CONSUMER SENTINEL NETWORK

DATA BOOK 2020

Federal Trade Commission
February 2021

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Report Subject

Introduction

The FTC takes in reports from consumers about problems they experience in the marketplace. On October 22, 2020, the FTC launched ReportFraud.ftc.gov, a new site for people to report fraud and other illegal business practices. As always, reports from consumers are stored in the Consumer Sentinel Network (Sentinel), a secure online database available only to law enforcement. While the FTC does not intervene in individual consumer disputes, its law enforcement partners – whether they are down the street, across the nation, or around the world – can use information in the database to spot trends, identify questionable business practices and targets, and enforce the law.

Since 1997, Sentinel has collected tens of millions of consumer reports about fraud, identity theft, and other consumer protection topics. During 2020, Sentinel received over 4.7 million consumer reports, which the FTC has sorted into 29 top categories. The 2020 Consumer Sentinel Network Data Book (Sentinel Data Book) has aggregated information about what consumers told us last year on the full range of fraud, identity theft and other consumer protection topics. The Consumer Sentinel data is also available online in an interactive format at ftc.gov/exploredata, with updates provided quarterly. The Sentinel Data Book is based on unverified reports filed by consumers. The data is not based on a consumer survey. Sentinel has a five-year data retention policy, with reports older than five years purged biannually.

In addition to taking consumer reports directly from people who call the FTC's call center or report online, Sentinel also includes reports filed with other federal, state, local, and international law enforcement agencies, as well as other organizations, like the Better Business Bureau and Publishers Clearing House.

In 2020, the FTC was pleased to welcome the data contributions of the FBI's Internet Crime Complaint Center, the Florida Department of Agriculture and Consumer Services, and the Connecticut Department of Consumer Protection. Twenty-five states now contribute to the Consumer Sentinel Network. A full listing of data contributors is available in Appendices A3 and A4. Non-government organizations that contribute reports do not have access to Sentinel reports, as access is limited to law enforcement agencies.

For more information about the Consumer Sentinel Network, visit www.FTC.gov/Sentinel. Law enforcement personnel may join Sentinel at Register.ConsumerSentinel.gov.

Inside the Numbers

Sentinel sorts consumer reports into 29 top categories. Appendices B1 – B3 describe the categories, providing details, and three year figures. The launch of ReportFraud.ftc.gov this year modernized online complaint collection. For example, the site captures more specific information about the topic of unwanted text messages and simplifies categorization. A new category was created for Privacy, Data Security, and Cyber Threats, and the category Internet Auctions was retired. Some subcategories were renamed, retired, or consolidated, and Appendix B3 identifies these changes.

The Consumer Sentinel Network Data Book excludes the National Do Not Call Registry. A separate report about these complaint statistics is available at: www.ftc.gov/exploredata. Unspecified reports relating to unwanted contacts, such as unsolicited emails and text messages, are catalogued in Appendix B3.

Consumers can report as much or as little detail as they wish when they file a report. For the Sentinel Data Book graphics, percentages are based on the total number of Sentinel fraud, identity theft, and other report types in 2020 in which consumers provided the information displayed on each chart.

Reports to Sentinel sometimes indicate money was lost, and sometimes indicate no money was lost. Often, people make these reports after they experience something problematic in the marketplace, avoid losing any money, and wish to alert others. Except where otherwise stated, numbers are based on reports both from people who indicated a loss and people who did not.

Calculations of dollar amounts lost are based on reports in which consumers indicated they lost between $1 and $999,999.

States and Metropolitan Areas are ranked based on the number of reports per 100,000 population. State rankings are based on 2019 U.S. Census population estimates (Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2019). Metropolitan Area rankings are based on 2019 U.S. Census population estimates (Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2019).

This Sentinel Data Book identifies Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of 100,000 or more except where otherwise noted. Metropolitan areas are defined by Office of Management and Budget Bulletin No. 18-04, "Revised Delineations of Metropolitan Statistical Areas, Micropolitan Statistical Areas, and Combined Statistical Areas, and Guidance on Uses of the Delineations of These Areas" (September 14, 2018).

Numbers change over time. The Sentinel Data Book sorts consumer reports by year, based on the date of the consumer's report. Some data contributors transfer their complaints to Sentinel after the end of the calendar year, and new data providers often contribute reports from prior years. As a result, the total number of reports for 2020 will likely change during the next few months, and totals from previous years may differ from prior Consumer Sentinel Network Data Books. The most up to date information can be found online at ftc.gov/exploredata.

Executive Summary

Overview
In 2020, the Consumer Sentinel Network took in over 4.7 million reports, an increase from 2019.
- Fraud: 2.2 million (46% of all reports)
- Identity theft: 1.4 million (29%)
- Other: 1.2 million (25%)

In 2020, people filed more reports about Identity Theft (29.4% of all reports), in all its various forms, than any other type of complaint. Imposter Scams, a subset of Fraud reports, followed with 498,278 reports from consumers in 2020 (10.6% of all reports). Online Shopping and Negative Reviews (7.5% of all reports) rounded out the top three reports to Sentinel.

Fraud
There were over 498,000 imposter scam reports to Sentinel. Twenty-two percent of those reported a dollar loss, totaling nearly $1.2 billion lost to imposter scams in 2020. These scams include, for example, romance scams, people falsely claiming to be the government, a relative in distress, a well-known business, or a technical support expert, to get a consumer's money.

Of the nearly 2.2 million fraud reports, 34% indicated money was lost. In 2020, people reported losing more than $3.3 billion to fraud – an increase of nearly $1.5 billion over 2019.

The median loss for all fraud reports in 2020 is $311. Among the top 10 frauds reported, the median individual losses were highest in these categories:
- Foreign Money Offers and Counterfeit Check Scams ($1,980)
- Business and Job Opportunities ($1,950)
- Investment Related ($1,566)

Telephone was the method of contact for 31% of fraud reports with a contact method identified. Thirteen percent of those reports indicated a money loss – but that 13% reported an aggregate loss of nearly $436 million, and a $1,170 median loss.

Bank transfers and payments accounted for the highest aggregate losses reported in 2020 ($314 million), while credit cards most frequently identified as the payment method in fraud reports.

Of people who reported their age, those aged 20-29 reported losing money to fraud in 44% of reports filed with the FTC, while people aged 70 – 79 reported losing money in 20% of their reports and people 80 and over reported it in 18% of their reports. But when they did experience a loss, people aged 70 and older reported much higher median losses than any other age group.

Identity Theft
Government Documents or Benefits Fraud tops the list of identity theft types reported in 2020. The FTC received 406,375 reports from people who said their information was misused to apply for a government document or benefit, such as unemployment insurance.

Military
Military consumers reported nearly 66,000 fraud complaints, including 28,640 imposter scams that reportedly cost them over $40 million in 2020.

Top States
The states with the highest per capita rates of reported fraud in 2020 were Nevada, Delaware, Florida, Maryland, and Georgia. For reported identity theft, the top states in 2020 were Kansas, Rhode Island, Illinois, Nevada, and Washington.
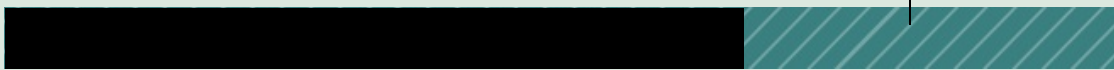
**CONSUMER
SENTINEL
NETWORK**
DATA BOOK 2020

SNAPSHOT

4.7 MILLION REPORTS

TOP THREE CATEGORIES

1 **Identity Theft**

2 **Imposter Scams**

3 **Online Shopping and Negative Reviews**

2.2 million fraud reports

34% reported a loss

$3.3 billion total fraud losses | **$311** median loss

Younger people reported losing money to fraud **more often than older people.**
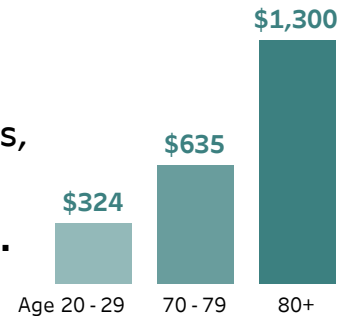
44% Age 20-29

20% Age 70-79

But when people aged 70+ had a loss, **the median loss was much higher.**

$324 — Age 20 - 29
$635 — 70 - 79
$1,300 — 80+

Imposter Scams

ABOUT **1 in 5 PEOPLE** LOST MONEY

$1,190 million reported lost

$850 median loss

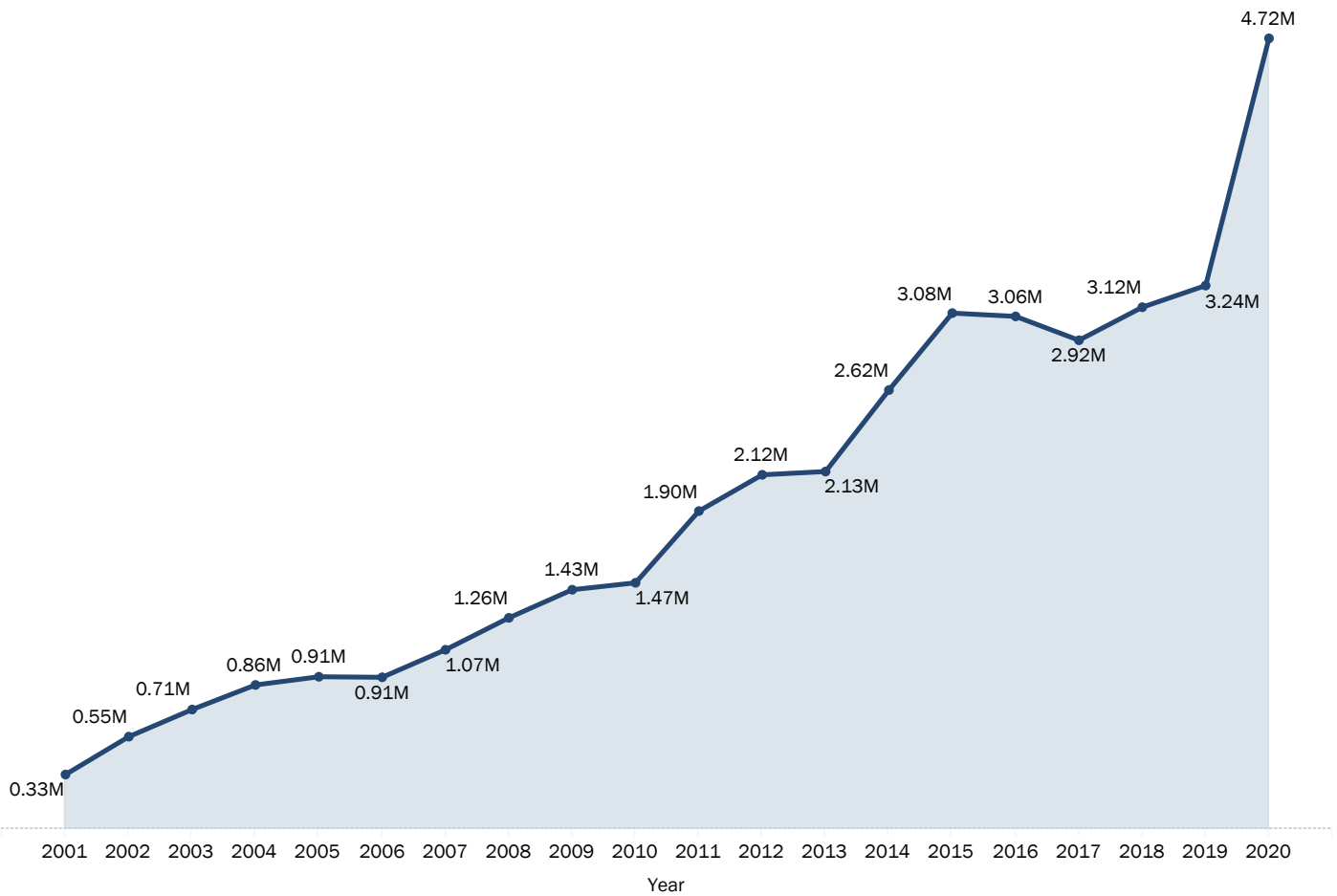## Identity Theft Reports

2920% ↑
Government Benefits Applied For\ Received

4% ↓
Evading the Law

Number of Fraud, Identity Theft and Other Reports by Year

Year	# of Reports
2001	325,519
2002	551,622
2003	713,657
2004	860,383
2005	909,314
2006	906,129
2007	1,070,447
2008	1,261,124
2009	1,428,977
2010	1,470,306
2011	1,898,543
2012	2,115,079
2013	2,134,565
2014	2,620,931
2015	3,080,378
2016	3,060,824
2017	2,918,188
2018	3,115,556
2019	3,244,844
2020	4,720,743

The reported figures exclude National Do Not Call Registry complaints.

Report Categories

Rank	Category	# of Reports	%
1	Identity Theft	1,387,615	29.39%
2	Imposter Scams	498,278	10.56%
3	Online Shopping and Negative Reviews	353,509	7.49%
4	Credit Bureaus, Information Furnishers and Report Users	316,521	6.70%
5	Banks and Lenders	170,958	3.62%
6	Internet Services	140,435	2.97%
7	Auto Related	120,474	2.55%
8	Debt Collection	120,190	2.55%
9	Prizes, Sweepstakes and Lotteries	116,205	2.46%
10	Health Care	83,472	1.77%
11	Telephone and Mobile Services	81,835	1.73%
12	Privacy, Data Security, and Cyber Threats	74,925	1.59%
13	Travel, Vacations and Timeshare Plans	73,388	1.55%
14	Credit Cards	66,090	1.40%
15	Business and Job Opportunities	59,131	1.25%
16	Home Repair, Improvement and Products	52,555	1.11%
17	Television and Electronic Media	41,079	0.87%
18	Foreign Money Offers and Fake Check Scams	38,420	0.81%
19	Education	26,872	0.57%
20	Investment Related	24,647	0.52%
21	Computer Equipment and Software	21,306	0.45%
22	Advance Payments for Credit Services	16,842	0.36%
23	Mortgage Foreclosure Relief and Debt Management	10,727	0.23%
24	Magazines and Books	6,333	0.13%
25	Office Supplies and Services	5,392	0.11%
26	Charitable Solicitations	4,629	0.10%
27	Tax Preparers	4,616	0.10%
28	Grants	4,014	0.09%
29	Funeral Services	1,309	0.03%

Percentages are based on the total number of 2020 Sentinel reports (4,720,743). 9% of the total were coded "Other Misc." See Appendix B3.

Report Type
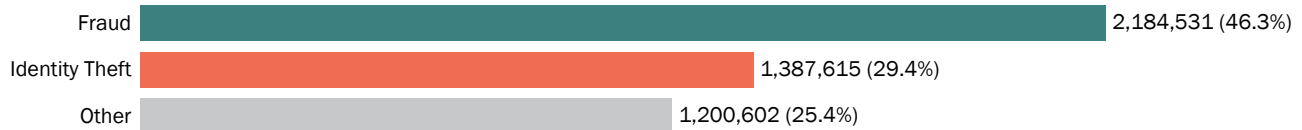
Fraud — 2,184,531 (46.3%)
Identity Theft — 1,387,615 (29.4%)
Other — 1,200,602 (25.4%)

Top 10 Fraud Categories

Rank	Category	# of Reports	% Reporting $ Loss	Total $ Loss	Median $ Loss
1	Imposter Scams	498,278	22%	$1,190M	$850
2	Online Shopping and Negative Reviews	352,805	70%	$246M	$100
3	Internet Services	123,749	39%	$170M	$210
4	Prizes, Sweepstakes and Lotteries	116,205	10%	$166M	$1,000
5	Telephone and Mobile Services	81,221	22%	$32M	$225
6	Travel, Vacations and Timeshare Plans	73,388	53%	$175M	$1,100
7	Business and Job Opportunities	58,263	38%	$168M	$1,950
8	Health Care	49,821	39%	$21M	$134
9	Foreign Money Offers and Fake Check Scams	38,420	23%	$46M	$1,980
10	Investment Related	24,647	78%	$387M	$1,566

Identity Theft Types

Rank	Theft Type	# of Reports
1	Government Documents or Benefits Fraud	406,375
2	Credit Card Fraud	393,207
3	Other Identity Theft	353,152
4	Loan or Lease Fraud	204,967
5	Employment or Tax-Related Fraud	113,529
6	Phone or Utilities Fraud	99,539
7	Bank Fraud	89,476

Top 10 Other Categories

Rank	Category	# of Reports
1	Credit Bureaus, Information Furnishers and Report Users	316,521
2	Banks and Lenders	170,958
3	Auto Related	120,474
4	Debt Collection	120,190
5	Credit Cards	66,090
6	Home Repair, Improvement and Products	52,555
7	Television and Electronic Media	41,079
8	Education	26,872
9	Computer Equipment and Software	21,306
10	Privacy, Data Security, and Cyber Threats	4,548

Certain categories are comprised of subcategories that fall in both Fraud and Other report types. See Appendix B3. The Fraud rankings exclude subcategories that are not fraud, and the Other rankings exclude subcategories that are classified as fraud.
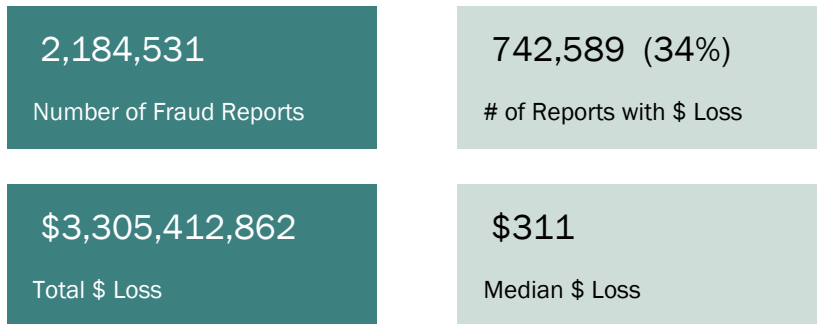
Number of Reports by Type
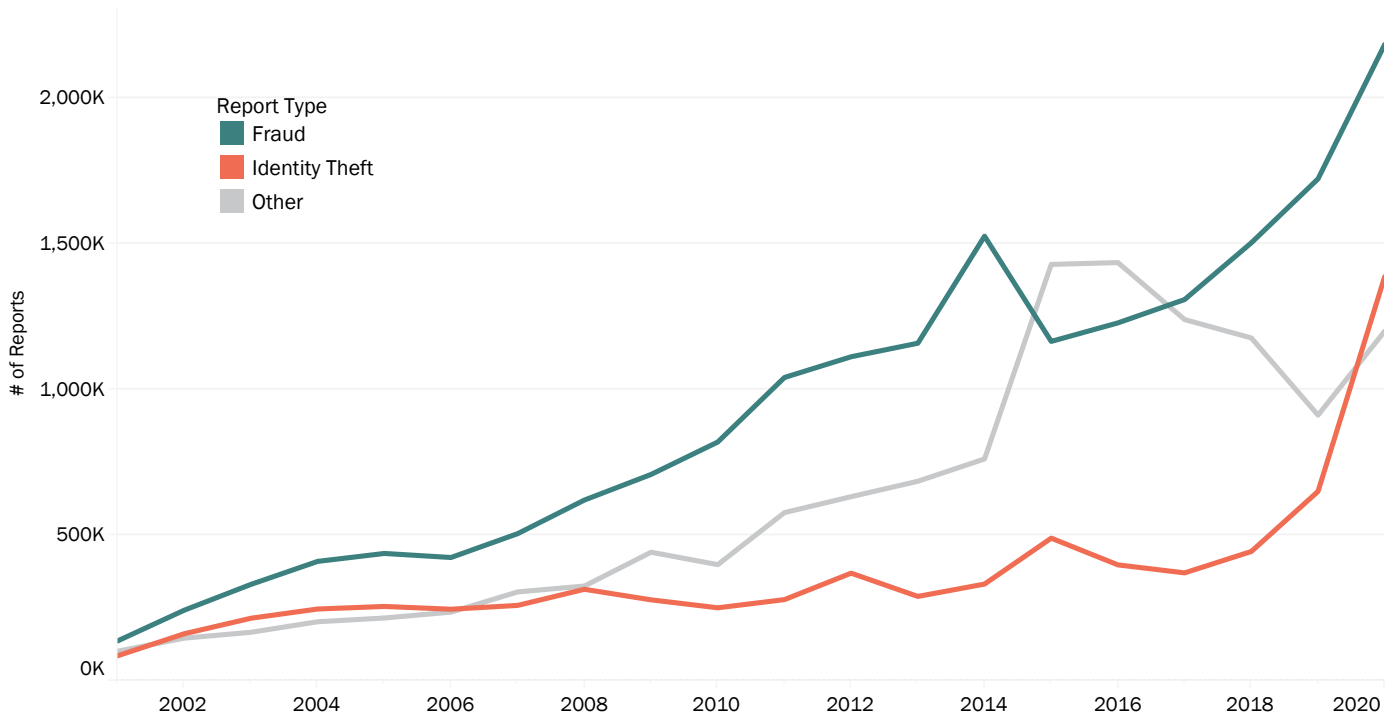
Number of Reports by Type

Year	Fraud	Identity Theft	Other
2001	137,306	86,250	101,963
2002	242,783	161,977	146,862
2003	331,366	215,240	167,051
2004	410,298	246,909	203,176
2005	437,585	255,687	216,042
2006	423,672	246,214	236,243
2007	505,563	259,314	305,570
2008	620,832	314,587	325,705
2009	708,781	278,360	441,836
2010	820,072	251,074	399,160
2011	1,041,517	279,191	577,835
2012	1,112,693	369,958	632,428
2013	1,159,115	290,098	685,352
2014	1,526,365	332,545	762,021
2015	1,165,393	490,085	1,429,676
2016	1,228,865	398,356	1,435,874
2017	1,309,094	370,916	1,240,301
2018	1,503,787	444,344	1,177,259
2019	1,723,234	650,523	912,285
2020	2,184,531	1,387,615	1,200,602

The reported figures exclude National Do Not Call Registry complaints.

