statistical Area7953.8364Fond du Lac, WI Metropolitan Statistical Area6058.8342Fort Collins, CO Metropolitan Statistical Area423126.861Fort Smith, AR-OK Metropolitan Statistical Area17863.5324Fort Wayne, IN Metropolitan Statistical Area36384.5219Fresno, CA Metropolitan Statistical Area1,446148.322Gadsden, AL Metropolitan Statistical Area5452.4369Gaines ville, FL Metropolitan Statistical Area421151.920Gaines ville, GA Metropolitan Statistical Area7861.5331Gettysburg, PA Metropolitan Statistical Area7861.5331Goldsboro, NC Metropolitan Statistical Area9087.8197Grand Forks, ND-MN Metropolitan Statistical Area9966.7306Grand Junction, CO Metropolitan Statistical Area351123.174Green Bay, WI Metropolitan Statistical Area24376.8252Green Bay, WI Metropolitan Statistical Area351123.174Green Pay, NC Metropolitan Statistical Area351123.174Green Pay, WI Metropolitan Statistical Area351123.174Green Suy, WI Metropolitan Statistical Ar	Flint, MI Metropolitan Statistical Area	668	162.6	12
Fond du Lac, WI Metropolitan Statistical Area6058.8342Fort Collins, CO Metropolitan Statistical Area423126.861Fort Smith, AR-OK Metropolitan Statistical Area17863.5324Fort Wayne, IN Metropolitan Statistical Area36384.5219Fresno, CA Metropolitan Statistical Area14.46148.322Cadsden, AL Metropolitan Statistical Area5452.4369Gaines ville, FL Metropolitan Statistical Area421151.920Caines ville, GA Metropolitan Statistical Area14172.9274Cettysburg, PA Metropolitan Statistical Area5856.7351Glens Falls, NY Metropolitan Statistical Area7861.5331Goldsboro, NC Metropolitan Statistical Area9087.8197Grand Forks, ND-MN Metropolitan Statistical Area9966.7306Grand Apids-Wyoning, MI Metropolitan Statistical Area351123.174Greene Bay, WI Metropolitan Statistical Area351123.174Greene Bay, WI Metropolitan Statistical Area72195.9156Greene Nay, WI Metropolitan Statistical Area72195.9156Greene Nay, WI Metropolitan Statistical Area30377.8250Greene Nay, WI Metropolitan Statistical Area30377.8250Greene Nay, WI Metropolitan Statistical Area30377.8250Greene Nay, MI Metropolitan Statistical Area30377.8250Greene Nay, MI Metropolitan Statistica	Florence, SC Metropolitan Statistical Area	157	76.0	258
Fort Collins, CO Metropolitan Statistical Area423126.861Fort Smith, AR-OK Metropolitan Statistical Area17863.5324Fort Wayne, IN Metropolitan Statistical Area36384.5219Fresno, CA Metropolitan Statistical Area1,446148.322Cadsden, AL Metropolitan Statistical Area141151.920Cainesville, FL Metropolitan Statistical Area421151.920Cainesville, GA Metropolitan Statistical Area14172.9274Cettysburg, PA Metropolitan Statistical Area5856.7351Glens Falls, NY Metropolitan Statistical Area7861.5331Coldsboro, NC Metropolitan Statistical Area8870.9283Grand Forks, ND-MN Metropolitan Statistical Area9087.8197Grand Rapids-Wyoning, MI Metropolitan Statistical Area351123.174Greeley, CO Metropolitan Statistical Area351123.174Greene Bay, WI Metropolitan Statistical Area351123.174Greene NUHe, NC Metropolitan Statistical Area72195.9156Greenville, NC Metropolitan Statistical Area30377.8250Greenville, NC Metropolitan Statistical	Florence-Muscle Shoals, AL Metropolitan Statistical Area	79	53.8	364
Fort Smith, AR-OK Metropolitan Statistical Area17863.5324Fort Wayne, IN Metropolitan Statistical Area36384.5219Fresno, CA Metropolitan Statistical Area1,446148.322Gadsden, AL Metropolitan Statistical Area5452.4369Gainesville, FL Metropolitan Statistical Area421151.920Gainesville, GA Metropolitan Statistical Area421151.920Gainesville, GA Metropolitan Statistical Area42172.9274Gettysburg, PA Metropolitan Statistical Area5856.7351Glens Falls, NY Metropolitan Statistical Area7861.5331Goldsboro, NC Metropolitan Statistical Area8870.9283Grand Forks, ND-MN Metropolitan Statistical Area9087.8197Grand Junction, CO Metropolitan Statistical Area9966.7306Grand Rapids-Wyoming, MI Metropolitan Statistical Area351123.174Green Bay, WI Metropolitan Statistical Area24376.8252Green sboro-High Point, NC Metropolitan Statistical Area21481.9233Greenville, NC Metropolitan Statistical Area957109.4106Gulfport-Bioxi-Pascagoula, MS Metropolitan Statistical Area30377.8250Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area30377.8250If alexon-Martinsburg, MD-WV Metropolitan Statistical Area30377.8250If alexon-Martinsburg, MD-WV Metropolitan Statistical Area3037	Fond du Lac, WI Metropolitan Statistical Area	60	58.8	342
Fort Wayne, IN Metropolitan Statistical Area36384.5219Fresno, CA Metropolitan Statistical Area1,446148.322Gadsden, AL Metropolitan Statistical Area5452.4369Gainesville, FL Metropolitan Statistical Area421151.920Gainesville, GA Metropolitan Statistical Area14172.9274Gettysburg, PA Metropolitan Statistical Area5856.7351Glens Falls, NY Metropolitan Statistical Area7861.5331Goldsboro, NC Metropolitan Statistical Area9087.8197Grand Forks, ND-MN Metropolitan Statistical Area9087.8197Grand Junction, CO Metropolitan Statistical Area1,657159.514Greeley, CO Metropolitan Statistical Area351123.174Green Bay, WI Metropolitan Statistical Area24376.8252Greensboro-High Point, NC Metropolitan Statistical Area24376.8252Greenville, NC Metropolitan Statistical Area957109.4106Gulfport-Biloxi-Pascagoula, MS Metropolitan Statistical Area30377.8250Harmond, LA Metropolitan Statistical Area8767.6301Hanford-Corcoran, CA Metropolitan Statistical Area88217	Fort Collins, CO Metropolitan Statistical Area	423	126.8	61
Fresno, CA Metropolitan Statistical Area1,446148.322Gadsden, AL Metropolitan Statistical Area5452.4369Gainesville, FL Metropolitan Statistical Area421151.920Gainesville, GA Metropolitan Statistical Area14172.9274Gettysburg, PA Metropolitan Statistical Area5856.7351Glens Falls, NY Metropolitan Statistical Area7861.5331Goldsboro, NC Metropolitan Statistical Area8870.9283Grand Forks, ND-MN Metropolitan Statistical Area9087.8197Grand Forks, ND-MN Metropolitan Statistical Area9087.8197Grand Rapids-Wyoming, MI Metropolitan Statistical Area9966.7306Green Bay, WI Metropolitan Statistical Area351123.174Green Bay, WI Metropolitan Statistical Area2195.9156Green Nille, NC Metropolitan Statistical Area72195.9156Greenville, NC Metropolitan Statistical Area957109.4106Gulfport-Biloxi-Pascagoula, MS Metropolitan Statistical Area30377.8250Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area8767.6301Hanmond, LA Metropolitan Statistical Area8767.6301Hanford-Corcoran, CA Metropolitan Statistical Area12884.8217	Fort Smith, AR-OK Metropolitan Statistical Area	178	63.5	324
Gadsden, AL Metropolitan Statistical Area5452.4369Gaines ville, FL Metropolitan Statistical Area421151.920Gaines ville, GA Metropolitan Statistical Area14172.9274Gettysburg, PA Metropolitan Statistical Area5856.7351Glens Falls, NY Metropolitan Statistical Area7861.5331Goldsboro, NC Metropolitan Statistical Area8870.9283Grand Forks, ND-MN Metropolitan Statistical Area9087.8197Grand Junction, CO Metropolitan Statistical Area9087.8197Grand Rapids-Wyoming, MI Metropolitan Statistical Area9966.7306Greene Bay, WI Metropolitan Statistical Area1657159.514Greene Bay, WI Metropolitan Statistical Area24376.8252Greene Bay, WI Metropolitan Statistical Area24376.8252Greenville, NC Metropolitan Statistical Area14481.9233Greenville, NC Metropolitan Statistical Area957109.4106Guilfport-Biloxi-Pascagoula, MS Metropolitan Statistical Area30377.8250Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area8767.6301Hanmond, LA Metropolitan Statistical Area8767.6301Hanford-Corcoran, CA Metropolitan Statistical Area12884.8217	Fort Wayne, IN Metropolitan Statistical Area	363	84.5	219
Gainesville, FL Metropolitan Statistical Area421151.920Gainesville, GA Metropolitan Statistical Area14172.9274Gettysburg, PA Metropolitan Statistical Area5856.7351Glens Falls, NY Metropolitan Statistical Area7861.5331Goldsboro, NC Metropolitan Statistical Area8870.9283Grand Forks, ND-MN Metropolitan Statistical Area9087.8197Grand Junction, CO Metropolitan Statistical Area9966.7306Grand Rapids-Wyoming, MI Metropolitan Statistical Area1,657159.514Greeley, CO Metropolitan Statistical Area351123.174Green Bay, WI Metropolitan Statistical Area24376.8252Greensboro-High Point, NC Metropolitan Statistical Area72195.9156Greenville, NC Metropolitan Statistical Area93377.8250Greenville-Anderson-Mauldin, SC Metropolitan Statistical Area30377.8250Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area19875.7261Hammond, LA Metropolitan Statistical Area8767.6301Hanford-Corcoran, CA Metropolitan Statistical Area12884.8217	Fresno, CA Metropolitan Statistical Area	1,446	148.3	22
Gaines ville, GA Metropolitan Statistical Area14172.9274Gettysburg, PA Metropolitan Statistical Area5856.7351Glens Falls, NY Metropolitan Statistical Area7861.5331Goldsboro, NC Metropolitan Statistical Area8870.9283Grand Forks, ND-MN Metropolitan Statistical Area9087.8197Grand Junction, CO Metropolitan Statistical Area9966.7306Grand Rapids-Wyoming, MI Metropolitan Statistical Area1,657159.514Greeley, CO Metropolitan Statistical Area351123.174Green Bay, WI Metropolitan Statistical Area24376.8252Greensboro-High Point, NC Metropolitan Statistical Area72195.9156Greenville, NC Metropolitan Statistical Area957109.4106Gulfport-Biloxi-Pascagoula, MS Metropolitan Statistical Area30377.8250Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area8767.6301Hanmond, LA Metropolitan Statistical Area8767.6301Hanford-Corcoran, CA Metropolitan Statistical Area12884.8217	Gadsden, AL Metropolitan Statistical Area	54	52.4	369
