Federal Trade Commission
March 2011

TABLE OF CONTENTS

Report Subject	Page No.
Introduction	2
Executive Summary	3
Consumer Sentinel Network Complaint Type Percentages by Calendar Year	4
Consumer Sentinel Network Complaint Count by Calendar Year	5
Consumer Sentinel Network Complaint Categories	6
Consumer Sentinel Network Fraud Complaints	
Total Number of Fraud Complaints & Amount Paid	7
Method of Consumer Payment	8
Company's Method of Contacting Consumers	9
Fraud Complaints by Consumer Age	10
Consumer Sentinel Network Identity Theft Complaints	
How Identity Theft Victims' Information Is Misused	11
Law Enforcement Contact by Identity Theft Victims	12
Identity Theft Complaints by Victims' Age	13
Consumer Sentinel Network State and Metropolitan Areas Ranking	
State Complaint Rates	14
Largest Metropolitan Areas Ranking for Fraud & Other Complaints	15
Largest Metropolitan Areas Ranking for Identity Theft Complaints	16
Consumer Sentinel Network Detailed State Complaint Information	
One page per State and the District of Columbia	17
Each detailed State report contains the following information:	
- Top Fraud & Other Complaint Categories	
- Identity Theft Types Reported by Victims	
Appendices	
Appendix A1: Description of the Consumer Sentinel Network	69
Appendix A2: Major Data Contributors	70
Appendix A3: Data Contributor Details	71
Appendix A4: Better Business Bureau Data Contributors	72
Appendix B1: Complaint Category Descriptions	73
Appendix B2: Consumer Sentinel Network Complaint Categories (2008 – 2010)	75
Appendix B3: Consumer Sentinel Network Complaint Category Details	76
Appendix C: Fraud Complaints & Amount Paid Reported by State	82
Appendix D1: Fraud and Other Complaints by Largest Metropolitan Areas	83
Appendix D2: Identity Theft Complaints by Largest Metropolitan Areas	91

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 the Internet Crime Complaint Center, Better Business Bureaus, the Canadian Anti-Fraud Centre, the U.S. Postal Inspection Service, the Identity Theft Assistance Center, and the National Fraud Information Center, among others. This year, we also began receiving complaints from the North Carolina Department of Justice, the Idaho and Mississippi Attorneys General, the Minnesota Department of Public Safety, the Lawyers' Committee for Civil Rights, the Center for Democracy and Technology, Publishers Clearing House, MoneyGram International and PrivacyStar.

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. Upgraded features make searching complaints more efficient.

Begun in 1997 to collect fraud and identity theft complaints, the CSN now has more than 6.1 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 2010, the CSN received more than 1.3 million consumer complaints, which the FTC has sorted into 30 complaint categories. Some organizations transfer their complaints to the CSN after the end of the calendar year, and as a result, the total number of complaints for 2010 will increase during the next few months. For the same reason, totals from previous years may differ from prior CSN annual reports.

The 2010 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*
Idaho Attorney General	*Minnesota Department of Public Safety*
Mississippi Attorney General	*North Carolina Department of Justice*
U.S. Postal Inspection Service	*Identity Theft Assistance Center*
Canadian Anti-Fraud Centre	*Lawyers' Committee for Civil Rights*
National Consumers League	*Center for Democracy & Technology*
Privacy Star	*Publishers Clearing House*

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

www.FTC.gov/sentinel www.econsumer.gov www.FTC.gov/idtheft www.FTC.gov/sentinel/military

Executive Summary
Consumer Sentinel Network Data Book
January – December 2010

- The Consumer Sentinel Network (CSN) contains over 6.1 million complaints dating from calendar year 2006 through calendar year 2010. There are over 7.8 million do-not-call complaints from this same time period.

- The CSN received over 1.3 million complaints during calendar year 2010: 54% fraud complaints; 19% identity theft complaints; and 27% other types of complaints.

- Identity theft was the number one complaint category in the CSN for calendar year 2010 with 19% of the overall complaints, followed by Debt Collection (11%); Internet Services (5%); Prizes, Sweepstakes and Lotteries (5%); Shop-at-Home and Catalog Sales (4%); Impostor Scams (4%); Internet Auction (4%); Foreign Money Offers and Counterfeit Check Scams (3%); Telephone and Mobile Services (3%); and Credit Cards (2%). The complete ranking of all thirty complaint categories is listed on page six of this report.

Fraud

- A total of 725,087 CSN 2010 complaints were fraud-related. Consumers reported paying over $1.7 billion in those fraud complaints; the median amount paid was $594. Eighty-six 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, 45% said email, while another 11% said an Internet website. Only 10% 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 Maryland and Nevada.

Identity Theft

- Government documents/benefits fraud (19%) was the most common form of reported identity theft, followed by credit card fraud (15%), phone or utilities fraud (14%), and employment fraud (11%). Other significant categories of identity theft reported by victims were bank fraud (10%) and loan fraud (4%).

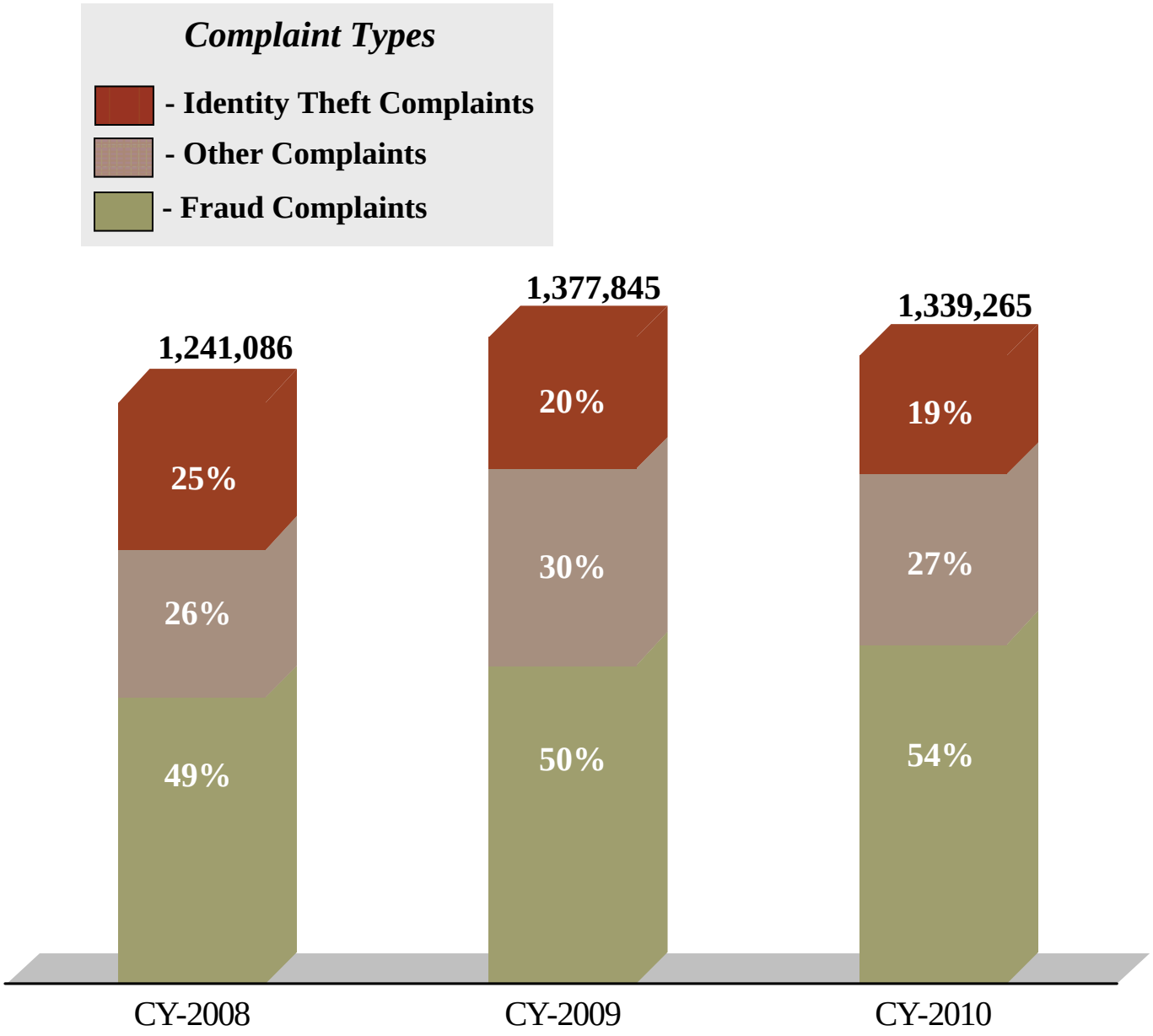
- Government documents/benefits fraud increased 4 percentage points since calendar year 2008; identity theft-related credit card fraud, on the other hand, declined 5 percentage points since calendar year 2008.

- Forty-two percent of identity theft complainants reported whether they contacted law enforcement. Of those victims, 72% notified a police department. Sixty-two percent indicated a report was taken.

- Florida is the state with the highest per capita rate of reported identity theft complaints, followed by Arizona and California.

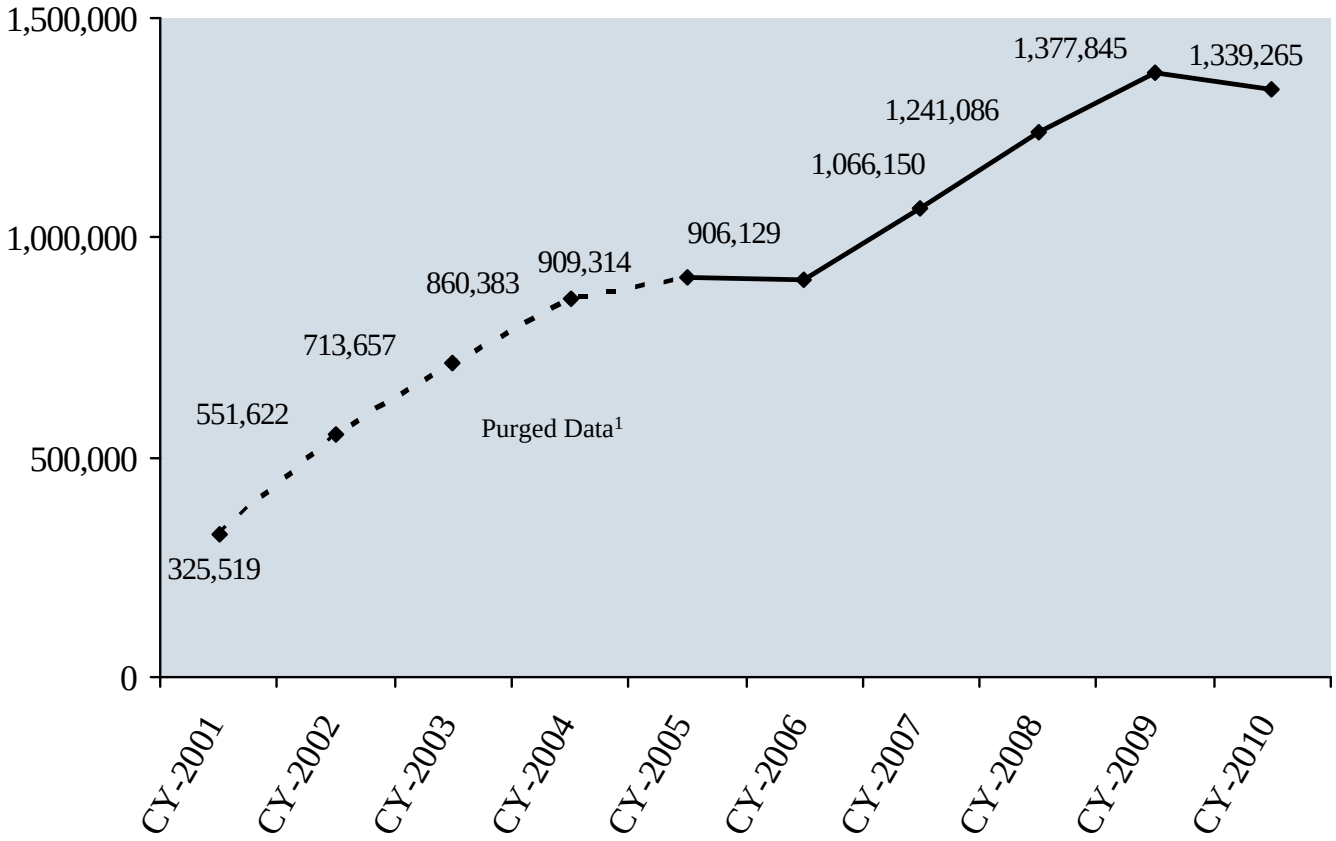
Consumer Sentinel Network
Complaint Type Percentages[1]

Calendar Years 2008 through 2010



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

Consumer Sentinel Network
Complaint Count[1]
Calendar Years 2001 through 2010



Consumer Sentinel Network
Complaint Type Count[1]
Calendar Years 2001 through 2010

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	503,797	259,314	303,039	1,066,150
2008	609,595	314,521	316,970	1,241,086
2009	680,704	278,356	418,785	1,377,845
2010	725,087	250,854	363,324	1,339,265

[1] Complaint counts from CY-2001 to CY-2005 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 Categories[1]

January 1 – December 31, 2010

Rank	Category	No. of Complaints	Percentages[1]
1	Identity Theft	250,854	19%
2	Debt Collection	144,159	11%
3	Internet Services	65,565	5%
4	Prizes, Sweepstakes and Lotteries	64,085	5%
5	Shop-at-Home and Catalog Sales	60,205	4%
6	Impostor Scams	60,158	4%
7	Internet Auction	56,107	4%
8	Foreign Money Offers and Counterfeit Check Scams	43,866	3%
9	Telephone and Mobile Services	37,388	3%
10	Credit Cards	33,258	2%
11	Advance-Fee Loans and Credit Protection/Repair	31,726	2%
12	Banks and Lenders	29,967	2%
13	Credit Bureaus, Information Furnishers and Report Users	28,724	2%
14	Mortgage Foreclosure Relief and Debt Management	28,584	2%
15	Television and Electronic Media	28,245	2%
16	Business Opportunities, Employment Agencies and Work-at-Home Plans	24,123	2%
17	Health Care	21,710	2%
18	Computer Equipment and Software	20,833	2%
19	Travel, Vacations and Timeshare Plans	18,836	1%
20	Auto Related Complaints	15,787	1%
21	Magazines and Books	10,994	1%
22	Home Repair, Improvement and Products	10,435	1%
23	Office Supplies and Services	9,367	1%
24	Investment Related Complaints	6,430	<1%
25	Grants	4,382	<1%
26	Real Estate	4,337	<1%
27	Charitable Solicitations	3,314	<1%
28	Clothing, Textiles and Jewelry	2,850	<1%
29	Multi-Level Marketing, Pyramids and Chain Letters	2,187	<1%
30	Video Games	1,353	<1%

[1]Percentages are based on the total number of CSN complaints (1,339,265) received by the FTC between January 1 and December 31, 2010. Thirteen percent (176,565) 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 2008 through 2010

CY	Complaint Count		Percentage Reporting Amount Paid	Amount Paid		
	Total	Reporting Amount Paid		Reported	Average[1]	Median[2]
2008	609,595	493,393	81%	$1,882,010,336	$3,814	$500
2009	680,704	565,325	83%	$1,715,076,138	$3,034	$531
2010	725,087	625,187	86%	$1,720,169,996	$2,751	$594

[1]Average is based on the total number of consumers who reported an amount paid for each calendar year: CY-2008 = 493,393; CY-2009 = 565,325; and CY-2010 = 625,187. Eleven consumers reported an amount paid of $1 million or more during CY-2010; 249 and 116 consumers for CY-2008 and CY-2009, respectively.

[2]Median is the middle number in a set of numbers so that half the numbers have values that are greater than the median and half have values that are less. Calculation of the median excludes complaints with amount paid reported as $0.

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

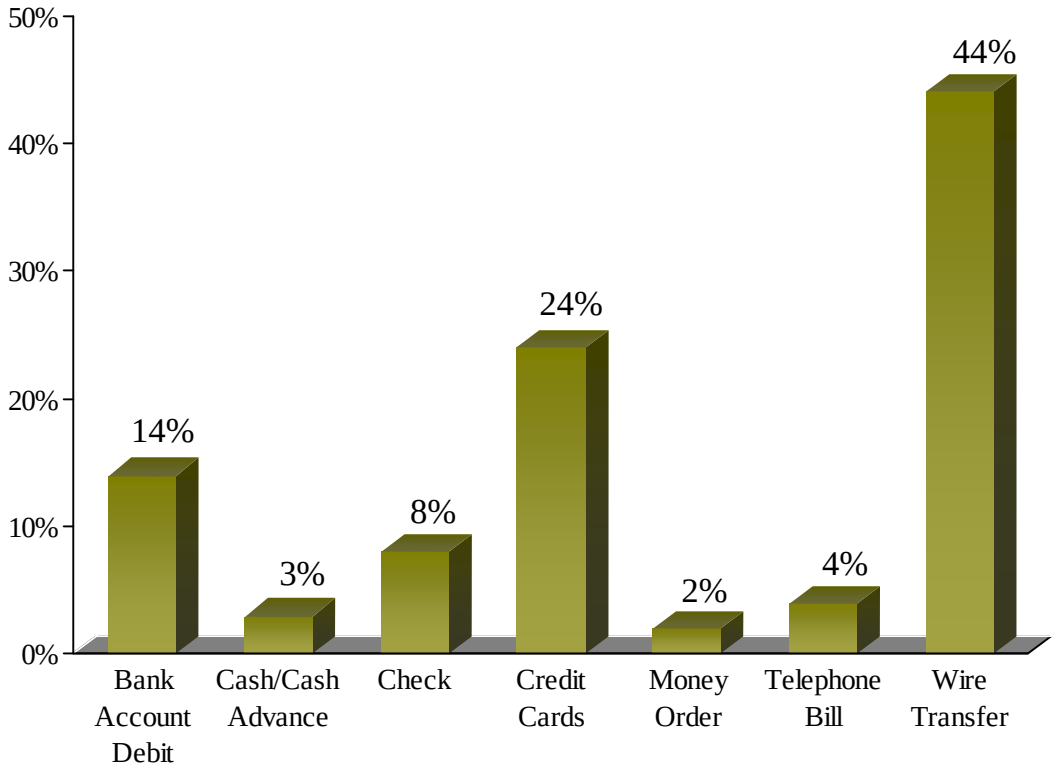
Consumer Sentinel Network
Distribution of Fraud Complaints by Amount Paid
Calendar Years 2008 through 2010

Amount Paid	CY - 2008		CY - 2009		CY - 2010	
	Complaints	Percentages[3]	Complaints	Percentages[3]	Complaints	Percentages[3]
$0	265,628	54%	327,765	58%	356,827	57%
$1 - 25	15,010	3%	14,355	3%	14,186	2%
$26 - 50	17,128	3%	15,488	3%	15,468	2%
$51 - 75	10,363	2%	11,810	2%	11,002	2%
$76 - 100	11,284	2%	15,861	3%	13,697	2%
$101 - 250	32,133	7%	32,861	6%	39,371	6%
$251 - 500	28,413	6%	26,685	5%	33,952	5%
$501 - 1,000	27,515	6%	26,849	5%	32,978	5%
$1,001 - 5,000	62,701	13%	68,975	12%	80,035	13%
More than $5,000	23,218	5%	24,676	4%	27,671	4%

[3]Percentages are based on the total number of consumers who reported amount paid for each calendar year: CY-2008 = 493,393; CY-2009 = 565,325; and CY-2010 = 625,187.

Consumer Sentinel Network Fraud Complaints by Method of Consumer Payment[1]

January 1 – December 31, 2010



Consumer Sentinel Network Fraud Complaints by Method of Consumer Payment

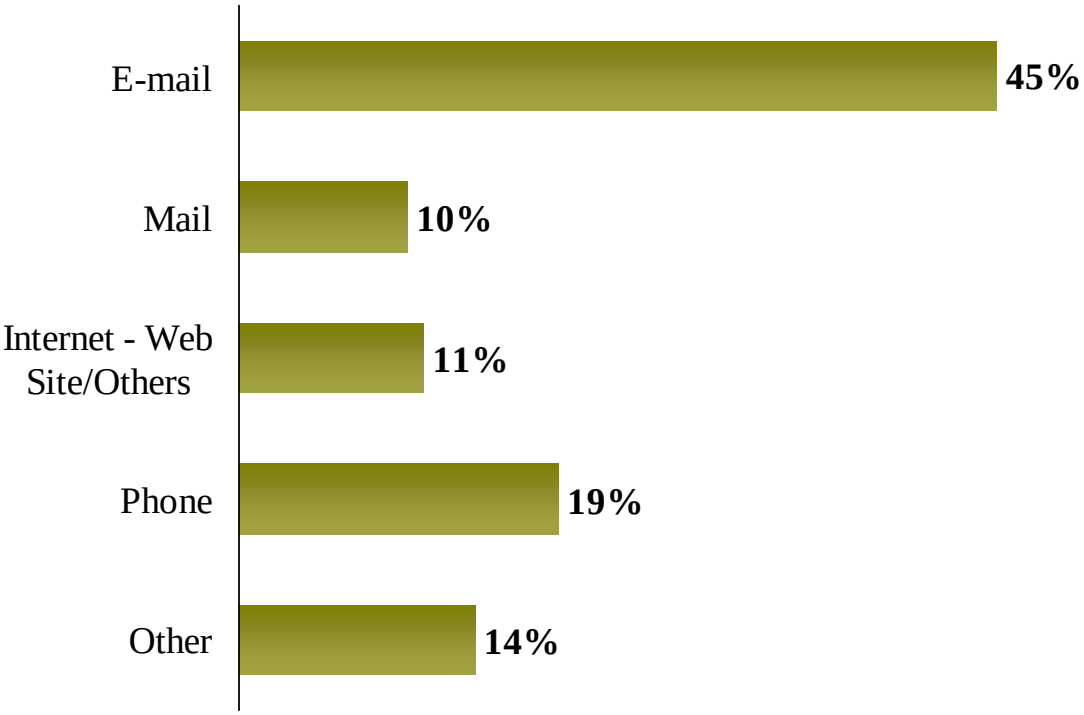
Calendar Years 2008 through 2010

	CY - 2008			CY - 2009			CY - 2010		
Payment Method	**Complaints**	**Percentages[1]**	**Amount Paid**	**Complaints**	**Percentages[1]**	**Amount Paid**	**Complaints**	**Percentages[1]**	**Amount Paid**
Bank Account Debit	10,689	19%	$30,470,446	15,674	20%	$45,597,427	14,967	14%	$35,777,806
Cash/Cash Advance	1,728	3%	$26,079,115	2,314	3%	$9,261,665	3,487	3%	$32,031,277
Check	5,854	10%	$101,686,329	7,967	10%	$180,485,530	8,265	8%	$60,877,201
Credit Cards	19,441	34%	$42,448,160	29,966	38%	$69,543,231	25,558	24%	$60,606,653
Money Order	3,355	6%	$15,021,246	2,545	3%	$8,611,196	2,623	2%	$10,768,788
Telephone Bill	1,782	3%	$1,234,009	3,862	5%	$848,246	4,632	4%	$1,184,975
Wire Transfer	14,526	25%	$208,890,051	16,982	21%	$119,365,765	45,939	44%	$144,460,963
Total Reporting Payment Method	57,375		$425,829,356	79,310		$433,713,059	105,471		$345,707,662

[1]Percentages are based on the total number of CSN fraud complaints for each calendar year where consumers reported the method of payment: CY-2008 = 57,375; CY-2009 = 79,310; and CY-2010 = 105,471. 15% of the consumers reported this information during CY-2010, 9% and 12% for CY-2008 and CY-2009, respectively.

Consumer Sentinel Network Fraud Complaints by Company's Method of Contacting Consumers[1]

January 1 – December 31, 2010



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

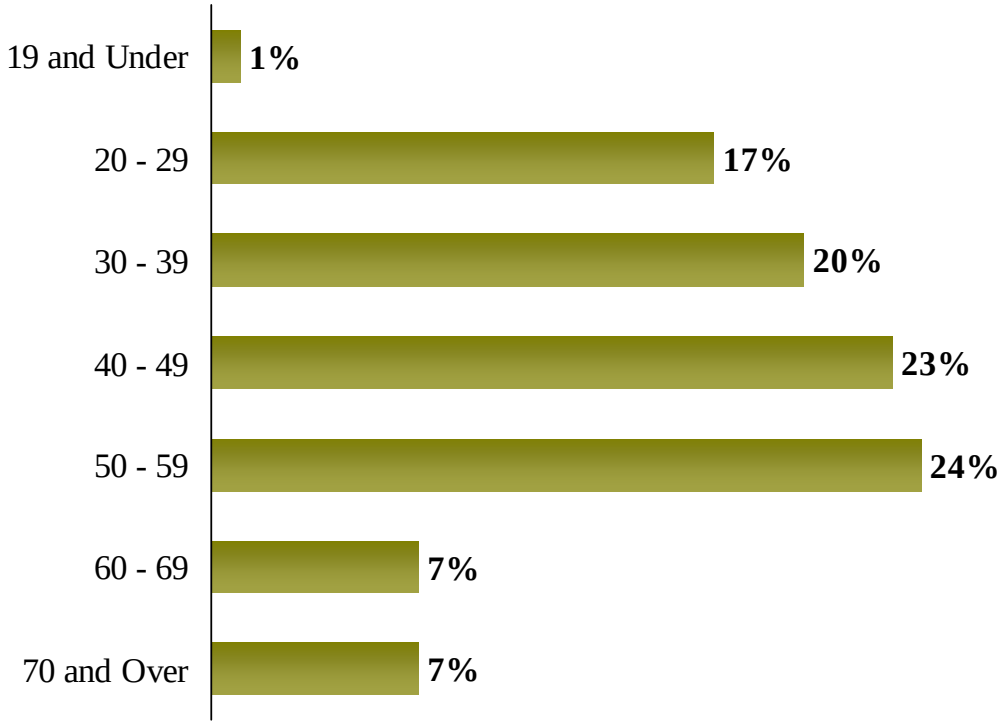
Calendar Years 2008 through 2010

Contact Method	CY - 2008		CY - 2009		CY - 2010	
	Complaints	**Percentages[1]**	**Complaints**	**Percentages[1]**	**Complaints**	**Percentages[1]**
E-mail	195,193	50%	202,290	44%	198,914	45%
Mail	53,755	14%	59,129	13%	44,852	10%
Internet - Web Site/Others	40,606	10%	55,592	12%	48,592	11%
Phone	40,825	11%	77,211	17%	84,075	19%
Other	57,197	15%	67,273	15%	62,162	14%
Total Reporting Contact Method	387,576		461,495		438,595	

[1]Percentages are based on the total number of CSN fraud complaints for each calendar year where consumers reported the company's method of initial contact: CY-2008 = 387,576; CY-2009 = 461,495; and CY-2010 = 438,595. 60% of consumers reported this information during CY-2010, 64% and 68% for CY-2008 and CY-2009, respectively.

