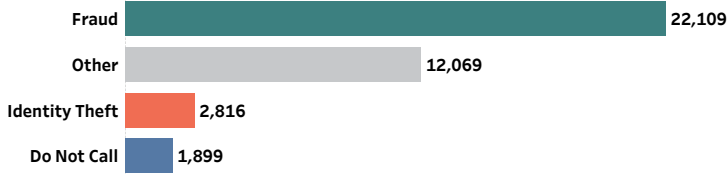




FTC COVID-19 Complaints

January 1, 2020 - May 7, 2020



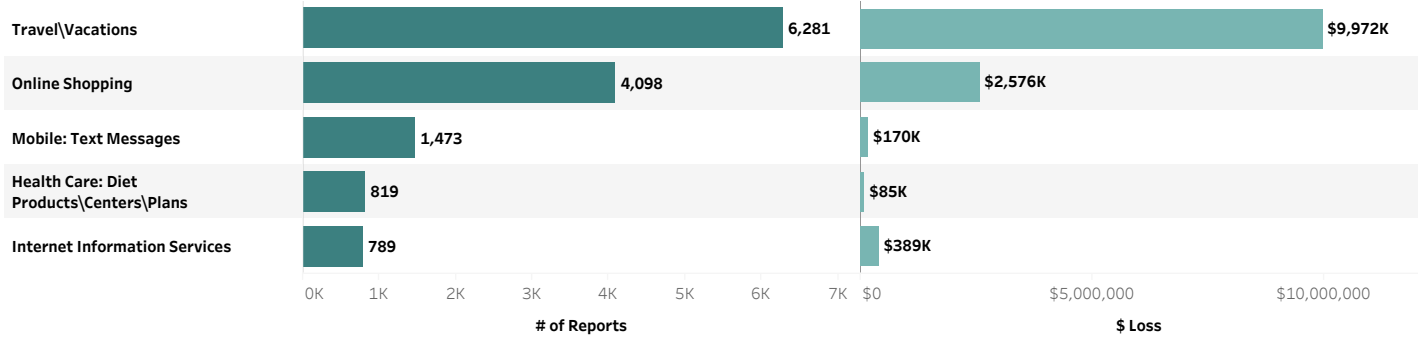
38,675
OVERALL REPORTS

\$27.24M
TOTAL FRAUD LOSS

\$503
MEDIAN FRAUD LOSS

*43.1% of fraud complaints report a loss

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

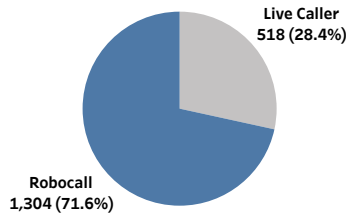


*While the travel/vacation category typically relates to the sale or advertising of these services, the Coronavirus-related complaints in this category are primarily about refunds and cancellations.

Top Do Not Call Reports

1	Other & No Subject Provided	783
2	Calls pretending to be government, businesses, or family and friends	401
3	Medical & prescriptions	234
4	Reducing your debt (credit cards, mortgage, student loans)	117
5	Warranties & protection plans	102

DNC Reports by Call Type



Top Other Reports

1	Credit Cards	1,368
2	Lending: Mortgage	1,123
3	Banks, Savings & Loans, and Credit Unions	883
4	Credit Bureaus	768
5	Lending: Student Loans	596