Gettysburg, PA Metropolitan Statistical Area5856.7351Glens Falls, NY Metropolitan Statistical Area7861.5331Goldsboro, NC Metropolitan Statistical Area8870.9283Grand Forks, ND-MN Metropolitan Statistical Area9087.8197Grand Junction, CO Metropolitan Statistical Area9966.7306Grand Rapids-Wyoming, MI Metropolitan Statistical Area1,657159.514Greeley, CO Metropolitan Statistical Area351123.174Green Bay, WI Metropolitan Statistical Area24376.8252Greensboro-High Point, NC Metropolitan Statistical Area72195.9156Greenville, NC Metropolitan Statistical Area14481.9233Greenville-Anderson-Mauldin, SC Metropolitan Statistical Area30377.8250Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area19875.7261Hanmond, LA Metropolitan Statistical Area8767.6301Hanford-Corcoran, CA Metropolitan Statistical Area12884.8217	Gainesville, FL Metropolitan Statistical Area	421	151.9	20
Glens Falls, NY Metropolitan Statistical Area7861.5331Goldsboro, NC Metropolitan Statistical Area8870.9283Grand Forks, ND-MN Metropolitan Statistical Area9087.8197Grand Junction, CO Metropolitan Statistical Area9966.7306Grand Rapids-Wyoming, MI Metropolitan Statistical Area1,657159.514Greeley, CO Metropolitan Statistical Area351123.174Green Bay, WI Metropolitan Statistical Area24376.8252Greensboro-High Point, NC Metropolitan Statistical Area72195.9156Greenville, NC Metropolitan Statistical Area14481.9233Greenville-Anderson-Mauldin, SC Metropolitan Statistical Area30377.8250Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area19875.7261Hanmond, LA Metropolitan Statistical Area8767.6301Hanford-Corcoran, CA Metropolitan Statistical Area12884.8217	Gainesville, GA Metropolitan Statistical Area	141	72.9	274
Goldsboro, NC Metropolitan Statistical Area8870.9283Grand Forks, ND-MN Metropolitan Statistical Area9087.8197Grand Junction, CO Metropolitan Statistical Area9966.7306Grand Rapids-Wyoming, MI Metropolitan Statistical Area1,657159.514Greeley, CO Metropolitan Statistical Area351123.174Green Bay, WI Metropolitan Statistical Area24376.8252Greensboro-High Point, NC Metropolitan Statistical Area72195.9156Greenville, NC Metropolitan Statistical Area14481.9233Greenville-Anderson-Mauldin, SC Metropolitan Statistical Area30377.8250Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area19875.7261Hanmond, LA Metropolitan Statistical Area8767.6301Hanford-Corcoran, CA Metropolitan Statistical Area12884.8217	Gettysburg, PA Metropolitan Statistical Area	58	56.7	351
Grand Forks, ND-MN Metropolitan Statistical Area9087.8197Grand Junction, CO Metropolitan Statistical Area9966.7306Grand Rapids-Wyoming, MI Metropolitan Statistical Area1,657159.514Greeley, CO Metropolitan Statistical Area351123.174Green Bay, WI Metropolitan Statistical Area24376.8252Greensboro-High Point, NC Metropolitan Statistical Area72195.9156Greenville, NC Metropolitan Statistical Area14481.9233Greenville-Anderson-Mauldin, SC Metropolitan Statistical Area30377.8250Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area19875.7261Hammond, LA Metropolitan Statistical Area8767.6301Hanford-Corcoran, CA Metropolitan Statistical Area12884.8217	Glens Falls, NY Metropolitan Statistical Area	78	61.5	331
Grand Junction, CO Metropolitan Statistical Area9966.7306Grand Rapids-Wyoming, MI Metropolitan Statistical Area1,657159.514Greeley, CO Metropolitan Statistical Area351123.174Green Bay, WI Metropolitan Statistical Area24376.8252Greensboro-High Point, NC Metropolitan Statistical Area72195.9156Greenville, NC Metropolitan Statistical Area14481.9233Greenville-Anderson-Mauldin, SC Metropolitan Statistical Area957109.4106Gulfport-Biloxi-Pascagoula, MS Metropolitan Statistical Area30377.8250Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area19875.7261Hammond, LA Metropolitan Statistical Area8767.6301Hanford-Corcoran, CA Metropolitan Statistical Area12884.8217	Goldsboro, NC Metropolitan Statistical Area	88	70.9	283
Grand Rapids-Wyoming, MI Metropolitan Statistical Area1,657159.514Greeley, CO Metropolitan Statistical Area351123.174Green Bay, WI Metropolitan Statistical Area24376.8252Greensboro-High Point, NC Metropolitan Statistical Area72195.9156Greenville, NC Metropolitan Statistical Area14481.9233Greenville-Anderson-Mauldin, SC Metropolitan Statistical Area957109.4106Gulfport-Biloxi-Pascagoula, MS Metropolitan Statistical Area30377.8250Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area19875.7261Hammond, LA Metropolitan Statistical Area8767.6301Hanford-Corcoran, CA Metropolitan Statistical Area12884.8217	Grand Forks, ND-MN Metropolitan Statistical Area	90	87.8	197
Greeley, CO Metropolitan Statistical Area351123.174Green Bay, WI Metropolitan Statistical Area24376.8252Greensboro-High Point, NC Metropolitan Statistical Area72195.9156Greenville, NC Metropolitan Statistical Area14481.9233Greenville-Anderson-Mauldin, SC Metropolitan Statistical Area957109.4106Gulfport-Biloxi-Pascagoula, MS Metropolitan Statistical Area30377.8250Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area19875.7261Hammond, LA Metropolitan Statistical Area8767.6301Hanford-Corcoran, CA Metropolitan Statistical Area12884.8217	Grand Junction, CO Metropolitan Statistical Area	99	66.7	306
Green Bay, WI Metropolitan Statistical Area24376.8252Greensboro-High Point, NC Metropolitan Statistical Area72195.9156Greenville, NC Metropolitan Statistical Area14481.9233Greenville-Anderson-Mauldin, SC Metropolitan Statistical Area957109.4106Gulfport-Biloxi-Pascagoula, MS Metropolitan Statistical Area30377.8250Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area19875.7261Hammond, LA Metropolitan Statistical Area8767.6301Hanford-Corcoran, CA Metropolitan Statistical Area12884.8217	Grand Rapids-Wyoming, MI Metropolitan Statistical Area	1,657	159.5	14
Greensboro-High Point, NC Metropolitan Statistical Area72195.9156Greenville, NC Metropolitan Statistical Area14481.9233Greenville-Anderson-Mauldin, SC Metropolitan Statistical Area957109.4106Gulfport-Biloxi-Pascagoula, MS Metropolitan Statistical Area30377.8250Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area19875.7261Hammond, LA Metropolitan Statistical Area8767.6301Hanford-Corcoran, CA Metropolitan Statistical Area12884.8217	Greeley, CO Metropolitan Statistical Area	351	123.1	74
Greenville, NC Metropolitan Statistical Area14481.9233Greenville-Anderson-Mauldin, SC Metropolitan Statistical Area957109.4106Gulfport-Biloxi-Pascagoula, MS Metropolitan Statistical Area30377.8250Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area19875.7261Hammond, LA Metropolitan Statistical Area8767.6301Hanford-Corcoran, CA Metropolitan Statistical Area12884.8217	Green Bay, WI Metropolitan Statistical Area	243	76.8	252
Greenville-Anderson-Mauldin, SC Metropolitan Statistical Area957109.4106Gulfport-Biloxi-Pascagoula, MS Metropolitan Statistical Area30377.8250Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area19875.7261Hammond, LA Metropolitan Statistical Area8767.6301Hanford-Corcoran, CA Metropolitan Statistical Area12884.8217	Greensboro-High Point, NC Metropolitan Statistical Area	721	95.9	156
Gulfport-Biloxi-Pascagoula, MS Metropolitan Statistical Area30377.8250Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area19875.7261Hammond, LA Metropolitan Statistical Area8767.6301Hanford-Corcoran, CA Metropolitan Statistical Area12884.8217		144	81.9	233
Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area19875.7261Hammond, LA Metropolitan Statistical Area8767.6301Hanford-Corcoran, CA Metropolitan Statistical Area12884.8217	Greenville-Anderson-Mauldin, SC Metropolitan Statistical Area	957	109.4	106
Hammond, LA Metropolitan Statistical Area8767.6301Hanford-Corcoran, CA Metropolitan Statistical Area12884.8217	Gulfport-Biloxi-Pascagoula, MS Metropolitan Statistical Area	303	77.8	250
Hanford-Corcoran, CA Metropolitan Statistical Area12884.8217	Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area	198	75.7	261
	Hammond, LA Metropolitan Statistical Area	87	67.6	301
Harrisburg-Carlisle, PA Metropolitan Statistical Area 493 87.3 202	Hanford-Corcoran, CA Metropolitan Statistical Area	128	84.8	217
÷ 1	Harrisburg-Carlisle, PA Metropolitan Statistical Area	493	87.3	202
Harrisonburg, VA Metropolitan Statistical Area 116 88.5 192	Harrisonburg, VA Metropolitan Statistical Area	116	88.5	192
Hartford-West Hartford-East Hartford, CT Metropolitan Statistical Area1,729142.733	Hartford-West Hartford-East Hartford, CT Metropolitan Statistical Area	1,729	142.7	33



January 1 – December 31, 2016

		Complaints Per	
Metropolitan Area	Complaints 10	0,000 Population <sup>1</sup>	Rank
Hattiesburg, MS Metropolitan Statistical Area	110	73.9	272
Hickory-Lenoir-Morganton, NC Metropolitan Statistical Area	246	67.9	299
Hilo, HI Micropolitan Statistical Area	106	54.0	363
Hilton Head Island-Bluffton-Beaufort, SC Metropolitan Statistical Area	247	119.1	81
Holland, MI Micropolitan Statistical Area	136	118.6	83
Homosassa Springs, FL Metropolitan Statistical Area	165	117.0	88
Houma-Thibodaux, LA Metropolitan Statistical Area	161	75.8	259
Houston-The Woodlands-Sugar Land, TX Metropolitan Statistical Area	9,284	139.5	37
Huntington-Ashland, WV-KY-OH Metropolitan Statistical Area	180	49.8	373
Huntsville, AL Metropolitan Statistical Area	424	95.3	160
Idaho Falls, ID Metropolitan Statistical Area	98	70.1	287
Indianapolis-Carmel-Anderson, IN Metropolitan Statistical Area	1,905	95.8	157
Iowa City, IA Metropolitan Statistical Area	241	144.7	26
Ithaca, NY Metropolitan Statistical Area	91	86.7	207
Jackson, MI Metropolitan Statistical Area	217	136.1	44
Jackson, MS Metropolitan Statistical Area	537	92.8	171
Jackson, TN Metropolitan Statistical Area	78	60.1	339
Jacksonville, FL Metropolitan Statistical Area	2,259	155.8	15
Jacksonville, NC Metropolitan Statistical Area	138	74.1	269
Jamestown-Dunkirk-Fredonia, NY Micropolitan Statistical Area	61	46.6	378
