

CONSUMER
SENTINEL NETWORK
DATA BOOK
for January - December 2012



Federal Trade Commission
February 2013

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INTRODUCTION

The Consumer Sentinel Network (CSN) is a secure online database of millions of consumer complaints available only to law enforcement. In addition to storing complaints received by the FTC, the CSN also includes complaints filed with state law enforcement organizations such as the North Carolina and Oregon Departments of Justice, the Tennessee Division of Consumer Affairs, the South Carolina Department of Consumer Affairs, and the Offices of the Attorneys General for California, Colorado, Idaho, Indiana, Iowa, Michigan, Mississippi, Montana, Ohio and Washington. Federal agencies, including the Consumer Financial Protection Bureau, the U.S. Postal Inspection Service and the FBI's Internet Crime Complaint Center contribute data as well. The Commission also receives complaints from the Canadian Anti-Fraud Centre. Non-governmental organizations also provide complaint data to the FTC. The Council of Better Business Bureaus, consisting of all North American BBBs, is a major contributor of complaint data. Other organizations include the following: Catalog Choice, the Center for Democracy and Technology, Green Dot, the Identity Theft Assistance Center, the Lawyers' Committee for Civil Rights Under Law, MoneyGram International, the National Fraud Information Center, PrivacyStar, and Western Union.

Law enforcement partners --- whether they are down the street, across the nation, or around the world --- can use information in the database to enhance and coordinate investigations.

Begun in 1997 to collect fraud and identity theft complaints, the CSN now has more than 8 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 2012, the CSN received more than 2 million consumer complaints, which the FTC has sorted into 30 complaint categories. Some organizations transfer their complaints to the CSN after the end of the calendar year, and new data providers, added to the system each year, are contributing complaints from prior years. As a result, the total number of complaints for 2012 will increase during the next few months, and totals from previous years may differ from prior CSN annual reports.

The 2012 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
 Consumer Financial Protection Bureau	 PrivacyStar
 Canadian Anti-Fraud Centre	 Publishers Clearing House
 U.S. Postal Inspection Service	 Identity Theft Assistance Center
 North Carolina Department of Justice	 Ohio Attorney General
 Washington Attorney General	 Oregon Department of Justice
 Michigan Attorney General	 Indiana Attorney General

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



Executive Summary
Consumer Sentinel Network Data Book
January – December 2012

- The Consumer Sentinel Network (CSN) contains over 8 million complaints dating from calendar year 2008 through calendar year 2012. There are over 11 million do-not-call complaints from this same time period.
- The CSN received over 2 million complaints during calendar year 2012: 52% fraud complaints; 18% identity theft complaints; and 30% other types of complaints.
- Identity Theft was the number one complaint category in the CSN for calendar year 2012 with 18% of the overall complaints, followed by Debt Collection (10%); Banks and Lenders (6%); Shop-at-Home and Catalog Sales (6%); Prizes, Sweepstakes and Lotteries (5%); Impostor Scams (4%); Internet Services (4%); Auto Related Complaints (4%); Telephone and Mobile Services (4%); and Credit Cards (3%). The complete ranking of all 30 complaint categories is listed on page six of this report.
- For military consumers, Identity Theft was the number one complaint category in the CSN, followed by Debt Collection at number two. Mortgage Foreclosure Relief and Debt Management ranked as the sixth highest category for military members, in contrast to fifteenth highest for the population as a whole.

Fraud

- Over one million complaints were fraud-related. Consumers reported paying over \$1.4 billion in those fraud complaints; the median amount paid was \$535. Fifty-nine percent of the consumers who reported a fraud-related complaint also reported an amount paid.
- Fifty-seven percent of all fraud-related complaints reported the method of initial contact. Of those complaints, 38% said email, while another 34% said the telephone. Only 9% of those consumers reported mail as the initial point of contact.
- Florida is the state with the highest per capita rate of reported fraud and other types of complaints, followed by Georgia and Maryland.

Identity Theft

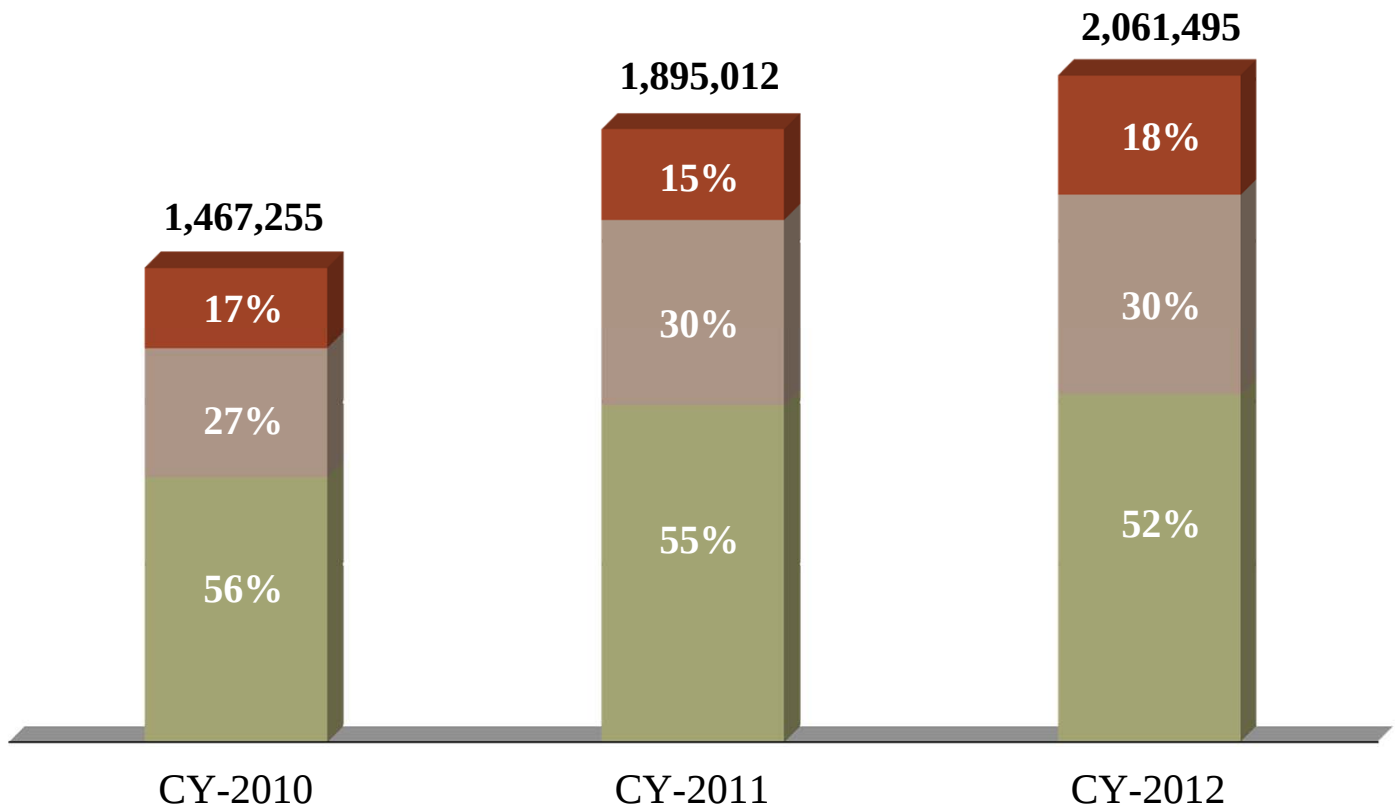
- Government documents/benefits fraud (46%) was the most common form of reported identity theft, followed by credit card fraud (13%), phone or utilities fraud (10%), and bank fraud (6%). Other significant categories of identity theft reported by victims were employment-related fraud (5%) and loan fraud (2%).
- Complaints about government documents/benefits fraud increased 27 percentage points since calendar year 2010; tax or wage-related fraud accounted for the growth in this area, with 43.4% of identity theft victims reporting this problem in 2012. Employment-related fraud complaints, in contrast, have declined 6 percentage points since calendar year 2010.
- Forty-two percent of identity theft complainants reported whether they contacted law enforcement. Of those victims, 68% notified a police department. Fifty-four percent of these indicated a report was taken.
- Florida is the state with the highest per capita rate of reported identity theft complaints, followed by Georgia and California.

Consumer Sentinel Network Complaint Type Percentages¹

Calendar Years 2010 through 2012

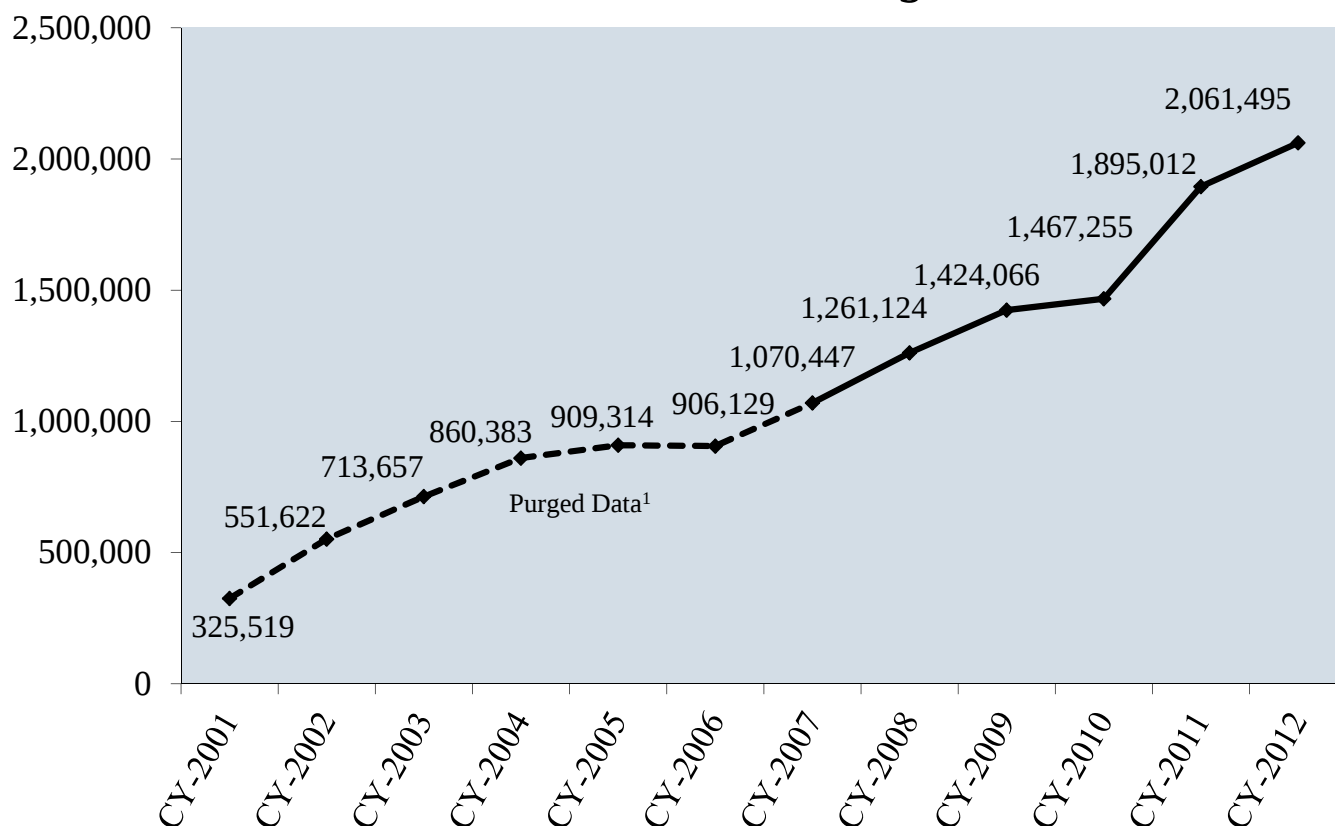
Complaint Types

-  - Identity Theft Complaints
-  - Other Complaints
-  - Fraud Complaints



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

Consumer Sentinel Network Complaint Count¹ *Calendar Years 2001 through 2012*



Consumer Sentinel Network Complaint Type Count¹ *Calendar Years 2001 through 2012*

Calendar Year	Consumer Sentinel Network Complaint Count			Total Complaints
	Fraud	Identity Theft	Other	
2001	137,306	86,250	101,963	325,519
2002	242,783	161,977	146,862	551,622
2003	331,366	215,240	167,051	713,657
2004	410,298	246,909	203,176	860,383
2005	437,585	255,687	216,042	909,314
2006	423,672	246,214	236,243	906,129
2007	505,563	259,314	305,570	1,070,447
2008	620,832	314,587	325,705	1,261,124
2009	706,038	278,371	439,657	1,424,066
2010	818,239	251,089	397,927	1,467,255
2011	1,038,966	279,226	576,820	1,895,012
2012	1,074,937	369,132	617,426	2,061,495

¹ Complaint counts from CY-2001 to CY-2007 represent historic figures as per the Consumer Sentinel Network's five-year data retention policy. These complaint figures exclude National Do Not Call Registry complaints.



Consumer Sentinel Network

Complaint Categories¹

January 1 – December 31, 2012

Rank	Category	No. of Complaints	Percentages ¹
1	Identity Theft	369,132	18%
2	Debt Collection	199,721	10%
3	Banks and Lenders	132,340	6%
4	Shop-at-Home and Catalog Sales	115,184	6%
5	Prizes, Sweepstakes and Lotteries	98,479	5%
6	Impostor Scams	82,896	4%
7	Internet Services	81,438	4%
8	Auto Related Complaints	78,062	4%
9	Telephone and Mobile Services	76,783	4%
10	Credit Cards	51,550	3%
11	Foreign Money Offers and Counterfeit Check Scams	46,112	2%
12	Advance Payments for Credit Services	42,974	2%
13	Television and Electronic Media	41,664	2%
14	Health Care	35,703	2%
15	Mortgage Foreclosure Relief and Debt Management	33,791	2%
16	Business and Job Opportunities	32,496	2%
17	Travel, Vacations and Timeshare Plans	30,324	1%
18	Internet Auction	29,553	1%
19	Credit Bureaus, Information Furnishers and Report Users	29,268	1%
20	Office Supplies and Services	24,210	1%
21	Magazines and Books	18,906	1%
22	Home Repair, Improvement and Products	13,432	1%
23	Computer Equipment and Software	13,386	1%
24	Grants	10,257	<1%
25	Real Estate	8,468	<1%
26	Investment Related Complaints	7,117	<1%
27	Education	3,613	<1%
28	Charitable Solicitations	3,599	<1%
29	Clothing, Textiles and Jewelry	2,468	<1%
30	Buyers' Clubs	2,125	<1%

¹Percentages are based on the total number of CSN complaints (2,061,495) received by the FTC between January 1 and December 31, 2012. Seven percent (140,895) 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 2010 through 2012

CY	Complaint Count		Percentage Reporting Amount Paid	Amount Paid		
	Total	Reporting Amount Paid		Reported	Average ¹	Median ²
2010	818,239	656,778	80%	\$1,729,567,228	\$2,633	\$581
2011	1,038,966	673,117	65%	\$1,544,849,568	\$2,295	\$550
2012	1,074,937	634,678	59%	\$1,491,656,241	\$2,350	\$535

¹Average is based on the total number of consumers who reported an amount paid for each calendar year: CY-2010 = 656,778; CY-2011 = 673,117; and CY-2012 = 634,678. The amount paid is based on complaints with reported values from \$0 to \$999,999.

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

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

Consumer Sentinel Network

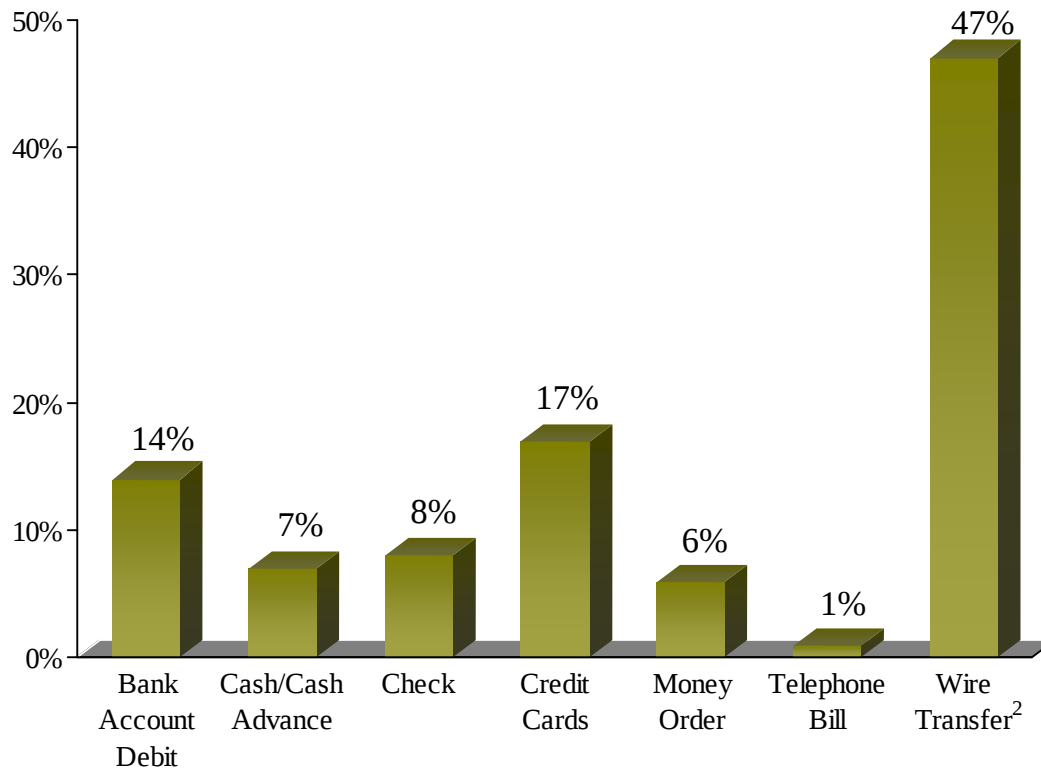
Distribution of Fraud Complaints by Amount Paid

Calendar Years 2010 through 2012

Amount Paid	CY - 2010		CY - 2011		CY - 2012	
	Complaints	Percentages ³	Complaints	Percentages ³	Complaints	Percentages ³
\$0	368,573	56%	340,439	51%	342,771	54%
\$1 - 25	15,862	2%	16,616	2%	15,045	2%
\$26 - 50	17,111	3%	19,838	3%	16,648	3%
\$51 - 75	11,789	2%	13,357	2%	10,339	2%
\$76 - 100	14,782	2%	17,442	3%	13,750	2%
\$101 - 250	42,105	6%	50,631	8%	46,402	7%
\$251 - 500	36,341	6%	45,390	7%	42,451	7%
\$501 - 1,000	35,246	5%	43,946	7%	40,278	6%
\$1,001 - 5,000	85,450	13%	95,231	14%	79,893	13%
More than \$5,000	29,519	4%	30,227	4%	27,101	4%

³Percentages are based on the total number of consumers who reported amount paid for each calendar year: CY-2010 = 656,778; CY-2011 = 673,117; and CY-2012 = 634,678.

Consumer Sentinel Network Fraud Complaints by Method of Consumer Payment¹ *January 1 – December 31, 2012*



Consumer Sentinel Network Fraud Complaints by Method of Consumer Payment *Calendar Years 2010 through 2012*

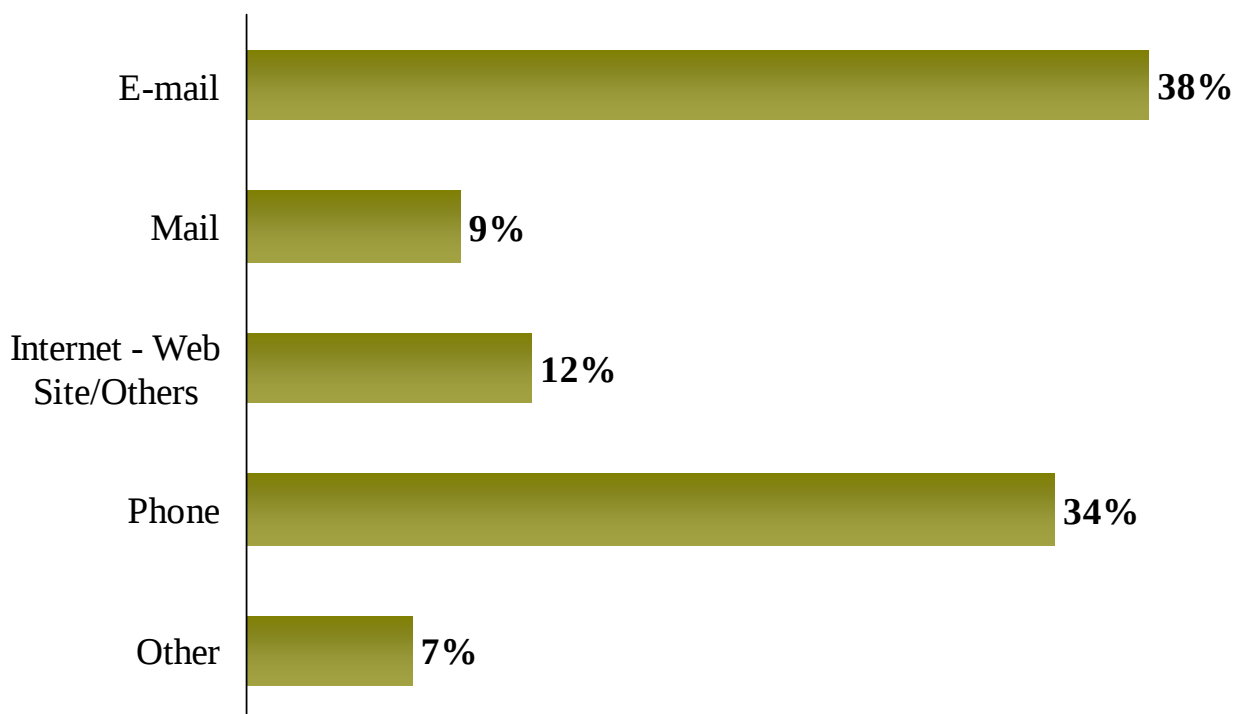
Payment Method	CY - 2010			CY - 2011			CY - 2012		
	Complaints	Percentages ¹	Amount Paid ³	Complaints	Percentages ¹	Amount Paid ³	Complaints	Percentages ¹	Amount Paid ³
Bank Account Debit	16,042	15%	\$37,514,461	33,954	14%	\$89,449,151	31,000	14%	\$80,498,368
Cash/Cash Advance	4,317	4%	\$24,254,971	17,739	7%	\$154,310,539	15,702	7%	\$123,637,822
Check	9,634	9%	\$63,045,152	18,737	8%	\$93,307,882	16,794	8%	\$90,150,775
Credit Cards	28,332	26%	\$65,411,856	42,231	17%	\$128,190,090	36,223	17%	\$94,876,853
Money Order	2,878	3%	\$11,197,094	15,198	6%	\$54,499,305	13,277	6%	\$56,946,850
Telephone Bill	4,744	4%	\$1,109,499	2,205	1%	\$472,378	1,513	1%	\$903,260
Wire Transfer ²	44,503	40%	\$145,127,814	115,886	47%	\$437,266,630	102,783	47%	\$450,607,224
Total Reporting Payment Method	110,450		\$347,660,847	245,950		\$957,495,975	217,292		\$897,621,152

¹Percentages are based on the total number of CSN fraud complaints for each calendar year where consumers reported the method of payment: CY-2010 = 110,450; CY-2011 = 245,950; and CY-2012 = 217,292. Of the total, 20% reported this information during CY-2012, 24% in CY-2011 and 14% in CY-2010.

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

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

Consumer Sentinel Network Fraud Complaints by Company's Method of Contacting Consumers¹ *January 1 – December 31, 2012*



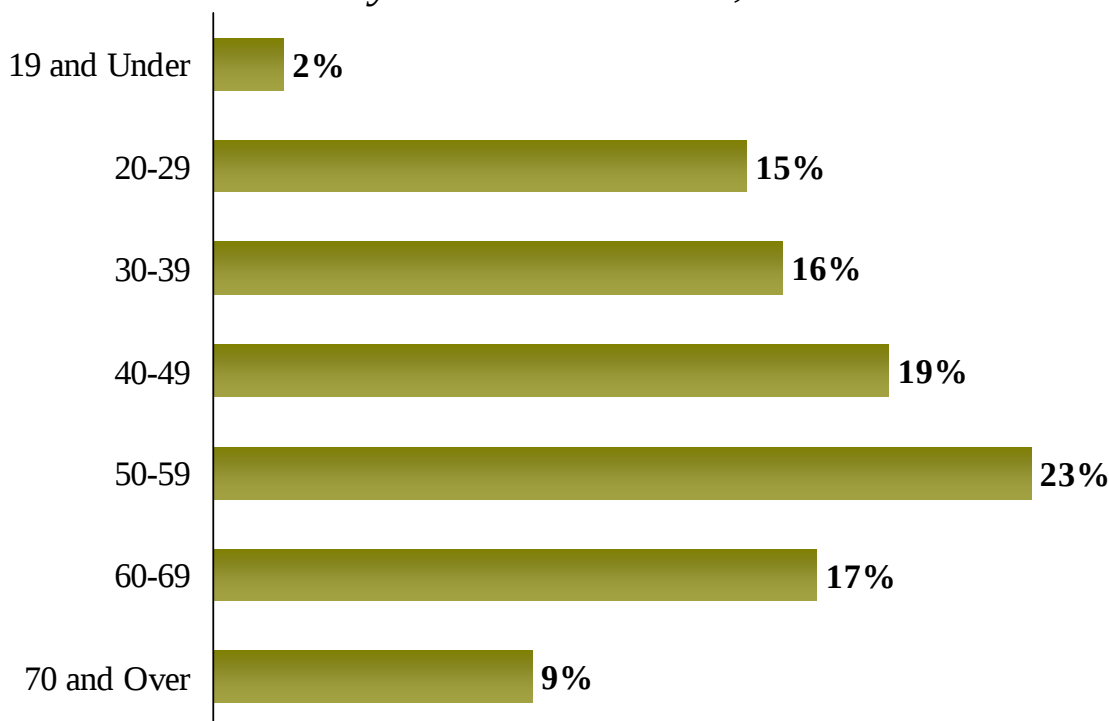
Consumer Sentinel Network Fraud Complaints by Company's Method of Contacting Consumers *Calendar Years 2010 through 2012*

Contact Method	CY - 2010		CY - 2011		CY - 2012	
	Complaints	Percentages ¹	Complaints	Percentages ¹	Complaints	Percentages ¹
E-mail	202,260	43%	256,392	42%	229,273	38%
Mail	50,074	11%	45,442	7%	52,485	9%
Internet - Web Site/Others	53,519	11%	79,356	13%	75,423	12%
Phone	94,587	20%	174,622	29%	207,664	34%
Other	69,541	15%	51,406	8%	44,113	7%
Total Reporting Contact Method	469,981		607,218		608,958	

¹Percentages are based on the total number of CSN fraud complaints for each calendar year where consumers reported the company's method of initial contact: CY-2010 = 469,981; CY-2011 = 607,218; and CY-2012 = 608,958. Of the total, 57% reported this information during CY-2012, 58% in CY-2011 and 57% for CY-2010.

Consumer Sentinel Network Fraud Complaints by Consumer Age¹

January 1 – December 31, 2012



Consumer Sentinel Network Fraud Complaints by Consumer Age¹

Calendar Years 2010 through 2012

Consumer Age	CY - 2010		CY - 2011		CY - 2012	
	Complaints	Percentages ¹	Complaints	Percentages ¹	Complaints	Percentages ¹
19 and Under	3,143	1%	11,513	2%	10,476	2%
20-29	80,832	17%	74,394	15%	66,042	15%
30-39	92,637	20%	83,356	17%	74,585	16%
40-49	109,569	23%	97,262	20%	84,513	19%
50-59	114,697	24%	109,468	23%	102,941	23%
60-69	31,560	7%	71,704	15%	75,653	17%
70 and Over	36,518	8%	36,278	7%	40,239	9%
Total Reporting Age	468,956		483,975		454,449	

¹Percentages are based on the total number of consumers reporting their age for CSN fraud complaints each calendar year: CY-2010 = 468,956; CY-2011= 483,975; and CY-2012 = 454,449. Of the total, 42% of consumers reported this information during CY-2012, 47% in CY-2011, and 57% for CY-2010.