Fraud Reports by Amount Lost

2,184,531
Number of Fraud Reports

742,589   (34%)
# of Reports with $ Loss

$3,305,412,862
Total $ Loss

$311
Median $ Loss

Reported Fraud Losses in $1 - $10,000+ Range

Amount Lost	# of Reports
$1 - $1,000	526,007
$1,001 - $2,000	85,925
$2,001 - $3,000	34,222
$3,001 - $4,000	17,563
$4,001 - $5,000	13,306
$5,001 - $6,000	7,081
$6,001 - $7,000	5,476
$7,001 - $8,000	4,662
$8,001 - $9,000	3,451
$9,001 - $10,000	5,162
More than $10,000	39,734

Reported Fraud Losses in $1 - $1,000 Range

Amount Lost

Amount Lost	# of Reports
$1 - $100	227,540
$101 - $200	89,881
$201 - $300	50,804
$301 - $400	33,661
$401 - $500	32,447
$501 - $600	21,424
$601 - $700	16,954
$701 - $800	18,433
$801 - $900	12,235
$901 - $1,000	22,628
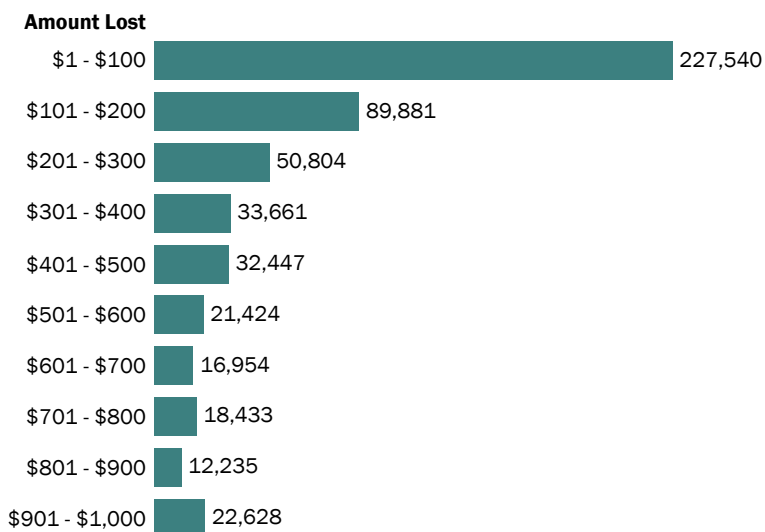
The amount lost is based on reports in which consumers indicated they lost between $1 and $999,999.

Fraud Reports by Payment Method

2,184,531
Number of Fraud Reports

373,423 (17%)
# of Reports with Payment Method

Payment Method	# of Reports	Total $ Loss
Credit Cards	91,515	$149M
Debit Card	63,352	$117M
Payment App or Service	61,903	$87M
Wire Transfer	56,811	$311M
Gift Card or Reload Card	43,242	$124M
Bank Transfer or Payment	17,039	$314M
Cash or Cash Advance	14,630	$146M
Cryptocurrency	11,710	$129M
Check	8,142	$87M
Money Order	3,872	$26M
Other	1,207	$6M

Other payment methods includes Payroll Allotment and Telephone Bill.
Data contributors MoneyGram International and Western Union provided a significant number of reports, which may affect the distribution of the reported methods of payment.

Fraud Reports by Contact Method

2,184,531	1,253,212 (57%)
Number of Fraud Reports	# of Reports with Contact Method

Phone call	31% / 13%
Text	27% / 5%
Email	15% / 28%
Website or Apps	11% / 68%
Other	8% / 64%
Social Media	6% / 65%
Mail	3% / 14%
Online Ad or Pop-up	1% / 70%
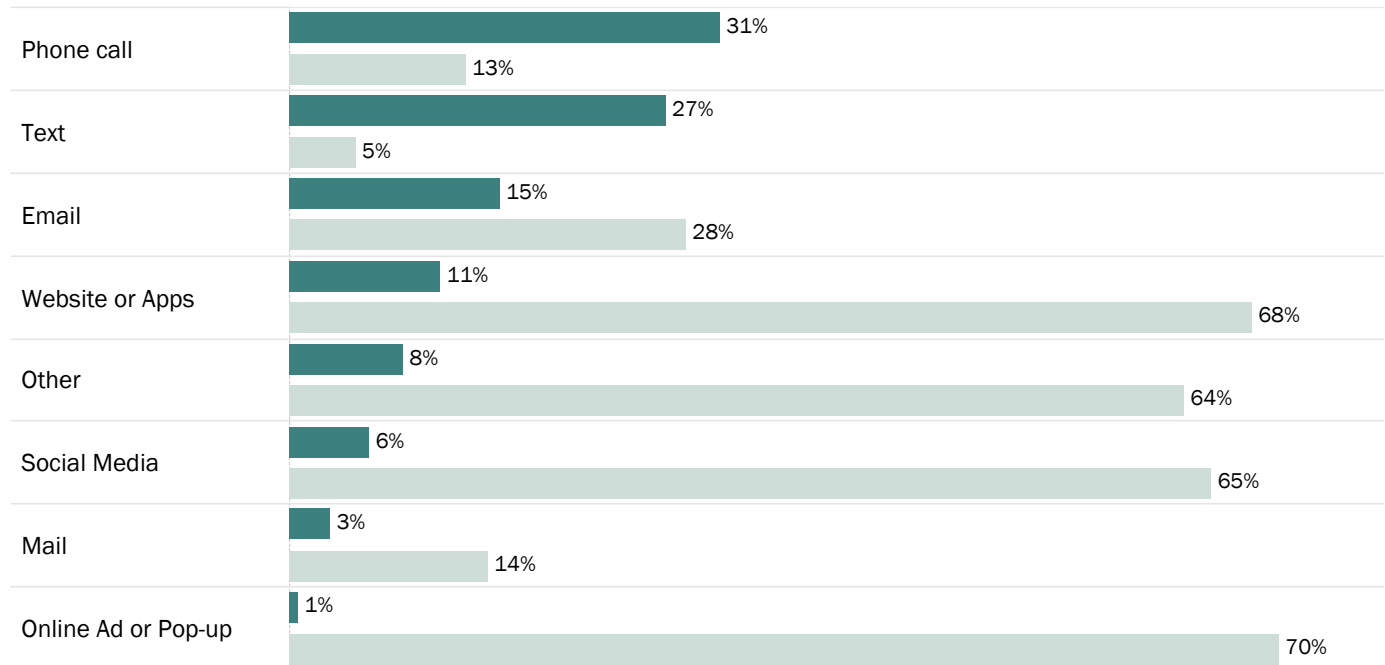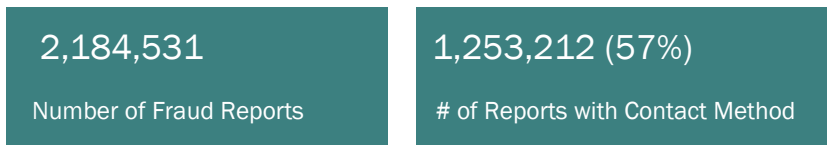
■ Percentage of all Fraud Reports with a Contact Method identified
□ Of those reports, the percentage with a dollar loss reported

Number of Reports and Amount Lost by Contact Method

Contact Method	# of Reports	Total $ Lost	Median $ Lost
Phone call	383,598	$436M	$1,170
Text	334,524	$86M	$800
Email	186,621	$247M	$400
Website or Apps	134,416	$316M	$150
Other	100,926	$314M	$234
Social Media	70,365	$257M	$200
Mail	35,878	$46M	$799
Online Ad or Pop-up	6,884	$13M	$172

Other contact methods includes TV or radio, print, fax, in person, and other methods consumers write in or that cannot be otherwise categorized. The "Consumer Initiated Contact" contact method was retired in October 2020, and is also included in Other.

Reported Frauds and Losses by Age

Age	# of Reports	Total $ Lost
19 and Under	35,884 (4%)	$28M
20 - 29	141,494 (14%)	$187M
30 - 39	172,007 (17%)	$243M
40 - 49	154,629 (16%)	$237M
50 - 59	161,846 (16%)	$253M
60 - 69	179,757 (18%)	$290M
70 - 79	110,959 (11%)	$197M
80 and Over	40,819 (4%)	$105M
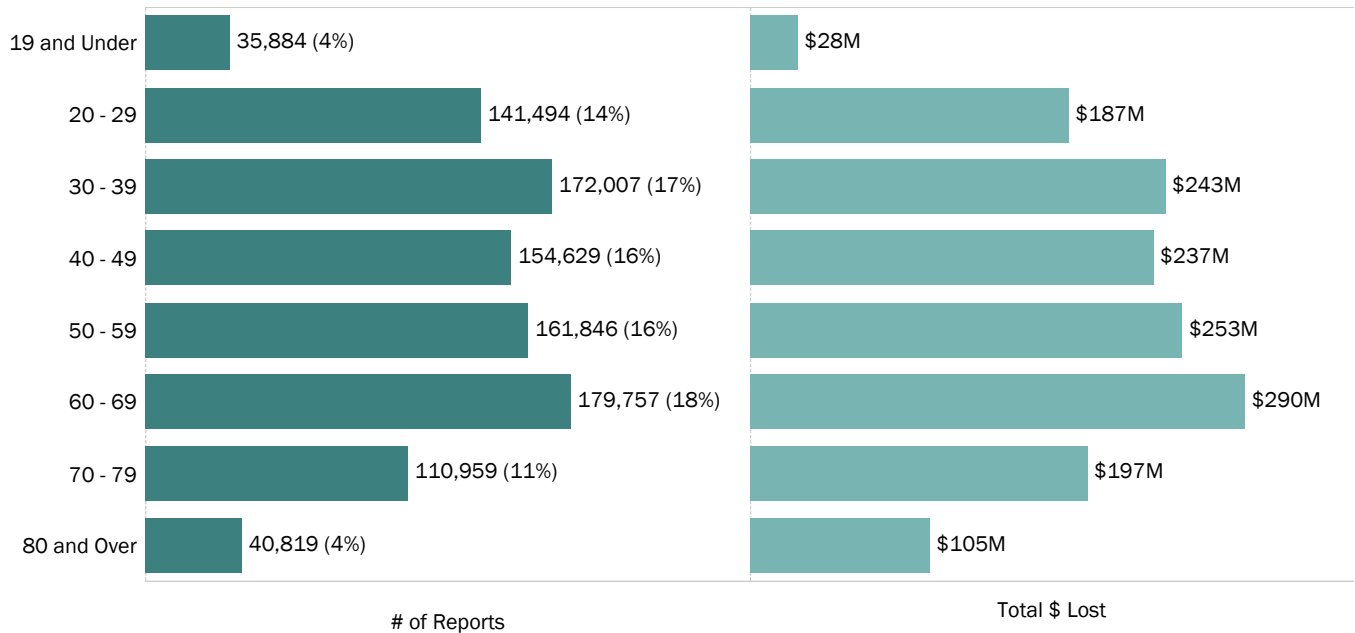
Percentages are based on the total number of 2020 fraud reports in which consumers provided their age: 997,395.

Percentage Reporting a Fraud Loss and Median Loss by Age

Legend:
- Percentage Reporting a Fraud $ Loss
- Median $ Lost

Age	Percentage Reporting a Fraud $ Loss	Median $ Lost
19 and Under	50%	$180
20 - 29	44%	$324
30 - 39	37%	$250
40 - 49	33%	$278
50 - 59	27%	$325
60 - 69	22%	$436
70 - 79	20%	$635
80 and Over	18%	$1,300
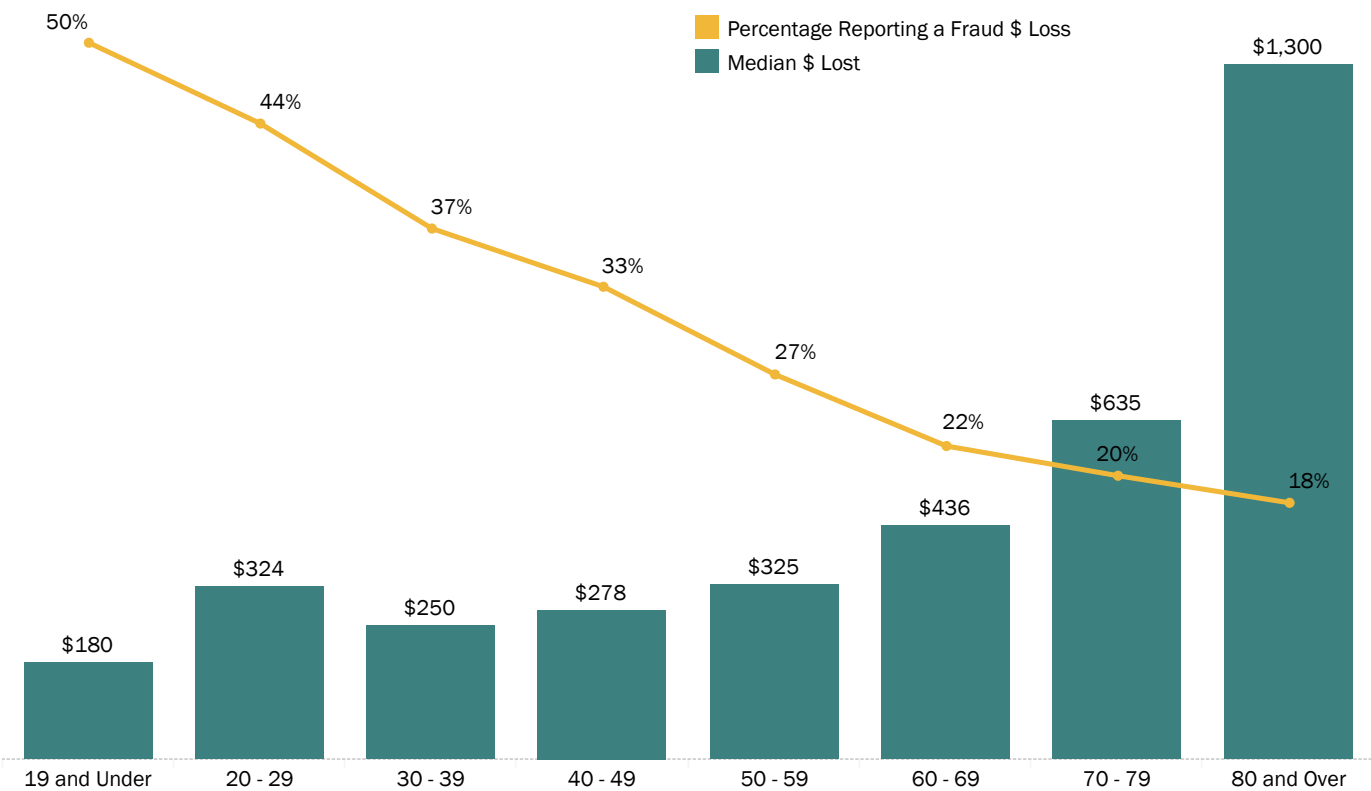
Of the 2,184,531 total fraud reports in 2020, 46% included useable consumer age information.

Identity Theft Reports by Type

Theft Type	Theft Subtype	# of Reports	% Difference from Previous Year
Government Documents or Benefits Fraud	Driver's License Issued\Forged	6,161	+23%
	Government Benefits Applied For\Received	394,324	+2,920%
	Other Government Documents Issued\Forged	9,508	+42%
	Passport Issued\Forged	1,395	+85%
Credit Card Fraud	New Accounts	365,597	+48%
	Existing Accounts	33,852	+9%
Loan or Lease Fraud	Apartment or House Rented	13,524	+59%
	Auto Loan\Lease	72,535	+88%
	Business\Personal Loan	99,667	+127%
	Federal Student Loan	27,495	+88%
	Non-Federal Student Loan	17,125	+55%
	Real Estate Loan	11,845	+54%
Employment or Tax-Related Fraud	Employment or Wage-Related Fraud	26,645	+34%
	Tax Fraud	89,391	+225%
Phone or Utilities Fraud	Landline Telephone – Existing Accounts	2,090	+20%
	Landline Telephone – New Accounts	12,287	+13%
	Mobile Telephone – Existing Accounts	6,053	+8%
	Mobile Telephone – New Accounts	48,166	+9%
	Utilities – Existing Accounts	2,248	+55%
	Utilities – New Accounts	41,266	+39%
Bank Fraud	Debit Cards, Electronic Funds Transfer, or ACH	30,802	+32%
	Existing Accounts	13,704	+9%
	New Accounts	50,865	+87%
Other Identity Theft	Email or Social Media	14,086	+36%
	Evading the Law	4,705	-4%
	Insurance	8,600	+62%
	Medical Services	45,558	+64%
	Online Shopping or Payment Account	14,779	+38%
	Other	281,434	+69%
	Securities Accounts	3,779	+72%

Consumers can report multiple types of identity theft. In 2020, 15% of identity theft reports included more than one type of identity theft.

Top Three Identity Theft Report Types by Year

Theft Type
- Credit Card Fraud
- Government Documents or Benefits Fraud
- Loan or Lease Fraud

2016
- 124,522
- 23,954
- 24,065

2017
- 133,100
- 25,941
- 30,100

2018
- 157,743
- 24,933
- 51,936

2019
- 271,927
- 23,213
- 104,771

2020
- 393,207
- 406,375
- 204,967
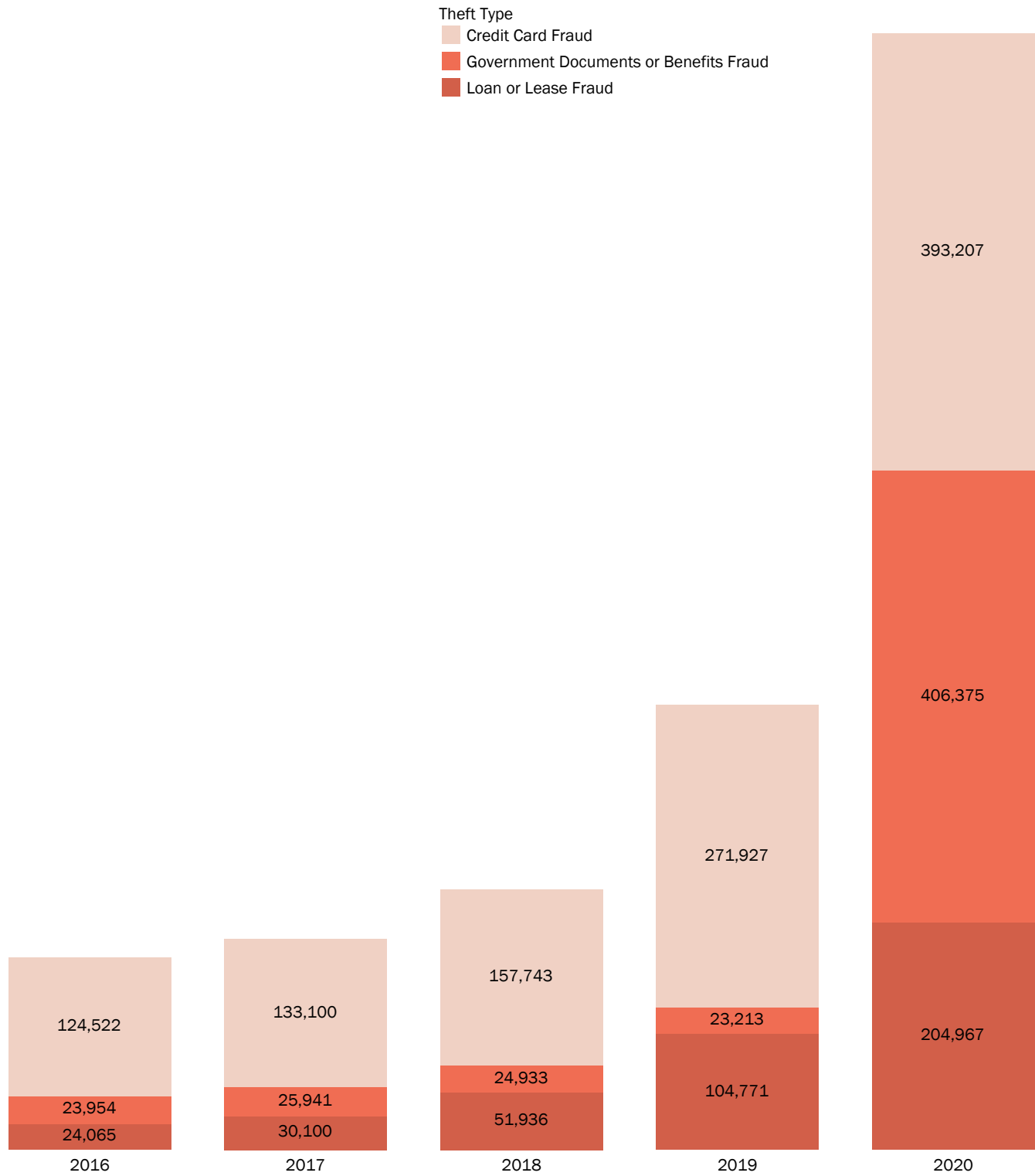
The top identity theft types can vary by year. This graph depicts the top three types of identity theft reported in 2020 and how those types changed over five years.