Consumer Sentinel Network Fraud Complaints by Consumer Age[1]

January 1 – December 31, 2010



Consumer Sentinel Network Fraud Complaints by Consumer Age[1]

Calendar Years 2008 through 2010

	CY - 2008		CY - 2009		CY - 2010	
Consumer Age	**Complaints**	**Percentages[1]**	**Complaints**	**Percentages[1]**	**Complaints**	**Percentages[1]**
19 and Under	2,567	1%	3,171	1%	3,013	1%
20-29	67,998	20%	76,306	18%	79,770	17%
30-39	76,068	22%	88,810	21%	91,197	20%
40-49	87,809	26%	103,116	24%	107,552	23%
50-59	76,469	22%	105,057	24%	112,546	24%
60-69	16,399	5%	26,965	6%	31,201	7%
70 and Over	16,142	5%	25,570	6%	34,289	7%
Total Reporting Age	343,452		428,995		459,568	

[1]Percentages are based on the total number of consumers reporting their age for CSN fraud complaints each calendar year: CY-2008 = 343,452; CY-2009 = 428,995; and CY-2010 = 459,568. 63% of consumers reported this information during CY-2010, 56% and 63% for CY-2008 and CY-2009, respectively.

Consumer Sentinel Network Identity Theft Complaints
How Victims' Information is Misused[1]
Calendar Years 2008 through 2010

Government Documents or Benefits Fraud

Theft Subtype	Percentages CY-2008	Percentages CY-2009	Percentages CY-2010
Tax or Wage Related Fraud	12.3%	12.7%	15.5%
Government Benefits Applied For/Received	1.3%	1.7%	1.8%
Other Government Documents Issued/Forged	1.3%	1.1%	0.9%
Driver's License Issued/Forged	0.9%	0.9%	0.9%
Total	**15%**	**16%**	**19%**

Loan Fraud

Theft Subtype	Percentages CY-2008	Percentages CY-2009	Percentages CY-2010
Business / Personal / Student Loan	1.8%	1.8%	1.7%
Auto Loan / Lease	1.3%	1.2%	1.0%
Real Estate Loan	1.2%	1.1%	1.0%
Total	**4%**	**4%**	**4%**

Credit Card Fraud

Theft Subtype	Percentages CY-2008	Percentages CY-2009	Percentages CY-2010
New Accounts	12.3%	10.2%	9.0%
Existing Account	8.0%	7.0%	6.7%
Total	**20%**	**17%**	**15%**

Other Identity Theft

Theft Subtype	Percentages CY-2008	Percentages CY-2009	Percentages CY-2010
Uncertain	10.3%	9.0%	8.6%
Miscellaneous	8.8%	8.3%	7.6%
Internet / Email	1.1%	1.2%	1.9%
Evading the Law	1.4%	1.4%	1.5%
Medical	1.3%	1.3%	1.3%
Apartment or House Rented	0.7%	0.7%	0.7%
Insurance	0.3%	0.3%	0.3%
Child Support	0.2%	0.2%	0.2%
Bankruptcy	0.1%	0.1%	0.1%
Magazines	0.2%	0.2%	0.1%
Property Rental Fraud	0.2%	0.1%	0.1%
Securities / Other Investments	0.2%	0.1%	0.1%
Total	**24%**	**23%**	**22%**

Phone or Utilities Fraud

Theft Subtype	Percentages CY-2008	Percentages CY-2009	Percentages CY-2010
Utilities - New Accounts	5.5%	8.2%	9.3%
Wireless - New Accounts	4.1%	4.6%	3.7%
Telephone - New Accounts	3.4%	2.0%	1.5%
Unauthorized Charges to Existing Accounts	0.5%	0.6%	0.5%
Total	**13%**	**15%**	**14%**

Employment-Related Fraud

Theft Subtype	Percentages CY-2008	Percentages CY-2009	Percentages CY-2010
Employment-Related Fraud	**15%**	**13%**	**11%**

Attempted Identity Theft

Theft Subtype	Percentages CY-2008	Percentages CY-2009	Percentages CY-2010
Attempted Identity Theft	**6%**	**6%**	**7%**

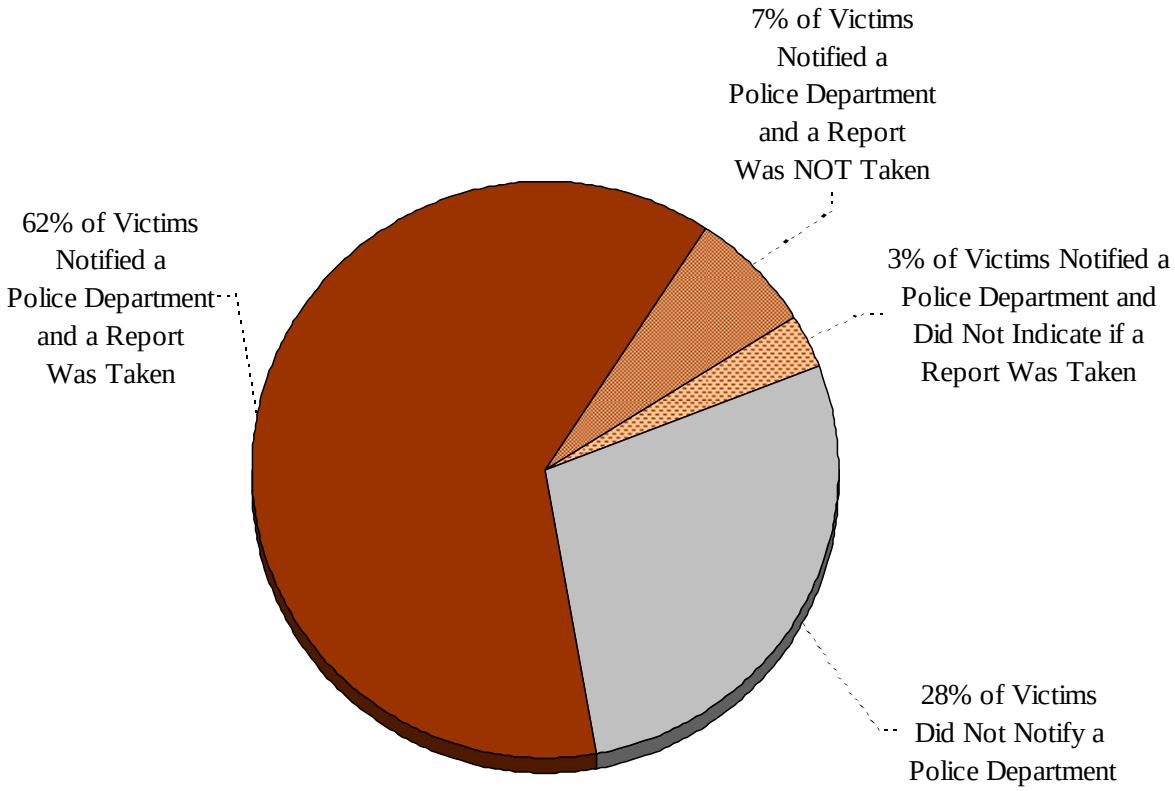
Bank Fraud[2]

Theft Subtype	Percentages CY-2008	Percentages CY-2009	Percentages CY-2010
Electronic Fund Transfer	4.6%	4.4%	4.8%
New Accounts	3.0%	3.1%	3.2%
Existing Accounts	3.4%	3.1%	2.8%
Total	**11%**	**10%**	**10%**

[1]Percentages are based on the total number of CSN identity theft complaints for each calendar year: CY-2008 = 314,521; CY-2009 = 278,356; and CY-2010 = 250,854. Note that 12% of identity theft complaints include more than one type of identity theft in CY-2010 and CY-2009; and 13% in CY-2008.

[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

Consumer Sentinel Network Identity Theft Complaints
Law Enforcement Contact[1]
January 1 – December 31, 2010



[1]Percentages are based on the total number of identity theft complaints where victims indicated whether they had notified a police department (100,217). 42% of the identity theft victims who contacted the FTC directly reported law enforcement contact information.

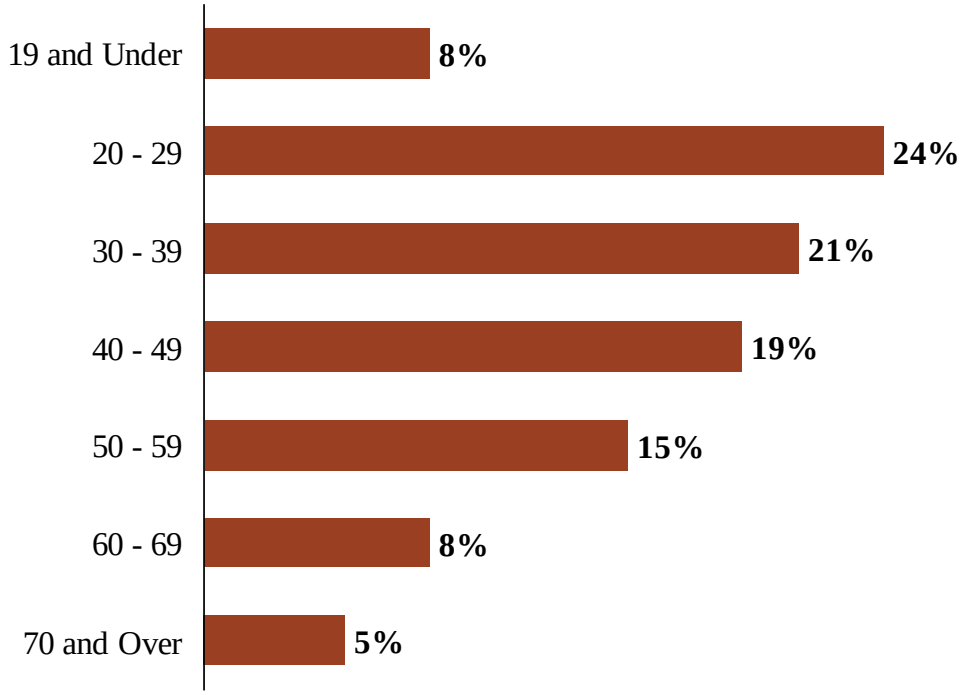
Law Enforcement Contact
Calendar Years 2008 through 2010

If the victim notified a police department, was a report taken?	CY-2008		CY-2009		CY-2010	
	Complaints	Percentages[2]	Complaints	Percentages[2]	Complaints	Percentages[2]
Yes	66,885	28%	67,999	62%	62,150	62%
No	14,546	6%	8,681	8%	6,470	7%
Not Reported	3,720	2%	3,353	3%	3,320	3%
Total Who Notified a Police Department	*85,151*	*36%*	*80,033*	*73%*	*71,940*	*72%*
Total Who Did Not Notify a Police Department	*153,828*	*64%*	*30,175*	*27%*	*28,277*	*28%*
Total Reporting Law Enforcement Contact Information	238,979		110,208		100,217	

[2]Percentages are based on the total number of identity theft complaints where victims indicated whether they had notified a police department: CY-2008 = 238,979; CY-2009 = 110,208; and CY-2010 = 100,217. 42% of identity theft victims who contacted the FTC directly reported law enforcement contact information in CY-2010, 81% in CY-2008 and 42% in CY-2009.

Consumer Sentinel Network Identity Theft Complaints by Victims' Age[1]

January 1 – December 31, 2010



Consumer Sentinel Network Identity Theft Complaints by Victims' Age

Calendar Years 2008 through 2010

	CY - 2008		CY - 2009		CY - 2010	
Consumer Age	**Complaints**	**Percentages[1]**	**Complaints**	**Percentages[1]**	**Complaints**	**Percentages[1]**
19 and Under	20,444	7%	19,196	7%	18,339	8%
20-29	72,132	24%	64,402	24%	56,678	24%
30-39	66,558	23%	57,645	22%	49,439	21%
40-49	57,528	19%	50,569	19%	43,955	19%
50-59	41,864	14%	38,562	15%	35,399	15%
60-69	22,138	7%	20,253	8%	19,958	8%
70 and Over	14,683	5%	13,720	5%	12,997	5%
Total Reporting Age	295,347		264,347		236,765	

[1]Percentages are based on the total number of victims reporting their age in CSN identity theft complaints for each calendar year: CY-2008 = 295,347; CY-2009 = 264,347; and CY-2010 = 236,765. 94% of the consumers who contacted the FTC reported their age in CY-2010 and CY-2008; and 95% in CY-2009.

Consumer Sentinel Network State Complaint Rates

January 1 – December 31, 2010

Fraud & Other Complaints

Rank	Consumer State	Complaints Per 100,000 Population[1]	Complaints
1	Colorado	417.8	21,012
2	Maryland	408.4	23,581
3	Nevada	398.3	10,757
4	Alaska	384.5	2,731
5	Florida	376.9	70,858
6	Arizona	375.5	23,999
7	Washington	366.2	24,627
8	Delaware	362.5	3,255
9	New Hampshire	357.2	4,702
10	Virginia	354.6	28,369
11	Oregon	352.6	13,508
12	California	333.0	124,072
13	Hawaii	329.3	4,479
14	Georgia	322.3	31,225
15	Missouri	320.2	19,175
16	Montana	314.1	3,108
17	New Jersey	309.7	27,227
18	Tennessee	303.7	19,271
19	Pennsylvania	299.3	38,024
20	Idaho	298.2	4,674
21	Utah	294.9	8,151
22	New Mexico	294.0	6,053
23	Illinois	293.8	37,691
24	Wyoming	293.1	1,652
25	Massachusetts	289.2	18,936
26	North Carolina	287.5	27,415
27	Kansas	286.6	8,177
28	Ohio	284.7	32,847
29	Texas	283.0	71,164
30	Alabama	281.5	13,457
31	Connecticut	281.3	10,054
32	South Carolina	280.7	12,982
33	Minnesota	278.5	14,770
34	Indiana	277.0	17,962
35	Michigan	274.3	27,111
36	Nebraska	274.0	5,005
37	Rhode Island	272.2	2,865
38	New York	268.9	52,113
39	Oklahoma	267.6	10,038
40	Vermont	264.3	1,654
41	Louisiana	263.7	11,953
42	Wisconsin	258.8	14,716
43	Maine	251.7	3,343
44	Kentucky	234.7	10,184
45	Arkansas	230.2	6,712
46	West Virginia	229.3	4,249
47	Mississippi	218.1	6,473
48	South Dakota	216.9	1,766
49	Iowa	210.0	6,397
50	North Dakota	183.6	1,235

Identity Theft Complaints

Rank	Victim State	Complaints Per 100,000 Population[1]	Complaints
1	Florida	114.8	21,581
2	Arizona	102.5	6,549
3	California	102.4	38,148
4	Georgia	97.1	9,404
5	Texas	96.1	24,158
6	Nevada	89.7	2,423
7	New Mexico	86.1	1,773
8	New York	85.1	16,494
9	Maryland	82.9	4,784
10	Illinois	80.6	10,345
11	Colorado	78.8	3,961
12	New Jersey	77.4	6,807
13	Delaware	73.9	664
14	Pennsylvania	71.0	9,025
15	Alabama	69.9	3,339
16	Michigan	69.6	6,880
17	Washington	69.1	4,646
18	Mississippi	67.1	1,992
19	Tennessee	65.8	4,175
20	Missouri	65.5	3,920
21	Connecticut	65.2	2,330
22	Louisiana	63.9	2,896
23	Virginia	63.3	5,065
24	North Carolina	62.8	5,986
25	Massachusetts	61.8	4,044
26	Kansas	60.2	1,717
27	Oklahoma	59.6	2,234
28	Ohio	59.3	6,844
29	South Carolina	58.9	2,726
30	Oregon	58.9	2,256
31	Arkansas	57.2	1,667
32	Rhode Island	55.0	579
33	Indiana	54.9	3,560
34	Utah	53.8	1,488
35	Wyoming	51.5	290
36	Minnesota	49.2	2,612
37	Alaska	48.2	342
38	Nebraska	47.1	860
39	Idaho	46.5	729
40	Wisconsin	44.9	2,553
41	Hawaii	43.3	589
42	Kentucky	42.6	1,847
43	West Virginia	40.5	750
44	Montana	39.6	392
45	Vermont	39.2	245
46	New Hampshire	38.2	503
47	Iowa	36.5	1,111
48	Maine	32.0	425
49	North Dakota	29.6	199
50	South Dakota	24.6	200

[1]Per 100,000 unit of population estimates are based on the 2010 U.S. Census (accessed Jan 12, 2011 at http://2010.census.gov/2010census/data/). Numbers for the District of Columbia are: Fraud and Others = 3,374 complaints and 560.7 complaints per 100,000 population; Identity Theft = 923 victims and 153.4 victims per 100,000 population.

Note: In calculating the State and Metropolitan Areas rankings, we excluded four State-specific data contributors' complaints (the North Carolina Department of Justice, the Idaho and Mississippi Attorneys General, and the Minnesota Department of Public Safety).

Consumer Sentinel Network
Largest Metropolitan Areas Ranking for
Fraud and Other – Related Consumer Complaints[1]

January 1 – December 31, 2010

Rank	Metropolitan Area	Complaints	Complaints Per 100,000 Population
1	Dunn, NC Micropolitan Statistical Area	805	740.4
2	Greeley, CO Metropolitan Statistical Area	1,742	714.7
3	Mount Vernon-Anacortes, WA Metropolitan Statistical Area	790	678.7
4	Boulder, CO Metropolitan Statistical Area	1,957	674.2
5	Thomasville-Lexington, NC Micropolitan Statistical Area	951	607.6
6	Allegan, MI Micropolitan Statistical Area	684	606.6
7	Punta Gorda, FL Metropolitan Statistical Area	853	558.2
8	Jefferson City, MO Metropolitan Statistical Area	811	556.7
9	Santa Fe, NM Metropolitan Statistical Area	788	551.2
10	Fort Collins-Loveland, CO Metropolitan Statistical Area	1,560	542.5
11	Sherman-Denison, TX Metropolitan Statistical Area	636	535.9
12	Gainesville, GA Metropolitan Statistical Area	965	535.6
13	Colorado Springs, CO Metropolitan Statistical Area	3,188	523.4
14	Roseburg, OR Micropolitan Statistical Area	541	519.6
15	Springfield, OH Metropolitan Statistical Area	726	516.8
16	Bellingham, WA Metropolitan Statistical Area	997	516.6
17	Bay City, MI Metropolitan Statistical Area	550	511.5
18	Medford, OR Metropolitan Statistical Area	1,019	511.3
19	Myrtle Beach-Conway-North Myrtle Beach, SC Metropolitan Statistical Area	1,265	506.2
20	Gettysburg, PA Micropolitan Statistical Area	507	503.1
21	Sierra Vista-Douglas, AZ Micropolitan Statistical Area	640	500.5
22	Ann Arbor, MI Metropolitan Statistical Area	1,747	499.1
23	Bremerton-Silverdale, WA Metropolitan Statistical Area	1,176	496.8
24	Homosassa Springs, FL Micropolitan Statistical Area	677	483.0
25	Wooster, OH Micropolitan Statistical Area	547	481.7
26	East Stroudsburg, PA Micropolitan Statistical Area	781	474.1
27	Napa, CA Metropolitan Statistical Area	627	473.0
28	Topeka, KS Metropolitan Statistical Area	1,078	471.4
29	Warner Robins, GA Metropolitan Statistical Area	617	470.9
30	Port St. Lucie, FL Metropolitan Statistical Area	1,882	470.4
31	Statesville-Mooresville, NC Micropolitan Statistical Area	709	468.2
32	Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	24,671	464.9
33	Fort Walton Beach-Crestview-Destin, FL Metropolitan Statistical Area	840	462.8
34	Denver-Aurora, CO Metropolitan Statistical Area	11,391	462.1
35	Kalamazoo-Portage, MI Metropolitan Statistical Area	1,490	460.9
36	Monroe, MI Metropolitan Statistical Area	707	460.3
37	Concord, NH Micropolitan Statistical Area	682	460.0
38	Vallejo-Fairfield, CA Metropolitan Statistical Area	1,877	459.4
39	Durham, NC Metropolitan Statistical Area	2,194	457.4
40	Wausau, WI Metropolitan Statistical Area	581	447.1
41	Sarasota-Bradenton-Venice, FL Metropolitan Statistical Area	3,072	447.0
42	Panama City-Lynn Haven, FL Metropolitan Statistical Area	733	447.0
43	Salisbury, NC Micropolitan Statistical Area	614	446.9
44	Anchorage, AK Metropolitan Statistical Area	1,615	445.7
45	Lake Charles, LA Metropolitan Statistical Area	855	445.5
46	Reno-Sparks, NV Metropolitan Statistical Area	1,823	444.3
47	Rocky Mount, NC Metropolitan Statistical Area	643	441.6
48	Roanoke, VA Metropolitan Statistical Area	1,300	438.4
49	Albany-Lebanon, OR Micropolitan Statistical Area	496	437.9
50	Lebanon, PA Metropolitan Statistical Area	559	437.1

[1]Ranking is based on the number of fraud and other types of complaints per 100,000 inhabitants for each Metropolitan Area. This chart illustrates the top 50 Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. See 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 four State-specific data contributors' complaints (the North Carolina Department of Justice, the Idaho and Mississippi Attorneys General, and the Minnesota Department of Public Safety).

Consumer Sentinel Network
Largest Metropolitan Areas Ranking for
Identity Theft – Related Consumer Complaints[1]

January 1 – December 31, 2010

Rank	Metropolitan Area	Complaints	Complaints Per 100,000 Population
1	Miami-Fort Lauderdale-Pompano Beach, FL Metropolitan Statistical Area	9,972	184.2
2	Brownsville-Harlingen, TX Metropolitan Statistical Area	708	182.8
3	Dunn, NC Micropolitan Statistical Area	190	174.8
4	McAllen-Edinburg-Mission, TX Metropolitan Statistical Area	1,157	162.8
5	Madera, CA Metropolitan Statistical Area	229	156.3
6	Thomasville-Lexington, NC Micropolitan Statistical Area	241	154.0
7	Columbus, GA-AL Metropolitan Statistical Area	397	140.4
8	Greeley, CO Metropolitan Statistical Area	341	139.9
9	Merced, CA Metropolitan Statistical Area	342	139.3
10	Bakersfield, CA Metropolitan Statistical Area	1,096	138.6
11	Laredo, TX Metropolitan Statistical Area	318	136.4
12	Las Cruces, NM Metropolitan Statistical Area	267	134.3
13	Visalia-Porterville, CA Metropolitan Statistical Area	560	132.8
14	Rocky Mount, NC Metropolitan Statistical Area	193	132.6
15	El Paso, TX Metropolitan Statistical Area	951	129.4
16	El Centro, CA Metropolitan Statistical Area	207	127.9
17	Gainesville, GA Metropolitan Statistical Area	230	127.7
18	Corpus Christi, TX Metropolitan Statistical Area	527	127.2
19	Atlanta-Sandy Springs-Marietta, GA Metropolitan Statistical Area	6,584	124.7
20	Stockton, CA Metropolitan Statistical Area	835	124.4
21	Modesto, CA Metropolitan Statistical Area	634	124.0
22	Montgomery, AL Metropolitan Statistical Area	446	121.9
23	Fresno, CA Metropolitan Statistical Area	1,093	121.5
24	Los Angeles-Long Beach-Santa Ana, CA Metropolitan Statistical Area	15,340	119.1
25	Dothan, AL Metropolitan Statistical Area	164	117.6
26	Monroe, MI Metropolitan Statistical Area	179	116.5
27	Macon, GA Metropolitan Statistical Area	267	116.2
28	Riverside-San Bernardino-Ontario, CA Metropolitan Statistical Area	4,741	116.2
29	Memphis, TN-MS-AR Metropolitan Statistical Area	1,483	115.8
30	Pottsville, PA Micropolitan Statistical Area	170	115.4
31	Vallejo-Fairfield, CA Metropolitan Statistical Area	469	114.8
32	Santa Fe, NM Metropolitan Statistical Area	163	114.0
33	Goldsboro, NC Metropolitan Statistical Area	129	113.6
34	Sierra Vista-Douglas, AZ Micropolitan Statistical Area	145	113.4
35	Port St. Lucie, FL Metropolitan Statistical Area	452	113.0
36	Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	6,920	112.6
37	Santa Cruz-Watsonville, CA Metropolitan Statistical Area	280	111.2
38	Mount Vernon-Anacortes, WA Metropolitan Statistical Area	129	110.8
39	Sherman-Denison, TX Metropolitan Statistical Area	131	110.4
40	Albany, GA Metropolitan Statistical Area	180	109.7
41	Orlando-Kissimmee, FL Metropolitan Statistical Area	2,220	109.2
42	Napa, CA Metropolitan Statistical Area	144	108.6
43	Houston-Sugar Land-Baytown, TX Metropolitan Statistical Area	6,056	107.6
44	Topeka, KS Metropolitan Statistical Area	246	107.6
45	Lakeland, FL Metropolitan Statistical Area	615	107.0
46	Yuba City, CA Metropolitan Statistical Area	175	106.6
47	Fayetteville, NC Metropolitan Statistical Area	369	105.7
48	Boulder, CO Metropolitan Statistical Area	306	105.4
49	Albuquerque, NM Metropolitan Statistical Area	880	105.4
50	Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	6,123	105.1

[1]Ranking is based on the number of identity theft complaints per 100,000 inhabitants for each Metropolitan Area. This chart illustrates the top 50 Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. See identity theft figures for all Metropolitan Areas with a population of 100,000 or more in Appendix D2. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

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, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 16,796

Fraud and Other Complaints Count from Alabama Consumers = 13,457

Top 10 Fraud and Other Complaint Categories Reported by Alabama Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	2,093	16%
2	Prizes, Sweepstakes and Lotteries	915	7%
3	Internet Auction	769	6%
4	Impostor Scams	758	6%
5	Shop-at-Home and Catalog Sales	682	5%
6	Internet Services	638	5%
7	Television and Electronic Media	619	5%
8	Foreign Money Offers and Counterfeit Check Scams	520	4%
9	Credit Cards	496	4%
10	Telephone and Mobile Services	458	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Alabama consumers (13,457).