Consumer Sentinel Network Top 10 Reported Company Countries for Fraud Complaints¹ *January 1 – December 31, 2012*

Rank	Company Country	Complaints	Percentages ¹
1	United States	650,256	83%
2	Canada	44,411	6%
3	United Kingdom	14,950	2%
4	Nigeria	9,977	1%
5	India	8,415	1%
6	China	6,029	1%
7	Jamaica	5,951	1%
8	Spain	4,299	1%
9	Mexico	4,251	1%
10	Philippines	3,556	<1%

¹Percentages are based on the number of fraud complaints received by the FTC between January 1 and December 31, 2012 where consumers reported a company country name (782,460). Seventy-three percent of CSN fraud complaints received by the FTC during this time period reported the company country name.

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

Company's Method of Contacting Consumers for Fraud Complaints Against Foreign Companies² *January 1 – December 31, 2012*

Contact Method	Complaints	Percentages ²
E-mail	31,500	49%
Internet - Web Site/Others	11,324	17%
Phone	10,031	15%
Mail	8,199	13%
Other	3,732	6%

²Percentages are based on the 64,786 fraud complaints against foreign companies received by the FTC between January 1 and December 31, 2012, where consumers reported how companies initially contacted them. Complaints which reported a company country other than the United States were considered foreign for these figures.

Consumer Sentinel Network Identity Theft Complaints

How Victims' Information is Misused¹

Calendar Years 2010 through 2012

Government Documents or Benefits Fraud

	Percentages	Percentages	Percentages
Theft Subtype	CY-2010	CY-2011	CY-2012
Tax or Wage Related Fraud	15.6%	24.3%	43.4%
Government Benefits			
Applied For/Received	1.8%	1.5%	1.6%
Other Government Documents			
Issued/Forged	0.9%	0.8%	0.8%
Driver's License Issued/Forged	0.9%	0.8%	0.6%
Total	19.2%	27.4%	46.4%

Credit Card Fraud

	Percentages	Percentages	Percentages
Theft Subtype	CY-2010	CY-2011	CY-2012
New Accounts	9.1%	8.5%	8.8%
Existing Account	6.7%	5.8%	4.6%
Total	15.8%	14.3%	13.4%

Phone or Utilities Fraud

	Percentages	Percentages	Percentages
Theft Subtype	CY-2010	CY-2011	CY-2012
Utilities - New Accounts	9.4%	8.8%	6.2%
Wireless - New Accounts	3.7%	3.1%	2.5%
Telephone - New Accounts	1.5%	1.0%	0.6%
Unauthorized Charges			
to Existing Accounts	0.5%	0.5%	0.4%
Total	15.1%	13.4%	9.7%

Bank Fraud

	Percentages	Percentages	Percentages
Theft Subtype	CY-2010	CY-2011	CY-2012
Electronic Fund Transfer	4.8%	3.8%	3.0%
New Accounts	3.2%	2.6%	1.9%
Existing Accounts	2.8%	2.3%	1.5%
Total	10.8%	8.7%	6.4%

Employment-Related Fraud

	Percentages	Percentages	Percentages
Theft Subtype	CY-2010	CY-2011	CY-2012
Employment-Related Fraud	11.2%	8.4%	5.4%

Loan Fraud

	Percentages	Percentages	Percentages
Theft Subtype	CY-2010	CY-2011	CY-2012
Business / Personal /			
Student Loan	1.7%	1.4%	1.3%
Auto Loan / Lease	1.0%	0.9%	0.6%
Real Estate Loan	1.0%	0.8%	0.5%
Total	3.7%	3.1%	2.4%

Other Identity Theft

	Percentages	Percentages	Percentages
Theft Subtype	CY-2010	CY-2011	CY-2012
Miscellaneous	7.6%	8.5%	7.5%
Uncertain	8.6%	8.2%	6.1%
Internet / Email	1.9%	1.6%	1.2%
Data Breach	-	1.7%	1.1%
Evading the Law	1.5%	1.2%	0.8%
Medical	1.3%	1.0%	0.7%
Apartment or House Rented	0.7%	0.7%	0.4%
Insurance	0.3%	0.3%	0.2%
Securities / Other Investments	0.1%	0.1%	0.1%
Property Rental Fraud	0.1%	0.1%	0.1%
Child Support	0.2%	0.1%	0.1%
Magazines	0.1%	0.1%	0.1%
Bankruptcy	0.1%	0.1%	0.1%
Total	22.5%	23.7%	18.5%

Attempted Identity Theft

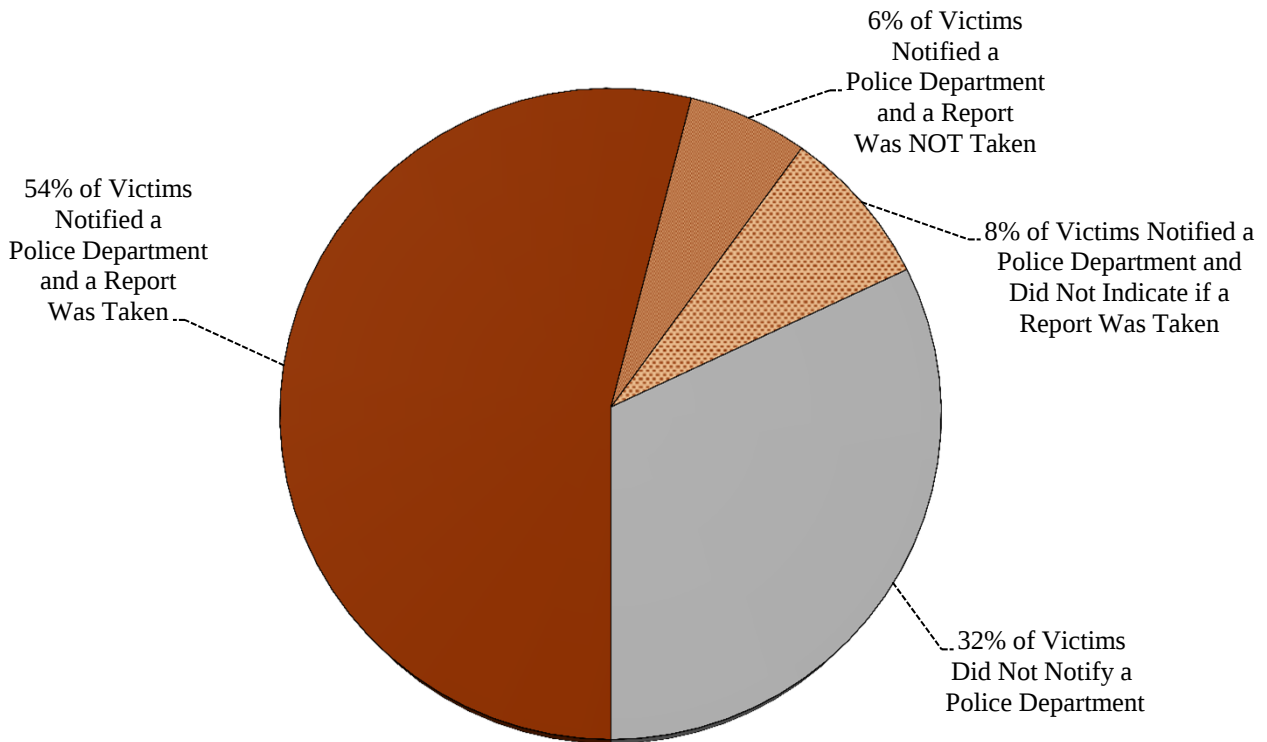
	Percentages	Percentages	Percentages
Theft Subtype	CY-2010	CY-2011	CY-2012
Attempted Identity Theft	7.0%	6.8%	6.6%

¹Percentages are based on the total number of CSN identity theft complaints for each calendar year: CY-2010 = 251,089; CY-2011 = 279,226; and CY-2012 = 369,132. Note that 11% of identity theft complaints include more than one type of identity theft in CY-2012, 13% in CY-2011; and 17% in CY-2010.

Consumer Sentinel Network Identity Theft Complaints

Law Enforcement Contact¹

January 1 – December 31, 2012



¹Percentages are based on the total number of identity theft complaints where victims indicated whether they had notified a police department (147,542). Of identity theft victims who contacted the FTC directly, 42% reported law enforcement contact information.

Law Enforcement Contact

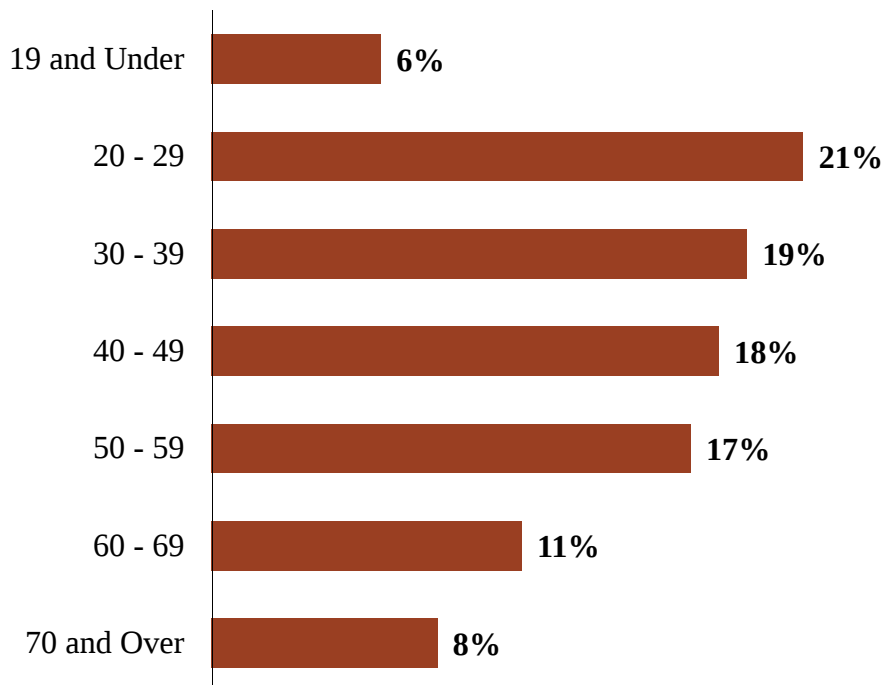
Calendar Years 2010 through 2012

If the victim notified a police department, was a report taken?	CY-2010		CY-2011		CY-2012	
	Complaints	Percentages ²	Complaints	Percentages ²	Complaints	Percentages ²
Yes	62,521	62%	67,350	57%	80,144	54%
No	6,512	7%	7,619	7%	8,122	6%
Not Reported	3,293	3%	7,597	6%	12,160	8%
<i>Total Who Notified a Police Department</i>	<i>72,326</i>	<i>72%</i>	<i>82,566</i>	<i>70%</i>	<i>100,426</i>	<i>68%</i>
<i>Total Who Did Not Notify a Police Department</i>	<i>28,203</i>	<i>28%</i>	<i>35,788</i>	<i>30%</i>	<i>47,116</i>	<i>32%</i>
Total Reporting Law Enforcement Contact Information	100,529		118,354		147,542	

²Percentages are based on the total number of identity theft complaints where victims indicated whether they had notified a police department: CY-2010 = 100,529; CY-2011 = 118,354; and CY-2012 = 147,542. Of identity theft victims who contacted the FTC directly, 42% reported law enforcement contact information in CY-2012, 45% in CY-2011 and 42% in CY-2010.

Consumer Sentinel Network Identity Theft Complaints by Victims' Age¹

January 1 – December 31, 2012



Consumer Sentinel Network Identity Theft Complaints by Victims' Age

Calendar Years 2010 through 2012

Consumer Age	CY - 2010		CY - 2011		CY - 2012	
	Complaints	Percentages ¹	Complaints	Percentages ¹	Complaints	Percentages ¹
19 and Under	18,334	8%	19,623	8%	16,133	6%
20-29	56,635	24%	56,721	23%	57,491	21%
30-39	49,375	21%	49,869	20%	52,704	19%
40-49	43,877	19%	45,132	18%	49,403	18%
50-59	35,314	15%	38,051	15%	45,483	17%
60-69	19,923	8%	23,112	9%	30,583	11%
70 and Over	12,984	5%	15,819	6%	22,027	8%
Total Reporting Age	236,442		248,327		273,824	

¹Percentages are based on the total number of victims reporting their age in CSN identity theft complaints for each calendar year: CY-2010 = 236,442; CY-2011 = 248,327; and CY-2012 = 273,824. Of the consumers who contacted the FTC, 74% reported their age in CY-2012, 89% in CY-2011 and 94% in CY-2010.

Consumer Sentinel Network State Complaint Rates

January 1 – December 31, 2012

Fraud & Other Complaints

Rank	Consumer State	Complaints Per 100,000 Population ¹	Complaints
1	Florida	693.5	133,973
2	Georgia	590.2	58,543
3	Maryland	564.2	33,199
4	Delaware	563.2	5,165
5	Nevada	559.9	15,446
6	Colorado	545.2	28,285
7	Virginia	517.4	42,355
8	Arizona	510.2	33,434
9	Michigan	500.9	49,501
10	New Hampshire	499.7	6,600
11	California	492.3	187,270
12	Washington	488.9	33,720
13	New Jersey	480.2	42,565
14	Oregon	471.8	18,399
15	Texas	458.6	119,510
16	Massachusetts	443.4	29,469
17	Connecticut	443.0	15,906
18	Pennsylvania	441.9	56,397
19	Tennessee	435.1	28,091
20	Ohio	434.2	50,128
21	Rhode Island	433.1	4,549
22	Hawaii	429.0	5,973
23	Missouri	427.2	25,725
24	North Carolina	422.6	41,212
25	New York	420.5	82,289
26	South Carolina	420.2	19,850
27	Idaho	419.4	6,693
28	New Mexico	416.0	8,675
29	North Dakota	403.9	2,826
30	Alabama	403.8	19,470
31	Louisiana	399.9	18,402
32	Illinois	397.7	51,206
33	Alaska	393.5	2,878
34	Maine	393.0	5,224
35	Minnesota	391.3	21,051
36	Nebraska	380.9	7,067
37	Wisconsin	378.6	21,678
38	Indiana	374.6	24,489
39	Montana	371.0	3,729
40	Kansas	368.8	10,644
41	Wyoming	365.5	2,107
42	Vermont	363.1	2,273
43	Kentucky	360.0	15,770
44	Utah	347.0	9,907
45	Oklahoma	345.3	13,173
46	Arkansas	344.1	10,149
47	West Virginia	334.4	6,204
48	Mississippi	319.1	9,526
49	Iowa	296.3	9,110
50	South Dakota	291.2	2,427

Identity Theft Complaints

Rank	Victim State	Complaints Per 100,000 Population ¹	Complaints
1	Florida	361.3	69,795
2	Georgia	193.9	19,232
3	California	122.7	46,658
4	Michigan	122.2	12,075
5	New York	110.1	21,538
6	Nevada	109.9	3,032
7	Texas	108.6	28,299
8	Arizona	107.3	7,032
9	Maryland	105.0	6,178
10	Alabama	104.9	5,060
11	Illinois	100.9	12,993
12	Mississippi	100.2	2,990
13	Delaware	98.4	902
14	New Jersey	95.1	8,430
15	Colorado	93.8	4,864
16	Rhode Island	91.7	963
17	South Carolina	90.6	4,282
18	New Mexico	89.1	1,858
19	Pennsylvania	88.7	11,324
20	Tennessee	88.1	5,690
21	Louisiana	87.6	4,031
22	Connecticut	81.2	2,915
23	North Carolina	81.1	7,910
24	Virginia	80.8	6,616
25	Washington	77.9	5,373
26	Ohio	77.0	8,891
27	Missouri	74.8	4,505
28	Arkansas	74.4	2,195
29	Massachusetts	73.4	4,879
30	Kansas	72.0	2,077
31	Wisconsin	70.8	4,055
32	Oklahoma	67.8	2,586
33	Indiana	67.5	4,412
34	Minnesota	63.9	3,437
35	Oregon	63.3	2,467
36	New Hampshire	59.2	782
37	Nebraska	57.6	1,068
38	Idaho	56.7	905
39	Kentucky	56.2	2,463
40	Utah	55.5	1,586
41	Wyoming	55.2	318
42	West Virginia	54.0	1,002
43	Iowa	52.3	1,608
44	Vermont	52.1	326
45	Alaska	51.7	378
46	Maine	50.1	666
47	Montana	49.8	501
48	Hawaii	47.3	658
49	North Dakota	41.2	288
50	South Dakota	39.6	330

¹Per 100,000 unit of population estimates are based on the 2012 U.S. Census population estimates (Table NST-EST2012-01 -- Annual Estimates of the Population for the United States, Regions, States, and Puerto Rico: April 1, 2010 to July 1, 2012). Numbers for the District of Columbia are: Fraud and Others = 4,756 complaints and 752.1 complaints per 100,000 population; Identity Theft = 1,069 victims and 169.1 victims per 100,000 population.

Note: In calculating the State and Metropolitan Areas rankings, we excluded 14 state-specific data contributors' complaints (the North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for California, Colorado, Idaho, Indiana, Iowa, Michigan, Mississippi, Montana, Ohio, and Washington).

Consumer Sentinel Network

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

January 1 – December 31, 2012

Rank	Metropolitan Area	Complaints Per	
		Complaints	100,000 Population
1	Colorado Springs, CO Metropolitan Statistical Area	5,163	799.7
2	Homosassa Springs, FL Micropolitan Statistical Area	919	650.7
3	Myrtle Beach-North Myrtle Beach-Conway, SC Metropolitan Statistical Area	1,664	617.9
4	Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	33,930	607.8
5	Charlottesville, VA Metropolitan Statistical Area	1,134	562.6
6	Dover, DE Metropolitan Statistical Area	912	561.9
7	Santa Fe, NM Metropolitan Statistical Area	808	560.4
8	Fargo, ND-MN Metropolitan Statistical Area	1,169	559.9
9	Prescott, AZ Metropolitan Statistical Area	1,181	559.6
10	Bellingham, WA Metropolitan Statistical Area	1,118	555.8
11	Jacksonville, FL Metropolitan Statistical Area	7,479	555.8
12	Sierra Vista-Douglas, AZ Micropolitan Statistical Area	725	552.0
13	Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area	977	540.3
14	Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area	2,926	538.5
15	Boulder, CO Metropolitan Statistical Area	1,581	536.7
16	Baltimore-Towson, MD Metropolitan Statistical Area	14,421	532.0
17	Denver-Aurora-Broomfield, CO Metropolitan Statistical Area	13,391	526.5
18	Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	14,630	525.6
19	Phoenix-Mesa-Glendale, AZ Metropolitan Statistical Area	22,025	525.3
20	Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	11,156	522.7
21	North Port-Bradenton-Sarasota, FL Metropolitan Statistical Area	3,656	520.6
22	Pensacola-Ferry Pass-Brent, FL Metropolitan Statistical Area	2,328	518.5
23	Coeur d'Alene, ID Metropolitan Statistical Area	717	517.7
24	Punta Gorda, FL Metropolitan Statistical Area	828	517.6
25	Fayetteville, NC Metropolitan Statistical Area	1,889	515.6
26	Richmond, VA Metropolitan Statistical Area	6,470	514.2
27	Portland-Vancouver-Hillsboro, OR-WA Metropolitan Statistical Area	11,276	506.6
28	Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area	17,417	506.3
29	Las Vegas-Paradise, NV Metropolitan Statistical Area	9,854	505.0
30	Austin-Round Rock-San Marcos, TX Metropolitan Statistical Area	8,647	503.8
31	Spokane, WA Metropolitan Statistical Area	2,351	498.9
32	Roanoke, VA Metropolitan Statistical Area	1,540	498.9
33	Lake Havasu City-Kingman, AZ Metropolitan Statistical Area	998	498.5
34	Bremerton-Silverdale, WA Metropolitan Statistical Area	1,246	496.2
35	Virginia Beach-Norfolk-Newport News, VA-NC Metropolitan Statistical Area	8,223	491.9
36	Charleston-North Charleston-Summerville, SC Metropolitan Statistical Area	3,255	489.8
37	Olympia, WA Metropolitan Statistical Area	1,235	489.6
38	Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	2,413	487.9
39	San Diego-Carlsbad-San Marcos, CA Metropolitan Statistical Area	15,055	486.4
40	Atlanta-Sandy Springs-Marietta, GA Metropolitan Statistical Area	25,594	485.8
41	Manchester-Nashua, NH Metropolitan Statistical Area	1,932	482.1
42	Columbus, OH Metropolitan Statistical Area	8,825	480.5
43	Fort Collins-Loveland, CO Metropolitan Statistical Area	1,433	478.3
44	Kingston, NY Metropolitan Statistical Area	871	477.3
45	Concord, NH Micropolitan Statistical Area	698	476.6
46	Bend, OR Metropolitan Statistical Area	751	476.1
47	Panama City-Lynn Haven-Panama City Beach, FL Metropolitan Statistical Area	803	475.6
48	Lexington Park, MD Micropolitan Statistical Area	499	474.6
49	Reno-Sparks, NV Metropolitan Statistical Area	2,008	472.0
50	Winchester, VA-WV Metropolitan Statistical Area	602	468.6

¹Ranking is based on the number of fraud and other types of complaints per 100,000 inhabitants for each Metropolitan Area. This chart illustrates the top 50 Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of 100,000 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 2009 and the population estimates are based on the 2010 U.S. Census table P1 of Summary File 1.

Note: In calculating the State and Metropolitan Areas rankings, we excluded 14 state-specific data contributors' complaints (the North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for California, Colorado, Idaho, Indiana, Iowa, Michigan, Mississippi, Montana, Ohio, and Washington).

Consumer Sentinel Network

Largest Metropolitan Areas Ranking for Identity Theft – Related Consumer Complaints¹

January 1 – December 31, 2012

Rank	Metropolitan Area	Complaints Per	
		Complaints	100,000 Population
1	Miami-Fort Lauderdale-Pompano Beach, FL Metropolitan Statistical Area	35,914	645.4
2	Naples-Marco Island, FL Metropolitan Statistical Area	1,279	397.8
3	Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	9,805	352.3
4	Cape Coral-Fort Myers, FL Metropolitan Statistical Area	1,810	292.5
5	Tallahassee, FL Metropolitan Statistical Area	1,060	288.5
6	Lakeland-Winter Haven, FL Metropolitan Statistical Area	1,692	281.0
7	Port St. Lucie-Fort Pierce, FL Metropolitan Statistical Area	1,156	272.6
8	Atlanta-Sandy Springs-Marietta, GA Metropolitan Statistical Area	12,992	246.6
9	North Port-Bradenton-Sarasota, FL Metropolitan Statistical Area	1,720	244.9
10	Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	4,991	233.8
11	Punta Gorda, FL Metropolitan Statistical Area	353	220.7
12	Valdosta, GA Metropolitan Statistical Area	305	218.5
13	Ocala, FL Metropolitan Statistical Area	707	213.4
14	Albany, GA Metropolitan Statistical Area	329	209.1
15	Columbus, GA-AL Metropolitan Statistical Area	607	205.9
16	Montgomery, AL Metropolitan Statistical Area	763	203.7
17	Jacksonville, FL Metropolitan Statistical Area	2,562	190.4
18	Detroit-Warren-Livonia, MI Metropolitan Statistical Area	8,085	188.2
19	Sebastian-Vero Beach, FL Metropolitan Statistical Area	255	184.7
20	Savannah, GA Metropolitan Statistical Area	637	183.3
21	Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area	992	182.6
22	Gainesville, FL Metropolitan Statistical Area	482	182.4
23	Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	880	177.9
24	Beaumont-Port Arthur, TX Metropolitan Statistical Area	684	176.0
25	Macon, GA Metropolitan Statistical Area	396	170.5
26	Memphis, TN-MS-AR Metropolitan Statistical Area	2,199	167.1
27	Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area	294	162.6
28	Homosassa Springs, FL Micropolitan Statistical Area	228	161.4
29	Jackson, MS Metropolitan Statistical Area	811	150.4
30	Los Angeles-Long Beach-Santa Ana, CA Metropolitan Statistical Area	18,254	142.3
31	Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	9,056	142.1
32	Fresno, CA Metropolitan Statistical Area	1,307	140.5
33	San Francisco-Oakland-Fremont, CA Metropolitan Statistical Area	6,032	139.1
34	Vallejo-Fairfield, CA Metropolitan Statistical Area	574	138.9
35	Bakersfield-Delano, CA Metropolitan Statistical Area	1,142	136.0
36	Stockton, CA Metropolitan Statistical Area	929	135.6
37	Wausau, WI Metropolitan Statistical Area	180	134.3
38	Riverside-San Bernardino-Ontario, CA Metropolitan Statistical Area	5,649	133.7
39	Warner Robins, GA Metropolitan Statistical Area	187	133.7
40	Panama City-Lynn Haven-Panama City Beach, FL Metropolitan Statistical Area	222	131.5
41	Houston-Sugar Land-Baytown, TX Metropolitan Statistical Area	7,550	127.0
42	Auburn-Opelika, AL Metropolitan Statistical Area	174	124.1
43	New York-Northern New Jersey-Long Island, NY-NJ-PA Metropolitan Statistical Area	23,297	123.3
44	Augusta-Richmond County, GA-SC Metropolitan Statistical Area	678	121.8
45	Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	7,216	121.0
46	Baton Rouge, LA Metropolitan Statistical Area	966	120.4
47	Killeen-Temple-Fort Hood, TX Metropolitan Statistical Area	487	120.2
48	Las Vegas-Paradise, NV Metropolitan Statistical Area	2,302	118.0
49	Chicago-Joliet-Naperville, IL-IN-WI Metropolitan Statistical Area	11,128	117.6
50	Phoenix-Mesa-Glendale, AZ Metropolitan Statistical Area	4,931	117.6

¹Ranking is based on the number of identity theft complaints per 100,000 inhabitants for each Metropolitan Area. This chart illustrates the top 50 Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of 100,000 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 2009 and the population estimates are based on the 2010 U.S. Census table P1 of Summary File 1.

Consumer Sentinel Network Military Complaints by Consumer Military Branch *January 1 – December 31, 2012*

Military Branch	Complaints	Percentages¹
U.S. Army	30,191	49%
U.S. Navy	13,067	21%
U.S. Air Force	11,760	19%
U.S. Marines	5,983	10%
U.S. Coast Guard	1,210	2%
Total	62,211	

¹Percentages are based on the total number of CSN complaints from military consumers reporting their branch of service (62,211) between January 1 and December 31, 2012. Of the 67,018 military consumers, 93% reported this information during CY-2012.

Consumer Sentinel Network Military Complaints by Consumer Military Status *January 1 – December 31, 2012*

Military Status	Complaints	Percentages²
Active Duty Service Member	5,622	9%
Dependent Child/Other - DoD Civilian	535	1%
Dependent Child/Other - Service Member	1,591	3%
Dependent Spouse - DoD Civilian	957	2%
Dependent Spouse - Service Member	5,857	10%
DoD Civilian	566	1%
Inactive Reserve/National Guard	3,575	6%
Military Retiree/Veteran	42,939	70%
Total	61,642	

²Percentages are based on the total number of CSN complaints from military consumers reporting their military status (61,642) between January 1 and December 31, 2012. Of the 67,018 military consumers, 92% reported this information during CY-2012.

Consumer Sentinel Network Military Complaints by Consumer Military Pay Grade *January 1 – December 31, 2012*

Military Pay Grade	Complaints	Percentages³
DoD Civilian	1,158	5%
E1-E3	4,626	20%
E4	4,590	20%
E5-E6	6,711	29%
E7-E9	2,627	11%
O1-O3	1,322	6%
O4-O6	1,647	7%
O7 and Above	141	1%
W1-W5	316	1%
Total	23,138	

³Percentages are based on the total number of CSN complaints from military consumers reporting their pay grade (23,138) between January 1 and December 31, 2012. Of the 67,018 military consumers, 35% reported this information during CY-2012.



Consumer Sentinel Network Military Complaints by Top Category *January 1 – December 31, 2012*

Rank	Category Description	Complaint Count	Percentages ¹
1	Identity Theft	24,790	37%
2	Debt Collection	7,096	11%
3	Impostor Scams	4,477	7%
4	Prizes, Sweepstakes and Lotteries	3,269	5%
5	Banks and Lenders	3,124	5%
6	Mortgage Foreclosure Relief and Debt Management	2,172	3%
7	Credit Bureaus, Information Furnishers and Report Users	1,611	2%
8	Foreign Money Offers and Counterfeit Check Scams	1,474	2%
9	Telephone and Mobile Services	1,396	2%
10	Shop-at-Home and Catalog Sales	1,181	2%
11	Internet Services	1,056	2%
12	Credit Cards	1,006	2%
13	Auto Related Complaints	998	1%
14	Grants	573	1%
15	Home Repair, Improvement and Products	571	1%
16	Business and Job Opportunities	536	1%
17	Health Care	520	1%
18	Computer Equipment and Software	485	1%
19	Travel, Vacations and Timeshare Plans	402	1%
20	Television and Electronic Media	379	1%

¹Percentages are based on the total number of CSN Military complaints (67,018) received between January 1 and December 31, 2012. Seventeen percent of these complaints were coded in the Other category.

