

Complaint Report for The Atlantic Partnership

June 2006



Federal Trade Commission

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INTRODUCTION

Consumer Sentinel Leading Partners & Data Contributors

Between January and December 2005, Consumer Sentinel, the complaint database developed and maintained by the FTC, received over **695,000** consumer fraud and identity theft complaints. Consumers reported losses from fraud of more than \$680 million.

Consumer Sentinel collects information about consumer fraud and identity theft from the FTC and over 150 other organizations and makes it available to law enforcement partners across the nation and throughout the world for use in their investigations. Launched in 1997, the Sentinel database now includes over three million complaints. Some data transfers from other organizations contain complaints from previous months and have not yet been received. Accordingly, the total number of complaints reflected in this report may increase over the course of the next few months. The addition of complaints from other data contributors is also reflected in the larger totals from previous years than were reported in earlier FTC reports.

For more information about Consumer Sentinel, as well as information about consumer fraud and identity theft, visit the Consumer Sentinel public website at www.consumer.gov/sentinel. If you represent a law enforcement organization, call (202) 326-3196 or e-mail sentinel@ftc.gov for membership information.

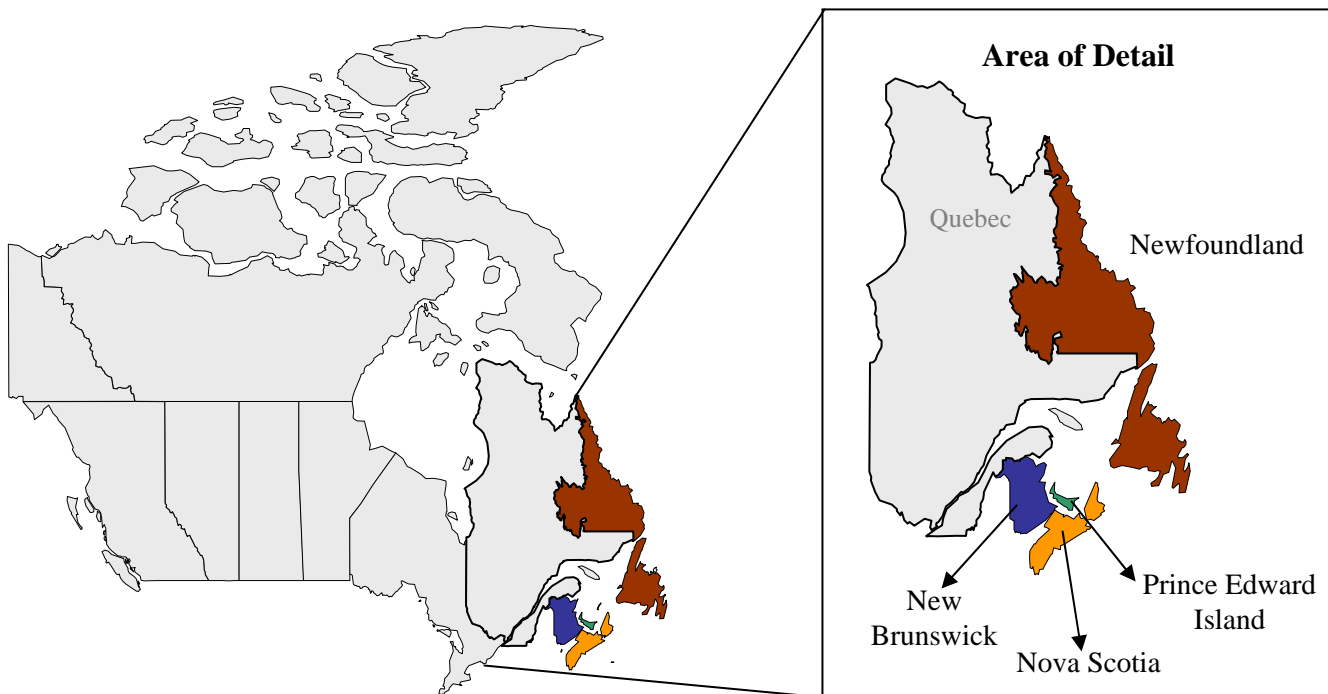
 Australian Competition and Consumer Commission	 Better Business Bureaus
 Department of Defense	 Federal Bureau of Investigation
 Federal Trade Commission	 Internet Crime Complaint Center
 National Association of Attorneys General	 National Consumers League
 Canada's Phonebusters	 Social Security Administration
 U.S. Postal Inspection Service	 U.S. Secret Service

The Consumer Sentinel Network (For a detailed description see Appendix A)



Sentinel Fraud Complaints from Consumers Located in New Brunswick, Newfoundland, Nova Scotia, and Prince Edward Island, Canada¹

January 1, 2003 – December 31, 2005



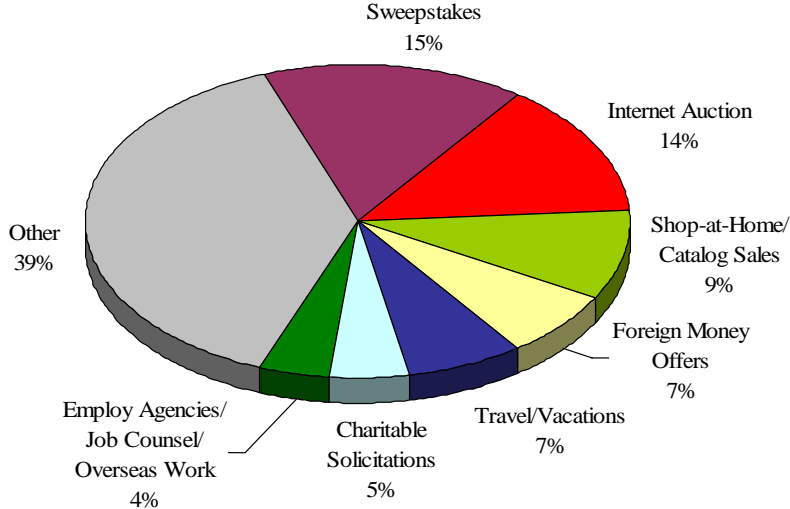
Consumer Locations

Province/ Territory	No. of Complaints CY-2003 through CY-2005
New Brunswick	1,276
Newfoundland	429
Nova Scotia	1,433
Prince Edward Island	183

¹These complaints represent less than one percent of all Sentinel fraud complaints in each calendar year from CY-2003 through CY-2005.

