

CONSUMER
SENTINEL NETWORK
DATA BOOK
for January – December 2011



Federal Trade Commission
February 2012

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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 organizations such as the Minnesota Department of Public Safety, the North Carolina Department of Justice, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for Idaho, Michigan, Mississippi, Ohio, Oregon, and Washington. Federal agencies, including the U.S. Postal Inspection Service and the FBI's Internet Crime Complaint Center, contribute data as well. The Commission also receives complaints from the Canadian Anti-Fraud Centre. Non-governmental organizations also voluntarily 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 the following: Catalog Choice, the Center for Democracy and Technology, the Identity Theft Assistance Center, the Lawyers' Committee for Civil Rights Under Law, MoneyGram International, the National Fraud Information Center, PrivacyStar, and Western Union.

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.

Begun in 1997 to collect fraud and identity theft complaints, the CSN now has more than 7 million complaints, including those about credit reports, debt collection, mortgages, and lending, among other subjects. The CSN has a five-year data retention policy; complaints older than five years are purged biannually. Between January and December 2011, the CSN received more than 1.8 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 as a result, the total number of complaints for 2011 will increase during the next few months. For the same reason, totals from previous years may differ from prior CSN annual reports.

The 2011 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.

Leading Data Contributors

 Better Business Bureaus	 Internet Crime Complaint Center
 Canadian Anti-Fraud Centre	 Publishers Clearing House
 U.S. Postal Inspection Service	 Ohio Attorney General
 North Carolina Department of Justice	 Identity Theft Assistance Center
 Washington Attorney General	 Oregon Department of Justice
 Lawyers' Committee for Civil Rights Under Law	 Michigan Attorney General
 Tennessee Division of Consumer Affairs	 Idaho Attorney General

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



Executive Summary
Consumer Sentinel Network Data Book
January – December 2011

- The Consumer Sentinel Network (CSN) contains over 7 million complaints dating from calendar year 2007 through calendar year 2011. There are over 9 million do-not-call complaints from this same time period.
- The CSN received over 1.8 million complaints during calendar year 2011: 55% fraud complaints; 15% identity theft complaints; and 30% other types of complaints.
- Identity theft was the number one complaint category in the CSN for calendar year 2011 with 15% of the overall complaints, followed by Debt Collection (10%); Prizes, Sweepstakes and Lotteries (6%); Shop-at-Home and Catalog Sales (5%); Banks and Lenders (5%); Internet Services (5%); Auto Related Complaints (4%); Impostor Scams (4%); Telephone and Mobile Services (4%); and Advance-Fee Loans and Credit Protection/Repair (3%). The complete ranking of all thirty complaint categories is listed on page six of this report.
- For military consumers, Identity Theft was the number one complaint category in the CSN, followed by Debt Collection at number two. Mortgage Foreclosure Relief and Debt Management ranked as the fourth highest category for military members, in contrast to thirteenth highest for the population as a whole.

Fraud

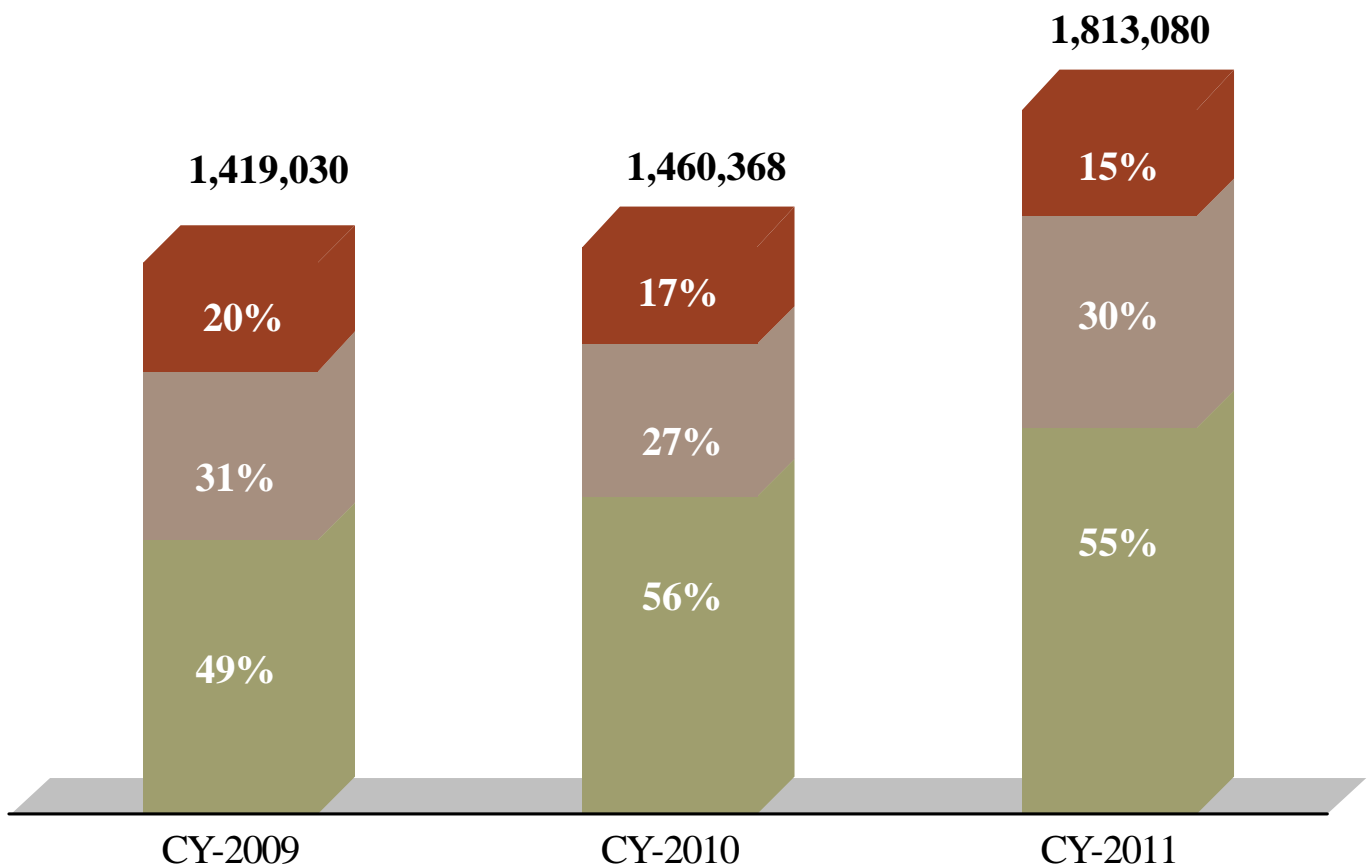
- A total of 990,242 CSN 2011 complaints were fraud-related. Consumers reported paying over \$1.5 billion in those fraud complaints; the median amount paid was \$537. Sixty-eight percent of the consumers who reported a fraud-related complaint also reported an amount paid.
- Sixty percent of all fraud-related complaints reported the method of initial contact. Of those complaints, 43% said email, while another 13% said an Internet website. Only 7% of those consumers reported mail as the initial point of contact.
- Colorado is the state with the highest per capita rate of reported fraud and other types of complaints, followed by Delaware and Maryland.

Identity Theft

- Government documents/benefits fraud (27%) was the most common form of reported identity theft, followed by credit card fraud (14%), phone or utilities fraud (13%), and bank fraud (9%). Other significant categories of identity theft reported by victims were employment fraud (8%) and loan fraud (3%).
- Complaints about government documents/benefits fraud increased 11 percentage points since calendar year 2009; identity theft-related credit card fraud complaints, on the other hand, declined 3 percentage points since calendar year 2009.
- Forty-five percent of identity theft complainants reported whether they contacted law enforcement. Of those victims, 70% notified a police department. Fifty-seven percent indicated a report was taken.
- Florida is the state with the highest per capita rate of reported identity theft complaints, followed by Georgia and California.

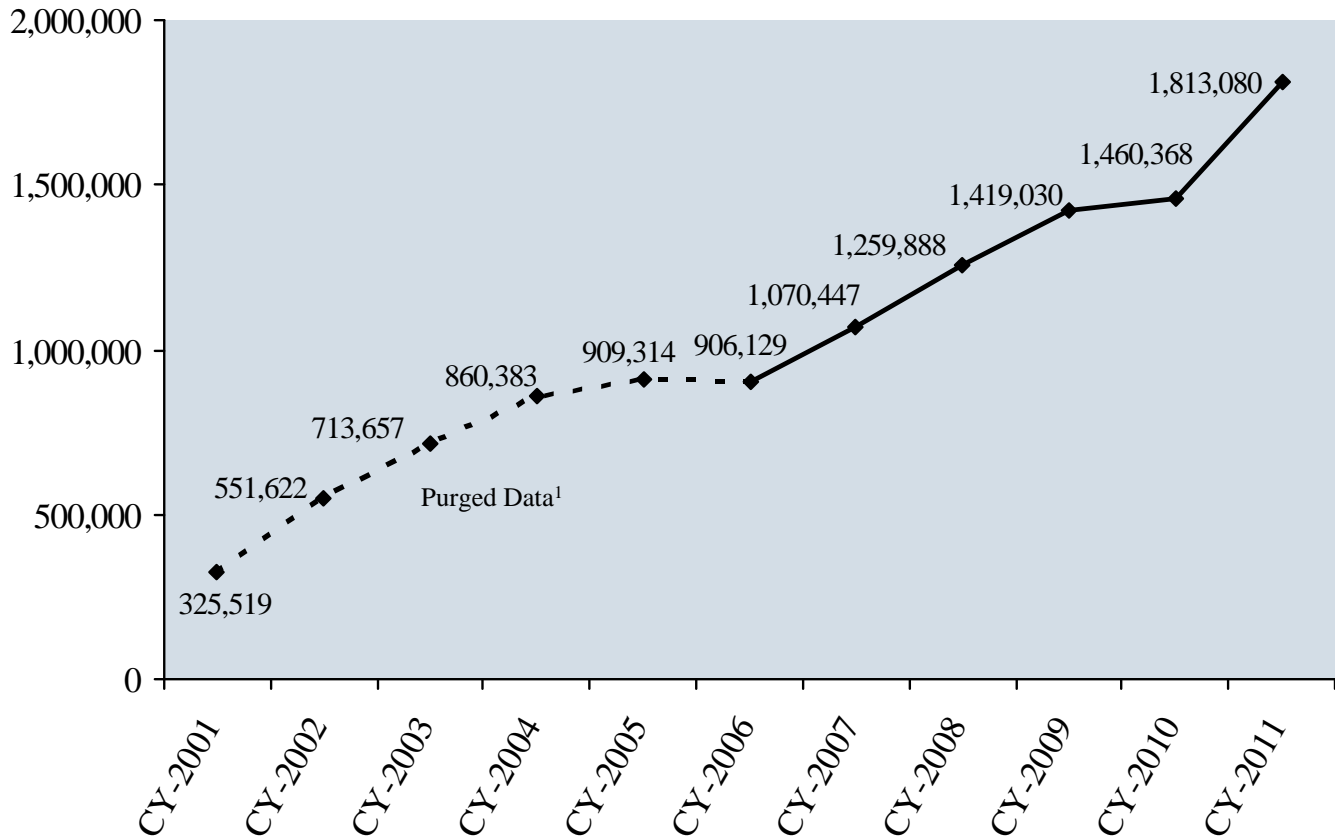
Consumer Sentinel Network Complaint Type Percentages¹

Calendar Years 2009 through 2011



¹Percentages are based on the total number of Consumer Sentinel Network complaints by calendar year.

Consumer Sentinel Network Complaint Count¹ *Calendar Years 2001 through 2011*



Consumer Sentinel Network Complaint Type Count¹ *Calendar Years 2001 through 2011*

Calendar Year	Consumer Sentinel Network Complaint Count			Total Complaints
	Fraud	Identity Theft	Other	
2001	137,306	86,250	101,963	325,519
2002	242,783	161,977	146,862	551,622
2003	331,366	215,240	167,051	713,657
2004	410,298	246,909	203,176	860,383
2005	437,585	255,687	216,042	909,314
2006	423,672	246,214	236,243	906,129
2007	505,563	259,314	305,570	1,070,447
2008	620,218	314,594	325,076	1,259,888
2009	703,871	278,385	436,774	1,419,030
2010	815,054	251,105	394,209	1,460,368
2011	990,242	279,156	543,682	1,813,080

¹ Complaint counts from CY-2001 to CY-2006 represent historic figures as per the Consumer Sentinel Network's five-year data retention policy. These complaint figures exclude National Do Not Call Registry complaints.



Consumer Sentinel Network Complaint Categories¹

January 1 – December 31, 2011

Rank	Category	No. of Complaints	Percentages ¹
1	Identity Theft	279,156	15%
2	Debt Collection	180,928	10%
3	Prizes, Sweepstakes and Lotteries	100,208	6%
4	Shop-at-Home and Catalog Sales	98,306	5%
5	Banks and Lenders	89,341	5%
6	Internet Services	81,805	5%
7	Auto Related Complaints	77,435	4%
8	Impostor Scams	73,281	4%
9	Telephone and Mobile Services	70,024	4%
10	Advance-Fee Loans and Credit Protection/Repair	47,414	3%
11	Foreign Money Offers and Counterfeit Check Scams	43,101	2%
12	Health Care	38,246	2%
13	Mortgage Foreclosure Relief and Debt Management	38,140	2%
14	Credit Cards	37,932	2%
15	Television and Electronic Media	37,404	2%
16	Business Opportunities, Employment Agencies and Work-at-Home Plans	36,111	2%
17	Internet Auction	35,926	2%
18	Travel, Vacations and Timeshare Plans	32,736	2%
19	Credit Bureaus, Information Furnishers and Report Users	30,203	2%
20	Magazines and Books	21,636	1%
21	Office Supplies and Services	15,917	1%
22	Computer Equipment and Software	13,435	1%
23	Home Repair, Improvement and Products	13,020	1%
24	Grants	12,823	1%
25	Real Estate	8,763	<1%
26	Investment Related Complaints	7,657	<1%
27	Charitable Solicitations	3,474	<1%
28	Clothing, Textiles and Jewelry	3,358	<1%
29	Education	3,164	<1%
30	Buyers' Clubs	2,660	<1%

¹Percentages are based on the total number of CSN complaints (1,813,080) received by the FTC between January 1 and December 31, 2011. Ten percent (187,442) 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 2009 through 2011*

CY	Complaint Count		Percentage Reporting Amount Paid	Amount Paid		
	Total	Reporting Amount Paid		Reported	Average ¹	Median ²
2009	703,871	582,281	83%	\$1,724,251,138	\$2,961	\$511
2010	815,054	656,681	81%	\$1,813,661,628	\$2,762	\$580
2011	990,242	670,153	68%	\$1,519,131,182	\$2,267	\$537

¹Average is based on the total number of consumers who reported an amount paid for each calendar year: CY-2009 = 582,281; CY-2010 = 656,681; and CY-2011 = 670,153. Three consumers reported an amount paid of \$1 million or more during CY-2011; 115 and 11 consumers for CY-2009 and CY-2010, respectively.

²Median 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.

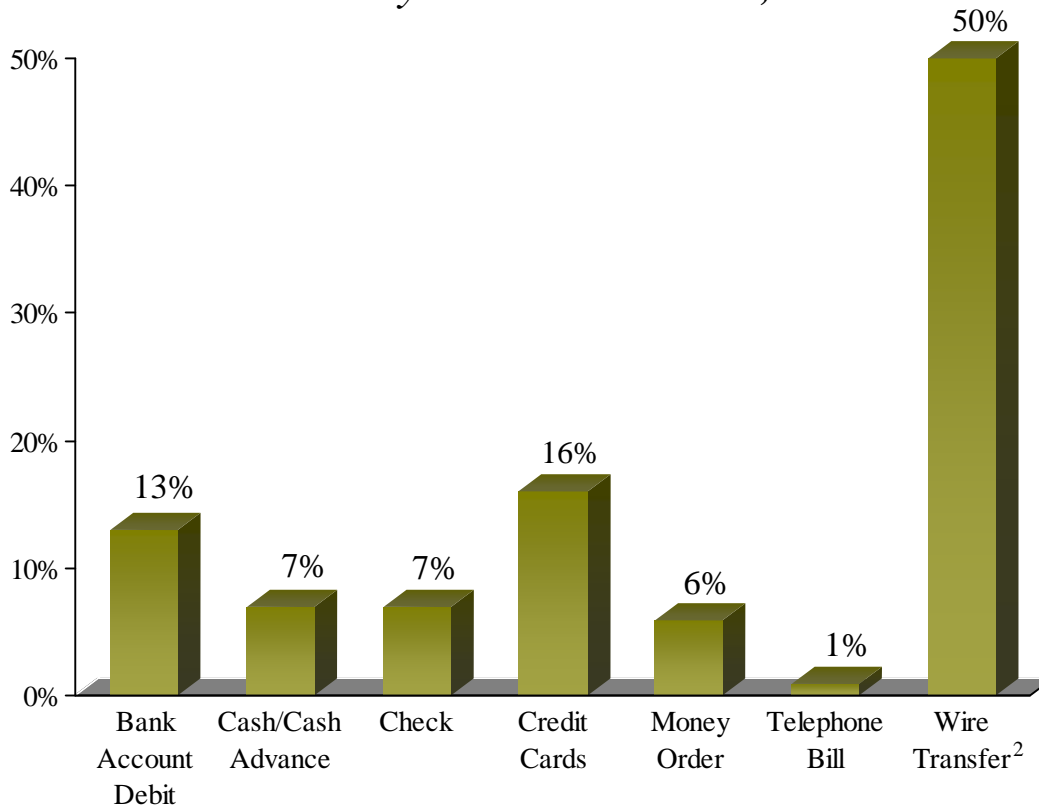
Note: See Appendix C for fraud complaints and amount paid figures by State and the District of Columbia.

Consumer Sentinel Network Distribution of Fraud Complaints by Amount Paid *Calendar Years 2009 through 2011*

Amount Paid	CY - 2009		CY - 2010		CY - 2011	
	Complaints	Percentages ³	Complaints	Percentages ³	Complaints	Percentages ³
\$0	334,658	57%	367,582	56%	340,293	51%
\$1 - 25	15,287	3%	15,756	2%	15,254	2%
\$26 - 50	16,283	3%	17,034	3%	18,675	3%
\$51 - 75	12,360	2%	11,835	2%	13,065	2%
\$76 - 100	16,514	3%	14,757	2%	17,039	3%
\$101 - 250	34,573	6%	42,339	6%	51,399	8%
\$251 - 500	28,063	5%	36,580	6%	45,799	7%
\$501 - 1,000	28,042	5%	35,583	5%	44,715	7%
\$1,001 - 5,000	70,936	12%	85,702	13%	94,779	14%
More than \$5,000	25,565	4%	29,513	4%	29,135	4%

³Percentages are based on the total number of consumers who reported amount paid for each calendar year: CY-2009 = 582,281; CY-2010 = 656,681; and CY-2011 = 670,153.

Consumer Sentinel Network Fraud Complaints by Method of Consumer Payment¹ *January 1 – December 31, 2011*



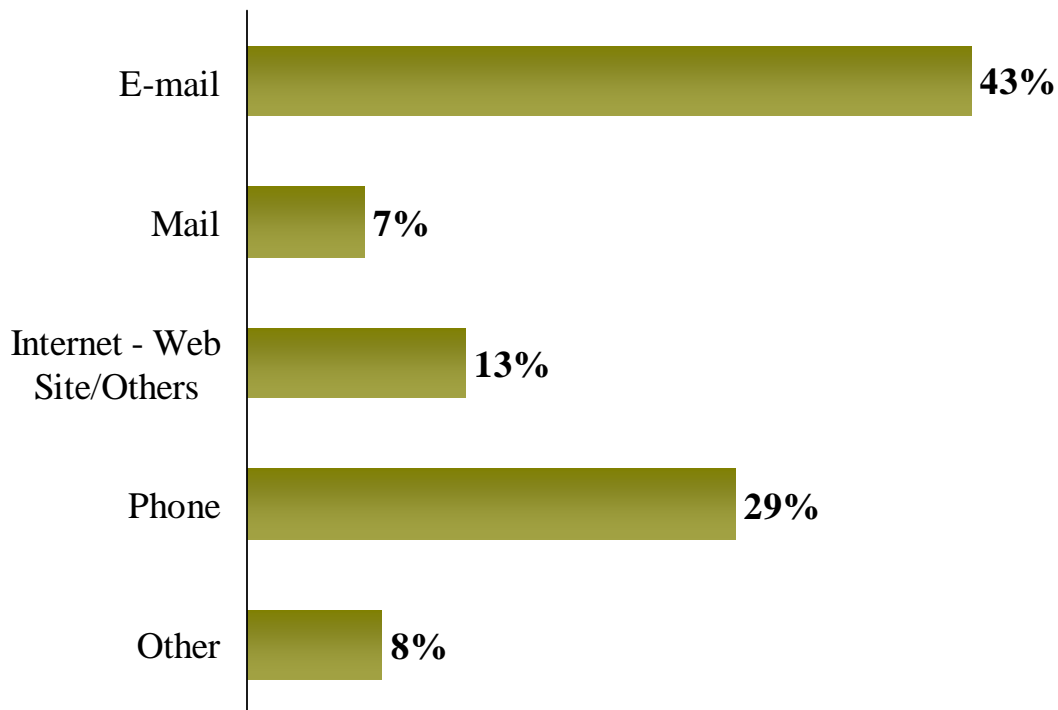
Consumer Sentinel Network Fraud Complaints by Method of Consumer Payment *Calendar Years 2009 through 2011*

Payment Method	CY - 2009			CY - 2010			CY - 2011		
	Complaints	Percentages ¹	Amount Paid	Complaints	Percentages ¹	Amount Paid	Complaints	Percentages ¹	Amount Paid
Bank Account Debit	16,662	20%	\$46,481,578	15,991	14%	\$37,460,088	33,508	13%	\$89,170,561
Cash/Cash Advance	2,827	3%	\$10,181,377	4,280	4%	\$33,186,656	17,386	7%	\$153,078,057
Check	8,875	11%	\$183,261,838	9,561	9%	\$64,318,436	18,254	7%	\$92,708,030
Credit Cards	31,750	38%	\$71,469,727	28,203	25%	\$65,163,302	41,177	16%	\$127,879,918
Money Order	2,661	3%	\$8,994,520	2,866	3%	\$11,177,739	15,053	6%	\$54,298,481
Telephone Bill	3,862	5%	\$848,246	4,745	4%	\$1,109,499	2,203	1%	\$471,578
Wire Transfer ²	17,167	20%	\$119,969,934	46,755	42%	\$168,465,463	126,903	50%	\$442,497,766
Total Reporting Payment Method	83,804		\$441,207,220	112,401		\$380,881,184	254,484		\$960,104,391

¹Percentages are based on the total number of CSN fraud complaints for each calendar year where consumers reported the method of payment: CY-2009 = 83,804; CY-2010 = 112,401; and CY-2011 = 254,484. 26% of the consumers reported this information during CY-2011, 12% and 14% for CY-2009 and CY-2010, respectively.

²These figures include a significant number of complaints from data contributors MoneyGram International and Western Union Money Transfer, which may affect the distribution of the reported method of payment.

Consumer Sentinel Network Fraud Complaints by Company's Method of Contacting Consumers¹ *January 1 – December 31, 2011*



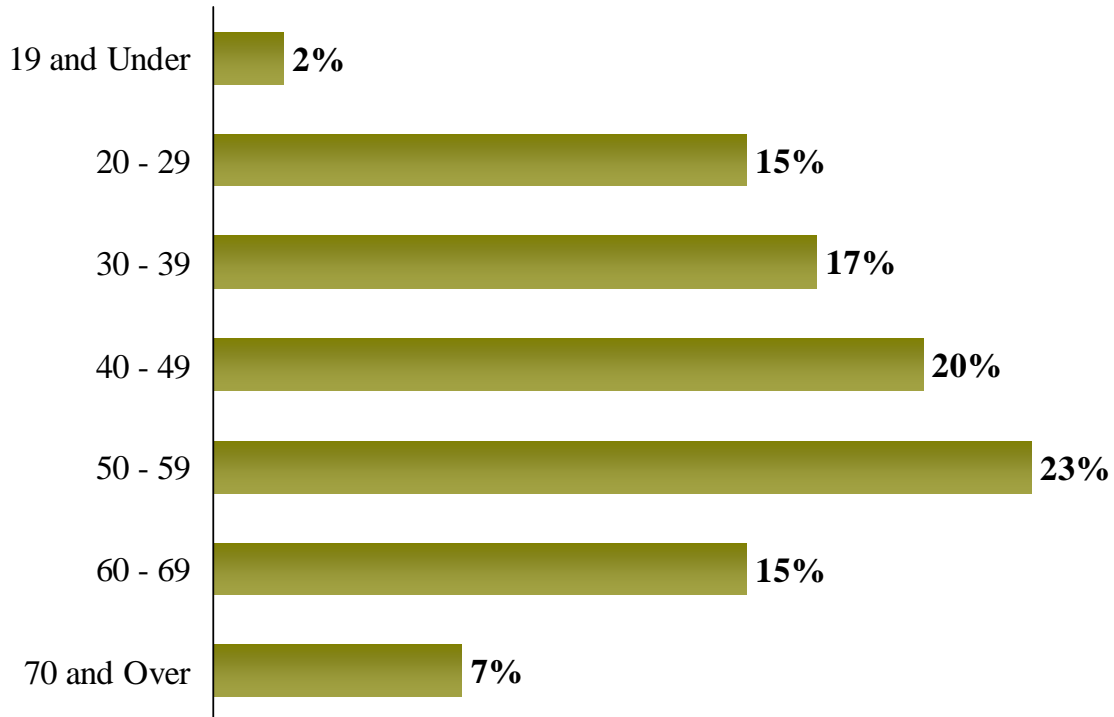
Consumer Sentinel Network Fraud Complaints by Company's Method of Contacting Consumers *Calendar Years 2009 through 2011*

Contact Method	CY - 2009		CY - 2010		CY - 2011	
	Complaints	Percentages ¹	Complaints	Percentages ¹	Complaints	Percentages ¹
E-mail	202,644	43%	202,147	43%	253,059	43%
Mail	60,922	13%	49,733	11%	42,909	7%
Internet - Web Site/Others	57,658	12%	53,152	11%	76,894	13%
Phone	80,110	17%	94,262	20%	170,774	29%
Other	73,099	15%	69,325	15%	49,859	8%
Total Reporting Contact Method	474,433		468,619		593,495	

¹Percentages 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-2009 = 474,433; CY-2010 = 468,619; and CY-2011 = 593,495. 60% of consumers reported this information during CY-2011, 67% and 57% for CY-2009 and CY-2010, respectively.

Consumer Sentinel Network Fraud Complaints by Consumer Age¹

January 1 – December 31, 2011



Consumer Sentinel Network Fraud Complaints by Consumer Age¹

Calendar Years 2009 through 2011

Consumer Age	CY - 2009		CY - 2010		CY - 2011	
	Complaints	Percentages ¹	Complaints	Percentages ¹	Complaints	Percentages ¹
19 and Under	3,169	1%	3,143	1%	11,423	2%
20-29	76,294	18%	80,852	17%	73,877	15%
30-39	88,804	21%	92,634	20%	82,723	17%
40-49	103,124	24%	109,567	23%	96,172	20%
50-59	105,062	24%	114,703	24%	108,091	23%
60-69	26,986	6%	31,545	7%	70,678	15%
70 and Over	25,596	6%	36,491	8%	35,686	7%
Total Reporting Age	429,035		468,935		478,650	

¹Percentages are based on the total number of consumers reporting their age for CSN fraud complaints each calendar year: CY-2009 = 429,035; CY-2010 = 468,935; and CY-2011 = 478,650. 48% of consumers reported this information during CY-2011, 61% and 58% for CY-2009 and CY-2010, respectively.