Identity Theft Complaints Count from Alabama Victims = 3,339

Identity Theft Types Reported by Alabama Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	1,032	31%
2	Phone or Utilities Fraud	437	13%
3	Credit Card Fraud	391	12%
4	Bank Fraud[2]	298	9%
5	Employment-Related Fraud	252	8%
6	Loan Fraud	136	4%
	Other	691	21%
	Attempted Identity Theft	173	5%

[1]Percentages are based on the 3,339 victims reporting from Alabama. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

ALASKA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 3,073

Fraud and Other Complaints Count from Alaska Consumers = 2,731

Top 10 Fraud and Other Complaint Categories Reported by Alaska Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Impostor Scams	383	14%
2	Debt Collection	290	11%
3	Prizes, Sweepstakes and Lotteries	246	9%
4	Advance-Fee Loans and Credit Protection/Repair	230	8%
5	Foreign Money Offers and Counterfeit Check Scams	199	7%
6	Internet Services	175	6%
7	Credit Cards	159	6%
8	Shop-at-Home and Catalog Sales	146	5%
9	Internet Auction	141	5%
10	Health Care	73	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Alaska consumers (2,731).

Identity Theft Complaints Count from Alaska Victims = 342

Identity Theft Types Reported by Alaska Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	68	20%
2	Phone or Utilities Fraud	46	13%
3	Government Documents or Benefits Fraud	43	13%
4	Bank Fraud[2]	41	12%
5	Employment-Related Fraud	21	6%
6	Loan Fraud	13	4%
	Other	89	26%
	Attempted Identity Theft	26	8%

[1]Percentages are based on the 342 victims reporting from Alaska. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

ARIZONA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 30,548

Fraud and Other Complaints Count from Arizona Consumers = 23,999

Top 10 Fraud and Other Complaint Categories Reported by Arizona Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	3,671	15%
2	Prizes, Sweepstakes and Lotteries	1,805	8%
3	Impostor Scams	1,518	6%
4	Internet Services	1,450	6%
5	Shop-at-Home and Catalog Sales	1,133	5%
6	Internet Auction	1,044	4%
7	Foreign Money Offers and Counterfeit Check Scams	1,043	4%
8	Credit Cards	863	4%
9	Mortgage Foreclosure Relief and Debt Management	787	3%
10	Telephone and Mobile Services	735	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Arizona consumers (23,999).

Identity Theft Complaints Count from Arizona Victims = 6,549

Identity Theft Types Reported by Arizona Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Employment-Related Fraud	1,884	29%
2	Government Documents or Benefits Fraud	1,136	17%
3	Phone or Utilities Fraud	717	11%
4	Credit Card Fraud	701	11%
5	Bank Fraud[2]	577	9%
6	Loan Fraud	217	3%
	Other	1,452	22%
	Attempted Identity Theft	314	5%

[1]Percentages are based on the 6,549 victims reporting from Arizona. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

ARKANSAS
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 8,379

Fraud and Other Complaints Count from Arkansas Consumers = 6,712

Top 10 Fraud and Other Complaint Categories Reported by Arkansas Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	833	12%
2	Impostor Scams	431	6%
3	Prizes, Sweepstakes and Lotteries	379	6%
4	Internet Auction	375	6%
5	Internet Services	362	5%
6	Shop-at-Home and Catalog Sales	355	5%
7	Advance-Fee Loans and Credit Protection/Repair	353	5%
8	Foreign Money Offers and Counterfeit Check Scams	342	5%
9	Telephone and Mobile Services	258	4%
10	Television and Electronic Media	231	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Arkansas consumers (6,712).

Identity Theft Complaints Count from Arkansas Victims = 1,667

Identity Theft Types Reported by Arkansas Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	291	17%
2	Phone or Utilities Fraud	253	15%
3	Credit Card Fraud	246	15%
4	Employment-Related Fraud	189	11%
5	Bank Fraud[2]	177	11%
6	Loan Fraud	62	4%
	Other	392	24%
	Attempted Identity Theft	81	5%

[1]Percentages are based on the 1,667 victims reporting from Arkansas. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

CALIFORNIA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 162,220

Fraud and Other Complaints Count from California Consumers = 124,072

Top 10 Fraud and Other Complaint Categories Reported by California Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	19,197	15%
2	Internet Services	8,280	7%
3	Prizes, Sweepstakes and Lotteries	6,390	5%
4	Impostor Scams	6,324	5%
5	Internet Auction	6,265	5%
6	Shop-at-Home and Catalog Sales	5,965	5%
7	Foreign Money Offers and Counterfeit Check Scams	5,355	4%
8	Mortgage Foreclosure Relief and Debt Management	4,909	4%
9	Banks and Lenders	4,880	4%
10	Credit Cards	3,905	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from California consumers (124,072).

Identity Theft Complaints Count from California Victims = 38,148

Identity Theft Types Reported by California Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	6,460	17%
2	Government Documents or Benefits Fraud	6,142	16%
3	Phone or Utilities Fraud	5,480	14%
4	Employment-Related Fraud	4,966	13%
5	Bank Fraud[2]	3,969	10%
6	Loan Fraud	1,347	4%
	Other	9,024	24%
	Attempted Identity Theft	2,544	7%

[1]Percentages are based on the 38,148 victims reporting from California. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

COLORADO
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 24,973

Fraud and Other Complaints Count from Colorado Consumers = 21,012

Top 10 Fraud and Other Complaint Categories Reported by Colorado Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	2,357	11%
2	Impostor Scams	1,846	9%
3	Internet Services	1,705	8%
4	Shop-at-Home and Catalog Sales	1,031	5%
5	Internet Auction	1,017	5%
6	Foreign Money Offers and Counterfeit Check Scams	950	5%
7	Prizes, Sweepstakes and Lotteries	936	4%
8	Telephone and Mobile Services	810	4%
9	Television and Electronic Media	791	4%
10	Credit Cards	779	4%

[1]Percentages are based on the total number of CSN fraud and other complaints from Colorado consumers (21,012).

Identity Theft Complaints Count from Colorado Victims = 3,961

Identity Theft Types Reported by Colorado Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Employment-Related Fraud	786	20%
2	Government Documents or Benefits Fraud	584	15%
3	Phone or Utilities Fraud	547	14%
4	Credit Card Fraud	512	13%
5	Bank Fraud[2]	358	9%
6	Loan Fraud	142	4%
	Other	914	23%
	Attempted Identity Theft	277	7%

[1]Percentages are based on the 3,961 victims reporting from Colorado. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

CONNECTICUT
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 12,384

Fraud and Other Complaints Count from Connecticut Consumers = 10,054

Top 10 Fraud and Other Complaint Categories Reported by Connecticut Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	1,165	12%
2	Prizes, Sweepstakes and Lotteries	713	7%
3	Internet Services	632	6%
4	Internet Auction	631	6%
5	Impostor Scams	603	6%
6	Shop-at-Home and Catalog Sales	596	6%
7	Foreign Money Offers and Counterfeit Check Scams	593	6%
8	Mortgage Foreclosure Relief and Debt Management	362	4%
9	Credit Cards	290	3%
10	Banks and Lenders	264	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Connecticut consumers (10,054).

Identity Theft Complaints Count from Connecticut Victims = 2,330

Identity Theft Types Reported by Connecticut Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	380	16%
2	Phone or Utilities Fraud	355	15%
3	Government Documents or Benefits Fraud	301	13%
4	Bank Fraud[2]	262	11%
5	Employment-Related Fraud	200	9%
6	Loan Fraud	87	4%
	Other	577	25%
	Attempted Identity Theft	184	8%

[1]Percentages are based on the 2,330 victims reporting from Connecticut. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

DELAWARE
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 3,919

Fraud and Other Complaints Count from Delaware Consumers = 3,255

Top 10 Fraud and Other Complaint Categories Reported by Delaware Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	629	19%
2	Prizes, Sweepstakes and Lotteries	261	8%
3	Impostor Scams	174	5%
4	Internet Services	167	5%
5	Credit Bureaus, Information Furnishers and Report Users	150	5%
6	Internet Auction	137	4%
7	Foreign Money Offers and Counterfeit Check Scams	125	4%
8	Shop-at-Home and Catalog Sales	125	4%
9	Telephone and Mobile Services	120	4%
10	Credit Cards	109	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Delaware consumers (3,255).

Identity Theft Complaints Count from Delaware Victims = 664

Identity Theft Types Reported by Delaware Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Phone or Utilities Fraud	169	25%
2	Credit Card Fraud	100	15%
3	Government Documents or Benefits Fraud	88	13%
4	Bank Fraud[2]	70	11%
5	Employment-Related Fraud	46	7%
6	Loan Fraud	26	4%
	Other	129	19%
	Attempted Identity Theft	40	6%

[1]Percentages are based on the 664 victims reporting from Delaware. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

DISTRICT OF COLUMBIA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 4,297

Fraud and Other Complaints Count from District of Columbia Consumers = 3,374

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

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	489	14%
2	Prizes, Sweepstakes and Lotteries	471	14%
3	Internet Services	292	9%
4	Impostor Scams	156	5%
5	Shop-at-Home and Catalog Sales	144	4%
6	Telephone and Mobile Services	134	4%
7	Credit Bureaus, Information Furnishers and Report Users	131	4%
8	Foreign Money Offers and Counterfeit Check Scams	129	4%
9	Banks and Lenders	127	4%
10	Credit Cards	114	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from District of Columbia consumers (3,374).

Identity Theft Complaints Count from District of Columbia Victims = 923

Identity Theft Types Reported by District of Columbia Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	172	19%
2	Credit Card Fraud	152	16%
3	Bank Fraud[2]	131	14%
4	Phone or Utilities Fraud	81	9%
5	Employment-Related Fraud	57	6%
6	Loan Fraud	34	4%
	Other	223	24%
	Attempted Identity Theft	73	8%

[1]Percentages are based on the 923 victims reporting from District of Columbia. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

FLORIDA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 92,439

Fraud and Other Complaints Count from Florida Consumers = 70,858

Top 10 Fraud and Other Complaint Categories Reported by Florida Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	10,791	15%
2	Impostor Scams	4,353	6%
3	Internet Services	4,196	6%
4	Prizes, Sweepstakes and Lotteries	3,854	5%
5	Internet Auction	3,553	5%
6	Shop-at-Home and Catalog Sales	3,346	5%
7	Foreign Money Offers and Counterfeit Check Scams	3,045	4%
8	Credit Cards	2,757	4%
9	Banks and Lenders	2,358	3%
10	Credit Bureaus, Information Furnishers and Report Users	2,328	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Florida consumers (70,858).

Identity Theft Complaints Count from Florida Victims = 21,581

Identity Theft Types Reported by Florida Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	5,157	24%
2	Bank Fraud[2]	2,987	14%
3	Credit Card Fraud	2,964	14%
4	Phone or Utilities Fraud	2,250	10%
5	Employment-Related Fraud	1,594	7%
6	Loan Fraud	615	3%
	Other	4,971	23%
	Attempted Identity Theft	1,710	8%

[1]Percentages are based on the 21,581 victims reporting from Florida. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

GEORGIA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 40,629

Fraud and Other Complaints Count from Georgia Consumers = 31,225

Top 10 Fraud and Other Complaint Categories Reported by Georgia Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	4,845	16%
2	Prizes, Sweepstakes and Lotteries	1,858	6%
3	Internet Services	1,664	5%
4	Impostor Scams	1,527	5%
5	Internet Auction	1,508	5%
6	Shop-at-Home and Catalog Sales	1,354	4%
7	Banks and Lenders	1,307	4%
8	Telephone and Mobile Services	1,301	4%
9	Foreign Money Offers and Counterfeit Check Scams	1,230	4%
10	Television and Electronic Media	1,093	4%

[1]Percentages are based on the total number of CSN fraud and other complaints from Georgia consumers (31,225).

Identity Theft Complaints Count from Georgia Victims = 9,404

Identity Theft Types Reported by Georgia Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	2,882	31%
2	Credit Card Fraud	1,289	14%
3	Phone or Utilities Fraud	1,121	12%
4	Bank Fraud[2]	911	10%
5	Employment-Related Fraud	632	7%
6	Loan Fraud	328	3%
	Other	1,930	21%
	Attempted Identity Theft	600	6%

[1]Percentages are based on the 9,404 victims reporting from Georgia. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

HAWAII
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 5,068

Fraud and Other Complaints Count from Hawaii Consumers = 4,479

Top 10 Fraud and Other Complaint Categories Reported by Hawaii Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	495	11%
2	Internet Services	330	7%
3	Internet Auction	303	7%
4	Impostor Scams	285	6%
5	Shop-at-Home and Catalog Sales	277	6%
6	Prizes, Sweepstakes and Lotteries	270	6%
7	Mortgage Foreclosure Relief and Debt Management	208	5%
8	Foreign Money Offers and Counterfeit Check Scams	187	4%
9	Credit Cards	160	4%
10	Advance-Fee Loans and Credit Protection/Repair	139	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Hawaii consumers (4,479).

Identity Theft Complaints Count from Hawaii Victims = 589

Identity Theft Types Reported by Hawaii Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	120	20%
2	Bank Fraud[2]	87	15%
3	Government Documents or Benefits Fraud	50	8%
4	Phone or Utilities Fraud	47	8%
5	Employment-Related Fraud	22	4%
6	Loan Fraud	12	2%
	Other	198	34%
	Attempted Identity Theft	53	9%

[1]Percentages are based on the 589 victims reporting from Hawaii. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

IDAHO
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 5,403

Fraud and Other Complaints Count from Idaho Consumers = 4,674

Top 10 Fraud and Other Complaint Categories Reported by Idaho Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	689	15%
2	Internet Services	373	8%
3	Banks and Lenders	368	8%
4	Prizes, Sweepstakes and Lotteries	304	7%
5	Impostor Scams	288	6%
6	Shop-at-Home and Catalog Sales	271	6%
7	Internet Auction	263	6%
8	Foreign Money Offers and Counterfeit Check Scams	210	4%
9	Debt Management and Credit Counseling	197	4%
10	Telephone and Mobile Services	194	4%

[1]Percentages are based on the total number of CSN fraud and other complaints from Idaho consumers (4,674).

Identity Theft Complaints Count from Idaho Victims = 729

Identity Theft Types Reported by Idaho Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	117	16%
2	Employment-Related Fraud	101	14%
3	Phone or Utilities Fraud	97	13%
4	Government Documents or Benefits Fraud	88	12%
5	Bank Fraud[2]	78	11%
6	Loan Fraud	25	3%
	Other	186	26%
	Attempted Identity Theft	52	7%

[1]Percentages are based on the 729 victims reporting from Idaho. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

Note: We excluded complaints contributed by the Idaho Attorney General in calculating these figures.

ILLINOIS
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 48,036

Fraud and Other Complaints Count from Illinois Consumers = 37,691

Top 10 Fraud and Other Complaint Categories Reported by Illinois Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	4,510	12%
2	Internet Services	2,219	6%
3	Credit Bureaus, Information Furnishers and Report Users	2,110	6%
4	Prizes, Sweepstakes and Lotteries	2,035	5%
5	Telephone and Mobile Services	1,927	5%
6	Impostor Scams	1,906	5%
7	Shop-at-Home and Catalog Sales	1,903	5%
8	Internet Auction	1,870	5%
9	Television and Electronic Media	1,642	4%
10	Foreign Money Offers and Counterfeit Check Scams	1,383	4%

[1]Percentages are based on the total number of CSN fraud and other complaints from Illinois consumers (37,691).

Identity Theft Complaints Count from Illinois Victims = 10,345

Identity Theft Types Reported by Illinois Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	2,226	22%
2	Phone or Utilities Fraud	1,727	17%
3	Credit Card Fraud	1,571	15%
4	Bank Fraud[2]	1,016	10%
5	Employment-Related Fraud	969	9%
6	Loan Fraud	353	3%
	Other	2,077	20%
	Attempted Identity Theft	762	7%

[1]Percentages are based on the 10,345 victims reporting from Illinois. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

INDIANA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 21,522

Fraud and Other Complaints Count from Indiana Consumers = 17,962

Top 10 Fraud and Other Complaint Categories Reported by Indiana Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	2,319	13%
2	Prizes, Sweepstakes and Lotteries	1,420	8%
3	Impostor Scams	1,108	6%
4	Internet Auction	1,027	6%
5	Internet Services	995	6%
6	Foreign Money Offers and Counterfeit Check Scams	982	5%
7	Shop-at-Home and Catalog Sales	944	5%
8	Telephone and Mobile Services	648	4%
9	Credit Cards	637	4%
10	Television and Electronic Media	549	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Indiana consumers (17,962).

Identity Theft Complaints Count from Indiana Victims = 3,560

Identity Theft Types Reported by Indiana Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Phone or Utilities Fraud	652	18%
2	Government Documents or Benefits Fraud	554	16%
3	Credit Card Fraud	503	14%
4	Bank Fraud[2]	364	10%
5	Employment-Related Fraud	324	9%
6	Loan Fraud	124	3%
	Other	824	23%
	Attempted Identity Theft	216	6%

[1]Percentages are based on the 3,560 victims reporting from Indiana. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

IOWA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 7,508

Fraud and Other Complaints Count from Iowa Consumers = 6,397

Top 10 Fraud and Other Complaint Categories Reported by Iowa Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	790	12%
2	Shop-at-Home and Catalog Sales	450	7%
3	Internet Auction	415	6%
4	Internet Services	372	6%
5	Impostor Scams	355	6%
6	Prizes, Sweepstakes and Lotteries	340	5%
7	Foreign Money Offers and Counterfeit Check Scams	273	4%
8	Television and Electronic Media	232	4%
9	Telephone and Mobile Services	217	3%
10	Health Care	189	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Iowa consumers (6,397).

Identity Theft Complaints Count from Iowa Victims = 1,111

Identity Theft Types Reported by Iowa Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Phone or Utilities Fraud	189	17%
2	Credit Card Fraud	186	17%
3	Government Documents or Benefits Fraud	139	13%
4	Employment-Related Fraud	106	10%
5	Bank Fraud[2]	93	8%
6	Loan Fraud	35	3%
	Other	285	26%
	Attempted Identity Theft	86	8%

[1]Percentages are based on the 1,111 victims reporting from Iowa. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

KANSAS
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 9,894

Fraud and Other Complaints Count from Kansas Consumers = 8,177

Top 10 Fraud and Other Complaint Categories Reported by Kansas Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	1,093	13%
2	Prizes, Sweepstakes and Lotteries	533	7%
3	Foreign Money Offers and Counterfeit Check Scams	530	6%
4	Internet Auction	454	6%
5	Impostor Scams	453	6%
6	Shop-at-Home and Catalog Sales	452	6%
7	Internet Services	445	5%
8	Telephone and Mobile Services	335	4%
9	Credit Cards	266	3%
10	Television and Electronic Media	230	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Kansas consumers (8,177).

Identity Theft Complaints Count from Kansas Victims = 1,717

Identity Theft Types Reported by Kansas Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	252	15%
2	Phone or Utilities Fraud	249	15%
3	Government Documents or Benefits Fraud	242	14%
4	Bank Fraud[2]	238	14%
5	Employment-Related Fraud	202	12%
6	Loan Fraud	77	4%
	Other	379	22%
	Attempted Identity Theft	130	8%

[1]Percentages are based on the 1,717 victims reporting from Kansas. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

KENTUCKY
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 12,031

Fraud and Other Complaints Count from Kentucky Consumers = 10,184

Top 10 Fraud and Other Complaint Categories Reported by Kentucky Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	1,556	15%
2	Prizes, Sweepstakes and Lotteries	741	7%
3	Impostor Scams	668	7%
4	Shop-at-Home and Catalog Sales	628	6%
5	Internet Auction	626	6%
6	Internet Services	537	5%
7	Foreign Money Offers and Counterfeit Check Scams	389	4%
8	Credit Cards	344	3%
9	Telephone and Mobile Services	336	3%
10	Credit Bureaus, Information Furnishers and Report Users	307	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Kentucky consumers (10,184).

Identity Theft Complaints Count from Kentucky Victims = 1,847

Identity Theft Types Reported by Kentucky Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Phone or Utilities Fraud	291	16%
2	Credit Card Fraud	290	16%
3	Government Documents or Benefits Fraud	210	11%
4	Bank Fraud[2]	180	10%
5	Employment-Related Fraud	119	6%
6	Loan Fraud	69	4%
	Other	560	30%
	Attempted Identity Theft	128	7%

[1]Percentages are based on the 1,847 victims reporting from Kentucky. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

LOUISIANA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 14,849

Fraud and Other Complaints Count from Louisiana Consumers = 11,953

Top 10 Fraud and Other Complaint Categories Reported by Louisiana Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	1,866	16%
2	Prizes, Sweepstakes and Lotteries	1,062	9%
3	Internet Auction	765	6%
4	Impostor Scams	689	6%
5	Shop-at-Home and Catalog Sales	621	5%
6	Internet Services	569	5%
7	Foreign Money Offers and Counterfeit Check Scams	553	5%
8	Telephone and Mobile Services	454	4%
9	Television and Electronic Media	343	3%
10	Banks and Lenders	318	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Louisiana consumers (11,953).

Identity Theft Complaints Count from Louisiana Victims = 2,896

Identity Theft Types Reported by Louisiana Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	792	27%
2	Phone or Utilities Fraud	386	13%
3	Credit Card Fraud	383	13%
4	Bank Fraud[2]	285	10%
5	Employment-Related Fraud	198	7%
6	Loan Fraud	148	5%
	Other	595	21%
	Attempted Identity Theft	154	5%

[1]Percentages are based on the 2,896 victims reporting from Louisiana. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

MAINE
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 3,768

Fraud and Other Complaints Count from Maine Consumers = 3,343

Top 10 Fraud and Other Complaint Categories Reported by Maine Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	380	11%
2	Prizes, Sweepstakes and Lotteries	273	8%
3	Impostor Scams	220	7%
4	Internet Services	213	6%
5	Shop-at-Home and Catalog Sales	210	6%
6	Internet Auction	209	6%
7	Foreign Money Offers and Counterfeit Check Scams	164	5%
8	Credit Cards	107	3%
9	Advance-Fee Loans and Credit Protection/Repair	101	3%
10	Banks and Lenders	97	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Maine consumers (3,343).

Identity Theft Complaints Count from Maine Victims = 425

Identity Theft Types Reported by Maine Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	92	22%
2	Phone or Utilities Fraud	76	18%
3	Bank Fraud[2]	48	11%
4	Government Documents or Benefits Fraud	41	10%
5	Loan Fraud	9	2%
6	Employment-Related Fraud	8	2%
	Other	117	28%
	Attempted Identity Theft	34	8%

[1]Percentages are based on the 425 victims reporting from Maine. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

MARYLAND
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 28,365

Fraud and Other Complaints Count from Maryland Consumers = 23,581

Top 10 Fraud and Other Complaint Categories Reported by Maryland Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	3,243	14%
2	Internet Services	1,440	6%
3	Impostor Scams	1,330	6%
4	Credit Cards	1,263	5%
5	Prizes, Sweepstakes and Lotteries	1,212	5%
6	Internet Auction	1,161	5%
7	Shop-at-Home and Catalog Sales	1,160	5%
8	Telephone and Mobile Services	1,011	4%
9	Foreign Money Offers and Counterfeit Check Scams	929	4%
10	Banks and Lenders	776	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Maryland consumers (23,581).

Identity Theft Complaints Count from Maryland Victims = 4,784

Identity Theft Types Reported by Maryland Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	878	18%
2	Bank Fraud[2]	659	14%
3	Government Documents or Benefits Fraud	639	13%
4	Phone or Utilities Fraud	636	13%
5	Employment-Related Fraud	311	7%
6	Loan Fraud	180	4%
	Other	1,099	23%
	Attempted Identity Theft	434	9%

[1]Percentages are based on the 4,784 victims reporting from Maryland. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

MASSACHUSETTS
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 22,980

Fraud and Other Complaints Count from Massachusetts Consumers = 18,936

Top 10 Fraud and Other Complaint Categories Reported by Massachusetts Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	2,048	11%
2	Internet Services	1,348	7%
3	Prizes, Sweepstakes and Lotteries	1,180	6%
4	Internet Auction	1,125	6%
5	Shop-at-Home and Catalog Sales	1,100	6%
6	Impostor Scams	955	5%
7	Foreign Money Offers and Counterfeit Check Scams	887	5%
8	Telephone and Mobile Services	715	4%
9	Credit Cards	696	4%
10	Mortgage Foreclosure Relief and Debt Management	620	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Massachusetts consumers (18,936).

Identity Theft Complaints Count from Massachusetts Victims = 4,044

Identity Theft Types Reported by Massachusetts Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	784	19%
2	Phone or Utilities Fraud	660	16%
3	Government Documents or Benefits Fraud	530	13%
4	Bank Fraud[2]	421	10%
5	Employment-Related Fraud	328	8%
6	Loan Fraud	116	3%
	Other	898	22%
	Attempted Identity Theft	334	8%

[1]Percentages are based on the 4,044 victims reporting from Massachusetts. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

MICHIGAN
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 33,991

Fraud and Other Complaints Count from Michigan Consumers = 27,111

Top 10 Fraud and Other Complaint Categories Reported by Michigan Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	3,654	13%
2	Prizes, Sweepstakes and Lotteries	2,027	7%
3	Impostor Scams	1,720	6%
4	Shop-at-Home and Catalog Sales	1,653	6%
5	Internet Auction	1,593	6%
6	Internet Services	1,491	5%
7	Foreign Money Offers and Counterfeit Check Scams	1,197	4%
8	Telephone and Mobile Services	900	3%
9	Television and Electronic Media	872	3%
10	Mortgage Foreclosure Relief and Debt Management	846	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Michigan consumers (27,111).