Sentinel Fraud Complaints from Consumers Located in New Brunswick, Canada January 1, 2003 – December 31, 2005

Top Products / Services¹



¹Percentages are based on the total number of complaints (1,276) received from consumers in New Brunswick, Canada, during the time period.

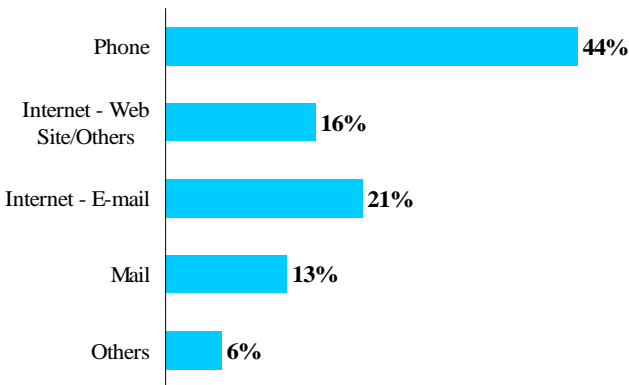
Reported Amount Paid

No. of Complaints	Complaints Reporting Amount Paid	Percentage of Complaints Reporting Amount Paid	Total Amount Paid Reported	Average Amount Paid ²	Mode ³
1,276	680	53%	\$2,418,272	\$3,556	\$35

²Average amount paid is based upon the total number of complaints where amount paid was reported. Four consumers reported an amount paid of over \$100,000 (\$110,000, \$146,000, \$389,000, and \$588,000).

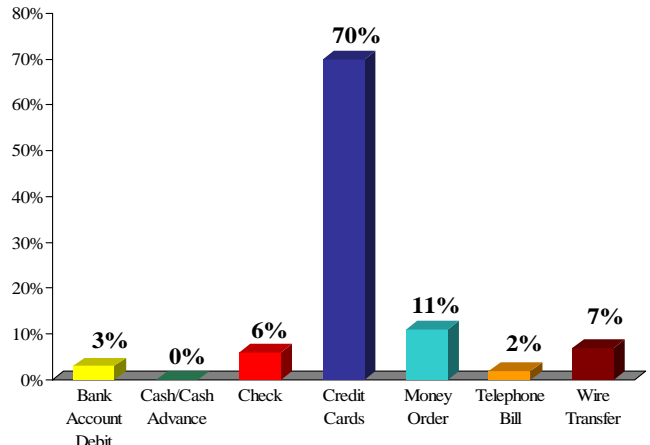
³Mode is the most frequently occurring amount paid reported. Calculation of the mode excludes complaints with amount paid reported as \$0.

Company's Method of Contacting Consumers⁴



⁴Percentages are based on the total number of fraud complaints where company's method of initial contact was reported by consumers from New Brunswick, Canada, during the time period (1,178). 92% of consumers reported this information.

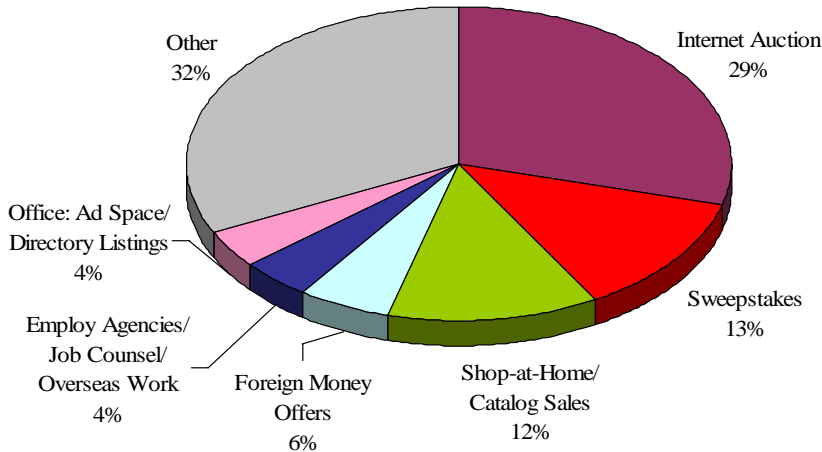
Methods of Payment Reported by Consumers⁵



⁵Percentages are based on the total number of consumers from New Brunswick, Canada, who reported the method of payment (189) during the time period. 15% of consumers reported this information.

Sentinel Fraud Complaints from Consumers Located in Newfoundland, Canada January 1, 2003 – December 31, 2005

Top Products / Services¹



¹Percentages are based on the total number of complaints (429) received from consumers in Newfoundland, Canada, during the time period.