Top Categories for Complaints from Enlisted Military Consumers

January 1 – December 31, 2012

Rank	Category Description	Complaint Count	Percentages ²
1	Identity Theft	7,607	41%
2	Debt Collection	2,277	12%
3	Banks and Lenders	1,429	8%
4	Impostor Scams	782	4%
5	Credit Bureaus, Information Furnishers and Report Users	584	3%
6	Prizes, Sweepstakes and Lotteries	541	3%
7	Mortgage Foreclosure Relief and Debt Management	498	3%
8	Credit Cards	456	2%
9	Telephone and Mobile Services	355	2%
10	Auto Related Complaints	349	2%

²Percentages are based on the total number of CSN complaints (18,554) from military consumers reporting an enlisted rank received between January 1 and December 31, 2012. Ten percent of these complaints were coded in the Other category.

Top Categories for Complaints from Officer Military Consumers

January 1 – December 31, 2012

Rank	Category Description	Complaint Count	Percentages ³
1	Identity Theft	1,133	33%
2	Debt Collection	386	11%
3	Banks and Lenders	312	9%
4	Impostor Scams	136	4%
5	Credit Cards	114	3%
6	Credit Bureaus, Information Furnishers and Report Users	103	3%
7	Mortgage Foreclosure Relief and Debt Management	94	3%
8	Internet Services	93	3%
9	Telephone and Mobile Services	90	3%
10	Prizes, Sweepstakes and Lotteries	80	2%

³Percentages are based on the total number of CSN complaints (3,426) from military consumers reporting an officer rank received between January 1 and December 31, 2012. Fourteen percent of these complaints were coded in the Other category.

Consumer Sentinel Network - Military

Identity Theft Complaints

How Victims' Information is Misused

January 1 – December 31, 2012

Identity Theft Types / Theft Subtypes	Complaints	Percentages ¹
Government Documents or Benefits Fraud		52.8%
Tax or Wage Related Fraud	12,137	49.0%
Government Benefits Applied For / Received	632	2.5%
Other Government Documents Issued / Forged	228	0.9%
Driver's License Issued or Forged	108	0.4%
Credit Card Fraud		14.3%
New Accounts	2,290	9.2%
Existing Account	1,258	5.1%
Phone or Utilities Fraud		9.7%
Utilities - New Accounts	1,560	6.3%
Wireless - New Accounts	615	2.5%
Telephone - New Accounts	150	0.6%
Unauthorized Charges to Existing Accounts	75	0.3%
Bank Fraud		7.6%
Electronic Fund Transfer	1,025	4.1%
New Accounts	479	1.9%
Existing Accounts	401	1.6%
Employment		3.4%
Employment-Related Fraud	855	3.4%
Loan Fraud		2.6%
Business / Personal / Student Loan	365	1.5%
Auto Loan / Lease	158	0.6%
Real Estate Loan	130	0.5%
Other Identity Theft		12.8%
Uncertain	1,191	4.8%
Miscellaneous	610	2.5%
Data Breach	354	1.4%
Internet or E-Mail	335	1.4%
Evading the Law	203	0.8%
Medical	199	0.8%
Apartment or House Rented	91	0.4%
Insurance	44	0.2%
Securities / Other Investments	38	0.2%
Property Rental Fraud	26	0.1%
Child Support	23	0.1%
Magazines	20	0.1%
Bankruptcy	12	<0.1%
Attempted Identity Theft		6.8%
Attempted Identity Theft	1,677	6.8%

¹Percentages are based on the total number of Consumer Sentinel Network (CSN) Military identity theft complaints (24,790) received between January 1 and December 31, 2012. Note that 10% of CSN Military identity theft complaints included more than one type of identity theft.



Consumer Sentinel Network Detailed State Complaint Information

(one page per State and the District of Columbia)

Fraud & Other Complaints

- ▶ Top Fraud & Other Complaint Categories

Identity Theft Complaints

- ▶ Identity Theft Types Reported by Victims



ALABAMA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 24,530

Fraud and Other Complaints Count from Alabama Consumers = 19,470

Top 10 Fraud and Other Complaint Categories Reported by Alabama Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	2,512	13%
2	Banks and Lenders	1,372	7%
3	Shop-at-Home and Catalog Sales	1,354	7%
4	Impostor Scams	1,265	6%
5	Prizes, Sweepstakes and Lotteries	1,112	6%
6	Telephone and Mobile Services	919	5%
7	Auto Related Complaints	868	4%
8	Internet Services	804	4%
9	Credit Cards	768	4%
10	Advance Payments for Credit Services	744	4%

¹Percentages are based on the total number of CSN fraud and other complaints from Alabama consumers (19,470).

Identity Theft Complaints Count from Alabama Victims = 5,060

Identity Theft Types Reported by Alabama Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	2,648	52%
2	Credit Card Fraud	499	10%
3	Phone or Utilities Fraud	433	9%
4	Bank Fraud	286	6%
5	Employment-Related Fraud	173	3%
6	Loan Fraud	139	3%
	Other	887	18%
	Attempted Identity Theft	288	6%

¹Percentages are based on the 5,060 victims reporting from Alabama. Note that CSN identity theft complaints may be coded under multiple theft types.



ALASKA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 3,256

Fraud and Other Complaints Count from Alaska Consumers = 2,878

Top 10 Fraud and Other Complaint Categories Reported by Alaska Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	270	9%
2	Shop-at-Home and Catalog Sales	257	9%
3	Impostor Scams	234	8%
4	Internet Services	185	6%
5	Prizes, Sweepstakes and Lotteries	149	5%
6	Auto Related Complaints	140	5%
7	Banks and Lenders	133	5%
8	Foreign Money Offers and Counterfeit Check Scams	128	4%
9	Credit Cards	122	4%
10	Health Care	96	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Alaska consumers (2,878).

Identity Theft Complaints Count from Alaska Victims = 378

Identity Theft Types Reported by Alaska Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	168	44%
2	Credit Card Fraud	47	12%
3	Phone or Utilities Fraud	29	8%
4	Bank Fraud	21	6%
5	Employment-Related Fraud	13	3%
6	Loan Fraud	8	2%
	Other	83	22%
	Attempted Identity Theft	27	7%

¹Percentages are based on the 378 victims reporting from Alaska. Note that CSN identity theft complaints may be coded under multiple theft types.



ARIZONA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 40,466

Fraud and Other Complaints Count from Arizona Consumers = 33,434

Top 10 Fraud and Other Complaint Categories Reported by Arizona Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	3,757	11%
2	Banks and Lenders	2,847	9%
3	Impostor Scams	2,201	7%
4	Shop-at-Home and Catalog Sales	2,130	6%
5	Auto Related Complaints	1,971	6%
6	Telephone and Mobile Services	1,861	6%
7	Internet Services	1,838	5%
8	Prizes, Sweepstakes and Lotteries	1,483	4%
9	Foreign Money Offers and Counterfeit Check Scams	1,209	4%
10	Credit Cards	1,078	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Arizona consumers (33,434).

Identity Theft Complaints Count from Arizona Victims = 7,032

Identity Theft Types Reported by Arizona Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	2,040	29%
2	Employment-Related Fraud	1,305	19%
3	Credit Card Fraud	888	13%
4	Phone or Utilities Fraud	671	10%
5	Bank Fraud	511	7%
6	Loan Fraud	188	3%
	Other	1,546	22%
	Attempted Identity Theft	464	7%

¹Percentages are based on the 7,032 victims reporting from Arizona. Note that CSN identity theft complaints may be coded under multiple theft types.



ARKANSAS

Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 12,344

Fraud and Other Complaints Count from Arkansas Consumers = 10,149

Top 10 Fraud and Other Complaint Categories Reported by Arkansas Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	1,091	11%
2	Shop-at-Home and Catalog Sales	740	7%
3	Impostor Scams	684	7%
4	Prizes, Sweepstakes and Lotteries	630	6%
5	Banks and Lenders	592	6%
6	Telephone and Mobile Services	525	5%
7	Auto Related Complaints	510	5%
8	Internet Services	473	5%
9	Foreign Money Offers and Counterfeit Check Scams	390	4%
10	Advance Payments for Credit Services	343	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Arkansas consumers (10,149).

Identity Theft Complaints Count from Arkansas Victims = 2,195

Identity Theft Types Reported by Arkansas Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	840	38%
2	Credit Card Fraud	295	13%
3	Phone or Utilities Fraud	282	13%
4	Bank Fraud	156	7%
5	Employment-Related Fraud	131	6%
6	Loan Fraud	68	3%
	Other	436	20%
	Attempted Identity Theft	137	6%

¹Percentages are based on the 2,195 victims reporting from Arkansas. Note that CSN identity theft complaints may be coded under multiple theft types.



CALIFORNIA

Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 233,928

Fraud and Other Complaints Count from California Consumers = 187,270

Top 10 Fraud and Other Complaint Categories Reported by California Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	24,724	13%
2	Banks and Lenders	17,243	9%
3	Shop-at-Home and Catalog Sales	11,430	6%
4	Internet Services	10,026	5%
5	Impostor Scams	8,510	5%
6	Telephone and Mobile Services	7,385	4%
7	Auto Related Complaints	6,867	4%
8	Credit Cards	5,753	3%
9	Foreign Money Offers and Counterfeit Check Scams	5,347	3%
10	Prizes, Sweepstakes and Lotteries	4,942	3%

¹Percentages are based on the total number of CSN fraud and other complaints from California consumers (187,270).

Note: These figures exclude complaints provided by the California Office of Attorney General.

Identity Theft Complaints Count from California Victims = 46,658

Identity Theft Types Reported by California Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	15,250	33%
2	Credit Card Fraud	8,711	19%
3	Phone or Utilities Fraud	4,524	10%
4	Employment-Related Fraud	3,851	8%
5	Bank Fraud	3,782	8%
6	Loan Fraud	1,254	3%
	Other	10,030	21%
	Attempted Identity Theft	3,620	8%

¹Percentages are based on the 46,658 victims reporting from California. Note that CSN identity theft complaints may be coded under multiple theft types.



COLORADO

Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 33,149

Fraud and Other Complaints Count from Colorado Consumers = 28,285

Top 10 Fraud and Other Complaint Categories Reported by Colorado Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	2,662	9%
2	Banks and Lenders	2,261	8%
3	Shop-at-Home and Catalog Sales	2,142	8%
4	Internet Services	1,704	6%
5	Impostor Scams	1,645	6%
6	Auto Related Complaints	1,541	5%
7	Telephone and Mobile Services	1,344	5%
8	Advance Payments for Credit Services	1,312	5%
9	Foreign Money Offers and Counterfeit Check Scams	1,043	4%
10	Credit Cards	958	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Colorado consumers (28,285).

Note: These figures exclude complaints provided by the Colorado Office of Attorney General.

Identity Theft Complaints Count from Colorado Victims = 4,864

Identity Theft Types Reported by Colorado Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	1,550	32%
2	Credit Card Fraud	624	13%
3	Employment-Related Fraud	564	12%
4	Phone or Utilities Fraud	450	9%
5	Bank Fraud	366	8%
6	Loan Fraud	104	2%
	Other	1,158	24%
	Attempted Identity Theft	428	9%

¹Percentages are based on the 4,864 victims reporting from Colorado. Note that CSN identity theft complaints may be coded under multiple theft types.



CONNECTICUT

Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 18,821

Fraud and Other Complaints Count from Connecticut Consumers = 15,906

Top 10 Fraud and Other Complaint Categories Reported by Connecticut Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	1,508	9%
2	Banks and Lenders	1,446	9%
3	Shop-at-Home and Catalog Sales	1,189	7%
4	Auto Related Complaints	1,091	7%
5	Impostor Scams	872	5%
6	Internet Services	820	5%
7	Telephone and Mobile Services	680	4%
8	Credit Cards	570	4%
9	Prizes, Sweepstakes and Lotteries	526	3%
10	Foreign Money Offers and Counterfeit Check Scams	489	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Connecticut consumers (15,906).

Identity Theft Complaints Count from Connecticut Victims = 2,915

Identity Theft Types Reported by Connecticut Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	1,050	36%
2	Credit Card Fraud	470	16%
3	Phone or Utilities Fraud	315	11%
4	Bank Fraud	229	8%
5	Employment-Related Fraud	132	5%
6	Loan Fraud	72	2%
	Other	634	22%
	Attempted Identity Theft	244	8%

¹Percentages are based on the 2,915 victims reporting from Connecticut. Note that CSN identity theft complaints may be coded under multiple theft types.



DELAWARE
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 6,067

Fraud and Other Complaints Count from Delaware Consumers = 5,165

Top 10 Fraud and Other Complaint Categories Reported by Delaware Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	769	15%
2	Banks and Lenders	556	11%
3	Shop-at-Home and Catalog Sales	299	6%
4	Impostor Scams	281	5%
5	Auto Related Complaints	275	5%
6	Telephone and Mobile Services	214	4%
7	Internet Services	206	4%
8	Credit Cards	202	4%
9	Prizes, Sweepstakes and Lotteries	170	3%
10	Foreign Money Offers and Counterfeit Check Scams	159	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Delaware consumers (5,165).

Identity Theft Complaints Count from Delaware Victims = 902

Identity Theft Types Reported by Delaware Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	280	31%
2	Phone or Utilities Fraud	183	20%
3	Credit Card Fraud	124	14%
4	Bank Fraud	73	8%
5	Employment-Related Fraud	34	4%
6	Loan Fraud	30	3%
	Other	172	19%
	Attempted Identity Theft	74	8%

¹Percentages are based on the 902 victims reporting from Delaware. Note that CSN identity theft complaints may be coded under multiple theft types.



DISTRICT OF COLUMBIA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 5,825

Fraud and Other Complaints Count from District of Columbia Consumers = 4,756

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

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	580	12%
2	Banks and Lenders	448	9%
3	Shop-at-Home and Catalog Sales	331	7%
4	Internet Services	282	6%
5	Telephone and Mobile Services	245	5%
6	Auto Related Complaints	238	5%
7	Credit Cards	211	4%
8	Impostor Scams	181	4%
9	Prizes, Sweepstakes and Lotteries	177	4%
10	Credit Bureaus, Information Furnishers and Report Users	127	3%

¹Percentages are based on the total number of CSN fraud and other complaints from District of Columbia consumers (4,756).

Identity Theft Complaints Count from District of Columbia Victims = 1,069

Identity Theft Types Reported by District of Columbia Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	420	39%
2	Credit Card Fraud	161	15%
3	Phone or Utilities Fraud	116	11%
4	Bank Fraud	86	8%
5	Employment-Related Fraud	49	5%
6	Loan Fraud	42	4%
	Other	215	20%
	Attempted Identity Theft	85	8%

¹Percentages are based on the 1,069 victims reporting from District of Columbia. Note that CSN identity theft complaints may be coded under multiple theft types.



FLORIDA

Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 203,768

Fraud and Other Complaints Count from Florida Consumers = 133,973

Top 10 Fraud and Other Complaint Categories Reported by Florida Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	21,377	16%
2	Banks and Lenders	10,187	8%
3	Shop-at-Home and Catalog Sales	6,195	5%
4	Impostor Scams	5,702	4%
5	Internet Services	5,360	4%
6	Auto Related Complaints	5,227	4%
7	Telephone and Mobile Services	4,590	3%
8	Prizes, Sweepstakes and Lotteries	3,940	3%
9	Credit Cards	3,838	3%
10	Foreign Money Offers and Counterfeit Check Scams	3,402	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Florida consumers (133,973).

Identity Theft Complaints Count from Florida Victims = 69,795

Identity Theft Types Reported by Florida Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	50,561	72%
2	Credit Card Fraud	5,081	7%
3	Bank Fraud	2,675	4%
4	Phone or Utilities Fraud	2,381	3%
5	Employment-Related Fraud	1,091	2%
6	Loan Fraud	710	1%
	Other	7,526	11%
	Attempted Identity Theft	3,244	5%

¹Percentages are based on the 69,795 victims reporting from Florida. Note that CSN identity theft complaints may be coded under multiple theft types.



GEORGIA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 77,775

Fraud and Other Complaints Count from Georgia Consumers = 58,543

Top 10 Fraud and Other Complaint Categories Reported by Georgia Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	8,699	15%
2	Banks and Lenders	5,791	10%
3	Shop-at-Home and Catalog Sales	2,936	5%
4	Auto Related Complaints	2,910	5%
5	Telephone and Mobile Services	2,243	4%
6	Impostor Scams	2,030	3%
7	Internet Services	1,969	3%
8	Prizes, Sweepstakes and Lotteries	1,567	3%
9	Television and Electronic Media	1,487	3%
10	Credit Cards	1,455	2%

¹Percentages are based on the total number of CSN fraud and other complaints from Georgia consumers (58,543).

Identity Theft Complaints Count from Georgia Victims = 19,232

Identity Theft Types Reported by Georgia Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	12,725	66%
2	Credit Card Fraud	1,449	8%
3	Phone or Utilities Fraud	1,256	7%
4	Bank Fraud	802	4%
5	Employment-Related Fraud	461	2%
6	Loan Fraud	357	2%
	Other	2,523	13%
	Attempted Identity Theft	757	4%

¹Percentages are based on the 19,232 victims reporting from Georgia. Note that CSN identity theft complaints may be coded under multiple theft types.



HAWAII

Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 6,631

Fraud and Other Complaints Count from Hawaii Consumers = 5,973

Top 10 Fraud and Other Complaint Categories Reported by Hawaii Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Prizes, Sweepstakes and Lotteries	577	10%
2	Shop-at-Home and Catalog Sales	529	9%
3	Debt Collection	508	9%
4	Internet Services	421	7%
5	Banks and Lenders	416	7%
6	Impostor Scams	379	6%
7	Auto Related Complaints	264	4%
8	Telephone and Mobile Services	246	4%
9	Foreign Money Offers and Counterfeit Check Scams	189	3%
10	Credit Cards	177	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Hawaii consumers (5,973).

Identity Theft Complaints Count from Hawaii Victims = 658

Identity Theft Types Reported by Hawaii Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	155	24%
2	Credit Card Fraud	130	20%
3	Bank Fraud	58	9%
4	Phone or Utilities Fraud	44	7%
5	Employment-Related Fraud	17	3%
6	Loan Fraud	17	3%
	Other	191	29%
	Attempted Identity Theft	85	13%

¹Percentages are based on the 658 victims reporting from Hawaii. Note that CSN identity theft complaints may be coded under multiple theft types.



IDAHO

Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 7,598

Fraud and Other Complaints Count from Idaho Consumers = 6,693

Top 10 Fraud and Other Complaint Categories Reported by Idaho Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	854	13%
2	Shop-at-Home and Catalog Sales	519	8%
3	Banks and Lenders	484	7%
4	Impostor Scams	442	7%
5	Telephone and Mobile Services	365	5%
6	Internet Services	357	5%
7	Foreign Money Offers and Counterfeit Check Scams	310	5%
8	Auto Related Complaints	275	4%
9	Prizes, Sweepstakes and Lotteries	263	4%
10	Credit Cards	217	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Idaho consumers (6,693).

Note: These figures exclude complaints provided by the Idaho Office of Attorney General.

Identity Theft Complaints Count from Idaho Victims = 905

Identity Theft Types Reported by Idaho Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	263	29%
2	Credit Card Fraud	147	16%
3	Phone or Utilities Fraud	96	11%
4	Bank Fraud	64	7%
5	Employment-Related Fraud	62	7%
6	Loan Fraud	19	2%
	Other	232	26%
	Attempted Identity Theft	79	9%

¹Percentages are based on the 905 victims reporting from Idaho. Note that CSN identity theft complaints may be coded under multiple theft types.



ILLINOIS
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 64,199

Fraud and Other Complaints Count from Illinois Consumers = 51,206

Top 10 Fraud and Other Complaint Categories Reported by Illinois Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	5,321	10%
2	Banks and Lenders	5,011	10%
3	Shop-at-Home and Catalog Sales	3,796	7%
4	Telephone and Mobile Services	3,669	7%
5	Internet Services	2,671	5%
6	Auto Related Complaints	2,533	5%
7	Impostor Scams	2,356	5%
8	Prizes, Sweepstakes and Lotteries	2,092	4%
9	Credit Cards	1,826	4%
10	Television and Electronic Media	1,647	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Illinois consumers (51,206).

Identity Theft Complaints Count from Illinois Victims = 12,993

Identity Theft Types Reported by Illinois Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	5,266	41%
2	Credit Card Fraud	1,960	15%
3	Phone or Utilities Fraud	1,578	12%
4	Bank Fraud	951	7%
5	Employment-Related Fraud	712	5%
6	Loan Fraud	375	3%
	Other	2,276	18%
	Attempted Identity Theft	965	7%

¹Percentages are based on the 12,993 victims reporting from Illinois. Note that CSN identity theft complaints may be coded under multiple theft types.

INDIANA

Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 28,901

Fraud and Other Complaints Count from Indiana Consumers = 24,489

Top 10 Fraud and Other Complaint Categories Reported by Indiana Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	2,670	11%
2	Shop-at-Home and Catalog Sales	2,044	8%
3	Impostor Scams	1,733	7%
4	Banks and Lenders	1,684	7%
5	Auto Related Complaints	1,335	5%
6	Internet Services	1,310	5%
7	Telephone and Mobile Services	1,280	5%
8	Prizes, Sweepstakes and Lotteries	1,271	5%
9	Foreign Money Offers and Counterfeit Check Scams	910	4%
10	Television and Electronic Media	810	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Indiana consumers (24,489).

Note: These figures exclude complaints provided by the Indiana Office of Attorney General.

Identity Theft Complaints Count from Indiana Victims = 4,412

Identity Theft Types Reported by Indiana Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	1,660	38%
2	Credit Card Fraud	646	15%
3	Phone or Utilities Fraud	557	13%
4	Bank Fraud	343	8%
5	Employment-Related Fraud	194	4%
6	Loan Fraud	123	3%
	Other	955	22%
	Attempted Identity Theft	332	8%

¹Percentages are based on the 4,412 victims reporting from Indiana. Note that CSN identity theft complaints may be coded under multiple theft types.



IOWA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 10,718

Fraud and Other Complaints Count from Iowa Consumers = 9,110

Top 10 Fraud and Other Complaint Categories Reported by Iowa Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	1,084	12%
2	Shop-at-Home and Catalog Sales	831	9%
3	Impostor Scams	565	6%
4	Banks and Lenders	550	6%
5	Internet Services	448	5%
6	Telephone and Mobile Services	423	5%
7	Television and Electronic Media	395	4%
8	Auto Related Complaints	390	4%
9	Foreign Money Offers and Counterfeit Check Scams	369	4%
10	Credit Cards	286	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Iowa consumers (9,110).

Note: These figures exclude complaints provided by the Iowa Office of Attorney General.

Identity Theft Complaints Count from Iowa Victims = 1,608

Identity Theft Types Reported by Iowa Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	582	36%
2	Credit Card Fraud	207	13%
3	Phone or Utilities Fraud	176	11%
4	Bank Fraud	96	6%
5	Loan Fraud	94	6%
6	Employment-Related Fraud	64	4%
	Other	363	23%
	Attempted Identity Theft	129	8%

¹Percentages are based on the 1,608 victims reporting from Iowa. Note that CSN identity theft complaints may be coded under multiple theft types.



KANSAS
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 12,721

Fraud and Other Complaints Count from Kansas Consumers = 10,644

Top 10 Fraud and Other Complaint Categories Reported by Kansas Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	1,235	12%
2	Shop-at-Home and Catalog Sales	847	8%
3	Impostor Scams	684	6%
4	Banks and Lenders	668	6%
5	Internet Services	632	6%
6	Telephone and Mobile Services	593	6%
7	Auto Related Complaints	581	5%
8	Prizes, Sweepstakes and Lotteries	472	4%
9	Foreign Money Offers and Counterfeit Check Scams	398	4%
10	Credit Cards	311	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Kansas consumers (10,644).

Identity Theft Complaints Count from Kansas Victims = 2,077

Identity Theft Types Reported by Kansas Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	701	34%
2	Credit Card Fraud	314	15%
3	Phone or Utilities Fraud	207	10%
4	Bank Fraud	177	9%
5	Employment-Related Fraud	114	5%
6	Loan Fraud	60	3%
	Other	486	23%
	Attempted Identity Theft	176	8%

¹Percentages are based on the 2,077 victims reporting from Kansas. Note that CSN identity theft complaints may be coded under multiple theft types.



KENTUCKY

Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 18,233

Fraud and Other Complaints Count from Kentucky Consumers = 15,770

Top 10 Fraud and Other Complaint Categories Reported by Kentucky Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	1,889	12%
2	Shop-at-Home and Catalog Sales	1,146	7%
3	Banks and Lenders	1,145	7%
4	Impostor Scams	1,013	6%
5	Auto Related Complaints	988	6%
6	Telephone and Mobile Services	948	6%
7	Internet Services	786	5%
8	Prizes, Sweepstakes and Lotteries	727	5%
9	Television and Electronic Media	544	3%
10	Credit Cards	475	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Kentucky consumers (15,770).

Identity Theft Complaints Count from Kentucky Victims = 2,463

Identity Theft Types Reported by Kentucky Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	1,051	43%
2	Credit Card Fraud	345	14%
3	Phone or Utilities Fraud	264	11%
4	Bank Fraud	158	6%
5	Employment-Related Fraud	80	3%
6	Loan Fraud	65	3%
	Other	459	19%
	Attempted Identity Theft	184	7%

¹Percentages are based on the 2,463 victims reporting from Kentucky. Note that CSN identity theft complaints may be coded under multiple theft types.



LOUISIANA

Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 22,433

Fraud and Other Complaints Count from Louisiana Consumers = 18,402

Top 10 Fraud and Other Complaint Categories Reported by Louisiana Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	2,437	13%
2	Shop-at-Home and Catalog Sales	1,360	7%
3	Banks and Lenders	1,224	7%
4	Impostor Scams	1,020	6%
5	Prizes, Sweepstakes and Lotteries	994	5%
6	Auto Related Complaints	868	5%
7	Telephone and Mobile Services	743	4%
8	Internet Services	699	4%
9	Advance Payments for Credit Services	574	3%
10	Foreign Money Offers and Counterfeit Check Scams	562	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Louisiana consumers (18,402).

Identity Theft Complaints Count from Louisiana Victims = 4,031

Identity Theft Types Reported by Louisiana Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	2,149	53%
2	Credit Card Fraud	430	11%
3	Phone or Utilities Fraud	328	8%
4	Bank Fraud	237	6%
5	Employment-Related Fraud	140	3%
6	Loan Fraud	113	3%
	Other	639	16%
	Attempted Identity Theft	237	6%

¹Percentages are based on the 4,031 victims reporting from Louisiana. Note that CSN identity theft complaints may be coded under multiple theft types.



MAINE
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 5,890

Fraud and Other Complaints Count from Maine Consumers = 5,224

Top 10 Fraud and Other Complaint Categories Reported by Maine Consumers

Rank	Top Categories	Complaints	Percentage¹
1	Debt Collection	512	10%
2	Banks and Lenders	446	9%
3	Impostor Scams	407	8%
4	Shop-at-Home and Catalog Sales	357	7%
5	Telephone and Mobile Services	313	6%
6	Internet Services	312	6%
7	Foreign Money Offers and Counterfeit Check Scams	237	5%
8	Prizes, Sweepstakes and Lotteries	237	5%
9	Credit Cards	213	4%
10	Auto Related Complaints	194	4%

¹Percentages are based on the total number of CSN fraud and other complaints from Maine consumers (5,224).

Identity Theft Complaints Count from Maine Victims = 666

Identity Theft Types Reported by Maine Victims

Rank	Identity Theft Type	Complaints	Percentage¹
1	Government Documents or Benefits Fraud	244	37%
2	Credit Card Fraud	120	18%
3	Phone or Utilities Fraud	73	11%
4	Bank Fraud	44	7%
5	Loan Fraud	21	3%
6	Employment-Related Fraud	16	2%
	Other	141	21%
	Attempted Identity Theft	56	8%

¹Percentages are based on the 666 victims reporting from Maine. Note that CSN identity theft complaints may be coded under multiple theft types.



MARYLAND
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 39,377

Fraud and Other Complaints Count from Maryland Consumers = 33,199

Top 10 Fraud and Other Complaint Categories Reported by Maryland Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Banks and Lenders	3,854	12%
2	Debt Collection	3,780	11%
3	Shop-at-Home and Catalog Sales	2,138	6%
4	Auto Related Complaints	1,903	6%
5	Credit Cards	1,832	6%
6	Internet Services	1,672	5%
7	Impostor Scams	1,611	5%
8	Telephone and Mobile Services	1,567	5%
9	Prizes, Sweepstakes and Lotteries	1,034	3%
10	Mortgage Foreclosure Relief and Debt Management	950	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Maryland consumers (33,199).