Janesville-Beloit, WI Metropolitan Statistical Area	111	68.8	294
Jefferson City, MO Metropolitan Statistical Area	158	104.5	122
Johnson City, TN Metropolitan Statistical Area	115	57.3	348
Johnstown, PA Metropolitan Statistical Area	120	88.0	195
Jonesboro, AR Metropolitan Statistical Area	91	70.9	284
Joplin, MO Metropolitan Statistical Area	112	63.2	326
Kahului-Wailuku-Lahaina, HI Metropolitan Statistical Area	110	66.8	305
Kalamazoo-Portage, MI Metropolitan Statistical Area	495	147.6	23
Kankakee, IL Metropolitan Statistical Area	109	98.3	144
Kansas City, MO-KS Metropolitan Statistical Area	2,370	113.5	100
Kennewick-Richland, WA Metropolitan Statistical Area	173	62.0	329
Killeen-Temple, TX Metropolitan Statistical Area	471	109.3	108
Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area	152	49.5	374
Kingston, NY Metropolitan Statistical Area	156	86.6	208
Knoxville, TN Metropolitan Statistical Area	695	80.7	241
La Crosse-Onalaska, WI-MN Metropolitan Statistical Area	93	67.9	300
Lafayette, LA Metropolitan Statistical Area	303	61.8	330
Lafayette-West Lafayette, IN Metropolitan Statistical Area	130	60.6	335
Lake Charles, LA Metropolitan Statistical Area	134	65.2	317
Lake Havasu City-Kingman, AZ Metropolitan Statistical Area	178	86.9	205
Lakeland-Winter Haven, FL Metropolitan Statistical Area	823	126.6	64
Lancaster, PA Metropolitan Statistical Area	487	90.8	176
Lansing-East Lansing, MI Metropolitan Statistical Area	801	169.6	10
Laredo, TX Metropolitan Statistical Area	295	109.4	107
Las Cruces, NM Metropolitan Statistical Area	153	71.4	280
Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area	3,075	145.4	25
Lawrence, KS Metropolitan Statistical Area	127	107.6	112
Lawton, OK Metropolitan Statistical Area	109	83.4	224



January 1 – December 31, 2016

		<b>Complaints Per</b>	
Metropolitan Area	Complaints	100,000 Population <sup>1</sup>	Rank
Lebanon, PA Metropolitan Statistical Area	114	83.2	227
Lewiston-Auburn, ME Metropolitan Statistical Area	73	68.1	296
Lexington-Fayette, KY Metropolitan Statistical Area	445	88.9	190
Lima, OH Metropolitan Statistical Area	68	65.1	318
Lincoln, NE Metropolitan Statistical Area	274	84.7	218
Little Rock-North Little Rock-Conway, AR Metropolitan Statistical Area	864	118.1	84
Logan, UT-ID Metropolitan Statistical Area	74	55.3	356
London, KY Micropolitan Statistical Area	66	51.6	370
Longview, TX Metropolitan Statistical Area	132	60.6	336
Longview, WA Metropolitan Statistical Area	72	69.6	291
Los Angeles-Long Beach-Anaheim, CA Metropolitan Statistical Area	19,236	144.2	30
Louisville/Jefferson County, KY-IN Metropolitan Statistical Area	1,122	87.8	198
Lubbock, TX Metropolitan Statistical Area	234	75.2	263
Lumberton, NC Micropolitan Statistical Area	87	64.8	319
Lynchburg, VA Metropolitan Statistical Area	248	95.4	159
Macon, GA Metropolitan Statistical Area	224	97.4	148
Madera, CA Metropolitan Statistical Area	183	118.1	85
Madison, WI Metropolitan Statistical Area	671	104.6	120
Manchester-Nashua, NH Metropolitan Statistical Area	461	113.4	102
Mansfield, OH Metropolitan Statistical Area	81	66.6	307
McAllen-Edinburg-Mission, TX Metropolitan Statistical Area	722	85.7	214
Medford, OR Metropolitan Statistical Area	184	86.6	209
Memphis, TN-MS-AR Metropolitan Statistical Area	1,682	125.1	69
Merced, CA Metropolitan Statistical Area	243	90.5	180
Meridian, MS Micropolitan Statistical Area	85	81.3	236
Miami-Fort Lauderdale-West Palm Beach, FL Metropolitan Statistical Area	13,457	223.8	2
Michigan City-La Porte, IN Metropolitan Statistical Area	67	60.4	337
Midland, TX Metropolitan Statistical Area	156	93.6	170
Milwaukee-Waukesha-West Allis, WI Metropolitan Statistical Area	1,834	116.4	90
Minneapolis-St. Paul-Bloomington, MN-WI Metropolitan Statistical Area	4,660	132.2	49
Missoula, MT Metropolitan Statistical Area	98	85.8	213
Mobile, AL Metropolitan Statistical Area	340	81.8	234
Modesto, CA Metropolitan Statistical Area	613	113.9	99
Monroe, LA Metropolitan Statistical Area	119	66.4	309
Monroe, MI Metropolitan Statistical Area	208	139.1	39
Montgomery, AL Metropolitan Statistical Area	434	116.1	92
Morgantown, WV Metropolitan Statistical Area	116	84.0	220
Morristown, TN Metropolitan Statistical Area	54	46.3	379
Mount Vernon-Anacortes, WA Metropolitan Statistical Area	118	96.8	150
Muncie, IN Metropolitan Statistical Area	64	54.8	358
Muskegon, MI Metropolitan Statistical Area	140	81.0	240
Myrtle Beach-Conway-North Myrtle Beach, SC-NC Metropolitan Statistical Area	357	82.6	229
Napa, CA Metropolitan Statistical Area	184	129.2	55
Naples-Immokalee-Marco Island, FL Metropolitan Statistical Area	672	188.1	5
Nashville-DavidsonMurfreesboroFranklin, TN Metropolitan Statistical Area	1,778	97.1	149
New Bern, NC Metropolitan Statistical Area	76	60.2	338
New Haven-Milford, CT Metropolitan Statistical Area	1,101	128.1	57
New Orleans-Metairie, LA Metropolitan Statistical Area	1,119	88.6	191



January 1 – December 31, 2016

		<b>Complaints Per</b>	
Metropolitan Area	Complaints	100,000 Population <sup>1</sup>	Rank
New York-Newark-Jersey City, NY-NJ-PA Metropolitan Statistical Area	23,501	116.4	91
Niles-Benton Harbor, MI Metropolitan Statistical Area	270	174.6	9
North Port-Sarasota-Bradenton, FL Metropolitan Statistical Area	1,011	131.5	51
Norwich-New London, CT Metropolitan Statistical Area	292	107.4	113
Ocala, FL Metropolitan Statistical Area	359	104.6	121
Odessa, TX Metropolitan Statistical Area	118	74.0	271
Ogden-Clearfield, UT Metropolitan Statistical Area	547	85.1	216
Ogdensburg-Massena, NY Micropolitan Statistical Area	63	56.8	350
Oklahoma City, OK Metropolitan Statistical Area	1,342	98.8	142
Olympia-Tumwater, WA Metropolitan Statistical Area	327	121.3	77
Omaha-Council Bluffs, NE-IA Metropolitan Statistical Area	885	96.7	151
Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	4,201	176.0	8
Oshkosh-Neenah, WI Metropolitan Statistical Area	146	86.1	211
Ottawa-Peru, IL Micropolitan Statistical Area	92	61.1	333
Owensboro, KY Metropolitan Statistical Area	63	53.6	365
Oxnard-Thousand Oaks-Ventura, CA Metropolitan Statistical Area	976	114.8	96
Palm Bay-Melbourne-Titus ville, FL Metropolitan Statistical Area	816	143.6	32
Panama City, FL Metropolitan Statistical Area	191	96.7	152
Pensacola-Ferry Pass-Brent, FL Metropolitan Statistical Area	507	106.1	117
Peoria, IL Metropolitan Statistical Area	338	89.4	187
Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	8,462	139.4	38
Phoenix-Mesa-Scottsdale, AZ Metropolitan Statistical Area	6,397	139.8	36
Pittsburgh, PA Metropolitan Statistical Area	3,075	130.7	52
Pittsfield, MA Metropolitan Statistical Area	72	56.3	353
Port St. Lucie, FL Metropolitan Statistical Area	657	144.4	29
Portland-South Portland, ME Metropolitan Statistical Area	627	119.1	82
Portland-Vancouver-Hillsboro, OR-WA Metropolitan Statistical Area	2,948	123.4	73
Pottsville, PA Micropolitan Statistical Area	81	56.0	354
Prescott, AZ Metropolitan Statistical Area	213	95.8	158
Providence-Warwick, RI-MA Metropolitan Statistical Area	1,682	104.3	123
Provo-Orem, UT Metropolitan Statistical Area	415	70.8	285
Pueblo, CO Metropolitan Statistical Area	204	124.7	71
Punta Gorda, FL Metropolitan Statistical Area	238	137.5	42
Racine, WI Metropolitan Statistical Area	183	93.8	169
Raleigh, NC Metropolitan Statistical Area	1,664	130.7	53
Rapid City, SD Metropolitan Statistical Area	98	68.0	297
Reading, PA Metropolitan Statistical Area	441	106.2	116
Redding, CA Metropolitan Statistical Area	158	88.0	196
Reno, NV Metropolitan Statistical Area	604	134.0	46
Richmond, VA Metropolitan Statistical Area	1,389	109.3	109
Richmond-Berea, KY Micropolitan Statistical Area	80	76.4	255
Riverside-San Bernardino-Ontario, CA Metropolitan Statistical Area	5,686	126.7	62
Roanoke, VA Metropolitan Statistical Area	234	74.4	267
Rochester, MN Metropolitan Statistical Area	223	104.3	124
Rochester, NY Metropolitan Statistical Area	937	86.6	210
Rockford, IL Metropolitan Statistical Area	337	98.9	141
Rocky Mount, NC Metropolitan Statistical Area	124	83.7	222
Roseburg, OR Micropolitan Statistical Area	67	62.2	328



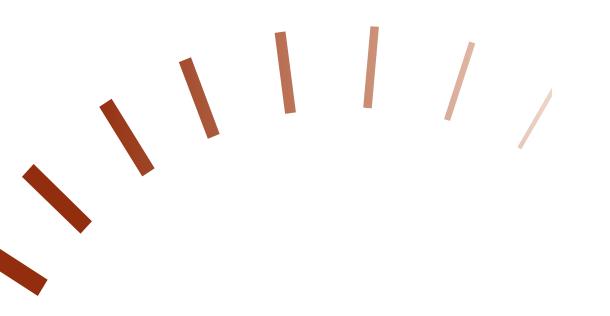
January 1 – December 31, 2016

Interception         Completine         100.000         Peptidion <sup>1</sup> Real           SacmamentoRosevilleArclen-Arceac, CA Metropolitan Statistical Area         3.158         128.7         6           Salem, OI M Micropolitan Statistical Area         83         79.2         247           Salem, OR Micropolitan Statistical Area         83         83.6         223           Salens, CA Metropolitan Statistical Area         288         90.6         178           Sale Lake City, UT Metropolitan Statistical Area         1216         103.9         125           San Attonio-New Brauniels, TX Metropolitan Statistical Area         2.815         118.1         86           San Attonio-New Brauniels, TX Metropolitan Statistical Area         3.281         113.5         90.6         178           San Attonio-New Brauniels, TX Metropolitan Statistical Area         3.288         116.5         95           San Taiso Obspone Robok-Arroyo Canade, C. A Metropolitan Statistical Area         3.28         116.5         95           Santa Kana-Santa Barban, CA Metropolitan Statistical Area         344         101.3         111           Santa Mara-Santa Barban, CA Metropolitan Statistical Area         344         101.3         137           Santa Mara-Santa Barban, CA Metropolitan Statistical Area         515         138.1         41 </th <th></th> <th></th> <th><b>Complaints Per</b></th> <th></th>			<b>Complaints Per</b>	