FTC COVID-19 Complaints by State

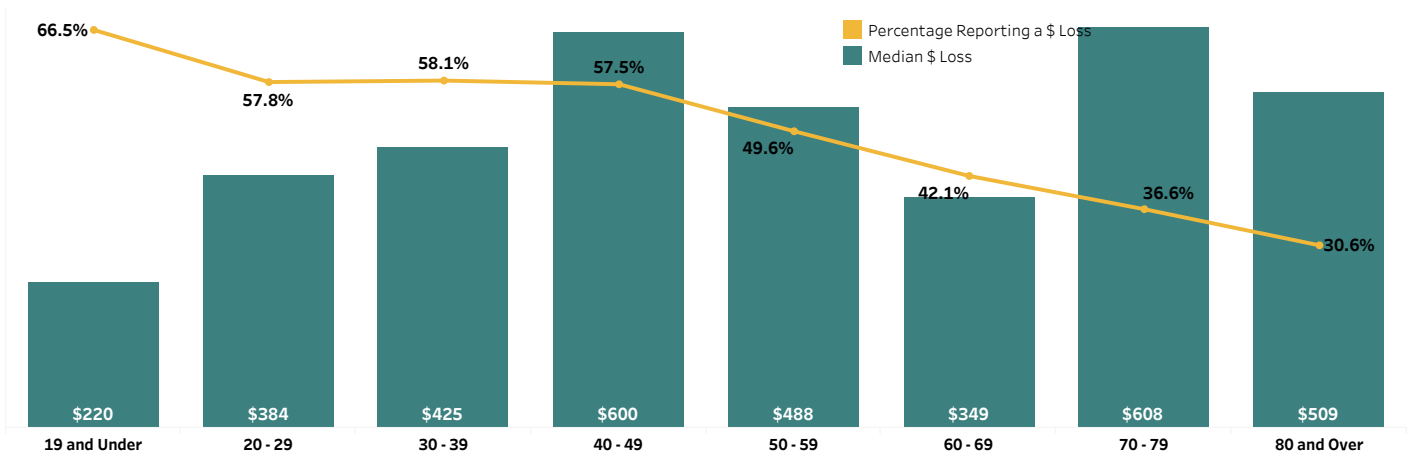
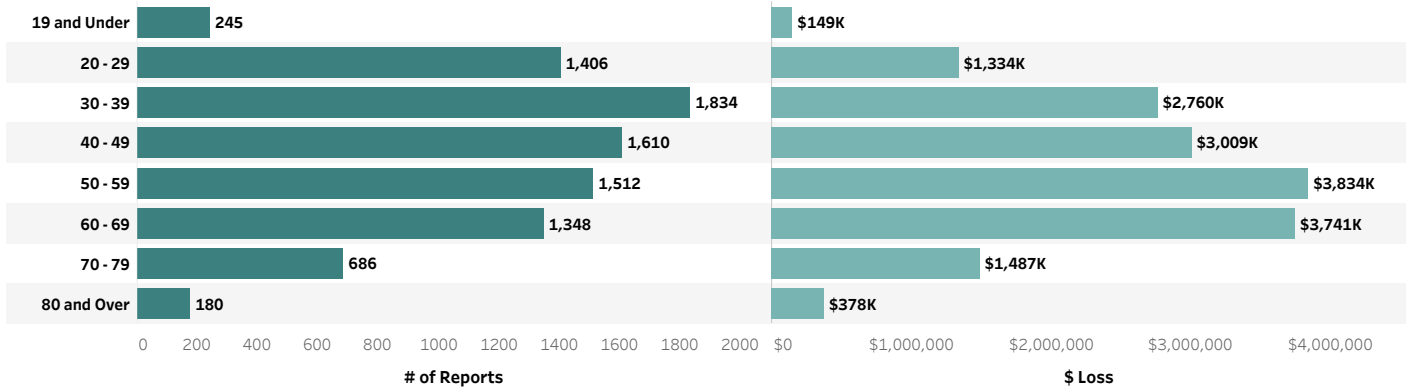
January 1, 2020 - May 7, 2020