Identity Theft Complaints Count from Maryland Victims = 6,178

Identity Theft Types Reported by Maryland Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	2,146	35%
2	Credit Card Fraud	1,068	17%
3	Phone or Utilities Fraud	618	10%
4	Bank Fraud	518	8%
5	Employment-Related Fraud	241	4%
6	Loan Fraud	174	3%
	Other	1,338	22%
	Attempted Identity Theft	529	9%

¹Percentages are based on the 6,178 victims reporting from Maryland. Note that CSN identity theft complaints may be coded under multiple theft types.



MASSACHUSETTS
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 34,348

Fraud and Other Complaints Count from Massachusetts Consumers = 29,469

Top 10 Fraud and Other Complaint Categories Reported by Massachusetts Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	2,683	9%
2	Banks and Lenders	2,566	9%
3	Shop-at-Home and Catalog Sales	2,129	7%
4	Impostor Scams	1,551	5%
5	Telephone and Mobile Services	1,400	5%
6	Internet Services	1,383	5%
7	Auto Related Complaints	1,375	5%
8	Prizes, Sweepstakes and Lotteries	1,059	4%
9	Credit Cards	1,023	3%
10	Mortgage Foreclosure Relief and Debt Management	968	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Massachusetts consumers (29,469).

Identity Theft Complaints Count from Massachusetts Victims = 4,879

Identity Theft Types Reported by Massachusetts Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	1,736	36%
2	Credit Card Fraud	888	18%
3	Phone or Utilities Fraud	568	12%
4	Bank Fraud	314	6%
5	Employment-Related Fraud	180	4%
6	Loan Fraud	101	2%
	Other	1,036	21%
	Attempted Identity Theft	396	8%

¹Percentages are based on the 4,879 victims reporting from Massachusetts. Note that CSN identity theft complaints may be coded under multiple theft types.



MICHIGAN

Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 61,576

Fraud and Other Complaints Count from Michigan Consumers = 49,501

Top 10 Fraud and Other Complaint Categories Reported by Michigan Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	7,330	15%
2	Banks and Lenders	3,986	8%
3	Shop-at-Home and Catalog Sales	3,109	6%
4	Impostor Scams	2,194	4%
5	Prizes, Sweepstakes and Lotteries	1,829	4%
6	Telephone and Mobile Services	1,795	4%
7	Internet Services	1,699	3%
8	Auto Related Complaints	1,493	3%
9	Foreign Money Offers and Counterfeit Check Scams	1,317	3%
10	Credit Cards	1,106	2%

¹Percentages are based on the total number of CSN fraud and other complaints from Michigan consumers (49,501).

Note: These figures exclude complaints provided by the Michigan Office of Attorney General.

Identity Theft Complaints Count from Michigan Victims = 12,075

Identity Theft Types Reported by Michigan Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	6,512	54%
2	Credit Card Fraud	1,380	11%
3	Phone or Utilities Fraud	1,254	10%
4	Bank Fraud	630	5%
5	Employment-Related Fraud	387	3%
6	Loan Fraud	299	2%
	Other	1,602	13%
	Attempted Identity Theft	770	6%

¹Percentages are based on the 12,075 victims reporting from Michigan. Note that CSN identity theft complaints may be coded under multiple theft types.



MINNESOTA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 24,488

Fraud and Other Complaints Count from Minnesota Consumers = 21,051

Top 10 Fraud and Other Complaint Categories Reported by Minnesota Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Banks and Lenders	1,938	9%
2	Debt Collection	1,850	9%
3	Shop-at-Home and Catalog Sales	1,598	8%
4	Telephone and Mobile Services	1,463	7%
5	Impostor Scams	1,166	6%
6	Internet Services	1,113	5%
7	Auto Related Complaints	915	4%
8	Television and Electronic Media	718	3%
9	Foreign Money Offers and Counterfeit Check Scams	702	3%
10	Prizes, Sweepstakes and Lotteries	652	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Minnesota consumers (21,051).

Identity Theft Complaints Count from Minnesota Victims = 3,437

Identity Theft Types Reported by Minnesota Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	1,095	32%
2	Credit Card Fraud	624	18%
3	Phone or Utilities Fraud	300	9%
4	Bank Fraud	268	8%
5	Employment-Related Fraud	167	5%
6	Loan Fraud	80	2%
	Other	865	25%
	Attempted Identity Theft	293	9%

¹Percentages are based on the 3,437 victims reporting from Minnesota. Note that CSN identity theft complaints may be coded under multiple theft types.



MISSISSIPPI

Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 12,516

Fraud and Other Complaints Count from Mississippi Consumers = 9,526

Top 10 Fraud and Other Complaint Categories Reported by Mississippi Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	1,117	12%
2	Prizes, Sweepstakes and Lotteries	746	8%
3	Shop-at-Home and Catalog Sales	715	8%
4	Impostor Scams	681	7%
5	Banks and Lenders	615	6%
6	Telephone and Mobile Services	542	6%
7	Auto Related Complaints	429	5%
8	Internet Services	383	4%
9	Advance Payments for Credit Services	365	4%
10	Television and Electronic Media	329	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Mississippi consumers (9,526).

Note: These figures exclude complaints provided by the Mississippi Office of Attorney General.

Identity Theft Complaints Count from Mississippi Victims = 2,990

Identity Theft Types Reported by Mississippi Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	1,742	58%
2	Phone or Utilities Fraud	278	9%
3	Credit Card Fraud	246	8%
4	Bank Fraud	164	5%
5	Employment-Related Fraud	127	4%
6	Loan Fraud	81	3%
	Other	394	13%
	Attempted Identity Theft	161	5%

¹Percentages are based on the 2,990 victims reporting from Mississippi. Note that CSN identity theft complaints may be coded under multiple theft types.



MISSOURI
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 30,230

Fraud and Other Complaints Count from Missouri Consumers = 25,725

Top 10 Fraud and Other Complaint Categories Reported by Missouri Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	2,900	11%
2	Banks and Lenders	2,276	9%
3	Auto Related Complaints	2,017	8%
4	Shop-at-Home and Catalog Sales	1,978	8%
5	Telephone and Mobile Services	1,664	6%
6	Impostor Scams	1,329	5%
7	Internet Services	1,288	5%
8	Television and Electronic Media	1,093	4%
9	Prizes, Sweepstakes and Lotteries	913	4%
10	Foreign Money Offers and Counterfeit Check Scams	854	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Missouri consumers (25,725).

Identity Theft Complaints Count from Missouri Victims = 4,505

Identity Theft Types Reported by Missouri Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	1,475	33%
2	Credit Card Fraud	647	14%
3	Phone or Utilities Fraud	570	13%
4	Bank Fraud	395	9%
5	Employment-Related Fraud	216	5%
6	Loan Fraud	150	3%
	Other	1,102	24%
	Attempted Identity Theft	329	7%

¹Percentages are based on the 4,505 victims reporting from Missouri. Note that CSN identity theft complaints may be coded under multiple theft types.



MONTANA

Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 4,230

Fraud and Other Complaints Count from Montana Consumers = 3,729

Top 10 Fraud and Other Complaint Categories Reported by Montana Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	388	10%
2	Shop-at-Home and Catalog Sales	363	10%
3	Impostor Scams	291	8%
4	Prizes, Sweepstakes and Lotteries	216	6%
5	Banks and Lenders	195	5%
6	Internet Services	194	5%
7	Telephone and Mobile Services	181	5%
8	Foreign Money Offers and Counterfeit Check Scams	161	4%
9	Auto Related Complaints	135	4%
10	Advance Payments for Credit Services	104	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Montana consumers (3,729).

Note: These figures exclude complaints provided by the Montana Office of Attorney General.

Identity Theft Complaints Count from Montana Victims = 501

Identity Theft Types Reported by Montana Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	175	35%
2	Credit Card Fraud	84	17%
3	Bank Fraud	42	8%
4	Phone or Utilities Fraud	35	7%
5	Employment-Related Fraud	25	5%
6	Loan Fraud	11	2%
	Other	107	21%
	Attempted Identity Theft	53	11%

¹Percentages are based on the 501 victims reporting from Montana. Note that CSN identity theft complaints may be coded under multiple theft types.



NEBRASKA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 8,135

Fraud and Other Complaints Count from Nebraska Consumers = 7,067

Top 10 Fraud and Other Complaint Categories Reported by Nebraska Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	885	13%
2	Shop-at-Home and Catalog Sales	555	8%
3	Banks and Lenders	454	6%
4	Auto Related Complaints	404	6%
5	Impostor Scams	387	5%
6	Telephone and Mobile Services	363	5%
7	Internet Services	332	5%
8	Prizes, Sweepstakes and Lotteries	304	4%
9	Foreign Money Offers and Counterfeit Check Scams	229	3%
10	Advance Payments for Credit Services	223	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Nebraska consumers (7,067).

Identity Theft Complaints Count from Nebraska Victims = 1,068

Identity Theft Types Reported by Nebraska Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	313	29%
2	Credit Card Fraud	174	16%
3	Phone or Utilities Fraud	102	10%
4	Bank Fraud	96	9%
5	Employment-Related Fraud	82	8%
6	Loan Fraud	27	3%
	Other	276	26%
	Attempted Identity Theft	94	9%

¹Percentages are based on the 1,068 victims reporting from Nebraska. Note that CSN identity theft complaints may be coded under multiple theft types.



NEVADA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 18,478

Fraud and Other Complaints Count from Nevada Consumers = 15,446

Top 10 Fraud and Other Complaint Categories Reported by Nevada Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	1,920	12%
2	Banks and Lenders	1,232	8%
3	Shop-at-Home and Catalog Sales	1,039	7%
4	Internet Services	934	6%
5	Impostor Scams	826	5%
6	Auto Related Complaints	743	5%
7	Telephone and Mobile Services	650	4%
8	Foreign Money Offers and Counterfeit Check Scams	532	3%
9	Prizes, Sweepstakes and Lotteries	516	3%
10	Credit Cards	507	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Nevada consumers (15,446).

Identity Theft Complaints Count from Nevada Victims = 3,032

Identity Theft Types Reported by Nevada Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	1,001	33%
2	Credit Card Fraud	459	15%
3	Phone or Utilities Fraud	306	10%
4	Employment-Related Fraud	233	8%
5	Bank Fraud	215	7%
6	Loan Fraud	99	3%
	Other	791	26%
	Attempted Identity Theft	242	8%

¹Percentages are based on the 3,032 victims reporting from Nevada. Note that CSN identity theft complaints may be coded under multiple theft types.



NEW HAMPSHIRE
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 7,382

Fraud and Other Complaints Count from New Hampshire Consumers = 6,600

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

Rank	Top Categories	Complaints	Percentage ¹
1	Banks and Lenders	821	12%
2	Debt Collection	676	10%
3	Shop-at-Home and Catalog Sales	494	7%
4	Auto Related Complaints	365	6%
5	Internet Services	350	5%
6	Impostor Scams	324	5%
7	Prizes, Sweepstakes and Lotteries	265	4%
8	Telephone and Mobile Services	262	4%
9	Foreign Money Offers and Counterfeit Check Scams	243	4%
10	Credit Cards	241	4%

¹Percentages are based on the total number of CSN fraud and other complaints from New Hampshire consumers (6,600).

Identity Theft Complaints Count from New Hampshire Victims = 782

Identity Theft Types Reported by New Hampshire Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	279	36%
2	Credit Card Fraud	134	17%
3	Phone or Utilities Fraud	71	9%
4	Bank Fraud	52	7%
5	Loan Fraud	19	2%
6	Employment-Related Fraud	16	2%
	Other	185	24%
	Attempted Identity Theft	84	11%

¹Percentages are based on the 782 victims reporting from New Hampshire. Note that CSN identity theft complaints may be coded under multiple theft types.



NEW JERSEY
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 50,995

Fraud and Other Complaints Count from New Jersey Consumers = 42,565

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

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	5,092	12%
2	Banks and Lenders	4,369	10%
3	Shop-at-Home and Catalog Sales	2,644	6%
4	Telephone and Mobile Services	2,188	5%
5	Auto Related Complaints	2,183	5%
6	Internet Services	2,055	5%
7	Impostor Scams	1,946	5%
8	Credit Cards	1,519	4%
9	Prizes, Sweepstakes and Lotteries	1,257	3%
10	Mortgage Foreclosure Relief and Debt Management	1,182	3%

¹Percentages are based on the total number of CSN fraud and other complaints from New Jersey consumers (42,565).

Identity Theft Complaints Count from New Jersey Victims = 8,430

Identity Theft Types Reported by New Jersey Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	2,996	36%
2	Credit Card Fraud	1,409	17%
3	Phone or Utilities Fraud	1,136	13%
4	Bank Fraud	559	7%
5	Employment-Related Fraud	487	6%
6	Loan Fraud	181	2%
	Other	1,673	20%
	Attempted Identity Theft	680	8%

¹Percentages are based on the 8,430 victims reporting from New Jersey. Note that CSN identity theft complaints may be coded under multiple theft types.



NEW MEXICO
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 10,533

Fraud and Other Complaints Count from New Mexico Consumers = 8,675

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

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	959	11%
2	Shop-at-Home and Catalog Sales	648	7%
3	Banks and Lenders	531	6%
4	Impostor Scams	517	6%
5	Auto Related Complaints	435	5%
6	Telephone and Mobile Services	421	5%
7	Prizes, Sweepstakes and Lotteries	417	5%
8	Internet Services	383	4%
9	Foreign Money Offers and Counterfeit Check Scams	380	4%
10	Credit Bureaus, Information Furnishers and Report Users	326	4%

¹Percentages are based on the total number of CSN fraud and other complaints from New Mexico consumers (8,675).

Identity Theft Complaints Count from New Mexico Victims = 1,858

Identity Theft Types Reported by New Mexico Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	550	30%
2	Employment-Related Fraud	286	15%
3	Credit Card Fraud	240	13%
4	Phone or Utilities Fraud	182	10%
5	Bank Fraud	131	7%
6	Loan Fraud	68	4%
	Other	446	24%
	Attempted Identity Theft	130	7%

¹Percentages are based on the 1,858 victims reporting from New Mexico. Note that CSN identity theft complaints may be coded under multiple theft types.



NEW YORK
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 103,827

Fraud and Other Complaints Count from New York Consumers = 82,289

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

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	8,320	10%
2	Banks and Lenders	6,999	9%
3	Shop-at-Home and Catalog Sales	5,812	7%
4	Telephone and Mobile Services	4,688	6%
5	Internet Services	4,379	5%
6	Impostor Scams	3,977	5%
7	Auto Related Complaints	3,890	5%
8	Credit Cards	3,431	4%
9	Prizes, Sweepstakes and Lotteries	2,748	3%
10	Foreign Money Offers and Counterfeit Check Scams	2,594	3%

¹Percentages are based on the total number of CSN fraud and other complaints from New York consumers (82,289).

Identity Theft Complaints Count from New York Victims = 21,538

Identity Theft Types Reported by New York Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	8,675	40%
2	Credit Card Fraud	3,717	17%
3	Phone or Utilities Fraud	2,196	10%
4	Bank Fraud	1,609	7%
5	Employment-Related Fraud	771	4%
6	Loan Fraud	464	2%
	Other	4,070	19%
	Attempted Identity Theft	1,625	8%

¹Percentages are based on the 21,538 victims reporting from New York. Note that CSN identity theft complaints may be coded under multiple theft types.



NORTH CAROLINA

Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 49,122

Fraud and Other Complaints Count from North Carolina Consumers = 41,212

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

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	4,736	11%
2	Banks and Lenders	3,897	9%
3	Shop-at-Home and Catalog Sales	2,908	7%
4	Auto Related Complaints	2,417	6%
5	Telephone and Mobile Services	2,156	5%
6	Impostor Scams	2,023	5%
7	Internet Services	2,019	5%
8	Television and Electronic Media	1,666	4%
9	Prizes, Sweepstakes and Lotteries	1,603	4%
10	Credit Cards	1,375	3%

¹Percentages are based on the total number of CSN fraud and other complaints from North Carolina consumers (41,212).

Note: These figures exclude complaints provided by the North Carolina Department of Justice.

Identity Theft Complaints Count from North Carolina Victims = 7,910

Identity Theft Types Reported by North Carolina Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	3,245	41%
2	Phone or Utilities Fraud	893	11%
3	Credit Card Fraud	865	11%
4	Bank Fraud	474	6%
5	Employment-Related Fraud	378	5%
6	Loan Fraud	231	3%
	Other	1,782	23%
	Attempted Identity Theft	544	7%

¹Percentages are based on the 7,910 victims reporting from North Carolina. Note that CSN identity theft complaints may be coded under multiple theft types.



NORTH DAKOTA

Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 3,114

Fraud and Other Complaints Count from North Dakota Consumers = 2,826

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

Rank	Top Categories	Complaints	Percentage ¹
1	Impostor Scams	923	33%
2	Debt Collection	213	8%
3	Shop-at-Home and Catalog Sales	172	6%
4	Internet Services	112	4%
5	Banks and Lenders	106	4%
6	Telephone and Mobile Services	102	4%
7	Foreign Money Offers and Counterfeit Check Scams	71	3%
8	Prizes, Sweepstakes and Lotteries	68	2%
9	Credit Cards	63	2%
10	Auto Related Complaints	62	2%

¹Percentages are based on the total number of CSN fraud and other complaints from North Dakota consumers (2,826).

Identity Theft Complaints Count from North Dakota Victims = 288

Identity Theft Types Reported by North Dakota Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	83	29%
2	Credit Card Fraud	48	17%
3	Phone or Utilities Fraud	27	9%
4	Bank Fraud	19	7%
5	Employment-Related Fraud	13	5%
6	Loan Fraud	8	3%
	Other	77	27%
	Attempted Identity Theft	32	11%

¹Percentages are based on the 288 victims reporting from North Dakota. Note that CSN identity theft complaints may be coded under multiple theft types.



OHIO

Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 59,019

Fraud and Other Complaints Count from Ohio Consumers = 50,128

Top 10 Fraud and Other Complaint Categories Reported by Ohio Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	6,025	12%
2	Banks and Lenders	4,206	8%
3	Auto Related Complaints	3,245	6%
4	Shop-at-Home and Catalog Sales	3,231	6%
5	Impostor Scams	2,802	6%
6	Telephone and Mobile Services	2,572	5%
7	Internet Services	2,270	5%
8	Prizes, Sweepstakes and Lotteries	2,149	4%
9	Television and Electronic Media	2,144	4%
10	Credit Cards	1,678	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Ohio consumers (50,128).

Note: These figures exclude complaints provided by the Ohio Office of Attorney General.

Identity Theft Complaints Count from Ohio Victims = 8,891

Identity Theft Types Reported by Ohio Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	3,675	41%
2	Credit Card Fraud	1,375	15%
3	Phone or Utilities Fraud	1,229	14%
4	Bank Fraud	581	7%
5	Employment-Related Fraud	236	3%
6	Loan Fraud	232	3%
	Other	1,596	18%
	Attempted Identity Theft	579	7%

¹Percentages are based on the 8,891 victims reporting from Ohio. Note that CSN identity theft complaints may be coded under multiple theft types.



OKLAHOMA

Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 15,759

Fraud and Other Complaints Count from Oklahoma Consumers = 13,173

Top 10 Fraud and Other Complaint Categories Reported by Oklahoma Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	1,720	13%
2	Shop-at-Home and Catalog Sales	986	7%
3	Impostor Scams	834	6%
4	Banks and Lenders	813	6%
5	Auto Related Complaints	800	6%
6	Telephone and Mobile Services	794	6%
7	Prizes, Sweepstakes and Lotteries	738	6%
8	Internet Services	596	5%
9	Foreign Money Offers and Counterfeit Check Scams	524	4%
10	Advance Payments for Credit Services	413	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Oklahoma consumers (13,173).

Identity Theft Complaints Count from Oklahoma Victims = 2,586

Identity Theft Types Reported by Oklahoma Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	869	34%
2	Credit Card Fraud	395	15%
3	Phone or Utilities Fraud	328	13%
4	Bank Fraud	187	7%
5	Employment-Related Fraud	166	6%
6	Loan Fraud	85	3%
	Other	560	22%
	Attempted Identity Theft	194	8%

¹Percentages are based on the 2,586 victims reporting from Oklahoma. Note that CSN identity theft complaints may be coded under multiple theft types.



OREGON
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 20,866

Fraud and Other Complaints Count from Oregon Consumers = 18,399

Top 10 Fraud and Other Complaint Categories Reported by Oregon Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	2,137	12%
2	Banks and Lenders	1,491	8%
3	Shop-at-Home and Catalog Sales	1,374	7%
4	Impostor Scams	1,133	6%
5	Internet Services	1,099	6%
6	Telephone and Mobile Services	923	5%
7	Auto Related Complaints	734	4%
8	Foreign Money Offers and Counterfeit Check Scams	698	4%
9	Prizes, Sweepstakes and Lotteries	586	3%
10	Credit Cards	529	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Oregon consumers (18,399).

Note: These figures exclude complaints provided by the Oregon Department of Justice.

Identity Theft Complaints Count from Oregon Victims = 2,467

Identity Theft Types Reported by Oregon Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	623	25%
2	Credit Card Fraud	411	17%
3	Phone or Utilities Fraud	260	11%
4	Bank Fraud	197	8%
5	Employment-Related Fraud	126	5%
6	Loan Fraud	69	3%
	Other	710	29%
	Attempted Identity Theft	245	10%

¹Percentages are based on the 2,467 victims reporting from Oregon. Note that CSN identity theft complaints may be coded under multiple theft types.



PENNSYLVANIA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 67,721

Fraud and Other Complaints Count from Pennsylvania Consumers = 56,397

Top 10 Fraud and Other Complaint Categories Reported by Pennsylvania Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	6,796	12%
2	Banks and Lenders	4,541	8%
3	Shop-at-Home and Catalog Sales	4,223	7%
4	Prizes, Sweepstakes and Lotteries	2,964	5%
5	Telephone and Mobile Services	2,924	5%
6	Impostor Scams	2,896	5%
7	Internet Services	2,713	5%
8	Auto Related Complaints	2,441	4%
9	Foreign Money Offers and Counterfeit Check Scams	1,881	3%
10	Credit Cards	1,835	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Pennsylvania consumers (56,397).

Identity Theft Complaints Count from Pennsylvania Victims = 11,324

Identity Theft Types Reported by Pennsylvania Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	3,806	34%
2	Credit Card Fraud	1,841	16%
3	Phone or Utilities Fraud	1,782	16%
4	Bank Fraud	836	7%
5	Employment-Related Fraud	567	5%
6	Loan Fraud	289	3%
	Other	2,219	20%
	Attempted Identity Theft	858	8%

¹Percentages are based on the 11,324 victims reporting from Pennsylvania. Note that CSN identity theft complaints may be coded under multiple theft types.



RHODE ISLAND
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 5,512

Fraud and Other Complaints Count from Rhode Island Consumers = 4,549

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

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	600	13%
2	Banks and Lenders	381	8%
3	Shop-at-Home and Catalog Sales	307	7%
4	Impostor Scams	234	5%
5	Auto Related Complaints	222	5%
6	Telephone and Mobile Services	219	5%
7	Internet Services	195	4%
8	Credit Cards	174	4%
9	Mortgage Foreclosure Relief and Debt Management	165	4%
10	Prizes, Sweepstakes and Lotteries	160	4%

¹Percentages are based on the total number of CSN fraud and other complaints from Rhode Island consumers (4,549).

Identity Theft Complaints Count from Rhode Island Victims = 963

Identity Theft Types Reported by Rhode Island Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	448	47%
2	Credit Card Fraud	133	14%
3	Phone or Utilities Fraud	79	8%
4	Employment-Related Fraud	50	5%
5	Bank Fraud	46	5%
6	Loan Fraud	26	3%
	Other	180	19%
	Attempted Identity Theft	69	7%

¹Percentages are based on the 963 victims reporting from Rhode Island. Note that CSN identity theft complaints may be coded under multiple theft types.



SOUTH CAROLINA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 24,132

Fraud and Other Complaints Count from South Carolina Consumers = 19,850

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

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	2,808	14%
2	Banks and Lenders	1,621	8%
3	Shop-at-Home and Catalog Sales	1,391	7%
4	Auto Related Complaints	1,149	6%
5	Impostor Scams	1,107	6%
6	Telephone and Mobile Services	1,030	5%
7	Prizes, Sweepstakes and Lotteries	871	4%
8	Internet Services	814	4%
9	Foreign Money Offers and Counterfeit Check Scams	637	3%
10	Advance Payments for Credit Services	631	3%

¹Percentages are based on the total number of CSN fraud and other complaints from South Carolina consumers (19,850).

Note: These figures exclude complaints provided by the South Carolina Department of Consumer Affairs.

Identity Theft Complaints Count from South Carolina Victims = 4,282

Identity Theft Types Reported by South Carolina Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	1,879	44%
2	Credit Card Fraud	483	11%
3	Phone or Utilities Fraud	457	11%
4	Bank Fraud	250	6%
5	Employment-Related Fraud	165	4%
6	Loan Fraud	104	2%
	Other	962	22%
	Attempted Identity Theft	266	6%

¹Percentages are based on the 4,282 victims reporting from South Carolina. Note that CSN identity theft complaints may be coded under multiple theft types.



SOUTH DAKOTA

Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 2,757

Fraud and Other Complaints Count from South Dakota Consumers = 2,427

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

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	340	14%
2	Shop-at-Home and Catalog Sales	200	8%
3	Banks and Lenders	164	7%
4	Impostor Scams	156	6%
5	Internet Services	142	6%
6	Telephone and Mobile Services	130	5%
7	Auto Related Complaints	126	5%
8	Credit Cards	93	4%
9	Prizes, Sweepstakes and Lotteries	93	4%
10	Foreign Money Offers and Counterfeit Check Scams	78	3%

¹Percentages are based on the total number of CSN fraud and other complaints from South Dakota consumers (2,427).

Identity Theft Complaints Count from South Dakota Victims = 330

Identity Theft Types Reported by South Dakota Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	93	28%
2	Credit Card Fraud	49	15%
3	Phone or Utilities Fraud	46	14%
4	Bank Fraud	24	7%
5	Employment-Related Fraud	21	6%
6	Loan Fraud	9	3%
	Other	85	26%
	Attempted Identity Theft	27	8%

¹Percentages are based on the 330 victims reporting from South Dakota. Note that CSN identity theft complaints may be coded under multiple theft types.



TENNESSEE
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 33,781

Fraud and Other Complaints Count from Tennessee Consumers = 28,091

Top 10 Fraud and Other Complaint Categories Reported by Tennessee Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	3,393	12%
2	Banks and Lenders	2,176	8%
3	Shop-at-Home and Catalog Sales	1,968	7%
4	Impostor Scams	1,710	6%
5	Auto Related Complaints	1,614	6%
6	Prizes, Sweepstakes and Lotteries	1,510	5%
7	Telephone and Mobile Services	1,300	5%
8	Internet Services	1,298	5%
9	Television and Electronic Media	1,161	4%
10	Foreign Money Offers and Counterfeit Check Scams	943	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Tennessee consumers (28,091).

Note: These figures exclude complaints provided by the Tennessee Division of Consumer Affairs.

Identity Theft Complaints Count from Tennessee Victims = 5,690

Identity Theft Types Reported by Tennessee Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	2,669	47%
2	Credit Card Fraud	640	11%
3	Phone or Utilities Fraud	496	9%
4	Bank Fraud	361	6%
5	Employment-Related Fraud	191	3%
6	Loan Fraud	149	3%
	Other	1,166	20%
	Attempted Identity Theft	386	7%

¹Percentages are based on the 5,690 victims reporting from Tennessee. Note that CSN identity theft complaints may be coded under multiple theft types.



TEXAS
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 147,809

Fraud and Other Complaints Count from Texas Consumers = 119,510

Top 10 Fraud and Other Complaint Categories Reported by Texas Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	20,206	17%
2	Banks and Lenders	7,687	6%
3	Shop-at-Home and Catalog Sales	7,008	6%
4	Impostor Scams	5,837	5%
5	Auto Related Complaints	5,657	5%
6	Telephone and Mobile Services	5,132	4%
7	Internet Services	5,023	4%
8	Foreign Money Offers and Counterfeit Check Scams	3,278	3%
9	Prizes, Sweepstakes and Lotteries	3,239	3%
10	Television and Electronic Media	3,060	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Texas consumers (119,510).