Saginaw, MI Metropolitan Statistical Area245126.76.3Sakem, OR Metropolitan Statistical Area34383.6223Salimas, CA Metropolitan Statistical Area28890.6178Salibury, MD-DE Metropolitan Statistical Area1.216103.91125San Angeb, TX Metropolitan Statistical Area2.815118.186San Angeb, TX Metropolitan Statistical Area2.815118.186San Angeb, TX Metropolitan Statistical Area2.815118.186San Fancisco-Oakland-Hayward, CA Metropolitan Statistical Area3.288166.311San Lisi Osby, Paso Robbes-Arroy Grande, CA Metropolitan Statistical Area3.28116.595San Lisi Osby, Paso Robbes-Arroy Grande, CA Metropolitan Statistical Area3.28116.595Santa Maia-Santa Barbara, CA Metropolitan Statistical Area3.44101.3111Santa Maia-Santa Barbara, CA Metropolitan Statistical Area3.44101.3113Savanah, CA Metropolitan Statistical Area3.44101.3131Savanah, CA Metropolitan Statistical Area3.44101.3131Savanah, CA Metropolitan Statistical Area3.45114.3133Savanah, CA Metropolitan Statistical Area3.43113.3131Savanah, CA Metropolitan Statistical Area3.4312.238Savanah, CA Metropolitan Statistical Area3.137.462.26Savanah, CA Metropolitan Statistical Area3.137.462.26Sherub Zu, JA Micropolitan Statistical Area	Metropolitan Area	Complaints	100,000 Population <sup>1</sup>	Rank
Salern OH Micropolitan Statistical Area8379.2247Salern OR Metropolitan Statistical Area34383.6223Salinas, CA Metropolitan Statistical Area28668.7225Sali Lake City, UT Metropolitan Statistical Area12.1610.39125San Antonio-New Braunfels, TX Metropolitan Statistical Area28.1511.8186San Diego-Carkbad, CA Metropolitan Statistical Area28.1511.8186San Diego-Carkbad, CA Metropolitan Statistical Area82.33183.37San Fancisco-Oakland Hayward, CA Metropolitan Statistical Area32.88106.3111San Law Churyouka-Sant Clara, CA Metropolitan Statistical Area32.8410.63111San Law Onyule, CA Metropolitan Statistical Area32.810.5556Santa Cuur-Watsonville, CA Metropolitan Statistical Area35412.9156Santa Ko, N. Metropolitan Statistical Area364111.3111Santa Ko, Metropolitan Statistical Area364112.3103Savannah, GA Metropolitan Statistical Area364112.3103Savannah, GA Metropolitan Statistical Area16110.8.3111Savannah, GA Metropolitan Statistical Area17089Sheboygan, Wilkeropolitan Statistical Area17117.0Subeboygan, Wilkeropolitan Statistical Area1880.6223Statthe Tacoura-Bellevue, WA Metropolitan Statistical Area1880.6242Sheboygan, Wilkeropolitan Statistical Area1190.2113	SacramentoRosevilleArden-Arcade, CA Metropolitan Statistical Area	3,158	138.9	40
Salem OR Metropolian Statistical Area34383.6223Salinas, CA Metropolian Statistical Area29868.7295Salt Lak City, UT Metropolian Statistical Area12.16103.9125San Angob, TX Metropolian Statistical Area12.8118486San Angob, TX Metropolian Statistical Area2.81511.8186San Fancisco-Oakhand Hayawal, CA Metropolian Statistical Area4.418133.947San Daeo, Coakhand Hayawal, CA Metropolian Statistical Area328166.311San La Conz-Watson With CA Metropolian Statistical Area328166.311San La Conz-Parso Robles-Arroy Grande, CA Metropolian Statistical Area354129.156Santa Cruz-Watsonville, CA Metropolian Statistical Area354129.156Santa Maria Santa Barbara, CA Metropolian Statistical Area364112.3103Santa Maria Santa Barbara, CA Metropolian Statistical Area364112.3103Santa Maria Santa Barbara, CA Metropolian Statistical Area364112.3103Saranon, CA Metropolian Statistical Area1178986.1212Santa Metropolian Statistical Area1178986.1212Sheburgan, WI Metropolian Statistical Area317.4266Sheburgan, WI Metropolian Statistical Area11490.218.3Shou Low, AZ Micropolian Statistical Area11490.218.3Shou Low, AZ Micropolian Statistical Area21517.2230Shou Low, AZ Micropolian Statist	Saginaw, MI Metropolitan Statistical Area	245	126.7	63
Salinas, CA Meropolitan Statistical Area29868.7295Salisbury, MD-DE Metropolitan Statistical Area31890.6178San Lake, Ciry, UT Metropolitan Statistical Area11890.3182San Antonio-New Braunfels, TX Metropolitan Statistical Area2.815111.886San Diego-Carbshad, CA Metropolitan Statistical Area4.418133.947San Fancio-New Braunfels, TX Metropolitan Statistical Area3.288166.3111San Los-Sunnyvale-Santa Clara, CA Metropolitan Statistical Area3.28166.3111San Los Sunnyvale-Santa Clara, CA Metropolitan Statistical Area3.28166.3111Santa Curz-Wartsonville, CA Metropolitan Statistical Area364112.3103Santa Curz-Wartsonville, CA Metropolitan Statistical Area364112.3103Santa Kasa, CA Metropolitan Statistical Area661108.3111Santa Kasa, CA Metropolitan Statistical Area364112.3103Savannah, GA Metropolitan Statistical Area364112.3103Savannah, GA Metropolitan Statistical Area118133238Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area11886.1212Sherboygan, WI Metropolitan Statistical Area10288.3194Sherboygan, WI Metropolitan Statistical Area10886.1212Show Low, AZ Metropolitan Statistical Area11490.2135Sherboygan, WI Metropolitan Statistical Area215174.2251Show Low, AZ Metropolit	Salem, OH Micropolitan Statistical Area	83	79.2	247
Salisbury, MD-DEMetropolitan Statistical Area12890.6178Salt Lake Ciry, UT Metropolitan Statistical Area10890.3182San Angelo, TX Metropolitan Statistical Area10890.3182San Antonio-New Braunefle, TX Metropolitan Statistical Area2.815118.186San Diego-Catabbad, CA Metropolitan Statistical Area8.533183.37San Sone-Sunnyvale-Santa Char, CA Metropolitan Statistical Area325115.595Santa Cruz-Watsonville, CA Metropolitan Statistical Area354129.156Santa Fe, NM Metropolitan Statistical Area354110.31111Santa Maria-Santa Barbara, CA Metropolitan Statistical Area364112.3103Santa Maria-Santa Barbara, CA Metropolitan Statistical Area364112.3103Santa Maria-Santa Barbara, CA Metropolitan Statistical Area364113.3137Scanton-Wilkes-Barre-Hazleton, PA Metropolitan Statistical Area384101.3137Scanton-Wilkes-Barre-Hazleton, PA Metropolitan Statistical Area10288.3141Schsbary, Corpolitan Statistical Area103117.089Sheboygan, WI Metropolitan Statistical Area10337.222.236Sherma-Denson, TX Metropolitan Statistical Area10492.2183Show Low, AZ Micropolitan Statistical Area11490.2183Show Low, AZ Micropolitan Statistical Area2880.6242Show Low, AZ Micropolitan Statistical Area11490.2183	Salem, OR Metropolitan Statistical Area	343	83.6	223
Salt Lake City, UT Metropolitan Statistical Area1,216103.9125San Antonio-New Braunfek, IX Metropolitan Statistical Area2,81590.3182San Antonio-New Braunfek, IX Metropolitan Statistical Area2,815118.186San Dise-Carkbad, CA Metropolitan Statistical Area4,418133.947San Isenscion-Oakland Hayward, CA Metropolitan Statistical Area3,288166.311San Lose Sunnyvale-Santa Cara, CA Metropolitan Statistical Area3,288166.311San Lose Sunnyvale-Santa Cara, CA Metropolitan Statistical Area354129.156Santa Craz Watsonville, CA Metropolitan Statistical Area161108.3111Santa Kosa, CA Metropolitan Statistical Area664112.3103Santa Kosa, CA Metropolitan Statistical Area564112.3103Savannab, GA Metropolitan Statistical Area45381.2238Seattle Tacoma-Bellevue, WA Metropolitan Statistical Area10288.3194Sheboygan, WI Metropolitan Statistical Area10288.3194Sheboygan, WI Metropolitan Statistical Area3174.6266Sim Wata-Dongitan Statistical Area3174.6266Sinox Kity, J. A. NEstD Metropolitan Statistical Area2121.2230Sheboygan, WI Metropolitan Statistical Area3174.6266Sim Wata-Dongitan Statistical Area217.2236Shou Kak, S. D Metropolitan Statistical Area217.221.1Shou Kak, S. D Metropolitan Statisti	Salinas, CA Metropolitan Statistical Area	298	68.7	295
San Angelo, TX Metropolitan Statistical Area10890.3182San Antonio-New Braunfels, TX Metropolitan Statistical Area2.81118.186San Diego-Cathshol, CA Metropolitan Statistical Area8.33183.37San Fancisco-Oakland-Hayward, CA Metropolitan Statistical Area3.288166.311San Luis Obispo-Paso Robles-Arroyo Grande, CA Metropolitan Statistical Area3.25115.595Santa Cruz-Watson Ville, CA Metropolitan Statistical Area3.26108.31111Santa Cruz-Watson Ville, CA Metropolitan Statistical Area161108.31111Santa Kong, Metropolitan Statistical Area467105.01188Santa Ro, SM Metropolitan Statistical Area3410.3137Sarata Naria-Santa Barbara, CA Metropolitan Statistical Area844101.3137Sarata Naria-Bellevuc, WA Metropolitan Statistical Area51.55138.141Seattler-Tacora-Bellevuc, WA Metropolitan Statistical Area173117.089Sheboygan, WI Metropolitan Statistical Area10886.1122Shou Nar, ZA Metropolitan Statistical Area31174266Sherman-Denison, TX Metropolitan Statistical Area31874350Sherman-Denison, TX Metropolitan Statistical Area316246325Sherveport-Bossier City, I-A Metropolitan Statistical Area326367356Shou Val, S. Metropolitan Statistical Area316326366Sherman-Denison, TX Metropolitan Statistical Area327317326 <td>Salisbury, MD-DE Metropolitan Statistical Area</td> <td>358</td> <td>90.6</td> <td>178</td>	Salisbury, MD-DE Metropolitan Statistical Area	358	90.6	178
San Antonio-New Braunfels, TX Metropolitan Statistical Area2,815118.186San Diego-Carlsbad, CA Metropolitan Statistical Area4,418133.947San Francisco-Oskland-Hayward, CA Metropolitan Statistical Area3,288166.3111San Luis Obigo-Paso Robles-Arroyo Grande, CA Metropolitan Statistical Area3,284129.156Santa Craz-Watsonville, CA Metropolitan Statistical Area3,54129.156Santa Fe, NM Metropolitan Statistical Area3,64110.31111Santa Barbara, CA Metropolitan Statistical Area467105.0118Santa Kara, CA Metropolitan Statistical Area564112.3103Saranto, GA Metropolitan Statistical Area514101.3137Scranton-Wikes-Barer-Hazleton, PA Metropolitan Statistical Area515138.141Scranton-Wikes-Barer-Hazleton, PA Metropolitan Statistical Area10288.3194Scranton-Wikes-Barer-Hazleton, PA Metropolitan Statistical Area10288.3194Scheboygan, VI Metropolitan Statistical Area10288.3194Sheboygan, VI Metropolitan Statistical Area10288.3194Sheboygan, VI Metropolitan Statistical Area10288.3194Sheboygan, VI Metropolitan Statistical Area20782.2230Sheboygan, VI Metropolitan Statistical Area21490.2183Sioux Giu, JA.Metropolitan Statistical Area25177.2251Show Law, A.Z. Metropolitan Statistical Area25177.2251<	Salt Lake City, UT Metropolitan Statistical Area	1,216	103.9	125