Identity Theft Complaints Count from Michigan Victims = 6,880

Identity Theft Types Reported by Michigan Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	1,490	22%
2	Phone or Utilities Fraud	1,123	16%
3	Credit Card Fraud	1,073	16%
4	Bank Fraud[2]	650	9%
5	Employment-Related Fraud	451	7%
6	Loan Fraud	306	4%
	Other	1,339	19%
	Attempted Identity Theft	510	7%

[1]Percentages are based on the 6,880 victims reporting from Michigan. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

MINNESOTA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 17,382

Fraud and Other Complaints Count from Minnesota Consumers = 14,770

Top 10 Fraud and Other Complaint Categories Reported by Minnesota Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Prizes, Sweepstakes and Lotteries	1,531	10%
2	Debt Collection	1,515	10%
3	Internet Services	925	6%
4	Impostor Scams	857	6%
5	Shop-at-Home and Catalog Sales	803	5%
6	Internet Auction	724	5%
7	Television and Electronic Media	677	5%
8	Telephone and Mobile Services	644	4%
9	Foreign Money Offers and Counterfeit Check Scams	608	4%
10	Health Care	513	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Minnesota consumers (14,770).

Identity Theft Complaints Count from Minnesota Victims = 2,612

Identity Theft Types Reported by Minnesota Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	501	19%
2	Government Documents or Benefits Fraud	325	12%
3	Bank Fraud[2]	321	12%
4	Phone or Utilities Fraud	309	12%
5	Employment-Related Fraud	197	8%
6	Loan Fraud	98	4%
	Other	637	24%
	Attempted Identity Theft	248	9%

[1]Percentages are based on the 2,612 victims reporting from Minnesota. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

Note: We excluded complaints contributed by the Minnesota Department of Public Safety in calculating these figures.

MISSISSIPPI
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 8,465

Fraud and Other Complaints Count from Mississippi Consumers = 6,473

Top 10 Fraud and Other Complaint Categories Reported by Mississippi Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	1,041	16%
2	Prizes, Sweepstakes and Lotteries	671	10%
3	Impostor Scams	355	5%
4	Shop-at-Home and Catalog Sales	344	5%
5	Internet Auction	339	5%
6	Telephone and Mobile Services	323	5%
7	Internet Services	282	4%
8	Foreign Money Offers and Counterfeit Check Scams	267	4%
9	Banks and Lenders	202	3%
10	Credit Bureaus, Information Furnishers and Report Users	197	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Mississippi consumers (6,473).

Identity Theft Complaints Count from Mississippi Victims = 1,992

Identity Theft Types Reported by Mississippi Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	616	31%
2	Phone or Utilities Fraud	271	14%
3	Credit Card Fraud	210	11%
4	Employment-Related Fraud	175	9%
5	Bank Fraud[2]	155	8%
6	Loan Fraud	75	4%
	Other	416	21%
	Attempted Identity Theft	101	5%

[1]Percentages are based on the 1,992 victims reporting from Mississippi. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

Note: We excluded complaints contributed by the Mississippi Attorney General in calculating these figures.

MISSOURI
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 23,095

Fraud and Other Complaints Count from Missouri Consumers = 19,175

Top 10 Fraud and Other Complaint Categories Reported by Missouri Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	2,582	13%
2	Television and Electronic Media	1,339	7%
3	Telephone and Mobile Services	1,075	6%
4	Internet Auction	1,066	6%
5	Impostor Scams	987	5%
6	Internet Services	951	5%
7	Shop-at-Home and Catalog Sales	864	5%
8	Prizes, Sweepstakes and Lotteries	817	4%
9	Foreign Money Offers and Counterfeit Check Scams	793	4%
10	Health Care	543	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Missouri consumers (19,175).

Identity Theft Complaints Count from Missouri Victims = 3,920

Identity Theft Types Reported by Missouri Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Phone or Utilities Fraud	657	17%
2	Credit Card Fraud	550	14%
3	Bank Fraud[2]	530	14%
4	Government Documents or Benefits Fraud	500	13%
5	Employment-Related Fraud	281	7%
6	Loan Fraud	135	3%
	Other	1,013	26%
	Attempted Identity Theft	295	8%

[1]Percentages are based on the 3,920 victims reporting from Missouri. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

MONTANA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 3,500

Fraud and Other Complaints Count from Montana Consumers = 3,108

Top 10 Fraud and Other Complaint Categories Reported by Montana Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	350	11%
2	Prizes, Sweepstakes and Lotteries	304	10%
3	Internet Auction	217	7%
4	Foreign Money Offers and Counterfeit Check Scams	212	7%
5	Internet Services	196	6%
6	Impostor Scams	181	6%
7	Shop-at-Home and Catalog Sales	180	6%
8	Credit Cards	100	3%
9	Advance-Fee Loans and Credit Protection/Repair	84	3%
10	Credit Bureaus, Information Furnishers and Report Users	79	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Montana consumers (3,108).

Identity Theft Complaints Count from Montana Victims = 392

Identity Theft Types Reported by Montana Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	85	22%
2	Phone or Utilities Fraud	59	15%
3	Government Documents or Benefits Fraud	36	9%
4	Bank Fraud[2]	33	8%
5	Employment-Related Fraud	26	7%
6	Loan Fraud	9	2%
	Other	105	27%
	Attempted Identity Theft	39	10%

[1]Percentages are based on the 392 victims reporting from Montana. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

NEBRASKA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 5,865

Fraud and Other Complaints Count from Nebraska Consumers = 5,005

Top 10 Fraud and Other Complaint Categories Reported by Nebraska Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	732	15%
2	Prizes, Sweepstakes and Lotteries	349	7%
3	Shop-at-Home and Catalog Sales	275	5%
4	Internet Services	258	5%
5	Internet Auction	255	5%
6	Impostor Scams	223	4%
7	Foreign Money Offers and Counterfeit Check Scams	213	4%
8	Television and Electronic Media	203	4%
9	Health Care	178	4%
10	Credit Cards	159	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Nebraska consumers (5,005).

Identity Theft Complaints Count from Nebraska Victims = 860

Identity Theft Types Reported by Nebraska Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	143	17%
2	Employment-Related Fraud	142	17%
3	Credit Card Fraud	122	14%
4	Phone or Utilities Fraud	119	14%
5	Bank Fraud[2]	67	8%
6	Loan Fraud	25	3%
	Other	208	24%
	Attempted Identity Theft	51	6%

[1]Percentages are based on the 860 victims reporting from Nebraska. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

NEVADA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 13,180

Fraud and Other Complaints Count from Nevada Consumers = 10,757

Top 10 Fraud and Other Complaint Categories Reported by Nevada Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	1,561	15%
2	Internet Services	687	6%
3	Impostor Scams	644	6%
4	Shop-at-Home and Catalog Sales	523	5%
5	Internet Auction	507	5%
6	Prizes, Sweepstakes and Lotteries	463	4%
7	Foreign Money Offers and Counterfeit Check Scams	416	4%
8	Mortgage Foreclosure Relief and Debt Management	374	3%
9	Banks and Lenders	364	3%
10	Credit Cards	337	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Nevada consumers (10,757).

Identity Theft Complaints Count from Nevada Victims = 2,423

Identity Theft Types Reported by Nevada Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	403	17%
2	Credit Card Fraud	335	14%
3	Employment-Related Fraud	326	13%
4	Phone or Utilities Fraud	321	13%
5	Bank Fraud[2]	265	11%
6	Loan Fraud	97	4%
	Other	624	26%
	Attempted Identity Theft	158	7%

[1]Percentages are based on the 2,423 victims reporting from Nevada. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

NEW HAMPSHIRE
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 5,205

Fraud and Other Complaints Count from New Hampshire Consumers = 4,702

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

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	646	14%
2	Impostor Scams	302	6%
3	Shop-at-Home and Catalog Sales	268	6%
4	Prizes, Sweepstakes and Lotteries	262	6%
5	Internet Auction	256	5%
6	Foreign Money Offers and Counterfeit Check Scams	247	5%
7	Internet Services	240	5%
8	Credit Cards	170	4%
9	Banks and Lenders	152	3%
10	Health Care	147	3%
11	Mortgage Foreclosure Relief and Debt Management	147	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from New Hampshire consumers (4,702).

Identity Theft Complaints Count from New Hampshire Victims = 503

Identity Theft Types Reported by New Hampshire Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	98	19%
2	Phone or Utilities Fraud	62	12%
3	Government Documents or Benefits Fraud	56	11%
4	Bank Fraud[2]	47	9%
5	Employment-Related Fraud	29	6%
6	Loan Fraud	15	3%
	Other	156	31%
	Attempted Identity Theft	40	8%

[1]Percentages are based on the 503 victims reporting from New Hampshire. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

NEW JERSEY
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 34,034

Fraud and Other Complaints Count from New Jersey Consumers = 27,227

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

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	4,329	16%
2	Advance-Fee Loans and Credit Protection/Repair	4,113	15%
3	Internet Services	1,901	7%
4	Impostor Scams	1,549	6%
5	Internet Auction	1,545	6%
6	Shop-at-Home and Catalog Sales	1,455	5%
7	Prizes, Sweepstakes and Lotteries	1,243	5%
8	Foreign Money Offers and Counterfeit Check Scams	1,097	4%
9	Telephone and Mobile Services	1,065	4%
10	Credit Cards	989	4%

[1]Percentages are based on the total number of CSN fraud and other complaints from New Jersey consumers (27,227).

Identity Theft Complaints Count from New Jersey Victims = 6,807

Identity Theft Types Reported by New Jersey Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	1,261	19%
2	Government Documents or Benefits Fraud	1,122	16%
3	Phone or Utilities Fraud	950	14%
4	Bank Fraud[2]	697	10%
5	Employment-Related Fraud	676	10%
6	Loan Fraud	184	3%
	Other	1,505	22%
	Attempted Identity Theft	547	8%

[1]Percentages are based on the 6,807 victims reporting from New Jersey. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

NEW MEXICO
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 7,826

Fraud and Other Complaints Count from New Mexico Consumers = 6,053

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

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	816	13%
2	Prizes, Sweepstakes and Lotteries	458	8%
3	Impostor Scams	401	7%
4	Internet Services	401	7%
5	Shop-at-Home and Catalog Sales	348	6%
6	Internet Auction	334	6%
7	Credit Bureaus, Information Furnishers and Report Users	326	5%
8	Foreign Money Offers and Counterfeit Check Scams	321	5%
9	Advance-Fee Loans and Credit Protection/Repair	197	3%
10	Credit Cards	186	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from New Mexico consumers (6,053).

Identity Theft Complaints Count from New Mexico Victims = 1,773

Identity Theft Types Reported by New Mexico Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Employment-Related Fraud	390	22%
2	Government Documents or Benefits Fraud	299	17%
3	Phone or Utilities Fraud	226	13%
4	Credit Card Fraud	213	12%
5	Bank Fraud[2]	176	10%
6	Loan Fraud	75	4%
	Other	391	22%
	Attempted Identity Theft	107	6%

[1]Percentages are based on the 1,773 victims reporting from New Mexico. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

NEW YORK
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 68,607

Fraud and Other Complaints Count from New York Consumers = 52,113

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

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	6,288	12%
2	Internet Services	3,583	7%
3	Internet Auction	3,336	6%
4	Shop-at-Home and Catalog Sales	3,089	6%
5	Prizes, Sweepstakes and Lotteries	2,597	5%
6	Impostor Scams	2,561	5%
7	Foreign Money Offers and Counterfeit Check Scams	2,520	5%
8	Advance-Fee Loans and Credit Protection/Repair	2,162	4%
9	Telephone and Mobile Services	2,139	4%
10	Credit Cards	1,758	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from New York consumers (52,113).

Identity Theft Complaints Count from New York Victims = 16,494

Identity Theft Types Reported by New York Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	3,378	20%
2	Government Documents or Benefits Fraud	2,951	18%
3	Phone or Utilities Fraud	2,331	14%
4	Bank Fraud[2]	1,753	11%
5	Employment-Related Fraud	1,080	7%
6	Loan Fraud	522	3%
	Other	3,243	20%
	Attempted Identity Theft	1,376	8%

[1]Percentages are based on the 16,494 victims reporting from New York. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

NORTH CAROLINA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 33,401

Fraud and Other Complaints Count from North Carolina Consumers = 27,415

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

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	5,488	20%
2	Internet Services	2,508	9%
3	Banks and Lenders	2,087	8%
4	Prizes, Sweepstakes and Lotteries	1,996	7%
5	Telephone and Mobile Services	1,989	7%
6	Home Repair, Improvement and Products	1,814	7%
7	Television and Electronic Media	1,645	6%
8	Auto Related Complaints	1,573	6%
9	Impostor Scams	1,560	6%
10	Shop-at-Home and Catalog Sales	1,548	6%

[1]Percentages are based on the total number of CSN fraud and other complaints from North Carolina consumers (27,415).

Identity Theft Complaints Count from North Carolina Victims = 5,986

Identity Theft Types Reported by North Carolina Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Phone or Utilities Fraud	1,162	19%
2	Government Documents or Benefits Fraud	1,016	17%
3	Credit Card Fraud	770	13%
4	Bank Fraud[2]	550	9%
5	Employment-Related Fraud	526	9%
6	Loan Fraud	251	4%
	Other	1,412	24%
	Attempted Identity Theft	346	6%

[1]Percentages are based on the 5,986 victims reporting from North Carolina. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

Note: We excluded complaints contributed by the North Carolina Department of Justice in calculating these figures.

NORTH DAKOTA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 1,434

Fraud and Other Complaints Count from North Dakota Consumers = 1,235

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

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	145	12%
2	Internet Auction	90	7%
3	Shop-at-Home and Catalog Sales	90	7%
4	Prizes, Sweepstakes and Lotteries	89	7%
5	Internet Services	65	5%
6	Foreign Money Offers and Counterfeit Check Scams	53	4%
7	Impostor Scams	53	4%
8	Telephone and Mobile Services	50	4%
9	Credit Cards	34	3%
10	Business Opportunities, Employment Agencies and Work-at-Home Plans	33	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from North Dakota consumers (1,235).

Identity Theft Complaints Count from North Dakota Victims = 199

Identity Theft Types Reported by North Dakota Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	36	18%
2	Phone or Utilities Fraud	32	16%
3	Bank Fraud[2]	29	15%
4	Government Documents or Benefits Fraud	16	8%
5	Employment-Related Fraud	8	4%
6	Loan Fraud	5	3%
	Other	54	27%
	Attempted Identity Theft	22	11%

[1]Percentages are based on the 199 victims reporting from North Dakota. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

OHIO
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 39,691

Fraud and Other Complaints Count from Ohio Consumers = 32,847

Top 10 Fraud and Other Complaint Categories Reported by Ohio Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	4,754	14%
2	Prizes, Sweepstakes and Lotteries	2,244	7%
3	Impostor Scams	1,876	6%
4	Internet Services	1,734	5%
5	Internet Auction	1,688	5%
6	Shop-at-Home and Catalog Sales	1,675	5%
7	Foreign Money Offers and Counterfeit Check Scams	1,304	4%
8	Telephone and Mobile Services	1,250	4%
9	Television and Electronic Media	1,209	4%
10	Credit Cards	1,017	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Ohio consumers (32,847).

Identity Theft Complaints Count from Ohio Victims = 6,844

Identity Theft Types Reported by Ohio Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Phone or Utilities Fraud	1,701	25%
2	Government Documents or Benefits Fraud	1,133	17%
3	Credit Card Fraud	1,000	15%
4	Bank Fraud[2]	635	9%
5	Employment-Related Fraud	349	5%
6	Loan Fraud	219	3%
	Other	1,467	21%
	Attempted Identity Theft	448	7%

[1]Percentages are based on the 6,844 victims reporting from Ohio. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

OKLAHOMA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 12,272

Fraud and Other Complaints Count from Oklahoma Consumers = 10,038

Top 10 Fraud and Other Complaint Categories Reported by Oklahoma Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	1,544	15%
2	Prizes, Sweepstakes and Lotteries	784	8%
3	Impostor Scams	640	6%
4	Internet Services	546	5%
5	Internet Auction	518	5%
6	Shop-at-Home and Catalog Sales	514	5%
7	Foreign Money Offers and Counterfeit Check Scams	452	5%
8	Telephone and Mobile Services	442	4%
9	Credit Cards	342	3%
10	Banks and Lenders	300	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Oklahoma consumers (10,038).

Identity Theft Complaints Count from Oklahoma Victims = 2,234

Identity Theft Types Reported by Oklahoma Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	345	15%
2	Government Documents or Benefits Fraud	341	15%
3	Phone or Utilities Fraud	327	15%
4	Bank Fraud[2]	259	12%
5	Employment-Related Fraud	224	10%
6	Loan Fraud	106	5%
	Other	538	24%
	Attempted Identity Theft	131	6%

[1]Percentages are based on the 2,234 victims reporting from Oklahoma. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

OREGON
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 15,764

Fraud and Other Complaints Count from Oregon Consumers = 13,508

Top 10 Fraud and Other Complaint Categories Reported by Oregon Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	1,827	14%
2	Internet Services	957	7%
3	Prizes, Sweepstakes and Lotteries	776	6%
4	Impostor Scams	704	5%
5	Internet Auction	659	5%
6	Foreign Money Offers and Counterfeit Check Scams	645	5%
7	Shop-at-Home and Catalog Sales	641	5%
8	Telephone and Mobile Services	524	4%
9	Credit Cards	461	3%
10	Advance-Fee Loans and Credit Protection/Repair	386	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Oregon consumers (13,508).

Identity Theft Complaints Count from Oregon Victims = 2,256

Identity Theft Types Reported by Oregon Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	327	14%
2	Bank Fraud[2]	265	12%
3	Government Documents or Benefits Fraud	263	12%
4	Phone or Utilities Fraud	261	12%
5	Employment-Related Fraud	244	11%
6	Loan Fraud	68	3%
	Other	652	29%
	Attempted Identity Theft	176	8%

[1]Percentages are based on the 2,256 victims reporting from Oregon. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

PENNSYLVANIA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 47,049

Fraud and Other Complaints Count from Pennsylvania Consumers = 38,024

Top 10 Fraud and Other Complaint Categories Reported by Pennsylvania Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	5,284	14%
2	Prizes, Sweepstakes and Lotteries	3,081	8%
3	Internet Services	2,331	6%
4	Shop-at-Home and Catalog Sales	2,218	6%
5	Impostor Scams	2,122	6%
6	Internet Auction	2,111	6%
7	Foreign Money Offers and Counterfeit Check Scams	1,824	5%
8	Credit Cards	1,433	4%
9	Telephone and Mobile Services	1,353	4%
10	Credit Bureaus, Information Furnishers and Report Users	1,138	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Pennsylvania consumers (38,024).

Identity Theft Complaints Count from Pennsylvania Victims = 9,025

Identity Theft Types Reported by Pennsylvania Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	1,739	19%
2	Phone or Utilities Fraud	1,546	17%
3	Government Documents or Benefits Fraud	1,357	15%
4	Bank Fraud[2]	897	10%
5	Employment-Related Fraud	675	7%
6	Loan Fraud	274	3%
	Other	1,883	21%
	Attempted Identity Theft	696	8%

[1]Percentages are based on the 9,025 victims reporting from Pennsylvania. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

RHODE ISLAND
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 3,444

Fraud and Other Complaints Count from Rhode Island Consumers = 2,865

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

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	407	14%
2	Internet Auction	191	7%
3	Prizes, Sweepstakes and Lotteries	180	6%
4	Foreign Money Offers and Counterfeit Check Scams	152	5%
5	Internet Services	152	5%
6	Shop-at-Home and Catalog Sales	150	5%
7	Banks and Lenders	148	5%
8	Impostor Scams	135	5%
9	Telephone and Mobile Services	112	4%
10	Mortgage Foreclosure Relief and Debt Management	110	4%

[1]Percentages are based on the total number of CSN fraud and other complaints from Rhode Island consumers (2,865).

Identity Theft Complaints Count from Rhode Island Victims = 579

Identity Theft Types Reported by Rhode Island Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	91	16%
2	Phone or Utilities Fraud	82	14%
3	Government Documents or Benefits Fraud	69	12%
4	Bank Fraud[2]	64	11%
5	Employment-Related Fraud	56	10%
6	Loan Fraud	22	4%
	Other	147	25%
	Attempted Identity Theft	48	8%

[1]Percentages are based on the 579 victims reporting from Rhode Island. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

SOUTH CAROLINA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 15,708

Fraud and Other Complaints Count from South Carolina Consumers = 12,982

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

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	2,159	17%
2	Prizes, Sweepstakes and Lotteries	833	6%
3	Internet Auction	747	6%
4	Impostor Scams	723	6%
5	Shop-at-Home and Catalog Sales	684	5%
6	Foreign Money Offers and Counterfeit Check Scams	623	5%
7	Internet Services	620	5%
8	Television and Electronic Media	455	4%
9	Telephone and Mobile Services	440	3%
10	Credit Bureaus, Information Furnishers and Report Users	397	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from South Carolina consumers (12,982).

Identity Theft Complaints Count from South Carolina Victims = 2,726

Identity Theft Types Reported by South Carolina Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	500	18%
2	Phone or Utilities Fraud	453	17%
3	Credit Card Fraud	347	13%
4	Bank Fraud[2]	286	10%
5	Employment-Related Fraud	199	7%
6	Loan Fraud	103	4%
	Other	656	24%
	Attempted Identity Theft	186	7%

[1]Percentages are based on the 2,726 victims reporting from South Carolina. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

SOUTH DAKOTA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 1,966

Fraud and Other Complaints Count from South Dakota Consumers = 1,766

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

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	258	15%
2	Impostor Scams	161	9%
3	Prizes, Sweepstakes and Lotteries	146	8%
4	Internet Auction	117	7%
5	Shop-at-Home and Catalog Sales	110	6%
6	Internet Services	88	5%
7	Foreign Money Offers and Counterfeit Check Scams	73	4%
8	Advance-Fee Loans and Credit Protection/Repair	53	3%
9	Credit Cards	49	3%
10	Television and Electronic Media	42	2%
11	Travel, Vacations and Timeshare Plans	42	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from South Dakota consumers (1,766).

Identity Theft Complaints Count from South Dakota Victims = 200

Identity Theft Types Reported by South Dakota Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	42	21%
2	Phone or Utilities Fraud	30	15%
3	Employment-Related Fraud	19	10%
4	Government Documents or Benefits Fraud	18	9%
5	Bank Fraud[2]	10	5%
6	Loan Fraud	6	3%
	Other	65	33%
	Attempted Identity Theft	10	5%

[1]Percentages are based on the 200 victims reporting from South Dakota. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

TENNESSEE
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 23,446

Fraud and Other Complaints Count from Tennessee Consumers = 19,271

Top 10 Fraud and Other Complaint Categories Reported by Tennessee Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	2,879	15%
2	Impostor Scams	1,148	6%
3	Prizes, Sweepstakes and Lotteries	1,077	6%
4	Shop-at-Home and Catalog Sales	1,018	5%
5	Internet Services	959	5%
6	Internet Auction	941	5%
7	Television and Electronic Media	906	5%
8	Foreign Money Offers and Counterfeit Check Scams	789	4%
9	Credit Cards	761	4%
10	Telephone and Mobile Services	744	4%

[1]Percentages are based on the total number of CSN fraud and other complaints from Tennessee consumers (19,271).

Identity Theft Complaints Count from Tennessee Victims = 4,175

Identity Theft Types Reported by Tennessee Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	885	21%
2	Credit Card Fraud	608	15%
3	Phone or Utilities Fraud	548	13%
4	Bank Fraud[2]	460	11%
5	Employment-Related Fraud	264	6%
6	Loan Fraud	177	4%
	Other	963	23%
	Attempted Identity Theft	296	7%

[1]Percentages are based on the 4,175 victims reporting from Tennessee. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

TEXAS
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 95,322

Fraud and Other Complaints Count from Texas Consumers = 71,164

Top 10 Fraud and Other Complaint Categories Reported by Texas Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	12,129	17%
2	Internet Services	4,084	6%
3	Impostor Scams	4,055	6%
4	Shop-at-Home and Catalog Sales	3,586	5%
5	Internet Auction	3,481	5%
6	Prizes, Sweepstakes and Lotteries	3,165	4%
7	Foreign Money Offers and Counterfeit Check Scams	2,933	4%
8	Telephone and Mobile Services	2,641	4%
9	Credit Cards	2,190	3%
10	Television and Electronic Media	2,129	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Texas consumers (71,164).

Identity Theft Complaints Count from Texas Victims = 24,158

Identity Theft Types Reported by Texas Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	5,252	22%
2	Employment-Related Fraud	5,019	21%
3	Phone or Utilities Fraud	3,176	13%
4	Credit Card Fraud	2,682	11%
5	Bank Fraud[2]	2,509	10%
6	Loan Fraud	1,013	4%
	Other	4,911	20%
	Attempted Identity Theft	1,238	5%

[1]Percentages are based on the 24,158 victims reporting from Texas. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

UTAH
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 9,639

Fraud and Other Complaints Count from Utah Consumers = 8,151

Top 10 Fraud and Other Complaint Categories Reported by Utah Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	1,015	12%
2	Prizes, Sweepstakes and Lotteries	548	7%
3	Internet Services	532	7%
4	Impostor Scams	530	7%
5	Foreign Money Offers and Counterfeit Check Scams	456	6%
6	Shop-at-Home and Catalog Sales	363	4%
7	Telephone and Mobile Services	339	4%
8	Internet Auction	307	4%
9	Health Care	264	3%
10	Credit Cards	257	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Utah consumers (8,151).

Identity Theft Complaints Count from Utah Victims = 1,488

Identity Theft Types Reported by Utah Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Employment-Related Fraud	253	17%
2	Credit Card Fraud	221	15%
3	Government Documents or Benefits Fraud	184	12%
4	Phone or Utilities Fraud	166	11%
5	Bank Fraud[2]	144	10%
6	Loan Fraud	56	4%
	Other	360	24%
	Attempted Identity Theft	112	8%

[1]Percentages are based on the 1,488 victims reporting from Utah. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

VERMONT
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 1,899

Fraud and Other Complaints Count from Vermont Consumers = 1,654

Top 10 Fraud and Other Complaint Categories Reported by Vermont Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Impostor Scams	171	10%
2	Debt Collection	162	10%
3	Internet Services	120	7%
4	Internet Auction	106	6%
5	Shop-at-Home and Catalog Sales	98	6%
6	Prizes, Sweepstakes and Lotteries	94	6%
7	Foreign Money Offers and Counterfeit Check Scams	72	4%
8	Credit Cards	58	4%
9	Television and Electronic Media	51	3%
10	Computer Equipment and Software	39	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Vermont consumers (1,654).