Identity Theft Complaints Count from Texas Victims = 28,299

Identity Theft Types Reported by Texas Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	11,527	41%
2	Credit Card Fraud	3,260	12%
3	Phone or Utilities Fraud	2,985	11%
4	Employment-Related Fraud	2,819	10%
5	Bank Fraud	2,051	7%
6	Loan Fraud	979	3%
	Other	5,354	19%
	Attempted Identity Theft	1,655	6%

¹Percentages are based on the 28,299 victims reporting from Texas. Note that CSN identity theft complaints may be coded under multiple theft types.



UTAH
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 11,493

Fraud and Other Complaints Count from Utah Consumers = 9,907

Top 10 Fraud and Other Complaint Categories Reported by Utah Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	1,293	13%
2	Shop-at-Home and Catalog Sales	768	8%
3	Banks and Lenders	675	7%
4	Telephone and Mobile Services	629	6%
5	Internet Services	556	6%
6	Impostor Scams	548	6%
7	Auto Related Complaints	533	5%
8	Foreign Money Offers and Counterfeit Check Scams	372	4%
9	Prizes, Sweepstakes and Lotteries	358	4%
10	Credit Cards	310	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Utah consumers (9,907).

Identity Theft Complaints Count from Utah Victims = 1,586

Identity Theft Types Reported by Utah Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	442	28%
2	Credit Card Fraud	208	13%
3	Phone or Utilities Fraud	179	11%
4	Employment-Related Fraud	160	10%
5	Bank Fraud	103	6%
6	Loan Fraud	49	3%
	Other	424	27%
	Attempted Identity Theft	127	8%

¹Percentages are based on the 1,586 victims reporting from Utah. Note that CSN identity theft complaints may be coded under multiple theft types.



VERMONT
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 2,599

Fraud and Other Complaints Count from Vermont Consumers = 2,273

Top 10 Fraud and Other Complaint Categories Reported by Vermont Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	239	11%
2	Shop-at-Home and Catalog Sales	215	9%
3	Banks and Lenders	205	9%
4	Impostor Scams	149	7%
5	Auto Related Complaints	126	6%
6	Internet Services	122	5%
7	Foreign Money Offers and Counterfeit Check Scams	108	5%
8	Telephone and Mobile Services	102	4%
9	Credit Cards	96	4%
10	Prizes, Sweepstakes and Lotteries	82	4%

¹Percentages are based on the total number of CSN fraud and other complaints from Vermont consumers (2,273).

Identity Theft Complaints Count from Vermont Victims = 326

Identity Theft Types Reported by Vermont Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	111	34%
2	Credit Card Fraud	58	18%
3	Phone or Utilities Fraud	34	10%
4	Bank Fraud	27	8%
5	Loan Fraud	10	3%
6	Employment-Related Fraud	2	1%
	Other	74	23%
	Attempted Identity Theft	34	10%

¹Percentages are based on the 326 victims reporting from Vermont. Note that CSN identity theft complaints may be coded under multiple theft types.



VIRGINIA

Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 48,971

Fraud and Other Complaints Count from Virginia Consumers = 42,355

Top 10 Fraud and Other Complaint Categories Reported by Virginia Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	4,900	12%
2	Banks and Lenders	3,732	9%
3	Shop-at-Home and Catalog Sales	3,104	7%
4	Internet Services	2,172	5%
5	Impostor Scams	2,170	5%
6	Auto Related Complaints	2,120	5%
7	Telephone and Mobile Services	2,107	5%
8	Credit Cards	1,659	4%
9	Prizes, Sweepstakes and Lotteries	1,590	4%
10	Foreign Money Offers and Counterfeit Check Scams	1,453	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Virginia consumers (42,355).

Identity Theft Complaints Count from Virginia Victims = 6,616

Identity Theft Types Reported by Virginia Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	2,250	34%
2	Credit Card Fraud	1,058	16%
3	Phone or Utilities Fraud	903	14%
4	Bank Fraud	447	7%
5	Employment-Related Fraud	204	3%
6	Loan Fraud	153	2%
	Other	1,572	24%
	Attempted Identity Theft	541	8%

¹Percentages are based on the 6,616 victims reporting from Virginia. Note that CSN identity theft complaints may be coded under multiple theft types.



WASHINGTON
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 39,093

Fraud and Other Complaints Count from Washington Consumers = 33,720

Top 10 Fraud and Other Complaint Categories Reported by Washington Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	4,033	12%
2	Banks and Lenders	2,742	8%
3	Shop-at-Home and Catalog Sales	2,359	7%
4	Internet Services	2,178	6%
5	Impostor Scams	1,944	6%
6	Telephone and Mobile Services	1,815	5%
7	Auto Related Complaints	1,540	5%
8	Prizes, Sweepstakes and Lotteries	1,329	4%
9	Credit Cards	1,263	4%
10	Foreign Money Offers and Counterfeit Check Scams	1,098	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Washington consumers (33,720).

Note: These figures exclude complaints provided by the Washington Office of Attorney General.

Identity Theft Complaints Count from Washington Victims = 5,373

Identity Theft Types Reported by Washington Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	1,268	24%
2	Credit Card Fraud	1,014	19%
3	Phone or Utilities Fraud	555	10%
4	Bank Fraud	541	10%
5	Employment-Related Fraud	369	7%
6	Loan Fraud	132	2%
	Other	1,412	26%
	Attempted Identity Theft	496	9%

¹Percentages are based on the 5,373 victims reporting from Washington. Note that CSN identity theft complaints may be coded under multiple theft types.



WEST VIRGINIA

Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 7,206

Fraud and Other Complaints Count from West Virginia Consumers = 6,204

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

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	570	9%
2	Shop-at-Home and Catalog Sales	513	8%
3	Impostor Scams	472	8%
4	Banks and Lenders	355	6%
5	Telephone and Mobile Services	289	5%
6	Internet Services	282	5%
7	Prizes, Sweepstakes and Lotteries	281	5%
8	Auto Related Complaints	271	4%
9	Television and Electronic Media	227	4%
10	Credit Cards	219	4%

¹Percentages are based on the total number of CSN fraud and other complaints from West Virginia consumers (6,204).

Identity Theft Complaints Count from West Virginia Victims = 1,002

Identity Theft Types Reported by West Virginia Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	380	38%
2	Credit Card Fraud	144	14%
3	Phone or Utilities Fraud	118	12%
4	Bank Fraud	52	5%
5	Employment-Related Fraud	28	3%
6	Loan Fraud	21	2%
	Other	233	23%
	Attempted Identity Theft	83	8%

¹Percentages are based on the 1,002 victims reporting from West Virginia. Note that CSN identity theft complaints may be coded under multiple theft types.



WISCONSIN
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 25,733

Fraud and Other Complaints Count from Wisconsin Consumers = 21,678

Top 10 Fraud and Other Complaint Categories Reported by Wisconsin Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	2,299	11%
2	Shop-at-Home and Catalog Sales	1,741	8%
3	Banks and Lenders	1,680	8%
4	Telephone and Mobile Services	1,457	7%
5	Impostor Scams	1,147	5%
6	Internet Services	1,137	5%
7	Auto Related Complaints	1,052	5%
8	Prizes, Sweepstakes and Lotteries	966	4%
9	Credit Cards	755	3%
10	Foreign Money Offers and Counterfeit Check Scams	749	3%

¹Percentages are based on the total number of CSN fraud and other complaints from Wisconsin consumers (21,678).

Identity Theft Complaints Count from Wisconsin Victims = 4,055

Identity Theft Types Reported by Wisconsin Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	1,878	46%
2	Credit Card Fraud	590	15%
3	Phone or Utilities Fraud	308	8%
4	Bank Fraud	236	6%
5	Employment-Related Fraud	152	4%
6	Loan Fraud	94	2%
	Other	786	19%
	Attempted Identity Theft	282	7%

¹Percentages are based on the 4,055 victims reporting from Wisconsin. Note that CSN identity theft complaints may be coded under multiple theft types.



WYOMING

Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2012

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 2,425

Fraud and Other Complaints Count from Wyoming Consumers = 2,107

Top 10 Fraud and Other Complaint Categories Reported by Wyoming Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Debt Collection	259	12%
2	Shop-at-Home and Catalog Sales	206	10%
3	Impostor Scams	151	7%
4	Banks and Lenders	130	6%
5	Internet Services	110	5%
6	Auto Related Complaints	105	5%
7	Telephone and Mobile Services	91	4%
8	Prizes, Sweepstakes and Lotteries	89	4%
9	Foreign Money Offers and Counterfeit Check Scams	82	4%
10	Advance Payments for Credit Services	81	4%

¹Percentages are based on the total number of CSN fraud and other complaints from Wyoming consumers (2,107).

Identity Theft Complaints Count from Wyoming Victims = 318

Identity Theft Types Reported by Wyoming Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Government Documents or Benefits Fraud	112	35%
2	Credit Card Fraud	44	14%
3	Phone or Utilities Fraud	33	10%
4	Bank Fraud	21	7%
5	Employment-Related Fraud	18	6%
6	Loan Fraud	8	3%
	Other	75	24%
	Attempted Identity Theft	25	8%

¹Percentages are based on the 318 victims reporting from Wyoming. Note that CSN identity theft complaints may be coded under multiple theft types.



Appendix A1: The Consumer Sentinel Network

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

www.FTC.gov/Sentinel



The Identity Theft Data Clearinghouse was launched in November 1999 and is the sole national repository of consumer complaints about identity theft. The Clearinghouse provides specific investigative material for law enforcement and broader reports that provide insight to both private and public sector partners on ways to reduce the incidence of identity theft. Information in the Clearinghouse is available to law enforcement members via the Consumer Sentinel Network. This access enables law enforcers to readily spot local identity theft problems and to coordinate with other law enforcement officers where the data reveals common schemes or perpetrators.

www.FTC.gov/idtheft



Econsumer.gov was created in April 2001 to gather and share cross-border e-commerce complaints to respond to the challenges of multinational Internet fraud, and enhance consumer confidence in e-commerce. Through econsumer.gov, consumers can file cross-border consumer complaints online and learn about alternative ways to resolve them. All information is available in English, French, German, Japanese, Korean, Polish, and Spanish. Using the existing Consumer Sentinel Network, the incoming complaints are shared through the government Website with participating consumer protection law enforcers from 25 nations.

www.econsumer.gov

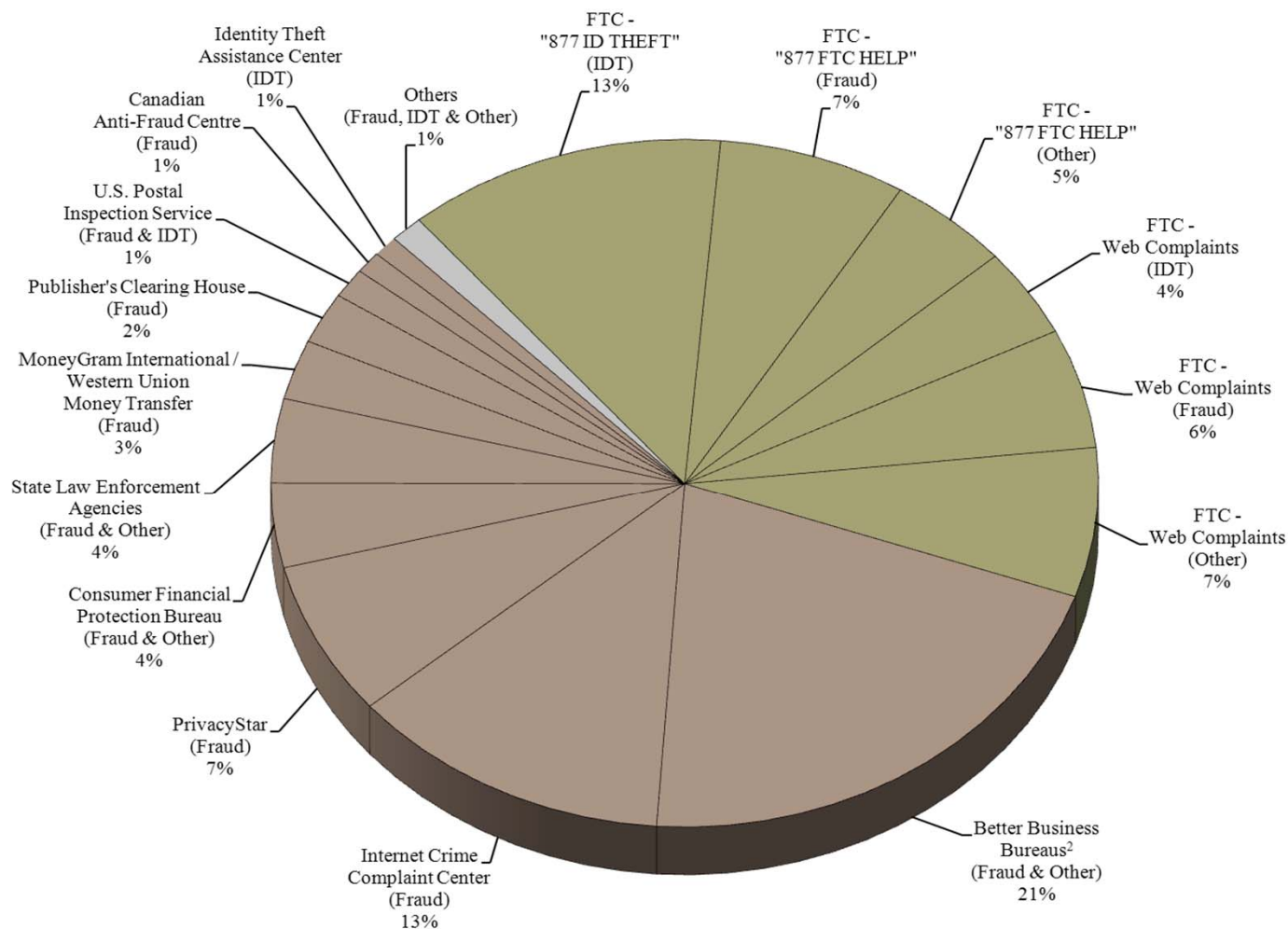


Consumer Sentinel/Military, which was established in September 2002, is a project of the Federal Trade Commission and the Department of Defense to identify and target consumer protection issues that affect members of the United States Armed Forces and their families. Consumer Sentinel/Military also provides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

www.FTC.gov/sentinel/military

Appendix A2: Consumer Sentinel Network Major Data Contributors¹

January 1 – December 31, 2012



¹Percentages are based on the total number of Consumer Sentinel Network complaints (2,061,495) received between January 1 and December 31, 2012. The type of complaints provided by the organization is indicated in parentheses.

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

Appendix A3: Consumer Sentinel Network Data Contributor Details

January 1 – December 31, 2012

Data Contributors	CY - 2010		CY - 2011		CY - 2012	
	Complaints	Percentages ¹	Complaints	Percentages ¹	Complaints	Percentages ¹
FTC - "877 ID THEFT"	193,076	13%	197,908	10%	261,177	13%
FTC - "877 FTC HELP" (Fraud)	131,079	9%	132,230	7%	153,478	7%
FTC - "877 FTC HELP" (Other)	125,958	9%	127,181	7%	99,855	5%
FTC - Web Complaints IDT	46,470	3%	65,895	3%	87,279	4%
FTC - Web Complaints Fraud	97,320	7%	110,098	6%	117,284	6%
FTC - Web Complaints Other	164,410	11%	156,169	8%	147,313	7%
Better Business Bureaus ²	157,160	11%	483,371	26%	415,669	21%
Internet Crime Complaint Center	296,557	20%	302,381	16%	264,896	13%
PrivacyStar	10,582	1%	23,641	1%	151,800	7%
Consumer Financial Protection Bureau	0	0%	4,098	<1%	83,740	4%
State Law Enforcement Agencies	75,550	5%	77,408	4%	72,077	4%
North Carolina Department of Justice	18,088	1%	16,760	1%	17,277	1%
Ohio Attorney General	25,463	2%	21,585	1%	16,398	1%
Washington Attorney General	0	0%	12,206	1%	10,259	<1%
Oregon Department of Justice	11,592	1%	10,011	1%	7,763	<1%
Michigan Attorney General	11,393	1%	7,559	<1%	4,642	<1%
Indiana Attorney General	0	0%	0	0%	4,612	<1%
California Attorney General	0	0%	0	0%	4,194	<1%
Tennessee Division of Consumer Affairs	3,318	<1%	3,272	<1%	2,025	<1%
South Carolina Department of Consumer Affairs	2,429	<1%	2,210	<1%	1,566	<1%
Idaho Attorney General	2,114	<1%	1,513	<1%	1,113	<1%
Colorado Attorney General	0	0%	775	<1%	975	<1%
Mississippi Attorney General	543	<1%	683	<1%	652	<1%
Iowa Attorney General	0	0%	0	0%	309	<1%
Montana Attorney General	610	<1%	834	<1%	292	<1%
MoneyGram International / Western Union Money Transfer	33,239	2%	68,953	4%	58,529	3%
Western Union Money Transfer	0	0%	54,657	3%	41,150	2%
MoneyGram International	33,239	2%	14,296	1%	17,379	1%
Publisher's Clearing House	34,541	2%	40,445	2%	50,468	2%
U.S. Postal Inspection Service	22,816	2%	25,639	1%	29,133	1%
Canadian Anti-Fraud Centre	49,005	3%	39,260	2%	21,505	1%
Identity Theft Assistance Center	11,551	1%	16,150	1%	20,448	1%
Others	17,941	1%	24,185	1%	26,844	1%
Lawyers' Committee for Civil Rights	7,106	<1%	10,771	1%	11,128	1%
National Consumer League	8,638	1%	7,958	<1%	5,408	<1%
Green Dot	0	0%	0	0%	4,670	<1%
Canada Competition Bureau	0	0%	4,568	<1%	3,903	<1%
Los Angeles County Department of Consumer Affairs	0	0%	20	<1%	628	<1%
U.S. Department of the Treasury, Internal Revenue Service	0	0%	52	<1%	365	<1%
Xerox Corporation	488	<1%	455	<1%	321	<1%
Privacy Rights Clearinghouse	0	0%	0	0%	252	<1%
Catalog Choice	276	<1%	288	<1%	101	<1%
U.S. Department of Justice, Executive Office for Immigration Review	0	0%	34	<1%	8	<1%
Other Data Contributors	1,433	<1%	39	<1%	60	<1%
Total Number of Complaints	1,467,255		1,895,012		2,061,495	

¹Percentages are based on the total number of CSN complaints: CY-2010 = 1,467,255; CY-2011 = 1,895,012; and CY-2012 = 2,061,495.

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, 2012*

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

Appendix B1: Consumer Sentinel Network Complaint Category Descriptions

1	Advance Payments for Credit Services: The promise of a loan or credit card that requires you to pay a fee first; worthless credit card loss protection and insurance programs; the promise that accurate negative information can be removed from your credit file for a fee; 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 and Job Opportunities: Complaints about business opportunities: promotion of distributing goods and services, provided by the promoter, with assistance in the form of locations or accounts or customers. Also, complaints about work-at-home plans: an offer a consumer may receive or seek out to work directly from home (e.g. stuffing envelopes or processing medical claims), as well as complaints about multi-level marketing schemes. (Fraud Category)
5	Buyers' Clubs: Complaints involving free trials or discounts on products and services; a buyers' club membership becomes a fraud when consumers are billed for "memberships" they did not agree to purchase. Frequently, consumers are offered a free-trial offer and are automatically enrolled and charged fees once the free-trial period is over. (Fraud Category)
6	Charitable Solicitations: Misleading pitches for donations to benefit local service organizations; solicitations for bogus charity or relief organizations; etc. (Fraud Category)
7	Clothing, Textiles and Jewelry: Fake or replica goods passed off as genuine; order fulfillment problems; failure to honor refund or return policies; etc. (Other Category)
8	Computer Equipment and Software: Problems with computer software, hardware, and computer equipment purchases; unwanted or unauthorized software installations and downloads; etc. (Other Category)
9	Credit Bureaus, Information Furnishers and Report Users: Credit Reporting Agency (CRA) or furnisher provides inaccurate information or fails to reinvestigate disputed information; CRA provides inadequate phone help; difficulties ordering free annual credit reports; impermissible access to/inquiry on credit reports; etc. (Other Category)
10	Credit Cards: Account or billing issues, including interest rate changes, late fees, credit disputes, and overcharges; fraudulent credit card offers/phishing attempts; etc. (Other Category)
11	Debt Collection: Debt collector calls repeatedly or continuously; falsely represents the amount or status of debt; fails to send written notice of debt; falsely threatens suit; uses profane language; fails to identify self as debt collector; and/or violates other provisions of the Fair Debt Collection Practices Act. (Other Category)
12	Education: Complaints about trade or vocational school services, including issues related to accreditation, billing and collection, or institutional advertising claims related to usefulness of the degree or job prospects after graduation. Also, complaints about traditional colleges and universities. (Other Category)
13	Foreign Money Offers and Counterfeit Check Scams: Letters or e-mails offering the "opportunity" to share in a percentage of millions of dollars that a self-proclaimed government official is trying to transfer illegally out of a foreign country in return for money, bank account numbers, or other identifying information from the victim; fraudulent schemes involving foreign lotteries, mystery shoppers, or Internet purchases/classified ads in which a counterfeit check overpayment is received along with a request to wire back the difference immediately after check deposit, leaving the victim responsible for the funds withdrawn; etc. (Fraud Category)
14	Grants: Deceptive practices by businesses or individuals marketing either government grant opportunities or financial aid assistance services; problems with student loan processors, debt collectors collecting on defaulted student loans, and diploma mills and other unaccredited educational institutions; etc. (Fraud Category)
15	Health Care: Fraudulent, misleading, or deceptive claims for vision correction procedures; dietary supplements; weight loss products or services; impotency treatments; health spas and equipments; infertility services; sunscreens; HIV test kits; etc. (Fraud Category)

Appendix B1: Consumer Sentinel Network Complaint Category Descriptions

16	Home Repair, Improvement and Products: Defective furniture or appliances; service or warranty-related issues; furniture or appliance delivery problems, including receiving wrong or incomplete products; problems with home repair services and contractors; etc. (Other Category)
17	Identity Theft: When someone appropriates your personal identifying information (like your Social Security number or credit card account number) to commit fraud or theft. (Identity Theft Category)
18	Impostor Scams: Complaints about scammers claiming to be friends, family, a romantic interest, companies or government agencies to induce people to send money or divulge personal information. Complaints include the following: scammers posing as friends or relatives stranded in foreign countries without money; scammers claiming to be working for or affiliated with a government agency; and scammers claiming to be affiliated with a private entity (e.g. a charity or company). (Fraud Category)
19	Internet Auction: Non-delivery or late delivery of goods; delivery of goods that are less valuable than advertised; failure to disclose all the relevant information about the product or terms of the sale; etc. (Fraud Category)
20	Internet Services: Problems with trial offers from Internet Service Providers ("ISPs"); difficulty canceling an ISP account; issues with Internet entertainment services, Internet gaming, and social networking services; undisclosed charges; website design and hosting services; spyware, adware, and malware issues; etc. (Fraud Category)
21	Investment Related Complaints: Investment opportunities in day trading; gold and gems; art; rare coins; etc. (Fraud Category)
22	Magazines and Books: Pitches for "free," "pre-paid," or "special" magazine or book subscription deals; etc. (Fraud Category)
23	Mortgage Foreclosure Relief and Debt Management: Complaints about mortgage lenders, brokers, and other entities making false promises to save consumers' homes from foreclosure; mortgage refinancing, mortgage term modifications, and debt management issues; credit organizations charging excessive fees, making false promises to provide free services, pay creditors, or reduce interest rates. (Fraud Category)
24	Office Supplies and Services: Fraudulent or deceptive offers for toner, copier paper, maintenance supplies, equipment maintenance contracts; classified advertising and yellow page invoice scams; website cramming schemes; etc. (Fraud Category)
25	Prizes, Sweepstakes and Lotteries: Promotions for "free" prizes for a fee; foreign lotteries and sweepstakes offered through the phone, fax, e-mail or mail; etc. (Fraud Category)
26	Real Estate: Complaints about deceptive and misleading practices involving real estate agents and companies, real estate appraisers and appraisal services, real estate consultants, real estate property management, and real estate land developers. (Other Category)
27	Shop-at-Home and Catalog Sales: Problems, such as undisclosed costs, failure to deliver on time, non-delivery, and refusal to honor a guarantee, with purchases made via the Internet (not including auction sales), telephone, or mail. (Fraud Category)
28	Telephone and Mobile Services: Complaints about 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; unsolicited mobile text messages; problems with mobile applications or downloads; other mobile device problems; etc. (Fraud Category)
29	Television and Electronic Media: Problems with TV reception, installation, billing, and promotions for cable/satellite providers; miscellaneous problems with music/DVD/video game purchases. (Other Category)
30	Travel, Vacations and Timeshare Plans: Deceptive offers for "free" or low-cost vacations; cut-rate student travel packages; misleading timeshare offers; etc. (Fraud Category)



Appendix B2: Consumer Sentinel Network Complaint Categories¹

Calendar Years 2010 through 2012

Category	CY - 2010		CY - 2011		CY - 2012	
	Complaints	Percentages ¹	Complaints	Percentages ¹	Complaints	Percentages ¹
Advance Payments for Credit Services	33,135	2.26%	48,589	2.56%	42,974	2.08%
Auto Related Complaints	24,928	1.70%	84,207	4.44%	78,062	3.79%
Banks and Lenders	38,081	2.60%	99,701	5.26%	132,340	6.42%
Business and Job Opportunities	28,078	1.91%	39,639	2.09%	32,496	1.58%
Buyers' Clubs	913	0.06%	2,957	0.16%	2,125	0.10%
Charitable Solicitations	3,602	0.25%	4,018	0.21%	3,599	0.17%
Clothing, Textiles and Jewelry	2,918	0.20%	3,516	0.19%	2,468	0.12%
Computer Equipment and Software	21,627	1.47%	16,029	0.85%	13,386	0.65%
Credit Bureaus, Information Furnishers and Report Users	30,447	2.08%	30,914	1.63%	29,268	1.42%
Credit Cards	34,406	2.34%	43,457	2.29%	51,550	2.50%
Debt Collection	152,718	10.41%	185,630	9.80%	199,721	9.69%
Education	657	0.04%	3,630	0.19%	3,613	0.18%
Foreign Money Offers and Counterfeit Check Scams	45,146	3.08%	42,376	2.24%	46,112	2.24%
Grants	4,523	0.31%	12,031	0.63%	10,257	0.50%
Health Care	25,899	1.77%	41,962	2.21%	35,703	1.73%
Home Repair, Improvement and Products	11,524	0.79%	13,564	0.72%	13,432	0.65%
Identity Theft	251,089	17.11%	279,226	14.73%	369,132	17.91%
Impostor Scams	60,045	4.09%	70,059	3.70%	82,896	4.02%
Internet Auction	56,418	3.85%	35,945	1.90%	29,553	1.43%
Internet Services	68,382	4.66%	87,778	4.63%	81,438	3.95%
Investment Related Complaints	6,804	0.46%	7,384	0.39%	7,117	0.35%
Magazines and Books	12,737	0.87%	23,822	1.26%	18,906	0.92%
Mortgage Foreclosure Relief and Debt Management	30,636	2.09%	40,221	2.12%	33,791	1.64%
Office Supplies and Services	10,626	0.72%	20,344	1.07%	24,210	1.17%
Prizes, Sweepstakes and Lotteries	94,667	6.45%	101,790	5.37%	98,479	4.78%
Real Estate	4,892	0.33%	9,727	0.51%	8,468	0.41%
Shop-at-Home and Catalog Sales	66,877	4.56%	105,810	5.58%	115,184	5.59%
Telephone and Mobile Services	43,903	2.99%	89,903	4.74%	76,783	3.72%
Television and Electronic Media	32,130	2.19%	43,194	2.28%	41,664	2.02%
Travel, Vacations and Timeshare Plans	21,850	1.49%	36,473	1.92%	30,324	1.47%

¹Percentages are based on the total number of CSN complaints for each calendar year: CY-2010 = 1,467,255; CY-2011 = 1,895,012; CY-2012 = 2,061,495. Note that percentages may not sum to 100% because CSN complaints may be coded under multiple product service codes.