San Diego-Carksbad, CA Metropolitan Statistical Area44.18133.947San Funcisco-Oukland-Hayward, CA Metropolitan Statistical Area32.88166.311San Jose-Snunyvale-Santa Clara, CA Metropolitan Statistical Area32.8115.595Santa Luis Obispo-Paso Robles-Arroyo Grande, CA Metropolitan Statistical Area324129.156Santa Fe, NM Metropolitan Statistical Area161108.3111Santa Fe, NM Metropolitan Statistical Area164112.3103Savannah, GA Metropolitan Statistical Area384101.3137Sarata Ro, NM Metropolitan Statistical Area384101.3137Savannah, GA Metropolitan Statistical Area384101.3137Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area173117.089Sheborgan, WI Metropolitan Statistical Area10288.3194Shebrogan, WI Metropolitan Statistical Area6055.4355Shevopgan, WI Metropolitan Statistical Area6055.4355Show Low, AZ Micropolitan Statistical Area20782.2230Soux City, I-A Netropolitan Statistical Area20782.2230Sour Sciuy, SA Metropolitan Statistical Area21890.6242Spatanbergo, SC Metropolitan Statistical Area21691.491.4Sioux City, I-A Netropolitan Statistical Area21880.6242Spatanbergo, SC Metropolitan Statistical Area21691.490.2Sioux City, I-A Netropolitan Statistical Area216<	San Angelo, TX Metropolitan Statistical Area	108	90.3	182
San Francisco-Oakland-Hayward, CA Metropolitan Statistical Area8,533183.37San Jose-Sunnyvale-Santa Cara, CA Metropolitan Statistical Area3,28166.3111San Luis Obiop-Paso Robles-Armyo Cannde, CA Metropolitan Statistical Area325115.595Santa Cruz-Watsonville, CA Metropolitan Statistical Area354129.156Santa Maria-Santa Barbara, CA Metropolitan Statistical Area161108.3111Santa Maria-Santa Barbara, CA Metropolitan Statistical Area467105.0118Santa Maria-Santa Barbara, CA Metropolitan Statistical Area384101.3137Scranton-Wilkes-Barre-Hazleton, PA Metropolitan Statistical Area515138.141Sebastian-Vroe Beach, FL Metropolitan Statistical Area173117.089Scheboygan, WI Metropolitan Statistical Area10288.3194Sheroura-Deliveu, WA Metropolitan Statistical Area10288.3194Sheroura-Deliveu, WA Metropolitan Statistical Area10288.3194Sheroura-Deliveu, WA Metropolitan Statistical Area10288.3194Sheroura-Denison, TX Metropolitan Statistical Area6055.4355Show Low, A. NNESD Metropolitan Statistical Area20782.2230South Bend-Mishawaka, IN-MI Metropolitan Statistical Area21577.2251Sout Civ, J. A. NESD Metropolitan Statistical Area25177.2251Springfield, MA Metropolitan Statistical Area25177.2251Springfield, MA Metropolitan Statistica	San Antonio-New Braunfels, TX Metropolitan Statistical Area	2,815	118.1	86
San Jose-Sunnyvale-Santa Clara, CA Metropolitan Statistical Area3.288166.311San Lais Obispo-Paso Robles-Arroyo Grande, CA Metropolitan Statistical Area325115.595Santa Cruz-Watsonville, CA Metropolitan Statistical Area36412.31013Santa Bras, CA Metropolitan Statistical Area161108.3111Santa Kas, CA Metropolitan Statistical Area564112.31033Savannah, GA Metropolitan Statistical Area515138.1411Seattle-Tacoma-Wilkes-Barre-Hazleton, PA Metropolitan Statistical Area5,155138.1411Sebastian-Vero Beach, FL Metropolitan Statistical Area101886.12122Sheboygan, WI Metropolitan Statistical Area10886.12122Shewopgan, WI Metropolitan Statistical Area10886.12122Shewopgan, WI Metropolitan Statistical Area10886.12122Shewoport-Bossier City, LA Metropolitan Statistical Area1149021833Sioux City, LA-NESD Metropolitan Statistical Area20782.2230South Send-Mishawaka, IN-MI Metropolitan Statistical Area215111.3104Springfield, MA Metropolitan Statistical Area25177.2251Spokane-Spokane Valley, WA Metropolitan Statistical Area256367Sioux City, LA-NESD Metropolitan Statistical Area256367Sioux City, JA-NESD Metropolitan Statistical Area267313104Springfield, MA Metropolitan Statistical Area268365362Springfield, M	San Diego-Carlsbad, CA Metropolitan Statistical Area	4,418	133.9	47
San Luis Obispo-Paso Robles-Arroyo Grande, CA Metropolitan Statistical Area325115.595Santa Cnuz-Watsonville, CA Metropolitan Statistical Area354129.156Santa Fe, NM Metropolitan Statistical Area467105.0118Santa Rosa, CA Metropolitan Statistical Area467105.0118Santa Rosa, CA Metropolitan Statistical Area364112.3103Savannah, CA Metropolitan Statistical Area364112.3103Savannah, CA Metropolitan Statistical Area45381.2238Scatter Pacena-Bellevue, WA Metropolitan Statistical Area10288.3194Sheboygan, WI Metropolitan Statistical Area10386.1212Show Low, AZ Micropolitan Statistical Area0055.4355Shreveport-Bossier City, LA Metropolitan Statistical Area31174.6266Siera Vista-Douglas, AZ Metropolitan Statistical Area2952.6367Sioux Falis, SD Metropolitan Statistical Area2177.2251Soux Raits, SD Metropolitan Statistical Area25177.2251Spatanbeng-Spokane Valley, WA Metropolitan Statistical Area3655.3357St. Corge, UM Metropolitan Statistical Area26651.3311Springfield, IL. Metropolitan Statistical Area2559.5140Springfield, Mo Metropolitan Statistical Area2559.5140Springfield, Mo Metropolitan Statistical Area3655.3357St. Corge, UM Metropolitan Statistical Area365	San Francisco-Oakland-Hayward, CA Metropolitan Statistical Area	8,533	183.3	7
Santa Cruz-Watsonvile, CA Metropolitan Statistical Area354129.156Santa Fe, NM Metropolitan Statistical Area161108.3111Santa Maria Santa Barbara, CA Metropolitan Statistical Area364112.3103Savannah, GA Metropolitan Statistical Area384101.3137Seranton-Wilkes-Barer-Hazleton, PA Metropolitan Statistical Area381.2238Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area51.55138.141Sebastian-Vero Beach, FL Metropolitan Statistical Area10288.3194Sheboygan, WI Metropolitan Statistical Area10886.1212Shuboygan, VI Metropolitan Statistical Area055.4355Sheboygan, VI Metropolitan Statistical Area10886.1212Shou Low, AZ Micropolitan Statistical Area31174.6266Sierra Vista-Douglas, AZ Metropolitan Statistical Area31174.6266Sioux City, IA-NE-SD Metropolitan Statistical Area20782.2230South Bend-Mishawaka, IN-MI Metropolitan Statistical Area25177.2251Spokane-Spokane Valley, WA Metropolitan Statistical Area25699.5140Springfield, IL Metropolitan Statistical Area25699.5140Springfield, IL Metropolitan Statistical Area25699.5140Springfield, MA Metropolitan Statistical Area26655.3357St. Loseph, MO-KS Metropolitan Statistical Area26655.3357St. Loseph, MO-KS Metropolitan Statistical Area <td>San Jose-Sunnyvale-Santa Clara, CA Metropolitan Statistical Area</td> <td>3,288</td> <td>166.3</td> <td>11</td>	San Jose-Sunnyvale-Santa Clara, CA Metropolitan Statistical Area	3,288	166.3	11
Santa Fe, NM Metropolitan Statistical Area161108.3111Santa Rosa, CA Metropolitan Statistical Area467105.0118Santa Rosa, CA Metropolitan Statistical Area564112.3103Savannah, GA Metropolitan Statistical Area384101.3137ScrantonWilkes-BarreHazleton, PA Metropolitan Statistical Area45381.2238Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area10288.3141Schastin-Vero Beach, FL Metropolitan Statistical Area10288.3194Sherman-Denison, TX Metropolitan Statistical Area10886.1212Show Low, AZ Micropolitan Statistical Area6055.4355Shreveport-Bossier City, LA Metropolitan Statistical Area33174.6266Sioux City, LA-NESD Metropolitan Statistical Area20782.2230Sout Bend-Mishawaka, IN-MI Metropolitan Statistical Area25177.2251Spokane-Spokane Valley, WA Metropolitan Statistical Area255111.3104Springfield, IL Metropolitan Statistical Area255111.3104Springfield, MO Metropolitan Statistical Area25177.2251Spokane-Spokane Valley, WA Metropolitan Statistical Area256337346Springfield, MO Metropolitan Statistical Area26694.3164Springfield, MO Metropolitan Statistical Area266343346Springfield, MO Metropolitan Statistical Area10654.5362St. Coorge, UT Metropolitan Statistical Area	San Luis Obispo-Paso Robles-Arroyo Grande, CA Metropolitan Statistical Area	325	115.5	95
Santa Maria-Santa Barbara, CA Metropolitan Statistical Area467105.0118Santa Rosa, CA Metropolitan Statistical Area564112.3103Savannah, GA Metropolitan Statistical Area384101.3137Scranton-Wilkes-Barre-Hazleton, PA Metropolitan Statistical Area45384.2238Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area173117.089Sheboygan, WI Metropolitan Statistical Area10288.3194Shebroygan, WI Metropolitan Statistical Area10886.1212Show Low, AZ Micropolitan Statistical Area6055.4355Shreveport-Bossier City, LA Metropolitan Statistical Area3174.6266Sioux City, IA-NE-SD Metropolitan Statistical Area20782.2230South Send-Mishawaka, IN-MI Metropolitan Statistical Area20782.2231Soux City, IA-NE-SD Metropolitan Statistical Area25177.2251Spokane-Spokane Valley, WA Metropolitan Statistical Area253111.3104Springfield, IL Metropolitan Statistical Area25511.3104Springfield, MO Metropolitan Statistical Area26635.3357St. Cood, MN Metropolitan Statistical Area25177.2251Springfield, MO Metropolitan Statistical Area25177.2251Springfield, MO Metropolitan Statistical Area26635.3357St. Cood, MN Metropolitan Statistical Area26635.3357St. Cood, MN Metropolitan Statistical Area251<	Santa Cruz-Watsonville, CA Metropolitan Statistical Area	354	129.1	56