Identity Theft Complaints Count from Vermont Victims = 245

Identity Theft Types Reported by Vermont Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	60	24%
2	Phone or Utilities Fraud	37	15%
3	Government Documents or Benefits Fraud	19	8%
4	Bank Fraud[2]	19	8%
5	Employment-Related Fraud	9	4%
6	Loan Fraud	9	4%
	Other	76	31%
	Attempted Identity Theft	16	7%

[1]Percentages are based on the 245 victims reporting from Vermont. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

VIRGINIA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 33,434

Fraud and Other Complaints Count from Virginia Consumers = 28,369

Top 10 Fraud and Other Complaint Categories Reported by Virginia Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	4,079	14%
2	Impostor Scams	1,726	6%
3	Internet Services	1,716	6%
4	Prizes, Sweepstakes and Lotteries	1,628	6%
5	Shop-at-Home and Catalog Sales	1,552	5%
6	Internet Auction	1,404	5%
7	Foreign Money Offers and Counterfeit Check Scams	1,159	4%
8	Credit Cards	970	3%
9	Telephone and Mobile Services	917	3%
10	Credit Bureaus, Information Furnishers and Report Users	906	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Virginia consumers (28,369).

Identity Theft Complaints Count from Virginia Victims = 5,065

Identity Theft Types Reported by Virginia Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Phone or Utilities Fraud	961	19%
2	Credit Card Fraud	853	17%
3	Government Documents or Benefits Fraud	619	12%
4	Bank Fraud[2]	490	10%
5	Employment-Related Fraud	320	6%
6	Loan Fraud	178	4%
	Other	1,240	24%
	Attempted Identity Theft	432	9%

[1]Percentages are based on the 5,065 victims reporting from Virginia. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

WASHINGTON
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 29,273

Fraud and Other Complaints Count from Washington Consumers = 24,627

Top 10 Fraud and Other Complaint Categories Reported by Washington Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	2,869	12%
2	Internet Services	1,749	7%
3	Impostor Scams	1,474	6%
4	Prizes, Sweepstakes and Lotteries	1,380	6%
5	Credit Cards	1,133	5%
6	Foreign Money Offers and Counterfeit Check Scams	1,098	4%
7	Shop-at-Home and Catalog Sales	1,097	4%
8	Internet Auction	1,072	4%
9	Telephone and Mobile Services	853	3%
10	Mortgage Foreclosure Relief and Debt Management	669	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Washington consumers (24,627).

Identity Theft Complaints Count from Washington Victims = 4,646

Identity Theft Types Reported by Washington Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	770	17%
2	Phone or Utilities Fraud	660	14%
3	Bank Fraud[2]	620	13%
4	Government Documents or Benefits Fraud	487	10%
5	Employment-Related Fraud	454	10%
6	Loan Fraud	131	3%
	Other	1,152	25%
	Attempted Identity Theft	416	9%

[1]Percentages are based on the 4,646 victims reporting from Washington. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

WEST VIRGINIA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 4,999

Fraud and Other Complaints Count from West Virginia Consumers = 4,249

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

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	537	13%
2	Impostor Scams	326	8%
3	Shop-at-Home and Catalog Sales	274	6%
4	Internet Services	254	6%
5	Internet Auction	248	6%
6	Prizes, Sweepstakes and Lotteries	246	6%
7	Foreign Money Offers and Counterfeit Check Scams	208	5%
8	Advance-Fee Loans and Credit Protection/Repair	143	3%
9	Credit Cards	142	3%
10	Credit Bureaus, Information Furnishers and Report Users	139	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from West Virginia consumers (4,249).

Identity Theft Complaints Count from West Virginia Victims = 750

Identity Theft Types Reported by West Virginia Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	139	19%
2	Phone or Utilities Fraud	119	16%
3	Bank Fraud[2]	88	12%
4	Government Documents or Benefits Fraud	66	9%
5	Employment-Related Fraud	45	6%
6	Loan Fraud	21	3%
	Other	217	29%
	Attempted Identity Theft	55	7%

[1]Percentages are based on the 750 victims reporting from West Virginia. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

WISCONSIN
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 17,269

Fraud and Other Complaints Count from Wisconsin Consumers = 14,716

Top 10 Fraud and Other Complaint Categories Reported by Wisconsin Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	1,736	12%
2	Internet Auction	903	6%
3	Shop-at-Home and Catalog Sales	885	6%
4	Prizes, Sweepstakes and Lotteries	880	6%
5	Internet Services	863	6%
6	Impostor Scams	755	5%
7	Foreign Money Offers and Counterfeit Check Scams	677	5%
8	Television and Electronic Media	643	4%
9	Telephone and Mobile Services	637	4%
10	Credit Cards	466	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Wisconsin consumers (14,716).

Identity Theft Complaints Count from Wisconsin Victims = 2,553

Identity Theft Types Reported by Wisconsin Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	445	17%
2	Government Documents or Benefits Fraud	411	16%
3	Phone or Utilities Fraud	347	14%
4	Bank Fraud[2]	258	10%
5	Employment-Related Fraud	225	9%
6	Loan Fraud	82	3%
	Other	587	23%
	Attempted Identity Theft	198	8%

[1]Percentages are based on the 2,553 victims reporting from Wisconsin. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

WYOMING
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2010

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 1,942

Fraud and Other Complaints Count from Wyoming Consumers = 1,652

Top 10 Fraud and Other Complaint Categories Reported by Wyoming Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	218	13%
2	Impostor Scams	123	7%
3	Internet Auction	115	7%
4	Shop-at-Home and Catalog Sales	108	7%
5	Foreign Money Offers and Counterfeit Check Scams	103	6%
6	Prizes, Sweepstakes and Lotteries	88	5%
7	Internet Services	79	5%
8	Mortgage Foreclosure Relief and Debt Management	49	3%
9	Credit Cards	43	3%
10	Telephone and Mobile Services	42	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Wyoming consumers (1,652).

Identity Theft Complaints Count from Wyoming Victims = 290

Identity Theft Types Reported by Wyoming Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Credit Card Fraud	59	20%
2	Bank Fraud[2]	38	13%
3	Phone or Utilities Fraud	33	11%
4	Employment-Related Fraud	30	10%
5	Government Documents or Benefits Fraud	26	9%
6	Loan Fraud	7	2%
	Other	76	26%
	Attempted Identity Theft	21	7%

[1]Percentages are based on the 290 victims reporting from Wyoming. Note that CSN identity theft complaints may be coded under multiple theft types.
[2]Includes fraud involving checking and savings accounts and electronic fund transfers.

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.

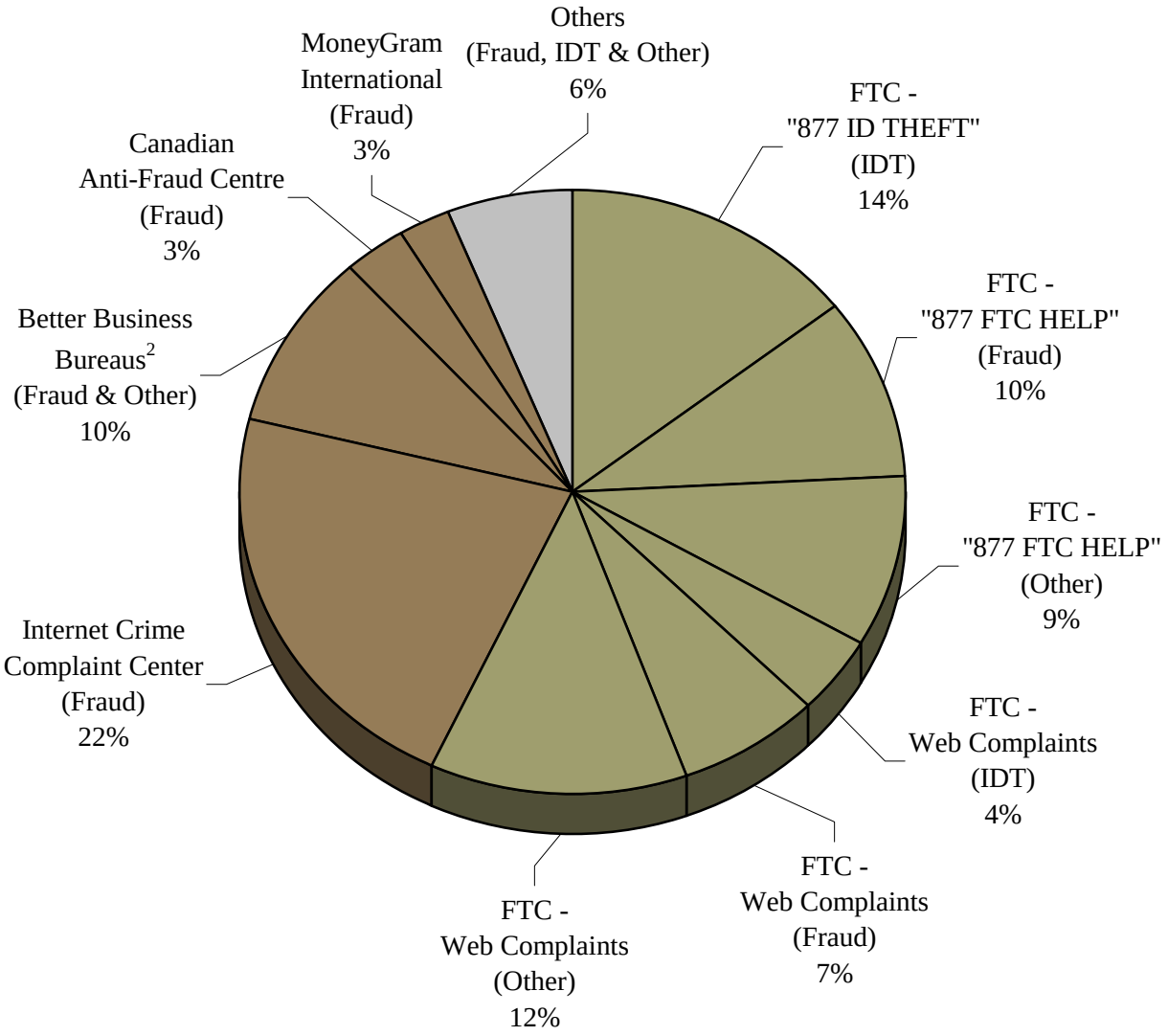
www.econsumer.gov

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 Contributors[1]

January 1 – December 31, 2010



[1]Percentages are based on the total number of Consumer Sentinel Network complaints (1,339,265) received between January 1 and December 31, 2010. The type of complaints provided by the organization is indicated in parentheses.

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

Appendix A3: Consumer Sentinel Network Data Contributor Details

January 1 – December 31, 2010

Data Contributors	CY - 2008		CY - 2009		CY - 2010	
	Complaints	**Percentages[1]**	**Complaints**	**Percentages[1]**	**Complaints**	**Percentages[1]**
FTC - "877 ID THEFT"	209,752	17%	216,347	16%	192,864	14%
FTC - "877 FTC HELP" (Fraud)	88,755	7%	138,855	10%	130,999	10%
FTC - "877 FTC HELP" (Other)	120,507	10%	147,871	11%	125,992	9%
FTC - Web Complaints IDT	83,674	7%	47,696	3%	46,438	4%
FTC - Web Complaints Fraud	78,466	6%	89,035	6%	94,880	7%
FTC - Web Complaints Other	128,553	10%	148,773	11%	166,878	12%
Internet Crime Complaint Center	276,452	22%	300,061	22%	296,557	22%
Better Business Bureaus[2]	132,265	11%	144,020	10%	129,025	10%
Canadian Anti-Fraud Centre	44,269	4%	49,814	4%	38,376	3%
MoneyGram International	0	0%	8,940	1%	35,556	3%
Others	78,393	6%	86,433	6%	81,700	6%
U.S. Postal Inspection Service	*29,722*	*2%*	*33,704*	*2%*	*21,353*	*2%*
North Carolina Department of Justice	*15,184*	*1%*	*18,375*	*1%*	*18,088*	*1%*
Identity Theft Assistance Center	*20,630*	*2%*	*14,271*	*1%*	*11,542*	*1%*
National Consumers League	*11,055*	*1%*	*11,629*	*1%*	*7,562*	*1%*
Publishers Clearing House	*0*	*0%*	*0*	*0%*	*6,934*	*1%*
Lawyers' Committee for Civil Rights	*0*	*0%*	*741*	*<1%*	*6,261*	*<1%*
PrivacyStar	*0*	*0%*	*0*	*0%*	*6,211*	*<1%*
Idaho Attorney General	*75*	*<1%*	*2,980*	*<1%*	*1,611*	*<1%*
Minnesota Department of Public Safety	*142*	*<1%*	*3,322*	*<1%*	*1,201*	*<1%*
Mississippi Attorney General	*560*	*<1%*	*644*	*<1%*	*461*	*<1%*
Xerox Corporation	*427*	*<1%*	*683*	*<1%*	*404*	*<1%*
Center for Democracy and Technology	*0*	*0%*	*26*	*<1%*	*12*	*<1%*
Other Contributors	*598*	*<1%*	*58*	*<1%*	*60*	*<1%*
Total Number of Complaints	1,241,086		1,377,845		1,339,265	

[1]Percentages are based on the total number of CSN complaints: CY-2008 = 1,241,086; CY-2009 = 1,377,845; and CY-2010 = 1,339,265.

[2] For 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, 2010

Alabama, Birmingham
Alabama, Huntsville
Alberta, Edmonton (Canada)
Arizona, Tucson
Arkansas, Little Rock
British Columbia, Vancouver (Canada)
California, San Joaquin Valley (Fresno)
Colorado, Colorado Springs
Colorado, Denver
Colorado, Fort Collins
District of Columbia, Washington
Florida, Clearwater
Florida, Orlando
Florida, Pensacola
Georgia, Atlanta, Athens and Northeast Georgia
Georgia, Macon
Georgia, Savannah
Hawaii, Honolulu
Illinois, Chicago
Illinois, Peoria
Indiana, Evansville
Indiana, Fort Wayne
Iowa, Des Moines
Kansas, Kansas City
Louisiana, Acadiana (Lafayette)
Louisiana, Baton Rouge
Louisiana, Lake Charles
Louisiana, Shreveport
Maryland, Baltimore
Massachusetts, Worchester
Michigan, Grand Rapids
Minnesota, Saint Paul
Missouri, Saint Louis
Missouri, Springfield
Nebraska, Omaha
Nevada, Reno
New Hampshire, Concord
North Carolina, Charlotte
North Carolina, Greensboro
North Carolina, Raleigh
Ohio, Akron
Ohio, Columbus
Ohio, Dayton
Ohio, Toledo
Oklahoma, Oklahoma City
Oklahoma, Tulsa
Ontario, Kitchener (Canada)
South Carolina, Columbia
Tennessee, Chattanooga
Tennessee, Knoxville
Tennessee, Nashville
Texas, Abilene
Texas, Amarillo
Texas, Austin
Texas, Brazos Valley
Texas, Dallas
Texas, El Paso
Texas, South Plains
Texas, Tyler
Texas, Wichita Falls
Utah, Salt Lake City
Washington, Seattle
Washington, Spokane

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:** Problems with franchises or business opportunities; unfulfilled, misleading and deceptive job placement opportunities, offers, and services by employment-service firms for up-front fees; wealth building and invention promotion plans that don't make good on their promises; etc. (Fraud Category)
5	**Charitable Solicitations:** Misleading pitches for donations to benefit local service organizations; solicitations for bogus charity or relief organizations; etc. (Fraud Category)
6	**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)
7	**Computer Equipment and Software:** Problems with computer software, hardware, and computer equipment purchases; unwanted or unauthorized software installations and downloads; etc. (Other Category)
8	**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)
9	**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)
10	**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)
11	**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)
12	**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)
13	**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)
14	**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)

Appendix B1: Consumer Sentinel Network
Complaint Category Descriptions

15	**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)
16	**Impostor Scams:** Complaints about a person or entity claiming to be working for or affiliated with a government agency in order to gain consumer trust and lure them into a scam such as a foreign lottery or a prize/sweepstakes offer. Also, complaints about persons claiming to be related to the consumers, asking for money. (Fraud Category)
17	**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)
18	**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)
19	**Investment Related Complaints:** Investment opportunities in day trading; gold and gems; art; rare coins; etc. (Fraud Category)
20	**Magazines and Books:** Pitches for "free," "pre-paid," or "special" magazine subscription deals and offers for club memberships that claim to help you save money when buying a particular product or service (CDs, books, etc.). (Fraud Category)
21	**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)
22	**Multi-Level Marketing, Pyramids and Chain Letters:** Network plans that offer commissions on the sale of goods by you and distributors you recruit. (Fraud Category)
23	**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)
24	**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)
25	**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)
26	**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)
27	**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)
28	**Television and Electronic Media:** Problems with TV reception, installation, billing, and promotions for cable/satellite providers; miscellaneous problems with music/DVD purchases. (Other Category)
29	**Travel, Vacations and Timeshare Plans:** Deceptive offers for "free" or low-cost vacations; cut-rate student travel packages; misleading timeshare offers; etc. (Fraud Category)
30	**Video Games:** Problems with video game companies, defective products, billing or collection, contracts, customer service, delivery, guarantees or warrantees, rentals, service; etc. (Other Category)

Appendix B2: Consumer Sentinel Network Complaint Categories[1]

Calendar Years 2008 through 2010

Category	CY - 2008 Complaints	CY - 2008 Percentages[1]	CY - 2009 Complaints	CY - 2009 Percentages[1]	CY - 2010 Complaints	CY - 2010 Percentages[1]
Advance-Fee Loans and Credit Protection/Repair	17,692	1.43%	42,576	3.09%	31,726	2.37%
Auto Related Complaints	15,292	1.23%	23,935	1.74%	15,787	1.18%
Banks and Lenders	23,804	1.92%	26,168	1.90%	29,967	2.24%
Business Opportunities, Employment Agencies and Work-at-Home Plans	20,495	1.65%	24,213	1.76%	24,123	1.80%
Charitable Solicitations	1,998	0.16%	3,728	0.27%	3,314	0.25%
Clothing, Textiles and Jewelry	1,725	0.14%	1,779	0.13%	2,850	0.21%
Computer Equipment and Software	21,662	1.75%	24,386	1.77%	20,833	1.56%
Credit Bureaus, Information Furnishers and Report Users	35,178	2.83%	31,715	2.30%	28,724	2.14%
Credit Cards	13,263	1.07%	45,505	3.30%	33,258	2.48%
Debt Collection	106,436	8.58%	121,932	8.85%	144,159	10.76%
Foreign Money Offers and Counterfeit Check Scams	38,600	3.11%	63,257	4.59%	43,866	3.28%
Grants	3,338	0.27%	4,293	0.31%	4,382	0.33%
Health Care	16,805	1.35%	27,398	1.99%	21,710	1.62%
Home Repair, Improvement and Products	8,841	0.71%	10,708	0.78%	10,435	0.78%
Identity Theft	314,521	25.34%	278,356	20.20%	250,854	18.73%
Impostor Scams	5	0.00%	51,012	3.70%	60,158	4.49%
Internet Auction	17,425	1.40%	60,643	4.40%	56,107	4.19%
Internet Services	52,636	4.24%	84,601	6.14%	65,565	4.90%
Investment Related Complaints	7,996	0.64%	6,247	0.45%	6,430	0.48%
Magazines and Books	9,718	0.78%	10,760	0.78%	10,994	0.82%
Mortgage Foreclosure Relief and Debt Management	6,985	0.56%	23,359	1.70%	28,584	2.13%
Multi-Level Marketing, Pyramids and Chain Letters	1,839	0.15%	2,537	0.18%	2,187	0.16%
Office Supplies and Services	9,350	0.75%	9,541	0.69%	9,367	0.70%
Prizes, Sweepstakes and Lotteries	33,961	2.74%	45,851	3.33%	64,085	4.79%
Real Estate	6,636	0.53%	4,853	0.35%	4,337	0.32%
Shop-at-Home and Catalog Sales	53,288	4.29%	76,062	5.52%	60,205	4.50%
Telephone and Mobile Services	10,184	0.82%	13,557	0.98%	37,388	2.79%
Television and Electronic Media	26,384	2.13%	28,625	2.08%	28,245	2.11%
Travel, Vacations and Timeshare Plans	13,612	1.10%	17,107	1.24%	18,836	1.41%
Video Games	1,074	0.09%	1,287	0.09%	1,353	0.10%

[1]Percentages are based on the total number of CSN complaints for each calendar year: CY-2008 = 1,241,086; CY-2009 = 1,377,845; CY-2010 = 1,339,265. CSN complaints may be coded under multiple product service codes, so percentages total more than 100%.

Appendix B3: Consumer Sentinel Network Complaint Category Details[1]

Calendar Years 2008 through 2010

Advance-Fee Loans and Credit Protection/Repair

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Advance-Fee Loans, Credit Arrangers	10,301	0.83 %	36,969	2.68%	29,906	2.23 %
Credit Card Loss Protection	649	0.05 %	638	0.05%	408	0.03 %
Credit Repair	3,380	0.27 %	2,450	0.18%	1,180	0.09 %
Recovery\Refund Companies	3,369	0.27 %	2,529	0.18%	240	0.02 %
Count/Percentage:	**17,692**	**1.43%**	**42,576**	**3.09%**	**31,726**	**2.37%**

Auto Related Complaints

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Auto: Gas	668	0.05 %	429	0.03%	278	0.02 %
Auto: Other	5,852	0.47 %	13,225	0.96%	3,251	0.24 %
Auto: Parts & Repairs	2,790	0.22 %	3,143	0.23%	4,025	0.30 %
Auto: Renting & Leasing	371	0.03 %	402	0.03%	392	0.03 %
Auto: Sales - New	2,000	0.16%	2,318	0.17%	2,178	0.16%
Auto: Sales - Used	3,728	0.30 %	4,805	0.35%	5,936	0.44 %
Count/Percentage:	**15,292**	**1.23%**	**23,935**	**1.74%**	**15,787**	**1.18%**

Banks and Lenders

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
ATM-Electronic Banking Procedures	276	0.02 %	240	0.02%	94	0.01 %
Bank: National\Commercial	6,840	0.55 %	5,033	0.37%	4,534	0.34 %
Bank: Savings and Loan\Thrift	1,009	0.08 %	695	0.05%	397	0.03 %
Bank: State-Charter: FR Member	1,371	0.11 %	482	0.03%	314	0.02 %
Bank: State-Charter: Non-FR Member	1,016	0.08 %	901	0.07%	583	0.04 %
Lending: Banks	595	0.05 %	508	0.04%	447	0.03 %
Lending: Credit Union	109	0.01 %	243	0.02%	157	0.01 %
Lending: Finance Company	1,912	0.15 %	2,018	0.15%	3,005	0.22 %
Lending: Mortgage	8,218	0.66 %	13,072	0.95%	16,109	1.20 %
Lending: Other Institutions	2,465	0.20 %	3,112	0.23%	4,637	0.35 %
Retailer Credit Card	215	0.02 %	259	0.02%	175	0.01 %
Count/Percentage:	**23,804**	**1.92%**	**26,168**	**1.90%**	**29,967**	**2.24%**

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

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Bus Opps\Franchises\Distributorships	5,105	0.41 %	5,352	0.39%	3,846	0.29 %
Employ Agencies\Job Counsel\Overseas Work	8,392	0.68 %	9,836	0.71%	11,664	0.87 %
Inventions\Idea Promotions	409	0.03 %	446	0.03%	502	0.04 %
Work-At-Home Plans	6,613	0.53 %	8,638	0.63%	8,192	0.61 %
Count/Percentage:	**20,495**	**1.65%**	**24,213**	**1.76%**	**24,123**	**1.80%**

Charitable Solicitations

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Charitable Solicitations	1,998	0.16 %	3,728	0.27%	3,314	0.25 %
Count/Percentage:	**1,998**	**0.16%**	**3,728**	**0.27%**	**3,314**	**0.25%**

[1]Percentages are based on the total number of CSN complaints for each calendar year: CY-2008 = 1,241,086; CY-2009 = 1,377,845; CY-2010 = 1,339,265. 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 Details[1]

Calendar Years 2008 through 2010

Clothing, Textiles and Jewelry

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Garments & Wool or Leather Goods	1,011	0.08 %	1,018	0.07%	2,047	0.15 %
Jewelry\Watches	624	0.05 %	641	0.05%	690	0.05 %
Textiles	90	0.01 %	121	0.01%	114	0.01 %
Count/Percentage:	**1,725**	**0.14%**	**1,779**	**0.13%**	**2,850**	**0.21%**

Computer Equipment and Software

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Computers: Equipment\Software	21,662	1.75 %	24,386	1.77%	20,833	1.56 %
Count/Percentage:	**21,662**	**1.75%**	**24,386**	**1.77%**	**20,833**	**1.56%**

Credit Bureaus, Information Furnishers and Report Users

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Credit Bureaus	20,846	1.68 %	19,549	1.42%	17,444	1.30 %
Credit Information Furnishers	12,562	1.01 %	10,733	0.78%	10,106	0.75 %
Credit Report Users	2,279	0.18 %	2,024	0.15%	1,965	0.15 %
Count/Percentage:	**35,178**	**2.83%**	**31,715**	**2.30%**	**28,724**	**2.14%**

Credit Cards

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Credit Cards	13,263	1.07 %	45,505	3.30%	33,258	2.48 %
Count/Percentage:	**13,263**	**1.07%**	**45,505**	**3.30%**	**33,258**	**2.48%**

Debt Collection

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Creditor Debt Collection	26,949	2.17 %	32,844	2.38%	32,825	2.45 %
Third Party Debt Collection	80,318	6.47 %	90,017	6.53%	112,255	8.38 %
Count/Percentage:	**106,436**	**8.58%**	**121,932**	**8.85%**	**144,159**	**10.76%**

Foreign Money Offers and Counterfeit Check Scams

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Counterfeit Check Scams	5,769	0.46 %	45,751	3.32%	28,649	2.14 %
Nigerian/Other Foreign Money Offers (not prizes)	33,303	2.68 %	19,359	1.41%	16,146	1.21 %
Count/Percentage:	**38,600**	**3.11%**	**63,257**	**4.59%**	**43,866**	**3.28%**

Grants

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Grants: Non-Educational	2,488	0.20 %	3,980	0.29%	3,719	0.28 %
Scholarships\Educational Grants	852	0.07 %	315	0.02%	663	0.05 %
Count/Percentage:	**3,338**	**0.27%**	**4,293**	**0.31%**	**4,382**	**0.33%**

[1]Percentages are based on the total number of CSN complaints for each calendar year: CY-2008 = 1,241,086; CY-2009 = 1,377,845; CY-2010 = 1,339,265. 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 Details[1]