Identity Theft Reports by Age

Age	Reports
19 and Under	23,651
20 - 29	190,916
30 - 39	306,090
40 - 49	302,678
50 - 59	244,183
60 - 69	123,112
70 - 79	39,009
80 and Over	9,915
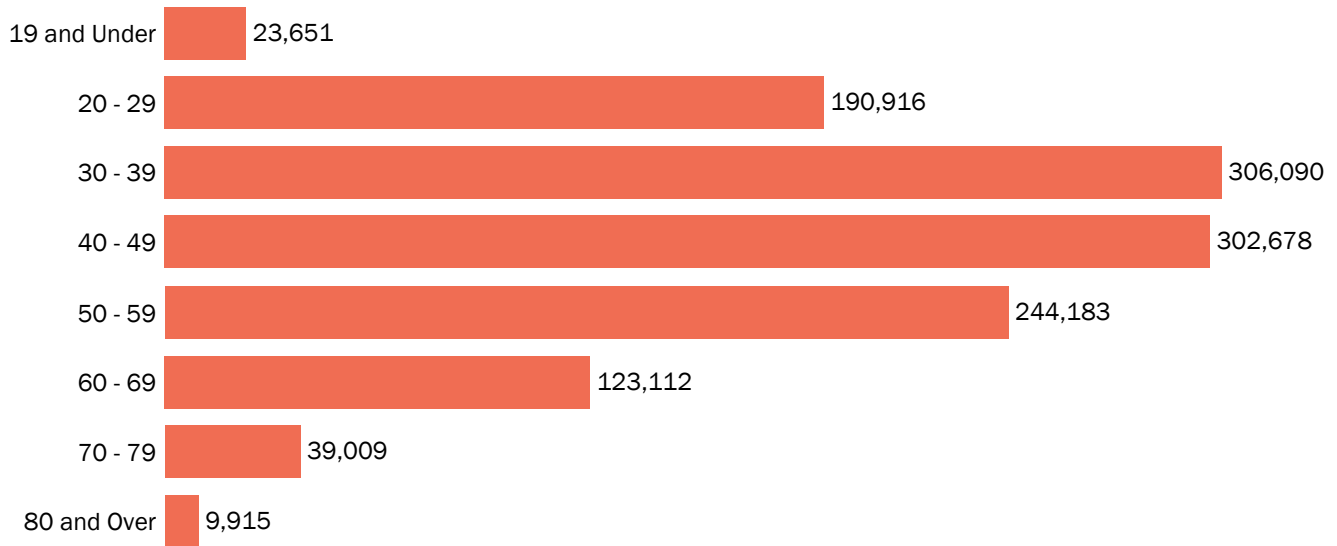
Identity Theft Types by Age

Theft Type	19 and Under	20 - 29	30 - 39	40 - 49	50 - 59	60 - 69	70 - 79	80 and Over
Bank Fraud	1,894	14,395	19,465	17,563	15,398	11,201	5,034	1,590
Credit Card Fraud	2,186	65,779	110,952	78,627	45,175	21,634	8,014	2,056
Employment or Tax-Related Fraud	13,561	25,457	24,980	18,035	15,082	8,504	3,516	2,139
Government Documents or Benefits Fraud	3,359	20,620	45,742	115,533	127,823	63,071	16,497	2,806
Loan or Lease Fraud	1,215	39,009	67,437	44,958	23,800	9,589	2,898	618
Other Identity Theft	3,105	56,624	92,961	66,876	37,608	16,877	5,454	1,456
Phone or Utilities Fraud	943	21,938	31,064	20,132	11,251	5,739	2,122	463

Of the 1,387,615 total identity theft reports in 2020, 89% included consumer age information.

Fraud, Identity Theft, and Other Reports by Military Consumers

Reports by Status

Status	# of Reports	# of Fraud Reports	% Reporting Fraud Loss	Total Fraud Loss	Median Fraud Loss
Active Duty Service Member	12,510	4,442	39%	$13M	$575
Military Retiree/Veteran	114,808	41,579	22%	$66M	$569
Reserve/National Guard	7,659	2,833	30%	$6M	$578
Spouse/Dependent of Active Duty Service Member	18,873	7,748	25%	$17M	$500

Of the 171,792 total reports from military consumers in 2020, 90% provided military status information.

Reports by Branch

Branch	# of Reports	# of Fraud Reports	% Reporting Fraud Loss	Total Fraud Loss	Median Fraud Loss
U.S. Air Force	29,086	11,397	22%	$18M	$500
U.S. Army	68,976	24,793	24%	$47M	$600
U.S. Coast Guard	2,473	963	26%	$4M	$550
U.S. Marines	15,335	5,134	27%	$9M	$540
U.S. Navy	30,632	11,512	24%	$20M	$576

Of the 171,792 total reports from military consumers in 2020, 85% provided military branch information.

Reports by Rank

Rank	# of Reports	# of Fraud Reports	% Reporting Fraud Loss	Total Fraud Loss	Median Fraud Loss
Enlisted	80,614	26,440	28%	$43M	$500
Officer	17,771	6,867	24%	$19M	$500

Of the 171,792 total reports from military consumers in 2020, 57% provided information about rank.

Reports by Military Consumers

Fraud	65,576
Identity Theft	56,451
Other	52,693

Top 10 Fraud Categories

Rank	Category	# of Reports	% Reporting $ Loss	Total $ Loss	Median $ Loss
1	Imposter Scams	28,640	14%	$40.8M	$1,200
2	Online Shopping and Negative Reviews	8,223	69%	$8.0M	$143
3	Prizes, Sweepstakes and Lotteries	2,964	18%	$12.2M	$2,000
4	Travel, Vacations and Timeshare Plans	2,233	25%	$6.3M	$2,446
5	Foreign Money Offers and Fake Check Scams	1,761	26%	$3.2M	$2,400
6	Internet Services	1,742	19%	$1.1M	$374
7	Telephone and Mobile Services	1,546	27%	$4.0M	$250
8	Business and Job Opportunities	1,525	24%	$6.7M	$2,200
9	Health Care	1,335	8%	$0.9M	$198
10	Mortgage Foreclosure Relief and Debt Management	647	28%	$0.9M	$1,269

Identity Theft Types

Rank	Theft Type	# of Reports
1	Government Documents or Benefits Fraud	23,847
2	Credit Card Fraud	11,418
3	Other Identity Theft	8,545
4	Bank Fraud	7,178
5	Employment or Tax-Related Fraud	5,458
6	Loan or Lease Fraud	5,327
7	Phone or Utilities Fraud	4,706

65,576
# of Fraud Reports

15,481 (24%)
# of Reports with $ Loss

$122M
Total $ Loss

$600
Median $ Loss

Top 10 Other Categories

Rank	Category	# of Reports
1	Credit Bureaus, Information Furnishers and Report Users	11,554
2	Banks and Lenders	8,024
3	Debt Collection	7,670
4	Credit Cards	3,691
5	Auto Related	3,365
6	Home Repair, Improvement and Products	1,468
7	Education	636
8	Television and Electronic Media	616
9	Privacy, Data Security, and Cyber Threats	401
10	Computer Equipment and Software	84

Certain categories are comprised of subcategories that fall in both Fraud and Other report types. See Appendix B3. The Fraud rankings exclude subcategories that are not fraud, and the Other rankings exclude subcategories that are classified as fraud.

Military Consumer Identity Theft Reports by Type

Theft Type	Theft Subtype	# of Reports	% Difference from Previous Year
Government Documents or Benefits Fraud	Government Benefits Applied For\Received	22,987	+1,455%
	Other Government Documents Issued\Forged	708	+12%
	Driver's License Issued\Forged	441	+25%
	Passport Issued\Forged	68	+10%
Credit Card Fraud	New Accounts	9,404	+14%
	Existing Accounts	2,491	+1%
Bank Fraud	New Accounts	3,957	+91%
	Debit Cards, Electronic Funds Transfer, or ACH	2,505	+20%
	Existing Accounts	1,186	+2%
Employment or Tax-Related Fraud	Tax Fraud	4,423	+190%
	Employment or Wage-Related Fraud	1,159	+36%
Loan or Lease Fraud	Business\Personal Loan	3,103	+117%
	Auto Loan\Lease	1,331	+14%
	Apartment or House Rented	404	+9%
	Non-Federal Student Loan	391	+2%
	Federal Student Loan	341	+9%
	Real Estate Loan	341	+2%
Phone or Utilities Fraud	Mobile Telephone – New Accounts	2,407	+1%
	Utilities – New Accounts	1,583	+8%
	Landline Telephone – New Accounts	625	+5%
	Mobile Telephone – Existing Accounts	490	+6%
	Landline Telephone – Existing Accounts	180	+22%
	Utilities – Existing Accounts	97	+0%
Other Identity Theft	Other	5,561	+3%
	Online Shopping or Payment Account	1,117	+28%
	Email or Social Media	1,091	+29%
	Medical Services	806	+27%
	Evading the Law	364	+2%
	Securities Accounts	308	+50%
	Insurance	289	+29%

Consumers can report multiple types of identity theft. In 2020, 14% of Military identity theft reports included more than one type of identity theft.

State Rankings: Fraud and Other Reports

Reports per 100K Population
Low | High
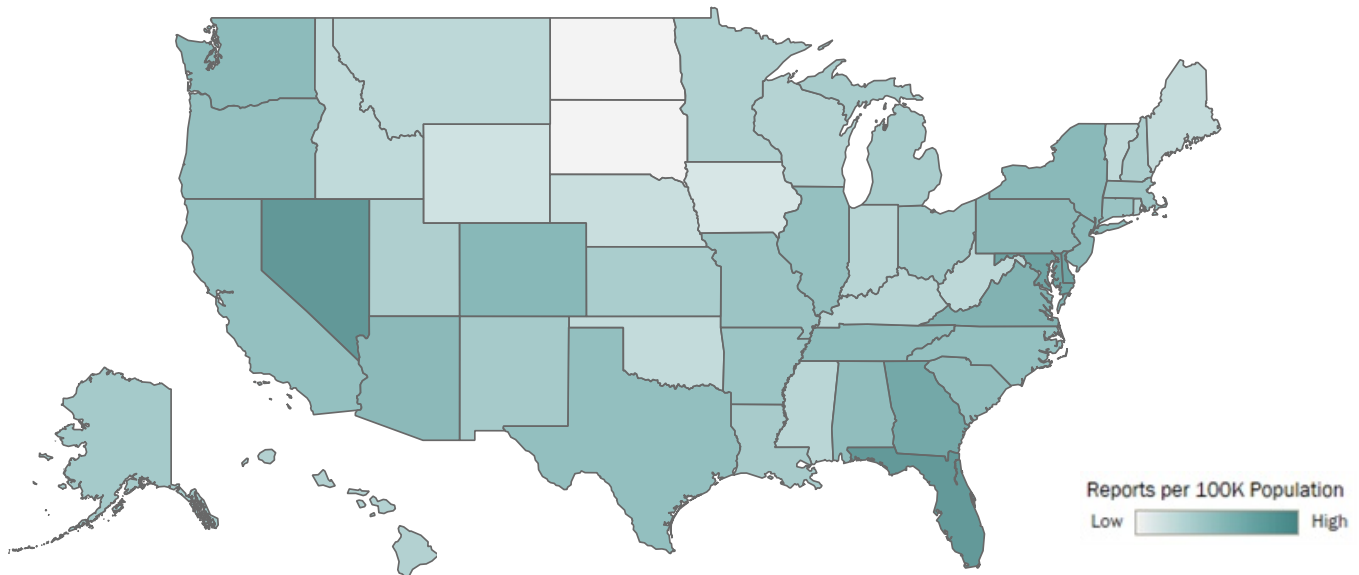
Rank	State	Reports per 100K Population	# of Reports
1	Nevada	1,154	35,533
2	Delaware	1,127	10,970
3	Florida	1,123	241,262
4	Maryland	1,044	63,115
5	Georgia	1,011	107,382
6	Virginia	928	79,208
7	New Jersey	883	78,412
8	Colorado	874	50,335
9	New York	872	169,585
10	Pennsylvania	869	111,261
11	Arizona	869	63,248
12	Tennessee	866	59,107
13	Washington	857	65,236
14	South Carolina	851	43,798
15	Alabama	836	40,988
16	Texas	822	238,251
17	North Carolina	816	85,622
18	Oregon	815	34,375
19	Arkansas	813	24,539
20	California	807	318,698
21	Illinois	806	102,121
22	Connecticut	797	28,416
23	Missouri	790	48,507
24	Massachusetts	771	53,111
26	New Mexico	758	15,886
29	Alaska	734	5,367

Rank	State	Reports per 100K Population	# of Reports
27	Rhode Island	755	7,994
28	New Hampshire	742	10,092
30	Louisiana	732	34,007
31	Kansas	729	21,250
32	Michigan	714	71,328
33	Utah	707	22,682
34	Hawaii	707	10,008
35	Vermont	696	4,346
36	Minnesota	691	38,947
37	Wisconsin	674	39,231
38	Montana	668	7,140
39	West Virginia	667	11,946
40	Mississippi	662	19,700
41	Indiana	660	44,406
42	Kentucky	658	29,388
43	Maine	639	8,594
44	Idaho	635	11,354
45	Wyoming	619	3,582
46	Nebraska	603	11,670
47	Oklahoma	600	23,730
48	Iowa	524	16,538
49	North Dakota	460	3,504
50	South Dakota	459	4,064
25	Ohio	760	88,839
	District of Columbia	1,329	9,380
	Puerto Rico	191	6,110

The District of Columbia and Puerto Rico are included in the table but are not ranked. States are ranked based on the number of reports per 100,000 population. Population estimates are based on 2019 U.S. Census population estimates. Ranking excludes state-specific data contributor reports.

State Rankings: Identity Theft Reports
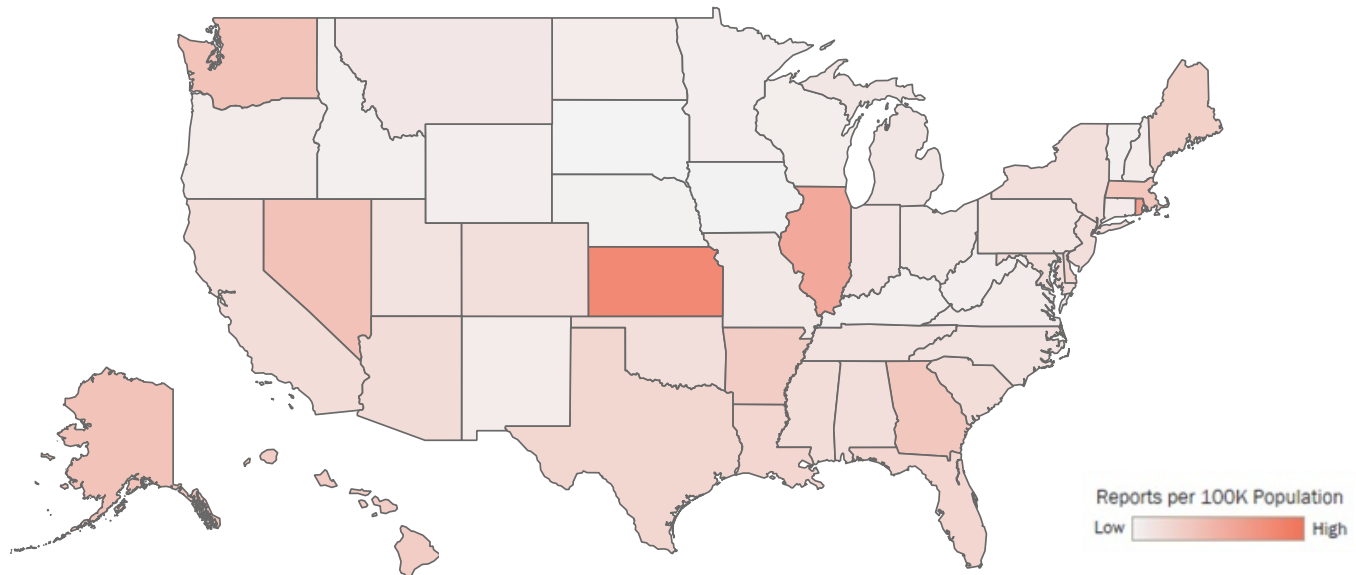
Rank	State	Reports per 100K Population	# of Reports
1	Kansas	1,483	43,211
2	Rhode Island	1,191	12,621
3	Illinois	1,066	135,038
4	Nevada	740	22,801
5	Washington	712	54,247
6	Massachusetts	661	45,575
7	Georgia	654	69,487
8	Arkansas	579	17,470
9	Maine	534	7,183
10	Louisiana	473	21,976
11	Florida	472	101,367
12	Texas	465	134,788
13	Delaware	449	4,374
14	Arizona	380	27,661
15	California	373	147,382
16	South Carolina	373	19,193
17	Mississippi	371	11,048
18	New Jersey	362	32,125
19	Colorado	361	20,762
20	Alabama	354	17,376
21	Oklahoma	349	13,797
22	New York	345	67,202
23	Maryland	343	20,718
24	Utah	292	9,366
25	North Carolina	288	30,176
26	Tennessee	281	19,182

Rank	State	Reports per 100K Population	# of Reports
27	Hawaii	271	3,835
28	Pennsylvania	265	33,886
29	Indiana	257	17,306
30	Michigan	244	24,370
31	Montana	228	2,439
32	Missouri	222	13,653
33	Ohio	222	25,893
34	Connecticut	191	6,821
35	Virginia	183	15,632
36	Oregon	176	7,432
37	New Hampshire	169	2,301
38	North Dakota	166	1,266
39	New Mexico	165	3,454
40	Wisconsin	154	8,986
41	Wyoming	151	875
42	West Virginia	148	2,646
43	Minnesota	146	8,246
44	Idaho	132	2,353
45	Vermont	130	810
46	Kentucky	127	5,693
47	Alaska	127	926
48	Nebraska	113	2,182
49	Iowa	96	3,022
50	South Dakota	72	637
	District of Columbia	368	2,595
	Puerto Rico	52	1,663

The District of Columbia and Puerto Rico are included in the table but are not ranked. States are ranked based on the number of reports per 100,000 population. Population estimates are based on 2019 U.S. Census population estimates.

Alabama

Top Ten Report Categories
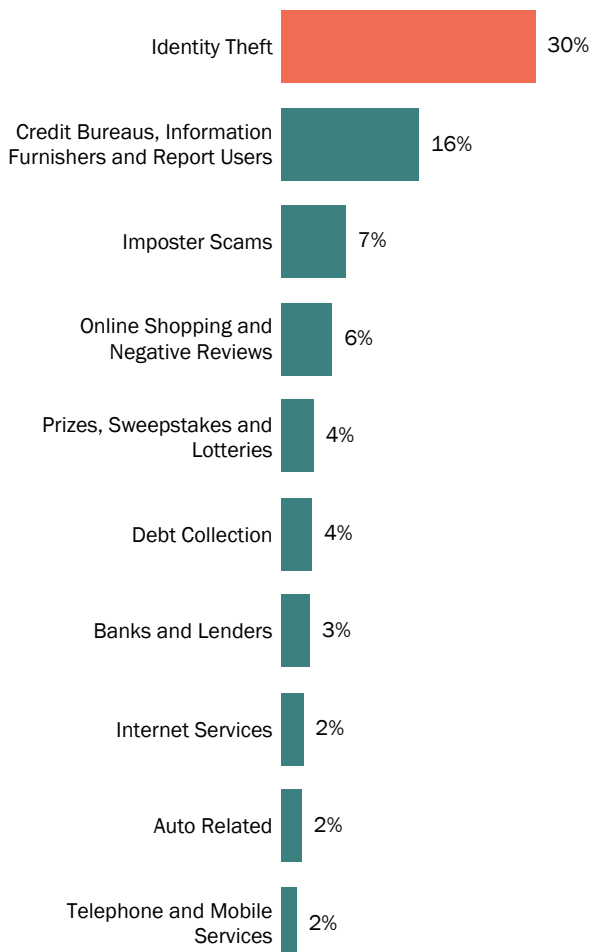
Category	Percent
Identity Theft	30%
Credit Bureaus, Information Furnishers and Report Users	16%
Imposter Scams	7%
Online Shopping and Negative Reviews	6%
Prizes, Sweepstakes and Lotteries	4%
Debt Collection	4%
Banks and Lenders	3%
Internet Services	2%
Auto Related	2%
Telephone and Mobile Services	2%

Fraud & Other Reports

15th
State Rank
(Reports per 100K Population)

40,988
Total Fraud & Other Reports

Fraud Losses

$25.9M
Total Fraud Losses

$280
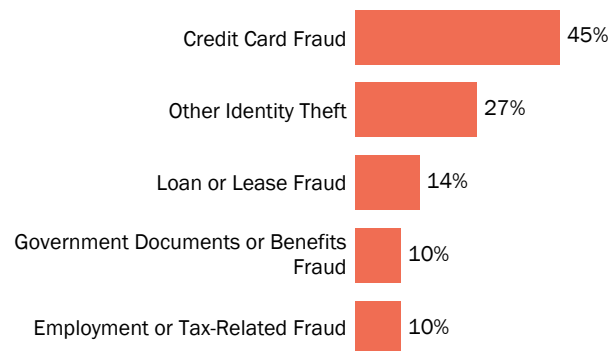Median Fraud Losses
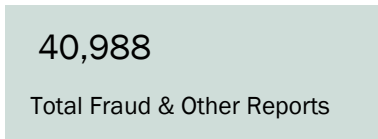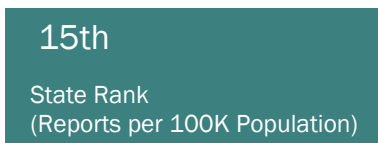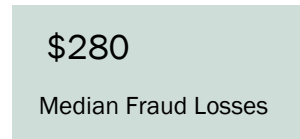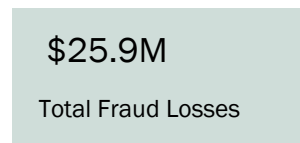
Fraud & Other Reports by Metropolitan Area
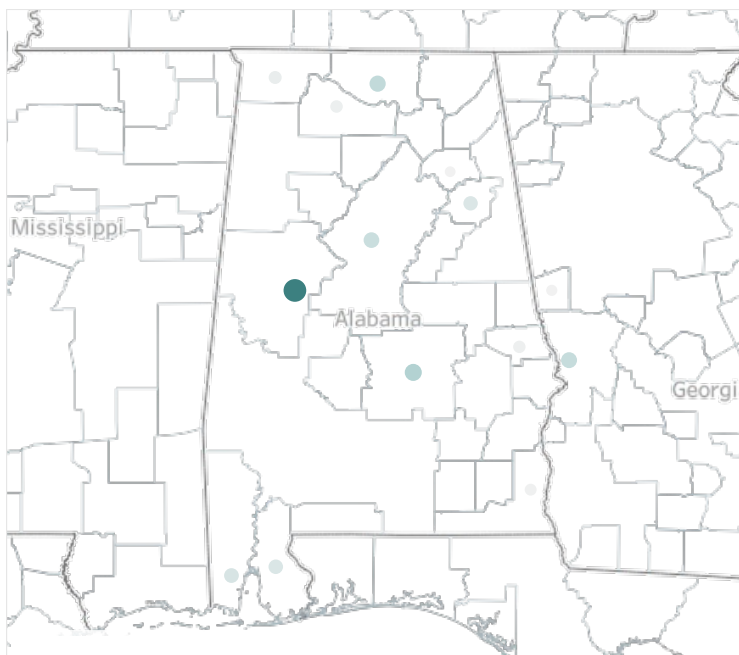
Reports per 100K Population
548 — 2,273

Top Identity Theft Types
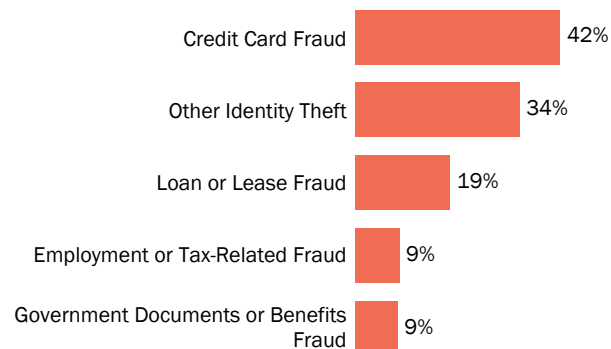
Type	Percent
Credit Card Fraud	42%
Other Identity Theft	34%
Loan or Lease Fraud	19%
Employment or Tax-Related Fraud	9%
Government Documents or Benefits Fraud	9%