Santa Rosa, CA Metropolitan Statistical Area564112.3103Savannah, GA Metropolitan Statistical Area384101.3137Scranton-Wilkes-Bare-Hazleton, PA Metropolitan Statistical Area45381.2238Seattle-Tacoms-Bellevue, WA Metropolitan Statistical Area51.55138.141Sebastian-Vero Beach, FL Metropolitan Statistical Area173117.089Sheboygan, WI Metropolitan Statistical Area10886.1212Sherman-Denison, TX Metropolitan Statistical Area10886.1212Show Low, AZ Micropolitan Statistical Area6055.4355Shreveport-Bossier City, LA Metropolitan Statistical Area3174.6266Sioux City, IA-NESD Metropolitan Statistical Area8952.6367Sioux City, IA-NESD Metropolitan Statistical Area20782.2230South Bend-Mishawaka, IN-MI Metropolitan Statistical Area25177.2251Sparane-Spokane Valley, WA Metropolitan Statistical Area25694.3104Springfield, IL Metropolitan Statistical Area3654.3357St. Coold, MA Metropolitan Statistical Area10073.6273St. Coold, MA Metropolitan Statistical Area8655.3357St. Coold, MA Metropolitan Statistical Area10664.5362St. Coold, MA Metropolitan Statistical Area10664.5362St. Coold, MA Metropolitan Statistical Area10664.5362St. Coold, MA Metropolitan Statistical Area106	Santa Fe, NM Metropolitan Statistical Area	161	108.3	111
Savannah, GA Metropolitan Statistical Area384101.3137Scranton-Wilkes-Barre-Hazleton, PA Metropolitan Statistical Area45381.2238Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area173117.089Sheboygan, WI Metropolitan Statistical Area10288.3194Sherboygan, WI Metropolitan Statistical Area10288.3194Sherboygan, WI Metropolitan Statistical Area10886.1212Show Low, AZ Micropolitan Statistical Area6055.4355Shreveport-Bossier City, LA Metropolitan Statistical Area3174.6266Sierra Vista-Douglas, AZ Metropolitan Statistical Area3174.6266Sioux City, IA-NE-SD Metropolitan Statistical Area20782.2230South Bend-Mishawaka, IN-MI Metropolitan Statistical Area25177.2251Spokane-Spokane Valley, WA Metropolitan Statistical Area25599.5140Springfield, IL Metropolitan Statistical Area25699.5140Springfield, IL Metropolitan Statistical Area25694.3164Springfield, MO Metropolitan Statistical Area3655.3357St. Cloud, MN Metropolitan Statistical Area8655.3357St. Louis, MO-LK Metropolitan Statistical Area8655.3357St. Louis, MO-LK Metropolitan Statistical Area8655.3357St. Cloud, MN Metropolitan Statistical Area8655.3357St. Louis, MO-LK Metropolitan Statistical Area9074.	Santa Maria-Santa Barbara, CA Metropolitan Statistical Area	467	105.0	118
ScrantonWilkes-Barre-Hazleton, PA Metropolitan Statistical Area45381.2238Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area5,155138.141Sebastian-Vero Beach, FL Metropolitan Statistical Area10288.3194Sheboygan, WI Metropolitan Statistical Area10886.1212Show Low, AZ Micropolitan Statistical Area6055.4355Shreveport-Bossier City, LA Metropolitan Statistical Area33174.6266Sioux City, IA-NE-SD Metropolitan Statistical Area8952.6367Sioux City, IA-NE-SD Metropolitan Statistical Area20782.2230South Bend-Mishawaka, IN-MI Metropolitan Statistical Area25177.2251Spokane-Spokane Valley, WA Metropolitan Statistical Area25391.1104Springfield, IL Metropolitan Statistical Area25699.5140Springfield, MO Metropolitan Statistical Area25177.2251Spokane-Spokane Valley, WA Metropolitan Statistical Area25699.5140Springfield, MO Metropolitan Statistical Area25694.3164Springfield, OH Metropolitan Statistical Area10073.6273St. Louis, MO-IL Metropolitan Statistical Area10654.5362St. George, UT Metropolitan Statistical Area10664.5362St. George, UT Metropolitan Statistical Area10666.0313St. Louis, MO-IL Metropolitan Statistical Area10666.0313St. Louis, MO-IL Metropolitan Statisti	Santa Rosa, CA Metropolitan Statistical Area	564	112.3	103
Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area5,155138.141Sebastian-Vero Beach, FL Metropolitan Statistical Area173117.089Sheboygan, WI Metropolitan Statistical Area10288.3194Sherman-Denison, TX Metropolitan Statistical Area10886.1212Show Low, AZ Micropolitan Statistical Area6055.4355Shreveport-Bossier City, LA Metropolitan Statistical Area33174.6266Sierra Vista-Douglas, AZ Metropolitan Statistical Area8952.6367Sioux City, IA-NE-SD Metropolitan Statistical Area20782.2230South Bend-Mishawaka, IN-MI Metropolitan Statistical Area25880.6242Spartanburg, SC Metropolitan Statistical Area25177.2251Spokane-Spokane Valley, WA Metropolitan Statistical Area235111.3104Springfield, IL Metropolitan Statistical Area235111.3104Springfield, MA Metropolitan Statistical Area10073.6273St. Cloud, MN Metropolitan Statistical Area8655.3357St. Coud, MN Metropolitan Statistical Area8365.4315St. Louis, MO-LK Metropolitan Statistical Area8365.4315St. Louis, MO-LK Metropolitan Statistical Area8365.4315St. Coud, MN Metropolitan Statistical Area8365.4315St. Louis, MO-LK Metropolitan Statistical Area10666.0313St. Louis, MO-LK Metropolitan Statistical Area10074	Savannah, GA Metropolitan Statistical Area	384	101.3	137
Sebastian-Vero Beach, FL Metropolitan Statistical Area173117.089Sheboygan, WI Metropolitan Statistical Area10288.3194Sherman-Denison, TX Metropolitan Statistical Area10886.1212Show Low, AZ Micropolitan Statistical Area30174.6266Sierra Vista-Douglas, AZ Metropolitan Statistical Area31174.6266Sierra Vista-Douglas, AZ Metropolitan Statistical Area8952.6367Sioux City, LA-NESD Metropolitan Statistical Area20782.2230South End-Mishawaka, IN-MI Metropolitan Statistical Area25880.6242Spartanburg, SC Metropolitan Statistical Area25177.2251Spokane-Spokane Valley, WA Metropolitan Statistical Area235111.3104Springfield, IL Metropolitan Statistical Area235111.3104Springfield, MA Metropolitan Statistical Area26655.3357St. Coorge, UT Metropolitan Statistical Area10073.6273St. Louis, MO-IL Metropolitan Statistical Area10073.6373St. Louis, MO-IL Metropolitan Statistical Area8655.3357St. Louis, MO-IL Metropolitan Statistical Area10666.0313Stauton-Waynesboro, VA Metropolitan Statistical Area10666.0313St. Louis, MO-IL Metropolitan Statistical Area105144.628Suntor, SC Metropolitan Statistical Area10073.6273St. Louis, MO-IL Metropolitan Statistical Area10666.0 </td <td>ScrantonWilkes-BarreHazleton, PA Metropolitan Statistical Area</td> <td>453</td> <td>81.2</td> <td>238</td>	ScrantonWilkes-BarreHazleton, PA Metropolitan Statistical Area	453	81.2	238
Sheboygan, WI Metropolitan Statistical Area10288.3194Sherman-Denison, TX Metropolitan Statistical Area10886.1212Show Low, AZ Micropolitan Statistical Area6055.4355Shreveport-Bossier City, LA Metropolitan Statistical Area33174.6266Sierra Vista-Douglas, AZ Metropolitan Statistical Area11490.2183Sioux City, IA-NE-SD Metropolitan Statistical Area20782.2230South Bend-Mishawaka, IN-MI Metropolitan Statistical Area25880.6242Spatanburg, SC Metropolitan Statistical Area25177.2251Spokane-Spokane Valley, WA Metropolitan Statistical Area235111.3104Springfield, IL Metropolitan Statistical Area59694.3164Springfield, MO Metropolitan Statistical Area10073.6273St. Cloud, MN Metropolitan Statistical Area10073.6273St. Cloud, MN Metropolitan Statistical Area10654.5362St. Cloud, MN Metropolitan Statistical Area8365.4315St. Loud, MN Metropolitan Statistical Area10666.0313St. Loud, MN Metropolitan Statistical Area9074.9265St. Coold, MN Metropolitan Statistical Area10666.0313St. Loud, MN Metropolitan Statistical Area10666.0313St. Loud, MN Metropolitan Statistical Area10666.0313St. Loud, MN Metropolitan Statistical Area10666.0313Staunton	Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area	5,155	138.1	41
Sherman-Denison, TX Metropolitan Statistical Area10886.1212Show Low, AZ Micropolitan Statistical Area6055.4335Shreveport-Bossier City, LA Metropolitan Statistical Area33174.6266Sierra Vista-Douglas, AZ Metropolitan Statistical Area11490.2183Sioux City, IA-NE-SD Metropolitan Statistical Area8952.6367Sioux Falls, SD Metropolitan Statistical Area20782.2230South Bend-Mishawaka, IN-MI Metropolitan Statistical Area25880.6242Spatanburg, SC Metropolitan Statistical Area25177.2251Spokane-Spokane Valley, WA Metropolitan Statistical Area235111.3104Springfield, IL Metropolitan Statistical Area59694.3164Springfield, MO Metropolitan Statistical Area10073.6273St. Cloud, MN Metropolitan Statistical Area10654.5362St. Coorge, UT Metropolitan Statistical Area8365.4315St. Louis, MO-LK Metropolitan Statistical Area10666.0313Stauton-Waynesboro, VA Metropolitan Statistical Area10666.0313Staunton-Waynesboro, VA Metropolitan Statistic	Sebastian-Vero Beach, FL Metropolitan Statistical Area	173	117.0	89
Show Low, AZ Micropolitan Statistical Area6055.4355Shreveport-Bossier City, LA Metropolitan Statistical Area33174.6266Sierra Vista-Douglas, AZ Metropolitan Statistical Area11490.2183Sioux City, IA-NE-SD Metropolitan Statistical Area8952.6367Sioux Falls, SD Metropolitan Statistical Area20782.2230South Bend-Mishawaka, IN-MI Metropolitan Statistical Area25880.6242Spartanburg, SC Metropolitan Statistical Area25177.2251Spokane-Spokane Valley, WA Metropolitan Statistical Area235111.3104Springfield, IL Metropolitan Statistical Area235111.3104Springfield, MA Metropolitan Statistical Area235111.3104Springfield, OM Metropolitan Statistical Area10073.6273St. Cloud, MN Metropolitan Statistical Area10654.5362St. Corge, UT Metropolitan Statistical Area8655.3357St. Louis, MO-IL Metropolitan Statistical Area10666.0313Stauton-Waynesboro, VA Metropolitan Statistical Area10666.0313Stauton-Waynesboro, VA Metropolitan Statistical Area102113.5101Syracuse, NY Metropolitan Statistical Area10263.9323State College, PA Metropolitan Statistical Area10666.0313Stauton-Waynesboro, VA Metropolitan Statistical Area102113.5101Syracuse, NY Metropolitan Statistical Area20.93	Sheboygan, WI Metropolitan Statistical Area	102	88.3	194