Consumer Sentinel Network
Top 10 Reported Company Countries
for Fraud Complaints¹
January 1 – December 31, 2011

Rank	Company Country	Complaints	Percentages¹
1	United States	564,690	80%
2	Canada	29,461	4%
3	United Kingdom	25,503	4%
4	Nigeria	15,284	2%
5	Jamaica	12,785	2%
6	India	10,697	2%
7	Spain	5,917	1%
8	China	5,813	1%
9	Mexico	4,080	1%
10	Ghana	3,040	<1%

¹Percentages are based on the number of fraud complaints received by the FTC between January 1 and December 31, 2011 where consumers reported a company country name (708,948) . Seventy-two percent of the total CSN fraud complaints received by the FTC during this time period reported the company country name.

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 Companies²
January 1 – December 31, 2011

Contact Method	Complaints	Percentages²
E-mail	39,177	52%
Phone	13,263	17%
Internet - Web Site/Others	12,011	16%
Mail	7,676	10%
Other	3,813	5%

²Percentages are based on the 75,940 fraud complaints against foreign companies received by the FTC between January 1 and December 31, 2011 where consumers reported how companies initially contacted them. We excluded complaints where consumers reported United States as the company country name from these figures.

Consumer Sentinel Network Identity Theft Complaints

How Victims' Information is Misused¹

Calendar Years 2009 through 2011

Government Documents or Benefits Fraud

	Percentages	Percentages	Percentages
Theft Subtype	CY-2009	CY-2010	CY-2011
Tax or Wage Related Fraud	12.7%	15.6%	24.1%
Government Benefits			
Applied For/Received	1.7%	1.8%	1.5%
Other Government Documents			
Issued/Forged	1.1%	0.9%	0.8%
Driver's License Issued/Forged	0.9%	0.9%	0.8%
Total	16%	19%	27%

Credit Card Fraud

	Percentages	Percentages	Percentages
Theft Subtype	CY-2009	CY-2010	CY-2011
New Accounts	10.2%	9.0%	8.4%
Existing Account	7.0%	6.7%	5.8%
Total	17%	15%	14%

Phone or Utilities Fraud

	Percentages	Percentages	Percentages
Theft Subtype	CY-2009	CY-2010	CY-2011
Utilities - New Accounts	8.3%	9.4%	8.7%
Wireless - New Accounts	4.6%	3.7%	3.1%
Telephone - New Accounts	2.0%	1.5%	1.0%
Unauthorized Charges			
to Existing Accounts	0.6%	0.5%	0.5%
Total	15%	14%	13%

Bank Fraud

	Percentages	Percentages	Percentages
Theft Subtype	CY-2009	CY-2010	CY-2011
Electronic Fund Transfer	4.4%	4.8%	3.8%
New Accounts	3.1%	3.2%	2.6%
Existing Accounts	3.1%	2.8%	2.3%
Total	10%	10%	9%

Employment-Related Fraud

	Percentages	Percentages	Percentages
Theft Subtype	CY-2009	CY-2010	CY-2011
Employment-Related Fraud	13%	11%	8%

Loan Fraud

	Percentages	Percentages	Percentages
Theft Subtype	CY-2009	CY-2010	CY-2011
Business / Personal /			
Student Loan	1.8%	1.7%	1.4%
Auto Loan / Lease	1.2%	1.0%	0.9%
Real Estate Loan	1.1%	1.0%	0.8%
Total	4%	4%	3%

Other Identity Theft

	Percentages	Percentages	Percentages
Theft Subtype	CY-2009	CY-2010	CY-2011
Miscellaneous	8.3%	7.6%	8.5%
Uncertain	9.0%	8.6%	8.1%
Data Breach ²	-	-	1.7%
Internet / Email	1.2%	1.9%	1.6%
Evading the Law	1.4%	1.5%	1.2%
Medical	1.3%	1.3%	1.0%
Apartment or House Rented	0.7%	0.7%	0.7%
Insurance	0.3%	0.3%	0.3%
Securities / Other Investments	0.1%	0.1%	0.1%
Property Rental Fraud	0.1%	0.1%	0.1%
Child Support	0.2%	0.2%	0.1%
Magazines	0.2%	0.1%	0.1%
Bankruptcy	0.1%	0.1%	0.1%
Total	23%	22%	23%

Attempted Identity Theft

	Percentages	Percentages	Percentages
Theft Subtype	CY-2009	CY-2010	CY-2011
Attempted Identity Theft	6%	7%	7%

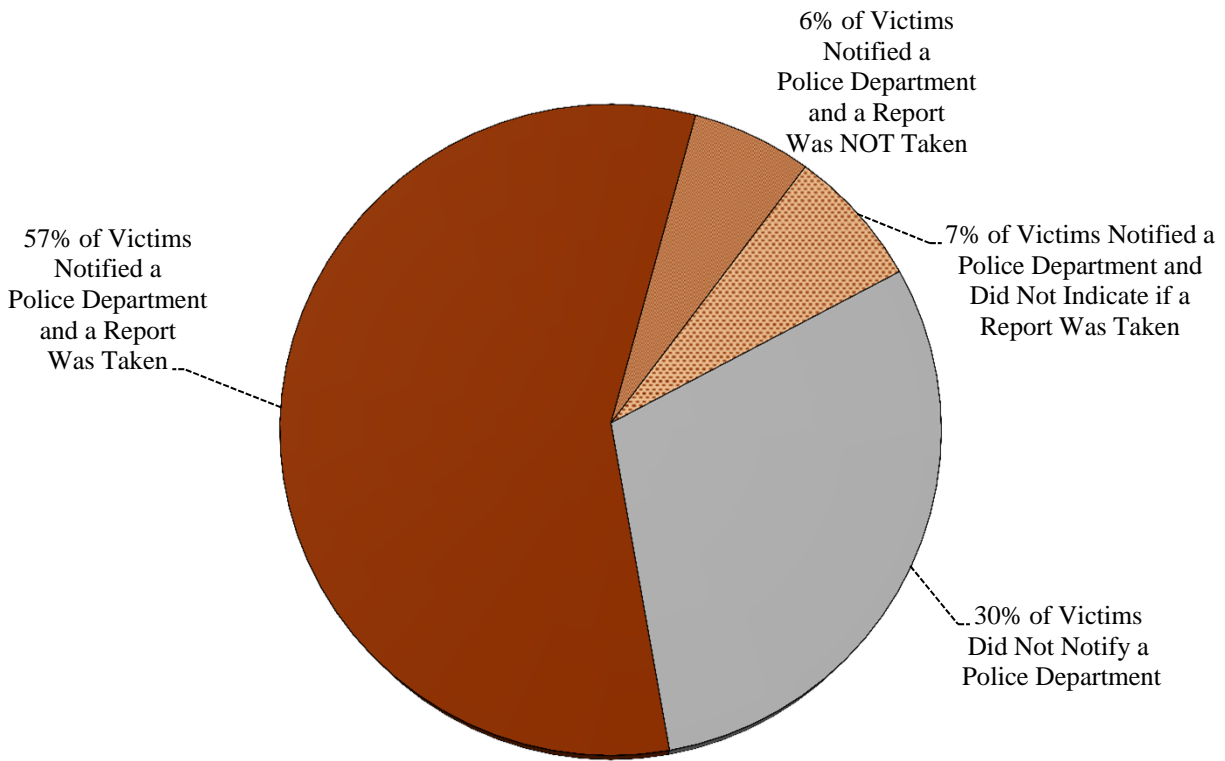
¹Percentages are based on the total number of CSN identity theft complaints for each calendar year: CY-2009 = 278,385; CY-2010 = 251,105; and CY-2011 = 279,156. Note that 13% of identity theft complaints included more than one type of identity theft in CY-2011; and 12% in CY-2010 and CY-2009.

²Theft Subtype "Data Breach" was added to the database in CY-2011.

Consumer Sentinel Network Identity Theft Complaints

Law Enforcement Contact¹

January 1 – December 31, 2011



¹Percentages are based on the total number of identity theft complaints where victims indicated whether they had notified a police department (118,200). 45% of the identity theft victims who contacted the FTC directly reported law enforcement contact information.

Law Enforcement Contact

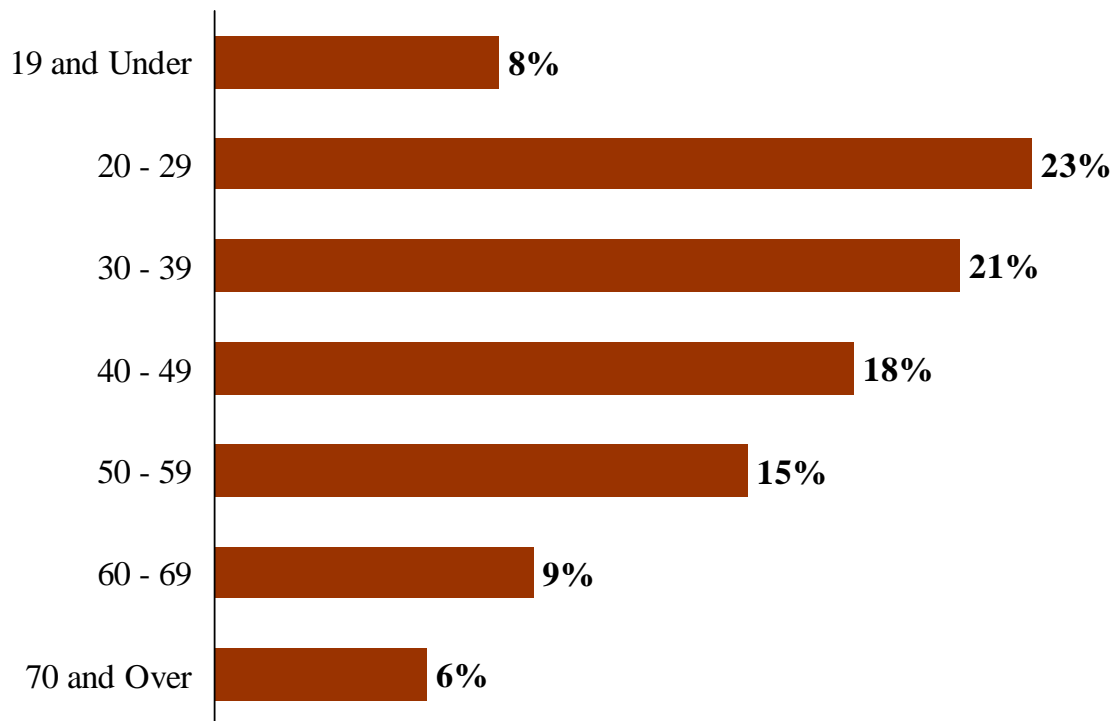
Calendar Years 2009 through 2011

If the victim notified a police department, was a report taken?	CY-2009		CY-2010		CY-2011	
	Complaints	Percentages ²	Complaints	Percentages ²	Complaints	Percentages ²
Yes	68,082	62%	62,474	62%	67,089	57%
No	8,695	8%	6,509	7%	7,588	6%
Not Reported	3,345	3%	3,297	3%	7,652	7%
<i>Total Who Notified a Police Department</i>	<i>80,122</i>	<i>73%</i>	<i>72,280</i>	<i>72%</i>	<i>82,329</i>	<i>70%</i>
<i>Total Who Did Not Notify a Police Department</i>	<i>30,159</i>	<i>27%</i>	<i>28,223</i>	<i>28%</i>	<i>35,871</i>	<i>30%</i>
Total Reporting Law Enforcement Contact Information	110,281		100,503		118,200	

²Percentages are based on the total number of identity theft complaints where victims indicated whether they had notified a police department: CY-2009 = 110,281; CY-2010 = 100,503; and CY-2011 = 118,200. 45% of identity theft victims who contacted the FTC directly reported law enforcement contact information in CY-2011; 42% in CY-2010 and in CY-2009.

Consumer Sentinel Network Identity Theft Complaints by Victims' Age¹

January 1 – December 31, 2011



Consumer Sentinel Network Identity Theft Complaints by Victims' Age

Calendar Years 2009 through 2011

Consumer Age	CY - 2009		CY - 2010		CY - 2011	
	Complaints	Percentages ¹	Complaints	Percentages ¹	Complaints	Percentages ¹
19 and Under	19,192	7%	18,356	8%	19,563	8%
20-29	64,415	24%	56,734	24%	56,689	23%
30-39	57,651	22%	49,486	21%	49,950	21%
40-49	50,584	19%	43,996	19%	45,230	18%
50-59	38,568	15%	35,428	15%	38,150	15%
60-69	20,254	8%	19,985	8%	23,153	9%
70 and Over	13,719	5%	13,011	5%	15,803	6%
Total Reporting Age	264,383		236,996		248,538	

¹Percentages are based on the total number of victims reporting their age in CSN identity theft complaints for each calendar year: CY-2009 = 264,383; CY-2010 = 236,996; and CY-2011 = 248,538. 95% of the consumers who contacted the FTC reported their age in CY-2009; 94% in CY-2010; and 89% in CY-2011.



Consumer Sentinel Network State Complaint Rates

January 1 – December 31, 2011

Fraud & Other Complaints

Rank	Consumer State	Complaints Per 100,000	
		Population ¹	Complaints
1	Colorado	573.7	28,854
2	Delaware	552.2	4,958
3	Maryland	547.0	31,581
4	Nevada	530.3	14,320
5	Virginia	527.0	42,165
6	Florida	515.1	96,854
7	Arizona	503.7	32,195
8	Washington	473.4	31,832
9	Ohio	472.4	54,493
10	New Jersey	452.0	39,737
11	New Hampshire	451.8	5,948
12	Missouri	448.5	26,863
13	Georgia	447.9	43,395
14	Alaska	440.7	3,130
15	Idaho	433.2	6,790
16	South Carolina	426.3	19,720
17	Pennsylvania	425.3	54,027
18	Tennessee	425.3	26,987
19	Oregon	423.1	16,208
20	California	418.7	155,986
21	Hawaii	418.7	5,695
22	Illinois	407.4	52,278
23	Montana	406.3	4,020
24	Texas	406.1	102,107
25	Connecticut	404.2	14,447
26	Alabama	403.9	19,304
27	Wyoming	403.8	2,276
28	Massachusetts	400.8	26,245
29	Wisconsin	399.8	22,736
30	North Carolina	399.2	38,063
31	Louisiana	397.1	18,000
32	Utah	394.2	10,895
33	Kansas	393.4	11,225
34	Indiana	390.1	25,296
35	New Mexico	389.6	8,023
36	New York	387.9	75,163
37	Rhode Island	380.4	4,004
38	Michigan	374.4	37,007
39	Nebraska	373.6	6,824
40	Vermont	372.0	2,328
41	Minnesota	371.0	19,679
42	Kentucky	369.9	16,053
43	Oklahoma	359.4	13,481
44	Arkansas	353.7	10,314
45	Maine	345.5	4,589
46	Mississippi	323.4	9,595
47	West Virginia	323.1	5,987
48	Iowa	315.5	9,611
49	South Dakota	296.6	2,415
50	North Dakota	257.5	1,732

Identity Theft Complaints

Rank	Victim State	Complaints Per 100,000	
		Population ¹	Complaints
1	Florida	178.7	33,595
2	Georgia	120.0	11,625
3	California	103.6	38,607
4	Arizona	98.5	6,296
5	Texas	96.1	24,162
6	New York	92.3	17,880
7	Nevada	89.9	2,427
8	New Jersey	86.4	7,599
9	Maryland	86.3	4,980
10	Delaware	83.5	750
11	Colorado	82.6	4,156
12	Alabama	82.5	3,942
13	Michigan	82.1	8,119
14	Illinois	80.8	10,361
15	Pennsylvania	79.2	10,061
16	New Mexico	78.2	1,610
17	Mississippi	74.5	2,210
18	Washington	72.2	4,853
19	Missouri	71.5	4,282
20	South Carolina	68.5	3,168
21	Virginia	67.7	5,416
22	Connecticut	67.5	2,413
23	Tennessee	67.4	4,275
24	Kansas	67.1	1,914
25	North Carolina	65.9	6,287
26	Ohio	64.8	7,479
27	Louisiana	64.7	2,934
28	Arkansas	63.9	1,862
29	Massachusetts	63.0	4,128
30	Rhode Island	58.3	614
31	Oregon	58.1	2,226
32	Oklahoma	56.4	2,115
33	Indiana	54.8	3,555
34	Utah	54.8	1,514
35	Minnesota	50.4	2,671
36	Wyoming	49.7	280
37	Wisconsin	48.9	2,782
38	Nebraska	47.6	869
39	New Hampshire	46.9	617
40	Alaska	44.5	316
41	Kentucky	43.6	1,891
42	Hawaii	42.9	583
43	Idaho	42.0	658
44	Vermont	41.4	259
45	Iowa	39.7	1,208
46	West Virginia	39.4	731
47	Montana	39.4	390
48	Maine	37.9	503
49	South Dakota	25.3	206
50	North Dakota	23.2	156

¹Per 100,000 unit of population estimates are based on the 2010 U.S. Census (accessed January 2012 at <http://2010.census.gov/2010census/data/>). Numbers for the District of Columbia are: Fraud and Others = 4,736 complaints and 787.1 complaints per 100,000 population; Identity Theft = 999 victims and 166.0 victims per 100,000 population.

Note: In calculating the State and Metropolitan Areas rankings, we excluded nine State-specific data contributors' complaints (the Minnesota Department of Public Safety, the North Carolina Department of Justice, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for Idaho, Michigan, Mississippi, Ohio, Oregon, and Washington).



Consumer Sentinel Network

Largest Metropolitan Areas Ranking for Fraud and Other – Related Consumer Complaints¹

January 1 – December 31, 2011

Rank	Metropolitan Area	Complaints	
		Complaints	Per 100,000 Population
1	Greeley, CO Metropolitan Statistical Area	2,306	946.1
2	Thomasville-Lexington, NC Micropolitan Statistical Area	1,437	918.0
3	Colorado Springs, CO Metropolitan Statistical Area	5,495	902.2
4	Dunn, NC Micropolitan Statistical Area	969	891.3
5	Boulder, CO Metropolitan Statistical Area	2,566	884.0
6	Winchester, VA-WV Metropolitan Statistical Area	1,041	859.0
7	Mount Vernon-Anacortes, WA Metropolitan Statistical Area	970	833.4
8	Gadsden, AL Metropolitan Statistical Area	844	817.7
9	Sherman-Denison, TX Metropolitan Statistical Area	953	803.0
10	Allegan, MI Micropolitan Statistical Area	880	780.4
11	Wooster, OH Micropolitan Statistical Area	875	770.6
12	Wausau, WI Metropolitan Statistical Area	991	762.6
13	Fort Collins-Loveland, CO Metropolitan Statistical Area	2,192	762.2
14	Anniston-Oxford, AL Metropolitan Statistical Area	851	752.4
15	Appleton, WI Metropolitan Statistical Area	1,619	742.6
16	Roanoke, VA Metropolitan Statistical Area	2,192	739.2
17	Kalamazoo-Portage, MI Metropolitan Statistical Area	2,347	726.0
18	Roseburg, OR Micropolitan Statistical Area	754	724.2
19	Oshkosh-Neenah, WI Metropolitan Statistical Area	1,170	721.5
20	Ocala, FL Metropolitan Statistical Area	2,218	682.8
21	Punta Gorda, FL Metropolitan Statistical Area	1,029	673.4
22	Gainesville, GA Metropolitan Statistical Area	1,194	662.7
23	Springfield, OH Metropolitan Statistical Area	927	659.9
24	Ann Arbor, MI Metropolitan Statistical Area	2,302	657.7
25	Santa Fe, NM Metropolitan Statistical Area	932	652.0
26	Durham, NC Metropolitan Statistical Area	3,107	647.8
27	Dover, DE Metropolitan Statistical Area	977	641.7
28	East Stroudsburg, PA Micropolitan Statistical Area	1,056	641.1
29	Fayetteville, NC Metropolitan Statistical Area	2,223	637.1
30	Myrtle Beach-Conway-North Myrtle Beach, SC Metropolitan Statistical Area	1,585	634.2
31	Charlottesville, VA Metropolitan Statistical Area	1,214	629.7
32	Rocky Mount, NC Metropolitan Statistical Area	912	626.4
33	Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	33,023	622.3
34	Iowa City, IA Metropolitan Statistical Area	913	620.9
35	Port St. Lucie, FL Metropolitan Statistical Area	2,476	618.8
36	Denver-Aurora, CO Metropolitan Statistical Area	15,234	618.0
37	Elizabethtown, KY Metropolitan Statistical Area	689	617.3
38	Bay City, MI Metropolitan Statistical Area	661	614.8
39	Jefferson City, MO Metropolitan Statistical Area	894	613.6
40	Chattanooga, TN-GA Metropolitan Statistical Area	3,146	611.4
41	Topeka, KS Metropolitan Statistical Area	1,389	607.4
42	Anderson, SC Metropolitan Statistical Area	1,092	606.7
43	Coeur d'Alene, ID Metropolitan Statistical Area	813	604.7
44	Whitewater, WI Micropolitan Statistical Area	609	604.2
45	Seaford, DE Micropolitan Statistical Area	1,104	599.1
46	Akron, OH Metropolitan Statistical Area	4,184	598.3
47	Gettysburg, PA Micropolitan Statistical Area	601	596.4
48	Homosassa Springs, FL Micropolitan Statistical Area	835	595.7
49	Kingston, NY Metropolitan Statistical Area	1,082	595.0
50	Burlington, NC Metropolitan Statistical Area	863	593.7

¹Ranking 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 fraud and other types of complaints 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 December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

Note: In calculating the State and Metropolitan Areas rankings, we excluded nine State-specific data contributors' complaints (the Minnesota Department of Public Safety, the North Carolina Department of Justice, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for Idaho, Michigan, Mississippi, Ohio, Oregon, and Washington).



Consumer Sentinel Network

Largest Metropolitan Areas Ranking for Identity Theft – Related Consumer Complaints¹

January 1 – December 31, 2011

Rank	Metropolitan Area	Complaints	
		Complaints	Per 100,000 Population
1	Miami-Fort Lauderdale-Pompano Beach, FL Metropolitan Statistical Area	17,546	324.1
2	Montgomery, AL Metropolitan Statistical Area	617	168.6
3	Greeley, CO Metropolitan Statistical Area	403	165.3
4	Columbus, GA-AL Metropolitan Statistical Area	463	163.7
5	Dunn, NC Micropolitan Statistical Area	177	162.8
6	Port St. Lucie, FL Metropolitan Statistical Area	642	160.5
7	Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	4,255	156.2
8	Madera, CA Metropolitan Statistical Area	223	152.2
9	Savannah, GA Metropolitan Statistical Area	492	149.4
10	Albany, GA Metropolitan Statistical Area	245	149.3
11	Atlanta-Sandy Springs-Marietta, GA Metropolitan Statistical Area	7,787	147.5
12	Orlando-Kissimmee, FL Metropolitan Statistical Area	2,989	147.1
13	Gainesville, GA Metropolitan Statistical Area	261	144.9
14	Lakeland, FL Metropolitan Statistical Area	819	142.5
15	Punta Gorda, FL Metropolitan Statistical Area	216	141.3
16	Macon, GA Metropolitan Statistical Area	320	139.2
17	Valdosta, GA Metropolitan Statistical Area	179	137.5
18	El Paso, TX Metropolitan Statistical Area	1,009	137.3
19	Fresno, CA Metropolitan Statistical Area	1,227	136.4
20	Tallahassee, FL Metropolitan Statistical Area	480	136.2
21	Thomasville-Lexington, NC Micropolitan Statistical Area	213	136.1
22	Sherman-Denison, TX Metropolitan Statistical Area	159	134.0
23	Naples-Marco Island, FL Metropolitan Statistical Area	421	133.3
24	Laredo, TX Metropolitan Statistical Area	310	133.0
25	Dothan, AL Metropolitan Statistical Area	183	131.2
26	Ocala, FL Metropolitan Statistical Area	424	130.5
27	Merced, CA Metropolitan Statistical Area	320	130.3
28	Bakersfield, CA Metropolitan Statistical Area	1,005	127.1
29	Visalia-Porterville, CA Metropolitan Statistical Area	533	126.4
30	Memphis, TN-MS-AR Metropolitan Statistical Area	1,613	126.0
31	Jackson, MS Metropolitan Statistical Area	672	125.8
32	Riverside-San Bernardino-Ontario, CA Metropolitan Statistical Area	5,091	124.7
33	Las Cruces, NM Metropolitan Statistical Area	246	123.7
34	McAllen-Edinburg-Mission, TX Metropolitan Statistical Area	876	123.3
35	New Bern, NC Micropolitan Statistical Area	147	123.1
36	Yuba City, CA Metropolitan Statistical Area	199	121.2
37	Ann Arbor, MI Metropolitan Statistical Area	424	121.1
38	Kansas City, MO-KS Metropolitan Statistical Area	2,401	120.9
39	Pine Bluff, AR Metropolitan Statistical Area	122	120.2
40	Los Angeles-Long Beach-Santa Ana, CA Metropolitan Statistical Area	15,380	119.5
41	Napa, CA Metropolitan Statistical Area	158	119.2
42	Detroit-Warren-Livonia, MI Metropolitan Statistical Area	5,321	119.1
43	Sebastian-Vero Beach, FL Metropolitan Statistical Area	157	119.1
44	Corpus Christi, TX Metropolitan Statistical Area	491	118.5
45	Rocky Mount, NC Metropolitan Statistical Area	171	117.4
46	Goldsboro, NC Metropolitan Statistical Area	133	117.1
47	Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	7,171	116.7
48	Sierra Vista-Douglas, AZ Micropolitan Statistical Area	148	115.7
49	Cape Coral-Fort Myers, FL Metropolitan Statistical Area	678	114.8
50	Warner Robins, GA Metropolitan Statistical Area	149	113.7

¹Ranking 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 December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.



Consumer Sentinel Network Military Complaints by Consumer Military Branch¹ *January 1 – December 31, 2011*

Military Branch	Complaints	Percentages¹
U.S. Army	8,174	48%
U.S. Navy	3,605	21%
U.S. Air Force	3,296	19%
U.S. Marines	1,601	9%
U.S. Coast Guard	350	2%
Total	17,026	

¹Percentages are based on the total number of CSN complaints from military consumers reporting their branch of service (**17,026**) between January 1 and December 31, 2011. 91% of military consumers reported this information during CY-2011.

Consumer Sentinel Network Military Complaints by Consumer Military Pay Grade² *January 1 – December 31, 2011*

Military Pay Grade	Complaints	Percentages²
DoD Civilian	530	6%
E1-E3	1,329	16%
E4	1,678	20%
E5-E6	2,337	29%
E7-E9	1,040	13%
O1-O3	501	6%
O4-O6	582	7%
O7 and Above	67	1%
W1-W5	129	2%
Total	8,193	

²Percentages are based on the total number of CSN complaints from military consumers reporting their pay grade (**8,193**) between January 1 and December 31, 2011. 44% of military consumers reported this information during CY-2011.



Consumer Sentinel Network Military Complaints by Consumer Military Status¹ *January 1 – December 31, 2011*

Military Status	Complaints	Percentages ¹
Active Duty Service Member	2,372	13%
Dependent Child/Other - DoD Civilian	160	1%
Dependent Child/Other - Service Member	375	2%
Dependent Spouse - DoD Civilian	289	2%
Dependent Spouse - Service Member	1,899	11%
DoD Civilian	354	2%
Inactive Reserve/National Guard	1,041	6%
Military Retiree/Veteran	11,425	64%
Total	17,915	

¹Percentages are based on the total number of CSN complaints from military consumers reporting their military status (**17,915**) between January 1 and December 31, 2011. 96% of military consumers reported this information during CY-2011.