Identity Theft Reports

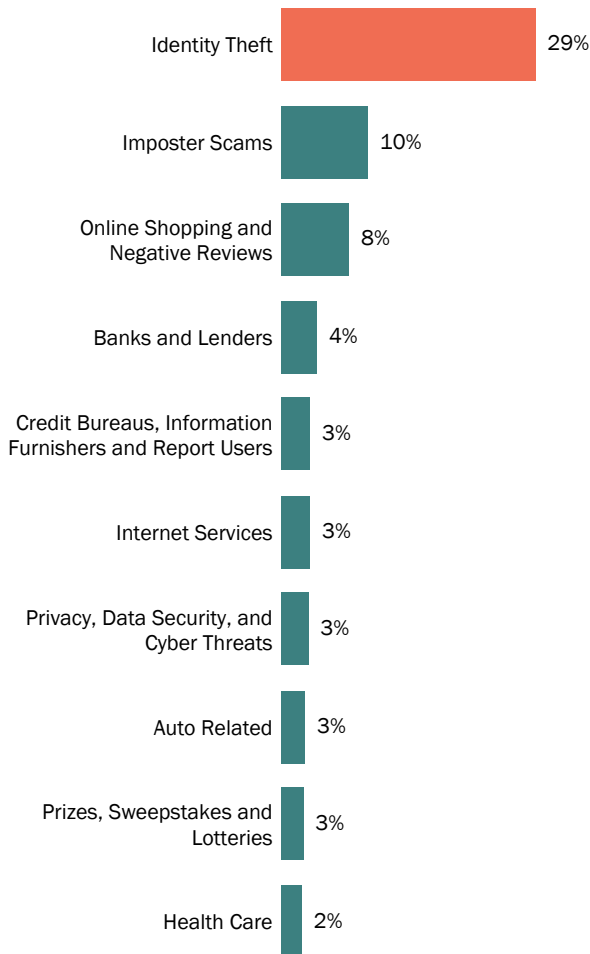**20th**
State Rank
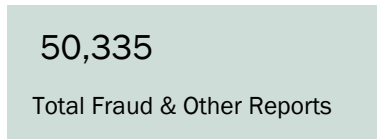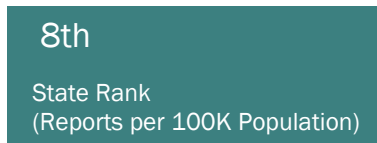(Reports per 100K Population)

17,376
Identity Theft Reports
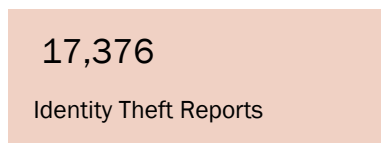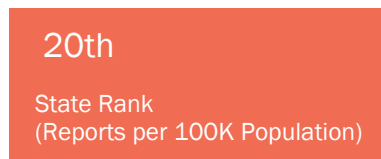
Percentages are based on the total number of relevant 2020 reports from Alabama consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.
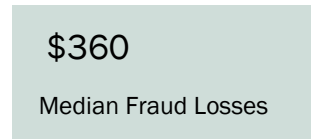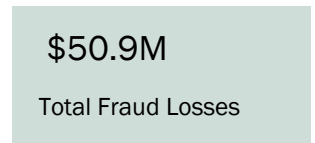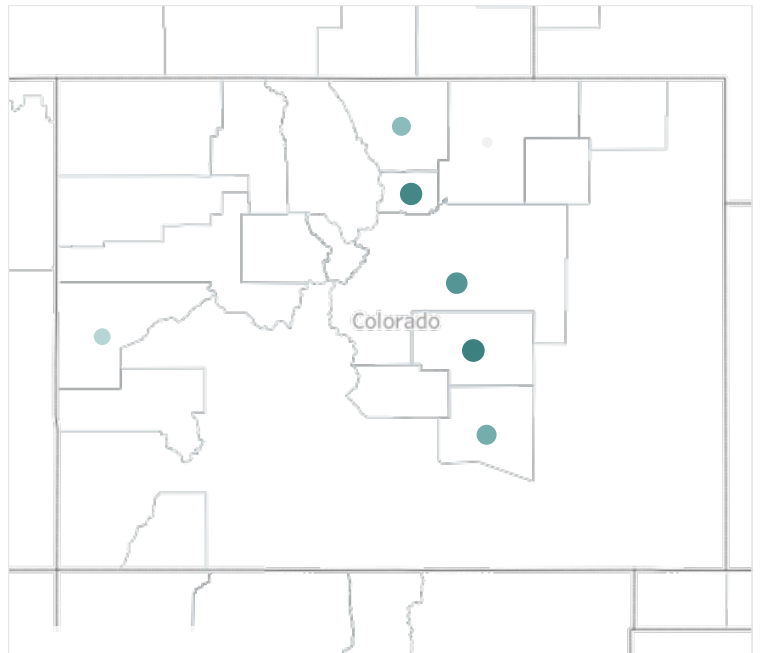
Alaska

Top Ten Report Categories
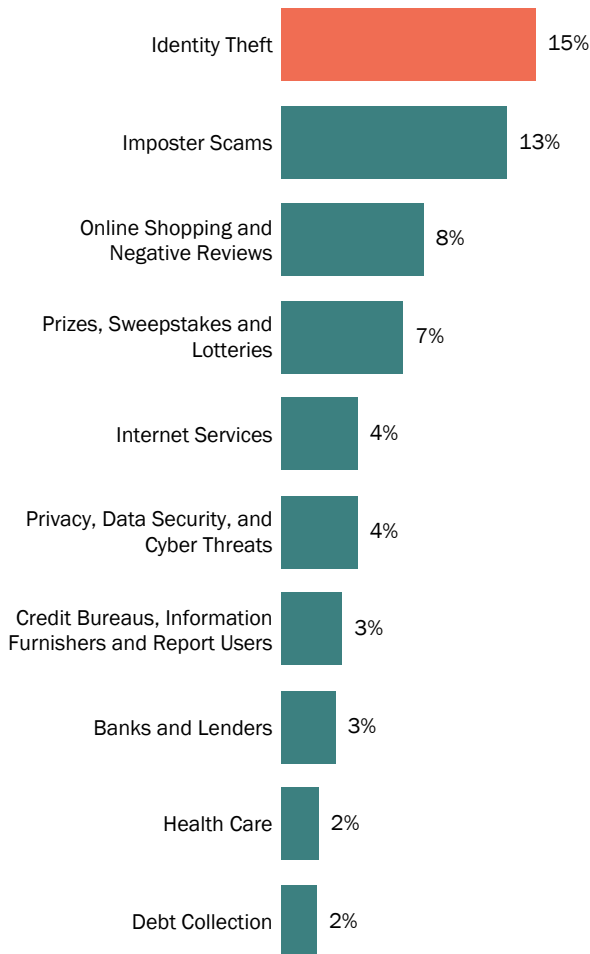
Category	Percent
Identity Theft	15%
Imposter Scams	13%
Online Shopping and Negative Reviews	8%
Prizes, Sweepstakes and Lotteries	7%
Internet Services	4%
Privacy, Data Security, and Cyber Threats	4%
Credit Bureaus, Information Furnishers and Report Users	3%
Banks and Lenders	3%
Health Care	2%
Debt Collection	2%

Fraud & Other Reports

29th
State Rank
(Reports per 100K Population)

5,367
Total Fraud & Other Reports

Fraud Losses

$5.7M
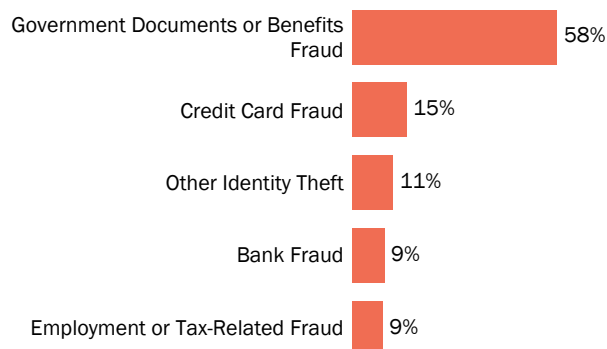Total Fraud Losses

$500
Median Fraud Losses
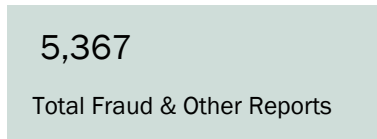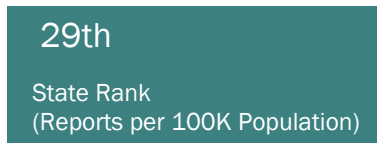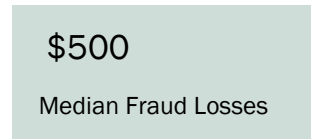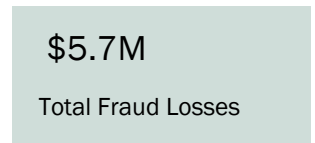
Fraud & Other Reports by Metropolitan Area

Reports per 100K Population
● 749

Top Identity Theft Types
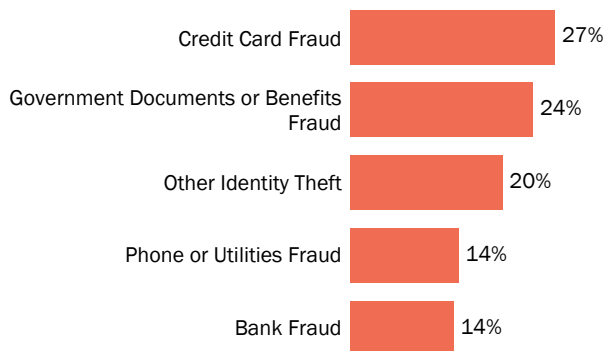
Type	Percent
Credit Card Fraud	27%
Government Documents or Benefits Fraud	24%
Other Identity Theft	20%
Phone or Utilities Fraud	14%
Bank Fraud	14%

Identity Theft Reports
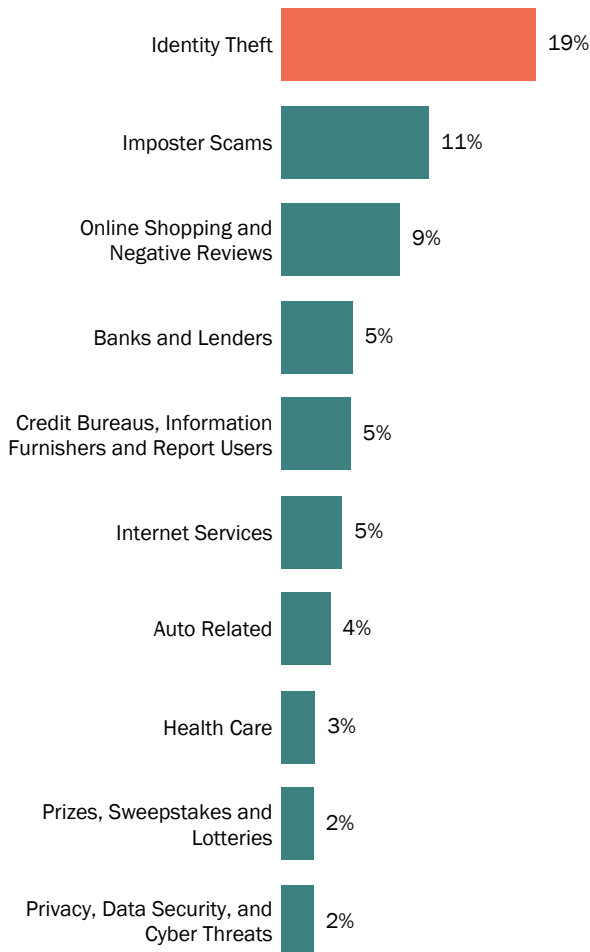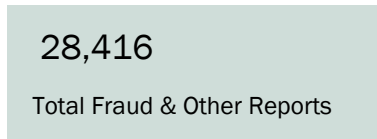
47th
State Rank
(Reports per 100K Population)

926
Identity Theft Reports
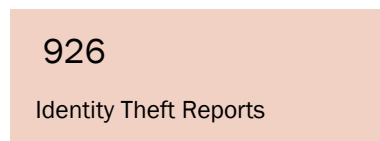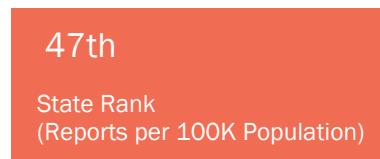
Percentages are based on the total number of relevant 2020 reports from Alaska consumers, as indicated in the chart title. This page excludes reports provided by the Alaska Attorney General. Consumers can report multiple types of identity theft.

Arizona

Top Ten Report Categories

Category	Percent
Identity Theft	30%
Imposter Scams	9%
Online Shopping and Negative Reviews	6%
Credit Bureaus, Information Furnishers and Report Users	4%
Banks and Lenders	4%
Internet Services	3%
Auto Related	3%
Prizes, Sweepstakes and Lotteries	3%
Debt Collection	3%
Privacy, Data Security, and Cyber Threats	2%

Fraud & Other Reports

11th
State Rank
(Reports per 100K Population)

63,248
Total Fraud & Other Reports

Fraud Losses

$69.5M
Total Fraud Losses

$374
Median Fraud Losses
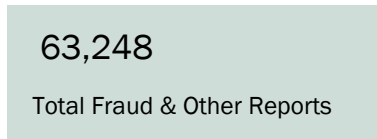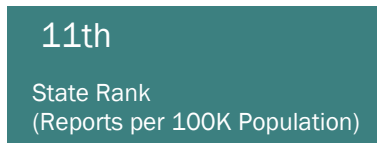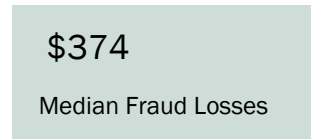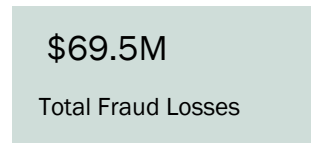
Fraud & Other Reports by Metropolitan Area
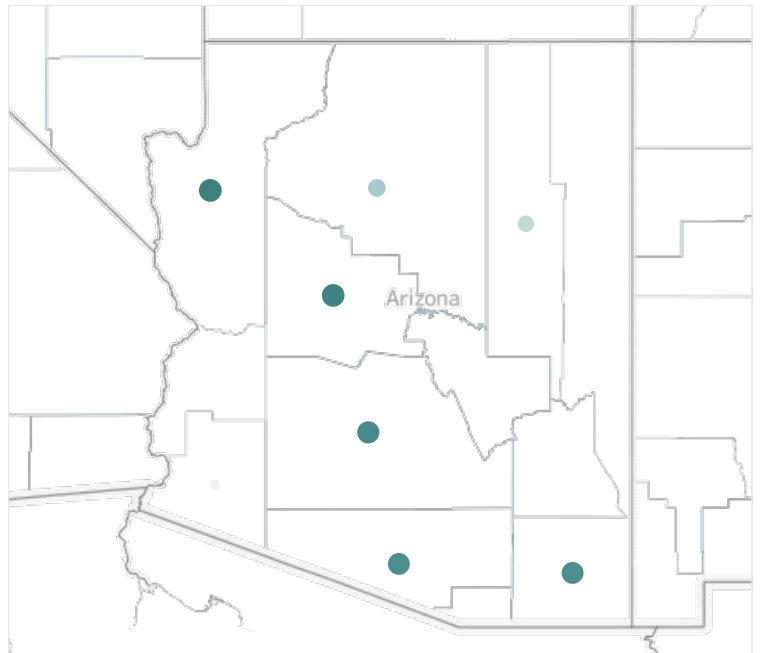
Reports per 100K Population
411 ● ● ● 938

Top Identity Theft Types
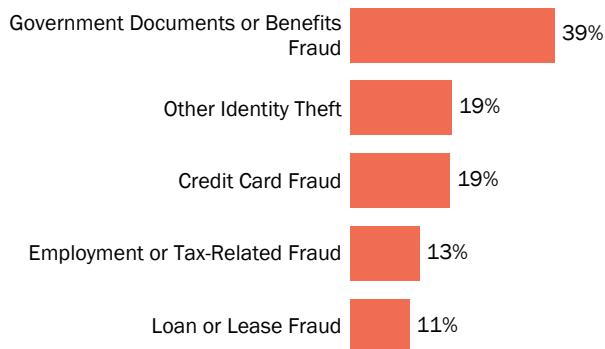
Type	Percent
Government Documents or Benefits Fraud	39%
Other Identity Theft	19%
Credit Card Fraud	19%
Employment or Tax-Related Fraud	13%
Loan or Lease Fraud	11%

Identity Theft Reports

14th
State Rank
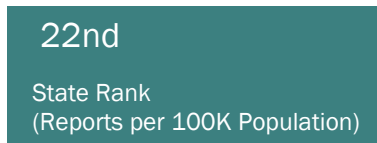(Reports per 100K Population)

27,661
Identity Theft Reports
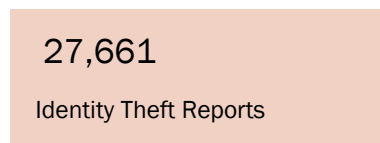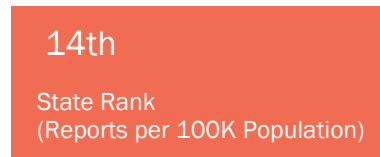
Percentages are based on the total number of relevant 2020 reports from Arizona consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.
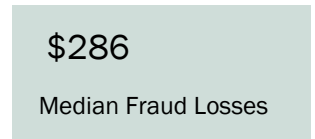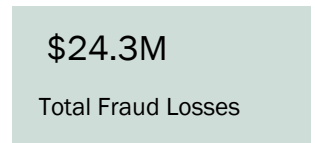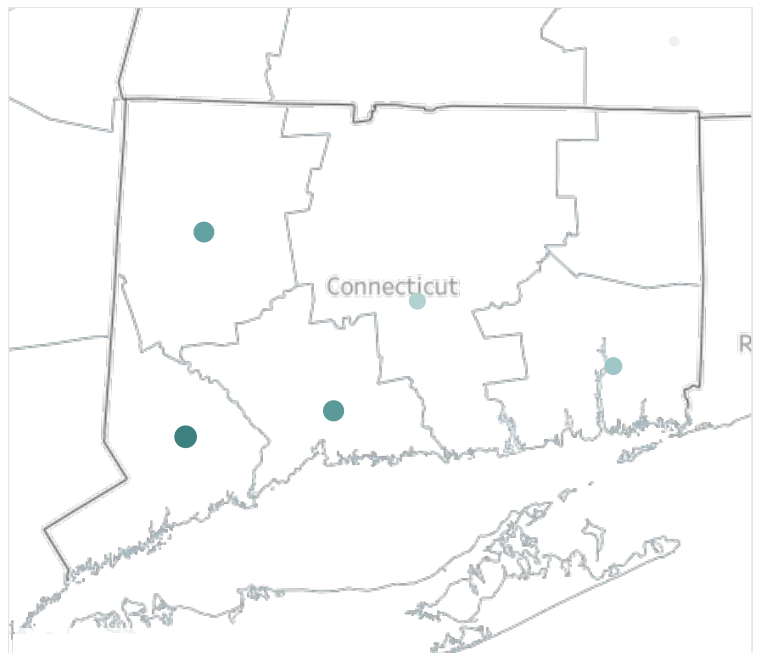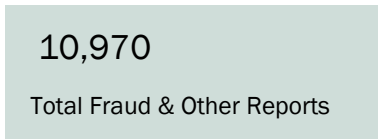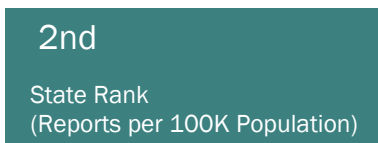
Arkansas

Top Ten Report Categories
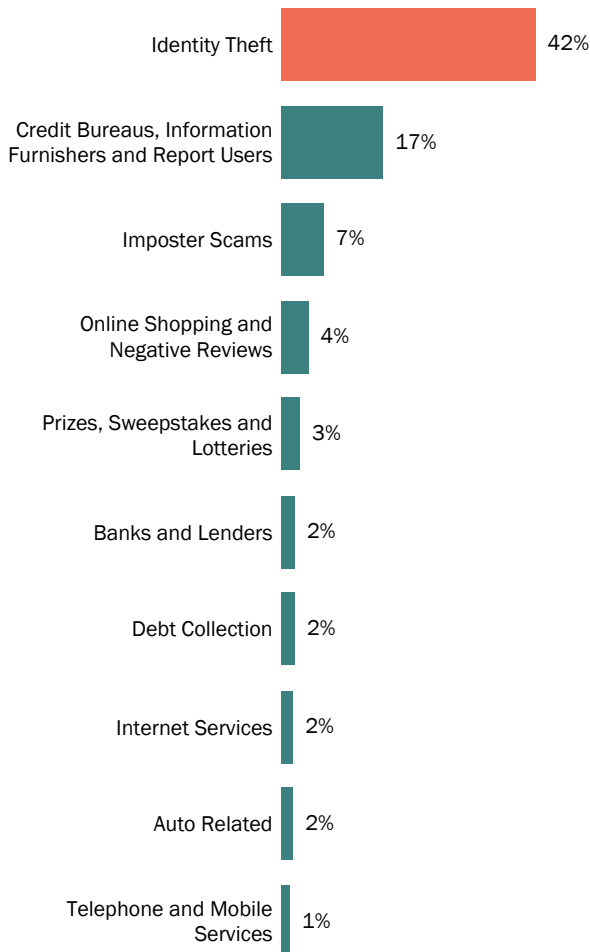
Category	Percentage
Identity Theft	42%
Credit Bureaus, Information Furnishers and Report Users	17%
Imposter Scams	7%
Online Shopping and Negative Reviews	4%
Prizes, Sweepstakes and Lotteries	3%
Banks and Lenders	2%
Debt Collection	2%
Internet Services	2%
Auto Related	2%
Telephone and Mobile Services	1%

Fraud & Other Reports

19th
State Rank
(Reports per 100K Population)