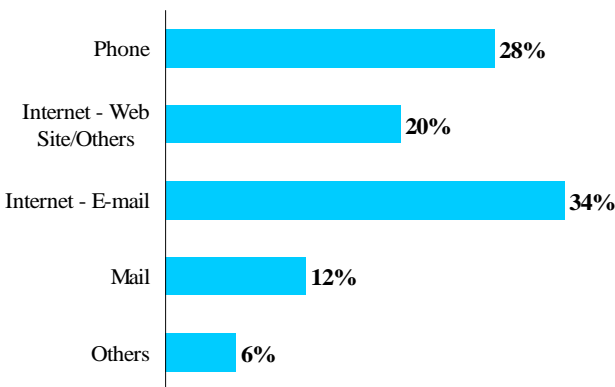
Reported Amount Paid

No. of Complaints	Complaints Reporting Amount Paid	Percentage of Complaints Reporting Amount Paid	Total Amount Paid Reported	Average Amount Paid ²	Mode ³
429	289	67%	\$1,044,755	\$3,615	\$30

²Average amount paid is based upon the total number of complaints where amount paid was reported. Two consumers reported an amount paid of \$100,000 or more (\$100,000 and \$500,000).

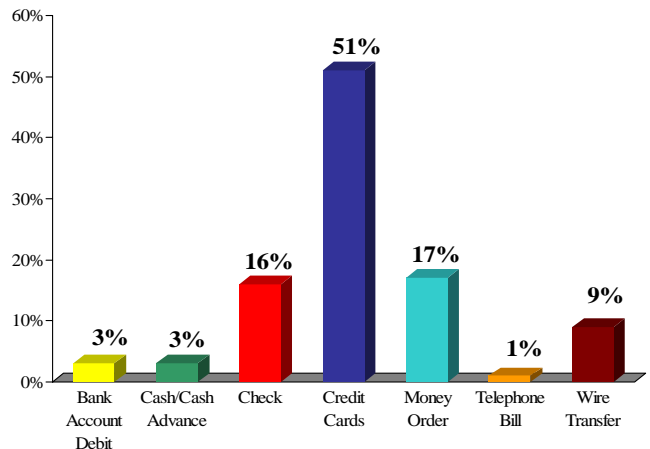
³Mode is the most frequently occurring amount paid reported. Calculation of the mode excludes complaints with amount paid reported as \$0.

Company's Method of Contacting Consumers⁴



⁴Percentages are based on the total number of fraud complaints where company's method of initial contact was reported by consumers from Newfoundland, Canada, during the time period (393). 92% of consumers reported this information.

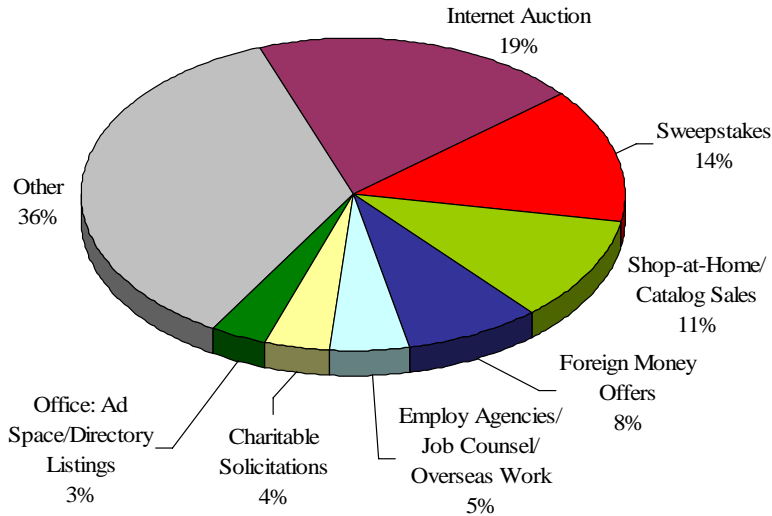
Methods of Payment Reported by Consumers⁵



⁵Percentages are based on the total number of consumers from Newfoundland, Canada, who reported the method of payment (76) during the time period. 18% of consumers reported this information.

Sentinel Fraud Complaints from Consumers Located in Nova Scotia, Canada January 1, 2003 – December 31, 2005

Top Products / Services¹



¹Percentages are based on the total number of complaints (1,433) received from consumers in Nova Scotia, Canada, during the time period.

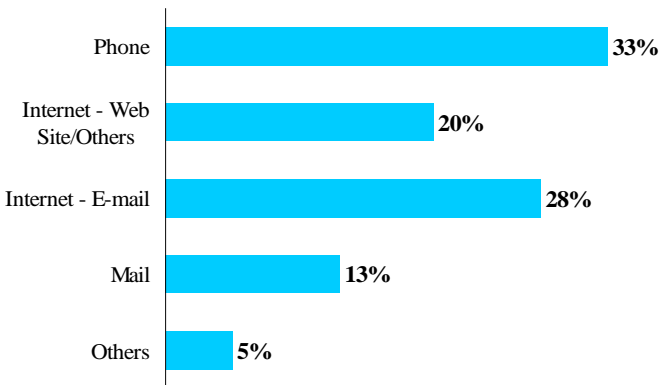
Reported Amount Paid

No. of Complaints	Complaints Reporting Amount Paid	Percentage of Complaints Reporting Amount Paid	Total Amount Paid Reported	Average Amount Paid ²	Mode ³
1,433	810	57%	\$2,001,558	\$2,471	\$35

²Average amount paid is based upon the total number of complaints where amount paid was reported. Two consumers reported an amount paid of \$100,000 or more (\$125,000 and \$615,000).