Consumer Sentinel Network Military Complaints by Consumer Top Military Duty Station *January 1 – December 31, 2011*

Rank	Military Installation	Complaint Count
1	AK-ADAK NAF CS	163
2	TX-FORT HOOD	127
3	NC-FORT BRAGG	119
4	TX-FORT BLISS	93
5	CO-FORT CARSON	85
6	WA-FORT LEWIS	85
7	GA-FORT STEWART	80
8	NC-MCB CAMP LEJEUNE	80
9	KY-FORT CAMPBELL	69
10	GA-FORT BENNING	54
11	KY-FORT KNOX	54
12	MD-FORT GEORGE G MEADE	53
13	VA-NSA NORFOLK	51
14	CA-MCAS CAMP PENDLETON	40
15	TX-FORT SAM HOUSTON	40
16	OK-FORT SILL	39
17	SC-FORT JACKSON	38
18	KS-FORT RILEY	37
19	TX-LACKLAND AIR FORCE BASE	37
20	CA-TRAVIS AIR FORCE BASE	34



Consumer Sentinel Network Military Complaints by Top Category¹ *January 1 – December 31, 2011*

Rank	Category Description	Complaint	
		Count	Percentages ¹
1	Identity Theft	4,976	27%
2	Debt Collection	2,702	14%
3	Prizes, Sweepstakes and Lotteries	1,494	8%
4	Mortgage Foreclosure Relief and Debt Management	1,396	7%
5	Impostor Scams	792	4%
6	Credit Bureaus, Information Furnishers and Report Users	691	4%
7	Foreign Money Offers and Counterfeit Check Scams	462	2%
8	Banks and Lenders	433	2%
9	Internet Services	414	2%
10	Auto Related Complaints	412	2%
11	Telephone and Mobile Services	384	2%
12	Business Opportunities, Employment Agencies and Work-at-Home Plans	253	1%
13	Shop-at-Home and Catalog Sales	233	1%
14	Grants	229	1%
15	Home Repair, Improvement and Products	229	1%
16	Health Care	211	1%
17	Credit Cards	203	1%
18	Travel, Vacations and Timeshare Plans	180	1%
19	Television and Electronic Media	164	1%
20	Computer Equipment and Software	131	1%

¹Percentages are based on the total number of CSN Military complaints (**18,644**) received between January 1 and December 31, 2011. Thirteen percent of these complaints were coded in the Other category.

Top Categories for Complaints from Enlisted Military Consumers

January 1 – December 31, 2011

Rank	Category Description	Complaint	
		Count	Percentages ²
1	Identity Theft	1,967	31%
2	Debt Collection	1,100	17%
3	Prizes, Sweepstakes and Lotteries	332	5%
4	Credit Bureaus, Information Furnishers and Report Users	320	5%
5	Mortgage Foreclosure Relief and Debt Management	308	5%
6	Auto Related Complaints	177	3%
7	Internet Services	173	3%
8	Impostor Scams	171	3%
9	Banks and Lenders	164	3%
10	Foreign Money Offers and Counterfeit Check Scams	134	2%

²Percentages are based on the total number of CSN complaints (**6,411**) from military consumers reporting an enlisted rank received between January 1 and December 31, 2011. Twelve percent of these complaints were coded in the Other category.

Top Categories for Complaints from Officer Military Consumers

January 1 – December 31, 2011

Rank	Category Description	Complaint	
		Count	Percentages ³
1	Identity Theft	390	30%
2	Debt Collection	186	14%
3	Internet Services	55	4%
4	Mortgage Foreclosure Relief and Debt Management	48	4%
5	Credit Bureaus, Information Furnishers and Report Users	45	4%
6	Auto Related Complaints	41	3%
7	Prizes, Sweepstakes and Lotteries	38	3%
8	Banks and Lenders	33	3%
9	Telephone and Mobile Services	27	2%
10	Travel, Vacations and Timeshare Plans	24	2%

³Percentages are based on the total number of CSN complaints (**1,283**) from military consumers reporting an officer rank received between January 1 and December 31, 2011. Fourteen percent of these complaints were coded in the Other category.

Consumer Sentinel Network - Military

Identity Theft Complaints

How Victims' Information is Misused

January 1 – December 31, 2011

Identity Theft Types / Theft Subtypes	Complaints Percentages ¹	
Credit Card Fraud	972	20%
New Accounts	827	16.6%
Existing Account	490	9.8%
Government Documents or Benefits Fraud	949	19%
Tax or Wage Related Fraud	777	15.6%
Government Benefits Applied For / Received	112	2.3%
Other Government Documents Issued / Forged	65	1.3%
Driver's License Issued or Forged	39	0.8%
Phone or Utilities Fraud	749	15%
Utilities - New Accounts	557	11.2%
Wireless - New Accounts	199	4.0%
Telephone - New Accounts	79	1.6%
Unauthorized Charges to Existing Accounts	29	0.6%
Bank Fraud	537	11%
Electronic Fund Transfer	294	5.9%
New Accounts	164	3.3%
Existing Accounts	158	3.2%
Employment	262	5%
Employment-Related Fraud	262	5%
Loan Fraud	194	4%
Business / Personal / Student Loan	108	2.2%
Auto Loan / Lease	66	1.3%
Real Estate Loan	52	1.0%
Other Identity Theft	1,166	23%
Uncertain	403	8.1%
Data Breach	323	6.5%
Miscellaneous	187	3.8%
Medical	109	2.2%
Internet or E-Mail	103	2.1%
Evading the Law	75	1.5%
Apartment or House Rented	57	1.1%
Insurance	19	0.4%
Magazines	15	0.3%
Property Rental Fraud	10	0.2%
Bankruptcy	8	0.2%
Child Support	6	0.1%
Securities / Other Investments	5	0.1%
Attempted Identity Theft	435	9%
Attempted Identity Theft	435	9%

¹Percentages are based on the total number of Consumer Sentinel Network (CSN) - Military identity theft complaints (4,976) received between January 1 and December 31, 2011. Note that 16% of CSN-Military identity theft complaints included more than one type of identity theft.



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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 23,246

Fraud and Other Complaints Count from Alabama Consumers = 19,304

Top 10 Fraud and Other Complaint Categories Reported by Alabama Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	2,723	14%
2	Prizes, Sweepstakes and Lotteries	1,700	9%
3	Impostor Scams	1,308	7%
4	Shop-at-Home and Catalog Sales	1,172	6%
5	Banks and Lenders	1,109	6%
6	Telephone and Mobile Services	1,011	5%
7	Auto Related Complaints	980	5%
8	Internet Services	785	4%
9	Advance-Fee Loans and Credit Protection/Repair	779	4%
10	Credit Cards	675	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Alabama consumers (19,304).

Identity Theft Complaints Count from Alabama Victims = 3,942

Identity Theft Types Reported by Alabama Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	1,404	36%
2	Phone or Utilities Fraud	439	11%
3	Credit Card Fraud	392	10%
4	Bank Fraud	272	7%
5	Employment-Related Fraud	195	5%
6	Loan Fraud	115	3%
	Other	1,025	26%
	Attempted Identity Theft	181	5%

¹Percentages are based on the 3,942 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 3,446

Fraud and Other Complaints Count from Alaska Consumers = 3,130

Top 10 Fraud and Other Complaint Categories Reported by Alaska Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	307	10%
2	Prizes, Sweepstakes and Lotteries	281	9%
3	Advance-Fee Loans and Credit Protection/Repair	254	8%
4	Impostor Scams	252	8%
5	Shop-at-Home and Catalog Sales	221	7%
6	Internet Services	188	6%
7	Banks and Lenders	141	5%
8	Credit Cards	135	4%
9	Foreign Money Offers and Counterfeit Check Scams	127	4%
10	Auto Related Complaints	123	4%

¹Percentages are based on the total number of CSN fraud and other complaints from Alaska consumers (3,130).

Identity Theft Complaints Count from Alaska Victims = 316

Identity Theft Types Reported by Alaska Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Credit Card Fraud	54	17%
2	Government Documents or Benefits Fraud	44	14%
3	Phone or Utilities Fraud	39	12%
4	Bank Fraud	26	8%
5	Employment-Related Fraud	24	8%
6	Loan Fraud	16	5%
	Other	100	32%
	Attempted Identity Theft	16	5%

¹Percentages are based on the 316 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 38,491

Fraud and Other Complaints Count from Arizona Consumers = 32,195

Top 10 Fraud and Other Complaint Categories Reported by Arizona Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	4,128	13%
2	Prizes, Sweepstakes and Lotteries	2,157	7%
3	Banks and Lenders	1,872	6%
4	Auto Related Complaints	1,866	6%
5	Impostor Scams	1,717	5%
6	Internet Services	1,710	5%
7	Shop-at-Home and Catalog Sales	1,704	5%
8	Telephone and Mobile Services	1,414	4%
9	Foreign Money Offers and Counterfeit Check Scams	972	3%
10	Credit Bureaus, Information Furnishers and Report Users	880	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Arizona consumers (32,195).

Identity Theft Complaints Count from Arizona Victims = 6,296

Identity Theft Types Reported by Arizona Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Employment-Related Fraud	1,555	25%
2	Government Documents or Benefits Fraud	1,113	18%
3	Phone or Utilities Fraud	749	12%
4	Credit Card Fraud	704	11%
5	Bank Fraud	492	8%
6	Loan Fraud	193	3%
	Other	1,437	23%
	Attempted Identity Theft	355	6%

¹Percentages are based on the 6,296 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 12,176

Fraud and Other Complaints Count from Arkansas Consumers = 10,314

Top 10 Fraud and Other Complaint Categories Reported by Arkansas Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	1,202	12%
2	Impostor Scams	726	7%
3	Shop-at-Home and Catalog Sales	668	6%
4	Prizes, Sweepstakes and Lotteries	644	6%
5	Auto Related Complaints	497	5%
6	Foreign Money Offers and Counterfeit Check Scams	490	5%
7	Internet Services	444	4%
8	Telephone and Mobile Services	436	4%
9	Banks and Lenders	429	4%
10	Mortgage Foreclosure Relief and Debt Management	345	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Arkansas consumers (10,314).

Identity Theft Complaints Count from Arkansas Victims = 1,862

Identity Theft Types Reported by Arkansas Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	388	21%
2	Phone or Utilities Fraud	316	17%
3	Credit Card Fraud	220	12%
4	Bank Fraud	146	8%
5	Employment-Related Fraud	146	8%
6	Loan Fraud	63	3%
	Other	491	26%
	Attempted Identity Theft	118	6%

¹Percentages are based on the 1,862 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 194,593

Fraud and Other Complaints Count from California Consumers = 155,986

Top 10 Fraud and Other Complaint Categories Reported by California Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	21,479	14%
2	Banks and Lenders	9,892	6%
3	Shop-at-Home and Catalog Sales	9,720	6%
4	Internet Services	9,383	6%
5	Impostor Scams	8,631	6%
6	Prizes, Sweepstakes and Lotteries	8,008	5%
7	Telephone and Mobile Services	5,882	4%
8	Foreign Money Offers and Counterfeit Check Scams	5,430	3%
9	Auto Related Complaints	4,876	3%
10	Mortgage Foreclosure Relief and Debt Management	4,559	3%

¹Percentages are based on the total number of CSN fraud and other complaints from California consumers (155,986).

Identity Theft Complaints Count from California Victims = 38,607

Identity Theft Types Reported by California Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	7,774	20%
2	Credit Card Fraud	6,377	17%
3	Phone or Utilities Fraud	5,004	13%
4	Employment-Related Fraud	4,488	12%
5	Bank Fraud	3,591	9%
6	Loan Fraud	1,154	3%
	Other	9,367	24%
	Attempted Identity Theft	2,622	7%

¹Percentages are based on the 38,607 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 33,010

Fraud and Other Complaints Count from Colorado Consumers = 28,854

Top 10 Fraud and Other Complaint Categories Reported by Colorado Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	3,210	11%
2	Internet Services	1,966	7%
3	Shop-at-Home and Catalog Sales	1,928	7%
4	Impostor Scams	1,881	7%
5	Banks and Lenders	1,705	6%
6	Auto Related Complaints	1,456	5%
7	Prizes, Sweepstakes and Lotteries	1,327	5%
8	Telephone and Mobile Services	1,176	4%
9	Advance-Fee Loans and Credit Protection/Repair	1,021	4%
10	Credit Cards	931	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Colorado consumers (28,854).

Identity Theft Complaints Count from Colorado Victims = 4,156

Identity Theft Types Reported by Colorado Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Employment-Related Fraud	749	18%
2	Government Documents or Benefits Fraud	661	16%
3	Credit Card Fraud	549	13%
4	Phone or Utilities Fraud	492	12%
5	Bank Fraud	338	8%
6	Loan Fraud	94	2%
	Other	1,038	25%
	Attempted Identity Theft	331	8%

¹Percentages are based on the 4,156 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 16,860

Fraud and Other Complaints Count from Connecticut Consumers = 14,447

Top 10 Fraud and Other Complaint Categories Reported by Connecticut Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	1,544	11%
2	Auto Related Complaints	1,006	7%
3	Shop-at-Home and Catalog Sales	957	7%
4	Banks and Lenders	839	6%
5	Impostor Scams	773	5%
6	Internet Services	765	5%
7	Prizes, Sweepstakes and Lotteries	762	5%
8	Mortgage Foreclosure Relief and Debt Management	564	4%
9	Foreign Money Offers and Counterfeit Check Scams	522	4%
10	Telephone and Mobile Services	474	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Connecticut consumers (14,447).

Identity Theft Complaints Count from Connecticut Victims = 2,413

Identity Theft Types Reported by Connecticut Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	481	20%
2	Credit Card Fraud	419	17%
3	Phone or Utilities Fraud	313	13%
4	Bank Fraud	211	9%
5	Employment-Related Fraud	164	7%
6	Loan Fraud	63	3%
	Other	599	25%
	Attempted Identity Theft	216	9%

¹Percentages are based on the 2,413 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 5,708

Fraud and Other Complaints Count from Delaware Consumers = 4,958

Top 10 Fraud and Other Complaint Categories Reported by Delaware Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	808	16%
2	Banks and Lenders	351	7%
3	Prizes, Sweepstakes and Lotteries	280	6%
4	Auto Related Complaints	279	6%
5	Shop-at-Home and Catalog Sales	232	5%
6	Internet Services	210	4%
7	Impostor Scams	206	4%
8	Telephone and Mobile Services	206	4%
9	Mortgage Foreclosure Relief and Debt Management	180	4%
10	Credit Bureaus, Information Furnishers and Report Users	147	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Delaware consumers (4,958).

Identity Theft Complaints Count from Delaware Victims = 750

Identity Theft Types Reported by Delaware Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Phone or Utilities Fraud	158	21%
2	Government Documents or Benefits Fraud	134	18%
3	Credit Card Fraud	113	15%
4	Bank Fraud	57	8%
5	Employment-Related Fraud	45	6%
6	Loan Fraud	34	5%
	Other	183	24%
	Attempted Identity Theft	54	7%

¹Percentages are based on the 750 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 5,735

Fraud and Other Complaints Count from District of Columbia Consumers = 4,736

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

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	602	13%
2	Prizes, Sweepstakes and Lotteries	474	10%
3	Internet Services	300	6%
4	Banks and Lenders	284	6%
5	Shop-at-Home and Catalog Sales	241	5%
6	Impostor Scams	223	5%
7	Telephone and Mobile Services	193	4%
8	Auto Related Complaints	181	4%
9	Credit Cards	133	3%
10	Credit Bureaus, Information Furnishers and Report Users	118	2%

¹Percentages are based on the total number of CSN fraud and other complaints from District of Columbia consumers (4,736).

Identity Theft Complaints Count from District of Columbia Victims = 999

Identity Theft Types Reported by District of Columbia Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	259	26%
2	Credit Card Fraud	143	14%
3	Bank Fraud	104	10%
4	Phone or Utilities Fraud	90	9%
5	Loan Fraud	44	4%
6	Employment-Related Fraud	39	4%
	Other	260	26%
	Attempted Identity Theft	63	6%

¹Percentages are based on the 999 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 130,449

Fraud and Other Complaints Count from Florida Consumers = 96,854

Top 10 Fraud and Other Complaint Categories Reported by Florida Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	12,954	13%
2	Banks and Lenders	6,225	6%
3	Shop-at-Home and Catalog Sales	5,737	6%
4	Prizes, Sweepstakes and Lotteries	5,533	6%
5	Impostor Scams	5,480	6%
6	Auto Related Complaints	5,349	6%
7	Internet Services	4,937	5%
8	Telephone and Mobile Services	4,316	4%
9	Foreign Money Offers and Counterfeit Check Scams	3,094	3%
10	Advance-Fee Loans and Credit Protection/Repair	2,762	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Florida consumers (96,854).

Identity Theft Complaints Count from Florida Victims = 33,595

Identity Theft Types Reported by Florida Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	17,105	51%
2	Credit Card Fraud	3,412	10%
3	Bank Fraud	2,638	8%
4	Phone or Utilities Fraud	2,383	7%
5	Employment-Related Fraud	1,390	4%
6	Loan Fraud	587	2%
	Other	5,576	17%
	Attempted Identity Theft	1,983	6%

¹Percentages are based on the 33,595 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 55,020

Fraud and Other Complaints Count from Georgia Consumers = 43,395

Top 10 Fraud and Other Complaint Categories Reported by Georgia Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	5,681	13%
2	Banks and Lenders	3,801	9%
3	Auto Related Complaints	2,853	7%
4	Shop-at-Home and Catalog Sales	2,513	6%
5	Prizes, Sweepstakes and Lotteries	2,476	6%
6	Telephone and Mobile Services	2,006	5%
7	Internet Services	1,951	4%
8	Impostor Scams	1,783	4%
9	Television and Electronic Media	1,285	3%
10	Business Opportunities, Employment Agencies and Work-at-Home Plans	1,263	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Georgia consumers (43,395).

Identity Theft Complaints Count from Georgia Victims = 11,625

Identity Theft Types Reported by Georgia Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	5,311	46%
2	Credit Card Fraud	1,163	10%
3	Phone or Utilities Fraud	1,143	10%
4	Bank Fraud	803	7%
5	Employment-Related Fraud	561	5%
6	Loan Fraud	325	3%
	Other	2,245	19%
	Attempted Identity Theft	588	5%

¹Percentages are based on the 11,625 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 6,278

Fraud and Other Complaints Count from Hawaii Consumers = 5,695

Top 10 Fraud and Other Complaint Categories Reported by Hawaii Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	586	10%
2	Prizes, Sweepstakes and Lotteries	377	7%
3	Internet Services	375	7%
4	Shop-at-Home and Catalog Sales	355	6%
5	Banks and Lenders	319	6%
6	Auto Related Complaints	243	4%
7	Impostor Scams	237	4%
8	Telephone and Mobile Services	227	4%
9	Internet Auction	223	4%
10	Foreign Money Offers and Counterfeit Check Scams	193	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Hawaii consumers (5,695).

Identity Theft Complaints Count from Hawaii Victims = 583

Identity Theft Types Reported by Hawaii Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Credit Card Fraud	106	18%
2	Bank Fraud	82	14%
3	Government Documents or Benefits Fraud	63	11%
4	Phone or Utilities Fraud	42	7%
5	Loan Fraud	19	3%
6	Employment-Related Fraud	14	2%
	Other	206	35%
	Attempted Identity Theft	51	9%

¹Percentages are based on the 583 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 7,448

Fraud and Other Complaints Count from Idaho Consumers = 6,790

Top 10 Fraud and Other Complaint Categories Reported by Idaho Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	819	12%
2	Prizes, Sweepstakes and Lotteries	513	8%
3	Shop-at-Home and Catalog Sales	414	6%
4	Internet Services	372	5%
5	Banks and Lenders	334	5%
6	Impostor Scams	331	5%
7	Auto Related Complaints	322	5%
8	Foreign Money Offers and Counterfeit Check Scams	293	4%
9	Telephone and Mobile Services	279	4%
10	Mortgage Foreclosure Relief and Debt Management	254	4%

¹Percentages are based on the total number of CSN fraud and other complaints from Idaho consumers (6,790).

Identity Theft Complaints Count from Idaho Victims = 658

Identity Theft Types Reported by Idaho Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	99	15%
2	Phone or Utilities Fraud	96	15%
3	Employment-Related Fraud	85	13%
4	Credit Card Fraud	79	12%
5	Bank Fraud	48	7%
6	Loan Fraud	19	3%
	Other	181	28%
	Attempted Identity Theft	55	8%

¹Percentages are based on the 658 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 62,639

Fraud and Other Complaints Count from Illinois Consumers = 52,278

Top 10 Fraud and Other Complaint Categories Reported by Illinois Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	5,829	11%
2	Banks and Lenders	3,770	7%
3	Shop-at-Home and Catalog Sales	3,442	7%
4	Prizes, Sweepstakes and Lotteries	3,265	6%
5	Telephone and Mobile Services	3,211	6%
6	Auto Related Complaints	2,788	5%
7	Internet Services	2,614	5%
8	Impostor Scams	2,165	4%
9	Television and Electronic Media	1,767	3%
10	Foreign Money Offers and Counterfeit Check Scams	1,352	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Illinois consumers (52,278).

Identity Theft Complaints Count from Illinois Victims = 10,361

Identity Theft Types Reported by Illinois Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	2,644	26%
2	Phone or Utilities Fraud	1,598	15%
3	Credit Card Fraud	1,532	15%
4	Bank Fraud	998	10%
5	Employment-Related Fraud	791	8%
6	Loan Fraud	381	4%
	Other	2,176	21%
	Attempted Identity Theft	742	7%

¹Percentages are based on the 10,361 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 28,851

Fraud and Other Complaints Count from Indiana Consumers = 25,296

Top 10 Fraud and Other Complaint Categories Reported by Indiana Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	3,027	12%
2	Prizes, Sweepstakes and Lotteries	1,987	8%
3	Shop-at-Home and Catalog Sales	1,558	6%
4	Impostor Scams	1,488	6%
5	Banks and Lenders	1,449	6%
6	Auto Related Complaints	1,395	6%
7	Internet Services	1,248	5%
8	Telephone and Mobile Services	1,011	4%
9	Foreign Money Offers and Counterfeit Check Scams	931	4%
10	Advance-Fee Loans and Credit Protection/Repair	809	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Indiana consumers (25,296).

Identity Theft Complaints Count from Indiana Victims = 3,555

Identity Theft Types Reported by Indiana Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	728	20%
2	Phone or Utilities Fraud	581	16%
3	Credit Card Fraud	453	13%
4	Bank Fraud	322	9%
5	Employment-Related Fraud	251	7%
6	Loan Fraud	118	3%
	Other	907	26%
	Attempted Identity Theft	279	8%

¹Percentages are based on the 3,555 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 10,819

Fraud and Other Complaints Count from Iowa Consumers = 9,611

Top 10 Fraud and Other Complaint Categories Reported by Iowa Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	1,101	11%
2	Shop-at-Home and Catalog Sales	768	8%
3	Prizes, Sweepstakes and Lotteries	533	6%
4	Banks and Lenders	471	5%
5	Impostor Scams	452	5%
6	Internet Services	443	5%
7	Auto Related Complaints	415	4%
8	Telephone and Mobile Services	349	4%
9	Television and Electronic Media	336	3%
10	Advance-Fee Loans and Credit Protection/Repair	306	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Iowa consumers (9,611).

Identity Theft Complaints Count from Iowa Victims = 1,208

Identity Theft Types Reported by Iowa Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Credit Card Fraud	215	18%
2	Government Documents or Benefits Fraud	205	17%
3	Phone or Utilities Fraud	187	15%
4	Bank Fraud	111	9%
5	Employment-Related Fraud	80	7%
6	Loan Fraud	34	3%
	Other	282	23%
	Attempted Identity Theft	98	8%

¹Percentages are based on the 1,208 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 13,139

Fraud and Other Complaints Count from Kansas Consumers = 11,225

Top 10 Fraud and Other Complaint Categories Reported by Kansas Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	1,571	14%
2	Shop-at-Home and Catalog Sales	741	7%
3	Prizes, Sweepstakes and Lotteries	623	6%
4	Auto Related Complaints	567	5%
5	Impostor Scams	538	5%
6	Telephone and Mobile Services	521	5%
7	Banks and Lenders	507	5%
8	Internet Services	461	4%
9	Foreign Money Offers and Counterfeit Check Scams	435	4%
10	Mortgage Foreclosure Relief and Debt Management	356	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Kansas consumers (11,225).

Identity Theft Complaints Count from Kansas Victims = 1,914

Identity Theft Types Reported by Kansas Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Bank Fraud	269	14%
2	Government Documents or Benefits Fraud	256	13%
3	Phone or Utilities Fraud	246	13%
4	Credit Card Fraud	234	12%
5	Employment-Related Fraud	149	8%
6	Loan Fraud	42	2%
	Other	618	32%
	Attempted Identity Theft	137	7%

¹Percentages are based on the 1,914 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 17,944

Fraud and Other Complaints Count from Kentucky Consumers = 16,053

Top 10 Fraud and Other Complaint Categories Reported by Kentucky Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	2,160	13%
2	Auto Related Complaints	1,116	7%
3	Prizes, Sweepstakes and Lotteries	1,047	7%
4	Shop-at-Home and Catalog Sales	1,007	6%
5	Banks and Lenders	977	6%
6	Telephone and Mobile Services	927	6%
7	Impostor Scams	841	5%
8	Internet Services	680	4%
9	Health Care	569	4%
10	Advance-Fee Loans and Credit Protection/Repair	484	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Kentucky consumers (16,053).

Identity Theft Complaints Count from Kentucky Victims = 1,891

Identity Theft Types Reported by Kentucky Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	379	20%
2	Credit Card Fraud	297	16%
3	Phone or Utilities Fraud	258	14%
4	Bank Fraud	170	9%
5	Employment-Related Fraud	88	5%
6	Loan Fraud	60	3%
	Other	505	27%
	Attempted Identity Theft	134	7%

¹Percentages are based on the 1,891 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 20,934

Fraud and Other Complaints Count from Louisiana Consumers = 18,000

Top 10 Fraud and Other Complaint Categories Reported by Louisiana Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	2,612	15%
2	Prizes, Sweepstakes and Lotteries	1,627	9%
3	Shop-at-Home and Catalog Sales	1,224	7%
4	Banks and Lenders	1,008	6%
5	Auto Related Complaints	833	5%
6	Impostor Scams	767	4%
7	Telephone and Mobile Services	735	4%
8	Internet Services	700	4%
9	Advance-Fee Loans and Credit Protection/Repair	664	4%
10	Mortgage Foreclosure Relief and Debt Management	611	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Louisiana consumers (18,000).

Identity Theft Complaints Count from Louisiana Victims = 2,934

Identity Theft Types Reported by Louisiana Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	982	33%
2	Phone or Utilities Fraud	379	13%
3	Credit Card Fraud	341	12%
4	Bank Fraud	243	8%
5	Employment-Related Fraud	180	6%
6	Loan Fraud	122	4%
	Other	579	20%
	Attempted Identity Theft	169	6%

¹Percentages are based on the 2,934 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 5,092

Fraud and Other Complaints Count from Maine Consumers = 4,589

Top 10 Fraud and Other Complaint Categories Reported by Maine Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	502	11%
2	Prizes, Sweepstakes and Lotteries	342	7%
3	Shop-at-Home and Catalog Sales	311	7%
4	Internet Services	258	6%
5	Impostor Scams	255	6%
6	Banks and Lenders	238	5%
7	Telephone and Mobile Services	196	4%
8	Auto Related Complaints	187	4%
9	Foreign Money Offers and Counterfeit Check Scams	185	4%
10	Mortgage Foreclosure Relief and Debt Management	171	4%

¹Percentages are based on the total number of CSN fraud and other complaints from Maine consumers (4,589).