Calendar Years 2008 through 2010

Health Care

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Health Care: Contact Lenses	46	0.00 %	98	0.01%	71	0.01 %
Health Care: Dental	406	0.03 %	909	0.07%	1,073	0.08 %
Health Care: Diet Products\Centers\Plans	7,689	0.62 %	12,230	0.89%	7,733	0.58 %
Health Care: Dietary Supplements\Herbal Remedies	952	0.08 %	3,134	0.23%	2,249	0.17 %
Health Care: Drugs-OTC\Prescription	784	0.06 %	1,519	0.11%	999	0.07 %
Health Care: Eye Care	1,073	0.09 %	1,095	0.08%	1,162	0.09 %
Health Care: Hearing	359	0.03 %	472	0.03%	527	0.04 %
Health Care: Medical Discount Plans\Cards\Insurance	1,410	0.11 %	1,677	0.12%	1,313	0.10 %
Health Care: Other Medical Treatments	918	0.07 %	1,180	0.09%	1,488	0.11 %
Health Care: Other Products\Supplies	3,182	0.26 %	5,212	0.38%	5,156	0.38 %
Count/Percentage:	**16,805**	**1.35%**	**27,398**	**1.99%**	**21,710**	**1.62%**

Home Repair, Improvement and Products

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Heating and Air Conditioning	259	0.02 %	245	0.02%	309	0.02 %
Home Appliances	1,838	0.15 %	2,043	0.15%	1,979	0.15 %
Home Furnishings	2,425	0.20 %	3,104	0.23%	2,487	0.19 %
Home Protection Devices	616	0.05 %	913	0.07%	877	0.07 %
Home Repair	2,594	0.21 %	2,879	0.21%	3,156	0.24 %
Housing	1,134	0.09%	1,564	0.11%	1,651	0.12%
Count/Percentage:	**8,841**	**0.71%**	**10,708**	**0.78%**	**10,435**	**0.78%**

Identity Theft

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Identity Theft	314,521	25.34 %	278,356	20.20%	250,854	18.73 %
Count/Percentage:	**314,521**	**25.34%**	**278,356**	**20.20%**	**250,854**	**18.73%**

Impostor Scams

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Family/Friend Impostor	2	0.00 %	743	0.05%	10,929	0.82 %
Government Impostor	3	0.00 %	50,269	3.65%	49,239	3.68 %
Count/Percentage:	**5**	**0.00%**	**51,012**	**3.70%**	**60,158**	**4.49%**

Internet Auction

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Internet Auction	17,425	1.40 %	60,643	4.40%	56,107	4.19 %
Count/Percentage:	**17,425**	**1.40%**	**60,643**	**4.40%**	**56,107**	**4.19%**

Internet Services

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Internet Access Services	26,288	2.12 %	41,322	3.00%	15,968	1.19 %
Internet Gaming	1	0.00 %	156	0.01%	221	0.02 %
Internet Information & Adult Services	20,266	1.63 %	34,930	2.54%	23,533	1.76 %
Internet Payment Service	0	0.00 %	1	0.00%	357	0.03 %
Internet Web Site Design\Promotion	3,718	0.30 %	2,209	0.16%	2,303	0.17 %
Social Networking Service	0	0.00 %	6	0.00%	454	0.03 %
Spyware\Adware\Malware	2,403	0.19 %	6,012	0.44%	22,813	1.70 %
Count/Percentage:	**52,636**	**4.24%**	**84,601**	**6.14%**	**65,565**	**4.90%**

[1]Percentages are based on the total number of CSN complaints for each calendar year: CY-2008 = 1,241,086; CY-2009 = 1,377,845; CY-2010 = 1,339,265. 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 Details[1]

Calendar Years 2008 through 2010

Investment Related Complaints

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Invest: Advice, Seminars	271	0.02 %	171	0.01%	138	0.01 %
Invest: Art\Gems\Rare Coins	184	0.01 %	184	0.01%	280	0.02 %
Invest: Other (note in comments)	6,332	0.51 %	3,491	0.25%	5,103	0.38 %
Invest: Stocks\Commodity Futures Trading	1,215	0.10 %	2,404	0.17%	911	0.07 %
Count/Percentage:	**7,996**	**0.64%**	**6,247**	**0.45%**	**6,430**	**0.48%**

Magazines and Books

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Books	1,623	0.13 %	956	0.07%	1,021	0.08 %
Magazines	8,098	0.65 %	9,824	0.71%	9,981	0.75 %
Count/Percentage:	**9,718**	**0.78%**	**10,760**	**0.78%**	**10,994**	**0.82%**

Mortgage Foreclosure Relief and Debt Management

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Debt Management/Credit Counseling	6,979	0.56 %	14,642	1.06%	12,016	0.90 %
Mortgage Modification/Foreclosure Relief	6	0.00 %	8,724	0.63%	16,584	1.24 %
Count/Percentage:	**6,985**	**0.56%**	**23,359**	**1.70%**	**28,584**	**2.13%**

Multi-Level Marketing, Pyramids and Chain Letters

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Multi-Level Mktg\Pyramids\Chain Letters	1,839	0.15 %	2,537	0.18%	2,187	0.16 %
Count/Percentage:	**1,839**	**0.15%**	**2,537**	**0.18%**	**2,187**	**0.16%**

Office Supplies and Services

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Office Supplies and Services	3,157	0.25 %	3,368	0.24%	3,283	0.25 %
Office Supplies: Toner	910	0.07 %	1,206	0.09%	968	0.07 %
Office: Ad Space\Directory Listings	5,287	0.43 %	4,976	0.36%	5,122	0.38 %
Count/Percentage:	**9,350**	**0.75%**	**9,541**	**0.69%**	**9,367**	**0.70%**

Prizes, Sweepstakes and Lotteries

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Lotteries\Lottery Ticket Buying Clubs	8,871	0.71 %	9,486	0.69%	15,683	1.17 %
Prizes\Sweepstakes\Gifts	25,357	2.04 %	38,116	2.77%	49,353	3.69 %
Count/Percentage:	**33,961**	**2.74%**	**45,851**	**3.33%**	**64,085**	**4.79%**

Real Estate

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Real Estate (not Timeshares)	6,636	0.53 %	4,853	0.35%	4,337	0.32 %
Count/Percentage:	**6,636**	**0.53%**	**4,853**	**0.35%**	**4,337**	**0.32%**

[1]Percentages are based on the total number of CSN complaints for each calendar year: CY-2008 = 1,241,086; CY-2009 = 1,377,845; CY-2010 = 1,339,265. 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 Details[1]

Calendar Years 2008 through 2010

Shop-at-Home and Catalog Sales

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Shop-at-Home and Catalog Sales	53,288	4.29 %	76,062	5.52%	60,205	4.50 %
Count/Percentage:	**53,288**	**4.29%**	**76,062**	**5.52%**	**60,205**	**4.50%**

Telephone and Mobile Services

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Telephone: Carrier Switching	937	0.08 %	1,519	0.11%	688	0.05 %
Telephone: Mobile Downloads	371	0.03 %	369	0.03%	379	0.03 %
Telephone: Mobile Other	49	0.00 %	1,233	0.09%	13,785	1.03 %
Telephone: Mobile Rates/Plans/Advertising	43	0.00 %	257	0.02%	2,464	0.18 %
Telephone: Mobile Text Messages	0	0.00 %	4	0.00%	2,520	0.19 %
Telephone: Mobile Unauthorized Charges or Debits	0	0.00 %	4	0.00%	775	0.06 %
Telephone: Other	484	0.04 %	659	0.05%	8,588	0.64 %
Telephone: Prepaid Phone Cards	774	0.06 %	586	0.04%	623	0.05 %
Telephone: Unauthorized Charges or Debits	6,271	0.51 %	8,040	0.58%	6,882	0.51 %
Telephone: VoIP Services	494	0.04 %	403	0.03%	357	0.03 %
Unsolicited Faxes	774	0.06 %	522	0.04%	492	0.04 %
Count/Percentage:	**10,184**	**0.82%**	**13,557**	**0.98%**	**37,388**	**2.79%**

Television and Electronic Media

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
DVD/Video/Film	983	0.08 %	534	0.04%	569	0.04 %
Music: All Formats	489	0.04 %	543	0.04%	610	0.05 %
Television (Programming and Advertisements)	207	0.02 %	325	0.02%	244	0.02 %
Television: Satellite & Cable	24,711	1.99 %	27,229	1.98%	26,827	2.00 %
Count/Percentage:	**26,384**	**2.13%**	**28,625**	**2.08%**	**28,245**	**2.11%**

Travel, Vacations and Timeshare Plans

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Timeshare Resales	381	0.03 %	785	0.06%	1,739	0.13 %
Timeshare Sales	2,134	0.17 %	2,963	0.22%	3,395	0.25 %
Travel\Vacations	11,105	0.89 %	13,398	0.97%	13,763	1.03 %
Count/Percentage:	**13,612**	**1.10%**	**17,107**	**1.24%**	**18,836**	**1.41%**

Video Games

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Video Games	1,074	0.09 %	1,287	0.09%	1,353	0.10 %
Count/Percentage:	**1,074**	**0.09%**	**1,287**	**0.09%**	**1,353**	**0.10%**

[1]Percentages are based on the total number of CSN complaints for each calendar year: CY-2008 = 1,241,086; CY-2009 = 1,377,845; CY-2010 = 1,339,265. 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 Details[1]

Calendar Years 2008 through 2010

Miscellaneous Complaints

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Alcoholic Beverages	55	0.00%	37	0.00%	42	0.00%
Buyers Clubs (not travel or lottery)	870	0.07%	617	0.04%	529	0.04%
Children's Products	266	0.02%	335	0.02%	207	0.02%
Food	856	0.07%	1,737	0.13%	1,173	0.09%
Funeral Services	256	0.02%	269	0.02%	339	0.03%
Health Care Provider Billing	523	0.04%	616	0.04%	758	0.06%
Immigration Services	95	0.01%	76	0.01%	94	0.01%
Insurance (Other than Medical)	1,702	0.14%	2,061	0.15%	1,911	0.14%
Leasing: Business	615	0.05%	557	0.04%	493	0.04%
Leasing: Consumer	364	0.03%	117	0.01%	395	0.03%
Modeling Agencies\Services	622	0.05%	554	0.04%	453	0.03%
Personal Care Products	390	0.03%	999	0.07%	854	0.06%
Property\Inheritance Tracers	400	0.03%	680	0.05%	1,081	0.08%
Tobacco Products	59	0.00%	119	0.01%	156	0.01%
Trade\Vocational Schools	576	0.05%	555	0.04%	363	0.03%
Utilities	1,317	0.11%	1,870	0.14%	2,396	0.18%

Unspecified Complaints

Product Service	CY - 2008	Percentage[1]	CY - 2009	Percentage[1]	CY - 2010	Percentage[1]
Other (Note in Comments)	305,807	24.64%	135,265	9.82%	176,565	13.18%
Telemarketing, Other	21,568	1.74%	34,347	2.49%	32,286	2.41%
Unauthorized Debits or Charges for Unknown Products	2,175	0.18%	3,757	0.27%	2,121	0.16%
Unsolicited Email	13	0.00%	16	0.00%	26,448	1.97%

[1]Percentages are based on the total number of CSN complaints for each calendar year: CY-2008 = 1,241,086; CY-2009 = 1,377,845; CY-2010 = 1,339,265. 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, 2010

State Name	Total Fraud Complaints	Total Amount Paid Reported	Complaints Reporting Amount Paid	Percentages Reporting Amount Paid	Average Amount Paid[1]
Alabama	8,584	$13,359,894	7,706	90%	$1,734
Alaska	1,997	$2,224,887	1,862	93%	$1,195
Arizona	16,070	$26,962,435	14,305	89%	$1,885
Arkansas	4,615	$7,765,907	4,204	91%	$1,847
California	81,484	$200,997,812	72,590	89%	$2,769
Colorado	14,769	$24,112,182	13,419	91%	$1,797
Connecticut	6,985	$10,462,596	6,260	90%	$1,671
Delaware	1,970	$3,930,731	1,759	89%	$2,235
Dist. of Columbia	2,171	$5,512,699	1,842	85%	$2,993
Florida	45,403	$110,455,975	40,440	89%	$2,731
Georgia	19,573	$32,193,104	17,556	90%	$1,834
Hawaii	3,250	$8,255,101	2,915	90%	$2,832
Idaho	3,273	$6,001,154	2,941	90%	$2,041
Illinois	24,805	$45,046,519	21,939	88%	$2,053
Indiana	12,383	$20,445,593	11,234	91%	$1,820
Iowa	4,463	$7,089,008	4,024	90%	$1,762
Kansas	5,645	$9,587,579	5,156	91%	$1,859
Kentucky	6,629	$8,120,619	5,986	90%	$1,357
Louisiana	7,979	$14,582,008	7,246	91%	$2,012
Maine	2,297	$2,142,026	2,097	91%	$1,021
Maryland	15,196	$34,143,253	13,602	90%	$2,510
Massachusetts	13,309	$18,048,243	11,805	89%	$1,529
Michigan	18,474	$29,336,514	16,331	88%	$1,796
Minnesota	10,386	$15,121,809	9,324	90%	$1,622
Mississippi	4,290	$6,677,462	3,841	90%	$1,738
Missouri	12,166	$19,151,398	11,126	91%	$1,721
Montana	2,281	$3,372,858	2,051	90%	$1,644
Nebraska	3,283	$4,655,477	2,980	91%	$1,562
Nevada	7,027	$21,305,637	6,205	88%	$3,434
New Hampshire	3,124	$3,671,852	2,819	90%	$1,303
New Jersey	17,492	$36,493,375	15,391	88%	$2,371
New Mexico	4,063	$6,343,277	3,687	91%	$1,720
New York	36,263	$77,635,282	32,105	89%	$2,418
North Carolina	18,353	$24,853,673	16,501	90%	$1,506
North Dakota	841	$1,981,700	773	92%	$2,564
Ohio	21,708	$35,289,336	19,482	90%	$1,811
Oklahoma	6,590	$9,387,532	5,915	90%	$1,587
Oregon	9,013	$14,344,515	8,059	89%	$1,780
Pennsylvania	25,305	$34,957,345	22,260	88%	$1,570
Rhode Island	1,889	$3,145,194	1,708	90%	$1,841
South Carolina	8,339	$12,775,810	7,371	88%	$1,733
South Dakota	1,225	$1,504,125	1,090	89%	$1,380
Tennessee	12,371	$20,790,519	11,103	90%	$1,873
Texas	45,115	$81,265,143	40,617	90%	$2,001
Utah	5,726	$9,867,242	5,215	91%	$1,892
Vermont	1,180	$1,967,777	1,068	91%	$1,842
Virginia	18,622	$31,984,727	16,567	89%	$1,931
Washington	16,922	$30,687,797	15,204	90%	$2,018
West Virginia	2,897	$6,632,216	2,646	91%	$2,507
Wisconsin	9,950	$17,140,599	8,848	89%	$1,937
Wyoming	1,157	$2,116,650	1,059	92%	$1,999

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

Note: We excluded the four State-specific data contributors' complaints (the North Carolina Department of Justice, the Idaho and Mississippi Attorneys General, and the Minnesota Department of Public Safety) from all data reported in this Appendix.

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

January 1 – December 31, 2010

Metropolitan Area	Complaints	Complaints Per 100,000 Population	Rank
Abilene, TX Metropolitan Statistical Area	509	319.4	261
Adrian, MI Micropolitan Statistical Area	337	332.9	223
Akron, OH Metropolitan Statistical Area	2,694	385.2	121
Albany, GA Metropolitan Statistical Area	456	277.9	325
Albany-Lebanon, OR Micropolitan Statistical Area	496	437.9	49
Albany-Schenectady-Troy, NY Metropolitan Statistical Area	3,068	359.5	173
Albuquerque, NM Metropolitan Statistical Area	2,878	344.6	200
Alexandria, LA Metropolitan Statistical Area	472	315.0	265
Allegan, MI Micropolitan Statistical Area	684	606.6	6
Allentown-Bethlehem-Easton, PA-NJ Metropolitan Statistical Area	3,013	374.8	146
Altoona, PA Metropolitan Statistical Area	448	356.9	180
Amarillo, TX Metropolitan Statistical Area	665	274.5	329
Anchorage, AK Metropolitan Statistical Area	1,615	445.7	44
Anderson, IN Metropolitan Statistical Area	498	379.2	136
Anderson, SC Metropolitan Statistical Area	762	423.4	62
Ann Arbor, MI Metropolitan Statistical Area	1,747	499.1	22
Anniston-Oxford, AL Metropolitan Statistical Area	440	389.0	116
Appleton, WI Metropolitan Statistical Area	946	433.9	53
Asheville, NC Metropolitan Statistical Area	1,543	381.6	129
Ashtabula, OH Micropolitan Statistical Area	362	357.9	176
Athens-Clarke County, GA Metropolitan Statistical Area	734	391.7	112
Atlanta-Sandy Springs-Marietta, GA Metropolitan Statistical Area	20,309	384.7	123
Atlantic City, NJ Metropolitan Statistical Area	1,171	432.7	56
Auburn-Opelika, AL Metropolitan Statistical Area	521	399.2	97
Augusta-Richmond County, GA-SC Metropolitan Statistical Area	1,806	341.7	207
Augusta-Waterville, ME Micropolitan Statistical Area	354	293.0	308
Austin-Round Rock, TX Metropolitan Statistical Area	6,589	412.3	74
Bakersfield, CA Metropolitan Statistical Area	2,414	305.3	281
Baltimore-Towson, MD Metropolitan Statistical Area	11,009	412.6	72
Bangor, ME Metropolitan Statistical Area	343	230.5	368
Barnstable Town, MA Metropolitan Statistical Area	774	348.4	188
Baton Rouge, LA Metropolitan Statistical Area	2,212	287.3	314
Battle Creek, MI Metropolitan Statistical Area	482	352.8	182
Bay City, MI Metropolitan Statistical Area	550	511.5	17
Beaumont-Port Arthur, TX Metropolitan Statistical Area	997	265.0	343
Bellingham, WA Metropolitan Statistical Area	997	516.6	16
Bend, OR Metropolitan Statistical Area	613	398.0	103
Billings, MT Metropolitan Statistical Area	496	331.4	226
Binghamton, NY Metropolitan Statistical Area	671	272.3	334
Birmingham-Hoover, AL Metropolitan Statistical Area	4,044	364.9	161
Bismarck, ND Metropolitan Statistical Area	156	151.1	381
Blacksburg-Christiansburg-Radford, VA Metropolitan Statistical Area	492	312.2	267
Bloomington, IN Metropolitan Statistical Area	657	357.6	177
Bloomington-Normal, IL Metropolitan Statistical Area	502	305.7	280
Bluefield, WV-VA Micropolitan Statistical Area	232	220.5	374
Boise City-Nampa, ID Metropolitan Statistical Area	1,907	324.5	247
Boston-Cambridge-Quincy, MA-NH Metropolitan Statistical Area	13,410	299.1	295
Boulder, CO Metropolitan Statistical Area	1,957	674.2	4
Bowling Green, KY Metropolitan Statistical Area	348	300.0	290
Bremerton-Silverdale, WA Metropolitan Statistical Area	1,176	496.8	23

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

Note: We excluded the four state-specific data contributors' complaints (the North Carolina Department of Justice, the Idaho and Mississippi Attorneys General, and the Minnesota Department of Public Safety) from all data reported in this Appendix.

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

January 1 – December 31, 2010

Metropolitan Area	Complaints	Complaints Per 100,000 Population	Rank
Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area	2,575	287.7	313
Brownsville-Harlingen, TX Metropolitan Statistical Area	449	116.0	384
Brunswick, GA Metropolitan Statistical Area	331	325.2	244
Buffalo-Niagara Falls, NY Metropolitan Statistical Area	3,315	293.8	306
Burlington, NC Metropolitan Statistical Area	594	408.6	83
Burlington-South Burlington, VT Metropolitan Statistical Area	545	262.8	346
Canton-Massillon, OH Metropolitan Statistical Area	1,326	325.7	238
Cape Coral-Fort Myers, FL Metropolitan Statistical Area	2,355	398.8	99
Cedar Rapids, IA Metropolitan Statistical Area	693	274.1	331
Chambersburg, PA Micropolitan Statistical Area	373	263.3	345
Champaign-Urbana, IL Metropolitan Statistical Area	661	299.2	294
Charleston, WV Metropolitan Statistical Area	704	231.6	366
Charleston-North Charleston, SC Metropolitan Statistical Area	2,020	320.6	257
Charlotte-Gastonia-Concord, NC-SC Metropolitan Statistical Area	6,673	404.0	87
Charlottesville, VA Metropolitan Statistical Area	794	411.9	76
Chattanooga, TN-GA Metropolitan Statistical Area	2,121	412.2	75
Chicago-Naperville-Joliet, IL-IN-WI Metropolitan Statistical Area	29,229	306.9	277
Chico, CA Metropolitan Statistical Area	847	387.1	117
Cincinnati-Middletown, OH-KY-IN Metropolitan Statistical Area	6,253	293.1	307
Clarksville, TN-KY Metropolitan Statistical Area	1,038	396.5	106
Cleveland, TN Metropolitan Statistical Area	370	333.0	222
Cleveland-Elyria-Mentor, OH Metropolitan Statistical Area	6,917	329.9	229
Coeur d'Alene, ID Metropolitan Statistical Area	534	397.2	105
College Station-Bryan, TX Metropolitan Statistical Area	755	371.2	149
Colorado Springs, CO Metropolitan Statistical Area	3,188	523.4	13
Columbia, MO Metropolitan Statistical Area	519	319.8	259
Columbia, SC Metropolitan Statistical Area	2,466	344.4	201
Columbus, GA-AL Metropolitan Statistical Area	1,158	409.5	80
Columbus, OH Metropolitan Statistical Area	6,638	378.4	139
Concord, NH Micropolitan Statistical Area	682	460.0	37
Cookeville, TN Micropolitan Statistical Area	338	332.4	225
Corpus Christi, TX Metropolitan Statistical Area	1,163	280.7	322
Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	22,084	359.4	175
Dalton, GA Metropolitan Statistical Area	466	347.6	191
Danville, VA Metropolitan Statistical Area	274	259.0	354
Daphne-Fairhope-Foley, AL Micropolitan Statistical Area	571	332.4	224
Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area	1,022	271.7	336
Dayton, OH Metropolitan Statistical Area	3,013	360.6	169
Decatur, AL Metropolitan Statistical Area	509	341.0	209
Decatur, IL Metropolitan Statistical Area	283	260.3	350
Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	2,100	419.7	66
Denver-Aurora, CO Metropolitan Statistical Area	11,391	462.1	34
Des Moines-West Des Moines, IA Metropolitan Statistical Area	1,420	259.8	351
Detroit-Warren-Livonia, MI Metropolitan Statistical Area	12,008	268.8	337
Dothan, AL Metropolitan Statistical Area	490	351.3	186
Dover, DE Metropolitan Statistical Area	623	409.2	81
Duluth, MN-WI Metropolitan Statistical Area	832	303.3	283
Dunn, NC Micropolitan Statistical Area	805	740.4	1
Durham, NC Metropolitan Statistical Area	2,194	457.4	39
East Liverpool-Salem, OH Micropolitan Statistical Area	406	373.5	147

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

Note: We excluded the four state-specific data contributors' complaints (the North Carolina Department of Justice, the Idaho and Mississippi Attorneys General, and the Minnesota Department of Public Safety) from all data reported in this Appendix.

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

January 1 – December 31, 2010

Metropolitan Area	Complaints	Complaints Per 100,000 Population	Rank
East Stroudsburg, PA Micropolitan Statistical Area	781	474.1	26
Eau Claire, WI Metropolitan Statistical Area	443	280.7	321
El Centro, CA Metropolitan Statistical Area	372	229.8	370
El Paso, TX Metropolitan Statistical Area	1,691	230.2	369
Elizabethtown, KY Metropolitan Statistical Area	445	398.7	100
Elkhart-Goshen, IN Metropolitan Statistical Area	676	341.5	208
Erie, PA Metropolitan Statistical Area	824	295.2	302
Eugene-Springfield, OR Metropolitan Statistical Area	1,419	413.0	71
Eureka-Arcata-Fortuna, CA Micropolitan Statistical Area	447	346.9	194
Evansville, IN-KY Metropolitan Statistical Area	1,183	338.3	213
Fargo, ND-MN Metropolitan Statistical Area	517	268.7	338
Farmington, NM Metropolitan Statistical Area	393	321.0	256
Fayetteville, NC Metropolitan Statistical Area	1,401	401.5	93
Fayetteville-Springdale-Rogers, AR-MO Metropolitan Statistical Area	1,360	312.1	268
Flagstaff, AZ Metropolitan Statistical Area	534	419.0	68
Flint, MI Metropolitan Statistical Area	1,456	334.9	218
Florence, SC Metropolitan Statistical Area	485	244.1	360
Florence-Muscle Shoals, AL Metropolitan Statistical Area	391	273.1	333
Fort Collins-Loveland, CO Metropolitan Statistical Area	1,560	542.5	10
Fort Smith, AR-OK Metropolitan Statistical Area	693	239.2	364
Fort Walton Beach-Crestview-Destin, FL Metropolitan Statistical Area	840	462.8	33
Fort Wayne, IN Metropolitan Statistical Area	1,642	400.4	95
Fresno, CA Metropolitan Statistical Area	2,696	299.8	291
Gadsden, AL Metropolitan Statistical Area	376	364.3	164
Gainesville, FL Metropolitan Statistical Area	987	383.9	125
Gainesville, GA Metropolitan Statistical Area	965	535.6	12
Gettysburg, PA Micropolitan Statistical Area	507	503.1	20
Glens Falls, NY Metropolitan Statistical Area	427	331.3	227
Goldsboro, NC Metropolitan Statistical Area	344	302.8	287
Grand Junction, CO Metropolitan Statistical Area	433	311.3	272
Grand Rapids-Wyoming, MI Metropolitan Statistical Area	2,825	363.7	167
Greeley, CO Metropolitan Statistical Area	1,742	714.7	2
Green Bay, WI Metropolitan Statistical Area	901	299.2	293
Greensboro-High Point, NC Metropolitan Statistical Area	2,454	351.3	185
Greenville, NC Metropolitan Statistical Area	591	342.7	203
Greenville-Mauldin-Easley, SC Metropolitan Statistical Area	2,256	367.5	154
Gulfport-Biloxi, MS Metropolitan Statistical Area	856	369.7	151
Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area	965	369.5	152
Hammond, LA Micropolitan Statistical Area	389	337.1	215
Hanford-Corcoran, CA Metropolitan Statistical Area	340	228.4	371
Harrisburg-Carlisle, PA Metropolitan Statistical Area	2,111	399.1	98
Harrisonburg, VA Metropolitan Statistical Area	356	302.8	288
Hartford-West Hartford-East Hartford, CT Metropolitan Statistical Area	3,348	281.6	320
Hattiesburg, MS Metropolitan Statistical Area	379	274.4	330
Hickory-Lenoir-Morganton, NC Metropolitan Statistical Area	1,201	333.2	221
Hilo, HI Micropolitan Statistical Area	732	423.0	63
Hilton Head Island-Beaufort, SC Micropolitan Statistical Area	589	348.0	189
Holland-Grand Haven, MI Metropolitan Statistical Area	976	376.5	143
Homosassa Springs, FL Micropolitan Statistical Area	677	483.0	24
Honolulu, HI Metropolitan Statistical Area	2,909	321.2	255

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

Note: We excluded the four state-specific data contributors' complaints (the North Carolina Department of Justice, the Idaho and Mississippi Attorneys General, and the Minnesota Department of Public Safety) from all data reported in this Appendix.