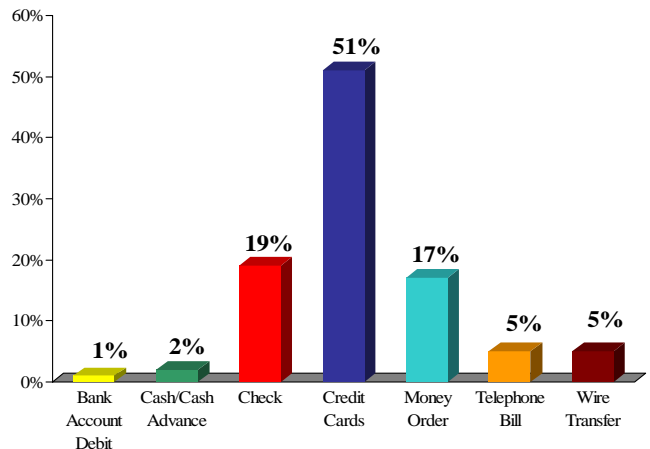
³Mode is the most frequently occurring amount paid reported. Calculation of the mode excludes complaints with amount paid reported as \$0.

Company's Method of Contacting Consumers⁴



⁴Percentages are based on the total number of fraud complaints where company's method of initial contact was reported by consumers from Nova Scotia, Canada, during the time period (1,282). 90% of consumers reported this information.

Methods of Payment Reported by Consumers⁵

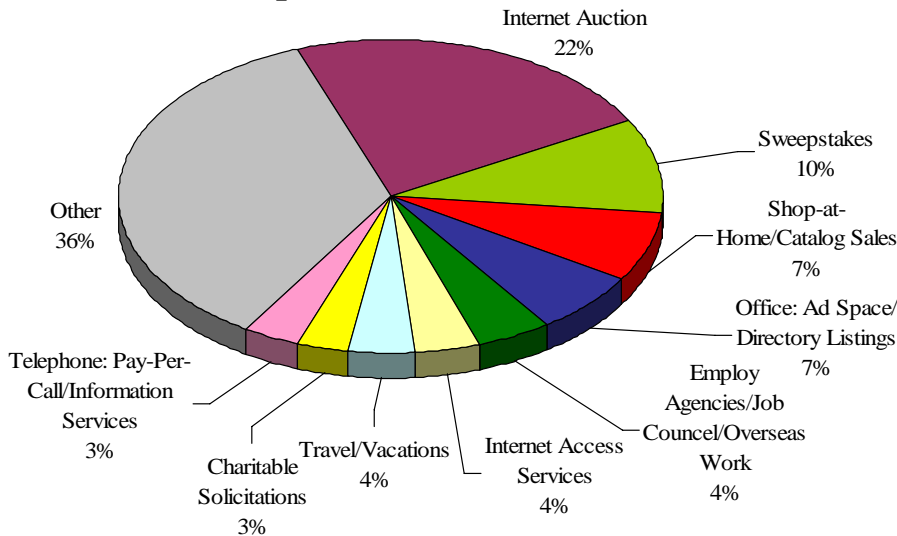


⁵Percentages are based on the total number of consumers from Nova Scotia, Canada, who reported the method of payment (192) during the time period. 13% of consumers reported this information.

Sentinel Fraud Complaints from Consumers Located in Prince Edward Island, Canada

January 1, 2003 – December 31, 2005

Top Products / Services¹



¹Percentages are based on the total number of complaints (183) received from consumers in Prince Edward Island, Canada, during the time period.

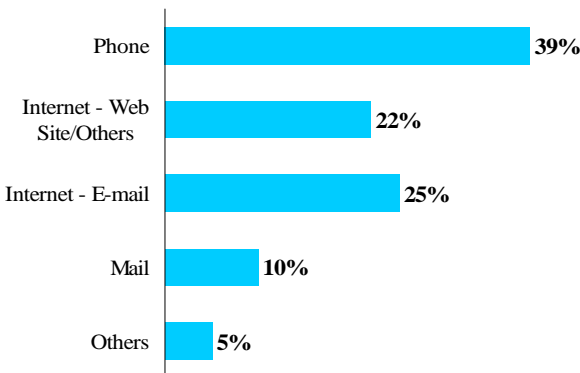
Reported Amount Paid

No. of Complaints	Complaints Reporting Amount Paid	Percentage of Complaints Reporting Amount Paid	Total Amount Paid Reported	Average Amount Paid ²	Mode ³
183	114	62%	\$257,674	\$2,260	\$35

²Average amount paid is based upon the total number of complaints where amount paid was reported.

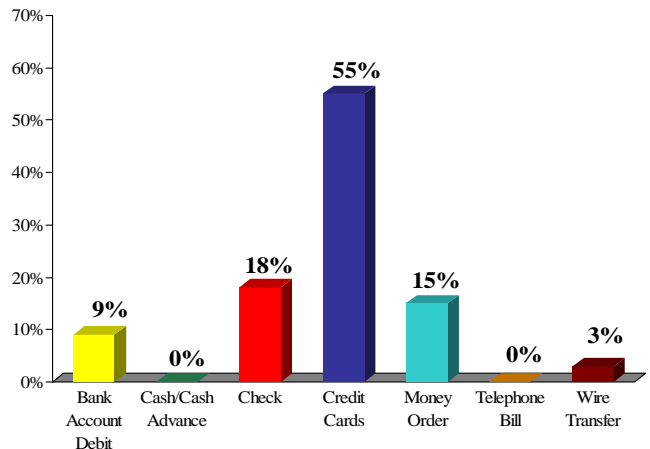
³Mode is the most frequently occurring amount paid reported. Calculation of the mode excludes complaints with amount paid reported as \$0.

Company's Method of Contacting Consumers⁴



⁴Percentages are based on the total number of fraud complaints where company's method of initial contact was reported by consumers from Prince Edward Island, Canada, during the time period (175). 96% of consumers reported this information.