Identity Theft Complaints Count from Maine Victims = 503

Identity Theft Types Reported by Maine Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Phone or Utilities Fraud	80	16%
2	Credit Card Fraud	77	15%
3	Government Documents or Benefits Fraud	77	15%
4	Bank Fraud	46	9%
5	Employment-Related Fraud	21	4%
6	Loan Fraud	20	4%
	Other	139	28%
	Attempted Identity Theft	45	9%

¹Percentages are based on the 503 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 36,561

Fraud and Other Complaints Count from Maryland Consumers = 31,581

Top 10 Fraud and Other Complaint Categories Reported by Maryland Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	4,044	13%
2	Banks and Lenders	2,161	7%
3	Shop-at-Home and Catalog Sales	1,887	6%
4	Auto Related Complaints	1,760	6%
5	Prizes, Sweepstakes and Lotteries	1,672	5%
6	Internet Services	1,614	5%
7	Impostor Scams	1,467	5%
8	Telephone and Mobile Services	1,413	4%
9	Credit Cards	1,287	4%
10	Mortgage Foreclosure Relief and Debt Management	990	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Maryland consumers (31,581).

Identity Theft Complaints Count from Maryland Victims = 4,980

Identity Theft Types Reported by Maryland Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	911	18%
2	Credit Card Fraud	891	18%
3	Phone or Utilities Fraud	603	12%
4	Bank Fraud	530	11%
5	Employment-Related Fraud	306	6%
6	Loan Fraud	163	3%
	Other	1,259	25%
	Attempted Identity Theft	446	9%

¹Percentages are based on the 4,980 victims reporting from Maryland. Note that CSN identity theft complaints may be coded under multiple theft types.



MASSACHUSETTS
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 30,373

Fraud and Other Complaints Count from Massachusetts Consumers = 26,245

Top 10 Fraud and Other Complaint Categories Reported by Massachusetts Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	2,482	9%
2	Shop-at-Home and Catalog Sales	1,810	7%
3	Prizes, Sweepstakes and Lotteries	1,647	6%
4	Banks and Lenders	1,516	6%
5	Auto Related Complaints	1,441	5%
6	Internet Services	1,336	5%
7	Mortgage Foreclosure Relief and Debt Management	1,281	5%
8	Telephone and Mobile Services	1,165	4%
9	Impostor Scams	1,101	4%
10	Credit Cards	857	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Massachusetts consumers (26,245).

Identity Theft Complaints Count from Massachusetts Victims = 4,128

Identity Theft Types Reported by Massachusetts Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Credit Card Fraud	703	17%
2	Government Documents or Benefits Fraud	694	17%
3	Phone or Utilities Fraud	618	15%
4	Bank Fraud	358	9%
5	Employment-Related Fraud	274	7%
6	Loan Fraud	120	3%
	Other	1,079	26%
	Attempted Identity Theft	351	9%

¹Percentages are based on the 4,128 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 45,126

Fraud and Other Complaints Count from Michigan Consumers = 37,007

Top 10 Fraud and Other Complaint Categories Reported by Michigan Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	4,488	12%
2	Shop-at-Home and Catalog Sales	3,195	9%
3	Prizes, Sweepstakes and Lotteries	2,852	8%
4	Banks and Lenders	2,325	6%
5	Telephone and Mobile Services	2,176	6%
6	Impostor Scams	2,048	6%
7	Internet Services	1,636	4%
8	Auto Related Complaints	1,494	4%
9	Mortgage Foreclosure Relief and Debt Management	1,227	3%
10	Foreign Money Offers and Counterfeit Check Scams	1,187	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Michigan consumers (37,007).

Identity Theft Complaints Count from Michigan Victims = 8,119

Identity Theft Types Reported by Michigan Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	2,634	32%
2	Phone or Utilities Fraud	1,250	15%
3	Credit Card Fraud	1,095	13%
4	Bank Fraud	557	7%
5	Employment-Related Fraud	439	5%
6	Loan Fraud	302	4%
	Other	1,552	19%
	Attempted Identity Theft	506	6%

¹Percentages are based on the 8,119 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 22,350

Fraud and Other Complaints Count from Minnesota Consumers = 19,679

Top 10 Fraud and Other Complaint Categories Reported by Minnesota Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	1,911	10%
2	Banks and Lenders	1,391	7%
3	Shop-at-Home and Catalog Sales	1,279	6%
4	Prizes, Sweepstakes and Lotteries	1,237	6%
5	Telephone and Mobile Services	1,096	6%
6	Internet Services	1,050	5%
7	Impostor Scams	1,023	5%
8	Auto Related Complaints	938	5%
9	Television and Electronic Media	741	4%
10	Health Care	667	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Minnesota consumers (19,679).

Identity Theft Complaints Count from Minnesota Victims = 2,671

Identity Theft Types Reported by Minnesota Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	451	17%
2	Credit Card Fraud	444	17%
3	Phone or Utilities Fraud	295	11%
4	Bank Fraud	272	10%
5	Employment-Related Fraud	203	8%
6	Loan Fraud	83	3%
	Other	715	27%
	Attempted Identity Theft	241	9%

¹Percentages are based on the 2,671 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 11,805

Fraud and Other Complaints Count from Mississippi Consumers = 9,595

Top 10 Fraud and Other Complaint Categories Reported by Mississippi Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	1,320	14%
2	Prizes, Sweepstakes and Lotteries	837	9%
3	Shop-at-Home and Catalog Sales	618	6%
4	Banks and Lenders	516	5%
5	Auto Related Complaints	494	5%
6	Telephone and Mobile Services	471	5%
7	Impostor Scams	438	5%
8	Internet Services	339	4%
9	Advance-Fee Loans and Credit Protection/Repair	325	3%
10	Television and Electronic Media	293	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Mississippi consumers (9,595).

Identity Theft Complaints Count from Mississippi Victims = 2,210

Identity Theft Types Reported by Mississippi Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	904	41%
2	Phone or Utilities Fraud	283	13%
3	Credit Card Fraud	202	9%
4	Bank Fraud	140	6%
5	Employment-Related Fraud	135	6%
6	Loan Fraud	79	4%
	Other	428	19%
	Attempted Identity Theft	97	4%

¹Percentages are based on the 2,210 victims reporting from Mississippi. Note that CSN identity theft complaints may be coded under multiple theft types.



MISSOURI
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 31,145

Fraud and Other Complaints Count from Missouri Consumers = 26,863

Top 10 Fraud and Other Complaint Categories Reported by Missouri Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	3,246	12%
2	Auto Related Complaints	2,182	8%
3	Banks and Lenders	1,867	7%
4	Shop-at-Home and Catalog Sales	1,585	6%
5	Telephone and Mobile Services	1,567	6%
6	Prizes, Sweepstakes and Lotteries	1,337	5%
7	Impostor Scams	1,217	5%
8	Television and Electronic Media	1,213	5%
9	Internet Services	1,208	4%
10	Foreign Money Offers and Counterfeit Check Scams	737	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Missouri consumers (26,863).

Identity Theft Complaints Count from Missouri Victims = 4,282

Identity Theft Types Reported by Missouri Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	655	15%
2	Phone or Utilities Fraud	583	14%
3	Bank Fraud	560	13%
4	Credit Card Fraud	489	11%
5	Employment-Related Fraud	222	5%
6	Loan Fraud	137	3%
	Other	1,368	32%
	Attempted Identity Theft	337	8%

¹Percentages are based on the 4,282 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 4,410

Fraud and Other Complaints Count from Montana Consumers = 4,020

Top 10 Fraud and Other Complaint Categories Reported by Montana Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	425	11%
2	Prizes, Sweepstakes and Lotteries	394	10%
3	Impostor Scams	284	7%
4	Shop-at-Home and Catalog Sales	281	7%
5	Internet Services	230	6%
6	Telephone and Mobile Services	170	4%
7	Foreign Money Offers and Counterfeit Check Scams	163	4%
8	Banks and Lenders	161	4%
9	Auto Related Complaints	134	3%
10	Internet Auction	117	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Montana consumers (4,020).

Identity Theft Complaints Count from Montana Victims = 390

Identity Theft Types Reported by Montana Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Credit Card Fraud	73	19%
2	Government Documents or Benefits Fraud	65	17%
3	Phone or Utilities Fraud	44	11%
4	Bank Fraud	39	10%
5	Employment-Related Fraud	13	3%
6	Loan Fraud	8	2%
	Other	120	31%
	Attempted Identity Theft	31	8%

¹Percentages are based on the 390 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 7,693

Fraud and Other Complaints Count from Nebraska Consumers = 6,824

Top 10 Fraud and Other Complaint Categories Reported by Nebraska Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	894	13%
2	Shop-at-Home and Catalog Sales	473	7%
3	Prizes, Sweepstakes and Lotteries	472	7%
4	Auto Related Complaints	437	6%
5	Banks and Lenders	378	6%
6	Internet Services	308	5%
7	Impostor Scams	288	4%
8	Telephone and Mobile Services	262	4%
9	Health Care	246	4%
10	Foreign Money Offers and Counterfeit Check Scams	206	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Nebraska consumers (6,824).

Identity Theft Complaints Count from Nebraska Victims = 869

Identity Theft Types Reported by Nebraska Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	144	17%
2	Credit Card Fraud	125	14%
3	Phone or Utilities Fraud	112	13%
4	Employment-Related Fraud	107	12%
5	Bank Fraud	70	8%
6	Loan Fraud	24	3%
	Other	209	24%
	Attempted Identity Theft	78	9%

¹Percentages are based on the 869 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 16,747

Fraud and Other Complaints Count from Nevada Consumers = 14,320

Top 10 Fraud and Other Complaint Categories Reported by Nevada Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	1,776	12%
2	Internet Services	850	6%
3	Banks and Lenders	849	6%
4	Impostor Scams	817	6%
5	Shop-at-Home and Catalog Sales	806	6%
6	Auto Related Complaints	784	5%
7	Prizes, Sweepstakes and Lotteries	623	4%
8	Telephone and Mobile Services	598	4%
9	Foreign Money Offers and Counterfeit Check Scams	436	3%
10	Advance-Fee Loans and Credit Protection/Repair	393	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Nevada consumers (14,320).

Identity Theft Complaints Count from Nevada Victims = 2,427

Identity Theft Types Reported by Nevada Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	542	22%
2	Credit Card Fraud	337	14%
3	Phone or Utilities Fraud	289	12%
4	Employment-Related Fraud	282	12%
5	Bank Fraud	213	9%
6	Loan Fraud	95	4%
	Other	732	30%
	Attempted Identity Theft	118	5%

¹Percentages are based on the 2,427 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 6,565

Fraud and Other Complaints Count from New Hampshire Consumers = 5,948

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

Rank	Top Categories	Complaints	Percentage¹
1	Debt Collection	767	13%
2	Shop-at-Home and Catalog Sales	393	7%
3	Banks and Lenders	376	6%
4	Auto Related Complaints	369	6%
5	Impostor Scams	355	6%
6	Prizes, Sweepstakes and Lotteries	346	6%
7	Internet Services	301	5%
8	Foreign Money Offers and Counterfeit Check Scams	208	3%
9	Telephone and Mobile Services	182	3%
10	Mortgage Foreclosure Relief and Debt Management	178	3%

¹Percentages are based on the total number of CSN fraud and other complaints from New Hampshire consumers (5,948).

Identity Theft Complaints Count from New Hampshire Victims = 617

Identity Theft Types Reported by New Hampshire Victims

Rank	Identity Theft Type	Complaints	Percentage¹
1	Government Documents or Benefits Fraud	127	21%
2	Credit Card Fraud	90	15%
3	Phone or Utilities Fraud	84	14%
4	Bank Fraud	61	10%
5	Employment-Related Fraud	19	3%
6	Loan Fraud	12	2%
	Other	171	28%
	Attempted Identity Theft	54	9%

¹Percentages are based on the 617 victims reporting from New Hampshire. Note that CSN identity theft complaints may be coded under multiple theft types.



NEW JERSEY
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 47,336

Fraud and Other Complaints Count from New Jersey Consumers = 39,737

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

Rank	Top Categories	Complaints	Percentage ¹
1	Advance-Fee Loans and Credit Protection/Repair	5,130	13%
2	Debt Collection	5,054	13%
3	Banks and Lenders	2,797	7%
4	Auto Related Complaints	2,698	7%
5	Shop-at-Home and Catalog Sales	2,353	6%
6	Internet Services	2,092	5%
7	Prizes, Sweepstakes and Lotteries	2,031	5%
8	Telephone and Mobile Services	1,980	5%
9	Impostor Scams	1,909	5%
10	Mortgage Foreclosure Relief and Debt Management	1,286	3%

¹Percentages are based on the total number of CSN fraud and other complaints from New Jersey consumers (39,737).

Identity Theft Complaints Count from New Jersey Victims = 7,599

Identity Theft Types Reported by New Jersey Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	1,916	25%
2	Credit Card Fraud	1,249	16%
3	Phone or Utilities Fraud	988	13%
4	Employment-Related Fraud	617	8%
5	Bank Fraud	611	8%
6	Loan Fraud	190	3%
	Other	1,705	22%
	Attempted Identity Theft	592	8%

¹Percentages are based on the 7,599 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 9,633

Fraud and Other Complaints Count from New Mexico Consumers = 8,023

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

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	1,081	13%
2	Prizes, Sweepstakes and Lotteries	601	7%
3	Shop-at-Home and Catalog Sales	540	7%
4	Impostor Scams	455	6%
5	Internet Services	408	5%
6	Credit Bureaus, Information Furnishers and Report Users	348	4%
7	Banks and Lenders	333	4%
8	Telephone and Mobile Services	303	4%
9	Advance-Fee Loans and Credit Protection/Repair	289	4%
10	Foreign Money Offers and Counterfeit Check Scams	276	3%

¹Percentages are based on the total number of CSN fraud and other complaints from New Mexico consumers (8,023).

Identity Theft Complaints Count from New Mexico Victims = 1,610

Identity Theft Types Reported by New Mexico Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	269	17%
2	Employment-Related Fraud	263	16%
3	Phone or Utilities Fraud	227	14%
4	Credit Card Fraud	203	13%
5	Bank Fraud	125	8%
6	Loan Fraud	47	3%
	Other	426	26%
	Attempted Identity Theft	92	6%

¹Percentages are based on the 1,610 victims reporting from New Mexico. Note that CSN identity theft complaints may be coded under multiple theft types.

NEW YORK
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 93,043

Fraud and Other Complaints Count from New York Consumers = 75,163

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

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	8,065	11%
2	Shop-at-Home and Catalog Sales	5,006	7%
3	Banks and Lenders	4,293	6%
4	Auto Related Complaints	4,200	6%
5	Telephone and Mobile Services	4,141	6%
6	Prizes, Sweepstakes and Lotteries	4,130	5%
7	Internet Services	4,114	5%
8	Impostor Scams	3,217	4%
9	Advance-Fee Loans and Credit Protection/Repair	2,894	4%
10	Foreign Money Offers and Counterfeit Check Scams	2,213	3%

¹Percentages are based on the total number of CSN fraud and other complaints from New York consumers (75,163).

Identity Theft Complaints Count from New York Victims = 17,880

Identity Theft Types Reported by New York Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	4,147	23%
2	Credit Card Fraud	3,514	20%
3	Phone or Utilities Fraud	2,322	13%
4	Bank Fraud	1,642	9%
5	Employment-Related Fraud	875	5%
6	Loan Fraud	453	3%
	Other	3,900	22%
	Attempted Identity Theft	1,530	9%

¹Percentages are based on the 17,880 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 44,350

Fraud and Other Complaints Count from North Carolina Consumers = 38,063

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

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	5,005	13%
2	Banks and Lenders	2,737	7%
3	Prizes, Sweepstakes and Lotteries	2,494	7%
4	Shop-at-Home and Catalog Sales	2,464	6%
5	Auto Related Complaints	2,343	6%
6	Impostor Scams	2,092	5%
7	Telephone and Mobile Services	1,969	5%
8	Internet Services	1,792	5%
9	Television and Electronic Media	1,263	3%
10	Foreign Money Offers and Counterfeit Check Scams	1,182	3%

¹Percentages are based on the total number of CSN fraud and other complaints from North Carolina consumers (38,063).

Identity Theft Complaints Count from North Carolina Victims = 6,287

Identity Theft Types Reported by North Carolina Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	1,325	21%
2	Phone or Utilities Fraud	1,051	17%
3	Credit Card Fraud	760	12%
4	Bank Fraud	487	8%
5	Employment-Related Fraud	453	7%
6	Loan Fraud	212	3%
	Other	1,599	25%
	Attempted Identity Theft	466	7%

¹Percentages are based on the 6,287 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 1,888

Fraud and Other Complaints Count from North Dakota Consumers = 1,732

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

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	205	12%
2	Shop-at-Home and Catalog Sales	165	10%
3	Prizes, Sweepstakes and Lotteries	149	9%
4	Internet Services	87	5%
5	Impostor Scams	79	5%
6	Internet Auction	67	4%
7	Telephone and Mobile Services	66	4%
8	Auto Related Complaints	64	4%
9	Foreign Money Offers and Counterfeit Check Scams	62	4%
10	Banks and Lenders	60	3%

¹Percentages are based on the total number of CSN fraud and other complaints from North Dakota consumers (1,732).

Identity Theft Complaints Count from North Dakota Victims = 156

Identity Theft Types Reported by North Dakota Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	38	24%
2	Phone or Utilities Fraud	22	14%
3	Credit Card Fraud	16	10%
4	Bank Fraud	14	9%
5	Employment-Related Fraud	10	6%
6	Loan Fraud	3	2%
	Other	42	27%
	Attempted Identity Theft	16	10%

¹Percentages are based on the 156 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 61,972

Fraud and Other Complaints Count from Ohio Consumers = 54,493

Top 10 Fraud and Other Complaint Categories Reported by Ohio Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Services	7,472	14%
2	Debt Collection	6,214	11%
3	Auto Related Complaints	3,560	7%
4	Banks and Lenders	3,276	6%
5	Prizes, Sweepstakes and Lotteries	3,147	6%
6	Shop-at-Home and Catalog Sales	2,871	5%
7	Health Care	2,588	5%
8	Telephone and Mobile Services	2,302	4%
9	Impostor Scams	2,264	4%
10	Television and Electronic Media	1,864	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Ohio consumers (54,493).

Identity Theft Complaints Count from Ohio Victims = 7,479

Identity Theft Types Reported by Ohio Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	1,726	23%
2	Phone or Utilities Fraud	1,529	20%
3	Credit Card Fraud	1,133	15%
4	Bank Fraud	588	8%
5	Employment-Related Fraud	300	4%
6	Loan Fraud	214	3%
	Other	1,642	22%
	Attempted Identity Theft	506	7%

¹Percentages are based on the 7,479 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 15,596

Fraud and Other Complaints Count from Oklahoma Consumers = 13,481

Top 10 Fraud and Other Complaint Categories Reported by Oklahoma Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	1,961	15%
2	Prizes, Sweepstakes and Lotteries	1,078	8%
3	Shop-at-Home and Catalog Sales	820	6%
4	Auto Related Complaints	773	6%
5	Telephone and Mobile Services	722	5%
6	Banks and Lenders	711	5%
7	Impostor Scams	711	5%
8	Internet Services	561	4%
9	Foreign Money Offers and Counterfeit Check Scams	422	3%
10	Advance-Fee Loans and Credit Protection/Repair	378	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Oklahoma consumers (13,481).

Identity Theft Complaints Count from Oklahoma Victims = 2,115

Identity Theft Types Reported by Oklahoma Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	369	17%
2	Phone or Utilities Fraud	338	16%
3	Credit Card Fraud	283	13%
4	Bank Fraud	218	10%
5	Employment-Related Fraud	199	9%
6	Loan Fraud	70	3%
	Other	532	25%
	Attempted Identity Theft	109	5%

¹Percentages are based on the 2,115 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 18,434

Fraud and Other Complaints Count from Oregon Consumers = 16,208

Top 10 Fraud and Other Complaint Categories Reported by Oregon Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	1,984	12%
2	Internet Services	1,109	7%
3	Shop-at-Home and Catalog Sales	1,102	7%
4	Impostor Scams	901	6%
5	Prizes, Sweepstakes and Lotteries	873	5%
6	Banks and Lenders	859	5%
7	Telephone and Mobile Services	787	5%
8	Auto Related Complaints	766	5%
9	Foreign Money Offers and Counterfeit Check Scams	670	4%
10	Mortgage Foreclosure Relief and Debt Management	560	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Oregon consumers (16,208).

Identity Theft Complaints Count from Oregon Victims = 2,226

Identity Theft Types Reported by Oregon Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Credit Card Fraud	330	15%
2	Government Documents or Benefits Fraud	317	14%
3	Phone or Utilities Fraud	236	11%
4	Bank Fraud	224	10%
5	Employment-Related Fraud	164	7%
6	Loan Fraud	58	3%
	Other	717	32%
	Attempted Identity Theft	196	9%

¹Percentages are based on the 2,226 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 64,088

Fraud and Other Complaints Count from Pennsylvania Consumers = 54,027

Top 10 Fraud and Other Complaint Categories Reported by Pennsylvania Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	6,805	13%
2	Prizes, Sweepstakes and Lotteries	4,179	8%
3	Shop-at-Home and Catalog Sales	3,529	7%
4	Banks and Lenders	3,187	6%
5	Auto Related Complaints	2,719	5%
6	Impostor Scams	2,628	5%
7	Internet Services	2,585	5%
8	Telephone and Mobile Services	2,295	4%
9	Foreign Money Offers and Counterfeit Check Scams	1,718	3%
10	Credit Cards	1,621	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Pennsylvania consumers (54,027).

Identity Theft Complaints Count from Pennsylvania Victims = 10,061

Identity Theft Types Reported by Pennsylvania Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	2,084	21%
2	Credit Card Fraud	1,750	17%
3	Phone or Utilities Fraud	1,679	17%
4	Bank Fraud	799	8%
5	Employment-Related Fraud	737	7%
6	Loan Fraud	266	3%
	Other	2,241	22%
	Attempted Identity Theft	787	8%

¹Percentages are based on the 10,061 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 4,618

Fraud and Other Complaints Count from Rhode Island Consumers = 4,004

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

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	532	13%
2	Prizes, Sweepstakes and Lotteries	249	6%
3	Shop-at-Home and Catalog Sales	242	6%
4	Banks and Lenders	204	5%
5	Auto Related Complaints	202	5%
6	Internet Services	192	5%
7	Mortgage Foreclosure Relief and Debt Management	189	5%
8	Telephone and Mobile Services	171	4%
9	Impostor Scams	161	4%
10	Foreign Money Offers and Counterfeit Check Scams	147	4%

¹Percentages are based on the total number of CSN fraud and other complaints from Rhode Island consumers (4,004).

Identity Theft Complaints Count from Rhode Island Victims = 614

Identity Theft Types Reported by Rhode Island Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	133	22%
2	Credit Card Fraud	98	16%
3	Phone or Utilities Fraud	78	13%
4	Employment-Related Fraud	46	7%
5	Bank Fraud	40	7%
6	Loan Fraud	20	3%
	Other	154	25%
	Attempted Identity Theft	53	9%

¹Percentages are based on the 614 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 22,888

Fraud and Other Complaints Count from South Carolina Consumers = 19,720

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

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	2,974	15%
2	Prizes, Sweepstakes and Lotteries	1,433	7%
3	Banks and Lenders	1,361	7%
4	Shop-at-Home and Catalog Sales	1,205	6%
5	Auto Related Complaints	999	5%
6	Impostor Scams	908	5%
7	Telephone and Mobile Services	840	4%
8	Internet Services	737	4%
9	Advance-Fee Loans and Credit Protection/Repair	647	3%
10	Foreign Money Offers and Counterfeit Check Scams	554	3%

¹Percentages are based on the total number of CSN fraud and other complaints from South Carolina consumers (19,720).

Identity Theft Complaints Count from South Carolina Victims = 3,168

Identity Theft Types Reported by South Carolina Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	764	24%
2	Phone or Utilities Fraud	461	15%
3	Credit Card Fraud	334	11%
4	Bank Fraud	248	8%
5	Employment-Related Fraud	205	6%
6	Loan Fraud	130	4%
	Other	829	26%
	Attempted Identity Theft	204	6%

¹Percentages are based on the 3,168 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 2,621

Fraud and Other Complaints Count from South Dakota Consumers = 2,415

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

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	384	16%
2	Shop-at-Home and Catalog Sales	189	8%
3	Prizes, Sweepstakes and Lotteries	165	7%
4	Banks and Lenders	133	6%
5	Internet Services	128	5%
6	Impostor Scams	116	5%
7	Telephone and Mobile Services	90	4%
8	Auto Related Complaints	79	3%
9	Internet Auction	78	3%
10	Foreign Money Offers and Counterfeit Check Scams	75	3%

¹Percentages are based on the total number of CSN fraud and other complaints from South Dakota consumers (2,415).

Identity Theft Complaints Count from South Dakota Victims = 206

Identity Theft Types Reported by South Dakota Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Credit Card Fraud	35	17%
2	Phone or Utilities Fraud	27	13%
3	Government Documents or Benefits Fraud	25	12%
4	Employment-Related Fraud	18	9%
5	Bank Fraud	15	7%
6	Loan Fraud	6	3%
	Other	61	30%
	Attempted Identity Theft	25	12%

¹Percentages are based on the 206 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 31,262

Fraud and Other Complaints Count from Tennessee Consumers = 26,987

Top 10 Fraud and Other Complaint Categories Reported by Tennessee Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	3,647	14%
2	Prizes, Sweepstakes and Lotteries	1,770	7%
3	Shop-at-Home and Catalog Sales	1,684	6%
4	Impostor Scams	1,664	6%
5	Banks and Lenders	1,647	6%
6	Auto Related Complaints	1,641	6%
7	Telephone and Mobile Services	1,282	5%
8	Internet Services	1,242	5%
9	Television and Electronic Media	911	3%
10	Advance-Fee Loans and Credit Protection/Repair	857	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Tennessee consumers (26,987).

Identity Theft Complaints Count from Tennessee Victims = 4,275

Identity Theft Types Reported by Tennessee Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	1,192	28%
2	Phone or Utilities Fraud	540	13%
3	Credit Card Fraud	525	12%
4	Bank Fraud	381	9%
5	Employment-Related Fraud	229	5%
6	Loan Fraud	148	3%
	Other	1,057	25%
	Attempted Identity Theft	294	7%

¹Percentages are based on the 4,275 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 126,269

Fraud and Other Complaints Count from Texas Consumers = 102,107

Top 10 Fraud and Other Complaint Categories Reported by Texas Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	15,767	15%
2	Banks and Lenders	6,202	6%
3	Shop-at-Home and Catalog Sales	6,137	6%
4	Auto Related Complaints	6,049	6%
5	Impostor Scams	5,285	5%
6	Prizes, Sweepstakes and Lotteries	4,901	5%
7	Internet Services	4,766	5%
8	Telephone and Mobile Services	4,557	4%
9	Foreign Money Offers and Counterfeit Check Scams	3,102	3%
10	Advance-Fee Loans and Credit Protection/Repair	3,023	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Texas consumers (102,107).

Identity Theft Complaints Count from Texas Victims = 24,162

Identity Theft Types Reported by Texas Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	5,709	24%
2	Employment-Related Fraud	3,566	15%
3	Phone or Utilities Fraud	3,142	13%
4	Credit Card Fraud	2,866	12%
5	Bank Fraud	2,331	10%
6	Loan Fraud	970	4%
	Other	5,460	23%
	Attempted Identity Theft	1,252	5%

¹Percentages are based on the 24,162 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 12,409

Fraud and Other Complaints Count from Utah Consumers = 10,895

Top 10 Fraud and Other Complaint Categories Reported by Utah Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	1,312	12%
2	Prizes, Sweepstakes and Lotteries	716	7%
3	Shop-at-Home and Catalog Sales	620	6%
4	Banks and Lenders	619	6%
5	Impostor Scams	556	5%
6	Internet Services	549	5%
7	Auto Related Complaints	546	5%
8	Telephone and Mobile Services	489	4%
9	Foreign Money Offers and Counterfeit Check Scams	430	4%
10	Credit Cards	381	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Utah consumers (10,895).