Shreveport-Bossier City, LA Metropolitan Statistical Area33174.6266Sierra Vista-Douglas, AZ Metropolitan Statistical Area11490.2183Sioux City, IA-NE-SD Metropolitan Statistical Area8952.6367Sioux Falls, SD Metropolitan Statistical Area20782.2230South Bend-Mishawaka, IN-MI Metropolitan Statistical Area25880.6242Spartanburg, SC Metropolitan Statistical Area25177.2251Spokane-Spokane Valley, WA Metropolitan Statistical Area235111.3104Springfield, IL Metropolitan Statistical Area235111.3104Springfield, MO Metropolitan Statistical Area23694.3164Springfield, MO Metropolitan Statistical Area10073.6273St. Cloud, MN Metropolitan Statistical Area10073.6273St. Cloud, MN Metropolitan Statistical Area10054.5362St. Coorge, UT Metropolitan Statistical Area8655.3357St. Joseph, MO-KS Metropolitan Statistical Area8365.4313State College, PA Metropolitan Statistical Area10666.0313Staunton-Waynesboro, VA Metropolitan Statistical Area10074.9265Stockton-Lodi, CA Metropolitan Statistical Area102113.5101Syracuse, NY Metropolitan Statistical Area2074.9265Stockton-Lodi, CA Metropolitan Statistical Area102113.5101Syracuse, RT, Metropolitan Statistical Area20144.6	Sherman-Denison, TX Metropolitan Statistical Area	108	86.1	212
Sierra Vista-Douglas, AZ Metropolitan Statistical Area11490.2183Sioux City, IA-NE-SD Metropolitan Statistical Area8952.6367Sioux Falls, SD Metropolitan Statistical Area20782.2230South Bend-Mishawaka, IN-MI Metropolitan Statistical Area25880.6242Spatanburg, SC Metropolitan Statistical Area25177.2251Spokane-Spokane Valley, WA Metropolitan Statistical Area235111.3104Springfield, IL Metropolitan Statistical Area235111.3104Springfield, MO Metropolitan Statistical Area59694.3164Springfield, OH Metropolitan Statistical Area10073.6273St. Cloud, MN Metropolitan Statistical Area10073.6273St. Cloud, MN Metropolitan Statistical Area10654.5362St. Joseph, MO-KS Metropolitan Statistical Area8365.4315St. Louis, MO-IL Metropolitan Statistical Area5792206.04State College, PA Metropolitan Statistical Area9074.9265Stockton-Lodi, CA Metropolitan Statistical Area10.666.0313Staunton-Waynesboro, VA Metropolitan Statistical Area10.0144.628Sumer, SC Metropolitan Statistical Area10.5144.628Sunter, SC Metropolitan Statistical Area10.666.0313Staunton-Waynesboro, VA Metropolitan Statistical Area10.5144.628Sunter, SC Metropolitan Statistical Area42263.9323	Show Low, AZ Micropolitan Statistical Area	60	55.4	355
Sioux City, IA-NE-SD Metropolitan Statistical Area8952.6367Sioux Falls, SD Metropolitan Statistical Area20782.2230South Bend-Mishawaka, IN-MI Metropolitan Statistical Area25880.6242Spartanburg, SC Metropolitan Statistical Area25177.2251Spokane-Spokane Valley, WA Metropolitan Statistical Area54599.5140Springfield, IL Metropolitan Statistical Area235111.3104Springfield, MA Metropolitan Statistical Area59694.3164Springfield, MO Metropolitan Statistical Area10073.6273St. Cloud, MN Metropolitan Statistical Area10073.6273St. Cloud, MN Metropolitan Statistical Area10654.5362St. Cloud, MN Metropolitan Statistical Area10654.5362St. Cloud, MN Metropolitan Statistical Area8365.4315St. Louis, MO-IL Metropolitan Statistical Area8365.4315St. Louis, MO-IL Metropolitan Statistical Area9074.9265Stockton-Lodi, CA Metropolitan Statistical Area10666.0313Staunton-Waynesboro, VA Metropolitan Statistical Area122113.5101Syracuse, NY Metropolitan Statistical Area122113.5101Syracuse, NY Metropolitan Statistical Area699185.06Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area699185.06Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area4,607 <td< td=""><td>Shreveport-Bossier City, LA Metropolitan Statistical Area</td><td>331</td><td>74.6</td><td>266</td></td<>	Shreveport-Bossier City, LA Metropolitan Statistical Area	331	74.6	266
Sioux Falls, SD Metropolitan Statistical Area20782.2230South Bend-Mishawaka, IN-MI Metropolitan Statistical Area25880.6242Spartanburg, SC Metropolitan Statistical Area25177.2251Spokane-Spokane Valley, WA Metropolitan Statistical Area235111.3104Springfield, IL Metropolitan Statistical Area235111.3104Springfield, MA Metropolitan Statistical Area59694.3164Springfield, MO Metropolitan Statistical Area59694.3164Springfield, OH Metropolitan Statistical Area10073.6273St. Cloud, MN Metropolitan Statistical Area10073.6273St. Cloud, MN Metropolitan Statistical Area10654.5362St. Coorge, UT Metropolitan Statistical Area8655.3357St. Joseph, MO-KS Metropolitan Statistical Area8365.4315St. Louis, MO-IL Metropolitan Statistical Area10666.0313Stauton-Waynesboro, VA Metropolitan Statistical Area9074.9265Stockton-Lodi, CA Metropolitan Statistical Area1050144.628Sunter, SC Metropolitan Statistical Area102113.5101Syracuse, NY Metropolitan Statistical Area42263.9323Tallahassee, FL Metropolitan Statistical Area699185.06Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area4607154.817Terre Haute, IN Metropolitan Statistical Area11869.0292	Sierra Vista-Douglas, AZ Metropolitan Statistical Area	114	90.2	183
South Bend-Mishawaka, IN-MI Metropolitan Statistical Area25880.6242Spartanburg, SC Metropolitan Statistical Area25177.2251Spokane-Spokane Valley, WA Metropolitan Statistical Area54599.5140Springfield, IL Metropolitan Statistical Area235111.3104Springfield, MA Metropolitan Statistical Area59694.3164Springfield, MO Metropolitan Statistical Area10073.6273St. Cloud, MN Metropolitan Statistical Area10073.6273St. Cloud, MN Metropolitan Statistical Area10654.5362St. Cloud, MN Metropolitan Statistical Area8655.3357St. Cloud, MN Metropolitan Statistical Area8365.4315St. Louis, MO-IL Metropolitan Statistical Area5,792206.04State College, PA Metropolitan Statistical Area9074.9265Stockon-Lodi, CA Metropolitan Statistical Area1,050144.628Sumter, SC Metropolitan Statistical Area1,050144.628Sumter, SC Metropolitan Statistical Area1,050144.628Sumter, SC Metropolitan Statistical Area2263.9323Tallahassee, FL Metropolitan Statistical Area699185.06Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area4,607154.817Terre Haute, IN Metropolitan Statistical Area11869.0292	Sioux City, IA-NE-SD Metropolitan Statistical Area	89	52.6	367
Spartanburg, SC Metropolitan Statistical Area25177.2251Spokane-Spokane Valley, WA Metropolitan Statistical Area54599.5140Springfield, IL Metropolitan Statistical Area235111.3104Springfield, MA Metropolitan Statistical Area59694.3164Springfield, MO Metropolitan Statistical Area59694.3164Springfield, OH Metropolitan Statistical Area10073.6273St. Cloud, MN Metropolitan Statistical Area10054.5362St. Courge, UT Metropolitan Statistical Area8655.3357St. Joseph, MO-KS Metropolitan Statistical Area8365.4315St. Louis, MO-IL Metropolitan Statistical Area5792206.04Stauton-Waynesboro, VA Metropolitan Statistical Area9074.9265Stockon-Lodi, CA Metropolitan Statistical Area1005144.628Sumter, SC Metropolitan Statistical Area100323101Syracuse, NY Metropolitan Statistical Area10066.0313Stockon-Lodi, CA Metropolitan Statistical Area1050144.628Sumter, SC Metropolitan Statistical Area102113.5101Syracuse, NY Metropolitan Statistical Area699185.06Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area4607154.817Terre Haute, IN Metropolitan Statistical Area11869.0292	Sioux Falls, SD Metropolitan Statistical Area	207	82.2	230
Spokane-Spokane Valley, WA Metropolitan Statistical Area54599.5140Springfield, IL Metropolitan Statistical Area235111.3104Springfield, MA Metropolitan Statistical Area59694.3164Springfield, MO Metropolitan Statistical Area41691.1174Springfield, OH Metropolitan Statistical Area10073.6273St. Cloud, MN Metropolitan Statistical Area10654.5362St. Cloud, MN Metropolitan Statistical Area8655.3357St. Cloud, MN Metropolitan Statistical Area8365.4315St. Corge, UT Metropolitan Statistical Area5,792206.04St. Louis, MO-IL Metropolitan Statistical Area10666.0313State College, PA Metropolitan Statistical Area9074.9265Stockton-Lodi, CA Metropolitan Statistical Area1,050144.628Sumter, SC Metropolitan Statistical Area102113.5101Syracuse, NY Metropolitan Statistical Area699185.06Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area4,607154.817Terre Haute, IN Metropolitan Statistical Area11869.0292	South Bend-Mishawaka, IN-MI Metropolitan Statistical Area	258	80.6	242
Springfield, IL Metropolitan Statistical Area235111.3104Springfield, MA Metropolitan Statistical Area59694.3164Springfield, MO Metropolitan Statistical Area41691.1174Springfield, OH Metropolitan Statistical Area10073.6273St. Cloud, MN Metropolitan Statistical Area10654.5362St. Cloud, MN Metropolitan Statistical Area8655.3357St. Cloud, MN Metropolitan Statistical Area8365.4315St. Coerge, UT Metropolitan Statistical Area8365.4315St. Joseph, MO-KS Metropolitan Statistical Area5,792206.04State College, PA Metropolitan Statistical Area9074.9265Stockton-Lodi, CA Metropolitan Statistical Area100144.628Sumter, SC Metropolitan Statistical Area122113.5101Syracuse, NY Metropolitan Statistical Area699185.06Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area4,607154.817Terre Haute, IN Metropolitan Statistical Area11869.0292	Spartanburg, SC Metropolitan Statistical Area	251	77.2	251
Springfield, MA Metropolitan Statistical Area59694.3164Springfield, MO Metropolitan Statistical Area41691.1174Springfield, OH Metropolitan Statistical Area10073.6273St. Cloud, MN Metropolitan Statistical Area10654.5362St. Cloud, MN Metropolitan Statistical Area8655.3357St. Cloud, MN Metropolitan Statistical Area8365.4315St. Joseph, MO-KS Metropolitan Statistical Area8365.4315St. Louis, MO-IL Metropolitan Statistical Area5,792206.04State College, PA Metropolitan Statistical Area9074.9265Stockton-Lodi, CA Metropolitan Statistical Area1,050144.628Sumter, SC Metropolitan Statistical Area122113.5101Syracuse, NY Metropolitan Statistical Area699185.06Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area4,607154.817Terre Haute, IN Metropolitan Statistical Area11869.0292	Spokane-Spokane Valley, WA Metropolitan Statistical Area	545	99.5	140