Methods of Payment Reported by Consumers⁵



⁵Percentages are based on the total number of consumers from Prince Edward Island, Canada, who reported the method of payment (33) during the time period. 18% of consumers reported this information.

Fraud Complaints Against Companies in the Atlantic Provinces¹

January 1, 2003 – December 31, 2005

Complaint Count by Calendar Year

Canadian Province	2003	2004	2005	Total
New Brunswick	119	118	183	420
Newfoundland	39	41	49	129
Nova Scotia	129	193	459	781
Prince Edward Island	26	17	36	79
Total	313	369	727	1,409

Complaint Count by Consumer Location

New Brunswick

Consumer Country	2003	2004	2005	Total
United States	78	84	143	305
Canada	37	29	36	102
Others	1	4	2	7
Location Not Reported	3	1	2	6
Total	119	118	183	420

Newfoundland

Consumer Country	2003	2004	2005	Total
United States	29	26	32	87
Canada	9	14	14	37
Others	0	0	3	3
Location Not Reported	1	1	0	2
Total	39	41	49	129

Nova Scotia

Consumer Country	2003	2004	2005	Total
United States	82	143	397	622
Canada	45	40	52	137
Others	1	9	4	14
Location Not Reported	1	1	6	8
Total	129	193	459	781

Prince Edward Island

Consumer Country	2003	2004	2005	Total
United States	18	12	31	61
Canada	5	4	2	11
Others	1	1	2	4
Location Not Reported	2	0	1	3
Total	26	17	36	79

¹42% of the Consumer Sentinel fraud complaints against companies located in the Atlantic provinces between January 1, 2003 and December 31, 2005 were provided by Canada's Phonbusters.

Fraud Complaints from U.S. Consumers Against Companies Located in Canada¹

January 1 – December 31, 2005



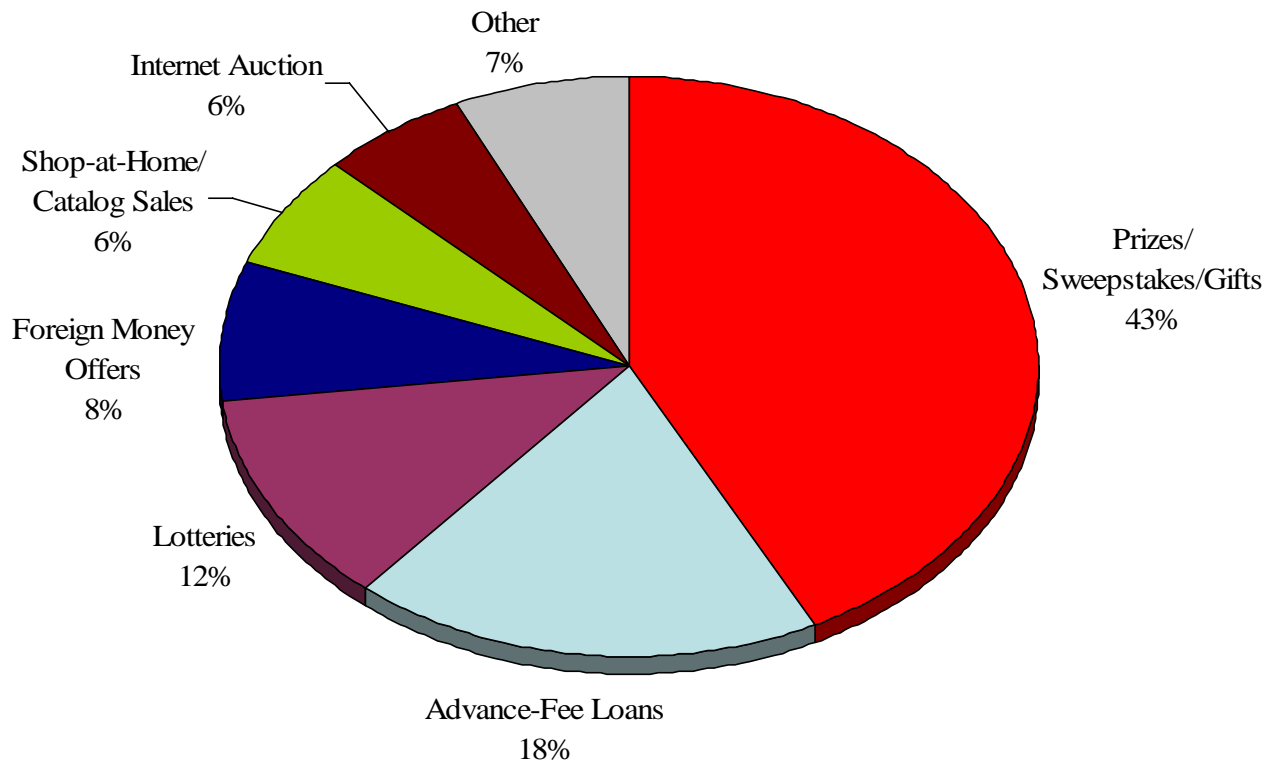
Company Locations

Province/Territory	Complaints	Percentage ¹
Ontario	8,939	49.1%
Quebec	4,446	24.4%
British Columbia	2,500	13.7%
Alberta	815	4.5%
Manitoba	435	2.4%
Nova Scotia	392	2.2%
Saskatchewan	223	1.2%
New Brunswick	142	0.8%
Newfoundland	31	0.2%
Prince Edward Island	29	0.2%
Northwest Territories	17	0.1%
Yukon	14	0.1%
Nunavut	1	<0.1%
Not Reported	216	1.2%

¹Percentages are based on the 18,200 fraud complaints received between January 1 and December 31, 2005 from U.S. consumers against companies located in Canada.