24,539
Total Fraud & Other Reports

Fraud Losses

$13.8M
Total Fraud Losses

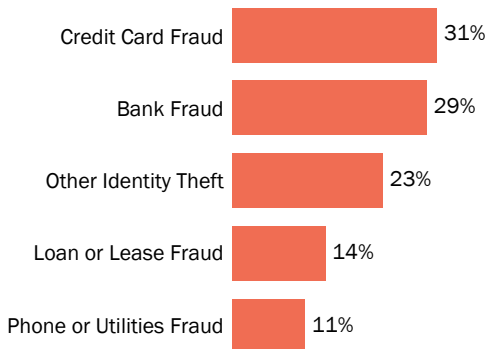**$296**
Median Fraud Losses
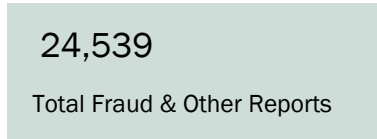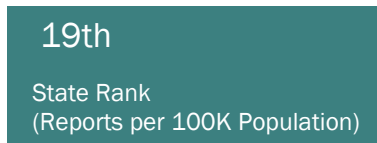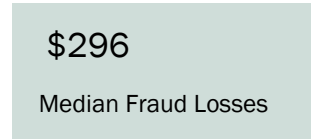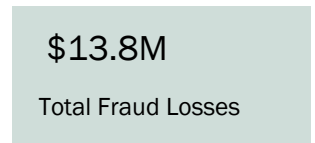
Fraud & Other Reports by Metropolitan Area

Reports per 100K Population

514 ⦁ ⬤ 1,376

Top Identity Theft Types
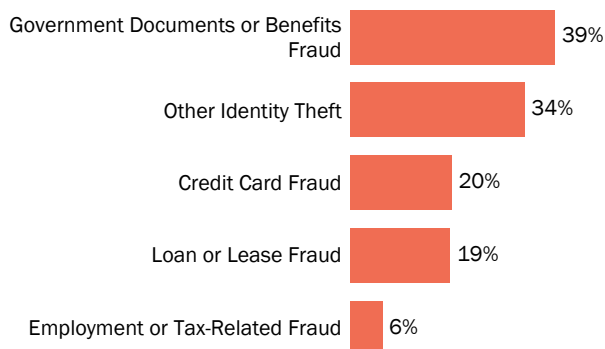
Type	Percentage
Government Documents or Benefits Fraud	39%
Other Identity Theft	34%
Credit Card Fraud	20%
Loan or Lease Fraud	19%
Employment or Tax-Related Fraud	6%

Identity Theft Reports

8th
State Rank
(Reports per 100K Population)

17,470
Identity Theft Reports
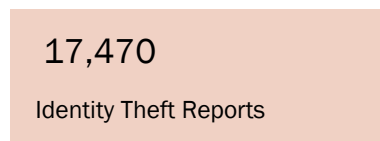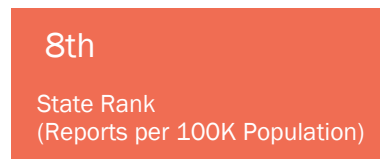
Percentages are based on the total number of relevant 2020 reports from Arkansas consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

California

Top Ten Report Categories

Category	Percentage
Identity Theft	32%
Imposter Scams	9%
Credit Bureaus, Information Furnishers and Report Users	8%
Online Shopping and Negative Reviews	7%
Banks and Lenders	4%
Internet Services	3%
Debt Collection	3%
Privacy, Data Security, and Cyber Threats	2%
Auto Related	2%
Prizes, Sweepstakes and Lotteries	2%

Fraud & Other Reports

20th
State Rank
(Reports per 100K Population)

318,698
Total Fraud & Other Reports

Fraud Losses

$400.9M
Total Fraud Losses

$407
Median Fraud Losses
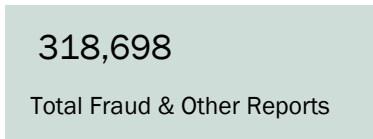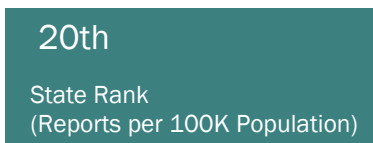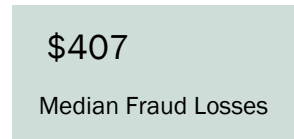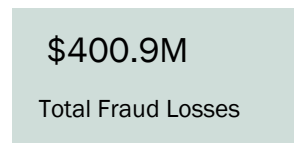
Fraud & Other Reports by Metropolitan Area

Reports per 100K Population
364 • • ● 879

Top Identity Theft Types

Type	Percentage
Credit Card Fraud	45%
Other Identity Theft	27%
Loan or Lease Fraud	14%
Government Documents or Benefits Fraud	10%
Employment or Tax-Related Fraud	10%

Identity Theft Reports

15th
State Rank
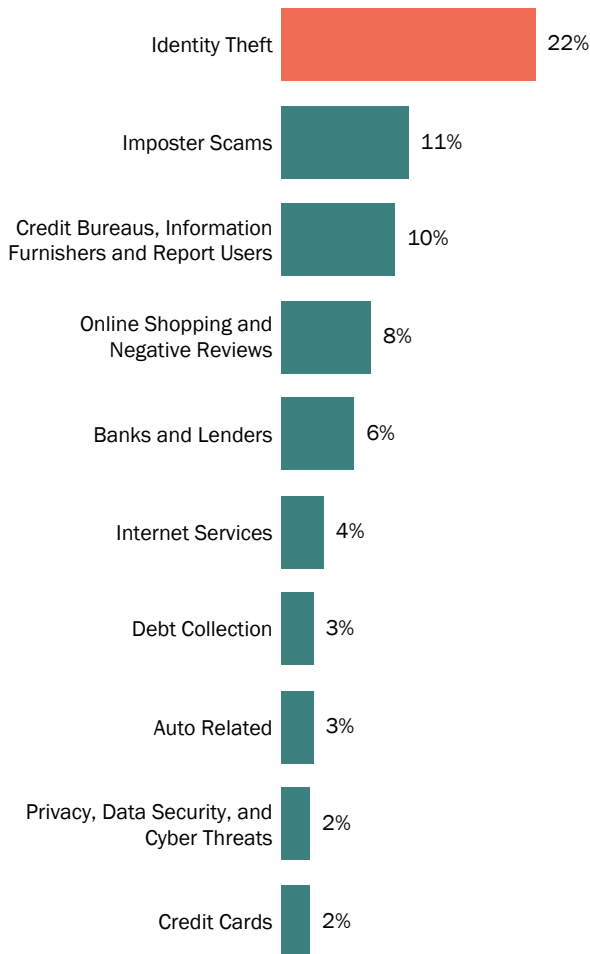(Reports per 100K Population)
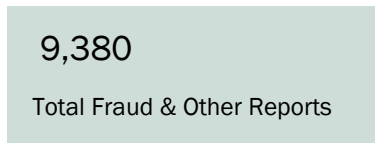
147,382
Identity Theft Reports
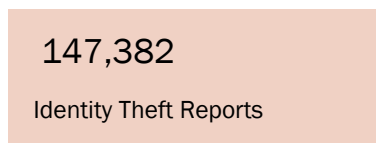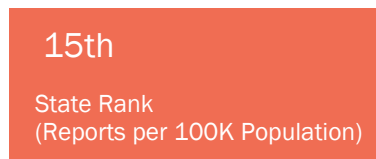
Percentages are based on the total number of relevant 2020 reports from California consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Colorado

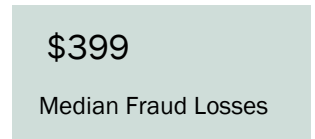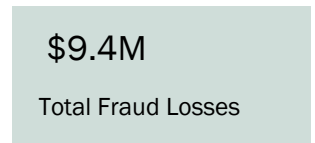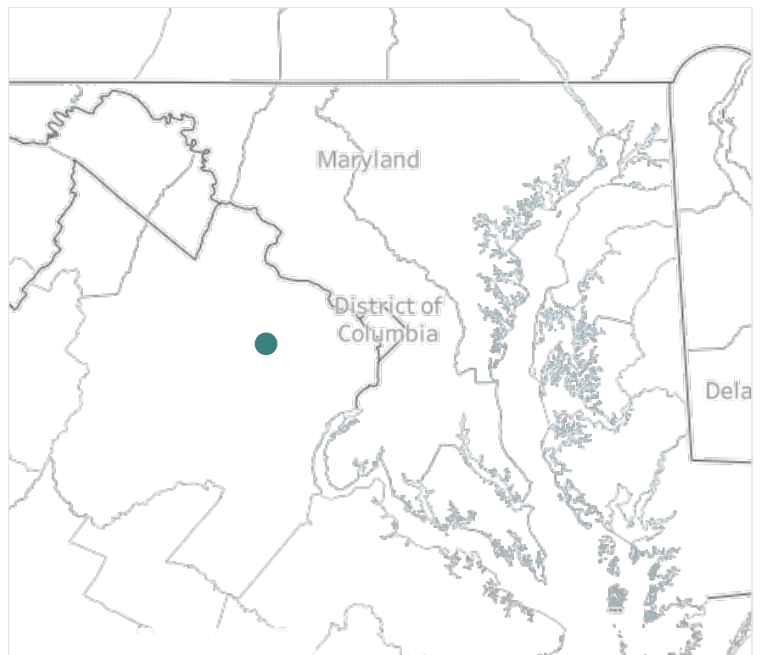## Top Ten Report Categories

Category	%
Identity Theft	29%
Imposter Scams	10%
Online Shopping and Negative Reviews	8%
Banks and Lenders	4%
Credit Bureaus, Information Furnishers and Report Users	3%
Internet Services	3%
Privacy, Data Security, and Cyber Threats	3%
Auto Related	3%
Prizes, Sweepstakes and Lotteries	3%
Health Care	2%

Fraud & Other Reports

8th
State Rank
(Reports per 100K Population)

50,335
Total Fraud & Other Reports

Fraud Losses

$50.9M
Total Fraud Losses

$360
Median Fraud Losses

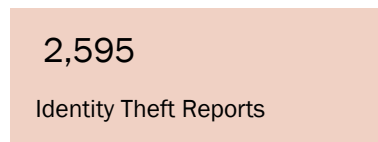## Fraud & Other Reports by Metropolitan Area

Reports per 100K Population
604 ● ● ● 963

Top Identity Theft Types

Type	%
Government Documents or Benefits Fraud	58%
Credit Card Fraud	15%
Other Identity Theft	11%
Bank Fraud	9%
Employment or Tax-Related Fraud	9%

Identity Theft Reports
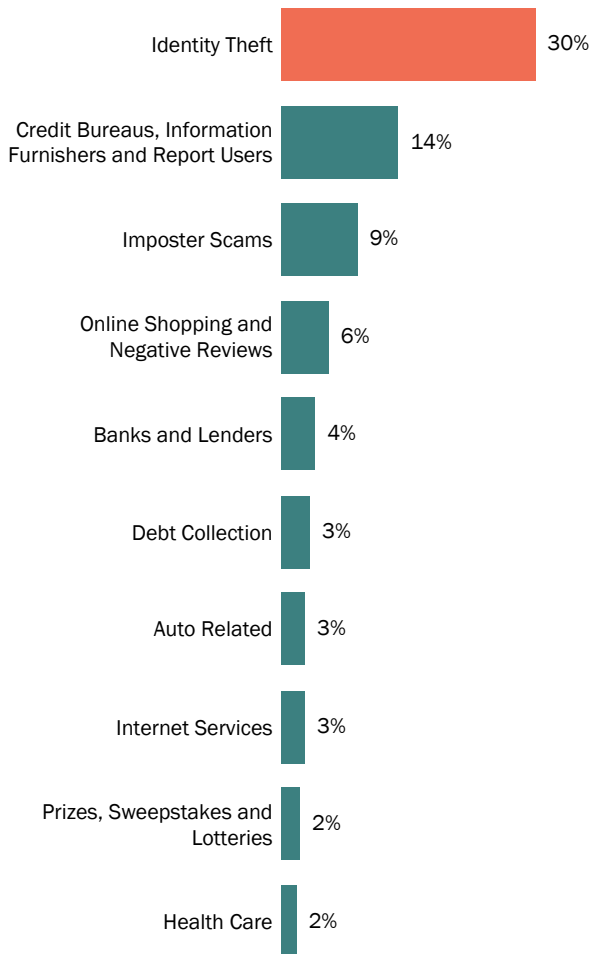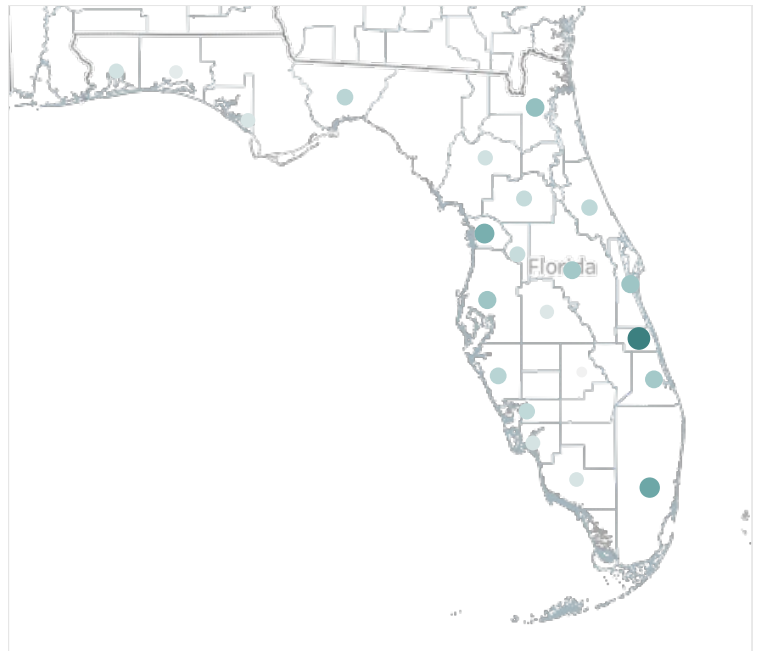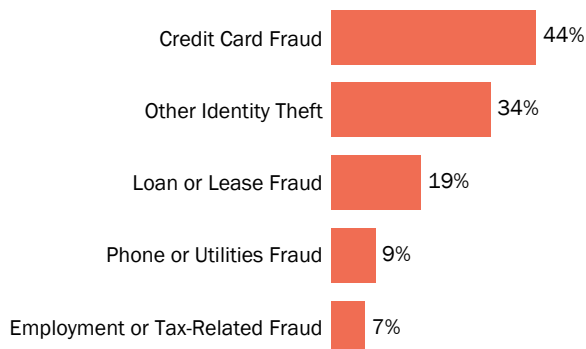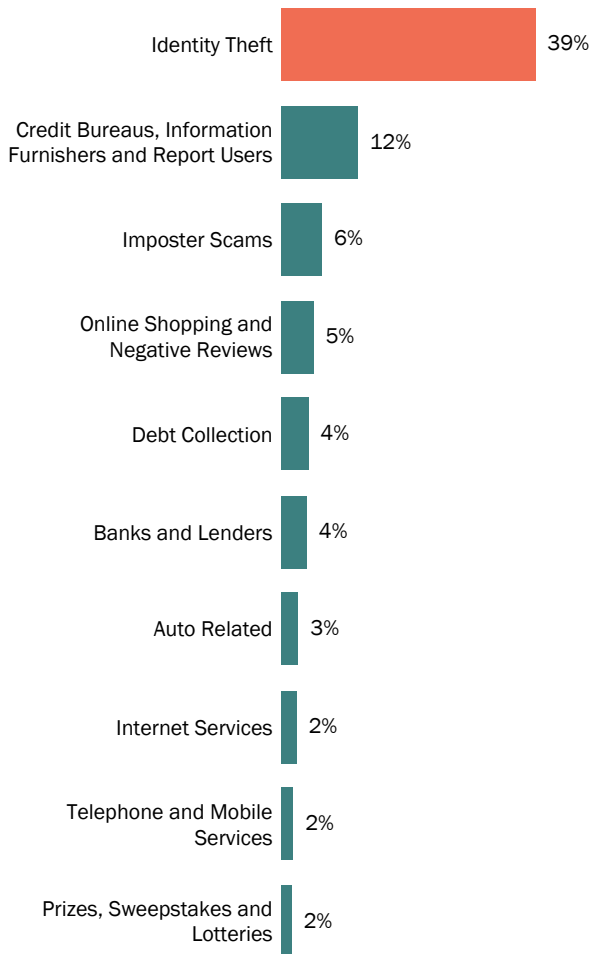
19th
State Rank
(Reports per 100K Population)

20,762
Identity Theft Reports
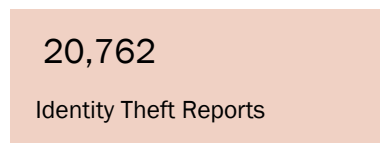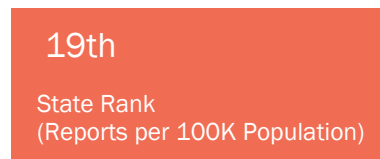
Percentages are based on the total number of relevant 2020 reports from Colorado consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Connecticut

Top Ten Report Categories

- Identity Theft — 19%
- Imposter Scams — 11%
- Online Shopping and Negative Reviews — 9%
- Banks and Lenders — 5%
- Credit Bureaus, Information Furnishers and Report Users — 5%
- Internet Services — 5%
- Auto Related — 4%
- Health Care — 3%
- Prizes, Sweepstakes and Lotteries — 2%
- Privacy, Data Security, and Cyber Threats — 2%

Fraud & Other Reports

22nd
State Rank
(Reports per 100K Population)

28,416
Total Fraud & Other Reports

Fraud Losses

$24.3M
Total Fraud Losses

$286
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

Reports per 100K Population
659 — 849

Top Identity Theft Types
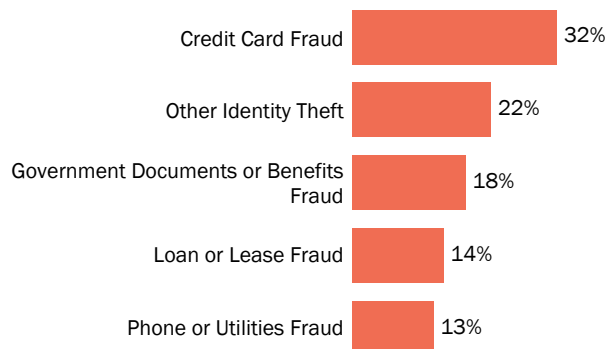
- Credit Card Fraud — 32%
- Other Identity Theft — 22%
- Government Documents or Benefits Fraud — 18%
- Loan or Lease Fraud — 14%
- Phone or Utilities Fraud — 13%

Identity Theft Reports

34th
State Rank
(Reports per 100K Population)
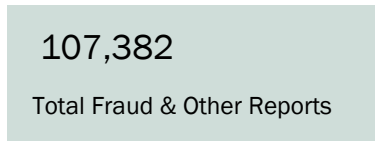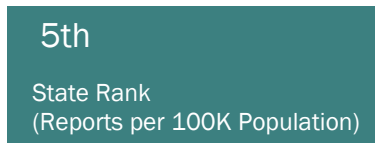
6,821
Identity Theft Reports
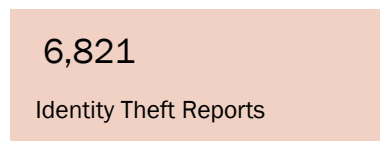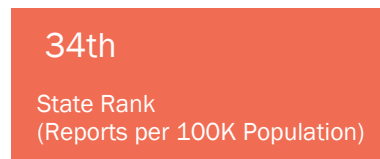
Percentages are based on the total number of relevant 2020 reports from Connecticut consumers, as indicated in the chart title. This page excludes reports provided by the Connecticut Department of Consumer Protection. Consumers can report multiple types of identity theft.