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

January 1 – December 31, 2010

Metropolitan Area	Complaints	Complaints Per 100,000 Population	Rank
Houma-Bayou Cane-Thibodaux, LA Metropolitan Statistical Area	443	220.2	375
Houston-Sugar Land-Baytown, TX Metropolitan Statistical Area	16,100	286.1	316
Huntington-Ashland, WV-KY-OH Metropolitan Statistical Area	698	245.8	359
Huntsville, AL Metropolitan Statistical Area	1,381	357.2	178
Idaho Falls, ID Metropolitan Statistical Area	372	311.6	271
Indianapolis-Carmel, IN Metropolitan Statistical Area	5,875	346.6	195
Iowa City, IA Metropolitan Statistical Area	630	428.5	60
Ithaca, NY Metropolitan Statistical Area	300	296.9	301
Jackson, MI Metropolitan Statistical Area	686	420.8	65
Jackson, MS Metropolitan Statistical Area	1,619	303.2	286
Jackson, TN Metropolitan Statistical Area	350	310.7	274
Jacksonville, FL Metropolitan Statistical Area	5,236	402.5	91
Jacksonville, NC Metropolitan Statistical Area	697	428.3	61
Jamestown-Dunkirk-Fredonia, NY Micropolitan Statistical Area	274	204.6	380
Janesville, WI Metropolitan Statistical Area	612	383.4	126
Jefferson City, MO Metropolitan Statistical Area	811	556.7	8
Johnson City, TN Metropolitan Statistical Area	711	367.3	155
Johnstown, PA Metropolitan Statistical Area	411	283.5	319
Jonesboro, AR Metropolitan Statistical Area	288	247.4	358
Joplin, MO Metropolitan Statistical Area	449	262.1	347
Kahului-Wailuku, HI Micropolitan Statistical Area	516	363.9	165
Kalamazoo-Portage, MI Metropolitan Statistical Area	1,490	460.9	35
Kankakee-Bradley, IL Metropolitan Statistical Area	419	378.5	138
Kansas City, MO-KS Metropolitan Statistical Area	6,999	352.5	183
Kennewick-Richland-Pasco, WA Metropolitan Statistical Area	775	338.4	212
Killeen-Temple-Fort Hood, TX Metropolitan Statistical Area	1,540	416.2	69
Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area	1,153	379.7	133
Kingston, NY Metropolitan Statistical Area	784	431.1	58
Knoxville, TN Metropolitan Statistical Area	2,856	419.1	67
La Crosse, WI-MN Metropolitan Statistical Area	438	334.5	219
Lafayette, IN Metropolitan Statistical Area	790	411.1	77
Lafayette, LA Metropolitan Statistical Area	836	325.9	236
Lake Charles, LA Metropolitan Statistical Area	855	445.5	45
Lake Havasu City-Kingman, AZ Metropolitan Statistical Area	738	378.6	137
Lakeland, FL Metropolitan Statistical Area	2,125	369.7	150
Lancaster, PA Metropolitan Statistical Area	1,525	305.9	279
Lansing-East Lansing, MI Metropolitan Statistical Area	1,476	323.4	250
Laredo, TX Metropolitan Statistical Area	311	133.4	382
Las Cruces, NM Metropolitan Statistical Area	646	325.0	245
Las Vegas-Paradise, NV Metropolitan Statistical Area	7,333	399.3	96
Lawrence, KS Metropolitan Statistical Area	339	298.7	296
Lawton, OK Metropolitan Statistical Area	435	382.2	128
Lebanon, NH-VT Micropolitan Statistical Area	626	365.2	159
Lebanon, PA Metropolitan Statistical Area	559	437.1	50
Lewiston-Auburn, ME Metropolitan Statistical Area	233	218.1	376
Lexington Park, MD Micropolitan Statistical Area	394	392.5	111
Lexington-Fayette, KY Metropolitan Statistical Area	1,490	333.2	220
Lima, OH Metropolitan Statistical Area	273	259.4	353
Lincoln, NE Metropolitan Statistical Area	845	289.2	311
Little Rock-North Little Rock-Conway, AR Metropolitan Statistical Area	2,309	346.5	197

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

Note: We excluded the four state-specific data contributors' complaints (the North Carolina Department of Justice, the Idaho and Mississippi Attorneys General, and the Minnesota Department of Public Safety) from all data reported in this Appendix.

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

January 1 – December 31, 2010

Metropolitan Area	Complaints	Complaints Per 100,000 Population	Rank
Logan, UT-ID Metropolitan Statistical Area	255	210.6	377
Longview, TX Metropolitan Statistical Area	663	325.6	240
Longview, WA Metropolitan Statistical Area	386	384.2	124
Los Angeles-Long Beach-Santa Ana, CA Metropolitan Statistical Area	41,498	322.3	252
Louisville/Jefferson County, KY-IN Metropolitan Statistical Area	4,031	326.7	235
Lubbock, TX Metropolitan Statistical Area	691	258.6	355
Lumberton, NC Micropolitan Statistical Area	382	298.1	298
Lynchburg, VA Metropolitan Statistical Area	844	346.5	196
Macon, GA Metropolitan Statistical Area	996	433.3	55
Madera, CA Metropolitan Statistical Area	547	373.3	148
Madison, WI Metropolitan Statistical Area	1,933	347.9	190
Manchester-Nashua, NH Metropolitan Statistical Area	1,477	367.1	156
Manhattan, KS Micropolitan Statistical Area	491	432.1	57
Mansfield, OH Metropolitan Statistical Area	474	377.2	142
McAllen-Edinburg-Mission, TX Metropolitan Statistical Area	908	127.8	383
Medford, OR Metropolitan Statistical Area	1,019	511.3	18
Memphis, TN-MS-AR Metropolitan Statistical Area	3,780	295.2	303
Merced, CA Metropolitan Statistical Area	733	298.6	297
Meridian, MS Micropolitan Statistical Area	254	242.8	361
Miami-Fort Lauderdale-Pompano Beach, FL Metropolitan Statistical Area	19,327	357.0	179
Michigan City-La Porte, IN Metropolitan Statistical Area	379	345.2	198
Midland, TX Metropolitan Statistical Area	390	308.5	276
Milwaukee-Waukesha-West Allis, WI Metropolitan Statistical Area	4,391	284.3	318
Minneapolis-St. Paul-Bloomington, MN-WI Metropolitan Statistical Area	10,529	328.2	233
Missoula, MT Metropolitan Statistical Area	401	379.6	135
Mobile, AL Metropolitan Statistical Area	1,226	303.2	285
Modesto, CA Metropolitan Statistical Area	1,688	330.2	228
Monroe, LA Metropolitan Statistical Area	558	323.9	249
Monroe, MI Metropolitan Statistical Area	707	460.3	36
Montgomery, AL Metropolitan Statistical Area	1,331	363.7	166
Morgantown, WV Metropolitan Statistical Area	473	401.6	92
Morristown, TN Metropolitan Statistical Area	526	390.8	114
Mount Vernon-Anacortes, WA Metropolitan Statistical Area	790	678.7	3
Muncie, IN Metropolitan Statistical Area	450	389.9	115
Muskegon-Norton Shores, MI Metropolitan Statistical Area	637	365.3	158
Myrtle Beach-Conway-North Myrtle Beach, SC Metropolitan Statistical Area	1,265	506.2	19
Napa, CA Metropolitan Statistical Area	627	473.0	27
Naples-Marco Island, FL Metropolitan Statistical Area	1,157	366.3	157
Nashville-Davidson--Murfreesboro--Franklin, TN Metropolitan Statistical Area	5,986	393.4	107
New Bern, NC Micropolitan Statistical Area	488	408.5	84
New Haven-Milford, CT Metropolitan Statistical Area	2,332	275.8	328
New Orleans-Metairie-Kenner, LA Metropolitan Statistical Area	3,629	352.2	184
New York-Northern New Jersey-Long Island, NY-NJ-PA Metropolitan Statistical Area	52,010	276.4	327
Niles-Benton Harbor, MI Metropolitan Statistical Area	507	317.7	262
Norwich-New London, CT Metropolitan Statistical Area	859	321.3	253
Ocala, FL Metropolitan Statistical Area	1,416	435.9	52
Odessa, TX Metropolitan Statistical Area	409	315.7	264
Ogden-Clearfield, UT Metropolitan Statistical Area	1,543	297.7	299
Ogdensburg-Massena, NY Micropolitan Statistical Area	273	248.6	357
Oklahoma City, OK Metropolitan Statistical Area	3,630	304.3	282

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

Note: We excluded the four state-specific data contributors' complaints (the North Carolina Department of Justice, the Idaho and Mississippi Attorneys General, and the Minnesota Department of Public Safety) from all data reported in this Appendix.

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

January 1 – December 31, 2010

Metropolitan Area	Complaints	Complaints Per 100,000 Population	Rank
Olympia, WA Metropolitan Statistical Area	1,027	430.5	59
Omaha-Council Bluffs, NE-IA Metropolitan Statistical Area	2,841	342.3	204
Orlando-Kissimmee, FL Metropolitan Statistical Area	7,949	391.1	113
Oshkosh-Neenah, WI Metropolitan Statistical Area	663	408.9	82
Ottawa-Streator, IL Micropolitan Statistical Area	372	242.1	362
Owensboro, KY Metropolitan Statistical Area	251	223.9	373
Oxnard-Thousand Oaks-Ventura, CA Metropolitan Statistical Area	3,139	393.2	108
Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area	2,204	411.1	78
Panama City-Lynn Haven, FL Metropolitan Statistical Area	733	447.0	42
Parkersburg-Marietta-Vienna, WV-OH Metropolitan Statistical Area	407	253.3	356
Pascagoula, MS Metropolitan Statistical Area	452	297.3	300
Pensacola-Ferry Pass-Brent, FL Metropolitan Statistical Area	1,850	408.0	85
Peoria, IL Metropolitan Statistical Area	1,190	320.6	258
Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	19,622	336.7	216
Phoenix-Mesa-Scottsdale, AZ Metropolitan Statistical Area	14,510	347.2	193
Pine Bluff, AR Metropolitan Statistical Area	276	272.0	335
Pittsburgh, PA Metropolitan Statistical Area	8,113	344.4	202
Pittsfield, MA Metropolitan Statistical Area	359	276.6	326
Port St. Lucie, FL Metropolitan Statistical Area	1,882	470.4	30
Portland-South Portland-Biddeford, ME Metropolitan Statistical Area	1,361	265.2	342
Portland-Vancouver-Beaverton, OR-WA Metropolitan Statistical Area	8,387	385.6	120
Pottsville, PA Micropolitan Statistical Area	562	381.6	130
Poughkeepsie-Newburgh-Middletown, NY Metropolitan Statistical Area	2,152	321.2	254
Prescott, AZ Metropolitan Statistical Area	928	436.4	51
Providence-New Bedford-Fall River, RI-MA Metropolitan Statistical Area	4,294	268.2	339
Provo-Orem, UT Metropolitan Statistical Area	1,539	312.0	269
Pueblo, CO Metropolitan Statistical Area	557	360.4	170
Punta Gorda, FL Metropolitan Statistical Area	853	558.2	7
Racine, WI Metropolitan Statistical Area	695	356.2	181
Raleigh-Cary, NC Metropolitan Statistical Area	4,176	398.6	101
Rapid City, SD Metropolitan Statistical Area	392	325.9	237
Reading, PA Metropolitan Statistical Area	1,556	387.1	119
Redding, CA Metropolitan Statistical Area	743	414.1	70
Reno-Sparks, NV Metropolitan Statistical Area	1,823	444.3	46
Richmond, VA Metropolitan Statistical Area	4,868	401.3	94
Riverside-San Bernardino-Ontario, CA Metropolitan Statistical Area	13,885	340.2	210
Roanoke, VA Metropolitan Statistical Area	1,300	438.4	48
Rochester, MN Metropolitan Statistical Area	474	261.8	348
Rochester, NY Metropolitan Statistical Area	2,974	288.6	312
Rockford, IL Metropolitan Statistical Area	1,230	349.1	187
Rocky Mount, NC Metropolitan Statistical Area	643	441.6	47
Roseburg, OR Micropolitan Statistical Area	541	519.6	14
Sacramento--Arden-Arcade--Roseville, CA Metropolitan Statistical Area	8,211	392.7	109
Saginaw-Saginaw Township North, MI Metropolitan Statistical Area	737	364.4	163
Salem, OR Metropolitan Statistical Area	1,158	299.4	292
Salinas, CA Metropolitan Statistical Area	1,143	280.4	323
Salisbury, MD Metropolitan Statistical Area	430	359.5	174
Salisbury, NC Micropolitan Statistical Area	614	446.9	43
Salt Lake City, UT Metropolitan Statistical Area	3,582	325.6	239
San Angelo, TX Metropolitan Statistical Area	285	263.7	344

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

Note: We excluded the four state-specific data contributors' complaints (the North Carolina Department of Justice, the Idaho and Mississippi Attorneys General, and the Minnesota Department of Public Safety) from all data reported in this Appendix.

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

January 1 – December 31, 2010

Metropolitan Area	Complaints	Complaints Per 100,000 Population	Rank
San Antonio, TX Metropolitan Statistical Area	6,518	327.4	234
San Diego-Carlsbad-San Marcos, CA Metropolitan Statistical Area	12,210	410.4	79
San Francisco-Oakland-Fremont, CA Metropolitan Statistical Area	15,785	375.5	145
San Jose-Sunnyvale-Santa Clara, CA Metropolitan Statistical Area	6,221	344.9	199
San Luis Obispo-Paso Robles, CA Metropolitan Statistical Area	1,016	387.1	118
Santa Barbara-Santa Maria-Goleta, CA Metropolitan Statistical Area	1,370	338.9	211
Santa Cruz-Watsonville, CA Metropolitan Statistical Area	950	377.4	140
Santa Fe, NM Metropolitan Statistical Area	788	551.2	9
Santa Rosa-Petaluma, CA Metropolitan Statistical Area	1,752	377.2	141
Sarasota-Bradenton-Venice, FL Metropolitan Statistical Area	3,072	447.0	41
Savannah, GA Metropolitan Statistical Area	1,293	392.6	110
Scranton--Wilkes-Barre, PA Metropolitan Statistical Area	1,879	342.0	206
Seaford, DE Micropolitan Statistical Area	760	412.4	73
Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area	13,343	403.2	90
Sebastian-Vero Beach, FL Metropolitan Statistical Area	532	403.5	88
Sheboygan, WI Metropolitan Statistical Area	305	266.4	340
Sherman-Denison, TX Metropolitan Statistical Area	636	535.9	11
Shreveport-Bossier City, LA Metropolitan Statistical Area	1,211	312.4	266
Sierra Vista-Douglas, AZ Micropolitan Statistical Area	640	500.5	21
Sioux City, IA-NE-SD Metropolitan Statistical Area	294	205.9	378
Sioux Falls, SD Metropolitan Statistical Area	622	273.8	332
South Bend-Mishawaka, IN-MI Metropolitan Statistical Area	1,203	379.9	132
Spartanburg, SC Metropolitan Statistical Area	896	325.2	242
Spokane, WA Metropolitan Statistical Area	1,685	369.4	153
Springfield, IL Metropolitan Statistical Area	538	260.4	349
Springfield, MA Metropolitan Statistical Area	2,125	311.3	273
Springfield, MO Metropolitan Statistical Area	1,531	364.5	162
Springfield, OH Metropolitan Statistical Area	726	516.8	15
St. Cloud, MN Metropolitan Statistical Area	635	342.2	205
St. George, UT Metropolitan Statistical Area	533	398.4	102
St. Joseph, MO-KS Metropolitan Statistical Area	406	329.2	231
St. Louis, MO-IL Metropolitan Statistical Area	10,642	379.6	134
State College, PA Metropolitan Statistical Area	451	311.8	270
Statesville-Mooresville, NC Micropolitan Statistical Area	709	468.2	31
Staunton-Waynesboro, VA Micropolitan Statistical Area	425	365.1	160
Stockton, CA Metropolitan Statistical Area	2,145	319.7	260
Sumter, SC Metropolitan Statistical Area	290	279.0	324
Syracuse, NY Metropolitan Statistical Area	2,324	360.1	172
Tallahassee, FL Metropolitan Statistical Area	1,324	375.8	144
Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	11,807	433.5	54
Terre Haute, IN Metropolitan Statistical Area	483	285.2	317
Texarkana, TX-Texarkana, AR Metropolitan Statistical Area	384	286.1	315
Thomasville-Lexington, NC Micropolitan Statistical Area	951	607.6	5
Toledo, OH Metropolitan Statistical Area	1,906	292.8	309
Topeka, KS Metropolitan Statistical Area	1,078	471.4	28
Torrington, CT Micropolitan Statistical Area	571	303.3	284
Traverse City, MI Micropolitan Statistical Area	462	325.2	243
Trenton-Ewing, NJ Metropolitan Statistical Area	1,200	328.4	232
Tucson, AZ Metropolitan Statistical Area	3,722	384.9	122
Tulsa, OK Metropolitan Statistical Area	3,145	347.2	192

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

Note: We excluded the four state-specific data contributors' complaints (the North Carolina Department of Justice, the Idaho and Mississippi Attorneys General, and the Minnesota Department of Public Safety) from all data reported in this Appendix.

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

January 1 – December 31, 2010

Metropolitan Area	Complaints	Complaints Per 100,000 Population	Rank
Tupelo, MS Micropolitan Statistical Area	427	322.9	251
Tuscaloosa, AL Metropolitan Statistical Area	651	317.2	263
Tyler, TX Metropolitan Statistical Area	790	397.6	104
Utica-Rome, NY Metropolitan Statistical Area	903	306.2	278
Valdosta, GA Metropolitan Statistical Area	384	295.0	304
Vallejo-Fairfield, CA Metropolitan Statistical Area	1,877	459.4	38
Victoria, TX Metropolitan Statistical Area	233	204.8	379
Vineland-Millville-Bridgeton, NJ Metropolitan Statistical Area	451	290.0	310
Virginia Beach-Norfolk-Newport News, VA-NC Metropolitan Statistical Area	5,974	360.1	171
Visalia-Porterville, CA Metropolitan Statistical Area	1,276	302.7	289
Waco, TX Metropolitan Statistical Area	592	259.5	352
Warner Robins, GA Metropolitan Statistical Area	617	470.9	29
Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	24,671	464.9	32
Waterloo-Cedar Falls, IA Metropolitan Statistical Area	377	230.8	367
Watertown-Fort Drum, NY Micropolitan Statistical Area	380	324.2	248
Wausau, WI Metropolitan Statistical Area	581	447.1	40
Weirton-Steubenville, WV-OH Metropolitan Statistical Area	414	337.7	214
Wenatchee, WA Metropolitan Statistical Area	285	265.9	341
Wheeling, WV-OH Metropolitan Statistical Area	349	239.9	363
Whitewater, WI Micropolitan Statistical Area	411	407.7	86
Wichita Falls, TX Metropolitan Statistical Area	488	329.4	230
Wichita, KS Metropolitan Statistical Area	1,755	294.2	305
Williamsport, PA Metropolitan Statistical Area	380	325.3	241
Willimantic, CT Micropolitan Statistical Area	380	324.7	246
Wilmington, NC Metropolitan Statistical Area	1,228	361.7	168
Winchester, VA-WV Metropolitan Statistical Area	461	380.4	131
Winston-Salem, NC Metropolitan Statistical Area	1,773	382.8	127
Wooster, OH Micropolitan Statistical Area	547	481.7	25
Worcester, MA Metropolitan Statistical Area	2,412	308.7	275
Yakima, WA Metropolitan Statistical Area	546	234.3	365
York-Hanover, PA Metropolitan Statistical Area	1,779	422.5	64
Youngstown-Warren-Boardman, OH-PA Metropolitan Statistical Area	1,913	335.2	217
Yuba City, CA Metropolitan Statistical Area	662	403.3	89
Yuma, AZ Metropolitan Statistical Area	430	225.7	372

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of December 2006 and the population estimates are based on the 2007 U.S. Census table CBSA-EST2007-01.

Note: We excluded the four state-specific data contributors' complaints (the North Carolina Department of Justice, the Idaho and Mississippi Attorneys General, and the Minnesota Department of Public Safety) from all data reported in this Appendix.

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

January 1 – December 31, 2010

Metropolitan Area	Complaints	Complaints Per 100,000 Population	Rank
Abilene, TX Metropolitan Statistical Area	91	57.1	284
Adrian, MI Micropolitan Statistical Area	61	60.3	268
Akron, OH Metropolitan Statistical Area	546	78.1	164
Albany, GA Metropolitan Statistical Area	180	109.7	40
Albany-Lebanon, OR Micropolitan Statistical Area	71	62.7	249
Albany-Schenectady-Troy, NY Metropolitan Statistical Area	462	54.1	302
Albuquerque, NM Metropolitan Statistical Area	880	105.4	49
Alexandria, LA Metropolitan Statistical Area	98	65.4	230
Allegan, MI Micropolitan Statistical Area	96	85.1	121
Allentown-Bethlehem-Easton, PA-NJ Metropolitan Statistical Area	726	90.3	99
Altoona, PA Metropolitan Statistical Area	44	35.1	374
Amarillo, TX Metropolitan Statistical Area	226	93.3	89
Anchorage, AK Metropolitan Statistical Area	198	54.6	298
Anderson, IN Metropolitan Statistical Area	82	62.4	253
Anderson, SC Metropolitan Statistical Area	178	98.9	64
Ann Arbor, MI Metropolitan Statistical Area	355	101.4	58
Anniston-Oxford, AL Metropolitan Statistical Area	97	85.8	114
Appleton, WI Metropolitan Statistical Area	125	57.3	282
Asheville, NC Metropolitan Statistical Area	253	62.6	251
Ashtabula, OH Micropolitan Statistical Area	66	65.3	233
Athens-Clarke County, GA Metropolitan Statistical Area	159	84.8	125
Atlanta-Sandy Springs-Marietta, GA Metropolitan Statistical Area	6,584	124.7	19
Atlantic City, NJ Metropolitan Statistical Area	279	103.1	54
Auburn-Opelika, AL Metropolitan Statistical Area	114	87.3	111
Augusta-Richmond County, GA-SC Metropolitan Statistical Area	405	76.6	170
Augusta-Waterville, ME Micropolitan Statistical Area	50	41.4	356
Austin-Round Rock, TX Metropolitan Statistical Area	1,284	80.3	150
Bakersfield, CA Metropolitan Statistical Area	1,096	138.6	10
Baltimore-Towson, MD Metropolitan Statistical Area	2,125	79.6	154
Bangor, ME Metropolitan Statistical Area	54	36.3	371
Barnstable Town, MA Metropolitan Statistical Area	117	52.7	307
Baton Rouge, LA Metropolitan Statistical Area	639	83.0	138
Battle Creek, MI Metropolitan Statistical Area	64	46.8	335
Bay City, MI Metropolitan Statistical Area	104	96.7	70
Beaumont-Port Arthur, TX Metropolitan Statistical Area	264	70.2	200
Bellingham, WA Metropolitan Statistical Area	120	62.2	254
Bend, OR Metropolitan Statistical Area	99	64.3	242
Billings, MT Metropolitan Statistical Area	69	46.1	340
Binghamton, NY Metropolitan Statistical Area	110	44.6	345
Birmingham-Hoover, AL Metropolitan Statistical Area	928	83.7	130
Bismarck, ND Metropolitan Statistical Area	31	30.0	382
Blacksburg-Christiansburg-Radford, VA Metropolitan Statistical Area	69	43.8	350
Bloomington, IN Metropolitan Statistical Area	95	51.7	311
Bloomington-Normal, IL Metropolitan Statistical Area	95	57.9	279
Bluefield, WV-VA Micropolitan Statistical Area	34	32.3	378
Boise City-Nampa, ID Metropolitan Statistical Area	331	56.3	288
Boston-Cambridge-Quincy, MA-NH Metropolitan Statistical Area	2,756	61.5	258
Boulder, CO Metropolitan Statistical Area	306	105.4	48
Bowling Green, KY Metropolitan Statistical Area	59	50.9	319
Bremerton-Silverdale, WA Metropolitan Statistical Area	162	68.4	209

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of 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, 2010