Top Products or Services for Fraud Complaints from U.S. Consumers Against Companies Located in **Ontario, Canada**¹

January 1 – December 31, 2005

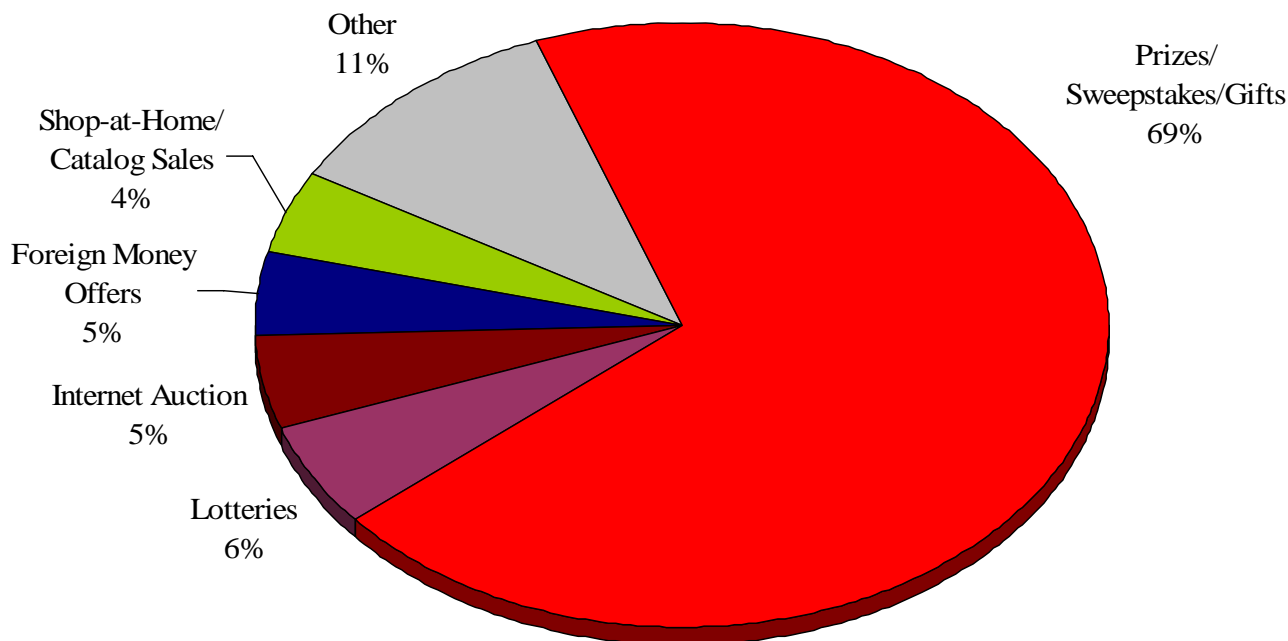


Rank	Product or Service	Complaints	Percentage ¹
1	Prizes\Sweepstakes\Gifts	3,801	43%
2	Advance-Fee Loans, Credit Arrangers	1,651	18%
3	Lotteries\Lottery Ticket Buying Clubs	1,087	12%
4	Foreign Money Offers	698	8%
5	Shop-at-Home\Catalog Sales	557	6%
6	Internet Auction	522	6%

¹Percentages are based upon the total number of fraud complaints (8,939) by U.S. consumers complaining about companies in Ontario, Canada received between January 1 and December 31, 2005.

Top Products or Services for Fraud Complaints from U.S. Consumers Against Companies Located in Quebec, Canada¹