Delaware

Top Ten Report Categories

Category	Percentage
Identity Theft	29%
Imposter Scams	9%
Credit Bureaus, Information Furnishers and Report Users	9%
Online Shopping and Negative Reviews	7%
Banks and Lenders	5%
Debt Collection	4%
Internet Services	3%
Prizes, Sweepstakes and Lotteries	3%
Auto Related	3%
Credit Cards	2%

Fraud & Other Reports

2nd
State Rank
(Reports per 100K Population)

10,970
Total Fraud & Other Reports

Fraud Losses

$9.1M
Total Fraud Losses
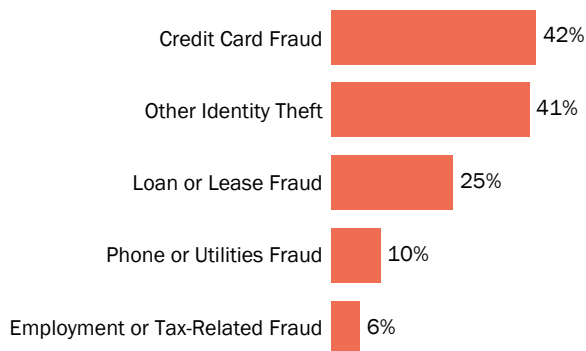
$400
Median Fraud Losses
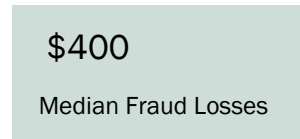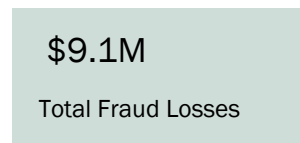
Fraud & Other Reports by Metropolitan Area

Reports per 100K Population
769 — 1,069

Top Identity Theft Types

Type	Percentage
Credit Card Fraud	31%
Bank Fraud	29%
Other Identity Theft	23%
Loan or Lease Fraud	14%
Phone or Utilities Fraud	11%

Identity Theft Reports

13th
State Rank
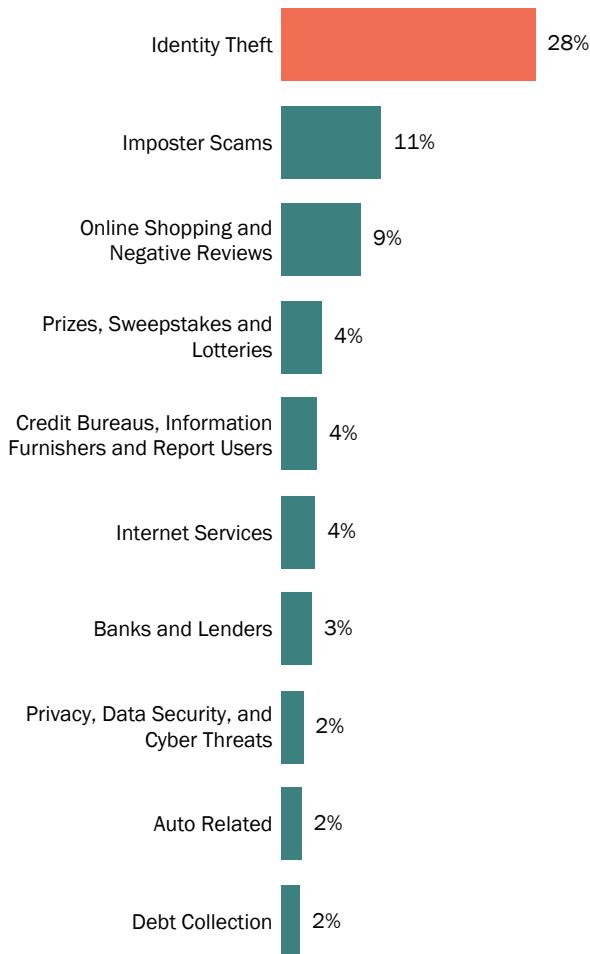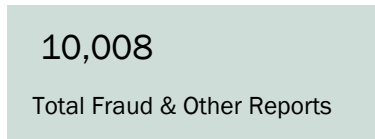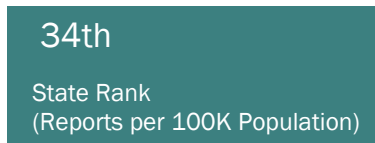(Reports per 100K Population)

4,374
Identity Theft Reports
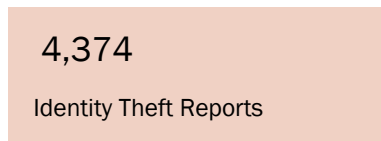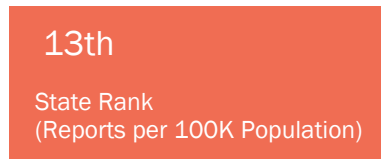
Percentages are based on the total number of relevant 2020 reports from Delaware consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.
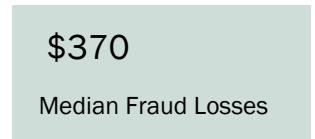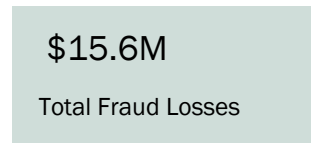
District of Columbia

Top Ten Report Categories

Identity Theft — 22%
Imposter Scams — 11%
Credit Bureaus, Information Furnishers and Report Users — 10%
Online Shopping and Negative Reviews — 8%
Banks and Lenders — 6%
Internet Services — 4%
Debt Collection — 3%
Auto Related — 3%
Privacy, Data Security, and Cyber Threats — 2%
Credit Cards — 2%

Fraud & Other Reports

9,380
Total Fraud & Other Reports

Fraud Losses

$9.4M
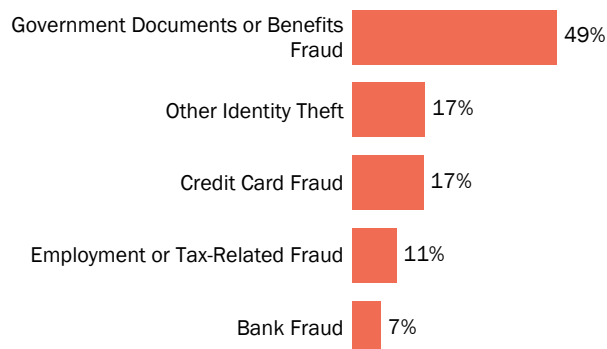Total Fraud Losses

$399
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

Reports per 100K Population
● 1,072

Top Identity Theft Types
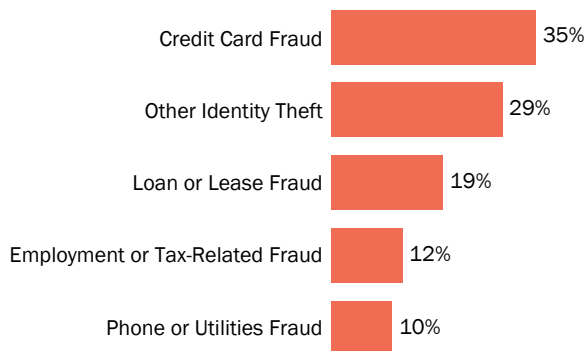
Credit Card Fraud — 35%
Other Identity Theft — 29%
Loan or Lease Fraud — 19%
Employment or Tax-Related Fraud — 12%
Phone or Utilities Fraud — 10%

Identity Theft Reports

2,595
Identity Theft Reports

Percentages are based on the total number of relevant 2020 reports from District of Columbia consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Florida

Top Ten Report Categories

Category	%
Identity Theft	30%
Credit Bureaus, Information Furnishers and Report Users	14%
Imposter Scams	9%
Online Shopping and Negative Reviews	6%
Banks and Lenders	4%
Debt Collection	3%
Auto Related	3%
Internet Services	3%
Prizes, Sweepstakes and Lotteries	2%
Health Care	2%

Fraud & Other Reports

3rd
State Rank
(Reports per 100K Population)

241,262
Total Fraud & Other Reports

Fraud Losses

$199.4M
Total Fraud Losses

$384
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

Reports per 100K Population
768 ● 1,614

Top Identity Theft Types

Type	%
Credit Card Fraud	44%
Other Identity Theft	34%
Loan or Lease Fraud	19%
Phone or Utilities Fraud	9%
Employment or Tax-Related Fraud	7%

Identity Theft Reports

11th
State Rank
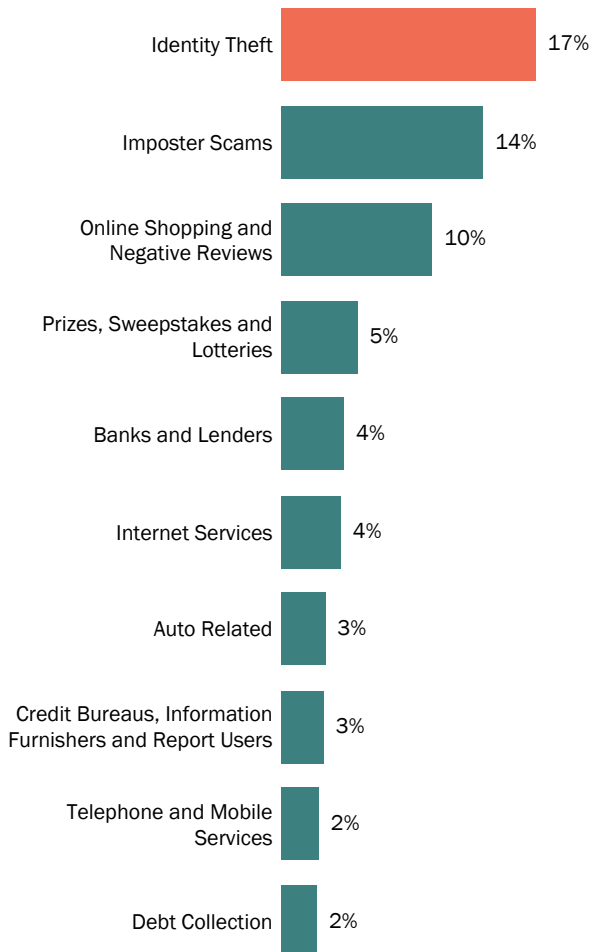(Reports per 100K Population)

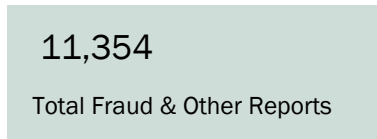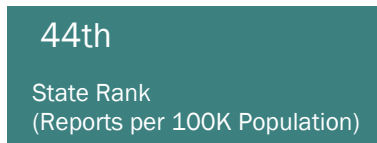**101,367**
Identity Theft Reports

Percentages are based on the total number of relevant 2020 reports from Florida consumers, as indicated in the chart title. This page excludes reports provided by the Florida Department of Agriculture and Consumer Services. Consumers can report multiple types of identity theft.

Georgia

Top Ten Report Categories

Category	Percent
Identity Theft	39%
Credit Bureaus, Information Furnishers and Report Users	12%
Imposter Scams	6%
Online Shopping and Negative Reviews	5%
Debt Collection	4%
Banks and Lenders	4%
Auto Related	3%
Internet Services	2%
Telephone and Mobile Services	2%
Prizes, Sweepstakes and Lotteries	2%

Fraud & Other Reports

5th
State Rank
(Reports per 100K Population)

107,382
Total Fraud & Other Reports

Fraud Losses

$71.8M
Total Fraud Losses

$300
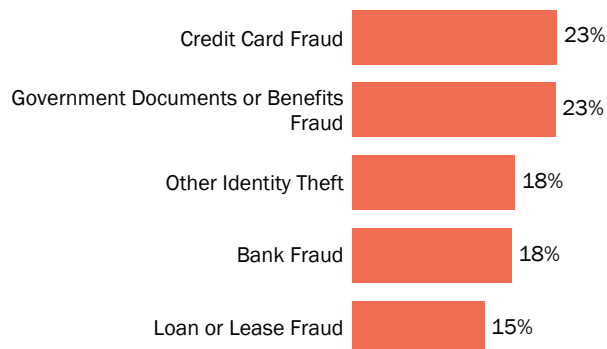Median Fraud Losses
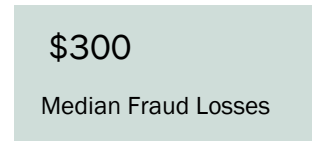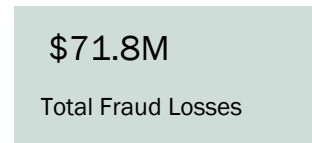
Fraud & Other Reports by Metropolitan Area
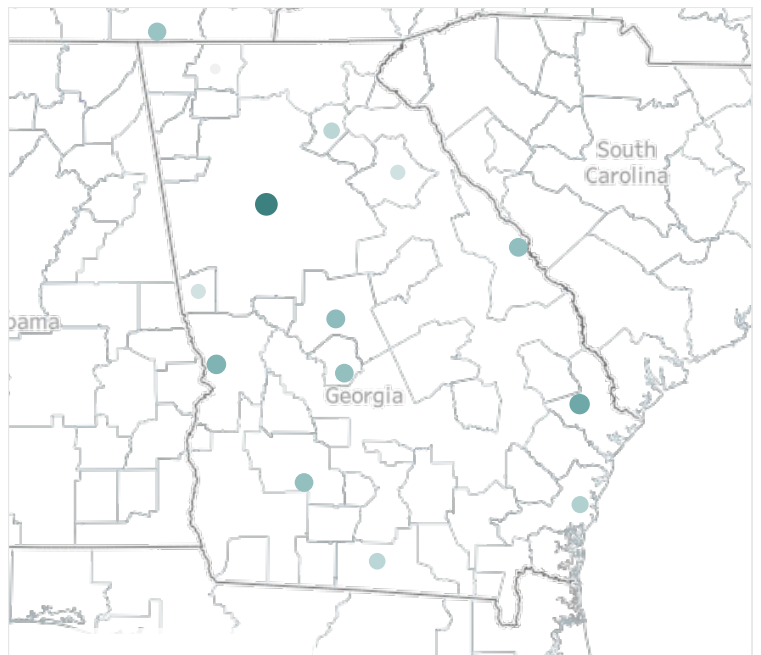
Reports per 100K Population
445   1,227

Top Identity Theft Types

Type	Percent
Credit Card Fraud	42%
Other Identity Theft	41%
Loan or Lease Fraud	25%
Phone or Utilities Fraud	10%
Employment or Tax-Related Fraud	6%

Identity Theft Reports

7th
State Rank
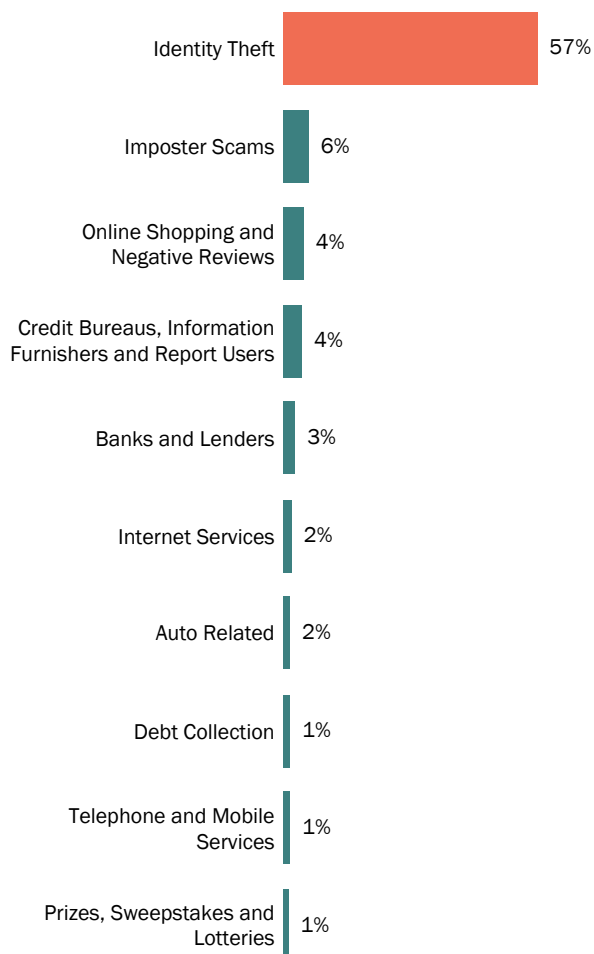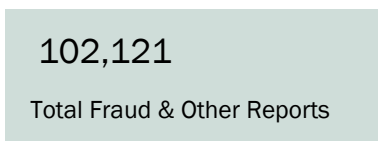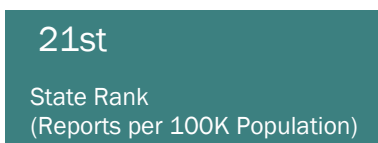(Reports per 100K Population)

69,487
Identity Theft Reports
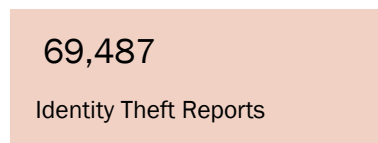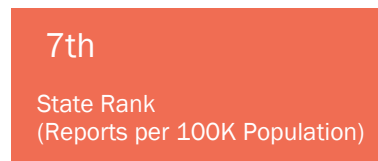
Percentages are based on the total number of relevant 2020 reports from Georgia consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Hawaii

Top Ten Report Categories

Category	Percentage
Identity Theft	28%
Imposter Scams	11%
Online Shopping and Negative Reviews	9%
Prizes, Sweepstakes and Lotteries	4%
Credit Bureaus, Information Furnishers and Report Users	4%
Internet Services	4%
Banks and Lenders	3%
Privacy, Data Security, and Cyber Threats	2%
Auto Related	2%
Debt Collection	2%

Fraud & Other Reports

34th
State Rank
(Reports per 100K Population)

10,008
Total Fraud & Other Reports

Fraud Losses

$15.6M
Total Fraud Losses

$370
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

Reports per 100K Population
665 ● ● 713

Top Identity Theft Types

Type	Percentage
Government Documents or Benefits Fraud	49%
Other Identity Theft	17%
Credit Card Fraud	17%
Employment or Tax-Related Fraud	11%
Bank Fraud	7%

Identity Theft Reports

27th
State Rank
(Reports per 100K Population)

3,835
Identity Theft Reports
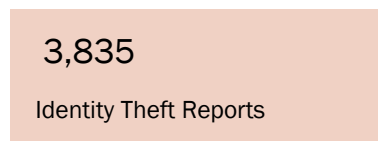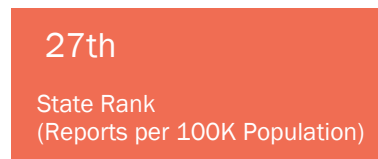
Percentages are based on the total number of relevant 2020 reports from Hawaii consumers, as indicated in the chart title. This page excludes reports provided by the Hawaii Office of Consumer Protection. Consumers can report multiple types of identity theft.
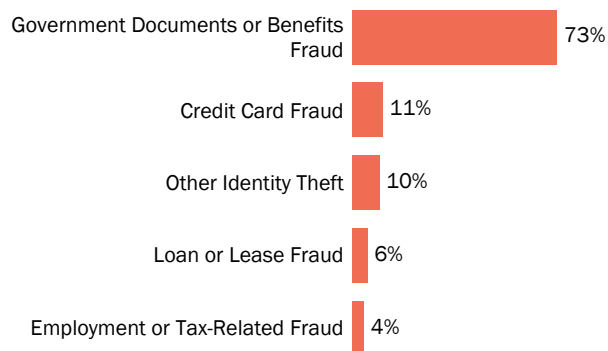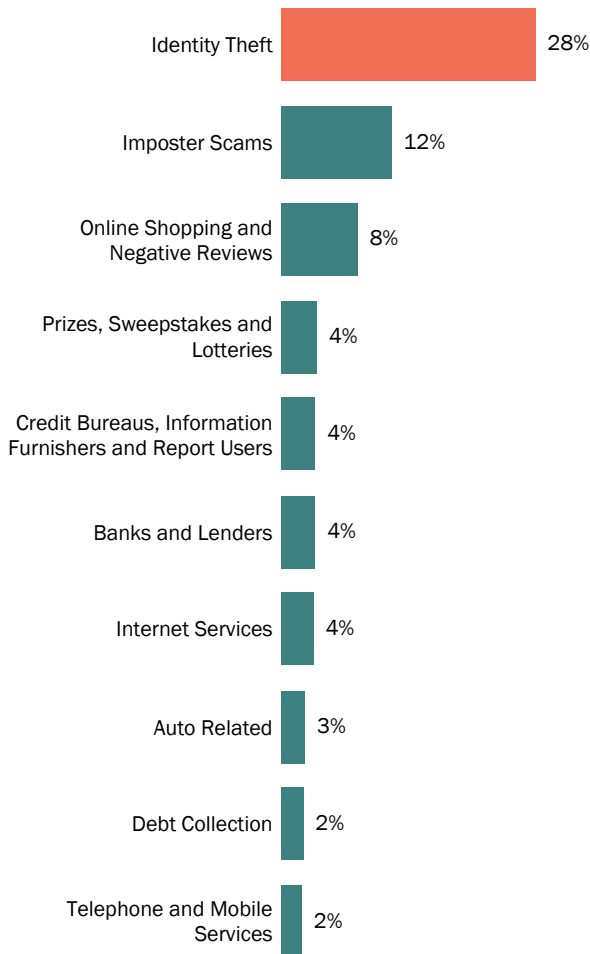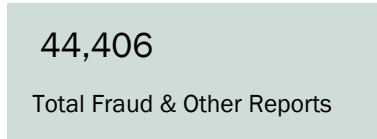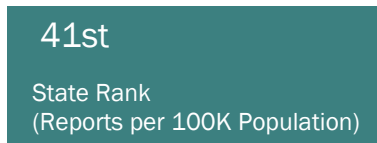
Idaho

Top Ten Report Categories

Category	Percentage
Identity Theft	17%
Imposter Scams	14%
Online Shopping and Negative Reviews	10%
Prizes, Sweepstakes and Lotteries	5%
Banks and Lenders	4%
Internet Services	4%
Auto Related	3%
Credit Bureaus, Information Furnishers and Report Users	3%
Telephone and Mobile Services	2%
Debt Collection	2%

Fraud & Other Reports

44th
State Rank
(Reports per 100K Population)

11,354
Total Fraud & Other Reports

Fraud Losses

$10.0M
Total Fraud Losses

$295
Median Fraud Losses
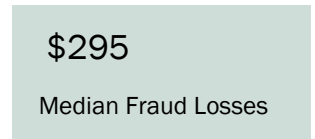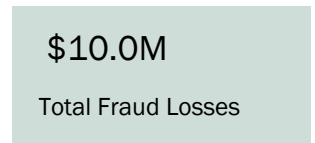
Fraud & Other Reports by Metropolitan Area
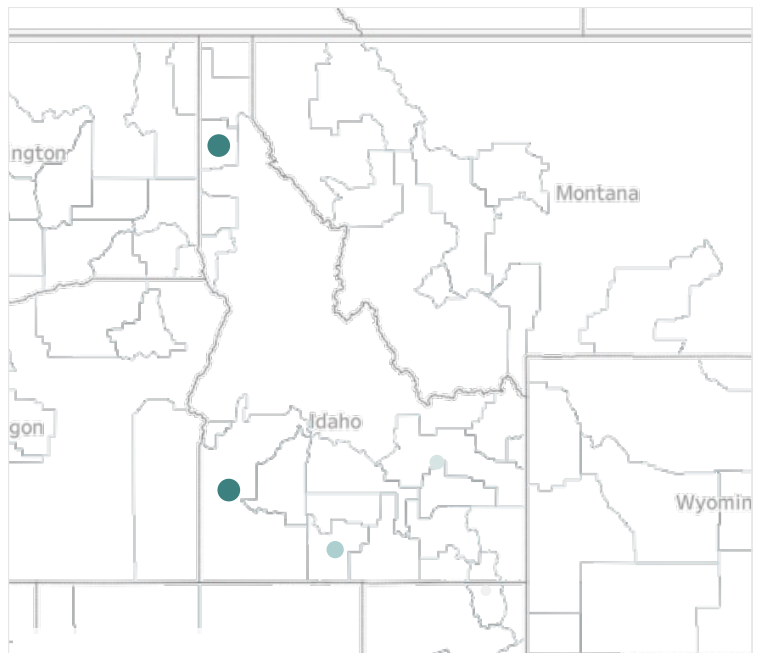
Reports per 100K Population
428 ● ● ● 704

Top Identity Theft Types

Type	Percentage
Credit Card Fraud	23%
Government Documents or Benefits Fraud	23%
Other Identity Theft	18%
Bank Fraud	18%
Loan or Lease Fraud	15%

Identity Theft Reports

44th
State Rank
(Reports per 100K Population)