Identity Theft Complaints Count from Utah Victims = 1,514

Identity Theft Types Reported by Utah Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	216	14%
2	Credit Card Fraud	206	14%
3	Employment-Related Fraud	200	13%
4	Phone or Utilities Fraud	194	13%
5	Bank Fraud	141	9%
6	Loan Fraud	50	3%
	Other	390	26%
	Attempted Identity Theft	157	10%

¹Percentages are based on the 1,514 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 2,587

Fraud and Other Complaints Count from Vermont Consumers = 2,328

Top 10 Fraud and Other Complaint Categories Reported by Vermont Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	241	10%
2	Shop-at-Home and Catalog Sales	196	8%
3	Banks and Lenders	136	6%
4	Internet Services	131	6%
5	Prizes, Sweepstakes and Lotteries	122	5%
6	Auto Related Complaints	119	5%
7	Impostor Scams	119	5%
8	Advance-Fee Loans and Credit Protection/Repair	87	4%
9	Foreign Money Offers and Counterfeit Check Scams	81	3%
10	Telephone and Mobile Services	78	3%
11	Television and Electronic Media	78	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Vermont consumers (2,328).

Identity Theft Complaints Count from Vermont Victims = 259

Identity Theft Types Reported by Vermont Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Phone or Utilities Fraud	52	20%
2	Credit Card Fraud	38	15%
3	Government Documents or Benefits Fraud	37	14%
4	Bank Fraud	21	8%
5	Loan Fraud	6	2%
6	Employment-Related Fraud	4	2%
	Other	79	31%
	Attempted Identity Theft	27	10%

¹Percentages are based on the 259 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 47,581

Fraud and Other Complaints Count from Virginia Consumers = 42,165

Top 10 Fraud and Other Complaint Categories Reported by Virginia Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	5,644	13%
2	Shop-at-Home and Catalog Sales	2,540	6%
3	Banks and Lenders	2,537	6%
4	Prizes, Sweepstakes and Lotteries	2,314	5%
5	Auto Related Complaints	2,196	5%
6	Internet Services	2,062	5%
7	Impostor Scams	1,888	4%
8	Telephone and Mobile Services	1,687	4%
9	Credit Cards	1,677	4%
10	Foreign Money Offers and Counterfeit Check Scams	1,241	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Virginia consumers (42,165).

Identity Theft Complaints Count from Virginia Victims = 5,416

Identity Theft Types Reported by Virginia Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	926	17%
2	Phone or Utilities Fraud	901	17%
3	Credit Card Fraud	818	15%
4	Bank Fraud	492	9%
5	Employment-Related Fraud	270	5%
6	Loan Fraud	163	3%
	Other	1,487	27%
	Attempted Identity Theft	470	9%

¹Percentages are based on the 5,416 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 36,685

Fraud and Other Complaints Count from Washington Consumers = 31,832

Top 10 Fraud and Other Complaint Categories Reported by Washington Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	3,721	12%
2	Internet Services	2,101	7%
3	Prizes, Sweepstakes and Lotteries	2,037	6%
4	Shop-at-Home and Catalog Sales	1,914	6%
5	Banks and Lenders	1,846	6%
6	Impostor Scams	1,606	5%
7	Telephone and Mobile Services	1,599	5%
8	Auto Related Complaints	1,524	5%
9	Credit Cards	1,151	4%
10	Mortgage Foreclosure Relief and Debt Management	1,024	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Washington consumers (31,832).

Identity Theft Complaints Count from Washington Victims = 4,853

Identity Theft Types Reported by Washington Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Credit Card Fraud	847	17%
2	Phone or Utilities Fraud	663	14%
3	Bank Fraud	600	12%
4	Government Documents or Benefits Fraud	568	12%
5	Employment-Related Fraud	413	9%
6	Loan Fraud	122	3%
	Other	1,326	27%
	Attempted Identity Theft	439	9%

¹Percentages are based on the 4,853 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 6,718

Fraud and Other Complaints Count from West Virginia Consumers = 5,987

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

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	640	11%
2	Shop-at-Home and Catalog Sales	457	8%
3	Prizes, Sweepstakes and Lotteries	396	7%
4	Impostor Scams	375	6%
5	Internet Services	315	5%
6	Auto Related Complaints	282	5%
7	Credit Cards	238	4%
8	Banks and Lenders	224	4%
9	Mortgage Foreclosure Relief and Debt Management	211	4%
10	Advance-Fee Loans and Credit Protection/Repair	203	3%

¹Percentages are based on the total number of CSN fraud and other complaints from West Virginia consumers (5,987).

Identity Theft Complaints Count from West Virginia Victims = 731

Identity Theft Types Reported by West Virginia Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Phone or Utilities Fraud	127	17%
2	Government Documents or Benefits Fraud	110	15%
3	Credit Card Fraud	109	15%
4	Bank Fraud	63	9%
5	Employment-Related Fraud	32	4%
6	Loan Fraud	29	4%
	Other	232	32%
	Attempted Identity Theft	47	6%

¹Percentages are based on the 731 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 25,518

Fraud and Other Complaints Count from Wisconsin Consumers = 22,736

Top 10 Fraud and Other Complaint Categories Reported by Wisconsin Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	2,253	10%
2	Telephone and Mobile Services	1,786	8%
3	Shop-at-Home and Catalog Sales	1,472	6%
4	Prizes, Sweepstakes and Lotteries	1,426	6%
5	Banks and Lenders	1,350	6%
6	Impostor Scams	1,072	5%
7	Auto Related Complaints	1,057	5%
8	Internet Services	1,038	5%
9	Advance-Fee Loans and Credit Protection/Repair	732	3%
10	Foreign Money Offers and Counterfeit Check Scams	712	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Wisconsin consumers (22,736).

Identity Theft Complaints Count from Wisconsin Victims = 2,782

Identity Theft Types Reported by Wisconsin Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	653	23%
2	Credit Card Fraud	399	14%
3	Phone or Utilities Fraud	337	12%
4	Bank Fraud	235	8%
5	Employment-Related Fraud	196	7%
6	Loan Fraud	91	3%
	Other	662	24%
	Attempted Identity Theft	237	9%

¹Percentages are based on the 2,782 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, 2011

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 2,556

Fraud and Other Complaints Count from Wyoming Consumers = 2,276

Top 10 Fraud and Other Complaint Categories Reported by Wyoming Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	237	10%
2	Shop-at-Home and Catalog Sales	189	8%
3	Prizes, Sweepstakes and Lotteries	177	8%
4	Impostor Scams	161	7%
5	Internet Services	130	6%
6	Auto Related Complaints	117	5%
7	Banks and Lenders	108	5%
8	Foreign Money Offers and Counterfeit Check Scams	81	4%
9	Advance-Fee Loans and Credit Protection/Repair	70	3%
10	Credit Cards	66	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Wyoming consumers (2,276).

Identity Theft Complaints Count from Wyoming Victims = 280

Identity Theft Types Reported by Wyoming Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	55	20%
2	Phone or Utilities Fraud	47	17%
3	Credit Card Fraud	31	11%
4	Bank Fraud	25	9%
5	Employment-Related Fraud	23	8%
6	Loan Fraud	2	1%
	Other	88	31%
	Attempted Identity Theft	23	8%

¹Percentages are based on the 280 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, credit reports, and Spam, 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



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 broader reports that provide 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 the Consumer Sentinel Network. This access enables law enforcers to readily spot local identity theft problems and to coordinate with other law enforcement officers where the data reveals common schemes or perpetrators.

www.FTC.gov/idtheft



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 enhance consumer confidence in e-commerce. Through econsumer.gov, consumers can file cross-border consumer complaints online and learn about alternative ways to resolve them. All information is available in English, French, German, Japanese, Korean, Polish, and Spanish. Using the existing Consumer Sentinel Network, the incoming complaints are shared through the government Website with participating consumer protection law enforcers from 25 nations.

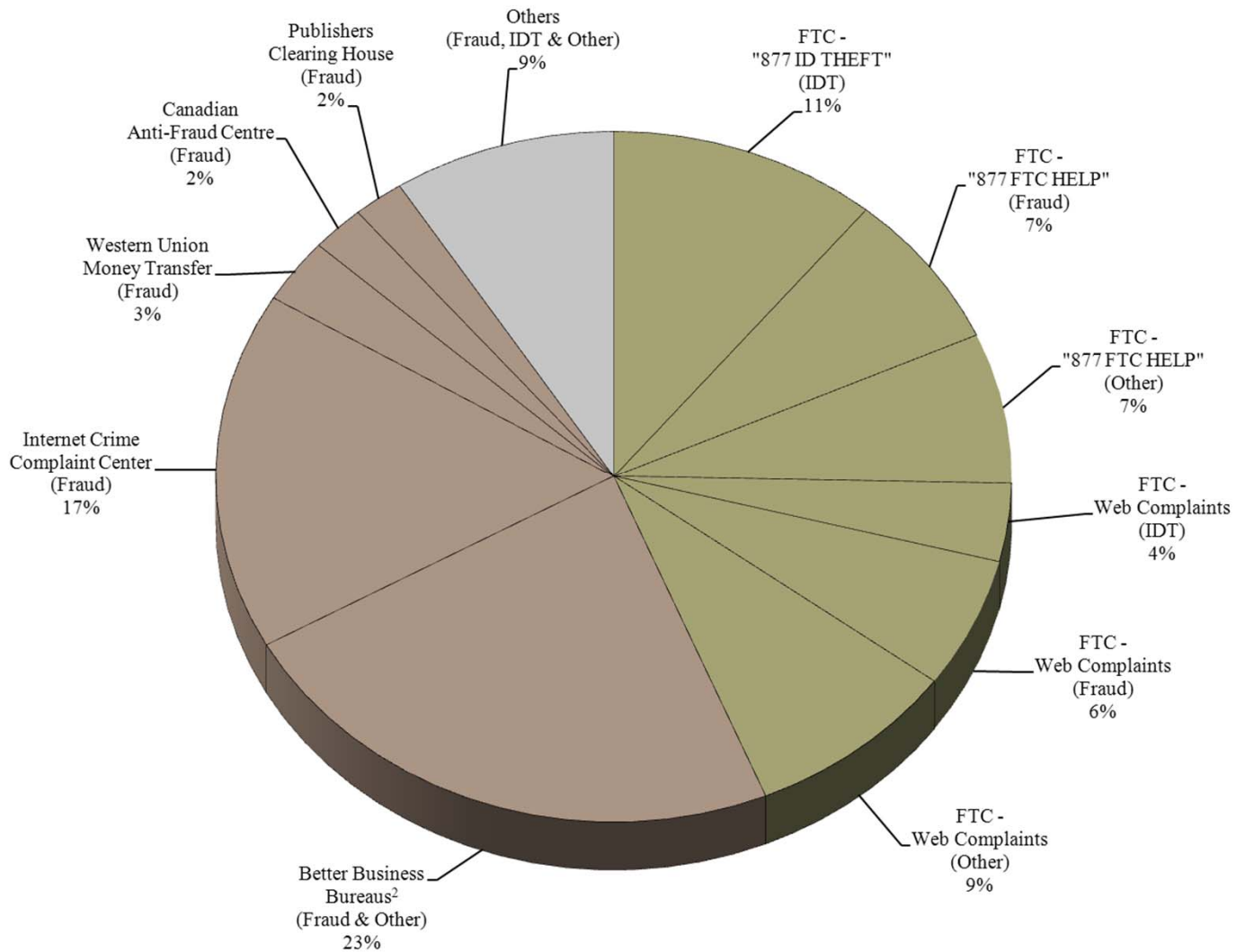
www.econsumer.gov



Consumer Sentinel/Military, 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. Consumer Sentinel/Military 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. This information is used by law enforcement agencies, members of the Judge Advocate General staff, and other Department of Defense personnel to help protect armed services members and their families from consumer protection-related problems.

www.FTC.gov/sentinel/military

Appendix A2: Consumer Sentinel Network Major Data Contributors¹ January 1 – December 31, 2011



¹Percentages are based on the total number of Consumer Sentinel Network complaints (1,813,080) received between January 1 and December 31, 2011. The type of complaints provided by the organization is indicated in parentheses.

²For 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 – December 31, 2011

Data Contributors	CY - 2009		CY - 2010		CY - 2011	
	Complaints	Percentages ¹	Complaints	Percentages ¹	Complaints	Percentages ¹
FTC - "877 ID THEFT"	216,370	15%	193,076	13%	197,074	11%
FTC - "877 FTC HELP" (Fraud)	138,884	10%	131,065	10%	132,169	7%
FTC - "877 FTC HELP" (Other)	147,854	11%	125,973	9%	127,181	7%
FTC - Web Complaints IDT	47,703	3%	46,468	3%	65,892	4%
FTC - Web Complaints Fraud	89,037	6%	97,317	7%	110,091	6%
FTC - Web Complaints Other	148,771	11%	164,413	11%	156,169	9%
Better Business Bureaus ²	146,538	10%	151,910	10%	416,520	23%
Internet Crime Complaint Center	300,060	21%	296,557	20%	302,381	17%
Western Union Money Transfer	0	0%	0	0%	54,657	3%
Canadian Anti-Fraud Centre	49,814	4%	49,005	3%	39,260	2%
Publisher's Clearing House	0	0%	34,541	2%	37,311	2%
Others	133,999	9%	170,043	12%	174,375	9%
<i>MoneyGram International</i>	8,940	1%	35,556	2%	25,838	1%
<i>PrivacyStar</i>	0	0%	10,582	1%	23,641	1%
<i>U.S. Postal Inspection Service</i>	33,714	2%	22,764	2%	23,533	1%
<i>Ohio Attorney General</i>	22,980	2%	24,624	2%	18,031	1%
<i>North Carolina Department of Justice</i>	18,375	1%	18,088	1%	16,760	1%
<i>Identity Theft Assistance Center</i>	14,271	1%	11,551	1%	16,149	1%
<i>Washington Attorney General</i>	0	0%	0	0%	11,154	1%
<i>Oregon, Department of Justice</i>	12,346	1%	11,592	1%	10,011	1%
<i>Lawyers' Committee for Civil Rights</i>	741	<1%	7,106	<1%	9,725	1%
<i>Michigan Attorney General</i>	137	<1%	11,393	1%	7,154	<1%
<i>National Consumer League</i>	11,629	1%	8,638	1%	6,964	<1%
<i>Tennessee Consumer Affairs Division</i>	3,048	<1%	3,318	<1%	2,384	<1%
<i>Idaho Attorney General</i>	2,980	<1%	2,114	<1%	1,175	<1%
<i>Minnesota Department of Public Safety</i>	3,405	<1%	1,424	<1%	680	<1%
<i>Mississippi Attorney General</i>	644	<1%	543	<1%	639	<1%
<i>Xerox Corporation</i>	683	<1%	488	<1%	348	<1%
<i>Catalog Choice</i>	26	<1%	194	<1%	45	<1%
<i>U.S. Department of Justice, Executive Office for Immigration Review</i>	0	0%	0	0%	34	<1%
<i>U.S. Department of the Treasury, Internal Revenue Service</i>	0	0%	0	0%	28	<1%
<i>Other Data Contributors</i>	80	<1%	68	<1%	82	<1%
Total Number of Complaints	1,419,030		1,460,368		1,813,080	

¹Percentages are based on the total number of CSN complaints: CY-2009 = 1,419,030; CY-2010 = 1,460,368; and CY-2011 = 1,813,080.

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

Appendix A4: Consumer Sentinel Network Better Business Bureau Data Contributors *January 1 – December 31, 2011*

Alabama, Birmingham	Kansas, Wichita	Ohio, Columbus
Alabama, Huntsville	Kentucky, Lexington	Ohio, Dayton
Alabama, Mobile	Kentucky, Louisville	Ohio, Lima
Alberta, Calgary (Canada)	Louisiana, Acadiana (Lafayette)	Ohio, Toledo
Alberta, Edmonton (Canada)	Louisiana, Baton Rouge	Ohio, Youngstown
Arizona, Phoenix	Louisiana, Lake Charles	Oklahoma, Oklahoma City
Arizona, Tucson	Louisiana, Monroe	Oklahoma, Tulsa
Arkansas, Little Rock	Louisiana, New Orleans	Ontario, Kitchener (Canada)
British Columbia, Vancouver (Canada)	Louisiana, Shreveport	Ontario, London (Canada)
British Columbia, Victoria (Canada)	Manitoba, Winnipeg (Canada)	Ontario, Ottawa (Canada)
California, Colton (Southland)	Maryland, Baltimore	Pennsylvania, Pittsburgh
California, Oakland	Massachusetts, Boston (Marlborough)	Saskatchewan, Regina (Canada)
California, Sacramento	Massachusetts, Worcester	South Carolina, Columbia
California, San Diego	Michigan, Detroit (Southfield)	South Carolina, Greenville
California, San Joaquin Valley (Fresno)	Michigan, Grand Rapids	South Carolina, Myrtle Beach
California, San Jose (Silicon Valley)	Minnesota, Saint Paul	Tennessee, Chattanooga
California, Santa Barbara (Tri-Counties)	Mississippi, Jackson (Brandon)	Tennessee, Knoxville
Colorado, Colorado Springs	Missouri, Kansas City	Tennessee, Memphis
Colorado, Denver	Missouri, Saint Louis	Tennessee, Nashville
Colorado, Fort Collins	Missouri, Springfield	Texas, Abilene
Connecticut, Wallingford	Nebraska, Omaha	Texas, Amarillo
Delaware, Wilmington (New Castle)	Nevada, Las Vegas (Southern Nevada)	Texas, Austin
District of Columbia, Washington	Nevada, Reno	Texas, Beaumont
Florida, Clearwater	New Hampshire, Concord	Texas, Brazos Valley (Bryan)
Florida, Jacksonville (Northeast Florida)	New Jersey, Trenton	Texas, Dallas
Florida, Orlando	New Mexico, Albuquerque	Texas, El Paso
Florida, Pensacola	New York, Buffalo (Amherst)	Texas, Fort Worth
Florida, West Palm Beach	New York, New York City	Texas, Houston
Georgia, Atlanta, Athens and Northeast Georgia	Newfoundland, St. Johns (Canada)	Texas, San Angelo
Georgia, Columbus	North Carolina, Asheville	Texas, South Plains (Lubbock)
Georgia, Macon	North Carolina, Charlotte	Texas, Tyler
Hawaii, Honolulu	North Carolina, Greensboro	Texas, Wichita Falls
Idaho, Boise	North Carolina, Raleigh	Utah, Salt Lake City
Illinois, Chicago	North Carolina, Winston-Selem	Virginia, Norfolk
Illinois, Peoria	Nova Scotia, Halifax (Canada)	Virginia, Richmond
Indiana, Evansville	Ohio, Akron	Virginia, Roanoke
Indiana, Fort Wayne	Ohio, Canton	Washington, DuPont
Indiana, Indianapolis	Ohio, Cincinnati	Washington, Spokane
Iowa, Des Moines	Ohio, Cleveland	Wisconsin, Milwaukee

Appendix B1: Consumer Sentinel Network Complaint Category Descriptions

1	Advance-Fee Loans and Credit Protection/Repair: 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; etc. (Fraud Category)
2	Auto Related Complaints: Misleading or deceptive claims regarding auto 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. (Other Category)
3	Banks and Lenders: Deceptive or predatory mortgage lending practices; problems with modification of mortgage terms; miscellaneous customer service and account issues with bank products, including fees and overdraft charges; etc. (Other Category)
4	Business Opportunities, Employment Agencies and Work-at-Home Plans: Complaints about business opportunities: promotion of distributing goods and services, provided by the promoter, with assistance in the form of locations or 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). (Fraud Category)
5	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. (Fraud Category)
6	Charitable Solicitations: Misleading pitches for donations to benefit local service organizations; solicitations for bogus charity or relief organizations; etc. (Fraud Category)
7	Clothing, Textiles and Jewelry: Fake or replica goods passed off as genuine; order fulfillment problems; failure to honor refund or return policies; etc. (Other Category)
8	Computer Equipment and Software: Problems with computer software, hardware, and computer equipment purchases; unwanted or unauthorized software installations and downloads; etc. (Other Category)
9	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. (Other Category)
10	Credit Cards: Account or billing issues, including interest rate changes, late fees, credit disputes, and overcharges; fraudulent credit card offers/phishing attempts; etc. (Other Category)
11	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. (Other Category)
12	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. (Other Category)
13	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. (Fraud Category)
14	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, and diploma mills and other unaccredited educational institutions; etc. (Fraud Category)
15	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; etc. (Fraud Category)



Appendix B1: Consumer Sentinel Network Complaint Category Descriptions

16	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; etc. (Other Category)
17	Identity Theft: When someone appropriates your personal identifying information (like your Social Security number or credit card account number) to commit fraud or theft. (Identity Theft Category)
18	Impostor Scams: Complaints about scammers claiming to be friends, family, 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; and scammers claiming to be affiliated with a private entity (e.g. a charity or company). (Fraud Category)
19	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. (Fraud Category)
20	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; etc. (Fraud Category)
21	Investment Related Complaints: Investment opportunities in day trading; gold and gems; art; rare coins; etc. (Fraud Category)
22	Magazines and Books: Pitches for "free," "pre-paid," or "special" magazine or books subscription deals; etc. (Fraud Category)
23	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. (Fraud Category)
24	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. (Fraud Category)
25	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. (Fraud Category)
26	Real Estate: Complaints about deceptive and misleading practices involving real estate agents and companies, real estate appraisers and appraisal services, real estate consultants, real estate property management, and real estate land developers. (Other Category)
27	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. (Fraud Category)
28	Telephone and Mobile Services: Charges for calls to "toll-free" numbers; unauthorized charges such as charges for calls consumers didn't make; unauthorized switching of consumers' phone service provider; misleading pre-paid phone card offers; etc. (Fraud Category)
29	Television and Electronic Media: Problems with TV reception, installation, billing, and promotions for cable/satellite providers; miscellaneous problems with music/DVD purchases. (Other Category)
30	Travel, Vacations and Timeshare Plans: Deceptive offers for "free" or low-cost vacations; cut-rate student travel packages; misleading timeshare offers; etc. (Fraud Category)



Appendix B2: Consumer Sentinel Network Complaint Categories¹

Calendar Years 2009 through 2011

Category	CY - 2009		CY - 2010		CY - 2011	
	Complaints	Percentages ¹	Complaints	Percentages ¹	Complaints	Percentages ¹
Advance-Fee Loans and Credit Protection/Repair	43,146	3.04%	33,028	2.26%	47,414	2.62%
Auto Related Complaints	27,343	1.93%	23,915	1.64%	77,435	4.27%
Banks and Lenders	28,349	2.00%	37,070	2.54%	89,341	4.93%
Business Opportunities, Employment Agencies and Work-at-Home Plans	24,559	1.73%	25,643	1.76%	36,111	1.99%
Buyers' Clubs	750	0.05%	865	0.06%	2,660	0.15%
Charitable Solicitations	3,766	0.27%	3,596	0.25%	3,474	0.19%
Clothing, Textiles and Jewelry	1,822	0.13%	2,915	0.20%	3,358	0.19%
Computer Equipment and Software	24,783	1.75%	21,462	1.47%	13,435	0.74%
Credit Bureaus, Information Furnishers and Report Users	31,840	2.24%	30,369	2.08%	30,203	1.67%
Credit Cards	46,291	3.26%	34,091	2.33%	37,932	2.09%
Debt Collection	128,120	9.03%	151,771	10.39%	180,928	9.98%
Education	625	0.04%	614	0.04%	3,164	0.17%
Foreign Money Offers and Counterfeit Check Scams	63,640	4.48%	45,265	3.10%	43,101	2.38%
Grants	4,351	0.31%	4,609	0.32%	12,823	0.71%
Health Care	30,048	2.12%	25,628	1.75%	38,246	2.11%
Home Repair, Improvement and Products	11,506	0.81%	11,501	0.79%	13,020	0.72%
Identity Theft	278,385	19.62%	251,105	17.19%	279,156	15.40%
Impostor Scams	51,026	3.60%	60,245	4.13%	73,281	4.04%
Internet Auction	60,686	4.28%	56,595	3.88%	35,926	1.98%
Internet Services	85,486	6.02%	67,975	4.65%	81,805	4.51%
Investment Related Complaints	6,490	0.46%	6,840	0.47%	7,657	0.42%
Magazines and Books	11,095	0.78%	12,533	0.86%	21,636	1.19%
Mortgage Foreclosure Relief and Debt Management	23,614	1.66%	30,536	2.09%	38,140	2.10%
Office Supplies and Services	9,701	0.68%	10,535	0.72%	15,917	0.88%
Prizes, Sweepstakes and Lotteries	46,224	3.26%	95,607	6.55%	100,208	5.53%
Real Estate	4,972	0.35%	4,828	0.33%	8,763	0.48%
Shop-at-Home and Catalog Sales	77,337	5.45%	66,064	4.52%	98,306	5.42%
Telephone and Mobile Services	16,455	1.16%	42,576	2.92%	70,024	3.86%
Television and Electronic Media	29,190	2.06%	30,057	2.06%	37,404	2.06%
Travel, Vacations and Timeshare Plans	17,758	1.25%	21,500	1.47%	32,736	1.81%

¹Percentages are based on the total number of CSN complaints for each calendar year: CY-2009 = 1,419,030; CY-2010 = 1,460,368; CY-2011 = 1,813,080. CSN complaints may be coded under multiple product service codes, so percentages total more than 100%.

Appendix B3: Consumer Sentinel Network Complaint Category Details¹

Calendar Years 2009 through 2011

Advance-Fee Loans and Credit Protection/Repair

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Advance-Fee Loans, Credit Arrangers	36,970	2.61 %	30,449	2.09%	44,020	2.43 %
Credit Card Loss Protection	675	0.05 %	493	0.03%	971	0.05 %
Credit Repair	2,965	0.21 %	1,793	0.12%	1,801	0.10 %
Recovery\Refund Companies	2,546	0.18 %	301	0.02%	625	0.03 %
Count/Percentage:	43,146	3.04%	33,028	2.26%	47,414	2.62%

Auto Related Complaints

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Auto: Financing	26	0.00 %	42	0.00%	734	0.04 %
Auto: Gas	499	0.04 %	466	0.03%	2,772	0.15 %
Auto: Other	13,216	0.93 %	3,260	0.22%	0	0.00 %
Auto: Parts & Repairs	3,521	0.25 %	4,386	0.30%	4,764	0.26 %
Auto: Renting & Leasing	466	0.03 %	875	0.06%	5,984	0.33 %
Auto: Sales – New	3,847	0.27 %	5,926	0.41%	33,064	1.82 %
Auto: Sales – Used	6,311	0.44 %	9,145	0.63%	26,770	1.48 %
Auto: Warranty Plans & Services	257	0.02 %	531	0.04%	4,350	0.24 %
Count/Percentage:	27,343	1.93%	23,915	1.64%	77,435	4.27%

Banks and Lenders

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
ATM-Electronic Banking Procedures	240	0.02 %	95	0.01%	61	0.00 %
Bank: National\Commercial	5,233	0.37 %	6,704	0.46%	28,626	1.58 %
Bank: Savings and Loan\Thrift	723	0.05 %	430	0.03%	274	0.02 %
Bank: State-Charter: FR Member	482	0.03 %	400	0.03%	1,376	0.08 %
Bank: State-Charter: Non-FR Member	901	0.06 %	591	0.04%	368	0.02 %
Lending: Banks & Credit Unions	786	0.06 %	758	0.05%	2,419	0.13 %
Lending: Finance Company	2,072	0.15 %	3,403	0.23%	10,927	0.60 %
Lending: Mortgage	15,093	1.06 %	19,304	1.32%	27,485	1.52 %
Lending: Other Institutions	3,283	0.23 %	5,955	0.41%	19,329	1.07 %
Count/Percentage:	28,349	2.00%	37,070	2.54%	89,341	4.93%

Business Opportunities, Employment Agencies and Work-at-Home Plans

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Bus Opps\Franchises\Distributorships	5,634	0.40 %	4,309	0.30%	7,708	0.43 %
Employ Agencies\Job Counsel\Overseas Work	9,874	0.70 %	12,311	0.84%	17,730	0.98 %
Inventions\Idea Promotions	446	0.03 %	534	0.04%	622	0.03 %
Work-At-Home Plans	8,664	0.61 %	8,570	0.59%	12,155	0.67 %
Count/Percentage:	24,559	1.73%	25,643	1.76%	36,111	1.99%

Buyers' Clubs

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Buyers Clubs (not travel or lottery)	750	0.05 %	865	0.06%	2,660	0.15 %
Count/Percentage:	750	0.05%	865	0.06%	2,660	0.15%

¹Percentages are based on the total number of CSN complaints for each calendar year: CY-2009 = 1,419,030; CY-2010 = 1,460,368; CY-2011 = 1,813,080. Note that counts and percentages may not add up to the total in each category because CSN complaints may have multiple product service codes.