Appendix B3: Consumer Sentinel Network Complaint Category Details¹

Calendar Years 2010 through 2012

Advance Payments for Credit Services

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Advance-Fee Loans, Credit Arrangers	30,448	2.08 %	44,496	2.35%	38,885	1.89 %
Credit Card Loss Protection	546	0.04 %	1,397	0.07%	1,408	0.07 %
Credit Repair	1,847	0.13 %	2,040	0.11%	2,094	0.10 %
Recovery\Refund Companies	302	0.02 %	685	0.04%	612	0.03 %
Count/Percentage:	33,135	2.26%	48,589	2.56%	42,974	2.08%

Auto Related Complaints

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Auto: Financing	113	0.01 %	909	0.05%	2,445	0.12 %
Auto: Gas	484	0.03 %	3,189	0.17%	2,672	0.13 %
Auto: Other	3,260	0.22 %	0	0.00%	0	0.00 %
Auto: Parts & Repairs	4,533	0.31 %	5,023	0.27%	4,560	0.22 %
Auto: Renting & Leasing	928	0.06 %	6,699	0.35%	6,535	0.32 %
Auto: Sales – New	6,214	0.42 %	35,853	1.89%	32,707	1.59 %
Auto: Sales – Used	9,540	0.65 %	29,023	1.53%	26,507	1.29 %
Auto: Warranty Plans & Services	574	0.04 %	4,670	0.25%	3,556	0.17 %
Count/Percentage:	24,928	1.70%	84,207	4.44%	78,062	3.79%

Banks and Lenders

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
ATM-Electronic Banking Procedures	95	0.01 %	63	0.00%	1	0.00 %
Bank: National\Commercial	6,849	0.47 %	31,161	1.64%	34,157	1.66 %
Bank: Savings and Loan\Thrift	440	0.03 %	411	0.02%	610	0.03 %
Bank: State-Charter: FR Member	400	0.03 %	1,429	0.08%	582	0.03 %
Bank: State-Charter: Non-FR Member	591	0.04 %	375	0.02%	204	0.01 %
Lending: Banks & Credit Unions	781	0.05 %	2,660	0.14%	3,448	0.17 %
Lending: Finance Company	3,580	0.24 %	11,542	0.61%	8,013	0.39 %
Lending: Mortgage	19,738	1.35 %	29,872	1.58%	62,315	3.02 %
Lending: Other Institutions	6,076	0.41 %	22,637	1.19%	18,693	0.91 %
Lending: Payday Loans	0	0.00 %	1	0.00%	476	0.02 %
Lending: Student Loans	101	0.01 %	1,126	0.06%	4,507	0.22 %
Count/Percentage:	38,081	2.60%	99,701	5.26%	132,340	6.42%

Business and Job Opportunities

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Business Opportunities\Work-At-Home Plans	12,960	0.88 %	20,700	1.09%	14,309	0.69 %
Employ Agencies\Job Counsel\Overseas Work	12,335	0.84 %	18,315	0.97%	15,979	0.78 %
Franchises\Distributorships	3	0.00 %	13	0.00%	496	0.02 %
Inventions\Idea Promotions	573	0.04 %	675	0.04%	660	0.03 %
Multi-Level Mktg\Pyramids\Chain Letters	2,289	0.16 %	2,042	0.11%	2,922	0.14 %
Count/Percentage:	28,078	1.91%	39,639	2.09%	32,496	1.58%

Buyers' Clubs

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Buyers Clubs (not travel or lottery)	913	0.06 %	2,957	0.16%	2,125	0.10 %
Count/Percentage:	913	0.06%	2,957	0.16%	2,125	0.10%

¹Percentages are based on the total number of CSN complaints for each calendar year: CY-2010 = 1,467,255; CY-2011 = 1,895,012; CY-2012 = 2,061,495. Note that counts and percentages may not add up to the total in each category because CSN complaints may have multiple product service codes.

Appendix B3: Consumer Sentinel Network Complaint Category Details¹

Calendar Years 2010 through 2012

Charitable Solicitations

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Charitable Solicitations	3,602	0.25 %	4,018	0.21%	3,599	0.17 %
Count/Percentage:	3,602	0.25%	4,018	0.21%	3,599	0.17%

Clothing, Textiles and Jewelry

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Garmets, Wool, Leather Goods & Textiles	2,197	0.15 %	2,771	0.15%	1,712	0.08 %
Jewelry\Watches	721	0.05 %	745	0.04%	757	0.04 %
Count/Percentage:	2,918	0.20%	3,516	0.19%	2,468	0.12%

Computer Equipment and Software

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Computers: Equipment\Software	21,627	1.47 %	16,029	0.85%	13,386	0.65 %
Count/Percentage:	21,627	1.47%	16,029	0.85%	13,386	0.65%

Credit Bureaus, Information Furnishers and Report Users

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Credit Bureaus	19,135	1.30 %	19,489	1.03%	20,139	0.98 %
Credit Information Furnishers	11,611	0.79 %	11,879	0.63%	9,967	0.48 %
Credit Report Users	1,969	0.13 %	1,557	0.08%	1,088	0.05 %
Count/Percentage:	30,447	2.08%	30,914	1.63%	29,268	1.42%

Credit Cards

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Credit Cards	34,174	2.33 %	43,236	2.28%	51,262	2.49 %
Credit Cards: Retailer	526	0.04 %	702	0.04%	578	0.03 %
Count/Percentage:	34,406	2.34%	43,457	2.29%	51,550	2.50%

Debt Collection

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Creditor Debt Collection	33,920	2.31 %	26,932	1.42%	23,197	1.13 %
Third Party Debt Collection	120,582	8.22 %	160,184	8.45%	178,009	8.63 %
Count/Percentage:	152,718	10.41%	185,630	9.80%	199,721	9.69%

Education

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Education: Colleges and Universities	0	0.00 %	0	0.00%	386	0.02 %
Education: Trade\Vocational Schools	657	0.04 %	3,630	0.19%	3,236	0.16 %
Count/Percentage:	657	0.04%	3,630	0.19%	3,613	0.18%

Foreign Money Offers and Counterfeit Check Scams

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Counterfeit Check Scams	29,670	2.02 %	33,359	1.76%	38,386	1.86 %
Nigerian\Other Foreign Money Offers (not prizes)	16,405	1.12 %	9,226	0.49%	7,782	0.38 %
Count/Percentage:	45,146	3.08%	42,376	2.24%	46,112	2.24%

¹Percentages are based on the total number of CSN complaints for each calendar year: CY-2010 = 1,467,255; CY-2011 = 1,895,012; CY-2012 = 2,061,495. Note that counts and percentages may not add up to the total in each category because CSN complaints may have multiple product service codes.

Appendix B3: Consumer Sentinel Network Complaint Category Details¹

Calendar Years 2010 through 2012

Grants

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Grants: Non-Educational	3,800	0.26 %	10,600	0.56%	9,288	0.45 %
Scholarships\Educational Grants	723	0.05 %	1,444	0.08%	1,002	0.05 %
Count/Percentage:	4,523	0.31%	12,031	0.63%	10,257	0.50%

Health Care

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Health Care: Diet Products\Centers\Plans	9,101	0.62 %	18,752	0.99%	16,552	0.80 %
Health Care: Dietary Supplements\Herbal Remedies	2,460	0.17 %	2,972	0.16%	2,551	0.12 %
Health Care: Drugs-OTC\Prescription	1,085	0.07 %	1,496	0.08%	1,162	0.06 %
Health Care: Eye Care	1,499	0.10 %	3,623	0.19%	3,015	0.15 %
Health Care: Medical Discount Plans\Cards\Insurance	1,659	0.11 %	3,446	0.18%	3,055	0.15 %
Health Care: Other Medical Treatments	3,751	0.26 %	3,881	0.20%	2,588	0.13 %
Health Care: Other Products\Supplies	6,413	0.44 %	7,835	0.41%	6,833	0.33 %
Count/Percentage:	25,899	1.77%	41,962	2.21%	35,703	1.73%

Home Repair, Improvement and Products

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Heating and Air Conditioning	322	0.02 %	322	0.02%	277	0.01 %
Home Appliances	2,120	0.14 %	2,040	0.11%	1,735	0.08 %
Home Furnishings	2,668	0.18 %	2,445	0.13%	1,878	0.09 %
Home Protection Devices	1,009	0.07 %	1,382	0.07%	2,260	0.11 %
Home Repair	3,601	0.25 %	2,974	0.16%	2,408	0.12 %
Housing	1,828	0.12%	4,439	0.23%	4,910	0.24%
Count/Percentage:	11,524	0.79%	13,564	0.72%	13,432	0.65%

Identity Theft

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Identity Theft	251,089	17.11 %	279,226	14.73%	369,132	17.91 %
Count/Percentage:	251,089	17.11 %	279,226	14.73%	369,132	17.91 %

Impostor Scams

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Impostor: Business	2	0.00 %	821	0.04%	18,028	0.87 %
Impostor: Family\Friend	10,728	0.73 %	21,833	1.15%	11,093	0.54 %
Impostor: Government	49,321	3.36 %	47,454	2.50%	43,851	2.13 %
Romance Scams	5	0.00 %	2	0.00%	10,263	0.50 %
Count/Percentage:	60,045	4.09%	70,059	3.70%	82,896	4.02%

Internet Auction

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Internet Auction	56,418	3.85 %	35,945	1.90%	29,553	1.43 %
Count/Percentage:	56,418	3.85%	35,945	1.90%	29,553	1.43%

¹Percentages are based on the total number of CSN complaints for each calendar year: CY-2010 = 1,467,255; CY-2011 = 1,895,012; CY-2012 = 2,061,495. Note that counts and percentages may not add up to the total in each category because CSN complaints may have multiple product service codes.

Appendix B3: Consumer Sentinel Network Complaint Category Details¹

Calendar Years 2010 through 2012

Internet Services

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Internet Access Services	16,998	1.16 %	10,634	0.56%	8,354	0.41 %
Internet Gaming	292	0.02 %	2,168	0.11%	2,479	0.12 %
Internet Information Services	24,829	1.69 %	38,593	2.04%	36,898	1.79 %
Internet Payment Service	362	0.02 %	511	0.03%	458	0.02 %
Internet Web Site Design\Promotion	2,550	0.17 %	4,956	0.26%	4,025	0.20 %
Social Networking Service	617	0.04 %	3,467	0.18%	5,113	0.25 %
Spyware\Adware\Malware	22,818	1.56 %	27,530	1.45%	24,238	1.18 %
Count/Percentage:	68,382	4.66%	87,778	4.63%	81,438	3.95%

Investment Related Complaints

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Invest: Advice, Seminars	384	0.03 %	1,628	0.09%	1,860	0.09 %
Invest: Art\Gems\Rare Coins	341	0.02 %	1,121	0.06%	969	0.05 %
Invest: Other (note in comments)	4,992	0.34 %	3,264	0.17%	3,083	0.15 %
Invest: Stocks\Commodity Futures Trading	1,090	0.07 %	1,373	0.07%	1,206	0.06 %
Count/Percentage:	6,804	0.46%	7,384	0.39%	7,117	0.35%

Magazines and Books

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Books	1,451	0.10 %	4,857	0.26%	3,577	0.17 %
Magazines	11,296	0.77 %	19,230	1.01%	15,545	0.75 %
Count/Percentage:	12,737	0.87%	23,822	1.26%	18,906	0.92%

Mortgage Foreclosure Relief and Debt Management

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Debt Management\Credit Counseling	12,569	0.86 %	19,755	1.04%	15,726	0.76 %
Mortgage Modification\Foreclosure Relief	18,086	1.23 %	20,480	1.08%	18,079	0.88 %
Count/Percentage:	30,636	2.09%	40,221	2.12%	33,791	1.64%

Office Supplies and Services

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Office Supplies and Services	3,760	0.26 %	5,441	0.29%	6,809	0.33 %
Office Supplies: Toner	1,072	0.07 %	930	0.05%	721	0.03 %
Office: Ad Space\Directory Listings	5,800	0.40 %	13,977	0.74%	16,683	0.81 %
Count/Percentage:	10,626	0.72%	20,344	1.07%	24,210	1.17%

Prizes, Sweepstakes and Lotteries

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Lotteries\Lottery Ticket Buying Clubs	16,615	1.13 %	17,862	0.94%	16,928	0.82 %
Prizes\Sweepstakes\Gifts	79,190	5.40 %	90,709	4.79%	84,765	4.11 %
Count/Percentage:	94,667	6.45%	101,790	5.37%	98,479	4.78%

¹Percentages are based on the total number of CSN complaints for each calendar year: CY-2010 = 1,467,255; CY-2011 = 1,895,012; CY-2012 = 2,061,495. Note that counts and percentages may not add up to the total in each category because CSN complaints may have multiple product service codes.



Appendix B3: Consumer Sentinel Network Complaint Category Details¹

Calendar Years 2010 through 2012

Real Estate

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Real Estate (not Timeshares)	4,892	0.33 %	9,727	0.51%	8,468	0.41 %
Count/Percentage:	4,892	0.33%	9,727	0.51%	8,468	0.41%

Shop-at-Home and Catalog Sales

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Shop-at-Home\Catalog Sales	66,877	4.56 %	105,810	5.58%	115,184	5.59 %
Count/Percentage:	66,877	4.56%	105,810	5.58%	115,184	5.59%

Telephone and Mobile Services

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Mobile: Applications\Other Downloads	380	0.03 %	329	0.02%	377	0.02 %
Mobile: Carrier Rates\Plans	2,771	0.19 %	2,553	0.13%	2,198	0.11 %
Mobile: Other	16,611	1.13 %	63,772	3.37%	50,869	2.47 %
Mobile: Text Messages	2,629	0.18 %	2,870	0.15%	6,728	0.33 %
Mobile: Unauthorized Charges or Debits	784	0.05 %	625	0.03%	711	0.03 %
Telephone: Carrier Switching	698	0.05 %	590	0.03%	453	0.02 %
Telephone: Other	10,295	0.70 %	11,429	0.60%	11,489	0.56 %
Telephone: Prepaid Phone Cards	959	0.07 %	3,307	0.17%	2,825	0.14 %
Telephone: Unauthorized Charges or Debits	7,981	0.54 %	4,054	0.21%	1,876	0.09 %
Telephone: VoIP Services	443	0.03 %	910	0.05%	754	0.04 %
Unsolicited Faxes	523	0.04 %	564	0.03%	436	0.02 %
Count/Percentage:	43,903	2.99%	89,903	4.74%	76,783	3.72%

Television and Electronic Media

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
DVD\Video\Film	599	0.04 %	950	0.05%	498	0.02 %
Music: All Formats	675	0.05 %	641	0.03%	737	0.04 %
Television (Programming and Advertisements)	270	0.02 %	1,484	0.08%	1,153	0.06 %
Television: Satellite & Cable	29,165	1.99 %	38,074	2.01%	35,706	1.73 %
Video Games	1,431	0.10 %	2,233	0.12%	3,575	0.17 %
Count/Percentage:	32,130	2.19%	43,194	2.28%	41,664	2.02%

Travel, Vacations and Timeshare Plans

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Timeshare Resales	2,184	0.15 %	6,041	0.32%	4,557	0.22 %
Timeshare Sales	3,857	0.26 %	6,951	0.37%	6,251	0.30 %
Travel\Vacations	15,875	1.08 %	23,591	1.24%	19,562	0.95 %
Count/Percentage:	21,850	1.49%	36,473	1.92%	30,324	1.47%

¹Percentages are based on the total number of CSN complaints for each calendar year: CY-2010 = 1,467,255; CY-2011 = 1,895,012; CY-2012 = 2,061,495. Note that counts and percentages may not add up to the total in each category because CSN complaints may have multiple product service codes.



Appendix B3: Consumer Sentinel Network Complaint Category Details¹

Calendar Years 2010 through 2012

Miscellaneous Complaints

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Alcoholic Beverages	49	0.00%	36	0.00%	2	0.00%
Children's Products	371	0.03%	1,871	0.10%	1,684	0.08%
Food	1,301	0.09%	1,119	0.06%	1,045	0.05%
Funeral Services	419	0.03%	1,342	0.07%	1,162	0.06%
Health Care Provider Billing	759	0.05%	840	0.04%	936	0.05%
IDT Protection or Prevention	3	0.00%	277	0.01%	183	0.01%
Immigration Services	117	0.01%	1,220	0.06%	716	0.03%
Insurance (Other than Medical)	2,196	0.15%	2,275	0.12%	2,057	0.10%
Leasing: Business	534	0.04%	578	0.03%	471	0.02%
Leasing: Consumer	416	0.03%	0	0.00%	0	0.00%
Modeling Agencies\Services	506	0.03%	1,017	0.05%	712	0.03%
Mortgage Servicing	0	0.00%	67	0.00%	0	0.00%
Personal Care Products	881	0.06%	596	0.03%	576	0.03%
Property\Inheritance Tracers	1,351	0.09%	1,739	0.09%	1,296	0.06%
Tobacco Products	298	0.02%	933	0.05%	432	0.02%
Utilities	3,699	0.25%	2,987	0.16%	2,354	0.11%

Unspecified Complaints

Product Service	CY - 2010	Percentage ¹	CY - 2011	Percentage ¹	CY - 2012	Percentage ¹
Other (Note in Comments)	197,211	13.44%	191,998	10.13%	140,895	6.83%
Telemarketing, Other	38,503	2.62%	64,796	3.42%	189,862	9.21%
Unauthorized Debits or Charges for Unknown Products	2,619	0.18%	2,060	0.11%	2,087	0.10%
Unsolicited Email	26,797	1.83%	31,808	1.68%	33,103	1.61%

¹Percentages are based on the total number of CSN complaints for each calendar year: CY-2010 = 1,467,255; CY-2011 = 1,895,012; CY-2012 = 2,061,495. 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, 2012*

State Name	Total Fraud Complaints	Total Amount Paid Reported	Complaints Reporting Amount Paid	Percentages Reporting Amount Paid	Average Amount Paid ¹
Alabama	12,037	\$12,475,415	8,736	73%	\$1,428
Alaska	1,949	\$2,706,165	1,456	75%	\$1,859
Arizona	20,334	\$30,676,726	14,060	69%	\$2,182
Arkansas	6,716	\$7,633,312	4,864	72%	\$1,569
California	117,965	\$201,695,704	66,511	56%	\$3,033
Colorado	18,038	\$20,660,401	12,919	72%	\$1,599
Connecticut	9,839	\$13,807,353	6,461	66%	\$2,137
Delaware	2,888	\$4,212,435	1,862	64%	\$2,262
Dist. of Columbia	2,714	\$4,868,794	1,744	64%	\$2,792
Florida	85,566	\$187,596,072	39,585	46%	\$4,739
Georgia	35,507	\$31,157,673	16,304	46%	\$1,911
Hawaii	4,122	\$7,902,803	3,028	73%	\$2,610
Idaho	4,243	\$5,534,125	2,880	68%	\$1,922
Illinois	31,144	\$38,849,258	19,900	64%	\$1,952
Indiana	15,538	\$17,421,123	11,191	72%	\$1,557
Iowa	5,777	\$6,822,052	4,097	71%	\$1,665
Kansas	6,796	\$9,901,084	4,783	70%	\$2,070
Kentucky	9,649	\$7,414,950	6,337	66%	\$1,170
Louisiana	11,727	\$11,016,964	8,000	68%	\$1,377
Maine	3,318	\$2,235,027	2,384	72%	\$938
Maryland	18,584	\$23,786,333	12,762	69%	\$1,864
Massachusetts	19,284	\$19,135,994	12,292	64%	\$1,557
Michigan	32,640	\$23,292,448	15,849	49%	\$1,470
Minnesota	13,642	\$15,692,287	8,967	66%	\$1,750
Mississippi	6,236	\$6,146,947	4,457	71%	\$1,379
Missouri	14,848	\$16,405,307	9,626	65%	\$1,704
Montana	2,539	\$2,409,454	1,889	74%	\$1,276
Nebraska	4,469	\$4,766,895	3,020	68%	\$1,578
Nevada	9,600	\$28,044,795	6,248	65%	\$4,489
New Hampshire	3,868	\$3,002,279	2,575	67%	\$1,166
New Jersey	25,443	\$31,022,297	15,623	61%	\$1,986
New Mexico	5,582	\$7,029,123	3,766	67%	\$1,866
New York	51,701	\$72,681,358	32,080	62%	\$2,266
North Carolina	24,129	\$26,377,973	15,560	64%	\$1,695
North Dakota	2,191	\$4,017,339	1,801	82%	\$2,231
Ohio	29,474	\$31,472,558	19,784	67%	\$1,591
Oklahoma	8,183	\$11,173,999	5,738	70%	\$1,947
Oregon	11,709	\$16,230,138	8,302	71%	\$1,955
Pennsylvania	35,138	\$37,573,044	22,835	65%	\$1,645
Rhode Island	2,840	\$3,051,032	1,771	62%	\$1,723
South Carolina	11,712	\$13,095,386	8,127	69%	\$1,611
South Dakota	1,474	\$1,899,931	1,009	68%	\$1,883
Tennessee	16,949	\$23,856,098	11,891	70%	\$2,006
Texas	73,087	\$77,379,599	39,621	54%	\$1,953
Utah	6,203	\$9,989,601	4,086	66%	\$2,445
Vermont	1,374	\$861,471	993	72%	\$868
Virginia	25,398	\$27,728,047	17,204	68%	\$1,612
Washington	20,750	\$26,146,146	14,323	69%	\$1,825
West Virginia	4,052	\$5,390,852	3,034	75%	\$1,777
Wisconsin	13,761	\$15,662,452	9,253	67%	\$1,693
Wyoming	1,368	\$2,244,384	1,021	75%	\$2,198

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

Note: This appendix excludes 14 state-specific data contributors' complaints (the North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for California, Colorado, Idaho, Indiana, Iowa, Michigan, Mississippi, Montana, Ohio, and Washington).

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

January 1 – December 31, 2012

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Abilene, TX Metropolitan Statistical Area	532	321.9	309
Akron, OH Metropolitan Statistical Area	3,234	459.9	62
Albany, GA Metropolitan Statistical Area	467	296.9	339
Albany-Lebanon, OR Micropolitan Statistical Area	438	375.4	204
Albany-Schenectady-Troy, NY Metropolitan Statistical Area	3,593	412.6	133
Albuquerque, NM Metropolitan Statistical Area	3,906	440.3	89
Alexandria, LA Metropolitan Statistical Area	544	353.4	250
Allegan, MI Micropolitan Statistical Area	279	250.4	380
Allentown-Bethlehem-Easton, PA-NJ Metropolitan Statistical Area	3,496	425.7	114
Altoona, PA Metropolitan Statistical Area	462	363.5	230
Amarillo, TX Metropolitan Statistical Area	731	292.5	347
Anchorage, AK Metropolitan Statistical Area	1,730	454.3	68
Anderson, IN Metropolitan Statistical Area	496	376.8	201
Anderson, SC Metropolitan Statistical Area	732	391.2	174
Ann Arbor, MI Metropolitan Statistical Area	1,358	393.9	168
Anniston-Oxford, AL Metropolitan Statistical Area	461	388.8	178
Appleton, WI Metropolitan Statistical Area	727	322.2	306
Asheville, NC Metropolitan Statistical Area	1,972	464.2	54
Ashtabula, OH Micropolitan Statistical Area	379	373.4	213
Athens-Clarke County, GA Metropolitan Statistical Area	661	343.3	272
Atlanta-Sandy Springs-Marietta, GA Metropolitan Statistical Area	25,594	485.8	40
Atlantic City-Hammonton, NJ Metropolitan Statistical Area	1,215	442.5	84
Auburn-Opelika, AL Metropolitan Statistical Area	510	363.6	229
Augusta-Richmond County, GA-SC Metropolitan Statistical Area	2,258	405.5	145
Augusta-Waterville, ME Micropolitan Statistical Area	466	381.5	194
Austin-Round Rock-San Marcos, TX Metropolitan Statistical Area	8,647	503.8	30
Bakersfield-Delano, CA Metropolitan Statistical Area	2,612	311.1	323
Baltimore-Towson, MD Metropolitan Statistical Area	14,421	532.0	16
Bangor, ME Metropolitan Statistical Area	604	392.4	171
Barnstable Town, MA Metropolitan Statistical Area	968	448.4	76
Baton Rouge, LA Metropolitan Statistical Area	2,949	367.5	222
Battle Creek, MI Metropolitan Statistical Area	474	348.2	260
Bay City, MI Metropolitan Statistical Area	352	326.6	302
Beaumont-Port Arthur, TX Metropolitan Statistical Area	1,336	343.7	271
Bellingham, WA Metropolitan Statistical Area	1,118	555.8	10
Bend, OR Metropolitan Statistical Area	751	476.1	46
Billings, MT Metropolitan Statistical Area	586	370.8	219
Binghamton, NY Metropolitan Statistical Area	985	391.3	173
Birmingham-Hoover, AL Metropolitan Statistical Area	4,912	435.4	97
Bismarck, ND Metropolitan Statistical Area	315	289.6	354
Blacksburg-Christiansburg-Radford, VA Metropolitan Statistical Area	583	357.8	242
Bloomington, IN Metropolitan Statistical Area	626	324.8	304
Bloomington-Normal, IL Metropolitan Statistical Area	622	366.8	224
Bluefield, WV-VA Micropolitan Statistical Area	324	301.8	332
Boise City-Nampa, ID Metropolitan Statistical Area	2,832	459.3	63
Boston-Cambridge-Quincy, MA-NH Metropolitan Statistical Area	18,411	404.4	146
Boulder, CO Metropolitan Statistical Area	1,581	536.7	15
Bowling Green, KY Metropolitan Statistical Area	387	307.3	326
Bremerton-Silverdale, WA Metropolitan Statistical Area	1,246	496.2	34

¹This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of 100,000 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 2009 and the population estimates are based on the 2010 U.S. Census table P1 of Summary File 1.

Note: In calculating the State and Metropolitan Areas rankings, we excluded 14 state-specific data contributors' complaints (the North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for California, Colorado, Idaho, Indiana, Iowa, Michigan, Mississippi, Montana, Ohio, and Washington).

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

January 1 – December 31, 2012

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area	3,614	394.2	166
Brownsville-Harlingen, TX Metropolitan Statistical Area	695	171.1	386
Brunswick, GA Metropolitan Statistical Area	387	344.4	269
Buffalo-Niagara Falls, NY Metropolitan Statistical Area	4,528	398.8	155
Burlington, NC Metropolitan Statistical Area	538	356.0	245
Burlington-South Burlington, VT Metropolitan Statistical Area	711	336.6	284
Canton-Massillon, OH Metropolitan Statistical Area	1,786	441.6	87
Cape Coral-Fort Myers, FL Metropolitan Statistical Area	2,816	455.1	67
Cedar Rapids, IA Metropolitan Statistical Area	757	293.5	343
Chambersburg, PA Micropolitan Statistical Area	527	352.2	253
Champaign-Urbana, IL Metropolitan Statistical Area	760	327.7	300
Charleston, WV Metropolitan Statistical Area	913	300.0	333
Charleston-North Charleston-Summerville, SC Metropolitan Statistical Area	3,255	489.8	36
Charlotte-Gastonia-Rock Hill, NC-SC Metropolitan Statistical Area	8,147	463.4	56
Charlottesville, VA Metropolitan Statistical Area	1,134	562.6	5
Chattanooga, TN-GA Metropolitan Statistical Area	2,265	428.9	108
Chicago-Joliet-Naperville, IL-IN-WI Metropolitan Statistical Area	36,508	385.9	182
Chico, CA Metropolitan Statistical Area	871	395.9	163
Cincinnati-Middletown, OH-KY-IN Metropolitan Statistical Area	8,485	398.3	157
Clarksville, TN-KY Metropolitan Statistical Area	1,242	453.4	71
Cleveland, TN Metropolitan Statistical Area	494	426.6	111
Cleveland-Elyria-Mentor, OH Metropolitan Statistical Area	9,587	461.5	60
Coeur d'Alene, ID Metropolitan Statistical Area	717	517.7	23
College Station-Bryan, TX Metropolitan Statistical Area	635	277.7	361
Colorado Springs, CO Metropolitan Statistical Area	5,163	799.7	1
Columbia, MO Metropolitan Statistical Area	545	315.4	316
Columbia, SC Metropolitan Statistical Area	3,186	415.1	128
Columbus, GA-AL Metropolitan Statistical Area	1,277	433.1	101
Columbus, OH Metropolitan Statistical Area	8,825	480.5	42
Concord, NH Micropolitan Statistical Area	698	476.6	45
Cookeville, TN Micropolitan Statistical Area	323	304.6	330
Corpus Christi, TX Metropolitan Statistical Area	1,371	320.2	311
Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area	977	540.3	13
Cumberland, MD-WV Metropolitan Statistical Area	349	337.9	280
Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	28,893	453.5	70
Dalton, GA Metropolitan Statistical Area	364	255.9	376
Danville, VA Metropolitan Statistical Area	377	353.8	249
Daphne-Fairhope-Foley, AL Micropolitan Statistical Area	772	423.6	115
Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area	1,223	322.1	307
Dayton, OH Metropolitan Statistical Area	3,618	429.9	106
Decatur, AL Metropolitan Statistical Area	484	314.6	318
Decatur, IL Metropolitan Statistical Area	322	290.7	352
Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	2,413	487.9	38
Denver-Aurora-Broomfield, CO Metropolitan Statistical Area	13,391	526.5	17
Des Moines-West Des Moines, IA Metropolitan Statistical Area	2,067	362.9	232
Detroit-Warren-Livonia, MI Metropolitan Statistical Area	15,928	370.7	220
Dothan, AL Metropolitan Statistical Area	425	291.8	350
Dover, DE Metropolitan Statistical Area	912	561.9	6
Duluth, MN-WI Metropolitan Statistical Area	974	348.1	261

¹This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of 100,000 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 2009 and the population estimates are based on the 2010 U.S. Census table P1 of Summary File 1.