2,353
Identity Theft Reports
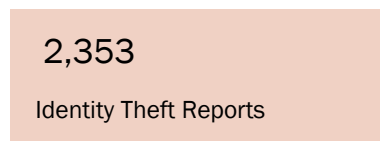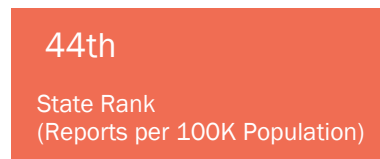
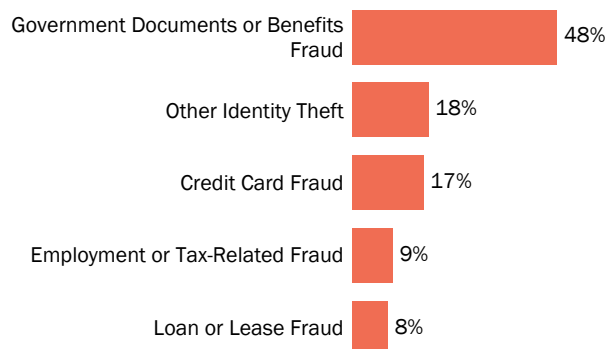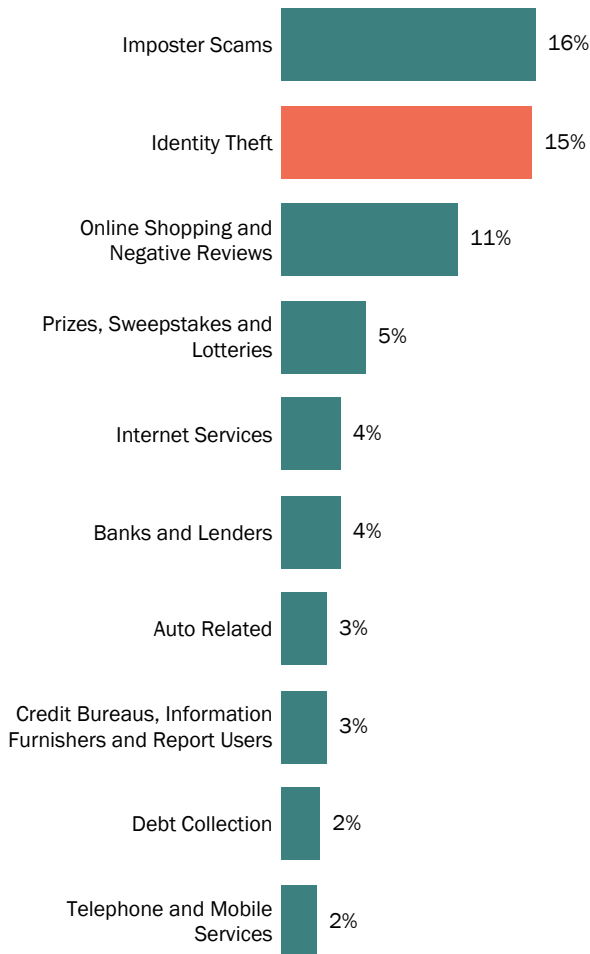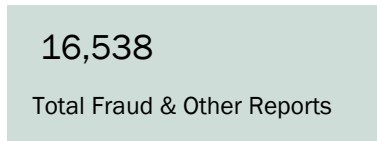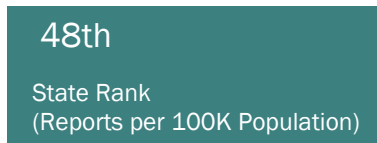*Percentages are based on the total number of relevant 2020 reports from Idaho consumers, as indicated in the chart title. This page excludes reports provided by the Idaho Attorney General. Consumers can report multiple types of identity theft.*
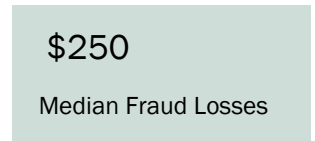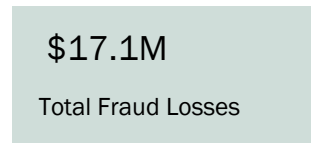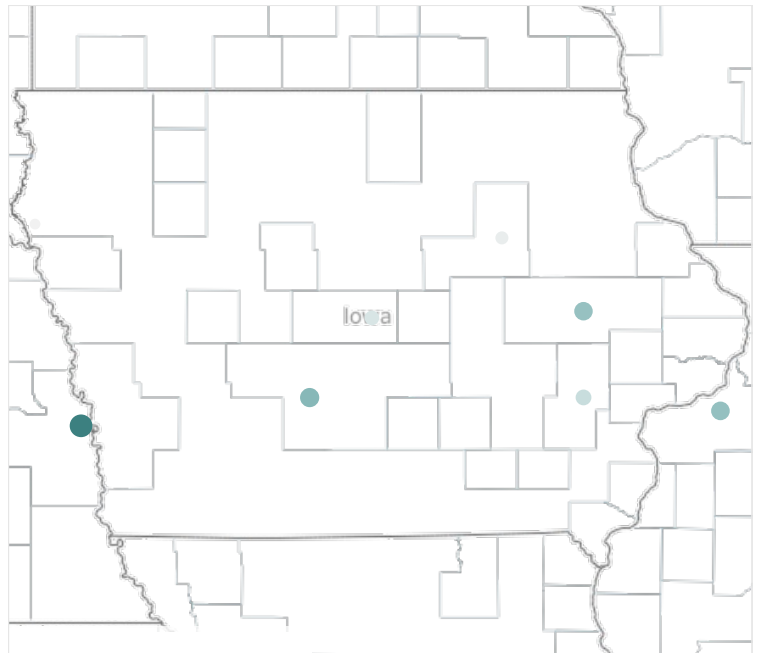
Illinois

Top Ten Report Categories

Category	Percent
Identity Theft	57%
Imposter Scams	6%
Online Shopping and Negative Reviews	4%
Credit Bureaus, Information Furnishers and Report Users	4%
Banks and Lenders	3%
Internet Services	2%
Auto Related	2%
Debt Collection	1%
Telephone and Mobile Services	1%
Prizes, Sweepstakes and Lotteries	1%

Fraud & Other Reports

21st
State Rank
(Reports per 100K Population)

102,121
Total Fraud & Other Reports

Fraud Losses

$93.3M
Total Fraud Losses

$285
Median Fraud Losses
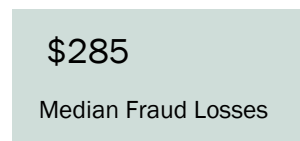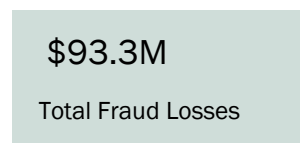
Fraud & Other Reports by Metropolitan Area
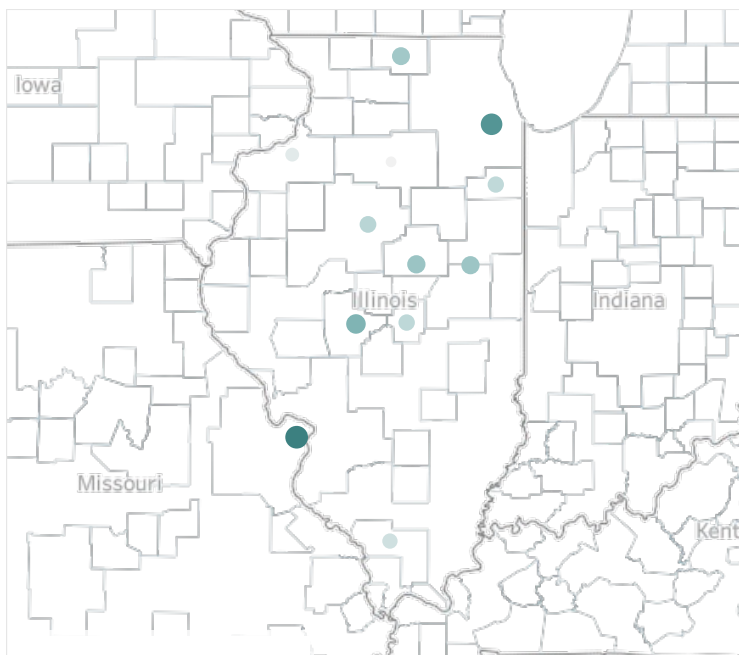
Reports per 100K Population
543 — 918

Top Identity Theft Types

Type	Percent
Government Documents or Benefits Fraud	73%
Credit Card Fraud	11%
Other Identity Theft	10%
Loan or Lease Fraud	6%
Employment or Tax-Related Fraud	4%

Identity Theft Reports

3rd
State Rank
(Reports per 100K Population)

135,038
Identity Theft Reports
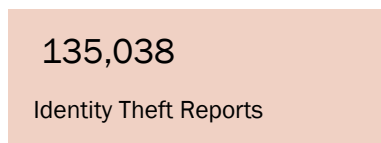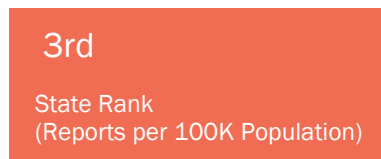
Percentages are based on the total number of relevant 2020 reports from Illinois consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Indiana

Top Ten Report Categories

Category	Percentage
Identity Theft	28%
Imposter Scams	12%
Online Shopping and Negative Reviews	8%
Prizes, Sweepstakes and Lotteries	4%
Credit Bureaus, Information Furnishers and Report Users	4%
Banks and Lenders	4%
Internet Services	4%
Auto Related	3%
Debt Collection	2%
Telephone and Mobile Services	2%

Fraud & Other Reports

41st
State Rank
(Reports per 100K Population)

44,406
Total Fraud & Other Reports

Fraud Losses

$31.6M
Total Fraud Losses

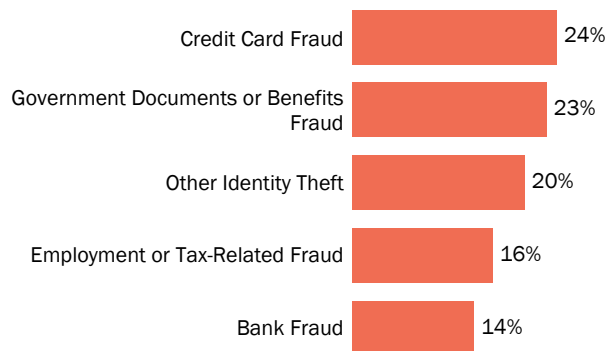**$240**
Median Fraud Losses
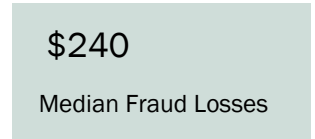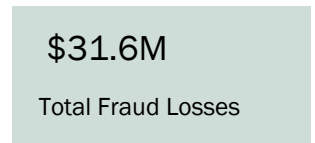
Fraud & Other Reports by Metropolitan Area
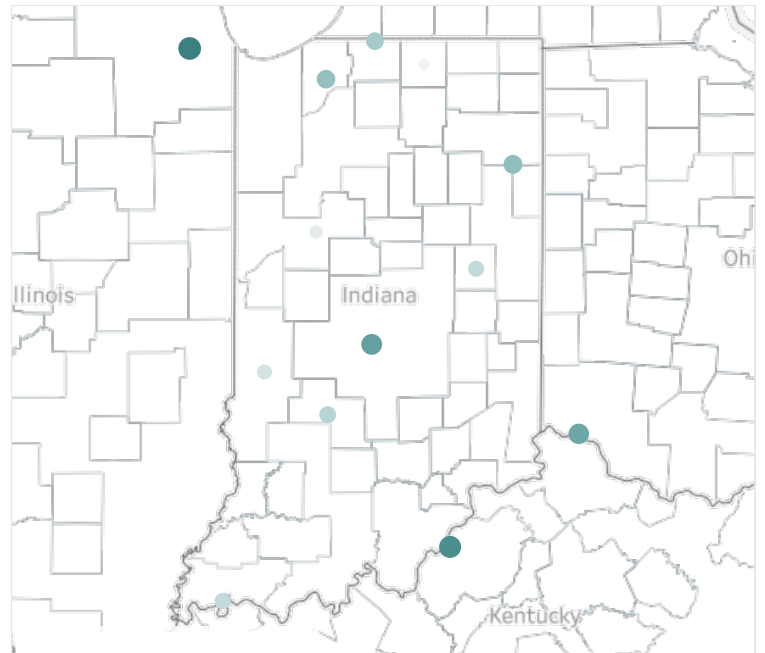
Reports per 100K Population
498 • • ● 850

Top Identity Theft Types

Type	Percentage
Government Documents or Benefits Fraud	48%
Other Identity Theft	18%
Credit Card Fraud	17%
Employment or Tax-Related Fraud	9%
Loan or Lease Fraud	8%

Identity Theft Reports

29th
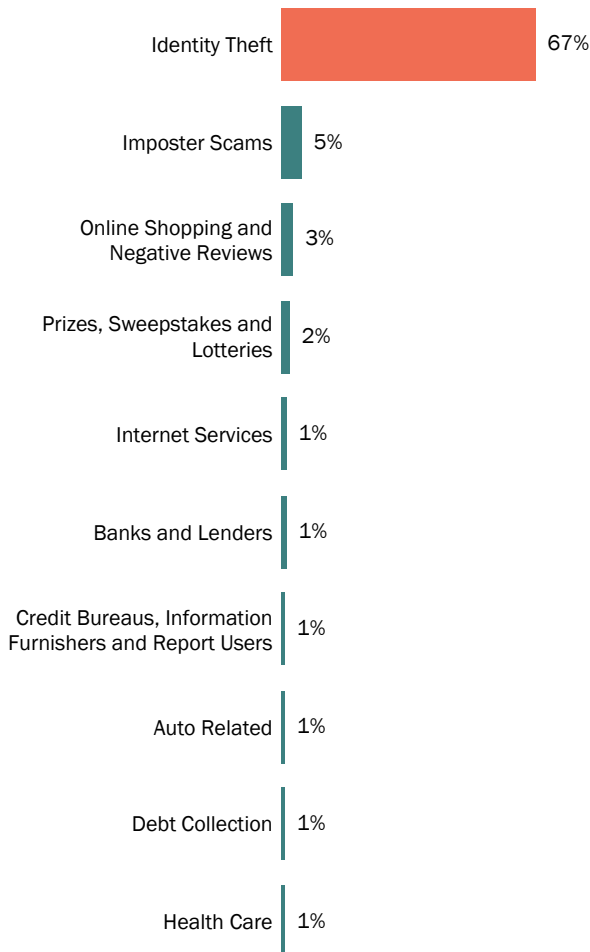State Rank
(Reports per 100K Population)
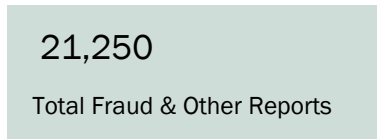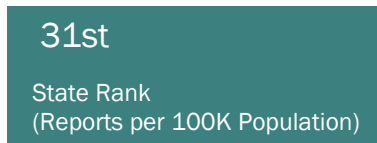
17,306
Identity Theft Reports
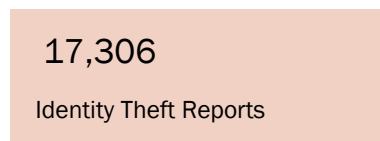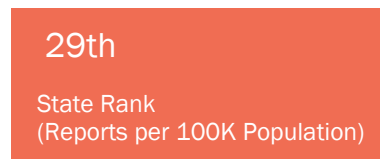
Percentages are based on the total number of relevant 2020 reports from Indiana consumers, as indicated in the chart title. This page excludes reports provided by the Indiana Attorney General. Consumers can report multiple types of identity theft.
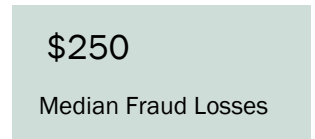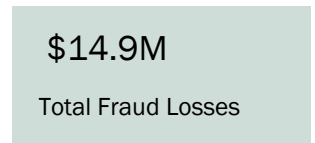
Iowa

Top Ten Report Categories

Category	Percent
Imposter Scams	16%
Identity Theft	15%
Online Shopping and Negative Reviews	11%
Prizes, Sweepstakes and Lotteries	5%
Internet Services	4%
Banks and Lenders	4%
Auto Related	3%
Credit Bureaus, Information Furnishers and Report Users	3%
Debt Collection	2%
Telephone and Mobile Services	2%

Fraud & Other Reports

48th
State Rank
(Reports per 100K Population)

16,538
Total Fraud & Other Reports

Fraud Losses

$17.1M
Total Fraud Losses

$250
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

Reports per 100K Population
440 — 735

Top Identity Theft Types

Type	Percent
Credit Card Fraud	24%
Government Documents or Benefits Fraud	23%
Other Identity Theft	20%
Employment or Tax-Related Fraud	16%
Bank Fraud	14%

Identity Theft Reports

49th
State Rank
(Reports per 100K Population)

3,022
Identity Theft Reports

Percentages are based on the total number of relevant 2020 reports from Iowa consumers, as indicated in the chart title. This page excludes reports provided by the Iowa Attorney General. Consumers can report multiple types of identity theft.
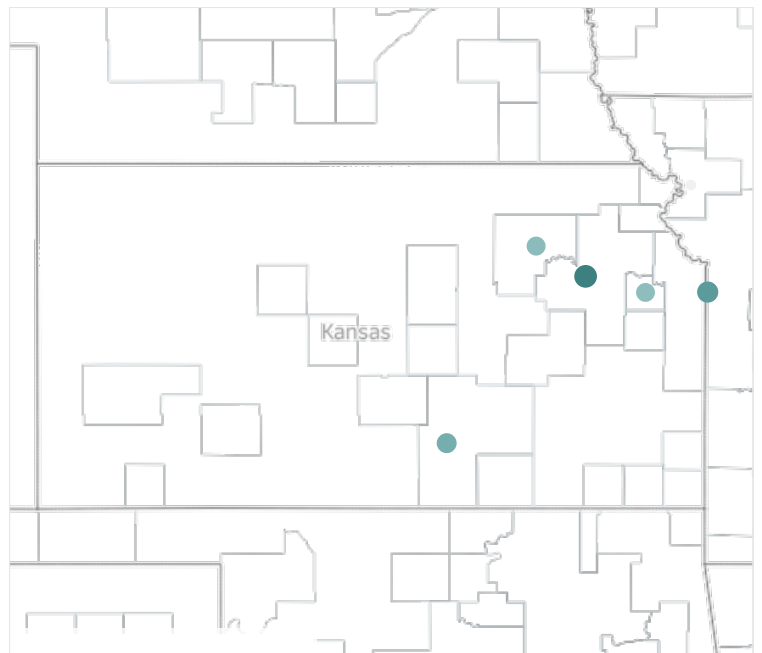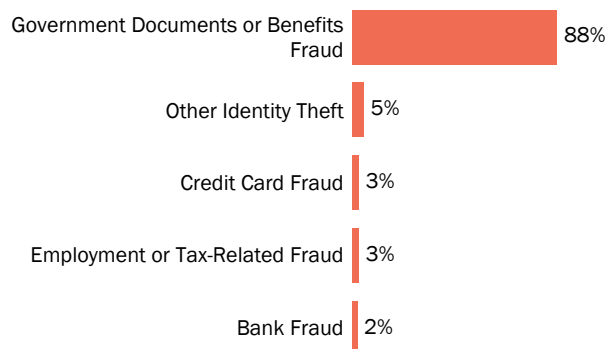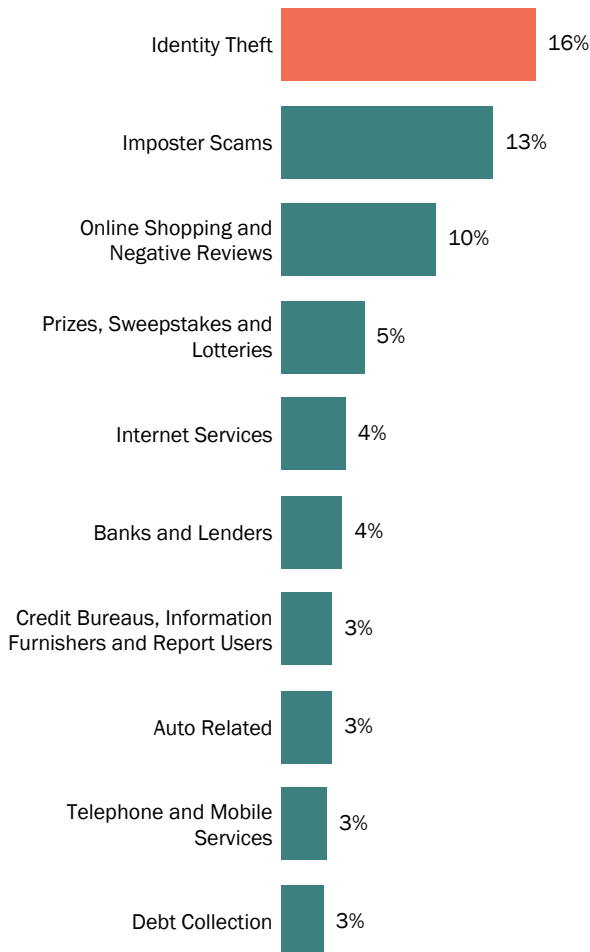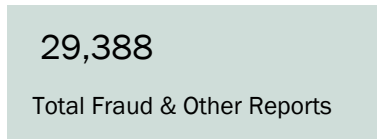
Kansas

Top Ten Report Categories

Category	Percent
Identity Theft	67%
Imposter Scams	5%
Online Shopping and Negative Reviews	3%
Prizes, Sweepstakes and Lotteries	2%
Internet Services	1%
Banks and Lenders	1%
Credit Bureaus, Information Furnishers and Report Users	1%
Auto Related	1%
Debt Collection	1%
Health Care	1%

Fraud & Other Reports

31st
State Rank
(Reports per 100K Population)

21,250
Total Fraud & Other Reports

Fraud Losses

$14.9M
Total Fraud Losses

$250
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

Reports per 100K Population
566 ● 878

Top Identity Theft Types

Type	Percent
Government Documents or Benefits Fraud	88%
Other Identity Theft	5%
Credit Card Fraud	3%
Employment or Tax-Related Fraud	3%
Bank Fraud	2%