Appendix B3: Consumer Sentinel Network Complaint Category Details¹ Calendar Years 2009 through 2011

Charitable Solicitations

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Charitable Solicitations	3,766	0.27 %	3,596	0.25%	3,474	0.19 %
Count/Percentage:	3,766	0.27%	3,596	0.25%	3,474	0.19%

Clothing, Textiles and Jewelry

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Garments, Wool, Leather Goods & Textiles	1,171	0.08 %	2,197	0.15%	2,683	0.15 %
Jewelry\Watches	652	0.05 %	718	0.05%	675	0.04 %
Count/Percentage:	1,822	0.13%	2,915	0.20%	3,358	0.19%

Computer Equipment and Software

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Computers: Equipment\Software	24,783	1.75 %	21,462	1.47%	13,435	0.74 %
Count/Percentage:	24,783	1.75%	21,462	1.47%	13,435	0.74%

Credit Bureaus, Information Furnishers and Report Users

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Credit Bureaus	19,670	1.39 %	19,056	1.30%	18,818	1.04 %
Credit Information Furnishers	10,764	0.76 %	11,607	0.79%	11,759	0.65 %
Credit Report Users	2,024	0.14 %	1,969	0.13%	1,542	0.09 %
Count/Percentage:	31,840	2.24%	30,369	2.08%	30,203	1.67%

Credit Cards

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Credit Cards	46,035	3.24 %	33,917	2.32%	37,785	2.08 %
Credit Cards: Retailer	718	0.05 %	468	0.03%	606	0.03 %
Count/Percentage:	46,291	3.26%	34,091	2.33%	37,932	2.09%

Debt Collection

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Creditor Debt Collection	33,714	2.38 %	33,921	2.32%	26,750	1.48 %
Third Party Debt Collection	96,102	6.77 %	119,632	8.19%	155,640	8.58 %
Count/Percentage:	128,120	9.03%	151,771	10.39%	180,928	9.98%

Education

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Education: Trade\Vocational Schools	625	0.04 %	614	0.04%	3,164	0.17 %
Count/Percentage:	625	0.04%	614	0.04%	3,164	0.17%

Foreign Money Offers and Counterfeit Check Scams

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Counterfeit Check Scams	46,132	3.25 %	29,477	2.02%	32,914	1.82 %
Nigerian/Other Foreign Money Offers (not prizes)	19,360	1.36 %	16,717	1.14%	10,396	0.57 %
Count/Percentage:	63,640	4.48%	45,265	3.10%	43,101	2.38%

¹Percentages are based on the total number of CSN complaints for each calendar year: CY-2009 = 1,419,030; CY-2010 = 1,460,368; CY-2011 = 1,813,080. Note that counts and percentages may not add up to the total in each category because CSN complaints may have multiple product service codes.



Appendix B3: Consumer Sentinel Network Complaint Category Details¹ Calendar Years 2009 through 2011

Grants

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Grants: Non-Educational	4,031	0.28 %	3,792	0.26%	10,447	0.58 %
Scholarships\Educational Grants	322	0.02 %	817	0.06%	2,377	0.13 %
Count/Percentage:	4,351	0.31%	4,609	0.32%	12,823	0.71%

Health Care

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Health Care: Diet Products\Centers\Plans	12,968	0.91 %	9,025	0.62%	16,817	0.93 %
Health Care: Dietary Supplements\Herbal Remedies	3,224	0.23 %	2,447	0.17%	2,706	0.15 %
Health Care: Drugs-OTC\Prescription	1,562	0.11 %	1,058	0.07%	1,406	0.08 %
Health Care: Eye Care	1,213	0.09 %	1,460	0.10%	3,267	0.18 %
Health Care: Medical Discount Plans\Cards\Insurance	1,852	0.13 %	1,632	0.11%	3,222	0.18 %
Health Care: Other Medical Treatments	3,219	0.23 %	3,738	0.26%	3,732	0.21 %
Health Care: Other Products\Supplies	6,138	0.43 %	6,337	0.43%	7,131	0.39 %
Count/Percentage:	30,048	2.12%	25,628	1.75%	38,246	2.11%

Home Repair, Improvement and Products

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Heating and Air Conditioning	254	0.02 %	322	0.02%	300	0.02 %
Home Appliances	2,130	0.15 %	2,119	0.15%	1,895	0.10 %
Home Furnishings	3,288	0.23 %	2,668	0.18%	2,413	0.13 %
Home Protection Devices	996	0.07 %	990	0.07%	1,258	0.07 %
Home Repair	3,247	0.23 %	3,601	0.25%	2,859	0.16 %
Housing	1,632	0.12%	1,825	0.12%	4,332	0.24%
Count/Percentage:	11,506	0.81%	11,501	0.79%	13,020	0.72%

Identity Theft

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Identity Theft	278,385	19.62 %	251,105	17.19%	279,156	15.40 %
Count/Percentage:	278,385	19.62%	251,105	17.19%	279,156	15.40%

Impostor Scams

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Impostor: Business	0	0.00 %	0	0.00%	715	0.04 %
Impostor: Family/Friend	744	0.05 %	10,944	0.75%	25,462	1.40 %
Impostor: Government	50,282	3.54 %	49,311	3.38%	47,150	2.60 %
Count/Percentage:	51,026	3.60%	60,245	4.13%	73,281	4.04%

Internet Auction

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Internet Auction	60,686	4.28 %	56,595	3.88%	35,926	1.98 %
Count/Percentage:	60,686	4.28%	56,595	3.88%	35,926	1.98%

¹Percentages are based on the total number of CSN complaints for each calendar year: CY-2009 = 1,419,030; CY-2010 = 1,460,368; CY-2011 = 1,813,080. Note that counts and percentages may not add up to the total in each category because CSN complaints may have multiple product service codes.



Appendix B3: Consumer Sentinel Network Complaint Category Details¹ Calendar Years 2009 through 2011

Internet Services

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Internet Access Services	42,016	2.96 %	16,959	1.16%	10,295	0.57 %
Internet Gaming	157	0.01 %	288	0.02%	2,041	0.11 %
Internet Information & Adult Services	35,081	2.47 %	24,555	1.68%	34,690	1.91 %
Internet Payment Service	1	0.00 %	362	0.02%	443	0.02 %
Internet Web Site Design\Promotion	2,246	0.16 %	2,502	0.17%	4,316	0.24 %
Social Networking Service	9	0.00 %	575	0.04%	2,669	0.15 %
Spyware\Adware\Malware	6,012	0.42 %	22,818	1.56%	27,429	1.51 %
Count/Percentage:	85,486	6.02%	67,975	4.65%	81,805	4.51%

Investment Related Complaints

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Invest: Advice, Seminars	191	0.01 %	203	0.01%	811	0.04 %
Invest: Art\Gems\Rare Coins	192	0.01 %	326	0.02%	1,007	0.06 %
Invest: Other (note in comments)	3,581	0.25 %	5,227	0.36%	4,560	0.25 %
Invest: Stocks\Commodity Futures Trading	2,529	0.18 %	1,087	0.07%	1,281	0.07 %
Count/Percentage:	6,490	0.46%	6,840	0.47%	7,657	0.42%

Magazines and Books

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Books	1,068	0.08 %	1,389	0.10%	4,346	0.24 %
Magazines	10,047	0.71 %	11,154	0.76%	17,522	0.97 %
Count/Percentage:	11,095	0.78%	12,533	0.86%	21,636	1.19%

Mortgage Foreclosure Relief and Debt Management

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Debt Management\Credit Counseling	14,736	1.04 %	12,487	0.86%	18,985	1.05 %
Mortgage Modification\Foreclosure Relief	8,885	0.63 %	18,066	1.24%	19,166	1.06 %
Count/Percentage:	23,614	1.66%	30,536	2.09%	38,140	2.10%

Office Supplies and Services

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Office Supplies and Services	3,431	0.24 %	3,736	0.26%	4,586	0.25 %
Office Supplies: Toner	1,206	0.08 %	1,072	0.07%	786	0.04 %
Office: Ad Space\Directory Listings	5,073	0.36 %	5,733	0.39%	10,549	0.58 %
Count/Percentage:	9,701	0.68%	10,535	0.72%	15,917	0.88%

Prizes, Sweepstakes and Lotteries

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Lotteries\Lottery Ticket Buying Clubs	9,526	0.67 %	17,738	1.21%	20,388	1.12 %
Prizes\Sweepstakes\Gifts	38,488	2.71 %	79,001	5.41%	86,219	4.76 %
Count/Percentage:	46,224	3.26%	95,607	6.55%	100,208	5.53%

¹Percentages are based on the total number of CSN complaints for each calendar year: CY-2009 = 1,419,030; CY-2010 = 1,460,368; CY-2011 = 1,813,080. Note that counts and percentages may not add up to the total in each category because CSN complaints may have multiple product service codes.



Appendix B3: Consumer Sentinel Network Complaint Category Details¹ Calendar Years 2009 through 2011

Real Estate

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Real Estate (not Timeshares)	4,972	0.35 %	4,828	0.33%	8,763	0.48 %
Count/Percentage:	4,972	0.35%	4,828	0.33%	8,763	0.48%

Shop-at-Home and Catalog Sales

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Shop-at-Home\Catalog Sales	77,337	5.45 %	66,064	4.52%	98,306	5.42 %
Count/Percentage:	77,337	5.45%	66,064	4.52%	98,306	5.42%

Telephone and Mobile Services

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Telephone: Carrier Switching	1,519	0.11 %	698	0.05%	518	0.03 %
Telephone: Mobile Downloads	369	0.03 %	380	0.03%	325	0.02 %
Telephone: Mobile Other	1,621	0.11 %	15,518	1.06%	44,977	2.48 %
Telephone: Mobile Rates/Plans/Advertising	555	0.04 %	2,774	0.19%	2,709	0.15 %
Telephone: Mobile Text Messages	4	0.00 %	2,626	0.18%	2,629	0.15 %
Telephone: Mobile Unauthorized Charges or Debits	23	0.00 %	782	0.05%	599	0.03 %
Telephone: Other	1,792	0.13 %	10,149	0.69%	10,892	0.60 %
Telephone: Prepaid Phone Cards	605	0.04 %	950	0.07%	2,903	0.16 %
Telephone: Unauthorized Charges or Debits	9,047	0.64 %	7,909	0.54%	3,991	0.22 %
Telephone: VoIP Services	426	0.03 %	441	0.03%	833	0.05 %
Unsolicited Faxes	533	0.04 %	520	0.04%	551	0.03 %
Count/Percentage:	16,455	1.16%	42,576	2.92%	70,024	3.86%

Television and Electronic Media

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
DVD/Video/Film	536	0.04 %	597	0.04%	906	0.05 %
Music: All Formats	572	0.04 %	674	0.05%	603	0.03 %
Television (Programming and Advertisements)	328	0.02 %	269	0.02%	1,402	0.08 %
Television: Satellite & Cable	27,760	1.96 %	28,522	1.95%	34,680	1.91 %
Count/Percentage:	29,190	2.06%	30,057	2.06%	37,404	2.06%

Travel, Vacations and Timeshare Plans

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Timeshare Resales	819	0.06 %	2,165	0.15%	5,089	0.28 %
Timeshare Sales	3,032	0.21 %	3,662	0.25%	6,694	0.37 %
Travel\Vacations	13,946	0.98 %	15,739	1.08%	21,044	1.16 %
Count/Percentage:	17,758	1.25%	21,500	1.47%	32,736	1.81%

¹Percentages are based on the total number of CSN complaints for each calendar year: CY-2009 = 1,419,030; CY-2010 = 1,460,368; CY-2011 = 1,813,080. Note that counts and percentages may not add up to the total in each category because CSN complaints may have multiple product service codes.

Appendix B3: Consumer Sentinel Network Complaint Category Details¹

Calendar Years 2009 through 2011

Miscellaneous Complaints

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Alcoholic Beverages	47	0.00%	49	0.00%	36	0.00%
Children's Products	93	0.01%	360	0.02%	1,589	0.09%
Food	1,827	0.13%	1,301	0.09%	1,006	0.06%
Funeral Services	280	0.02%	408	0.03%	1,228	0.07%
Health Care Provider Billing	616	0.04%	760	0.05%	836	0.05%
IDT Protection or Prevention	0	0.00%	0	0.00%	258	0.01%
Immigration Services	82	0.01%	117	0.01%	1,174	0.06%
Insurance (Other than Medical)	2,273	0.16%	2,170	0.15%	2,041	0.11%
Leasing: Business	576	0.04%	528	0.04%	526	0.03%
Leasing: Consumer	117	0.01%	417	0.03%	0	0.00%
Modeling Agencies\Services	565	0.04%	498	0.03%	918	0.05%
Mortgage Servicing	0	0.00%	0	0.00%	67	0.00%
Multi-Level Mktg\Pyramids\Chain Letters	2,569	0.18%	2,278	0.16%	1,942	0.11%
Personal Care Products	999	0.07%	881	0.06%	532	0.03%
Property\Inheritance Tracers	681	0.05%	1,351	0.09%	1,728	0.10%
Tobacco Products	16	0.00%	295	0.02%	887	0.05%
Utilities	2,988	0.21%	3,695	0.25%	2,810	0.15%
Video Games	1,285	0.09%	1,416	0.10%	1,923	0.11%

Unspecified Complaints

Product Service	CY - 2009	Percentage ¹	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹
Other (Note in Comments)	147,389	10.39%	196,329	13.44%	187,442	10.34%
Telemarketing, Other	35,168	2.48%	38,402	2.63%	62,381	3.44%
Unauthorized Debits or Charges for Unknown Products	4,411	0.31%	2,585	0.18%	1,874	0.10%
Unsolicited Email	36	0.00%	26,781	1.83%	29,858	1.65%

¹Percentages are based on the total number of CSN complaints for each calendar year: CY-2009 = 1,419,030; CY-2010 = 1,460,368; CY-2011 = 1,813,080. Note that counts and percentages may not add up to the total in each category because CSN complaints may have multiple product service codes.



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

January 1 – December 31, 2011

State Name	Total Fraud Complaints	Total Amount Paid Reported	Complaints Reporting Amount Paid	Percentages Reporting Amount Paid	Average Amount Paid ¹
Alabama	13,013	\$13,696,705	9,544	73%	\$1,435
Alaska	2,157	\$3,606,750	1,627	75%	\$2,217
Arizona	20,029	\$29,343,521	13,975	70%	\$2,100
Arkansas	6,856	\$7,129,601	4,999	73%	\$1,426
California	100,269	\$210,644,569	74,187	74%	\$2,839
Colorado	18,798	\$27,886,397	13,607	72%	\$2,049
Connecticut	9,110	\$13,174,337	6,504	71%	\$2,026
Delaware	2,876	\$2,667,125	1,883	65%	\$1,416
Dist. of Columbia	3,035	\$3,593,643	2,146	71%	\$1,675
Florida	59,517	\$95,587,997	42,954	72%	\$2,225
Georgia	25,051	\$30,461,791	17,045	68%	\$1,787
Hawaii	3,849	\$10,027,028	2,774	72%	\$3,615
Idaho	4,634	\$5,563,325	3,166	68%	\$1,757
Illinois	32,711	\$47,103,389	22,089	68%	\$2,132
Indiana	16,880	\$18,964,939	12,294	73%	\$1,543
Iowa	6,384	\$9,095,726	4,548	71%	\$2,000
Kansas	7,170	\$7,732,833	5,086	71%	\$1,520
Kentucky	9,714	\$11,391,352	6,330	65%	\$1,800
Louisiana	11,571	\$15,600,704	8,591	74%	\$1,816
Maine	3,086	\$4,470,743	2,196	71%	\$2,036
Maryland	18,920	\$27,781,883	13,287	70%	\$2,091
Massachusetts	17,214	\$21,930,423	12,542	73%	\$1,749
Michigan	25,187	\$26,902,907	16,850	67%	\$1,597
Minnesota	13,008	\$14,834,746	8,908	68%	\$1,665
Mississippi	6,167	\$5,128,824	4,321	70%	\$1,187
Missouri	15,740	\$17,161,126	10,304	65%	\$1,665
Montana	2,838	\$4,678,640	2,096	74%	\$2,232
Nebraska	4,255	\$6,374,204	2,868	67%	\$2,223
Nevada	8,978	\$15,248,259	6,533	73%	\$2,334
New Hampshire	3,656	\$4,033,570	2,598	71%	\$1,553
New Jersey	24,033	\$34,807,996	16,534	69%	\$2,105
New Mexico	5,347	\$8,698,789	4,070	76%	\$2,137
New York	48,364	\$68,059,228	33,480	69%	\$2,033
North Carolina	24,380	\$29,639,220	16,603	68%	\$1,785
North Dakota	1,161	\$1,290,267	836	72%	\$1,543
Ohio	34,331	\$38,629,773	23,693	69%	\$1,630
Oklahoma	8,421	\$13,472,384	5,881	70%	\$2,291
Oregon	11,695	\$17,287,231	8,349	71%	\$2,071
Pennsylvania	33,795	\$42,142,000	23,418	69%	\$1,800
Rhode Island	2,606	\$3,628,193	1,891	73%	\$1,919
South Carolina	11,886	\$13,023,871	8,103	68%	\$1,607
South Dakota	1,517	\$1,765,594	1,061	70%	\$1,664
Tennessee	17,011	\$24,283,978	11,842	70%	\$2,051
Texas	61,252	\$87,560,336	42,694	70%	\$2,051
Utah	6,987	\$9,727,449	4,748	68%	\$2,049
Vermont	1,507	\$2,047,296	1,105	73%	\$1,853
Virginia	25,498	\$34,127,723	17,940	70%	\$1,902
Washington	21,660	\$32,389,064	15,168	70%	\$2,135
West Virginia	3,938	\$4,709,957	2,952	75%	\$1,596
Wisconsin	15,086	\$18,825,545	9,839	65%	\$1,913
Wyoming	1,547	\$3,354,240	1,132	73%	\$2,963

¹Average amount paid is based on the total number of fraud complaints where amount paid was reported by consumers from the respective States.

Appendix D1: Fraud and Other Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)¹

January 1 – December 31, 2011

Metropolitan Area	Complaints Per 100,000		
	Complaints	Population	Rank
Abilene, TX Metropolitan Statistical Area	613	384.7	323
Adrian, MI Micropolitan Statistical Area	448	442.5	233
Akron, OH Metropolitan Statistical Area	4,184	598.3	46
Albany, GA Metropolitan Statistical Area	636	387.6	315
Albany-Lebanon, OR Micropolitan Statistical Area	643	567.7	69
Albany-Schenectady-Troy, NY Metropolitan Statistical Area	3,600	421.9	260
Albuquerque, NM Metropolitan Statistical Area	3,627	434.3	244
Alexandria, LA Metropolitan Statistical Area	684	456.5	212
Allegan, MI Micropolitan Statistical Area	880	780.4	10
Allentown-Bethlehem-Easton, PA-NJ Metropolitan Statistical Area	4,259	529.8	112
Altoona, PA Metropolitan Statistical Area	548	436.6	242
Amarillo, TX Metropolitan Statistical Area	918	379.0	328
Anchorage, AK Metropolitan Statistical Area	2,037	562.2	76
Anderson, IN Metropolitan Statistical Area	695	529.3	113
Anderson, SC Metropolitan Statistical Area	1,092	606.7	42
Ann Arbor, MI Metropolitan Statistical Area	2,302	657.7	24
Anniston-Oxford, AL Metropolitan Statistical Area	851	752.4	14
Appleton, WI Metropolitan Statistical Area	1,619	742.6	15
Asheville, NC Metropolitan Statistical Area	2,138	528.8	114
Ashtabula, OH Micropolitan Statistical Area	553	546.8	91
Athens-Clarke County, GA Metropolitan Statistical Area	889	474.4	188
Atlanta-Sandy Springs-Marietta, GA Metropolitan Statistical Area	24,636	466.7	201
Atlantic City, NJ Metropolitan Statistical Area	1,484	548.3	87
Auburn-Opelika, AL Metropolitan Statistical Area	665	509.5	135
Augusta-Richmond County, GA-SC Metropolitan Statistical Area	2,372	448.8	221
Augusta-Waterville, ME Micropolitan Statistical Area	401	331.8	368
Austin-Round Rock, TX Metropolitan Statistical Area	8,347	522.3	122
Bakersfield, CA Metropolitan Statistical Area	3,053	386.1	321
Baltimore-Towson, MD Metropolitan Statistical Area	13,985	524.2	120
Bangor, ME Metropolitan Statistical Area	560	376.4	332
Barnstable Town, MA Metropolitan Statistical Area	983	442.4	234
Baton Rouge, LA Metropolitan Statistical Area	3,387	439.8	240
Battle Creek, MI Metropolitan Statistical Area	673	492.6	161
Bay City, MI Metropolitan Statistical Area	661	614.8	38
Beaumont-Port Arthur, TX Metropolitan Statistical Area	1,378	366.3	346
Bellingham, WA Metropolitan Statistical Area	1,116	578.2	64
Bend, OR Metropolitan Statistical Area	797	517.4	128
Billings, MT Metropolitan Statistical Area	587	392.2	309
Binghamton, NY Metropolitan Statistical Area	956	387.9	314
Birmingham-Hoover, AL Metropolitan Statistical Area	5,617	506.9	139
Bismarck, ND Metropolitan Statistical Area	260	251.8	381
Blacksburg-Christiansburg-Radford, VA Metropolitan Statistical Area	632	401.0	289
Bloomington, IN Metropolitan Statistical Area	943	513.2	131
Bloomington-Normal, IL Metropolitan Statistical Area	648	394.6	305
Bluefield, WV-VA Micropolitan Statistical Area	366	347.9	360
Boise City-Nampa, ID Metropolitan Statistical Area	3,047	518.5	127
Boston-Cambridge-Quincy, MA-NH Metropolitan Statistical Area	17,881	398.9	294
Boulder, CO Metropolitan Statistical Area	2,566	884.0	5
Bowling Green, KY Metropolitan Statistical Area	489	421.5	261
Bremerton-Silverdale, WA Metropolitan Statistical Area	1,369	578.3	63

¹This 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 December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

Note: In calculating the State and Metropolitan Areas rankings, we excluded nine State-specific data contributors' complaints (the Minnesota Department of Public Safety, the North Carolina Department of Justice, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for Idaho, Michigan, Mississippi, Ohio, Oregon, and Washington).

Appendix D1: Fraud and Other Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)¹

January 1 – December 31, 2011

Metropolitan Area	Complaints	Complaints	
		Per 100,000	Rank
Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area	3,457	386.3	320
Brownsville-Harlingen, TX Metropolitan Statistical Area	732	189.0	383
Brunswick, GA Metropolitan Statistical Area	535	525.6	119
Buffalo-Niagara Falls, NY Metropolitan Statistical Area	4,272	378.7	329
Burlington, NC Metropolitan Statistical Area	863	593.7	50
Burlington-South Burlington, VT Metropolitan Statistical Area	766	369.4	341
Canton-Massillon, OH Metropolitan Statistical Area	2,072	508.9	137
Cape Coral-Fort Myers, FL Metropolitan Statistical Area	2,931	496.3	156
Cedar Rapids, IA Metropolitan Statistical Area	1,067	422.1	259
Chambersburg, PA Micropolitan Statistical Area	556	392.5	308
Champaign-Urbana, IL Metropolitan Statistical Area	787	356.2	352
Charleston, WV Metropolitan Statistical Area	1,001	329.3	370
Charleston-North Charleston, SC Metropolitan Statistical Area	2,995	475.3	185
Charlotte-Gastonia-Concord, NC-SC Metropolitan Statistical Area	8,534	516.7	130
Charlottesville, VA Metropolitan Statistical Area	1,214	629.7	31
Chattanooga, TN-GA Metropolitan Statistical Area	3,146	611.4	40
Chicago-Naperville-Joliet, IL-IN-WI Metropolitan Statistical Area	38,686	406.2	280
Chico, CA Metropolitan Statistical Area	1,036	473.5	189
Cincinnati-Middletown, OH-KY-IN Metropolitan Statistical Area	9,636	451.6	220
Clarksville, TN-KY Metropolitan Statistical Area	1,505	574.8	65
Cleveland, TN Metropolitan Statistical Area	506	455.4	214
Cleveland-Elyria-Mentor, OH Metropolitan Statistical Area	11,429	545.2	93
Coeur d'Alene, ID Metropolitan Statistical Area	813	604.7	43
College Station-Bryan, TX Metropolitan Statistical Area	910	447.5	224
Colorado Springs, CO Metropolitan Statistical Area	5,495	902.2	3
Columbia, MO Metropolitan Statistical Area	648	399.2	292
Columbia, SC Metropolitan Statistical Area	3,505	489.5	168
Columbus, GA-AL Metropolitan Statistical Area	1,663	588.1	54
Columbus, OH Metropolitan Statistical Area	8,942	509.7	134
Concord, NH Micropolitan Statistical Area	831	560.4	80
Cookeville, TN Micropolitan Statistical Area	393	386.5	319
Corpus Christi, TX Metropolitan Statistical Area	1,448	349.4	359
Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	30,244	492.2	163
Dalton, GA Metropolitan Statistical Area	608	453.6	218
Danville, VA Metropolitan Statistical Area	448	423.5	256
Daphne-Fairhope-Foley, AL Micropolitan Statistical Area	792	461.1	207
Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area	1,372	364.7	347
Dayton, OH Metropolitan Statistical Area	4,158	497.6	153
Decatur, AL Metropolitan Statistical Area	618	414.0	273
Decatur, IL Metropolitan Statistical Area	395	363.3	348
Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	2,487	497.0	154
Denver-Aurora, CO Metropolitan Statistical Area	15,234	618.0	36
Des Moines-West Des Moines, IA Metropolitan Statistical Area	2,059	376.7	331
Detroit-Warren-Livonia, MI Metropolitan Statistical Area	16,886	378.0	330
Dothan, AL Metropolitan Statistical Area	695	498.2	152
Dover, DE Metropolitan Statistical Area	977	641.7	27
Duluth, MN-WI Metropolitan Statistical Area	1,018	371.1	340
Dunn, NC Micropolitan Statistical Area	969	891.3	4
Durham, NC Metropolitan Statistical Area	3,107	647.8	26
East Liverpool-Salem, OH Micropolitan Statistical Area	593	545.5	92

¹This 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 December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

Note: In calculating the State and Metropolitan Areas rankings, we excluded nine State-specific data contributors' complaints (the Minnesota Department of Public Safety, the North Carolina Department of Justice, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for Idaho, Michigan, Mississippi, Ohio, Oregon, and Washington).