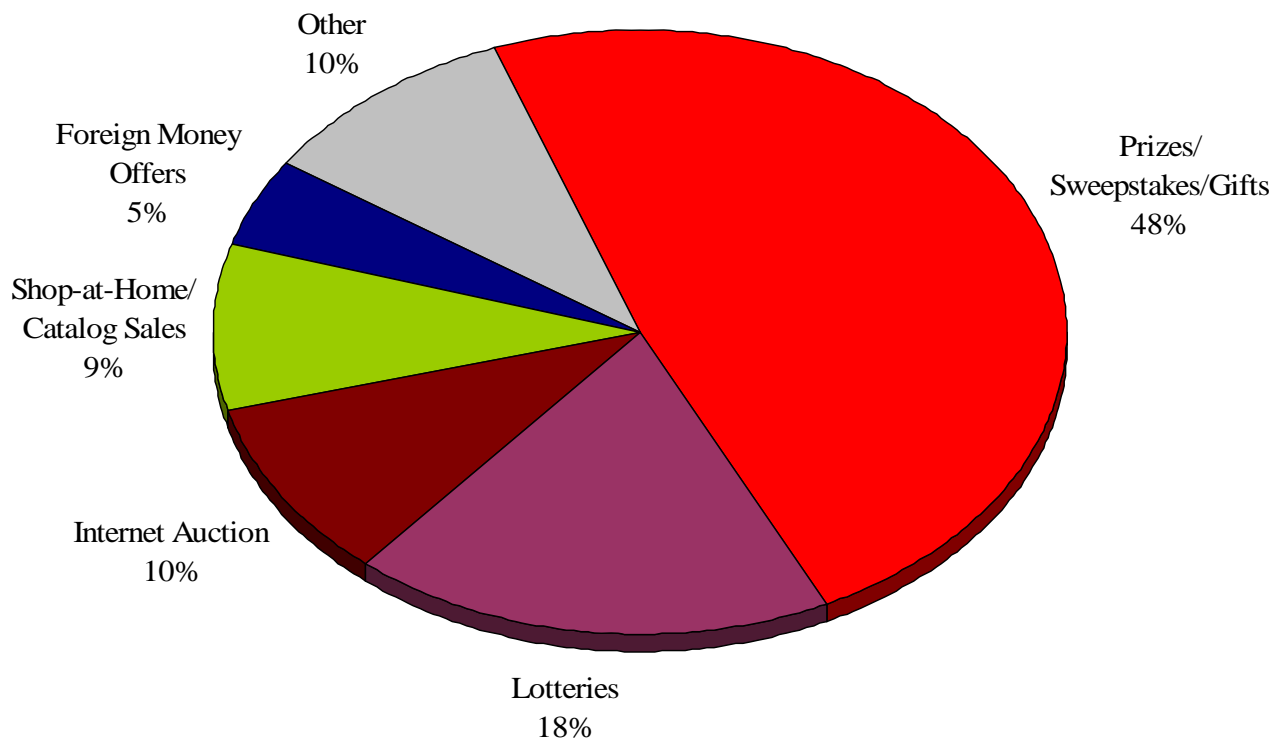
January 1 – December 31, 2005



Rank	Product or Service	Complaints	Percentage ¹
1	Prizes\Sweepstakes\Gifts	3,085	69%
2	Lotteries\Lottery Ticket Buying Clubs	255	6%
3	Internet Auction	218	5%
4	Foreign Money Offers	201	5%
5	Shop-at-Home\Catalog Sales	198	4%

¹Percentages are based upon the total number of fraud complaints (4,446) by U.S. consumers complaining about companies in Quebec, Canada received between January 1 and December 31, 2005.

Top Products or Services for Fraud Complaints from U.S. Consumers Against Companies Located in **British Columbia, Canada¹** *January 1 – December 31, 2005*

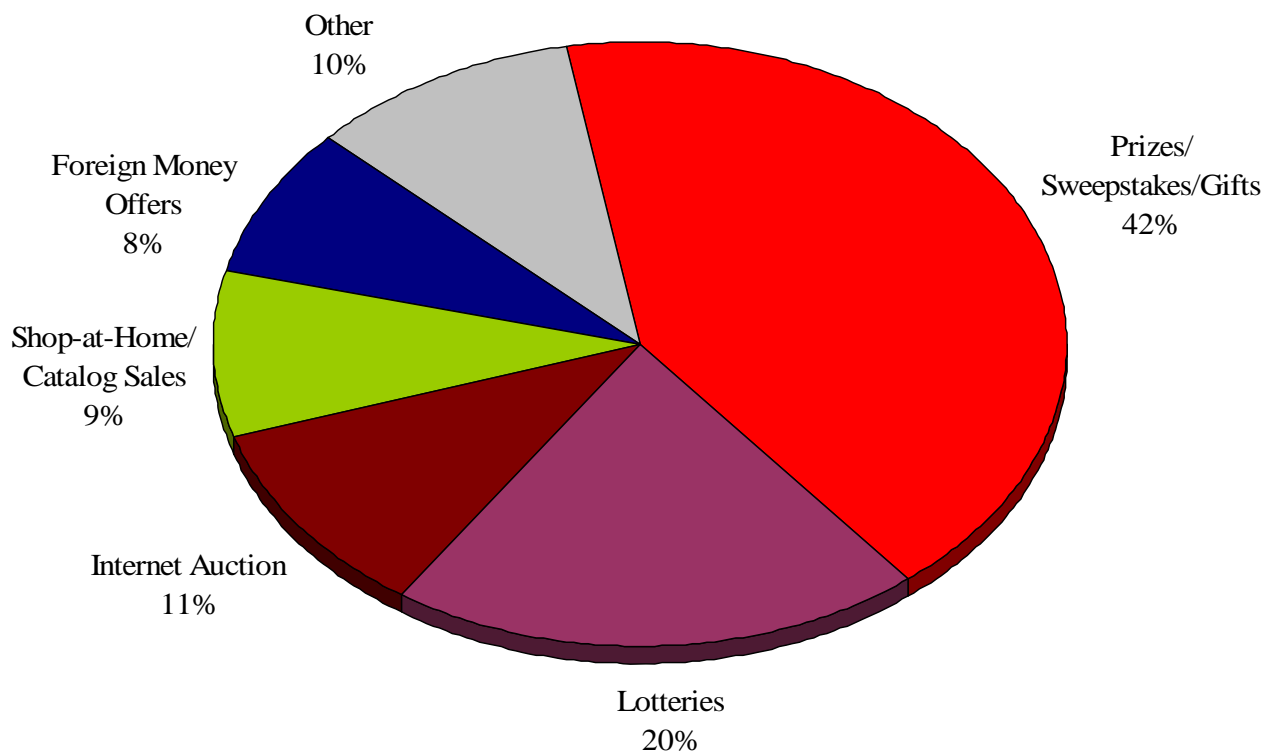


<i>Rank</i>	<i>Product or Service</i>	<i>Complaints</i>	<i>Percentage¹</i>
1	Prizes\Sweepstakes\Gifts	1,208	48%
2	Lotteries\Lottery Ticket Buying Clubs	461	18%
3	Internet Auction	240	10%
4	Shop-at-Home\Catalog Sales	220	9%
5	Foreign Money Offers	122	5%

¹Percentages are based upon the total number of fraud complaints (2,500) by U.S. consumers complaining about companies in British Columbia, Canada received between January 1 and December 31, 2005.