Springfield, MO Metropolitan Statistical Area41691.1174Springfield, OH Metropolitan Statistical Area10073.6273St. Cloud, MN Metropolitan Statistical Area10654.5362St. Ceorge, UT Metropolitan Statistical Area8655.3357St. Joseph, MO-KS Metropolitan Statistical Area8365.4315St. Louis, MO-IL Metropolitan Statistical Area5,792206.04State College, PA Metropolitan Statistical Area10666.0313Staunton-Waynesboro, VA Metropolitan Statistical Area9074.9265Stockton-Lodi, CA Metropolitan Statistical Area1,050144.628Sumter, SC Metropolitan Statistical Area122113.5101Syracuse, NY Metropolitan Statistical Area42263.9323Tallahassee, FL Metropolitan Statistical Area699185.06Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area4,607154.817Terre Haute, IN Metropolitan Statistical Area11869.0292	Springfield, IL Metropolitan Statistical Area	235	111.3	104
Springfield, OH Metropolitan Statistical Area10073.6273St. Cloud, MN Metropolitan Statistical Area10654.5362St. George, UT Metropolitan Statistical Area8655.3357St. Joseph, MO-KS Metropolitan Statistical Area8365.4315St. Louis, MO-IL Metropolitan Statistical Area5,792206.04State College, PA Metropolitan Statistical Area10666.0313Staunton-Waynesboro, VA Metropolitan Statistical Area9074.9265Stockton-Lodi, CA Metropolitan Statistical Area1,050144.628Sumter, SC Metropolitan Statistical Area122113.5101Syracuse, NY Metropolitan Statistical Area42263.9323Tallahassee, FL Metropolitan Statistical Area699185.06Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area4,607154.817Terre Haute, IN Metropolitan Statistical Area11869.0292	Springfield, MA Metropolitan Statistical Area	596	94.3	164
St. Cloud, MN Metropolitan Statistical Area10654.5362St. George, UT Metropolitan Statistical Area8655.3357St. Joseph, MO-KS Metropolitan Statistical Area8365.4315St. Louis, MO-IL Metropolitan Statistical Area5,792206.04State College, PA Metropolitan Statistical Area10666.0313Staunton-Waynesboro, VA Metropolitan Statistical Area9074.9265Stockton-Lodi, CA Metropolitan Statistical Area1,050144.628Sumter, SC Metropolitan Statistical Area122113.5101Syracuse, NY Metropolitan Statistical Area42263.9323Tallahassee, FL Metropolitan Statistical Area699185.06Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area4,607154.817Terre Haute, IN Metropolitan Statistical Area11869.0292	Springfield, MO Metropolitan Statistical Area	416	91.1	174
St. George, UT Metropolitan Statistical Area8655.3357St. Joseph, MO-KS Metropolitan Statistical Area8365.4315St. Louis, MO-IL Metropolitan Statistical Area5,792206.04State College, PA Metropolitan Statistical Area10666.0313Staunton-Waynesboro, VA Metropolitan Statistical Area9074.9265Stockton-Lodi, CA Metropolitan Statistical Area1,050144.628Sumter, SC Metropolitan Statistical Area122113.5101Syracuse, NY Metropolitan Statistical Area42263.9323Tallahassee, FL Metropolitan Statistical Area699185.06Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area4,607154.817Terre Haute, IN Metropolitan Statistical Area11869.0292	Springfield, OH Metropolitan Statistical Area	100	73.6	273
St. Joseph, MO-KS Metropolitan Statistical Area8365.4315St. Louis, MO-IL Metropolitan Statistical Area5,792206.04State College, PA Metropolitan Statistical Area10666.0313Staunton-Waynesboro, VA Metropolitan Statistical Area9074.9265Stockton-Lodi, CA Metropolitan Statistical Area1,050144.628Sumter, SC Metropolitan Statistical Area122113.5101Syracuse, NY Metropolitan Statistical Area42263.9323Tallahassee, FL Metropolitan Statistical Area699185.06Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area4,607154.817Terre Haute, IN Metropolitan Statistical Area11869.0292	St. Cloud, MN Metropolitan Statistical Area	106	54.5	362
St. Louis, MO-IL Metropolitan Statistical Area5,792206.04State College, PA Metropolitan Statistical Area10666.0313Staunton-Waynesboro, VA Metropolitan Statistical Area9074.9265Stockton-Lodi, CA Metropolitan Statistical Area1,050144.628Sumter, SC Metropolitan Statistical Area122113.5101Syracuse, NY Metropolitan Statistical Area42263.9323Tallahassee, FL Metropolitan Statistical Area699185.06Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area4,607154.817Terre Haute, IN Metropolitan Statistical Area11869.0292	St. George, UT Metropolitan Statistical Area	86	55.3	357
State College, PA Metropolitan Statistical Area10666.0313Staunton-Waynesboro, VA Metropolitan Statistical Area9074.9265Stockton-Lodi, CA Metropolitan Statistical Area1,050144.628Sumter, SC Metropolitan Statistical Area122113.5101Syracuse, NY Metropolitan Statistical Area42263.9323Tallahassee, FL Metropolitan Statistical Area699185.06Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area4,607154.817Terre Haute, IN Metropolitan Statistical Area11869.0292	St. Joseph, MO-KS Metropolitan Statistical Area	83	65.4	315
Staunton-Waynesboro, VA Metropolitan Statistical Area9074.9265Stockton-Lodi, CA Metropolitan Statistical Area1,050144.628Sumter, SC Metropolitan Statistical Area122113.5101Syracuse, NY Metropolitan Statistical Area42263.9323Tallahassee, FL Metropolitan Statistical Area699185.06Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area4,607154.817Terre Haute, IN Metropolitan Statistical Area11869.0292	St. Louis, MO-IL Metropolitan Statistical Area	5,792	206.0	4
Stockton-Lodi, CA Metropolitan Statistical Area1,050144.628Sumter, SC Metropolitan Statistical Area122113.5101Syracuse, NY Metropolitan Statistical Area42263.9323Tallahassee, FL Metropolitan Statistical Area699185.06Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area4,607154.817Terre Haute, IN Metropolitan Statistical Area11869.0292	State College, PA Metropolitan Statistical Area	106	66.0	313
Sumter, SC Metropolitan Statistical Area122113.5101Syracuse, NY Metropolitan Statistical Area42263.9323Tallahassee, FL Metropolitan Statistical Area699185.06Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area4,607154.817Terre Haute, IN Metropolitan Statistical Area11869.0292	Staunton-Waynesboro, VA Metropolitan Statistical Area	90	74.9	265
Syracuse, NY Metropolitan Statistical Area42263.9323Tallahassee, FL Metropolitan Statistical Area699185.06Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area4,607154.817Terre Haute, IN Metropolitan Statistical Area11869.0292	Stockton-Lodi, CA Metropolitan Statistical Area	1,050	144.6	28
Tallahassee, FL Metropolitan Statistical Area699185.06Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area4,607154.817Terre Haute, IN Metropolitan Statistical Area11869.0292	Sumter, SC Metropolitan Statistical Area	122	113.5	101
Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area4,607154.817Terre Haute, IN Metropolitan Statistical Area11869.0292	Syracuse, NY Metropolitan Statistical Area	422	63.9	323
Terre Haute, IN Metropolitan Statistical Area11869.0292	Tallahassee, FL Metropolitan Statistical Area	699	185.0	6
	Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	4,607		17
Texarkana, TX-AR Metropolitan Statistical Area10570.1288		118		292
	Texarkana, TX-AR Metropolitan Statistical Area	105	70.1	288



January 1 – December 31, 2016

		Complaints Per	
Metropolitan Area	Complaints	100,000 Population <sup>1</sup>	Rank
The Villages, FL Metropolitan Statistical Area	132	111.0	105
Toledo, OH Metropolitan Statistical Area	627	103.5	128
Topeka, KS Metropolitan Statistical Area	238	101.8	134
Torrington, CT Micropolitan Statistical Area	229	124.7	72
Traverse City, MI Micropolitan Statistical Area	187	126.1	66
Trenton, NJ Metropolitan Statistical Area	453	122.0	75
Tucson, AZ Metropolitan Statistical Area	1,329	131.6	50
Tullahoma-Manchester, TN Micropolitan Statistical Area	92	90.2	184
Tulsa, OK Metropolitan Statistical Area	1,068	108.9	110
Tupelo, MS Micropolitan Statistical Area	98	70.1	289
Tuscaloosa, AL Metropolitan Statistical Area	193	80.4	244
Twin Falls, ID Micropolitan Statistical Area	62	58.9	341
Tyler, TX Metropolitan Statistical Area	186	83.4	225
Urban Honolulu, HI Metropolitan Statistical Area	545	54.6	359
Utica-Rome, NY Metropolitan Statistical Area	138	46.7	377
Valdosta, GA Metropolitan Statistical Area	119	83.3	226
Vallejo-Fairfield, CA Metropolitan Statistical Area	631	144.7	27
Vineland-Bridgeton, NJ Metropolitan Statistical Area	195	125.1	70
Virginia Beach-Norfolk-Newport News, VA-NC Metropolitan Statistical Area	2,070	120.0	80
Visalia-Porterville, CA Metropolitan Statistical Area	413	89.8	185
Waco, TX Metropolitan Statistical Area	228	86.8	206
Warner Robins, GA Metropolitan Statistical Area	191	101.5	135
Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	8,765	143.7	31
Waterloo-Cedar Falls, IA Metropolitan Statistical Area	100	58.6	343
Watertown-Fort Drum, NY Metropolitan Statistical Area	72	61.2	332
Wausau, WI Metropolitan Statistical Area	89	65.5	314
Weirton-Steubenville, WV-OH Metropolitan Statistical Area	82	68.0	298
Wenatchee, WA Metropolitan Statistical Area	76	65.4	316
Wheeling, WV-OH Metropolitan Statistical Area	93	64.5	320
Whitewater-Elkhorn, WI Micropolitan Statistical Area	59	57.4	346
Wichita Falls, TX Metropolitan Statistical Area	86	57.0	349
Wichita, KS Metropolitan Statistical Area	614	95.3	161
Williamsport, PA Metropolitan Statistical Area	81	69.8	290
Wilmington, NC Metropolitan Statistical Area	267	96.1	155
Winchester, VA-WV Metropolitan Statistical Area	89	66.5	308
Winston-Salem, NC Metropolitan Statistical Area	682	103.4	129
Wooster, OH Micropolitan Statistical Area	89	76.7	253
Worcester, MA-CT Metropolitan Statistical Area	902	96.4	153
Yakima, WA Metropolitan Statistical Area	225	90.4	181
York-Hanover, PA Metropolitan Statistical Area	396	89.4	188
Youngstown-Warren-Boardman, OH-PA Metropolitan Statistical Area	451	82.0	232
Yuba City, CA Metropolitan Statistical Area	149	87.2	203
Yuma, AZ Metropolitan Statistical Area	135	66.1	312



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