Note: In calculating the State and Metropolitan Areas rankings, we excluded 14 state-specific data contributors' complaints (the North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for California, Colorado, Idaho, Indiana, Iowa, Michigan, Mississippi, Montana, Ohio, and Washington).

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

January 1 – December 31, 2012

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Dunn, NC Micropolitan Statistical Area	305	266.0	369
Durham-Chapel Hill, NC Metropolitan Statistical Area	1,818	360.5	238
East Liverpool-Salem, OH Micropolitan Statistical Area	382	354.2	248
East Stroudsburg, PA Micropolitan Statistical Area	734	432.2	104
Eau Claire, WI Metropolitan Statistical Area	530	328.9	297
El Centro, CA Metropolitan Statistical Area	311	178.2	385
El Paso, TX Metropolitan Statistical Area	2,331	291.1	351
Elizabethtown, KY Metropolitan Statistical Area	462	385.8	183
Elkhart-Goshen, IN Metropolitan Statistical Area	549	277.9	359
Enterprise-Ozark, AL Micropolitan Statistical Area	405	404.2	148
Erie, PA Metropolitan Statistical Area	1,108	394.9	165
Eugene-Springfield, OR Metropolitan Statistical Area	1,561	443.8	82
Eureka-Arcata-Fortuna, CA Micropolitan Statistical Area	542	402.6	151
Evansville, IN-KY Metropolitan Statistical Area	1,298	361.9	234
Fargo, ND-MN Metropolitan Statistical Area	1,169	559.9	8
Farmington, NM Metropolitan Statistical Area	407	313.0	321
Fayetteville, NC Metropolitan Statistical Area	1,889	515.6	25
Fayetteville-Springdale-Rogers, AR-MO Metropolitan Statistical Area	1,527	329.7	294
Flagstaff, AZ Metropolitan Statistical Area	548	407.7	141
Flint, MI Metropolitan Statistical Area	1,585	372.2	215
Florence, SC Metropolitan Statistical Area	655	318.6	313
Florence-Muscle Shoals, AL Metropolitan Statistical Area	439	298.4	336
Fond du Lac, WI Metropolitan Statistical Area	345	339.5	277
Fort Collins-Loveland, CO Metropolitan Statistical Area	1,433	478.3	43
Fort Smith, AR-OK Metropolitan Statistical Area	816	273.3	364
Fort Wayne, IN Metropolitan Statistical Area	1,599	384.1	189
Fresno, CA Metropolitan Statistical Area	2,929	314.8	317
Gadsden, AL Metropolitan Statistical Area	355	339.9	275
Gainesville, FL Metropolitan Statistical Area	1,193	451.4	74
Gainesville, GA Metropolitan Statistical Area	535	297.7	338
Gettysburg, PA Micropolitan Statistical Area	361	356.0	244
Glens Falls, NY Metropolitan Statistical Area	531	411.9	134
Goldsboro, NC Metropolitan Statistical Area	322	262.6	370
Grand Junction, CO Metropolitan Statistical Area	641	436.9	94
Grand Rapids-Wyoming, MI Metropolitan Statistical Area	2,871	370.9	218
Greeley, CO Metropolitan Statistical Area	945	373.8	212
Green Bay, WI Metropolitan Statistical Area	1,035	338.0	279
Greensboro-High Point, NC Metropolitan Statistical Area	3,010	415.9	124
Greenville, NC Metropolitan Statistical Area	624	329.3	296
Greenville-Mauldin-Easley, SC Metropolitan Statistical Area	2,613	410.2	137
Gulfport-Biloxi, MS Metropolitan Statistical Area	932	374.6	207
Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area	1,239	460.4	61
Hammond, LA Micropolitan Statistical Area	437	360.9	237
Hanford-Corcoran, CA Metropolitan Statistical Area	384	251.0	379
Harrisburg-Carlisle, PA Metropolitan Statistical Area	2,316	421.5	117
Harrisonburg, VA Metropolitan Statistical Area	453	361.7	235
Hartford-West Hartford-East Hartford, CT Metropolitan Statistical Area	4,521	372.9	214
Hattiesburg, MS Metropolitan Statistical Area	491	343.7	270
Hickory-Lenoir-Morganton, NC Metropolitan Statistical Area	1,092	298.8	335

¹This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of 100,000 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 2009 and the population estimates are based on the 2010 U.S. Census table P1 of Summary File 1.

Note: In calculating the State and Metropolitan Areas rankings, we excluded 14 state-specific data contributors' complaints (the North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for California, Colorado, Idaho, Indiana, Iowa, Michigan, Mississippi, Montana, Ohio, and Washington).

Appendix D1: Fraud and Other Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)¹ *January 1 – December 31, 2012*

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Hilo, HI Micropolitan Statistical Area	834	450.6	75
Hilton Head Island-Beaufort, SC Micropolitan Statistical Area	788	421.4	118
Holland-Grand Haven, MI Metropolitan Statistical Area	841	318.8	312
Homosassa Springs, FL Micropolitan Statistical Area	919	650.7	2
Honolulu, HI Metropolitan Statistical Area	3,925	411.8	135
Houma-Bayou Cane-Thibodaux, LA Metropolitan Statistical Area	484	232.5	384
Houston-Sugar Land-Baytown, TX Metropolitan Statistical Area	23,411	393.7	170
Huntington-Ashland, WV-KY-OH Metropolitan Statistical Area	830	288.5	356
Huntsville, AL Metropolitan Statistical Area	1,845	441.8	86
Idaho Falls, ID Metropolitan Statistical Area	433	332.1	291
Indianapolis-Carmel, IN Metropolitan Statistical Area	7,333	417.5	122
Iowa City, IA Metropolitan Statistical Area	507	332.3	290
Ithaca, NY Metropolitan Statistical Area	333	327.9	298
Jackson, MI Metropolitan Statistical Area	540	337.0	283
Jackson, MS Metropolitan Statistical Area	1,849	343.0	273
Jackson, TN Metropolitan Statistical Area	414	358.7	241
Jacksonville, FL Metropolitan Statistical Area	7,479	555.8	11
Jacksonville, NC Metropolitan Statistical Area	829	466.3	52
Jamestown-Dunkirk-Fredonia, NY Micropolitan Statistical Area	441	326.9	301
Janesville, WI Metropolitan Statistical Area	622	387.9	179
Jefferson City, MO Metropolitan Statistical Area	388	259.0	375
Johnson City, TN Metropolitan Statistical Area	762	383.5	192
Johnstown, PA Metropolitan Statistical Area	507	352.9	251
Jonesboro, AR Metropolitan Statistical Area	299	247.1	381
Joplin, MO Metropolitan Statistical Area	506	288.3	357
Kahului-Wailuku, HI Micropolitan Statistical Area	631	407.5	142
Kalamazoo-Portage, MI Metropolitan Statistical Area	1,326	406.0	144
Kankakee-Bradley, IL Metropolitan Statistical Area	305	268.8	366
Kansas City, MO-KS Metropolitan Statistical Area	7,984	392.3	172
Kennewick-Pasco-Richland, WA Metropolitan Statistical Area	922	363.9	227
Killeen-Temple-Fort Hood, TX Metropolitan Statistical Area	1,880	463.9	55
Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area	979	316.3	315
Kingston, NY Metropolitan Statistical Area	871	477.3	44
Knoxville, TN Metropolitan Statistical Area	3,226	462.2	58
La Crosse, WI-MN Metropolitan Statistical Area	392	293.3	345
Lafayette, IN Metropolitan Statistical Area	697	345.4	266
Lafayette, LA Metropolitan Statistical Area	850	310.5	324
Lake Charles, LA Metropolitan Statistical Area	911	456.4	66
Lake Havasu City-Kingman, AZ Metropolitan Statistical Area	998	498.5	33
Lakeland-Winter Haven, FL Metropolitan Statistical Area	2,392	397.3	158
Lancaster, PA Metropolitan Statistical Area	1,809	348.3	258
Lansing-East Lansing, MI Metropolitan Statistical Area	1,807	389.4	177
Laredo, TX Metropolitan Statistical Area	330	131.8	388
Las Cruces, NM Metropolitan Statistical Area	706	337.4	281
Las Vegas-Paradise, NV Metropolitan Statistical Area	9,854	505.0	29
Lawrence, KS Metropolitan Statistical Area	438	395.2	164
Lawton, OK Metropolitan Statistical Area	430	346.5	264
Lebanon, NH-VT Micropolitan Statistical Area	664	380.0	195
Lebanon, PA Metropolitan Statistical Area	512	383.3	193

¹This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of 100,000 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 2009 and the population estimates are based on the 2010 U.S. Census table P1 of Summary File 1.

Note: In calculating the State and Metropolitan Areas rankings, we excluded 14 state-specific data contributors' complaints (the North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for California, Colorado, Idaho, Indiana, Iowa, Michigan, Mississippi, Montana, Ohio, and Washington).

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

January 1 – December 31, 2012

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Lewiston-Auburn, ME Metropolitan Statistical Area	362	336.1	285
Lexington Park, MD Micropolitan Statistical Area	499	474.6	48
Lexington-Fayette, KY Metropolitan Statistical Area	1,859	393.8	169
Lima, OH Metropolitan Statistical Area	361	339.5	276
Lincoln, NE Metropolitan Statistical Area	1,057	349.8	256
Little Rock-North Little Rock-Conway, AR Metropolitan Statistical Area	2,890	413.0	132
Logan, UT-ID Metropolitan Statistical Area	319	254.3	377
Longview, TX Metropolitan Statistical Area	617	287.8	358
Longview, WA Metropolitan Statistical Area	353	344.7	268
Los Angeles-Long Beach-Santa Ana, CA Metropolitan Statistical Area	52,493	409.2	139
Louisville-Jefferson County, KY-IN Metropolitan Statistical Area	5,304	413.2	130
Lubbock, TX Metropolitan Statistical Area	952	334.2	287
Lumberton, NC Micropolitan Statistical Area	351	261.6	372
Lynchburg, VA Metropolitan Statistical Area	1,092	432.2	103
Macon, GA Metropolitan Statistical Area	853	367.2	223
Madera-Chowchilla, CA Metropolitan Statistical Area	392	259.8	374
Madison, WI Metropolitan Statistical Area	2,341	411.7	136
Manchester-Nashua, NH Metropolitan Statistical Area	1,932	482.1	41
Manhattan, KS Metropolitan Statistical Area	583	458.8	64
Mansfield, OH Metropolitan Statistical Area	408	327.8	299
McAllen-Edinburg-Mission, TX Metropolitan Statistical Area	1,072	138.4	387
Medford, OR Metropolitan Statistical Area	909	447.3	78
Memphis, TN-MS-AR Metropolitan Statistical Area	5,879	446.7	80
Merced, CA Metropolitan Statistical Area	650	254.1	378
Meridian, MS Micropolitan Statistical Area	286	266.2	368
Miami-Fort Lauderdale-Pompano Beach, FL Metropolitan Statistical Area	25,693	461.7	59
Michigan City-La Porte, IN Metropolitan Statistical Area	428	384.0	191
Midland, TX Metropolitan Statistical Area	491	358.7	240
Milwaukee-Waukesha-West Allis, WI Metropolitan Statistical Area	6,289	404.2	147
Minneapolis-St. Paul-Bloomington, MN-WI Metropolitan Statistical Area	14,003	426.9	110
Missoula, MT Metropolitan Statistical Area	444	406.2	143
Mobile, AL Metropolitan Statistical Area	1,840	445.5	81
Modesto, CA Metropolitan Statistical Area	1,507	292.9	346
Monroe, LA Metropolitan Statistical Area	720	408.1	140
Monroe, MI Metropolitan Statistical Area	508	334.2	286
Montgomery, AL Metropolitan Statistical Area	1,595	425.9	113
Morgantown, WV Metropolitan Statistical Area	455	350.8	255
Morristown, TN Metropolitan Statistical Area	433	317.0	314
Mount Vernon-Anacortes, WA Metropolitan Statistical Area	486	415.7	125
Muncie, IN Metropolitan Statistical Area	379	322.1	308
Muskegon-Norton Shores, MI Metropolitan Statistical Area	568	329.9	293
Myrtle Beach-North Myrtle Beach-Conway, SC Metropolitan Statistical Area	1,664	617.9	3
Napa, CA Metropolitan Statistical Area	541	396.4	161
Naples-Marco Island, FL Metropolitan Statistical Area	1,239	385.4	184
Nashville-Davidson--Murfreesboro--Franklin, TN Metropolitan Statistical Area	7,363	463.1	57
New Bern, NC Micropolitan Statistical Area	527	415.6	126
New Haven-Milford, CT Metropolitan Statistical Area	3,563	413.1	131
New Orleans-Metairie-Kenner, LA Metropolitan Statistical Area	4,864	416.5	123
New York-Northern New Jersey-Long Island, NY-NJ-PA Metropolitan Statistical Area	73,826	390.7	175

¹This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of 100,000 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 2009 and the population estimates are based on the 2010 U.S. Census table P1 of Summary File 1.

Note: In calculating the State and Metropolitan Areas rankings, we excluded 14 state-specific data contributors' complaints (the North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for California, Colorado, Idaho, Indiana, Iowa, Michigan, Mississippi, Montana, Ohio, and Washington).

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

January 1 – December 31, 2012

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Niles-Benton Harbor, MI Metropolitan Statistical Area	626	399.2	154
North Port-Bradenton-Sarasota, FL Metropolitan Statistical Area	3,656	520.6	21
Norwich-New London, CT Metropolitan Statistical Area	1,058	386.1	181
Ocala, FL Metropolitan Statistical Area	1,546	466.6	51
Odessa, TX Metropolitan Statistical Area	498	363.2	231
Ogden-Clearfield, UT Metropolitan Statistical Area	1,802	329.3	295
Ogdensburg-Massena, NY Micropolitan Statistical Area	298	266.2	367
Oklahoma City, OK Metropolitan Statistical Area	4,641	370.4	221
Olympia, WA Metropolitan Statistical Area	1,235	489.6	37
Omaha-Council Bluffs, NE-IA Metropolitan Statistical Area	3,686	426.0	112
Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	11,156	522.7	20
Oshkosh-Neenah, WI Metropolitan Statistical Area	596	356.9	243
Ottawa-Streator, IL Micropolitan Statistical Area	458	295.7	341
Owensboro, KY Metropolitan Statistical Area	338	294.5	342
Oxnard-Thousand Oaks-Ventura, CA Metropolitan Statistical Area	3,535	429.4	107
Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area	2,926	538.5	14
Panama City-Lynn Haven-Panama City Beach, FL Metropolitan Statistical Area	803	475.6	47
Parkersburg-Marietta-Vienna, WV-OH Metropolitan Statistical Area	500	308.5	325
Pascagoula, MS Metropolitan Statistical Area	471	290.3	353
Pensacola-Ferry Pass-Brent, FL Metropolitan Statistical Area	2,328	518.5	22
Peoria, IL Metropolitan Statistical Area	1,290	340.2	274
Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	25,800	432.5	102
Phoenix-Mesa-Glendale, AZ Metropolitan Statistical Area	22,025	525.3	19
Pine Bluff, AR Metropolitan Statistical Area	261	260.3	373
Pittsburgh, PA Metropolitan Statistical Area	10,640	451.6	73
Pittsfield, MA Metropolitan Statistical Area	463	352.8	252
Port St. Lucie-Fort Pierce, FL Metropolitan Statistical Area	1,853	436.9	93
Portland-South Portland-Biddeford, ME Metropolitan Statistical Area	2,073	403.2	149
Portland-Vancouver-Hillsboro, OR-WA Metropolitan Statistical Area	11,276	506.6	27
Pottsville, PA Micropolitan Statistical Area	574	387.1	180
Poughkeepsie-Newburgh-Middletown, NY Metropolitan Statistical Area	2,525	376.7	202
Prescott, AZ Metropolitan Statistical Area	1,181	559.6	9
Providence-New Bedford-Fall River, RI-MA Metropolitan Statistical Area	5,823	363.7	228
Provo-Orem, UT Metropolitan Statistical Area	1,618	307.1	327
Pueblo, CO Metropolitan Statistical Area	564	354.6	247
Punta Gorda, FL Metropolitan Statistical Area	828	517.6	24
Racine, WI Metropolitan Statistical Area	770	394.0	167
Raleigh-Cary, NC Metropolitan Statistical Area	4,920	435.2	99
Rapid City, SD Metropolitan Statistical Area	426	337.1	282
Reading, PA Metropolitan Statistical Area	1,652	401.5	153
Redding, CA Metropolitan Statistical Area	770	434.5	100
Reno-Sparks, NV Metropolitan Statistical Area	2,008	472.0	49
Richmond, VA Metropolitan Statistical Area	6,470	514.2	26
Riverside-San Bernardino-Ontario, CA Metropolitan Statistical Area	16,999	402.4	152
Roanoke, VA Metropolitan Statistical Area	1,540	498.9	32
Rochester, MN Metropolitan Statistical Area	601	323.1	305
Rochester, NY Metropolitan Statistical Area	3,917	371.5	217
Rockford, IL Metropolitan Statistical Area	1,361	389.5	176
Rocky Mount, NC Metropolitan Statistical Area	445	292.0	348

¹This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of 100,000 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 2009 and the population estimates are based on the 2010 U.S. Census table P1 of Summary File 1.

Note: In calculating the State and Metropolitan Areas rankings, we excluded 14 state-specific data contributors' complaints (the North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for California, Colorado, Idaho, Indiana, Iowa, Michigan, Mississippi, Montana, Ohio, and Washington).

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

January 1 – December 31, 2012

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Roseburg, OR Micropolitan Statistical Area	476	442.1	85
Sacramento--Arden-Arcade--Roseville, CA Metropolitan Statistical Area	9,748	453.6	69
Saginaw-Saginaw Township North, MI Metropolitan Statistical Area	556	277.8	360
Salem, OR Metropolitan Statistical Area	1,452	371.6	216
Salinas, CA Metropolitan Statistical Area	1,273	306.7	328
Salisbury, MD Metropolitan Statistical Area	437	349.0	257
Salisbury, NC Micropolitan Statistical Area	481	347.5	263
Salt Lake City, UT Metropolitan Statistical Area	4,218	375.2	205
San Angelo, TX Metropolitan Statistical Area	420	375.6	203
San Antonio-New Braunfels, TX Metropolitan Statistical Area	8,092	377.7	200
San Diego-Carlsbad-San Marcos, CA Metropolitan Statistical Area	15,055	486.4	39
San Francisco-Oakland-Fremont, CA Metropolitan Statistical Area	19,579	451.6	72
San Jose-Sunnyvale-Santa Clara, CA Metropolitan Statistical Area	7,075	385.2	186
San Luis Obispo-Paso Robles, CA Metropolitan Statistical Area	1,185	439.5	90
Santa Barbara-Santa Maria-Goleta, CA Metropolitan Statistical Area	1,631	384.8	187
Santa Cruz-Watsonville, CA Metropolitan Statistical Area	1,039	396.0	162
Santa Fe, NM Metropolitan Statistical Area	808	560.4	7
Santa Rosa-Petaluma, CA Metropolitan Statistical Area	2,118	437.7	92
Savannah, GA Metropolitan Statistical Area	1,621	466.3	53
Scranton--Wilkes-Barre, PA Metropolitan Statistical Area	2,362	419.1	120
Seaford, DE Micropolitan Statistical Area	858	435.2	98
Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area	17,417	506.3	28
Sebastian-Vero Beach, FL Metropolitan Statistical Area	611	442.7	83
Sheboygan, WI Metropolitan Statistical Area	352	304.7	329
Sherman-Denison, TX Metropolitan Statistical Area	452	373.9	211
Show Low, AZ Micropolitan Statistical Area	311	289.4	355
Shreveport-Bossier City, LA Metropolitan Statistical Area	1,740	436.5	95
Sierra Vista-Douglas, AZ Micropolitan Statistical Area	725	552.0	12
Sioux City, IA-NE-SD Metropolitan Statistical Area	500	348.2	259
Sioux Falls, SD Metropolitan Statistical Area	856	375.0	206
South Bend-Mishawaka, IN-MI Metropolitan Statistical Area	1,105	346.2	265
Spartanburg, SC Metropolitan Statistical Area	982	345.4	267
Spokane, WA Metropolitan Statistical Area	2,351	498.9	31
Springfield, IL Metropolitan Statistical Area	739	351.6	254
Springfield, MA Metropolitan Statistical Area	2,620	378.1	198
Springfield, MO Metropolitan Statistical Area	1,658	379.7	196
Springfield, OH Metropolitan Statistical Area	579	418.6	121
St. Cloud, MN Metropolitan Statistical Area	552	291.9	349
St. George, UT Metropolitan Statistical Area	548	396.8	160
St. Joseph, MO-KS Metropolitan Statistical Area	348	273.3	363
St. Louis, MO-IL Metropolitan Statistical Area	11,205	398.3	156
State College, PA Metropolitan Statistical Area	459	298.1	337
Statesville-Mooresville, NC Micropolitan Statistical Area	597	374.4	208
Staunton-Waynesboro, VA Micropolitan Statistical Area	486	410.1	138
Steubenville-Weirton, OH-WV Metropolitan Statistical Area	447	359.2	239
Stockton, CA Metropolitan Statistical Area	2,228	325.1	303
Sumter, SC Metropolitan Statistical Area	374	348.0	262
Syracuse, NY Metropolitan Statistical Area	2,741	413.7	129
Tallahassee, FL Metropolitan Statistical Area	1,642	446.9	79

¹This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of 100,000 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 2009 and the population estimates are based on the 2010 U.S. Census table P1 of Summary File 1.

Note: In calculating the State and Metropolitan Areas rankings, we excluded 14 state-specific data contributors' complaints (the North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for California, Colorado, Idaho, Indiana, Iowa, Michigan, Mississippi, Montana, Ohio, and Washington).

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

January 1 – December 31, 2012

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	14,630	525.6	18
Terre Haute, IN Metropolitan Statistical Area	517	299.8	334
Texarkana, TX-Texarkana, AR Metropolitan Statistical Area	452	332.3	289
Thomasville-Lexington, NC Micropolitan Statistical Area	442	271.4	365
Toledo, OH Metropolitan Statistical Area	2,439	374.4	209
Topeka, KS Metropolitan Statistical Area	928	396.8	159
Torrington, CT Micropolitan Statistical Area	834	439.1	91
Traverse City, MI Micropolitan Statistical Area	518	361.3	236
Trenton-Ewing, NJ Metropolitan Statistical Area	1,598	436.0	96
Tucson, AZ Metropolitan Statistical Area	4,318	440.5	88
Tulahoma, TN Micropolitan Statistical Area	297	296.4	340
Tulsa, OK Metropolitan Statistical Area	3,429	365.8	225
Tupelo, MS Micropolitan Statistical Area	497	364.7	226
Tuscaloosa, AL Metropolitan Statistical Area	779	355.0	246
Tyler, TX Metropolitan Statistical Area	808	385.3	185
Utica-Rome, NY Metropolitan Statistical Area	989	330.3	292
Valdosta, GA Metropolitan Statistical Area	465	333.1	288
Vallejo-Fairfield, CA Metropolitan Statistical Area	1,890	457.2	65
Victoria, TX Metropolitan Statistical Area	282	244.4	382
Vineland-Millville-Bridgeton, NJ Metropolitan Statistical Area	587	374.1	210
Virginia Beach-Norfolk-Newport News, VA-NC Metropolitan Statistical Area	8,223	491.9	35
Visalia-Porterville, CA Metropolitan Statistical Area	1,041	235.4	383
Waco, TX Metropolitan Statistical Area	754	321.0	310
Wamer Robins, GA Metropolitan Statistical Area	581	415.3	127
Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	33,930	607.8	4
Waterloo-Cedar Falls, IA Metropolitan Statistical Area	462	275.3	362
Watertown-Fort Drum, NY Micropolitan Statistical Area	489	420.7	119
Wausau, WI Metropolitan Statistical Area	420	313.3	320
Wenatchee, WA Metropolitan Statistical Area	469	423.0	116
Wheeling, WV-OH Metropolitan Statistical Area	434	293.3	344
Whitewater, WI Micropolitan Statistical Area	370	361.9	233
Wichita Falls, TX Metropolitan Statistical Area	581	384.0	190
Wichita, KS Metropolitan Statistical Area	2,355	378.0	199
Williamsport, PA Metropolitan Statistical Area	394	339.3	278
Willimantic, CT Micropolitan Statistical Area	506	427.3	109
Wilmington, NC Metropolitan Statistical Area	1,624	448.2	77
Winchester, VA-WV Metropolitan Statistical Area	602	468.6	50
Winston-Salem, NC Metropolitan Statistical Area	1,925	403.0	150
Wooster, OH Micropolitan Statistical Area	359	313.5	319
Worcester, MA Metropolitan Statistical Area	3,072	384.7	188
Yakima, WA Metropolitan Statistical Area	637	261.9	371
York-Hanover, PA Metropolitan Statistical Area	1,875	431.1	105
Youngstown-Warren-Boardman, OH-PA Metropolitan Statistical Area	2,146	379.3	197
Yuba City, CA Metropolitan Statistical Area	521	312.2	322
Yuma, AZ Metropolitan Statistical Area	592	302.4	331

¹This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of 100,000 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 2009 and the population estimates are based on the 2010 U.S. Census table P1 of Summary File 1.

Note: In calculating the State and Metropolitan Areas rankings, we excluded 14 state-specific data contributors' complaints (the North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for California, Colorado, Idaho, Indiana, Iowa, Michigan, Mississippi, Montana, Ohio, and Washington).

Appendix D2: Identity Theft Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)¹ *January 1 – December 31, 2012*

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Abilene, TX Metropolitan Statistical Area	105	63.5	254
Akron, OH Metropolitan Statistical Area	524	74.5	184
Albany, GA Metropolitan Statistical Area	329	209.1	14
Albany-Lebanon, OR Micropolitan Statistical Area	48	41.1	379
Albany-Schenectady-Troy, NY Metropolitan Statistical Area	574	65.9	234
Albuquerque, NM Metropolitan Statistical Area	947	106.8	69
Alexandria, LA Metropolitan Statistical Area	111	72.1	203
Allegan, MI Micropolitan Statistical Area	50	44.9	366
Allentown-Bethlehem-Easton, PA-NJ Metropolitan Statistical Area	725	88.3	126
Altoona, PA Metropolitan Statistical Area	62	48.8	350
Amarillo, TX Metropolitan Statistical Area	158	63.2	258
Anchorage, AK Metropolitan Statistical Area	243	63.8	249
Anderson, IN Metropolitan Statistical Area	76	57.7	296
Anderson, SC Metropolitan Statistical Area	210	112.2	61
Ann Arbor, MI Metropolitan Statistical Area	376	109.1	65
Anniston-Oxford, AL Metropolitan Statistical Area	107	90.2	118
Appleton, WI Metropolitan Statistical Area	80	35.5	386
Asheville, NC Metropolitan Statistical Area	278	65.4	239
Ashtabula, OH Micropolitan Statistical Area	72	70.9	206
Athens-Clarke County, GA Metropolitan Statistical Area	226	117.4	51
Atlanta-Sandy Springs-Marietta, GA Metropolitan Statistical Area	12,992	246.6	8
Atlantic City-Hammonton, NJ Metropolitan Statistical Area	280	102.0	80
Auburn-Opelika, AL Metropolitan Statistical Area	174	124.1	42
Augusta-Richmond County, GA-SC Metropolitan Statistical Area	678	121.8	44
Augusta-Waterville, ME Micropolitan Statistical Area	65	53.2	319
Austin-Round Rock-San Marcos, TX Metropolitan Statistical Area	1,683	98.1	89
Bakersfield-Delano, CA Metropolitan Statistical Area	1,142	136.0	35
Baltimore-Towson, MD Metropolitan Statistical Area	2,906	107.2	68
Bangor, ME Metropolitan Statistical Area	61	39.6	384
Barnstable Town, MA Metropolitan Statistical Area	153	70.9	207
Baton Rouge, LA Metropolitan Statistical Area	966	120.4	46
Battle Creek, MI Metropolitan Statistical Area	80	58.8	287
Bay City, MI Metropolitan Statistical Area	49	45.5	364
Beaumont-Port Arthur, TX Metropolitan Statistical Area	684	176.0	24
Bellingham, WA Metropolitan Statistical Area	111	55.2	314
Bend, OR Metropolitan Statistical Area	92	58.3	290
Billings, MT Metropolitan Statistical Area	88	55.7	308
Binghamton, NY Metropolitan Statistical Area	125	49.7	342
Birmingham-Hoover, AL Metropolitan Statistical Area	1,252	111.0	62
Bismarck, ND Metropolitan Statistical Area	56	51.5	335
Blacksburg-Christiansburg-Radford, VA Metropolitan Statistical Area	84	51.5	334
Bloomington, IN Metropolitan Statistical Area	65	33.7	387
Bloomington-Normal, IL Metropolitan Statistical Area	106	62.5	260
Bluefield, WV-VA Micropolitan Statistical Area	54	50.3	339
Boise City-Nampa, ID Metropolitan Statistical Area	438	71.0	205
Boston-Cambridge-Quincy, MA-NH Metropolitan Statistical Area	3,389	74.4	186
Boulder, CO Metropolitan Statistical Area	285	96.8	93
Bowling Green, KY Metropolitan Statistical Area	53	42.1	377
Bremerton-Silverdale, WA Metropolitan Statistical Area	191	76.1	181

¹This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of 100,000 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 2009 and the population estimates are based on the 2010 U.S. Census table P1 of Summary File 1.