Appendix D1: Fraud and Other Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)¹

January 1 – December 31, 2011

Metropolitan Area	Complaints	Complaints	
		Per 100,000	Rank
East Stroudsburg, PA Micropolitan Statistical Area	1,056	641.1	28
Eau Claire, WI Metropolitan Statistical Area	621	393.5	307
El Centro, CA Metropolitan Statistical Area	415	256.4	380
El Paso, TX Metropolitan Statistical Area	2,613	355.7	354
Elizabethtown, KY Metropolitan Statistical Area	689	617.3	37
Elkhart-Goshen, IN Metropolitan Statistical Area	808	408.2	278
Erie, PA Metropolitan Statistical Area	1,123	402.4	287
Eugene-Springfield, OR Metropolitan Statistical Area	1,646	479.1	180
Eureka-Arcata-Fortuna, CA Micropolitan Statistical Area	597	463.3	206
Evansville, IN-KY Metropolitan Statistical Area	1,417	405.2	282
Fargo, ND-MN Metropolitan Statistical Area	622	323.3	373
Farmington, NM Metropolitan Statistical Area	434	354.5	355
Fayetteville, NC Metropolitan Statistical Area	2,223	637.1	29
Fayetteville-Springdale-Rogers, AR-MO Metropolitan Statistical Area	1,926	442.0	235
Flagstaff, AZ Metropolitan Statistical Area	677	531.2	110
Flint, MI Metropolitan Statistical Area	1,977	454.8	217
Florence, SC Metropolitan Statistical Area	716	360.3	350
Florence-Muscle Shoals, AL Metropolitan Statistical Area	478	333.9	366
Fort Collins-Loveland, CO Metropolitan Statistical Area	2,192	762.2	13
Fort Smith, AR-OK Metropolitan Statistical Area	1,067	368.3	344
Fort Walton Beach-Crestview-Destin, FL Metropolitan Statistical Area	976	537.7	104
Fort Wayne, IN Metropolitan Statistical Area	2,086	508.7	138
Fresno, CA Metropolitan Statistical Area	3,633	404.0	284
Gadsden, AL Metropolitan Statistical Area	844	817.7	8
Gainesville, FL Metropolitan Statistical Area	1,392	541.4	97
Gainesville, GA Metropolitan Statistical Area	1,194	662.7	22
Gettysburg, PA Micropolitan Statistical Area	601	596.4	47
Glens Falls, NY Metropolitan Statistical Area	557	432.2	248
Goldsboro, NC Metropolitan Statistical Area	517	455.1	216
Grand Junction, CO Metropolitan Statistical Area	564	405.5	281
Grand Rapids-Wyoming, MI Metropolitan Statistical Area	3,805	489.9	167
Greeley, CO Metropolitan Statistical Area	2,306	946.1	1
Green Bay, WI Metropolitan Statistical Area	1,282	425.7	252
Greensboro-High Point, NC Metropolitan Statistical Area	3,679	526.7	118
Greenville, NC Metropolitan Statistical Area	897	520.1	125
Greenville-Mauldin-Easley, SC Metropolitan Statistical Area	3,095	504.2	145
Gulfport-Biloxi, MS Metropolitan Statistical Area	1,311	566.3	72
Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area	1,315	503.4	146
Hammond, LA Micropolitan Statistical Area	572	495.7	157
Hanford-Corcoran, CA Metropolitan Statistical Area	513	344.6	364
Harrisburg-Carlisle, PA Metropolitan Statistical Area	2,735	517.1	129
Harrisonburg, VA Metropolitan Statistical Area	538	457.6	210
Hartford-West Hartford-East Hartford, CT Metropolitan Statistical Area	4,459	375.0	334
Hattiesburg, MS Metropolitan Statistical Area	573	414.8	271
Hickory-Lenoir-Morganton, NC Metropolitan Statistical Area	1,537	426.4	251
Hilo, HI Micropolitan Statistical Area	827	477.9	183
Hilton Head Island-Beaufort, SC Micropolitan Statistical Area	812	479.7	178
Holland-Grand Haven, MI Metropolitan Statistical Area	1,201	463.3	205
Homosassa Springs, FL Micropolitan Statistical Area	835	595.7	48
Honolulu, HI Metropolitan Statistical Area	3,693	407.8	279

¹This 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 December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

Note: In calculating the State and Metropolitan Areas rankings, we excluded nine State-specific data contributors' complaints (the Minnesota Department of Public Safety, the North Carolina Department of Justice, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for Idaho, Michigan, Mississippi, Ohio, Oregon, and Washington).

Appendix D1: Fraud and Other Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)¹ *January 1 – December 31, 2011*

Metropolitan Area	Complaints		
	Complaints	Population	Rank
Houma-Bayou Cane-Thibodaux, LA Metropolitan Statistical Area	531	264.0	379
Houston-Sugar Land-Baytown, TX Metropolitan Statistical Area	23,534	418.2	266
Huntington-Ashland, WV-KY-OH Metropolitan Statistical Area	1,068	376.0	333
Huntsville, AL Metropolitan Statistical Area	2,075	536.7	105
Idaho Falls, ID Metropolitan Statistical Area	568	475.7	184
Indianapolis-Carmel, IN Metropolitan Statistical Area	8,527	503.1	148
Iowa City, IA Metropolitan Statistical Area	913	620.9	34
Ithaca, NY Metropolitan Statistical Area	485	479.9	177
Jackson, MI Metropolitan Statistical Area	810	496.9	155
Jackson, MS Metropolitan Statistical Area	1,969	368.7	342
Jackson, TN Metropolitan Statistical Area	565	501.5	150
Jacksonville, FL Metropolitan Statistical Area	7,463	573.7	66
Jacksonville, NC Metropolitan Statistical Area	879	540.1	99
Jamestown-Dunkirk-Fredonia, NY Micropolitan Statistical Area	391	291.9	377
Janesville, WI Metropolitan Statistical Area	897	561.9	77
Jefferson City, MO Metropolitan Statistical Area	894	613.6	39
Johnson City, TN Metropolitan Statistical Area	861	444.8	228
Johnstown, PA Metropolitan Statistical Area	577	397.9	295
Jonesboro, AR Metropolitan Statistical Area	456	391.7	312
Joplin, MO Metropolitan Statistical Area	563	328.7	372
Kahului-Wailuku, HI Micropolitan Statistical Area	630	444.3	230
Kalamazoo-Portage, MI Metropolitan Statistical Area	2,347	726.0	17
Kankakee-Bradley, IL Metropolitan Statistical Area	470	424.6	254
Kansas City, MO-KS Metropolitan Statistical Area	8,809	443.7	231
Kennewick-Richland-Pasco, WA Metropolitan Statistical Area	1,011	441.5	237
Killeen-Temple-Fort Hood, TX Metropolitan Statistical Area	2,081	562.4	75
Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area	1,515	498.9	151
Kingston, NY Metropolitan Statistical Area	1,082	595.0	49
Knoxville, TN Metropolitan Statistical Area	3,447	505.8	143
La Crosse, WI-MN Metropolitan Statistical Area	539	411.7	276
Lafayette, IN Metropolitan Statistical Area	1,025	533.4	108
Lafayette, LA Metropolitan Statistical Area	1,140	444.5	229
Lake Charles, LA Metropolitan Statistical Area	1,036	539.8	100
Lake Havasu City-Kingman, AZ Metropolitan Statistical Area	934	479.1	179
Lakeland, FL Metropolitan Statistical Area	2,933	510.3	133
Lancaster, PA Metropolitan Statistical Area	1,995	400.2	290
Lansing-East Lansing, MI Metropolitan Statistical Area	1,975	432.7	246
Laredo, TX Metropolitan Statistical Area	444	190.4	382
Las Cruces, NM Metropolitan Statistical Area	789	396.9	298
Las Vegas-Paradise, NV Metropolitan Statistical Area	9,548	519.9	126
Lawrence, KS Metropolitan Statistical Area	507	446.7	225
Lawton, OK Metropolitan Statistical Area	624	548.3	88
Lebanon, NH-VT Micropolitan Statistical Area	681	397.3	296
Lebanon, PA Metropolitan Statistical Area	745	582.5	60
Lewiston-Auburn, ME Metropolitan Statistical Area	369	345.5	362
Lexington Park, MD Micropolitan Statistical Area	492	490.1	166
Lexington-Fayette, KY Metropolitan Statistical Area	2,263	506.1	142
Lima, OH Metropolitan Statistical Area	471	447.6	223
Lincoln, NE Metropolitan Statistical Area	1,157	395.9	302
Little Rock-North Little Rock-Conway, AR Metropolitan Statistical Area	3,651	547.9	89

¹This 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 December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

Note: In calculating the State and Metropolitan Areas rankings, we excluded nine State-specific data contributors' complaints (the Minnesota Department of Public Safety, the North Carolina Department of Justice, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for Idaho, Michigan, Mississippi, Ohio, Oregon, and Washington).

Appendix D1: Fraud and Other Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)¹

January 1 – December 31, 2011

Metropolitan Area	Complaints		
	Complaints	Per 100,000 Population	Rank
Logan, UT-ID Metropolitan Statistical Area	406	335.3	365
Longview, TX Metropolitan Statistical Area	849	417.0	268
Longview, WA Metropolitan Statistical Area	484	481.8	175
Los Angeles-Long Beach-Santa Ana, CA Metropolitan Statistical Area	49,239	382.4	324
Louisville/Jefferson County, KY-IN Metropolitan Statistical Area	5,829	472.5	193
Lubbock, TX Metropolitan Statistical Area	1,132	423.6	255
Lumberton, NC Micropolitan Statistical Area	533	415.9	269
Lynchburg, VA Metropolitan Statistical Area	1,313	539.0	101
Macon, GA Metropolitan Statistical Area	1,111	483.4	173
Madera, CA Metropolitan Statistical Area	720	491.4	165
Madison, WI Metropolitan Statistical Area	2,670	480.5	176
Manchester-Nashua, NH Metropolitan Statistical Area	1,778	442.0	236
Manhattan, KS Micropolitan Statistical Area	663	583.5	58
Mansfield, OH Metropolitan Statistical Area	597	475.0	186
McAllen-Edinburg-Mission, TX Metropolitan Statistical Area	1,113	156.6	384
Medford, OR Metropolitan Statistical Area	1,155	579.5	61
Memphis, TN-MS-AR Metropolitan Statistical Area	5,643	440.7	238
Merced, CA Metropolitan Statistical Area	945	384.9	322
Meridian, MS Micropolitan Statistical Area	318	303.9	376
Miami-Fort Lauderdale-Pompano Beach, FL Metropolitan Statistical Area	25,320	467.7	197
Michigan City-La Porte, IN Metropolitan Statistical Area	519	472.7	192
Midland, TX Metropolitan Statistical Area	500	395.5	303
Milwaukee-Waukesha-West Allis, WI Metropolitan Statistical Area	6,538	423.3	257
Minneapolis-St. Paul-Bloomington, MN-WI Metropolitan Statistical Area	13,631	424.9	253
Missoula, MT Metropolitan Statistical Area	584	552.8	84
Mobile, AL Metropolitan Statistical Area	1,773	438.4	241
Modesto, CA Metropolitan Statistical Area	2,041	399.2	293
Monroe, LA Metropolitan Statistical Area	928	538.7	102
Monroe, MI Metropolitan Statistical Area	897	584.0	57
Montgomery, AL Metropolitan Statistical Area	1,638	447.6	222
Morgantown, WV Metropolitan Statistical Area	625	530.7	111
Morristown, TN Metropolitan Statistical Area	770	572.1	68
Mount Vernon-Anacortes, WA Metropolitan Statistical Area	970	833.4	7
Muncie, IN Metropolitan Statistical Area	563	487.8	172
Muskegon-Norton Shores, MI Metropolitan Statistical Area	798	457.6	211
Myrtle Beach-Conway-North Myrtle Beach, SC Metropolitan Statistical Area	1,585	634.2	30
Napa, CA Metropolitan Statistical Area	721	543.9	95
Naples-Marco Island, FL Metropolitan Statistical Area	1,367	432.8	245
Nashville-Davidson--Murfreesboro--Franklin, TN Metropolitan Statistical Area	7,962	523.3	121
New Bern, NC Micropolitan Statistical Area	699	585.2	55
New Haven-Milford, CT Metropolitan Statistical Area	3,344	395.5	304
New Orleans-Metairie-Kenner, LA Metropolitan Statistical Area	5,207	505.4	144
New York-Northern New Jersey-Long Island, NY-NJ-PA Metropolitan Statistical Area	78,868	419.2	265
Niles-Benton Harbor, MI Metropolitan Statistical Area	732	458.7	209
Norwich-New London, CT Metropolitan Statistical Area	1,036	387.5	316
Ocala, FL Metropolitan Statistical Area	2,218	682.8	20
Odessa, TX Metropolitan Statistical Area	511	394.4	306
Ogden-Clearfield, UT Metropolitan Statistical Area	2,031	391.8	311
Ogdensburg-Massena, NY Micropolitan Statistical Area	342	311.4	375
Oklahoma City, OK Metropolitan Statistical Area	4,675	391.9	310

¹This 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 December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

Note: In calculating the State and Metropolitan Areas rankings, we excluded nine State-specific data contributors' complaints (the Minnesota Department of Public Safety, the North Carolina Department of Justice, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for Idaho, Michigan, Mississippi, Ohio, Oregon, and Washington).

Appendix D1: Fraud and Other Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)¹

January 1 – December 31, 2011

Metropolitan Area	Complaints		
	Complaints	Per 100,000 Population	Rank
Olympia, WA Metropolitan Statistical Area	1,333	558.8	81
Omaha-Council Bluffs, NE-IA Metropolitan Statistical Area	3,850	463.9	204
Orlando-Kissimmee, FL Metropolitan Statistical Area	10,947	538.6	103
Oshkosh-Neenah, WI Metropolitan Statistical Area	1,170	721.5	19
Ottawa-Streator, IL Micropolitan Statistical Area	511	332.5	367
Owensboro, KY Metropolitan Statistical Area	369	329.2	371
Oxnard-Thousand Oaks-Ventura, CA Metropolitan Statistical Area	3,945	494.1	159
Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area	2,826	527.1	117
Panama City-Lynn Haven, FL Metropolitan Statistical Area	920	561.0	79
Parkersburg-Marietta-Vienna, WV-OH Metropolitan Statistical Area	582	362.3	349
Pascagoula, MS Metropolitan Statistical Area	743	488.7	171
Pensacola-Ferry Pass-Brent, FL Metropolitan Statistical Area	2,429	535.7	107
Peoria, IL Metropolitan Statistical Area	1,708	460.1	208
Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	27,241	467.4	198
Phoenix-Mesa-Scottsdale, AZ Metropolitan Statistical Area	19,577	468.4	196
Pine Bluff, AR Metropolitan Statistical Area	374	368.5	343
Pittsburgh, PA Metropolitan Statistical Area	11,516	488.9	170
Pittsfield, MA Metropolitan Statistical Area	484	372.9	338
Port St. Lucie, FL Metropolitan Statistical Area	2,476	618.8	35
Portland-South Portland-Biddeford, ME Metropolitan Statistical Area	1,793	349.4	358
Portland-Vancouver-Beaverton, OR-WA Metropolitan Statistical Area	10,945	503.2	147
Pottsville, PA Micropolitan Statistical Area	859	583.3	59
Poughkeepsie-Newburgh-Middletown, NY Metropolitan Statistical Area	2,813	419.9	264
Prescott, AZ Metropolitan Statistical Area	1,200	564.3	73
Providence-New Bedford-Fall River, RI-MA Metropolitan Statistical Area	5,561	347.4	361
Provo-Orem, UT Metropolitan Statistical Area	1,846	374.2	336
Pueblo, CO Metropolitan Statistical Area	761	492.4	162
Punta Gorda, FL Metropolitan Statistical Area	1,029	673.4	21
Racine, WI Metropolitan Statistical Area	1,029	527.4	116
Raleigh-Cary, NC Metropolitan Statistical Area	5,701	544.2	94
Rapid City, SD Metropolitan Statistical Area	467	388.3	313
Reading, PA Metropolitan Statistical Area	2,199	547.1	90
Redding, CA Metropolitan Statistical Area	884	492.7	160
Reno-Sparks, NV Metropolitan Statistical Area	2,326	566.9	71
Richmond, VA Metropolitan Statistical Area	7,162	590.4	53
Riverside-San Bernardino-Ontario, CA Metropolitan Statistical Area	16,951	415.3	270
Roanoke, VA Metropolitan Statistical Area	2,192	739.2	16
Rochester, MN Metropolitan Statistical Area	717	396.0	301
Rochester, NY Metropolitan Statistical Area	4,162	403.9	286
Rockford, IL Metropolitan Statistical Area	1,563	443.7	232
Rocky Mount, NC Metropolitan Statistical Area	912	626.4	32
Roseburg, OR Micropolitan Statistical Area	754	724.2	18
Sacramento-Arden-Arcade--Roseville, CA Metropolitan Statistical Area	9,931	474.9	187
Saginaw-Saginaw Township North, MI Metropolitan Statistical Area	990	489.4	169
Salem, OR Metropolitan Statistical Area	1,596	412.7	274
Salinas, CA Metropolitan Statistical Area	1,499	367.7	345
Salisbury, MD Metropolitan Statistical Area	475	397.1	297
Salisbury, NC Micropolitan Statistical Area	814	592.5	51
Salt Lake City, UT Metropolitan Statistical Area	4,627	420.6	263
San Angelo, TX Metropolitan Statistical Area	387	358.1	351

¹This 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 December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

Note: In calculating the State and Metropolitan Areas rankings, we excluded nine State-specific data contributors' complaints (the Minnesota Department of Public Safety, the North Carolina Department of Justice, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for Idaho, Michigan, Mississippi, Ohio, Oregon, and Washington).

Appendix D1: Fraud and Other Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)¹

January 1 – December 31, 2011

Metropolitan Area	Complaints		
	Complaints	Population	Per 100,000 Rank
San Antonio, TX Metropolitan Statistical Area	8,607	432.4	247
San Diego-Carlsbad-San Marcos, CA Metropolitan Statistical Area	15,072	506.6	140
San Francisco-Oakland-Fremont, CA Metropolitan Statistical Area	19,833	471.8	194
San Jose-Sunnyvale-Santa Clara, CA Metropolitan Statistical Area	7,780	431.3	249
San Luis Obispo-Paso Robles, CA Metropolitan Statistical Area	1,226	467.2	199
Santa Barbara-Santa Maria-Goleta, CA Metropolitan Statistical Area	1,564	386.9	318
Santa Cruz-Watsonville, CA Metropolitan Statistical Area	1,122	445.7	226
Santa Fe, NM Metropolitan Statistical Area	932	652.0	25
Santa Rosa-Petaluma, CA Metropolitan Statistical Area	2,117	455.8	213
Sarasota-Bradenton-Venice, FL Metropolitan Statistical Area	3,687	536.5	106
Savannah, GA Metropolitan Statistical Area	1,869	567.5	70
Scranton--Wilkes-Barre, PA Metropolitan Statistical Area	2,487	452.7	219
Seaford, DE Micropolitan Statistical Area	1,104	599.1	45
Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area	17,212	520.1	124
Sebastian-Vero Beach, FL Metropolitan Statistical Area	686	520.3	123
Sheboygan, WI Metropolitan Statistical Area	436	380.8	325
Sherman-Denison, TX Metropolitan Statistical Area	953	803.0	9
Shreveport-Bossier City, LA Metropolitan Statistical Area	1,806	466.0	202
Sierra Vista-Douglas, AZ Micropolitan Statistical Area	748	585.0	56
Sioux City, IA-NE-SD Metropolitan Statistical Area	508	355.8	353
Sioux Falls, SD Metropolitan Statistical Area	901	396.6	299
South Bend-Mishawaka, IN-MI Metropolitan Statistical Area	1,743	550.5	86
Spartanburg, SC Metropolitan Statistical Area	1,287	467.1	200
Spokane, WA Metropolitan Statistical Area	2,526	553.7	83
Springfield, IL Metropolitan Statistical Area	783	379.0	327
Springfield, MA Metropolitan Statistical Area	2,730	399.9	291
Springfield, MO Metropolitan Statistical Area	1,976	470.5	195
Springfield, OH Metropolitan Statistical Area	927	659.9	23
St. Cloud, MN Metropolitan Statistical Area	690	371.9	339
St. George, UT Metropolitan Statistical Area	738	551.6	85
St. Joseph, MO-KS Metropolitan Statistical Area	511	414.3	272
St. Louis, MO-IL Metropolitan Statistical Area	13,894	495.6	158
State College, PA Metropolitan Statistical Area	618	427.2	250
Statesville-Mooresville, NC Micropolitan Statistical Area	851	561.9	78
Staunton-Waynesboro, VA Micropolitan Statistical Area	629	540.3	98
Stockton, CA Metropolitan Statistical Area	2,699	402.2	288
Sumter, SC Metropolitan Statistical Area	421	405.0	283
Syracuse, NY Metropolitan Statistical Area	3,053	473.1	191
Tallahassee, FL Metropolitan Statistical Area	1,804	512.0	132
Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	14,798	543.3	96
Terre Haute, IN Metropolitan Statistical Area	584	344.9	363
Texarkana, TX-Texarkana, AR Metropolitan Statistical Area	551	410.5	277
Thomasville-Lexington, NC Micropolitan Statistical Area	1,437	918.0	2
Toledo, OH Metropolitan Statistical Area	2,742	421.2	262
Topeka, KS Metropolitan Statistical Area	1,389	607.4	41
Torrington, CT Micropolitan Statistical Area	746	396.2	300
Traverse City, MI Micropolitan Statistical Area	499	351.2	357
Trenton-Ewing, NJ Metropolitan Statistical Area	1,664	455.3	215
Tucson, AZ Metropolitan Statistical Area	4,578	473.4	190
Tulsa, OK Metropolitan Statistical Area	3,985	440.0	239

¹This 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 December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

Note: In calculating the State and Metropolitan Areas rankings, we excluded nine State-specific data contributors' complaints (the Minnesota Department of Public Safety, the North Carolina Department of Justice, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for Idaho, Michigan, Mississippi, Ohio, Oregon, and Washington).

Appendix D1: Fraud and Other Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)¹ *January 1 – December 31, 2011*

Metropolitan Area	Complaints Per 100,000		
	Complaints	Population	Rank
Tupelo, MS Micropolitan Statistical Area	746	564.1	74
Tuscaloosa, AL Metropolitan Statistical Area	990	482.4	174
Tyler, TX Metropolitan Statistical Area	1,109	558.1	82
Utica-Rome, NY Metropolitan Statistical Area	1,191	403.9	285
Valdosta, GA Metropolitan Statistical Area	486	373.4	337
Vallejo-Fairfield, CA Metropolitan Statistical Area	2,367	579.3	62
Victoria, TX Metropolitan Statistical Area	376	330.4	369
Vineland-Millville-Bridgeton, NJ Metropolitan Statistical Area	641	412.1	275
Virginia Beach-Norfolk-Newport News, VA-NC Metropolitan Statistical Area	8,836	532.7	109
Visalia-Porterville, CA Metropolitan Statistical Area	1,833	434.8	243
Waco, TX Metropolitan Statistical Area	855	374.8	335
Warner Robins, GA Metropolitan Statistical Area	776	592.3	52
Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	33,023	622.3	33
Waterloo-Cedar Falls, IA Metropolitan Statistical Area	632	386.9	317
Watertown-Fort Drum, NY Micropolitan Statistical Area	561	478.7	181
Wausau, WI Metropolitan Statistical Area	991	762.6	12
Weirton-Steubenville, WV-OH Metropolitan Statistical Area	624	509.1	136
Wenatchee, WA Metropolitan Statistical Area	447	417.1	267
Wheeling, WV-OH Metropolitan Statistical Area	511	351.3	356
Whitewater, WI Micropolitan Statistical Area	609	604.2	44
Wichita Falls, TX Metropolitan Statistical Area	744	502.2	149
Wichita, KS Metropolitan Statistical Area	2,520	422.5	258
Williamsport, PA Metropolitan Statistical Area	542	464.0	203
Willimantic, CT Micropolitan Statistical Area	576	492.1	164
Wilmington, NC Metropolitan Statistical Area	1,513	445.6	227
Winchester, VA-WV Metropolitan Statistical Area	1,041	859.0	6
Winston-Salem, NC Metropolitan Statistical Area	2,654	573.0	67
Wooster, OH Micropolitan Statistical Area	875	770.6	11
Worcester, MA Metropolitan Statistical Area	2,969	380.0	326
Yakima, WA Metropolitan Statistical Area	742	318.4	374
York-Hanover, PA Metropolitan Statistical Area	2,225	528.4	115
Youngstown-Warren-Boardman, OH-PA Metropolitan Statistical Area	2,728	478.0	182
Yuba City, CA Metropolitan Statistical Area	831	506.3	141
Yuma, AZ Metropolitan Statistical Area	510	267.6	378

¹This 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 December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

Note: In calculating the State and Metropolitan Areas rankings, we excluded nine State-specific data contributors' complaints (the Minnesota Department of Public Safety, the North Carolina Department of Justice, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for Idaho, Michigan, Mississippi, Ohio, Oregon, and Washington).