Top Products or Services for Fraud Complaints from U.S. Consumers Against Companies Located in **Alberta, Canada**¹

January 1 – December 31, 2005



Rank	Product or Service	Complaints	Percentage ¹
1	Prizes\Sweepstakes\Gifts	341	42%
2	Lotteries\Lottery Ticket Buying Clubs	166	20%
3	Internet Auction	87	11%
4	Shop-at-Home\Catalog Sales	71	9%
5	Foreign Money Offers	66	8%

¹Percentages are based upon the total number of fraud complaints (815) by U.S. consumers complaining about companies in Alberta, Canada received between January 1 and December 31, 2005.

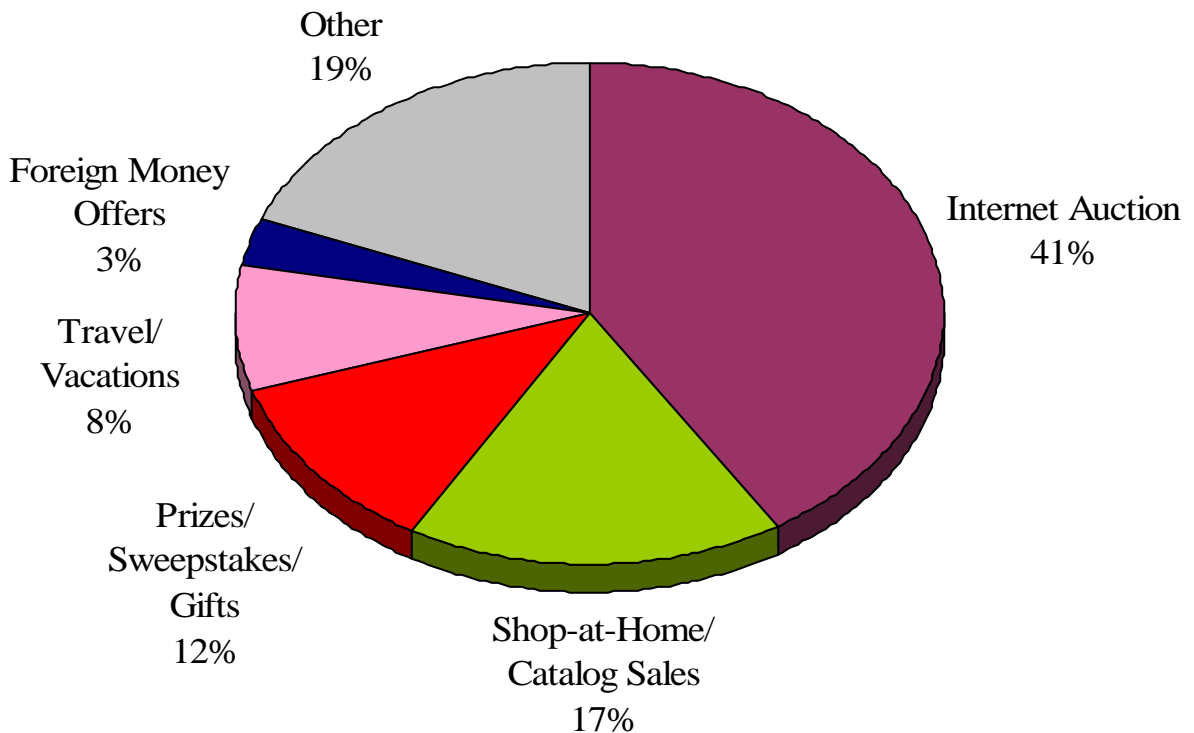
Canadian Consumer Fraud Complaints Against Companies Located in the U.S.

January 1 – December 31, 2005

Totals

<u>Complaint Count</u>	<u>Amount Paid</u>
4,153	\$4,481,274

Top Products or Services by Complaint Count¹



¹Percentages are based upon the total number of fraud complaints (4,153) by Canadian consumers complaining about companies in the United States received between January 1 and December 31, 2005.

Appendix A: The Sentinel Network



www.econsumer.gov

Econsumer.gov was created in April 2001 to gather and share cross-border e-commerce complaints in order to respond to the challenges of multinational Internet fraud, and enhance consumer confidence in e-commerce. The multilingual public Web site provides general information about consumer protection in all countries that belong to the International Consumer Protection and Enforcement Network (formerly called the International Marketing Supervision Network), contact information for consumer protection authorities in those countries, and an online complaint form. All information is available in English, French, German, Korean, and Spanish. Using the existing Consumer Sentinel network, the incoming complaints are shared through the government Web site with participating consumer protection law enforcers from 19 nations.



www.consumer.gov/idtheft

The Identity Theft Data Clearinghouse was launched in November 1999 and is the sole national repository of consumer complaints about identity theft. The Clearinghouse provides specific investigative material for law enforcement and larger, trend-based information providing insight to both private and public sector partners on ways to reduce the incidence of identity theft. Information in the Clearinghouse is available to law enforcement members via Consumer Sentinel, the secured, password-protected government Web site. This access enables law enforcers to readily spot identity theft problems in their own backyards, and to coordinate with other law enforcement officers where the data reveals common schemes or perpetrators.



www.consumer.gov/military

Military Sentinel, which was established in September 2002, is a project of the Federal Trade Commission and the Department of Defense to identify and target consumer protection issues that affect members of the United States Armed Forces and their families. Military Sentinel also provides a gateway to consumer education materials covering a wide range of consumer protection issues, such as auto leasing, identity theft, and work-at-home scams. Members of the United States Armed Forces can enter complaints directly into Consumer Sentinel. Through Consumer Sentinel, the government password-protected Web site, this information is used by law enforcement agencies, members of the JAG staff, and others in the Department of Defense to help protect armed services members and their families from consumer protection-related problems.