	Fraud	Other	Do Not Call	Identity Theft	Total		Fraud	Other	Do Not Call	Identity Theft	Total
Alabama	159	108	19	22	305	Montana	43	22	4	4	73
Alaska	27	7	2	4	40	Nebraska	82	29	9	3	122
Arizona	332	227	52	74	681	Nevada	194	139	59	40	430
Arkansas	91	70	18	19	198	New Hampshire	99	39	15	4	157
California	2,057	1,400	300	522	4,261	New Jersey	561	413	96	76	1,144
Colorado	364	185	42	35	620	New Mexico	90	53	7	12	162
Connecticut	205	134	19	17	373	New York	1,238	801	190	130	2,341
Delaware	60	47	10	10	127	North Carolina	537	278	38	59	905
District of Columbia	74	55	8	10	147	North Dakota	15	6		1	21
Florida	1,364	1,003	98	241	2,690	Ohio	523	300	60	63	941
Georgia	538	454	34	134	1,156	Oklahoma	110	68	11	56	245
Hawaii	84	38	11	7	139	Oregon	315	180	29	34	555
Idaho	79	36	10	9	132	Pennsylvania	611	393	79	66	1,140
Illinois	606	390	62	103	1,156	Puerto Rico	33	20	1	17	71
Indiana	261	148	7	37	448	Rhode Island	67	46	2	20	135
Iowa	101	55	13	7	175	South Carolina	221	139	22	24	404
Kansas	86	50	13	12	159	South Dakota	20	12	4	3	38
Kentucky	217	92	10	26	344	Tennessee	267	161	31	27	483
Louisiana	137	103	33	49	320	Texas	1,161	871	128	237	2,385
Maine	81	31	7	7	126	Utah	143	80	23	19	263
Maryland	390	249	53	40	728	Vermont	30	18	3	2	51
Massachusetts	1,187	310	30	54	1,579	Virginia	445	279	52	52	826
Michigan	468	233	40	67	803	Washington	439	192	49	111	786
Minnesota	252	117	28	28	423	West Virginia	61	38	18	10	126
Mississippi	75	71	13	18	174	Wisconsin	445	297	18	19	776
Missouri	241	174	14	30	455	Wyoming	22	13	2	3	40



FTC COVID-19 Age & Fraud Complaints

*as of May 7, 2020



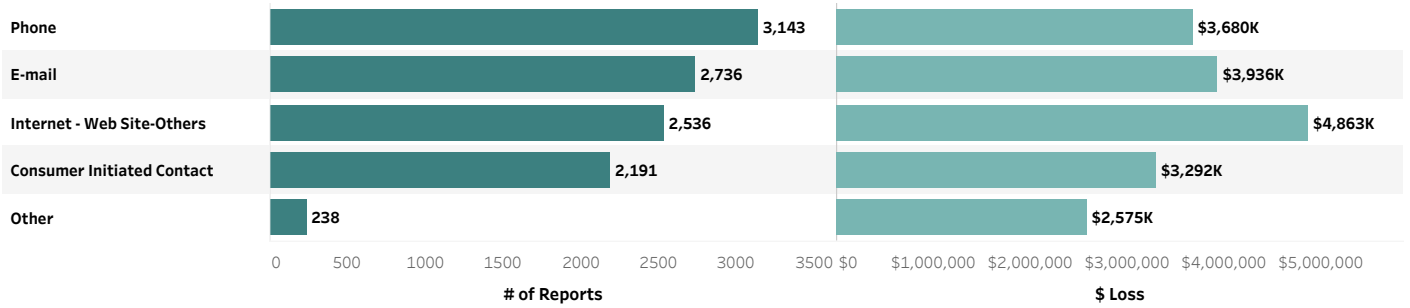
Percentages are based on the total number of fraud reports in which consumers provided their age: 41.2%