Metropolitan Area	Complaints	Complaints Per 100,000 Population	Rank
Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area	650	72.6	185
Brownsville-Harlingen, TX Metropolitan Statistical Area	708	182.8	2
Brunswick, GA Metropolitan Statistical Area	85	83.5	132
Buffalo-Niagara Falls, NY Metropolitan Statistical Area	645	57.2	283
Burlington, NC Metropolitan Statistical Area	137	94.2	85
Burlington-South Burlington, VT Metropolitan Statistical Area	76	36.7	369
Canton-Massillon, OH Metropolitan Statistical Area	232	57.0	286
Cape Coral-Fort Myers, FL Metropolitan Statistical Area	464	78.6	160
Cedar Rapids, IA Metropolitan Statistical Area	112	44.3	349
Chambersburg, PA Micropolitan Statistical Area	59	41.6	355
Champaign-Urbana, IL Metropolitan Statistical Area	88	39.8	358
Charleston, WV Metropolitan Statistical Area	141	46.4	338
Charleston-North Charleston, SC Metropolitan Statistical Area	405	64.3	241
Charlotte-Gastonia-Concord, NC-SC Metropolitan Statistical Area	1,459	88.3	106
Charlottesville, VA Metropolitan Statistical Area	130	67.4	213
Chattanooga, TN-GA Metropolitan Statistical Area	372	72.3	187
Chicago-Naperville-Joliet, IL-IN-WI Metropolitan Statistical Area	9,041	94.9	80
Chico, CA Metropolitan Statistical Area	185	84.6	126
Cincinnati-Middletown, OH-KY-IN Metropolitan Statistical Area	1,261	59.1	273
Clarksville, TN-KY Metropolitan Statistical Area	158	60.3	267
Cleveland, TN Metropolitan Statistical Area	59	53.1	305
Cleveland-Elyria-Mentor, OH Metropolitan Statistical Area	2,008	95.8	75
Coeur d'Alene, ID Metropolitan Statistical Area	84	62.5	252
College Station-Bryan, TX Metropolitan Statistical Area	173	85.1	122
Colorado Springs, CO Metropolitan Statistical Area	463	76.0	174
Columbia, MO Metropolitan Statistical Area	50	30.8	381
Columbia, SC Metropolitan Statistical Area	544	76.0	175
Columbus, GA-AL Metropolitan Statistical Area	397	140.4	7
Columbus, OH Metropolitan Statistical Area	1,181	67.3	215
Concord, NH Micropolitan Statistical Area	69	46.5	336
Cookeville, TN Micropolitan Statistical Area	57	56.1	289
Corpus Christi, TX Metropolitan Statistical Area	527	127.2	18
Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	6,920	112.6	36
Dalton, GA Metropolitan Statistical Area	102	76.1	173
Danville, VA Metropolitan Statistical Area	52	49.2	327
Daphne-Fairhope-Foley, AL Micropolitan Statistical Area	119	69.3	204
Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area	183	48.6	331
Dayton, OH Metropolitan Statistical Area	430	51.5	313
Decatur, AL Metropolitan Statistical Area	124	83.1	135
Decatur, IL Metropolitan Statistical Area	66	60.7	265
Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	385	76.9	167
Denver-Aurora, CO Metropolitan Statistical Area	2,330	94.5	82
Des Moines-West Des Moines, IA Metropolitan Statistical Area	245	44.8	342
Detroit-Warren-Livonia, MI Metropolitan Statistical Area	4,303	96.3	74
Dothan, AL Metropolitan Statistical Area	164	117.6	25
Dover, DE Metropolitan Statistical Area	101	66.3	226
Duluth, MN-WI Metropolitan Statistical Area	137	49.9	324
Dunn, NC Micropolitan Statistical Area	190	174.8	3
Durham, NC Metropolitan Statistical Area	494	103.0	55
East Liverpool-Salem, OH Micropolitan Statistical Area	71	65.3	231

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of 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, 2010

Metropolitan Area	Complaints	Complaints Per 100,000 Population	Rank
East Stroudsburg, PA Micropolitan Statistical Area	150	91.1	94
Eau Claire, WI Metropolitan Statistical Area	53	33.6	375
El Centro, CA Metropolitan Statistical Area	207	127.9	16
El Paso, TX Metropolitan Statistical Area	951	129.4	15
Elizabethtown, KY Metropolitan Statistical Area	88	78.8	159
Elkhart-Goshen, IN Metropolitan Statistical Area	142	71.7	189
Erie, PA Metropolitan Statistical Area	154	55.2	292
Eugene-Springfield, OR Metropolitan Statistical Area	173	50.4	323
Eureka-Arcata-Fortuna, CA Micropolitan Statistical Area	105	81.5	144
Evansville, IN-KY Metropolitan Statistical Area	138	39.5	360
Fargo, ND-MN Metropolitan Statistical Area	84	43.7	352
Farmington, NM Metropolitan Statistical Area	63	51.5	314
Fayetteville, NC Metropolitan Statistical Area	369	105.7	47
Fayetteville-Springdale-Rogers, AR-MO Metropolitan Statistical Area	265	60.8	262
Flagstaff, AZ Metropolitan Statistical Area	124	97.3	69
Flint, MI Metropolitan Statistical Area	355	81.7	143
Florence, SC Metropolitan Statistical Area	180	90.6	97
Florence-Muscle Shoals, AL Metropolitan Statistical Area	75	52.4	308
Fort Collins-Loveland, CO Metropolitan Statistical Area	255	88.7	104
Fort Smith, AR-OK Metropolitan Statistical Area	194	67.0	220
Fort Walton Beach-Crestview-Destin, FL Metropolitan Statistical Area	99	54.5	299
Fort Wayne, IN Metropolitan Statistical Area	290	70.7	196
Fresno, CA Metropolitan Statistical Area	1,093	121.5	23
Gadsden, AL Metropolitan Statistical Area	102	98.8	65
Gainesville, FL Metropolitan Statistical Area	220	85.6	117
Gainesville, GA Metropolitan Statistical Area	230	127.7	17
Gettysburg, PA Micropolitan Statistical Area	88	87.3	112
Glens Falls, NY Metropolitan Statistical Area	71	55.1	293
Goldsboro, NC Metropolitan Statistical Area	129	113.6	33
Grand Junction, CO Metropolitan Statistical Area	68	48.9	329
Grand Rapids-Wyoming, MI Metropolitan Statistical Area	459	59.1	274
Greeley, CO Metropolitan Statistical Area	341	139.9	8
Green Bay, WI Metropolitan Statistical Area	117	38.9	362
Greensboro-High Point, NC Metropolitan Statistical Area	624	89.3	100
Greenville, NC Metropolitan Statistical Area	163	94.5	83
Greenville-Mauldin-Easley, SC Metropolitan Statistical Area	425	69.2	205
Gulfport-Biloxi, MS Metropolitan Statistical Area	190	82.1	140
Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area	152	58.2	277
Hammond, LA Micropolitan Statistical Area	96	83.2	133
Hanford-Corcoran, CA Metropolitan Statistical Area	118	79.3	157
Harrisburg-Carlisle, PA Metropolitan Statistical Area	309	58.4	276
Harrisonburg, VA Metropolitan Statistical Area	63	53.6	303
Hartford-West Hartford-East Hartford, CT Metropolitan Statistical Area	797	67.0	219
Hattiesburg, MS Metropolitan Statistical Area	89	64.4	240
Hickory-Lenoir-Morganton, NC Metropolitan Statistical Area	243	67.4	214
Hilo, HI Micropolitan Statistical Area	80	46.2	339
Hilton Head Island-Beaufort, SC Micropolitan Statistical Area	108	63.8	244
Holland-Grand Haven, MI Metropolitan Statistical Area	131	50.5	321
Homosassa Springs, FL Micropolitan Statistical Area	112	79.9	152
Honolulu, HI Metropolitan Statistical Area	421	46.5	337

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of 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, 2010

Metropolitan Area	Complaints	Complaints Per 100,000 Population	Rank
Houma-Bayou Cane-Thibodaux, LA Metropolitan Statistical Area	75	37.3	368
Houston-Sugar Land-Baytown, TX Metropolitan Statistical Area	6,056	107.6	43
Huntington-Ashland, WV-KY-OH Metropolitan Statistical Area	124	43.7	351
Huntsville, AL Metropolitan Statistical Area	275	71.1	192
Idaho Falls, ID Metropolitan Statistical Area	57	47.7	333
Indianapolis-Carmel, IN Metropolitan Statistical Area	1,397	82.4	139
Iowa City, IA Metropolitan Statistical Area	103	70.0	201
Ithaca, NY Metropolitan Statistical Area	55	54.4	300
Jackson, MI Metropolitan Statistical Area	100	61.3	259
Jackson, MS Metropolitan Statistical Area	533	99.8	60
Jackson, TN Metropolitan Statistical Area	84	74.6	179
Jacksonville, FL Metropolitan Statistical Area	1,242	95.5	79
Jacksonville, NC Metropolitan Statistical Area	129	79.3	156
Jamestown-Dunkirk-Fredonia, NY Micropolitan Statistical Area	35	26.1	383
Janesville, WI Metropolitan Statistical Area	97	60.8	263
Jefferson City, MO Metropolitan Statistical Area	103	70.7	197
Johnson City, TN Metropolitan Statistical Area	86	44.4	347
Johnstown, PA Metropolitan Statistical Area	61	42.1	354
Jonesboro, AR Metropolitan Statistical Area	76	65.3	232
Joplin, MO Metropolitan Statistical Area	111	64.8	234
Kahului-Wailuku, HI Micropolitan Statistical Area	65	45.8	341
Kalamazoo-Portage, MI Metropolitan Statistical Area	283	87.5	109
Kankakee-Bradley, IL Metropolitan Statistical Area	98	88.5	105
Kansas City, MO-KS Metropolitan Statistical Area	1,697	85.5	118
Kennewick-Richland-Pasco, WA Metropolitan Statistical Area	208	90.8	96
Killeen-Temple-Fort Hood, TX Metropolitan Statistical Area	377	101.9	57
Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area	193	63.6	245
Kingston, NY Metropolitan Statistical Area	129	70.9	195
Knoxville, TN Metropolitan Statistical Area	406	59.6	270
La Crosse, WI-MN Metropolitan Statistical Area	47	35.9	373
Lafayette, IN Metropolitan Statistical Area	130	67.7	210
Lafayette, LA Metropolitan Statistical Area	182	71.0	194
Lake Charles, LA Metropolitan Statistical Area	119	62.0	255
Lake Havasu City-Kingman, AZ Metropolitan Statistical Area	167	85.7	116
Lakeland, FL Metropolitan Statistical Area	615	107.0	45
Lancaster, PA Metropolitan Statistical Area	254	51.0	318
Lansing-East Lansing, MI Metropolitan Statistical Area	235	51.5	312
Laredo, TX Metropolitan Statistical Area	318	136.4	11
Las Cruces, NM Metropolitan Statistical Area	267	134.3	12
Las Vegas-Paradise, NV Metropolitan Statistical Area	1,808	98.5	67
Lawrence, KS Metropolitan Statistical Area	60	52.9	306
Lawton, OK Metropolitan Statistical Area	96	84.4	129
Lebanon, NH-VT Micropolitan Statistical Area	68	39.7	359
Lebanon, PA Metropolitan Statistical Area	108	84.4	128
Lewiston-Auburn, ME Metropolitan Statistical Area	23	21.5	384
Lexington Park, MD Micropolitan Statistical Area	77	76.7	169
Lexington-Fayette, KY Metropolitan Statistical Area	275	61.5	257
Lima, OH Metropolitan Statistical Area	75	71.3	190
Lincoln, NE Metropolitan Statistical Area	115	39.4	361
Little Rock-North Little Rock-Conway, AR Metropolitan Statistical Area	631	94.7	81

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of 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, 2010

Metropolitan Area	Complaints	Complaints Per 100,000 Population	Rank
Logan, UT-ID Metropolitan Statistical Area	49	40.5	357
Longview, TX Metropolitan Statistical Area	172	84.5	127
Longview, WA Metropolitan Statistical Area	61	60.7	264
Los Angeles-Long Beach-Santa Ana, CA Metropolitan Statistical Area	15,340	119.1	24
Louisville/Jefferson County, KY-IN Metropolitan Statistical Area	627	50.8	320
Lubbock, TX Metropolitan Statistical Area	215	80.5	148
Lumberton, NC Micropolitan Statistical Area	100	78.0	165
Lynchburg, VA Metropolitan Statistical Area	134	55.0	294
Macon, GA Metropolitan Statistical Area	267	116.2	27
Madera, CA Metropolitan Statistical Area	229	156.3	5
Madison, WI Metropolitan Statistical Area	320	57.6	281
Manchester-Nashua, NH Metropolitan Statistical Area	180	44.7	343
Manhattan, KS Micropolitan Statistical Area	73	64.2	243
Mansfield, OH Metropolitan Statistical Area	76	60.5	266
McAllen-Edinburg-Mission, TX Metropolitan Statistical Area	1,157	162.8	4
Medford, OR Metropolitan Statistical Area	148	74.3	181
Memphis, TN-MS-AR Metropolitan Statistical Area	1,483	115.8	29
Merced, CA Metropolitan Statistical Area	342	139.3	9
Meridian, MS Micropolitan Statistical Area	82	78.4	161
Miami-Fort Lauderdale-Pompano Beach, FL Metropolitan Statistical Area	9,972	184.2	1
Michigan City-La Porte, IN Metropolitan Statistical Area	66	60.1	269
Midland, TX Metropolitan Statistical Area	84	66.5	224
Milwaukee-Waukesha-West Allis, WI Metropolitan Statistical Area	1,029	66.6	222
Minneapolis-St. Paul-Bloomington, MN-WI Metropolitan Statistical Area	1,909	59.5	271
Missoula, MT Metropolitan Statistical Area	38	36.0	372
Mobile, AL Metropolitan Statistical Area	311	76.9	168
Modesto, CA Metropolitan Statistical Area	634	124.0	21
Monroe, LA Metropolitan Statistical Area	111	64.4	239
Monroe, MI Metropolitan Statistical Area	179	116.5	26
Montgomery, AL Metropolitan Statistical Area	446	121.9	22
Morgantown, WV Metropolitan Statistical Area	76	64.5	238
Morristown, TN Metropolitan Statistical Area	130	96.6	71
Mount Vernon-Anacortes, WA Metropolitan Statistical Area	129	110.8	38
Muncie, IN Metropolitan Statistical Area	59	51.1	316
Muskegon-Norton Shores, MI Metropolitan Statistical Area	86	49.3	326
Myrtle Beach-Conway-North Myrtle Beach, SC Metropolitan Statistical Area	166	66.4	225
Napa, CA Metropolitan Statistical Area	144	108.6	42
Naples-Marco Island, FL Metropolitan Statistical Area	287	90.9	95
Nashville-Davidson--Murfreesboro--Franklin, TN Metropolitan Statistical Area	1,120	73.6	182
New Bern, NC Micropolitan Statistical Area	96	80.4	149
New Haven-Milford, CT Metropolitan Statistical Area	611	72.3	188
New Orleans-Metairie-Kenner, LA Metropolitan Statistical Area	986	95.7	76
New York-Northern New Jersey-Long Island, NY-NJ-PA Metropolitan Statistical Area	18,173	96.6	72
Niles-Benton Harbor, MI Metropolitan Statistical Area	112	70.2	199
Norwich-New London, CT Metropolitan Statistical Area	148	55.4	291
Ocala, FL Metropolitan Statistical Area	290	89.3	101
Odessa, TX Metropolitan Statistical Area	110	84.9	124
Ogden-Clearfield, UT Metropolitan Statistical Area	296	57.1	285
Ogdensburg-Massena, NY Micropolitan Statistical Area	52	47.4	334
Oklahoma City, OK Metropolitan Statistical Area	895	75.0	178

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of 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, 2010

Metropolitan Area	Complaints	Complaints Per 100,000 Population	Rank
Olympia, WA Metropolitan Statistical Area	173	72.5	186
Omaha-Council Bluffs, NE-IA Metropolitan Statistical Area	511	61.6	256
Orlando-Kissimmee, FL Metropolitan Statistical Area	2,220	109.2	41
Oshkosh-Neenah, WI Metropolitan Statistical Area	99	61.1	260
Ottawa-Streator, IL Micropolitan Statistical Area	103	67.0	218
Owensboro, KY Metropolitan Statistical Area	35	31.2	380
Oxnard-Thousand Oaks-Ventura, CA Metropolitan Statistical Area	769	96.3	73
Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area	445	83.0	137
Panama City-Lynn Haven, FL Metropolitan Statistical Area	132	80.5	147
Parkersburg-Marietta-Vienna, WV-OH Metropolitan Statistical Area	62	38.6	365
Pascagoula, MS Metropolitan Statistical Area	102	67.1	217
Pensacola-Ferry Pass-Brent, FL Metropolitan Statistical Area	300	66.2	227
Peoria, IL Metropolitan Statistical Area	202	54.4	301
Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	6,123	105.1	50
Phoenix-Mesa-Scottsdale, AZ Metropolitan Statistical Area	4,281	102.4	56
Pine Bluff, AR Metropolitan Statistical Area	87	85.7	115
Pittsburgh, PA Metropolitan Statistical Area	1,202	51.0	317
Pittsfield, MA Metropolitan Statistical Area	71	54.7	296
Port St. Lucie, FL Metropolitan Statistical Area	452	113.0	35
Portland-South Portland-Biddeford, ME Metropolitan Statistical Area	162	31.6	379
Portland-Vancouver-Beaverton, OR-WA Metropolitan Statistical Area	1,529	70.3	198
Pottsville, PA Micropolitan Statistical Area	170	115.4	30
Poughkeepsie-Newburgh-Middletown, NY Metropolitan Statistical Area	452	67.5	212
Prescott, AZ Metropolitan Statistical Area	164	77.1	166
Providence-New Bedford-Fall River, RI-MA Metropolitan Statistical Area	893	55.8	290
Provo-Orem, UT Metropolitan Statistical Area	253	51.3	315
Pueblo, CO Metropolitan Statistical Area	135	87.4	110
Punta Gorda, FL Metropolitan Statistical Area	122	79.8	153
Racine, WI Metropolitan Statistical Area	173	88.7	103
Raleigh-Cary, NC Metropolitan Statistical Area	820	78.3	163
Rapid City, SD Metropolitan Statistical Area	40	33.3	376
Reading, PA Metropolitan Statistical Area	384	95.5	77
Redding, CA Metropolitan Statistical Area	149	83.0	136
Reno-Sparks, NV Metropolitan Statistical Area	381	92.9	91
Richmond, VA Metropolitan Statistical Area	889	73.3	183
Riverside-San Bernardino-Ontario, CA Metropolitan Statistical Area	4,741	116.2	28
Roanoke, VA Metropolitan Statistical Area	174	58.7	275
Rochester, MN Metropolitan Statistical Area	68	37.6	367
Rochester, NY Metropolitan Statistical Area	687	66.7	221
Rockford, IL Metropolitan Statistical Area	280	79.5	155
Rocky Mount, NC Metropolitan Statistical Area	193	132.6	14
Roseburg, OR Micropolitan Statistical Area	74	71.1	193
Sacramento--Arden-Arcade--Roseville, CA Metropolitan Statistical Area	1,857	88.8	102
Saginaw-Saginaw Township North, MI Metropolitan Statistical Area	154	76.1	172
Salem, OR Metropolitan Statistical Area	218	56.4	287
Salinas, CA Metropolitan Statistical Area	384	94.2	86
Salisbury, MD Metropolitan Statistical Area	83	69.4	203
Salisbury, NC Micropolitan Statistical Area	117	85.2	120
Salt Lake City, UT Metropolitan Statistical Area	712	64.7	236
San Angelo, TX Metropolitan Statistical Area	70	64.8	235

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of 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, 2010

Metropolitan Area	Complaints	Complaints Per 100,000 Population	Rank
San Antonio, TX Metropolitan Statistical Area	2,068	103.9	53
San Diego-Carlsbad-San Marcos, CA Metropolitan Statistical Area	2,689	90.4	98
San Francisco-Oakland-Fremont, CA Metropolitan Statistical Area	4,416	105.0	51
San Jose-Sunnyvale-Santa Clara, CA Metropolitan Statistical Area	1,480	82.1	141
San Luis Obispo-Paso Robles, CA Metropolitan Statistical Area	245	93.4	87
Santa Barbara-Santa Maria-Goleta, CA Metropolitan Statistical Area	320	79.2	158
Santa Cruz-Watsonville, CA Metropolitan Statistical Area	280	111.2	37
Santa Fe, NM Metropolitan Statistical Area	163	114.0	32
Santa Rosa-Petaluma, CA Metropolitan Statistical Area	376	81.0	146
Sarasota-Bradenton-Venice, FL Metropolitan Statistical Area	575	83.7	131
Savannah, GA Metropolitan Statistical Area	326	99.0	62
Scranton--Wilkes-Barre, PA Metropolitan Statistical Area	440	80.1	151
Seaford, DE Micropolitan Statistical Area	119	64.6	237
Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area	2,683	81.1	145
Sebastian-Vero Beach, FL Metropolitan Statistical Area	112	85.0	123
Sheboygan, WI Metropolitan Statistical Area	51	44.5	346
Sherman-Denison, TX Metropolitan Statistical Area	131	110.4	39
Shreveport-Bossier City, LA Metropolitan Statistical Area	268	69.1	206
Sierra Vista-Douglas, AZ Micropolitan Statistical Area	145	113.4	34
Sioux City, IA-NE-SD Metropolitan Statistical Area	76	53.2	304
Sioux Falls, SD Metropolitan Statistical Area	83	36.5	370
South Bend-Mishawaka, IN-MI Metropolitan Statistical Area	272	85.9	113
Spartanburg, SC Metropolitan Statistical Area	174	63.2	246
Spokane, WA Metropolitan Statistical Area	286	62.7	248
Springfield, IL Metropolitan Statistical Area	99	47.9	332
Springfield, MA Metropolitan Statistical Area	515	75.4	176
Springfield, MO Metropolitan Statistical Area	263	62.6	250
Springfield, OH Metropolitan Statistical Area	97	69.1	208
St. Cloud, MN Metropolitan Statistical Area	72	38.8	363
St. George, UT Metropolitan Statistical Area	70	52.3	310
St. Joseph, MO-KS Metropolitan Statistical Area	81	65.7	229
St. Louis, MO-IL Metropolitan Statistical Area	2,136	76.2	171
State College, PA Metropolitan Statistical Area	56	38.7	364
Statesville-Mooresville, NC Micropolitan Statistical Area	143	94.4	84
Staunton-Waynesboro, VA Micropolitan Statistical Area	57	49.0	328
Stockton, CA Metropolitan Statistical Area	835	124.4	20
Sumter, SC Metropolitan Statistical Area	85	81.8	142
Syracuse, NY Metropolitan Statistical Area	373	57.8	280
Tallahassee, FL Metropolitan Statistical Area	344	97.6	68
Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	2,710	99.5	61
Terre Haute, IN Metropolitan Statistical Area	65	38.4	366
Texarkana, TX-Texarkana, AR Metropolitan Statistical Area	78	58.1	278
Thomasville-Lexington, NC Micropolitan Statistical Area	241	154.0	6
Toledo, OH Metropolitan Statistical Area	490	75.3	177
Topeka, KS Metropolitan Statistical Area	246	107.6	44
Torrington, CT Micropolitan Statistical Area	92	48.9	330
Traverse City, MI Micropolitan Statistical Area	47	33.1	377
Trenton-Ewing, NJ Metropolitan Statistical Area	321	87.8	108
Tucson, AZ Metropolitan Statistical Area	892	92.2	92
Tulsa, OK Metropolitan Statistical Area	609	67.2	216

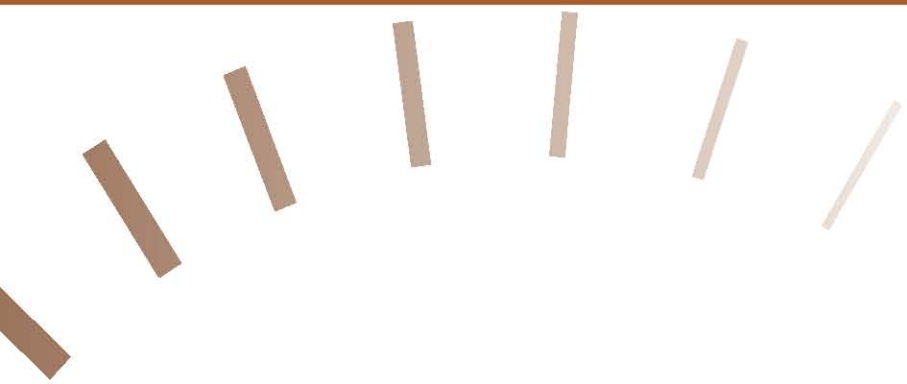
[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of identity theft complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those 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, 2010

Metropolitan Area	Complaints	Complaints Per 100,000 Population	Rank
Tupelo, MS Micropolitan Statistical Area	110	83.2	134
Tuscaloosa, AL Metropolitan Statistical Area	146	71.1	191
Tyler, TX Metropolitan Statistical Area	199	100.1	59
Utica-Rome, NY Metropolitan Statistical Area	149	50.5	322
Valdosta, GA Metropolitan Statistical Area	121	93.0	90
Vallejo-Fairfield, CA Metropolitan Statistical Area	469	114.8	31
Victoria, TX Metropolitan Statistical Area	119	104.6	52
Vineland-Millville-Bridgeton, NJ Metropolitan Statistical Area	137	88.1	107
Virginia Beach-Norfolk-Newport News, VA-NC Metropolitan Statistical Area	1,146	69.1	207
Visalia-Porterville, CA Metropolitan Statistical Area	560	132.8	13
Waco, TX Metropolitan Statistical Area	150	65.8	228
Warner Robins, GA Metropolitan Statistical Area	120	91.6	93
Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	5,250	98.9	63
Waterloo-Cedar Falls, IA Metropolitan Statistical Area	69	42.2	353
Watertown-Fort Drum, NY Micropolitan Statistical Area	52	44.4	348
Wausau, WI Metropolitan Statistical Area	68	52.3	309
Weirton-Steubenville, WV-OH Metropolitan Statistical Area	67	54.7	297
Wenatchee, WA Metropolitan Statistical Area	75	70.0	202
Wheeling, WV-OH Metropolitan Statistical Area	65	44.7	344
Whitewater, WI Micropolitan Statistical Area	79	78.4	162
Wichita Falls, TX Metropolitan Statistical Area	93	62.8	247
Wichita, KS Metropolitan Statistical Area	397	66.6	223
Williamsport, PA Metropolitan Statistical Area	64	54.8	295
Willimantic, CT Micropolitan Statistical Area	87	74.3	180
Wilmington, NC Metropolitan Statistical Area	207	61.0	261
Winchester, VA-WV Metropolitan Statistical Area	60	49.5	325
Winston-Salem, NC Metropolitan Statistical Area	395	85.3	119
Wooster, OH Micropolitan Statistical Area	106	93.3	88
Worcester, MA Metropolitan Statistical Area	464	59.4	272
Yakima, WA Metropolitan Statistical Area	230	98.7	66
York-Hanover, PA Metropolitan Statistical Area	307	72.9	184
Youngstown-Warren-Boardman, OH-PA Metropolitan Statistical Area	386	67.6	211
Yuba City, CA Metropolitan Statistical Area	175	106.6	46
Yuma, AZ Metropolitan Statistical Area	182	95.5	78

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of 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.



Federal Trade Commission
For the Consumer
ftc.gov