Appendix D2: Identity Theft Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)¹

January 1 – December 31, 2011

Metropolitan Area	Complaints Per 100,000		
	Complaints	Population	Rank
Abilene, TX Metropolitan Statistical Area	96	60.2	278
Adrian, MI Micropolitan Statistical Area	64	63.2	257
Akron, OH Metropolitan Statistical Area	589	84.2	148
Albany, GA Metropolitan Statistical Area	245	149.3	10
Albany-Lebanon, OR Micropolitan Statistical Area	84	74.2	205
Albany-Schenectady-Troy, NY Metropolitan Statistical Area	541	63.4	255
Albuquerque, NM Metropolitan Statistical Area	820	98.2	103
Alexandria, LA Metropolitan Statistical Area	125	83.4	156
Allegan, MI Micropolitan Statistical Area	123	109.1	68
Allentown-Bethlehem-Easton, PA-NJ Metropolitan Statistical Area	749	93.2	118
Altoona, PA Metropolitan Statistical Area	53	42.2	361
Amarillo, TX Metropolitan Statistical Area	185	76.4	186
Anchorage, AK Metropolitan Statistical Area	206	56.9	295
Anderson, IN Metropolitan Statistical Area	77	58.6	284
Anderson, SC Metropolitan Statistical Area	201	111.7	59
Ann Arbor, MI Metropolitan Statistical Area	424	121.1	37
Anniston-Oxford, AL Metropolitan Statistical Area	94	83.1	158
Appleton, WI Metropolitan Statistical Area	142	65.1	246
Asheville, NC Metropolitan Statistical Area	275	68.0	233
Ashtabula, OH Micropolitan Statistical Area	60	59.3	282
Athens-Clarke County, GA Metropolitan Statistical Area	206	109.9	64
Atlanta-Sandy Springs-Marietta, GA Metropolitan Statistical Area	7,787	147.5	11
Atlantic City, NJ Metropolitan Statistical Area	300	110.8	60
Auburn-Opelika, AL Metropolitan Statistical Area	121	92.7	120
Augusta-Richmond County, GA-SC Metropolitan Statistical Area	532	100.7	92
Augusta-Waterbury, ME Micropolitan Statistical Area	59	48.8	333
Austin-Round Rock, TX Metropolitan Statistical Area	1,367	85.5	143
Bakersfield, CA Metropolitan Statistical Area	1,005	127.1	28
Baltimore-Towson, MD Metropolitan Statistical Area	2,298	86.1	139
Bangor, ME Metropolitan Statistical Area	59	39.7	367
Barnstable Town, MA Metropolitan Statistical Area	124	55.8	302
Baton Rouge, LA Metropolitan Statistical Area	760	98.7	98
Battle Creek, MI Metropolitan Statistical Area	79	57.8	286
Bay City, MI Metropolitan Statistical Area	106	98.6	102
Beaumont-Port Arthur, TX Metropolitan Statistical Area	308	81.9	166
Bellingham, WA Metropolitan Statistical Area	127	65.8	242
Bend, OR Metropolitan Statistical Area	99	64.3	251
Billings, MT Metropolitan Statistical Area	63	42.1	362
Binghamton, NY Metropolitan Statistical Area	112	45.4	348
Birmingham-Hoover, AL Metropolitan Statistical Area	1,151	103.9	82
Bismarck, ND Metropolitan Statistical Area	22	21.3	384
Blacksburg-Christiansburg-Radford, VA Metropolitan Statistical Area	59	37.4	373
Bloomington, IN Metropolitan Statistical Area	105	57.1	291
Bloomington-Normal, IL Metropolitan Statistical Area	80	48.7	334
Bluefield, WV-VA Micropolitan Statistical Area	34	32.3	380
Boise City-Nampa, ID Metropolitan Statistical Area	298	50.7	326
Boston-Cambridge-Quincy, MA-NH Metropolitan Statistical Area	2,924	65.2	245
Boulder, CO Metropolitan Statistical Area	293	100.9	91
Bowling Green, KY Metropolitan Statistical Area	53	45.7	345
Bremerton-Silverdale, WA Metropolitan Statistical Area	177	74.8	199

¹This 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 identity theft 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 December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

Appendix D2: Identity Theft Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)¹

January 1 – December 31, 2011

Metropolitan Area	Complaints Per 100,000		
	Complaints	Population	Rank
Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area	677	75.6	191
Brownsville-Harlingen, TX Metropolitan Statistical Area	435	112.3	55
Brunswick, GA Metropolitan Statistical Area	72	70.7	222
Buffalo-Niagara Falls, NY Metropolitan Statistical Area	642	56.9	294
Burlington, NC Metropolitan Statistical Area	149	102.5	87
Burlington-South Burlington, VT Metropolitan Statistical Area	110	53.0	316
Canton-Massillon, OH Metropolitan Statistical Area	253	62.1	264
Cape Coral-Fort Myers, FL Metropolitan Statistical Area	678	114.8	49
Cedar Rapids, IA Metropolitan Statistical Area	132	52.2	319
Chambersburg, PA Micropolitan Statistical Area	65	45.9	344
Champaign-Urbana, IL Metropolitan Statistical Area	117	53.0	318
Charleston, WV Metropolitan Statistical Area	136	44.7	351
Charleston-North Charleston, SC Metropolitan Statistical Area	470	74.6	201
Charlotte-Gastonia-Concord, NC-SC Metropolitan Statistical Area	1,558	94.3	114
Charlottesville, VA Metropolitan Statistical Area	120	62.2	263
Chattanooga, TN-GA Metropolitan Statistical Area	436	84.7	145
Chicago-Naperville-Joliet, IL-IN-WI Metropolitan Statistical Area	8,915	93.6	116
Chico, CA Metropolitan Statistical Area	214	97.8	104
Cincinnati-Middletown, OH-KY-IN Metropolitan Statistical Area	1,405	65.8	241
Clarksville, TN-KY Metropolitan Statistical Area	197	75.2	196
Cleveland, TN Metropolitan Statistical Area	60	54.0	311
Cleveland-Elyria-Mentor, OH Metropolitan Statistical Area	2,224	106.1	76
Coeur d'Alene, ID Metropolitan Statistical Area	60	44.6	352
College Station-Bryan, TX Metropolitan Statistical Area	175	86.0	140
Colorado Springs, CO Metropolitan Statistical Area	496	81.4	169
Columbia, MO Metropolitan Statistical Area	76	46.8	341
Columbia, SC Metropolitan Statistical Area	624	87.1	134
Columbus, GA-AL Metropolitan Statistical Area	463	163.7	4
Columbus, OH Metropolitan Statistical Area	1,248	71.1	220
Concord, NH Micropolitan Statistical Area	79	53.3	314
Cookeville, TN Micropolitan Statistical Area	56	55.1	306
Corpus Christi, TX Metropolitan Statistical Area	491	118.5	44
Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	7,171	116.7	47
Dalton, GA Metropolitan Statistical Area	138	103.0	85
Danville, VA Metropolitan Statistical Area	41	38.8	369
Daphne-Fairhope-Foley, AL Micropolitan Statistical Area	142	82.7	162
Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area	180	47.9	337
Dayton, OH Metropolitan Statistical Area	528	63.2	258
Decatur, AL Metropolitan Statistical Area	123	82.4	164
Decatur, IL Metropolitan Statistical Area	56	51.5	325
Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	498	99.5	96
Denver-Aurora, CO Metropolitan Statistical Area	2,394	97.1	107
Des Moines-West Des Moines, IA Metropolitan Statistical Area	282	51.6	323
Detroit-Warren-Livonia, MI Metropolitan Statistical Area	5,321	119.1	42
Dothan, AL Metropolitan Statistical Area	183	131.2	25
Dover, DE Metropolitan Statistical Area	125	82.1	165
Duluth, MN-WI Metropolitan Statistical Area	149	54.3	309
Dunn, NC Micropolitan Statistical Area	177	162.8	5
Durham, NC Metropolitan Statistical Area	526	109.7	66
East Liverpool-Salem, OH Micropolitan Statistical Area	55	50.6	327

¹This 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 identity theft 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 December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

Appendix D2: Identity Theft Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)¹

January 1 – December 31, 2011

Metropolitan Area	Complaints Per 100,000		
	Complaints	Population	Rank
East Stroudsburg, PA Micropolitan Statistical Area	174	105.6	77
Eau Claire, WI Metropolitan Statistical Area	69	43.7	356
El Centro, CA Metropolitan Statistical Area	175	108.1	70
El Paso, TX Metropolitan Statistical Area	1,009	137.3	18
Elizabethtown, KY Metropolitan Statistical Area	84	75.3	195
Elkhart-Goshen, IN Metropolitan Statistical Area	143	72.2	213
Erie, PA Metropolitan Statistical Area	196	70.2	223
Eugene-Springfield, OR Metropolitan Statistical Area	194	56.5	297
Eureka-Arcata-Fortuna, CA Micropolitan Statistical Area	74	57.4	289
Evansville, IN-KY Metropolitan Statistical Area	167	47.8	338
Fargo, ND-MN Metropolitan Statistical Area	69	35.9	377
Farmington, NM Metropolitan Statistical Area	45	36.8	376
Fayetteville, NC Metropolitan Statistical Area	395	113.2	53
Fayetteville-Springdale-Rogers, AR-MO Metropolitan Statistical Area	263	60.4	276
Flagstaff, AZ Metropolitan Statistical Area	110	86.3	137
Flint, MI Metropolitan Statistical Area	366	84.2	149
Florence, SC Metropolitan Statistical Area	179	90.1	127
Florence-Muscle Shoals, AL Metropolitan Statistical Area	74	51.7	322
Fort Collins-Loveland, CO Metropolitan Statistical Area	281	97.7	105
Fort Smith, AR-OK Metropolitan Statistical Area	173	59.7	280
Fort Walton Beach-Crestview-Destin, FL Metropolitan Statistical Area	146	80.4	173
Fort Wayne, IN Metropolitan Statistical Area	274	66.8	236
Fresno, CA Metropolitan Statistical Area	1,227	136.4	19
Gadsden, AL Metropolitan Statistical Area	113	109.5	67
Gainesville, FL Metropolitan Statistical Area	288	112.0	57
Gainesville, GA Metropolitan Statistical Area	261	144.9	13
Gettysburg, PA Micropolitan Statistical Area	113	112.1	56
Glens Falls, NY Metropolitan Statistical Area	55	42.7	359
Goldsboro, NC Metropolitan Statistical Area	133	117.1	46
Grand Junction, CO Metropolitan Statistical Area	88	63.3	256
Grand Rapids-Wyoming, MI Metropolitan Statistical Area	473	60.9	272
Greeley, CO Metropolitan Statistical Area	403	165.3	3
Green Bay, WI Metropolitan Statistical Area	156	51.8	321
Greensboro-High Point, NC Metropolitan Statistical Area	634	90.8	123
Greenville, NC Metropolitan Statistical Area	137	79.4	177
Greenville-Mauldin-Easley, SC Metropolitan Statistical Area	515	83.9	151
Gulfport-Biloxi, MS Metropolitan Statistical Area	199	86.0	141
Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area	163	62.4	262
Hammond, LA Micropolitan Statistical Area	124	107.5	73
Hanford-Corcoran, CA Metropolitan Statistical Area	137	92.0	121
Harrisburg-Carlisle, PA Metropolitan Statistical Area	396	74.9	197
Harrisonburg, VA Metropolitan Statistical Area	48	40.8	363
Hartford-West Hartford-East Hartford, CT Metropolitan Statistical Area	797	67.0	235
Hattiesburg, MS Metropolitan Statistical Area	102	73.8	207
Hickory-Lenoir-Morganton, NC Metropolitan Statistical Area	266	73.8	208
Hilo, HI Micropolitan Statistical Area	98	56.6	296
Hilton Head Island-Beaufort, SC Micropolitan Statistical Area	167	98.7	100
Holland-Grand Haven, MI Metropolitan Statistical Area	148	57.1	292
Homosassa Springs, FL Micropolitan Statistical Area	151	107.7	71
Honolulu, HI Metropolitan Statistical Area	411	45.4	349

¹This 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 identity theft 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 December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

Appendix D2: Identity Theft Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)¹

January 1 – December 31, 2011

Metropolitan Area	Complaints Per 100,000		
	Complaints	Population	Rank
Houma-Bayou Cane-Thibodaux, LA Metropolitan Statistical Area	81	40.3	365
Houston-Sugar Land-Baytown, TX Metropolitan Statistical Area	6,294	111.8	58
Huntington-Ashland, WV-KY-OH Metropolitan Statistical Area	137	48.2	335
Huntsville, AL Metropolitan Statistical Area	323	83.5	153
Idaho Falls, ID Metropolitan Statistical Area	45	37.7	371
Indianapolis-Carmel, IN Metropolitan Statistical Area	1,423	84.0	150
Iowa City, IA Metropolitan Statistical Area	103	70.0	224
Ithaca, NY Metropolitan Statistical Area	51	50.5	329
Jackson, MI Metropolitan Statistical Area	113	69.3	228
Jackson, MS Metropolitan Statistical Area	672	125.8	31
Jackson, TN Metropolitan Statistical Area	80	71.0	221
Jacksonville, FL Metropolitan Statistical Area	1,411	108.5	69
Jacksonville, NC Metropolitan Statistical Area	133	81.7	167
Jamestown-Dunkirk-Fredonia, NY Micropolitan Statistical Area	43	32.1	381
Janesville, WI Metropolitan Statistical Area	98	61.4	270
Jefferson City, MO Metropolitan Statistical Area	128	87.9	132
Johnson City, TN Metropolitan Statistical Area	88	45.5	347
Johnstown, PA Metropolitan Statistical Area	72	49.7	331
Jonesboro, AR Metropolitan Statistical Area	84	72.2	214
Joplin, MO Metropolitan Statistical Area	92	53.7	312
Kahului-Wailuku, HI Micropolitan Statistical Area	45	31.7	383
Kalamazoo-Portage, MI Metropolitan Statistical Area	307	95.0	111
Kankakee-Bradley, IL Metropolitan Statistical Area	88	79.5	176
Kansas City, MO-KS Metropolitan Statistical Area	2,401	120.9	38
Kennewick-Richland-Pasco, WA Metropolitan Statistical Area	226	98.7	99
Killeen-Temple-Fort Hood, TX Metropolitan Statistical Area	389	105.1	78
Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area	210	69.2	230
Kingston, NY Metropolitan Statistical Area	157	86.3	136
Knoxville, TN Metropolitan Statistical Area	383	56.2	298
La Crosse, WI-MN Metropolitan Statistical Area	49	37.4	374
Lafayette, IN Metropolitan Statistical Area	146	76.0	188
Lafayette, LA Metropolitan Statistical Area	162	63.2	259
Lake Charles, LA Metropolitan Statistical Area	83	43.2	357
Lake Havasu City-Kingman, AZ Metropolitan Statistical Area	159	81.6	168
Lakeland, FL Metropolitan Statistical Area	819	142.5	14
Lancaster, PA Metropolitan Statistical Area	317	63.6	254
Lansing-East Lansing, MI Metropolitan Statistical Area	247	54.1	310
Laredo, TX Metropolitan Statistical Area	310	133.0	24
Las Cruces, NM Metropolitan Statistical Area	246	123.7	33
Las Vegas-Paradise, NV Metropolitan Statistical Area	1,839	100.1	94
Lawrence, KS Metropolitan Statistical Area	68	59.9	279
Lawton, OK Metropolitan Statistical Area	121	106.3	75
Lebanon, NH-VT Micropolitan Statistical Area	69	40.3	366
Lebanon, PA Metropolitan Statistical Area	130	101.7	90
Lewiston-Auburn, ME Metropolitan Statistical Area	51	47.7	339
Lexington Park, MD Micropolitan Statistical Area	69	68.7	231
Lexington-Fayette, KY Metropolitan Statistical Area	272	60.8	273
Lima, OH Metropolitan Statistical Area	81	77.0	182
Lincoln, NE Metropolitan Statistical Area	110	37.6	372
Little Rock-North Little Rock-Conway, AR Metropolitan Statistical Area	757	113.6	51

¹This 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 identity theft 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 December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

Appendix D2: Identity Theft Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)¹

January 1 – December 31, 2011

Metropolitan Area	Complaints Per 100,000		
	Complaints	Population	Rank
Logan, UT-ID Metropolitan Statistical Area	67	55.3	305
Longview, TX Metropolitan Statistical Area	189	92.8	119
Longview, WA Metropolitan Statistical Area	67	66.7	237
Los Angeles-Long Beach-Santa Ana, CA Metropolitan Statistical Area	15,380	119.5	40
Louisville/Jefferson County, KY-IN Metropolitan Statistical Area	673	54.5	308
Lubbock, TX Metropolitan Statistical Area	195	73.0	212
Lumberton, NC Micropolitan Statistical Area	109	85.1	144
Lynchburg, VA Metropolitan Statistical Area	117	48.0	336
Macon, GA Metropolitan Statistical Area	320	139.2	16
Madera, CA Metropolitan Statistical Area	223	152.2	8
Madison, WI Metropolitan Statistical Area	343	61.7	269
Manchester-Nashua, NH Metropolitan Statistical Area	210	52.2	320
Manhattan, KS Micropolitan Statistical Area	79	69.5	225
Mansfield, OH Metropolitan Statistical Area	92	73.2	211
McAllen-Edinburg-Mission, TX Metropolitan Statistical Area	876	123.3	34
Medford, OR Metropolitan Statistical Area	143	71.8	217
Memphis, TN-MS-AR Metropolitan Statistical Area	1,613	126.0	30
Merced, CA Metropolitan Statistical Area	320	130.3	27
Meridian, MS Micropolitan Statistical Area	85	81.2	170
Miami-Fort Lauderdale-Pompano Beach, FL Metropolitan Statistical Area	17,546	324.1	1
Michigan City-La Porte, IN Metropolitan Statistical Area	79	72.0	215
Midland, TX Metropolitan Statistical Area	82	64.9	249
Milwaukee-Waukesha-West Allis, WI Metropolitan Statistical Area	1,167	75.6	193
Minneapolis-St. Paul-Bloomington, MN-WI Metropolitan Statistical Area	1,982	61.8	268
Missoula, MT Metropolitan Statistical Area	59	55.8	301
Mobile, AL Metropolitan Statistical Area	301	74.4	203
Modesto, CA Metropolitan Statistical Area	486	95.1	109
Monroe, LA Metropolitan Statistical Area	138	80.1	175
Monroe, MI Metropolitan Statistical Area	170	110.7	63
Montgomery, AL Metropolitan Statistical Area	617	168.6	2
Morgantown, WV Metropolitan Statistical Area	73	62.0	266
Morristown, TN Metropolitan Statistical Area	112	83.2	157
Mount Vernon-Anacortes, WA Metropolitan Statistical Area	115	98.8	97
Muncie, IN Metropolitan Statistical Area	66	57.2	290
Muskegon-Norton Shores, MI Metropolitan Statistical Area	111	63.7	253
Myrtle Beach-Conway-North Myrtle Beach, SC Metropolitan Statistical Area	179	71.6	218
Napa, CA Metropolitan Statistical Area	158	119.2	41
Naples-Marco Island, FL Metropolitan Statistical Area	421	133.3	23
Nashville-Davidson--Murfreesboro--Franklin, TN Metropolitan Statistical Area	1,156	76.0	187
New Bern, NC Micropolitan Statistical Area	147	123.1	35
New Haven-Milford, CT Metropolitan Statistical Area	641	75.8	190
New Orleans-Metairie-Kenner, LA Metropolitan Statistical Area	979	95.0	110
New York-Northern New Jersey-Long Island, NY-NJ-PA Metropolitan Statistical Area	20,123	106.9	74
Niles-Benton Harbor, MI Metropolitan Statistical Area	139	87.1	135
Norwich-New London, CT Metropolitan Statistical Area	156	58.3	285
Ocala, FL Metropolitan Statistical Area	424	130.5	26
Odessa, TX Metropolitan Statistical Area	99	76.4	185
Ogden-Clearfield, UT Metropolitan Statistical Area	287	55.4	304
Ogdensburg-Massena, NY Micropolitan Statistical Area	47	42.8	358
Oklahoma City, OK Metropolitan Statistical Area	854	71.6	219

¹This 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 identity theft 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 December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

Appendix D2: Identity Theft Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)¹

January 1 – December 31, 2011

Metropolitan Area	Complaints Per 100,000		
	Complaints	Population	Rank
Olympia, WA Metropolitan Statistical Area	197	82.6	163
Omaha-Council Bluffs, NE-IA Metropolitan Statistical Area	515	62.1	265
Orlando-Kissimmee, FL Metropolitan Statistical Area	2,989	147.1	12
Oshkosh-Neenah, WI Metropolitan Statistical Area	96	59.2	283
Ottawa-Streator, IL Micropolitan Statistical Area	68	44.3	353
Owensboro, KY Metropolitan Statistical Area	52	46.4	342
Oxnard-Thousand Oaks-Ventura, CA Metropolitan Statistical Area	803	100.6	93
Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area	507	94.6	113
Panama City-Lynn Haven, FL Metropolitan Statistical Area	157	95.7	108
Parkersburg-Marietta-Vienna, WV-OH Metropolitan Statistical Area	52	32.4	379
Pascagoula, MS Metropolitan Statistical Area	115	75.6	192
Pensacola-Ferry Pass-Brent, FL Metropolitan Statistical Area	339	74.8	200
Peoria, IL Metropolitan Statistical Area	177	47.7	340
Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	6,615	113.5	52
Phoenix-Mesa-Scottsdale, AZ Metropolitan Statistical Area	4,078	97.6	106
Pine Bluff, AR Metropolitan Statistical Area	122	120.2	39
Pittsburgh, PA Metropolitan Statistical Area	1,507	64.0	252
Pittsfield, MA Metropolitan Statistical Area	65	50.1	330
Port St. Lucie, FL Metropolitan Statistical Area	642	160.5	6
Portland-South Portland-Biddeford, ME Metropolitan Statistical Area	198	38.6	370
Portland-Vancouver-Beaverton, OR-WA Metropolitan Statistical Area	1,460	67.1	234
Pottsville, PA Micropolitan Statistical Area	154	104.6	81
Poughkeepsie-Newburgh-Middletown, NY Metropolitan Statistical Area	432	64.5	250
Prescott, AZ Metropolitan Statistical Area	176	82.8	160
Providence-New Bedford-Fall River, RI-MA Metropolitan Statistical Area	877	54.8	307
Provo-Orem, UT Metropolitan Statistical Area	249	50.5	328
Pueblo, CO Metropolitan Statistical Area	145	93.8	115
Punta Gorda, FL Metropolitan Statistical Area	216	141.3	15
Racine, WI Metropolitan Statistical Area	162	83.0	159
Raleigh-Cary, NC Metropolitan Statistical Area	897	85.6	142
Rapid City, SD Metropolitan Statistical Area	45	37.4	375
Reading, PA Metropolitan Statistical Area	401	99.8	95
Redding, CA Metropolitan Statistical Area	139	77.5	181
Reno-Sparks, NV Metropolitan Statistical Area	306	74.6	202
Richmond, VA Metropolitan Statistical Area	983	81.0	171
Riverside-San Bernardino-Ontario, CA Metropolitan Statistical Area	5,091	124.7	32
Roanoke, VA Metropolitan Statistical Area	180	60.7	274
Rochester, MN Metropolitan Statistical Area	77	42.5	360
Rochester, NY Metropolitan Statistical Area	683	66.3	239
Rockford, IL Metropolitan Statistical Area	311	88.3	130
Rocky Mount, NC Metropolitan Statistical Area	171	117.4	45
Roseburg, OR Micropolitan Statistical Area	79	75.9	189
Sacramento--Arden-Arcade--Roseville, CA Metropolitan Statistical Area	1,979	94.6	112
Saginaw-Saginaw Township North, MI Metropolitan Statistical Area	140	69.2	229
Salem, OR Metropolitan Statistical Area	217	56.1	300
Salinas, CA Metropolitan Statistical Area	365	89.5	128
Salisbury, MD Metropolitan Statistical Area	69	57.7	288
Salisbury, NC Micropolitan Statistical Area	109	79.3	178
Salt Lake City, UT Metropolitan Statistical Area	666	60.5	275
San Angelo, TX Metropolitan Statistical Area	58	53.7	313

¹This 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 identity theft 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 December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

Appendix D2: Identity Theft Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)¹

January 1 – December 31, 2011

Metropolitan Area	Complaints Per 100,000		
	Complaints	Population	Rank
San Antonio, TX Metropolitan Statistical Area	2,048	102.9	86
San Diego-Carlsbad-San Marcos, CA Metropolitan Statistical Area	2,722	91.5	122
San Francisco-Oakland-Fremont, CA Metropolitan Statistical Area	4,521	107.5	72
San Jose-Sunnyvale-Santa Clara, CA Metropolitan Statistical Area	1,606	89.0	129
San Luis Obispo-Paso Robles, CA Metropolitan Statistical Area	220	83.8	152
Santa Barbara-Santa Maria-Goleta, CA Metropolitan Statistical Area	326	80.7	172
Santa Cruz-Watsonville, CA Metropolitan Statistical Area	279	110.8	61
Santa Fe, NM Metropolitan Statistical Area	141	98.6	101
Santa Rosa-Petaluma, CA Metropolitan Statistical Area	350	75.4	194
Sarasota-Bradenton-Venice, FL Metropolitan Statistical Area	761	110.7	62
Savannah, GA Metropolitan Statistical Area	492	149.4	9
Scranton--Wilkes-Barre, PA Metropolitan Statistical Area	408	74.3	204
Seaford, DE Micropolitan Statistical Area	145	78.7	180
Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area	2,796	84.5	147
Sebastian-Vero Beach, FL Metropolitan Statistical Area	157	119.1	43
Sheboygan, WI Metropolitan Statistical Area	53	46.3	343
Sherman-Denison, TX Metropolitan Statistical Area	159	134.0	22
Shreveport-Bossier City, LA Metropolitan Statistical Area	240	61.9	267
Sierra Vista-Douglas, AZ Micropolitan Statistical Area	148	115.7	48
Sioux City, IA-NE-SD Metropolitan Statistical Area	76	53.2	315
Sioux Falls, SD Metropolitan Statistical Area	77	33.9	378
South Bend-Mishawaka, IN-MI Metropolitan Statistical Area	262	82.7	161
Spartanburg, SC Metropolitan Statistical Area	230	83.5	155
Spokane, WA Metropolitan Statistical Area	297	65.1	247
Springfield, IL Metropolitan Statistical Area	129	62.4	261
Springfield, MA Metropolitan Statistical Area	511	74.9	198
Springfield, MO Metropolitan Statistical Area	321	76.4	184
Springfield, OH Metropolitan Statistical Area	119	84.7	146
St. Cloud, MN Metropolitan Statistical Area	82	44.2	354
St. George, UT Metropolitan Statistical Area	88	65.8	243
St. Joseph, MO-KS Metropolitan Statistical Area	115	93.2	117
St. Louis, MO-IL Metropolitan Statistical Area	1,831	65.3	244
State College, PA Metropolitan Statistical Area	46	31.8	382
Statesville-Mooresville, NC Micropolitan Statistical Area	155	102.3	88
Staunton-Waynesboro, VA Micropolitan Statistical Area	53	45.5	346
Stockton, CA Metropolitan Statistical Area	691	103.0	84
Sumter, SC Metropolitan Statistical Area	80	77.0	183
Syracuse, NY Metropolitan Statistical Area	373	57.8	287
Tallahassee, FL Metropolitan Statistical Area	480	136.2	20
Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	4,255	156.2	7
Terre Haute, IN Metropolitan Statistical Area	69	40.7	364
Texarkana, TX-Texarkana, AR Metropolitan Statistical Area	92	68.5	232
Thomasville-Lexington, NC Micropolitan Statistical Area	213	136.1	21
Toledo, OH Metropolitan Statistical Area	574	88.2	131
Topeka, KS Metropolitan Statistical Area	233	101.9	89
Torrington, CT Micropolitan Statistical Area	97	51.5	324
Traverse City, MI Micropolitan Statistical Area	70	49.3	332
Trenton-Ewing, NJ Metropolitan Statistical Area	315	86.2	138
Tucson, AZ Metropolitan Statistical Area	876	90.6	125
Tulsa, OK Metropolitan Statistical Area	589	65.0	248

¹This 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 identity theft 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 December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

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Metropolitan Area	Complaints Per 100,000		
	Complaints	Population	Rank
Tupelo, MS Micropolitan Statistical Area	98	74.1	206
Tuscaloosa, AL Metropolitan Statistical Area	215	104.8	80
Tyler, TX Metropolitan Statistical Area	218	109.7	65
Utica-Rome, NY Metropolitan Statistical Area	164	55.6	303
Valdosta, GA Metropolitan Statistical Area	179	137.5	17
Vallejo-Fairfield, CA Metropolitan Statistical Area	462	113.1	54
Victoria, TX Metropolitan Statistical Area	95	83.5	154
Vineland-Millville-Bridgeton, NJ Metropolitan Statistical Area	141	90.6	124
Virginia Beach-Norfolk-Newport News, VA-NC Metropolitan Statistical Area	1,218	73.4	210
Visalia-Porterville, CA Metropolitan Statistical Area	533	126.4	29
Waco, TX Metropolitan Statistical Area	168	73.6	209
Warner Robins, GA Metropolitan Statistical Area	149	113.7	50
Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	5,568	104.9	79
Waterloo-Cedar Falls, IA Metropolitan Statistical Area	64	39.2	368
Watertown-Fort Drum, NY Micropolitan Statistical Area	53	45.2	350
Wausau, WI Metropolitan Statistical Area	73	56.2	299
Weirton-Steubenville, WV-OH Metropolitan Statistical Area	65	53.0	317
Wenatchee, WA Metropolitan Statistical Area	61	56.9	293
Wheeling, WV-OH Metropolitan Statistical Area	64	44.0	355
Whitewater, WI Micropolitan Statistical Area	70	69.4	226
Wichita Falls, TX Metropolitan Statistical Area	88	59.4	281
Wichita, KS Metropolitan Statistical Area	393	65.9	240
Williamsport, PA Metropolitan Statistical Area	81	69.3	227
Willimantic, CT Micropolitan Statistical Area	78	66.6	238
Wilmington, NC Metropolitan Statistical Area	207	61.0	271
Winchester, VA-WV Metropolitan Statistical Area	87	71.8	216
Winston-Salem, NC Metropolitan Statistical Area	418	90.2	126
Wooster, OH Micropolitan Statistical Area	91	80.1	174
Worcester, MA Metropolitan Statistical Area	471	60.3	277
Yakima, WA Metropolitan Statistical Area	204	87.5	133
York-Hanover, PA Metropolitan Statistical Area	435	103.3	83
Youngstown-Warren-Boardman, OH-PA Metropolitan Statistical Area	357	62.6	260
Yuba City, CA Metropolitan Statistical Area	199	121.2	36
Yuma, AZ Metropolitan Statistical Area	151	79.2	179

¹This 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 identity theft 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 December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.



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