Appendix D2: Identity Theft Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)¹ *January 1 – December 31, 2012*

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area	833	90.9	115
Brownsville-Harlingen, TX Metropolitan Statistical Area	402	99.0	86
Brunswick, GA Metropolitan Statistical Area	122	108.6	66
Buffalo-Niagara Falls, NY Metropolitan Statistical Area	784	69.0	212
Burlington, NC Metropolitan Statistical Area	129	85.4	141
Burlington-South Burlington, VT Metropolitan Statistical Area	119	56.3	304
Canton-Massillon, OH Metropolitan Statistical Area	246	60.8	271
Cape Coral-Fort Myers, FL Metropolitan Statistical Area	1,810	292.5	4
Cedar Rapids, IA Metropolitan Statistical Area	136	52.7	322
Chambersburg, PA Micropolitan Statistical Area	70	46.8	358
Champaign-Urbana, IL Metropolitan Statistical Area	139	59.9	282
Charleston, WV Metropolitan Statistical Area	181	59.5	283
Charleston-North Charleston-Summerville, SC Metropolitan Statistical Area	604	90.9	114
Charlotte-Gastonia-Rock Hill, NC-SC Metropolitan Statistical Area	1,898	108.0	67
Charlottesville, VA Metropolitan Statistical Area	132	65.5	238
Chattanooga, TN-GA Metropolitan Statistical Area	429	81.2	159
Chicago-Joliet-Naperville, IL-IN-WI Metropolitan Statistical Area	11,128	117.6	49
Chico, CA Metropolitan Statistical Area	247	112.3	60
Cincinnati-Middletown, OH-KY-IN Metropolitan Statistical Area	1,634	76.7	177
Clarksville, TN-KY Metropolitan Statistical Area	274	100.0	84
Cleveland, TN Metropolitan Statistical Area	47	40.6	381
Cleveland-Elyria-Mentor, OH Metropolitan Statistical Area	2,381	114.6	55
Coeur d'Alene, ID Metropolitan Statistical Area	88	63.5	253
College Station-Bryan, TX Metropolitan Statistical Area	175	76.5	179
Colorado Springs, CO Metropolitan Statistical Area	648	100.4	82
Columbia, MO Metropolitan Statistical Area	104	60.2	279
Columbia, SC Metropolitan Statistical Area	810	105.5	71
Columbus, GA-AL Metropolitan Statistical Area	607	205.9	15
Columbus, OH Metropolitan Statistical Area	1,521	82.8	151
Concord, NH Micropolitan Statistical Area	95	64.9	242
Cookeville, TN Micropolitan Statistical Area	77	72.6	197
Corpus Christi, TX Metropolitan Statistical Area	437	102.1	79
Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area	294	162.6	27
Cumberland, MD-WV Metropolitan Statistical Area	49	47.4	357
Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	9,056	142.1	31
Dalton, GA Metropolitan Statistical Area	120	84.4	144
Danville, VA Metropolitan Statistical Area	44	41.3	378
Daphne-Fairhope-Foley, AL Micropolitan Statistical Area	132	72.4	198
Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area	243	64.0	248
Dayton, OH Metropolitan Statistical Area	558	66.3	233
Decatur, AL Metropolitan Statistical Area	112	72.8	195
Decatur, IL Metropolitan Statistical Area	71	64.1	247
Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	880	177.9	23
Denver-Aurora-Broomfield, CO Metropolitan Statistical Area	2,681	105.4	72
Des Moines-West Des Moines, IA Metropolitan Statistical Area	378	66.4	231
Detroit-Warren-Livonia, MI Metropolitan Statistical Area	8,085	188.2	18
Dothan, AL Metropolitan Statistical Area	127	87.2	132
Dover, DE Metropolitan Statistical Area	159	98.0	90
Duluth, MN-WI Metropolitan Statistical Area	173	61.8	265

¹This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of 100,000 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 2009 and the population estimates are based on the 2010 U.S. Census table P1 of Summary File 1.

Appendix D2: Identity Theft Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)¹ *January 1 – December 31, 2012*

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Dunn, NC Micropolitan Statistical Area	93	81.1	160
Durham-Chapel Hill, NC Metropolitan Statistical Area	468	92.8	107
East Liverpool-Salem, OH Micropolitan Statistical Area	52	48.2	354
East Stroudsburg, PA Micropolitan Statistical Area	134	78.9	167
Eau Claire, WI Metropolitan Statistical Area	79	49.0	346
El Centro, CA Metropolitan Statistical Area	136	77.9	171
El Paso, TX Metropolitan Statistical Area	823	102.8	78
Elizabethtown, KY Metropolitan Statistical Area	68	56.8	300
Elkhart-Goshen, IN Metropolitan Statistical Area	117	59.2	285
Enterprise-Ozark, AL Micropolitan Statistical Area	98	97.8	91
Erie, PA Metropolitan Statistical Area	179	63.8	250
Eugene-Springfield, OR Metropolitan Statistical Area	213	60.6	276
Eureka-Arcata-Fortuna, CA Micropolitan Statistical Area	110	81.7	154
Evansville, IN-KY Metropolitan Statistical Area	179	49.9	340
Fargo, ND-MN Metropolitan Statistical Area	101	48.4	352
Farmington, NM Metropolitan Statistical Area	57	43.8	372
Fayetteville, NC Metropolitan Statistical Area	413	112.7	57
Fayetteville-Springdale-Rogers, AR-MO Metropolitan Statistical Area	268	57.9	294
Flagstaff, AZ Metropolitan Statistical Area	115	85.6	139
Flint, MI Metropolitan Statistical Area	438	102.9	77
Florence, SC Metropolitan Statistical Area	158	76.9	175
Florence-Muscle Shoals, AL Metropolitan Statistical Area	83	56.4	303
Fond du Lac, WI Metropolitan Statistical Area	49	48.2	355
Fort Collins-Loveland, CO Metropolitan Statistical Area	230	76.8	176
Fort Smith, AR-OK Metropolitan Statistical Area	184	61.6	269
Fort Wayne, IN Metropolitan Statistical Area	267	64.1	246
Fresno, CA Metropolitan Statistical Area	1,307	140.5	32
Gadsden, AL Metropolitan Statistical Area	88	84.3	145
Gainesville, FL Metropolitan Statistical Area	482	182.4	22
Gainesville, GA Metropolitan Statistical Area	173	96.3	95
Gettysburg, PA Micropolitan Statistical Area	49	48.3	353
Glens Falls, NY Metropolitan Statistical Area	75	58.2	292
Goldsboro, NC Metropolitan Statistical Area	95	77.5	173
Grand Junction, CO Metropolitan Statistical Area	89	60.7	275
Grand Rapids-Wyoming, MI Metropolitan Statistical Area	514	66.4	229
Greeley, CO Metropolitan Statistical Area	215	85.0	142
Green Bay, WI Metropolitan Statistical Area	138	45.1	365
Greensboro-High Point, NC Metropolitan Statistical Area	607	83.9	147
Greenville, NC Metropolitan Statistical Area	126	66.5	227
Greenville-Mauldin-Easley, SC Metropolitan Statistical Area	638	100.2	83
Gulfport-Biloxi, MS Metropolitan Statistical Area	163	65.5	237
Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area	166	61.7	267
Hammond, LA Micropolitan Statistical Area	126	104.0	73
Hanford-Corcoran, CA Metropolitan Statistical Area	102	66.7	226
Harrisburg-Carlisle, PA Metropolitan Statistical Area	375	68.2	216
Harrisonburg, VA Metropolitan Statistical Area	65	51.9	329
Hartford-West Hartford-East Hartford, CT Metropolitan Statistical Area	967	79.8	163
Hattiesburg, MS Metropolitan Statistical Area	132	92.4	108
Hickory-Lenoir-Morganton, NC Metropolitan Statistical Area	205	56.1	305

¹This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of 100,000 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 2009 and the population estimates are based on the 2010 U.S. Census table P1 of Summary File 1.

Appendix D2: Identity Theft Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)¹ *January 1 – December 31, 2012*

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Hilo, HI Micropolitan Statistical Area	83	44.8	367
Hilton Head Island-Beaufort, SC Micropolitan Statistical Area	204	109.1	64
Holland-Grand Haven, MI Metropolitan Statistical Area	141	53.4	318
Homosassa Springs, FL Micropolitan Statistical Area	228	161.4	28
Honolulu, HI Metropolitan Statistical Area	472	49.5	344
Houma-Bayou Cane-Thibodaux, LA Metropolitan Statistical Area	143	68.7	214
Houston-Sugar Land-Baytown, TX Metropolitan Statistical Area	7,550	127.0	41
Huntington-Ashland, WV-KY-OH Metropolitan Statistical Area	155	53.9	317
Huntsville, AL Metropolitan Statistical Area	399	95.5	97
Idaho Falls, ID Metropolitan Statistical Area	73	56.0	306
Indianapolis-Carmel, IN Metropolitan Statistical Area	1,640	93.4	101
Iowa City, IA Metropolitan Statistical Area	81	53.1	320
Ithaca, NY Metropolitan Statistical Area	52	51.2	336
Jackson, MI Metropolitan Statistical Area	102	63.7	251
Jackson, MS Metropolitan Statistical Area	811	150.4	29
Jackson, TN Metropolitan Statistical Area	100	86.6	135
Jacksonville, FL Metropolitan Statistical Area	2,562	190.4	17
Jacksonville, NC Metropolitan Statistical Area	118	66.4	230
Jamestown-Dunkirk-Fredonia, NY Micropolitan Statistical Area	60	44.5	369
Janesville, WI Metropolitan Statistical Area	84	52.4	324
Jefferson City, MO Metropolitan Statistical Area	97	64.7	244
Johnson City, TN Metropolitan Statistical Area	115	57.9	293
Johnstown, PA Metropolitan Statistical Area	75	52.2	326
Jonesboro, AR Metropolitan Statistical Area	82	67.8	219
Joplin, MO Metropolitan Statistical Area	92	52.4	323
Kahului-Wailuku, HI Micropolitan Statistical Area	63	40.7	380
Kalamazoo-Portage, MI Metropolitan Statistical Area	236	72.3	201
Kankakee-Bradley, IL Metropolitan Statistical Area	97	85.5	140
Kansas City, MO-KS Metropolitan Statistical Area	1,960	96.3	94
Kennewick-Pasco-Richland, WA Metropolitan Statistical Area	186	73.4	190
Killeen-Temple-Fort Hood, TX Metropolitan Statistical Area	487	120.2	47
Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area	207	66.9	223
Kingston, NY Metropolitan Statistical Area	160	87.7	128
Knoxville, TN Metropolitan Statistical Area	474	67.9	218
La Crosse, WI-MN Metropolitan Statistical Area	44	32.9	388
Lafayette, IN Metropolitan Statistical Area	88	43.6	374
Lafayette, LA Metropolitan Statistical Area	169	61.7	266
Lake Charles, LA Metropolitan Statistical Area	123	61.6	270
Lake Havasu City-Kingman, AZ Metropolitan Statistical Area	163	81.4	155
Lakeland-Winter Haven, FL Metropolitan Statistical Area	1,692	281.0	6
Lancaster, PA Metropolitan Statistical Area	289	55.6	309
Lansing-East Lansing, MI Metropolitan Statistical Area	364	78.4	170
Laredo, TX Metropolitan Statistical Area	230	91.9	111
Las Cruces, NM Metropolitan Statistical Area	191	91.3	113
Las Vegas-Paradise, NV Metropolitan Statistical Area	2,302	118.0	48
Lawrence, KS Metropolitan Statistical Area	58	52.3	325
Lawton, OK Metropolitan Statistical Area	112	90.3	117
Lebanon, NH-VT Micropolitan Statistical Area	89	50.9	337
Lebanon, PA Metropolitan Statistical Area	124	92.8	106

¹This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of 100,000 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 2009 and the population estimates are based on the 2010 U.S. Census table P1 of Summary File 1.

Appendix D2: Identity Theft Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)¹ *January 1 – December 31, 2012*

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Lewiston-Auburn, ME Metropolitan Statistical Area	49	45.5	363
Lexington Park, MD Micropolitan Statistical Area	91	86.5	137
Lexington-Fayette, KY Metropolitan Statistical Area	271	57.4	298
Lima, OH Metropolitan Statistical Area	64	60.2	280
Lincoln, NE Metropolitan Statistical Area	148	49.0	348
Little Rock-North Little Rock-Conway, AR Metropolitan Statistical Area	670	95.7	96
Logan, UT-ID Metropolitan Statistical Area	68	54.2	316
Longview, TX Metropolitan Statistical Area	177	82.6	153
Longview, WA Metropolitan Statistical Area	59	57.6	297
Los Angeles-Long Beach-Santa Ana, CA Metropolitan Statistical Area	18,254	142.3	30
Louisville-Jefferson County, KY-IN Metropolitan Statistical Area	868	67.6	220
Lubbock, TX Metropolitan Statistical Area	190	66.7	225
Lumberton, NC Micropolitan Statistical Area	119	88.7	123
Lynchburg, VA Metropolitan Statistical Area	166	65.7	236
Macon, GA Metropolitan Statistical Area	396	170.5	25
Madera-Chowchilla, CA Metropolitan Statistical Area	126	83.5	149
Madison, WI Metropolitan Statistical Area	358	63.0	259
Manchester-Nashua, NH Metropolitan Statistical Area	254	63.4	257
Manhattan, KS Metropolitan Statistical Area	79	62.2	262
Mansfield, OH Metropolitan Statistical Area	61	49.0	347
McAllen-Edinburg-Mission, TX Metropolitan Statistical Area	799	103.1	75
Medford, OR Metropolitan Statistical Area	123	60.5	277
Memphis, TN-MS-AR Metropolitan Statistical Area	2,199	167.1	26
Merced, CA Metropolitan Statistical Area	231	90.3	116
Meridian, MS Micropolitan Statistical Area	75	69.8	209
Miami-Fort Lauderdale-Pompano Beach, FL Metropolitan Statistical Area	35,914	645.4	1
Michigan City-La Porte, IN Metropolitan Statistical Area	66	59.2	286
Midland, TX Metropolitan Statistical Area	90	65.8	235
Milwaukee-Waukesha-West Allis, WI Metropolitan Statistical Area	1,471	94.5	98
Minneapolis-St. Paul-Bloomington, MN-WI Metropolitan Statistical Area	2,474	75.4	183
Missoula, MT Metropolitan Statistical Area	62	56.7	301
Mobile, AL Metropolitan Statistical Area	386	93.5	100
Modesto, CA Metropolitan Statistical Area	530	103.0	76
Monroe, LA Metropolitan Statistical Area	117	66.3	232
Monroe, MI Metropolitan Statistical Area	127	83.5	148
Montgomery, AL Metropolitan Statistical Area	763	203.7	16
Morgantown, WV Metropolitan Statistical Area	67	51.7	331
Morristown, TN Metropolitan Statistical Area	83	60.8	272
Mount Vernon-Anacortes, WA Metropolitan Statistical Area	76	65.0	241
Muncie, IN Metropolitan Statistical Area	52	44.2	371
Muskegon-Norton Shores, MI Metropolitan Statistical Area	116	67.4	221
Myrtle Beach-North Myrtle Beach-Conway, SC Metropolitan Statistical Area	219	81.3	158
Napa, CA Metropolitan Statistical Area	127	93.1	105
Naples-Marco Island, FL Metropolitan Statistical Area	1,279	397.8	2
Nashville-Davidson--Murfreesboro--Franklin, TN Metropolitan Statistical Area	1,165	73.3	192
New Bern, NC Micropolitan Statistical Area	111	87.5	130
New Haven-Milford, CT Metropolitan Statistical Area	724	83.9	146
New Orleans-Metairie-Kenner, LA Metropolitan Statistical Area	1,352	115.8	54
New York-Northern New Jersey-Long Island, NY-NJ-PA Metropolitan Statistical Area	23,297	123.3	43

¹This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of 100,000 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 2009 and the population estimates are based on the 2010 U.S. Census table P1 of Summary File 1.

Appendix D2: Identity Theft Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)¹ *January 1 – December 31, 2012*

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Niles-Benton Harbor, MI Metropolitan Statistical Area	184	117.3	52
North Port-Bradenton-Sarasota, FL Metropolitan Statistical Area	1,720	244.9	9
Norwich-New London, CT Metropolitan Statistical Area	179	65.3	240
Ocala, FL Metropolitan Statistical Area	707	213.4	13
Odessa, TX Metropolitan Statistical Area	71	51.8	330
Ogden-Clearfield, UT Metropolitan Statistical Area	330	60.3	278
Ogdensburg-Massena, NY Micropolitan Statistical Area	57	50.9	338
Oklahoma City, OK Metropolitan Statistical Area	990	79.0	165
Olympia, WA Metropolitan Statistical Area	199	78.9	168
Omaha-Council Bluffs, NE-IA Metropolitan Statistical Area	579	66.9	222
Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	4,991	233.8	10
Oshkosh-Neenah, WI Metropolitan Statistical Area	78	46.7	359
Ottawa-Streator, IL Micropolitan Statistical Area	86	55.5	313
Owensboro, KY Metropolitan Statistical Area	56	48.8	349
Oxnard-Thousand Oaks-Ventura, CA Metropolitan Statistical Area	759	92.2	110
Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area	992	182.6	21
Panama City-Lynn Haven-Panama City Beach, FL Metropolitan Statistical Area	222	131.5	40
Parkersburg-Marietta-Vienna, WV-OH Metropolitan Statistical Area	72	44.4	370
Pascagoula, MS Metropolitan Statistical Area	132	81.4	156
Pensacola-Ferry Pass-Brent, FL Metropolitan Statistical Area	522	116.3	53
Peoria, IL Metropolitan Statistical Area	221	58.3	291
Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	7,216	121.0	45
Phoenix-Mesa-Glendale, AZ Metropolitan Statistical Area	4,931	117.6	50
Pine Bluff, AR Metropolitan Statistical Area	71	70.8	208
Pittsburgh, PA Metropolitan Statistical Area	1,574	66.8	224
Pittsfield, MA Metropolitan Statistical Area	73	55.6	310
Port St. Lucie-Fort Pierce, FL Metropolitan Statistical Area	1,156	272.6	7
Portland-South Portland-Biddeford, ME Metropolitan Statistical Area	272	52.9	321
Portland-Vancouver-Hillsboro, OR-WA Metropolitan Statistical Area	1,552	69.7	210
Pottsville, PA Micropolitan Statistical Area	90	60.7	273
Poughkeepsie-Newburgh-Middletown, NY Metropolitan Statistical Area	466	69.5	211
Prescott, AZ Metropolitan Statistical Area	170	80.6	162
Providence-New Bedford-Fall River, RI-MA Metropolitan Statistical Area	1,302	81.3	157
Provo-Orem, UT Metropolitan Statistical Area	223	42.3	376
Pueblo, CO Metropolitan Statistical Area	154	96.8	92
Punta Gorda, FL Metropolitan Statistical Area	353	220.7	11
Racine, WI Metropolitan Statistical Area	140	71.6	204
Raleigh-Cary, NC Metropolitan Statistical Area	939	83.1	150
Rapid City, SD Metropolitan Statistical Area	79	62.5	261
Reading, PA Metropolitan Statistical Area	365	88.7	122
Redding, CA Metropolitan Statistical Area	128	72.2	202
Reno-Sparks, NV Metropolitan Statistical Area	422	99.2	85
Richmond, VA Metropolitan Statistical Area	1,107	88.0	127
Riverside-San Bernardino-Ontario, CA Metropolitan Statistical Area	5,649	133.7	38
Roanoke, VA Metropolitan Statistical Area	170	55.1	315
Rochester, MN Metropolitan Statistical Area	106	57.0	299
Rochester, NY Metropolitan Statistical Area	780	74.0	188
Rockford, IL Metropolitan Statistical Area	310	88.7	121
Rocky Mount, NC Metropolitan Statistical Area	136	89.2	119

¹This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of 100,000 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 2009 and the population estimates are based on the 2010 U.S. Census table P1 of Summary File 1.

Appendix D2: Identity Theft Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)¹ *January 1 – December 31, 2012*

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Roseburg, OR Micropolitan Statistical Area	48	44.6	368
Sacramento--Arden-Arcade--Roseville, CA Metropolitan Statistical Area	2,438	113.4	56
Saginaw-Saginaw Township North, MI Metropolitan Statistical Area	174	86.9	133
Salem, OR Metropolitan Statistical Area	217	55.5	312
Salinas, CA Metropolitan Statistical Area	352	84.8	143
Salisbury, MD Metropolitan Statistical Area	81	64.7	245
Salisbury, NC Micropolitan Statistical Area	77	55.6	311
Salt Lake City, UT Metropolitan Statistical Area	697	62.0	264
San Angelo, TX Metropolitan Statistical Area	71	63.5	255
San Antonio-New Braunfels, TX Metropolitan Statistical Area	2,117	98.8	87
San Diego-Carlsbad-San Marcos, CA Metropolitan Statistical Area	3,046	98.4	88
San Francisco-Oakland-Fremont, CA Metropolitan Statistical Area	6,032	139.1	33
San Jose-Sunnyvale-Santa Clara, CA Metropolitan Statistical Area	1,711	93.1	104
San Luis Obispo-Paso Robles, CA Metropolitan Statistical Area	239	88.6	124
Santa Barbara-Santa Maria-Goleta, CA Metropolitan Statistical Area	377	88.9	120
Santa Cruz-Watsonville, CA Metropolitan Statistical Area	279	106.3	70
Santa Fe, NM Metropolitan Statistical Area	162	112.4	59
Santa Rosa-Petaluma, CA Metropolitan Statistical Area	417	86.2	138
Savannah, GA Metropolitan Statistical Area	637	183.3	20
Scranton--Wilkes-Barre, PA Metropolitan Statistical Area	488	86.6	136
Seaford, DE Micropolitan Statistical Area	131	66.4	228
Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area	3,010	87.5	131
Sebastian-Vero Beach, FL Metropolitan Statistical Area	255	184.7	19
Sheboygan, WI Metropolitan Statistical Area	46	39.8	383
Sherman-Denison, TX Metropolitan Statistical Area	90	74.5	185
Show Low, AZ Micropolitan Statistical Area	82	76.3	180
Shreveport-Bossier City, LA Metropolitan Statistical Area	313	78.5	169
Sierra Vista-Douglas, AZ Micropolitan Statistical Area	115	87.6	129
Sioux City, IA-NE-SD Metropolitan Statistical Area	84	58.5	289
Sioux Falls, SD Metropolitan Statistical Area	100	43.8	373
South Bend-Mishawaka, IN-MI Metropolitan Statistical Area	232	72.7	196
Spartanburg, SC Metropolitan Statistical Area	216	76.0	182
Spokane, WA Metropolitan Statistical Area	372	78.9	166
Springfield, IL Metropolitan Statistical Area	152	72.3	200
Springfield, MA Metropolitan Statistical Area	531	76.6	178
Springfield, MO Metropolitan Statistical Area	265	60.7	274
Springfield, OH Metropolitan Statistical Area	80	57.8	295
St. Cloud, MN Metropolitan Statistical Area	72	38.1	385
St. George, UT Metropolitan Statistical Area	81	58.6	288
St. Joseph, MO-KS Metropolitan Statistical Area	81	63.6	252
St. Louis, MO-IL Metropolitan Statistical Area	2,225	79.1	164
State College, PA Metropolitan Statistical Area	62	40.3	382
Statesville-Mooresville, NC Micropolitan Statistical Area	117	73.4	191
Staunton-Waynesboro, VA Micropolitan Statistical Area	59	49.8	341
Steubenville-Weirton, OH-WV Metropolitan Statistical Area	58	46.6	360
Stockton, CA Metropolitan Statistical Area	929	135.6	36
Sumter, SC Metropolitan Statistical Area	108	100.5	81
Syracuse, NY Metropolitan Statistical Area	394	59.5	284
Tallahassee, FL Metropolitan Statistical Area	1,060	288.5	5

¹This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of 100,000 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 2009 and the population estimates are based on the 2010 U.S. Census table P1 of Summary File 1.

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Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	9,805	352.3	3
Terre Haute, IN Metropolitan Statistical Area	89	51.6	332
Texarkana, TX-Texarkana, AR Metropolitan Statistical Area	93	68.4	215
Thomasville-Lexington, NC Micropolitan Statistical Area	101	62.0	263
Toledo, OH Metropolitan Statistical Area	507	77.8	172
Topeka, KS Metropolitan Statistical Area	173	74.0	189
Torrington, CT Micropolitan Statistical Area	129	67.9	217
Traverse City, MI Micropolitan Statistical Area	74	51.6	333
Trenton-Ewing, NJ Metropolitan Statistical Area	342	93.3	102
Tucson, AZ Metropolitan Statistical Area	1,012	103.2	74
Tullahoma, TN Micropolitan Statistical Area	56	55.9	307
Tulsa, OK Metropolitan Statistical Area	724	77.2	174
Tupelo, MS Micropolitan Statistical Area	77	56.5	302
Tuscaloosa, AL Metropolitan Statistical Area	194	88.4	125
Tyler, TX Metropolitan Statistical Area	192	91.6	112
Utica-Rome, NY Metropolitan Statistical Area	145	48.4	351
Valdosta, GA Metropolitan Statistical Area	305	218.5	12
Vallejo-Fairfield, CA Metropolitan Statistical Area	574	138.9	34
Victoria, TX Metropolitan Statistical Area	60	52.0	328
Vineland-Millville-Bridgeton, NJ Metropolitan Statistical Area	172	109.6	63
Virginia Beach-Norfolk-Newport News, VA-NC Metropolitan Statistical Area	1,558	93.2	103
Visalia-Porterville, CA Metropolitan Statistical Area	328	74.2	187
Waco, TX Metropolitan Statistical Area	141	60.0	281
Wamer Robins, GA Metropolitan Statistical Area	187	133.7	39
Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	6,275	112.4	58
Waterloo-Cedar Falls, IA Metropolitan Statistical Area	80	47.7	356
Watertown-Fort Drum, NY Micropolitan Statistical Area	57	49.0	345
Wausau, WI Metropolitan Statistical Area	180	134.3	37
Wenatchee, WA Metropolitan Statistical Area	55	49.6	343
Wheeling, WV-OH Metropolitan Statistical Area	64	43.3	375
Whitewater, WI Micropolitan Statistical Area	47	46.0	362
Wichita Falls, TX Metropolitan Statistical Area	96	63.4	256
Wichita, KS Metropolitan Statistical Area	504	80.9	161
Williamsport, PA Metropolitan Statistical Area	84	72.3	199
Willimantic, CT Micropolitan Statistical Area	73	61.6	268
Wilmington, NC Metropolitan Statistical Area	300	82.8	152
Winchester, VA-WV Metropolitan Statistical Area	67	52.2	327
Winston-Salem, NC Metropolitan Statistical Area	350	73.3	193
Wooster, OH Micropolitan Statistical Area	53	46.3	361
Worcester, MA Metropolitan Statistical Area	518	64.9	243
Yakima, WA Metropolitan Statistical Area	211	86.7	134
York-Hanover, PA Metropolitan Statistical Area	401	92.2	109
Youngstown-Warren-Boardman, OH-PA Metropolitan Statistical Area	390	68.9	213
Yuba City, CA Metropolitan Statistical Area	156	93.5	99
Yuma, AZ Metropolitan Statistical Area	143	73.1	194

¹This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of 100,000 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 2009 and the population estimates are based on the 2010 U.S. Census table P1 of Summary File 1.



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