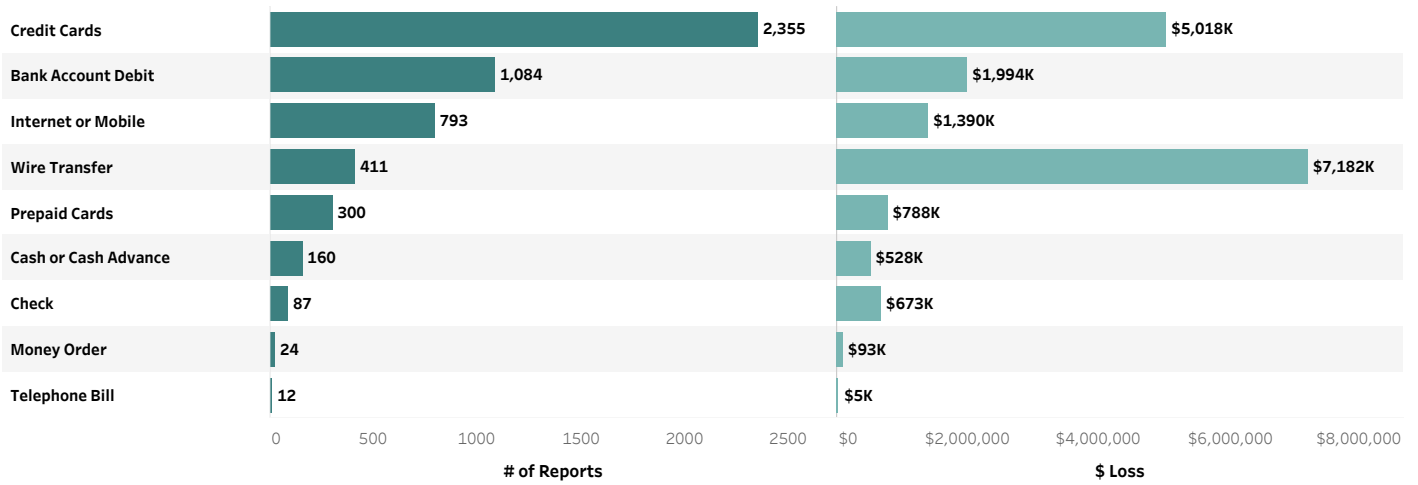
FTC COVID-19 Fraud Complaints

*as of May 7, 2020

Contact Method



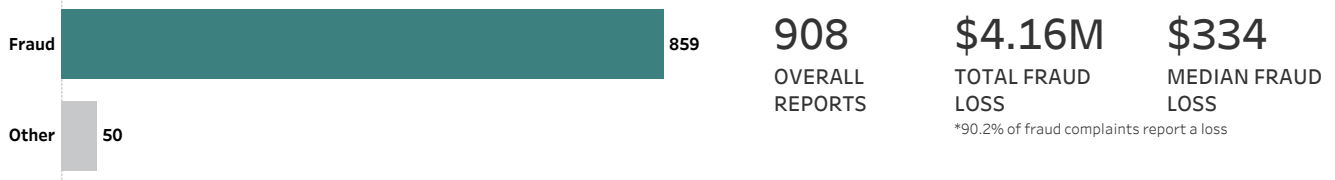
Payment Method



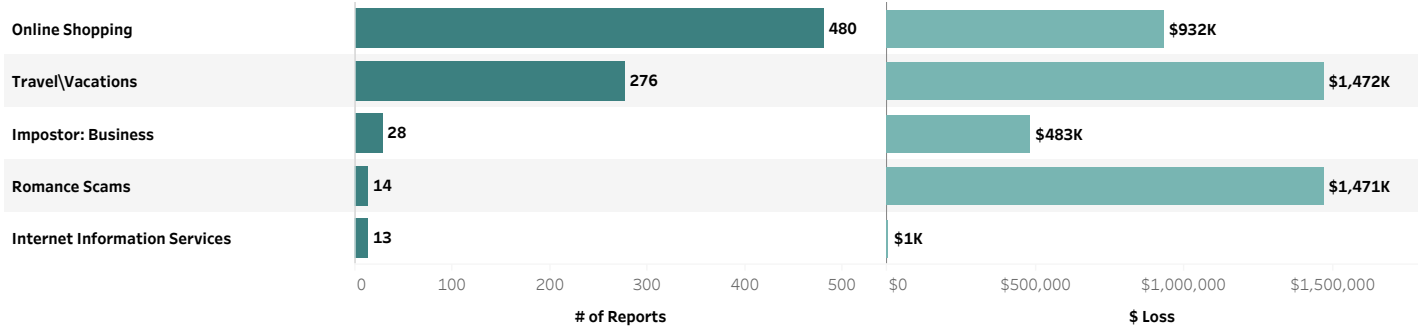


FTC COVID-19 Complaints from eConsumer.gov

January 1, 2020 - May 7, 2020



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



Top Consumer Countries

1	UNITED STATES	410
2	FRANCE	109
3	AUSTRALIA	46
4	CANADA	22
5	UNITED KINGDOM	22
6	CHILE	21
7	SPAIN	18
8	TURKEY	17
9	ARGENTINA	12
10	INDIA	11