Identity Theft Reports

1st
State Rank
(Reports per 100K Population)
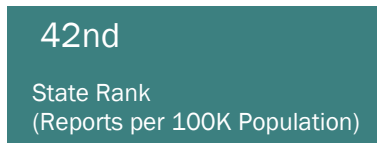
43,211
Identity Theft Reports
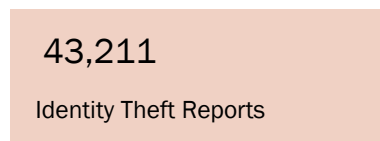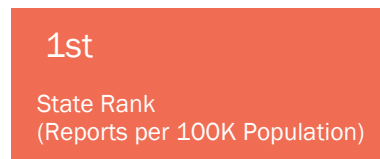
Percentages are based on the total number of relevant 2020 reports from Kansas consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.
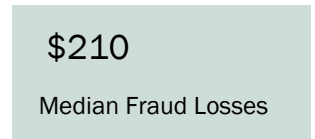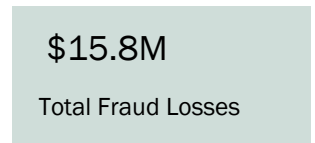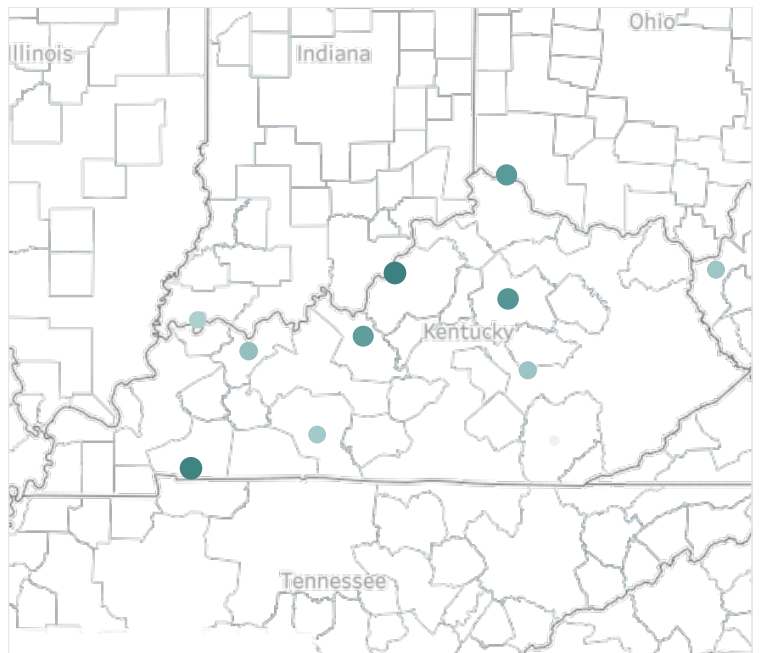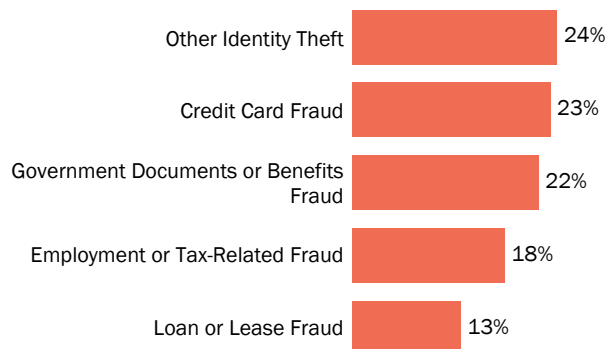
Kentucky

Top Ten Report Categories

Category	Percent
Identity Theft	16%
Imposter Scams	13%
Online Shopping and Negative Reviews	10%
Prizes, Sweepstakes and Lotteries	5%
Internet Services	4%
Banks and Lenders	4%
Credit Bureaus, Information Furnishers and Report Users	3%
Auto Related	3%
Telephone and Mobile Services	3%
Debt Collection	3%

Fraud & Other Reports

42nd
State Rank
(Reports per 100K Population)

29,388
Total Fraud & Other Reports

Fraud Losses

$15.8M
Total Fraud Losses

$210
Median Fraud Losses
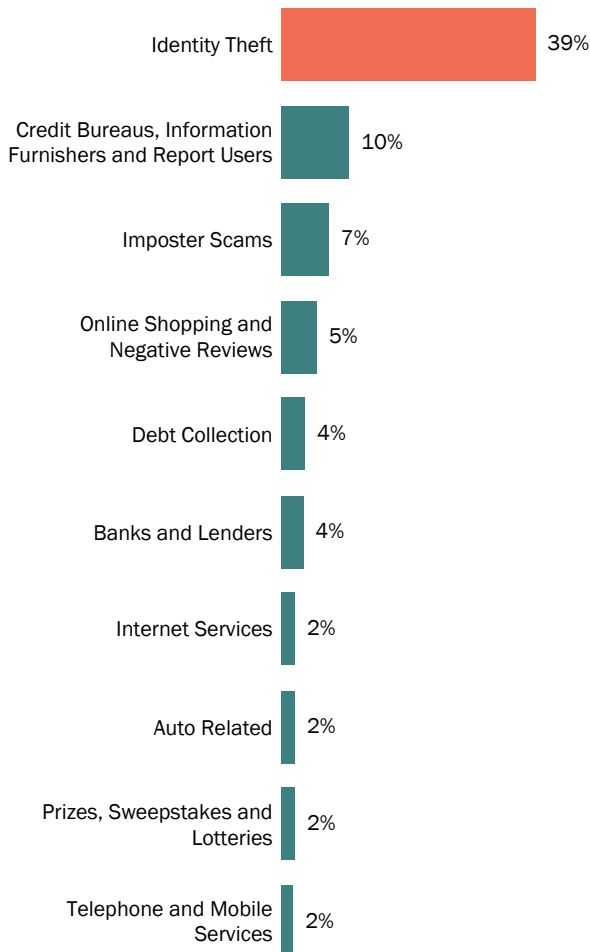
Fraud & Other Reports by Metropolitan Area

Reports per 100K Population
466 ● ● ● 808

Top Identity Theft Types

Type	Percent
Other Identity Theft	24%
Credit Card Fraud	23%
Government Documents or Benefits Fraud	22%
Employment or Tax-Related Fraud	18%
Loan or Lease Fraud	13%

Identity Theft Reports

46th
State Rank
(Reports per 100K Population)
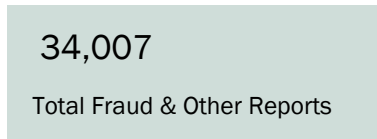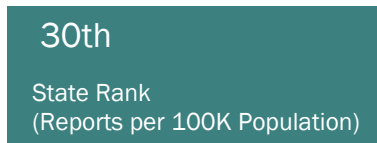
5,693
Identity Theft Reports
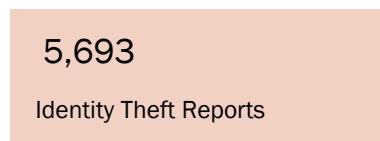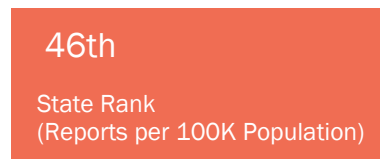
Percentages are based on the total number of relevant 2020 reports from Kentucky consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.
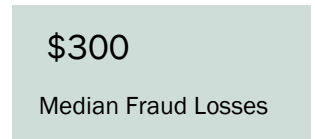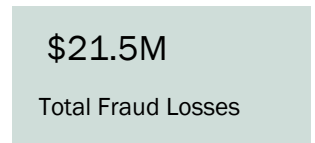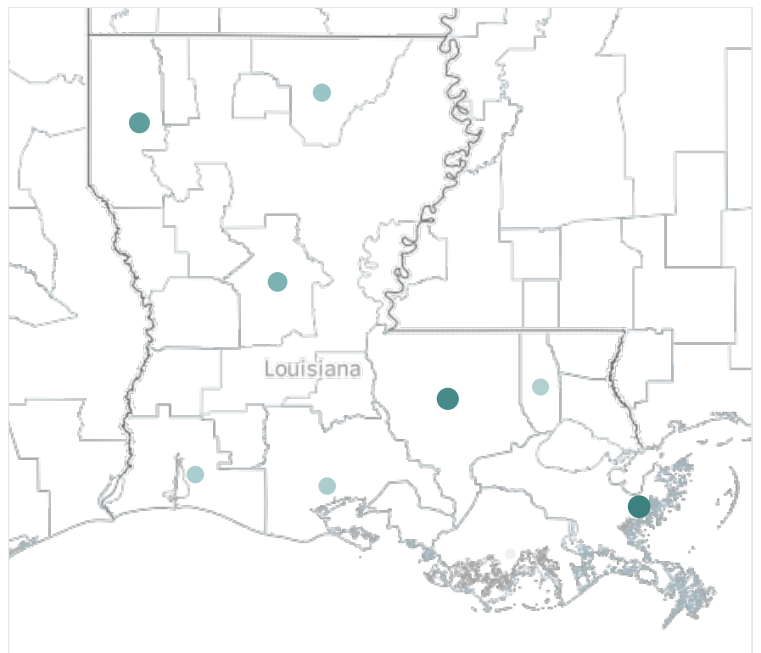
Louisiana

Top Ten Report Categories

Category	Percent
Identity Theft	39%
Credit Bureaus, Information Furnishers and Report Users	10%
Imposter Scams	7%
Online Shopping and Negative Reviews	5%
Debt Collection	4%
Banks and Lenders	4%
Internet Services	2%
Auto Related	2%
Prizes, Sweepstakes and Lotteries	2%
Telephone and Mobile Services	2%

Fraud & Other Reports

30th
State Rank
(Reports per 100K Population)

34,007
Total Fraud & Other Reports

Fraud Losses

$21.5M
Total Fraud Losses

$300
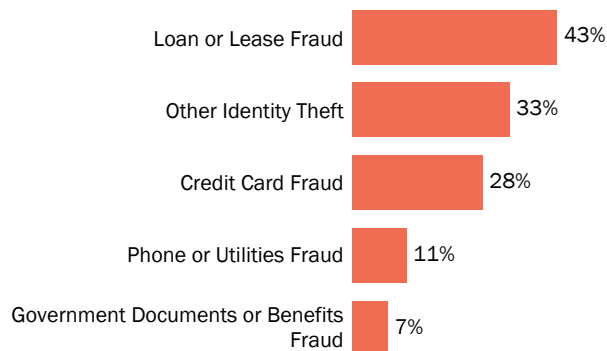Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

Louisiana

Reports per 100K Population
485 — 864

Top Identity Theft Types

Type	Percent
Loan or Lease Fraud	43%
Other Identity Theft	33%
Credit Card Fraud	28%
Phone or Utilities Fraud	11%
Government Documents or Benefits Fraud	7%

Identity Theft Reports

10th
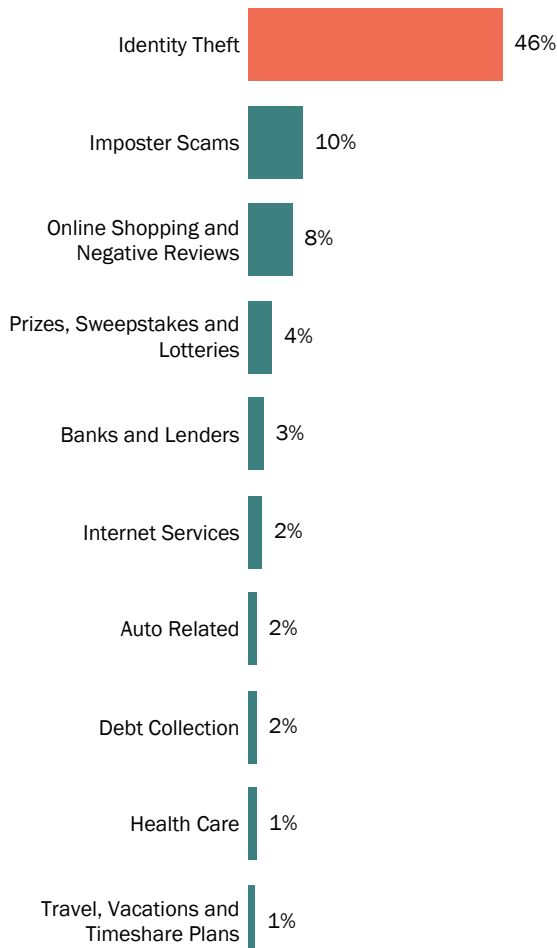State Rank
(Reports per 100K Population)
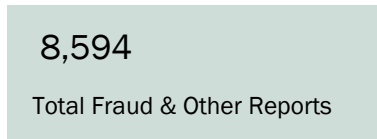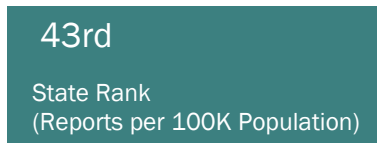
21,976
Identity Theft Reports
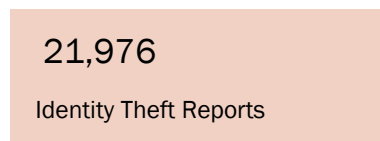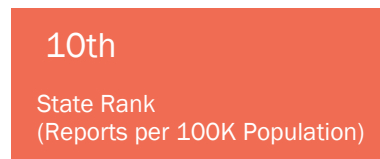
Percentages are based on the total number of relevant 2020 reports from Louisiana consumers, as indicated in the chart title. This page excludes reports provided by the Louisiana Attorney General. Consumers can report multiple types of identity theft.
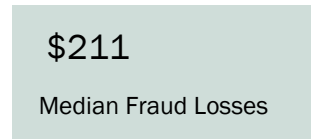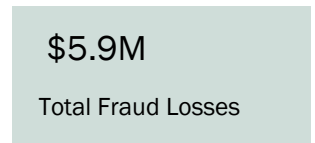
Maine

Top Ten Report Categories

Category	Percentage
Identity Theft	46%
Imposter Scams	10%
Online Shopping and Negative Reviews	8%
Prizes, Sweepstakes and Lotteries	4%
Banks and Lenders	3%
Internet Services	2%
Auto Related	2%
Debt Collection	2%
Health Care	1%
Travel, Vacations and Timeshare Plans	1%

Fraud & Other Reports

43rd
State Rank
(Reports per 100K Population)

8,594
Total Fraud & Other Reports

Fraud Losses

$5.9M
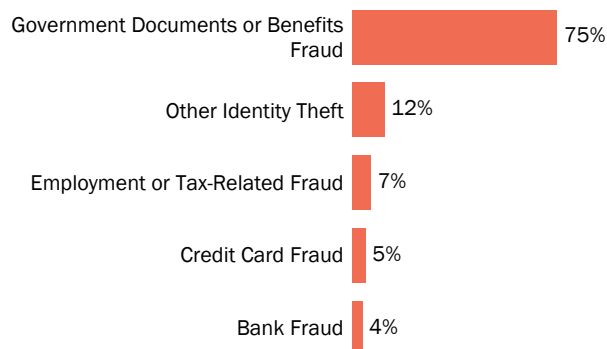Total Fraud Losses

$211
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

Reports per 100K Population
569 • • ● 653

Top Identity Theft Types

Type	Percentage
Government Documents or Benefits Fraud	75%
Other Identity Theft	12%
Employment or Tax-Related Fraud	7%
Credit Card Fraud	5%
Bank Fraud	4%

Identity Theft Reports

9th
State Rank
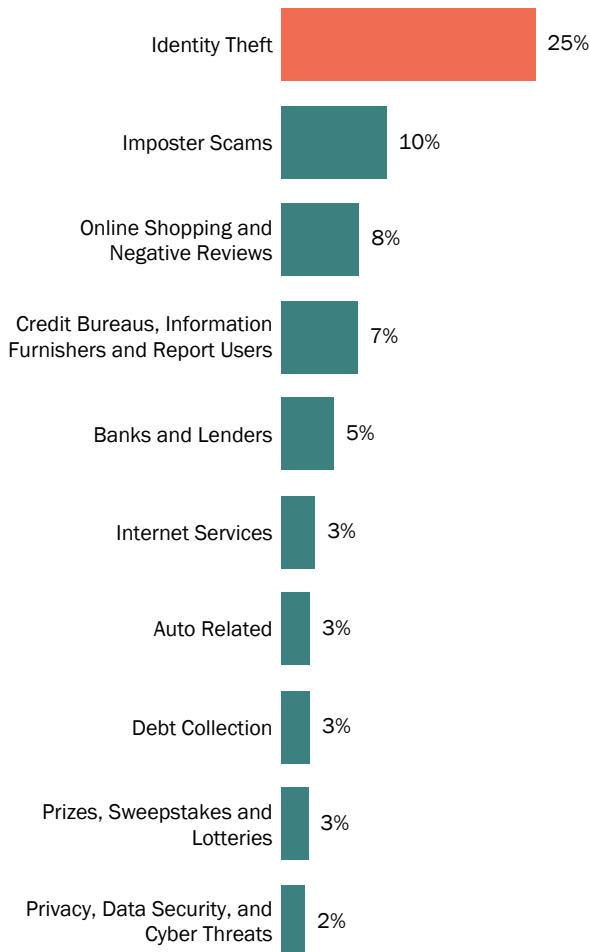(Reports per 100K Population)

7,183
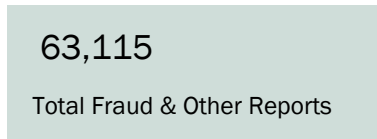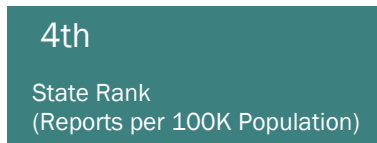Identity Theft Reports
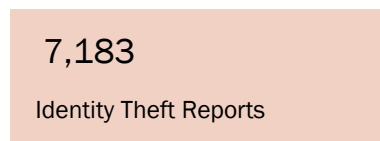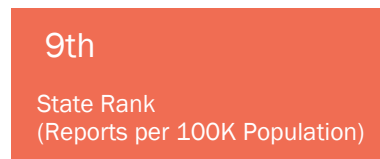
Percentages are based on the total number of relevant 2020 reports from Maine consumers, as indicated in the chart title. This page excludes reports provided by the Maine Attorney General. Consumers can report multiple types of identity theft.
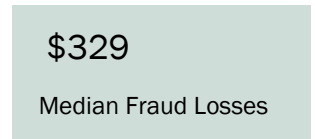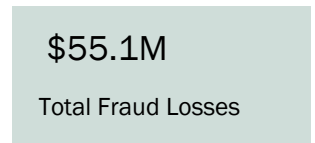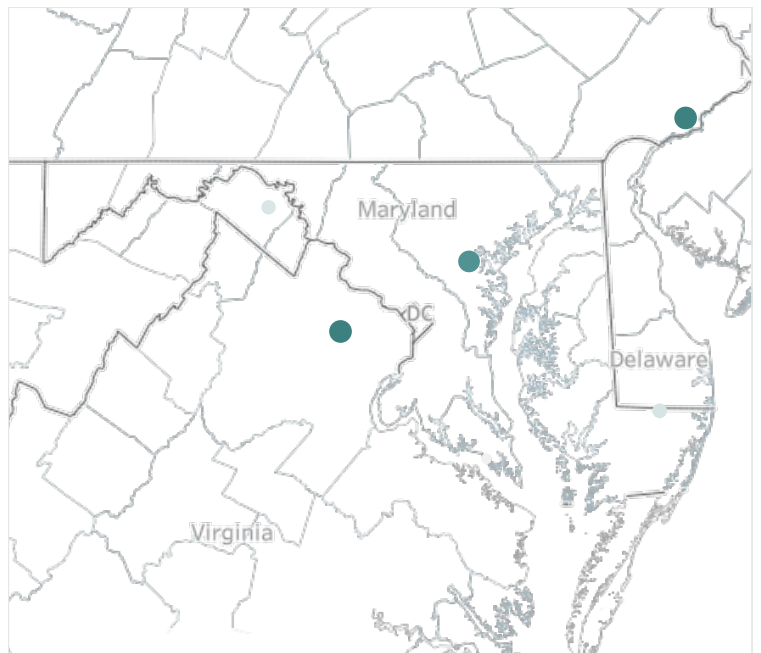
Maryland

Top Ten Report Categories

Category	Percent
Identity Theft	25%
Imposter Scams	10%
Online Shopping and Negative Reviews	8%
Credit Bureaus, Information Furnishers and Report Users	7%
Banks and Lenders	5%
Internet Services	3%
Auto Related	3%
Debt Collection	3%
Prizes, Sweepstakes and Lotteries	3%
Privacy, Data Security, and Cyber Threats	2%

Fraud & Other Reports

4th
State Rank
(Reports per 100K Population)

63,115
Total Fraud & Other Reports

Fraud Losses

$55.1M
Total Fraud Losses
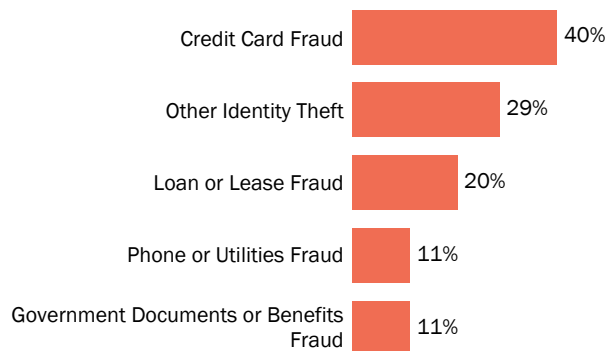
$329
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

Reports per 100K Population
731 ● ● ● 1,072

Top Identity Theft Types

Type	Percent
Credit Card Fraud	40%
Other Identity Theft	29%
Loan or Lease Fraud	20%
Phone or Utilities Fraud	11%
Government Documents or Benefits Fraud	11%

Identity Theft Reports

23rd
State Rank
(Reports per 100K Population)

20,718
Identity Theft Reports
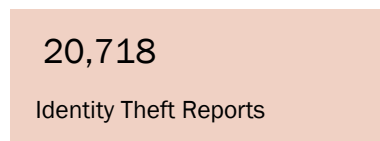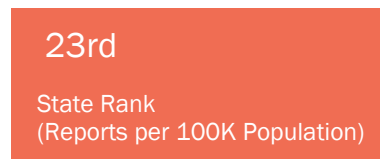
Percentages are based on the total number of relevant 2020 reports from Maryland consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Massachusetts

Top Ten Report Categories

Identity Theft	46%
Imposter Scams	9%
Online Shopping and Negative Reviews	7%
Credit Bureaus, Information Furnishers and Report Users	4%
Banks and Lenders	3%
Debt Collection	3%
Internet Services	2%
Auto Related	2%
Credit Cards	2%
Prizes, Sweepstakes and Lotteries	2%

Fraud & Other Reports

24th
State Rank
(Reports per 100K Population)

53,111
Total Fraud & Other Reports

Fraud Losses

$40.9M
Total Fraud Losses

$275
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

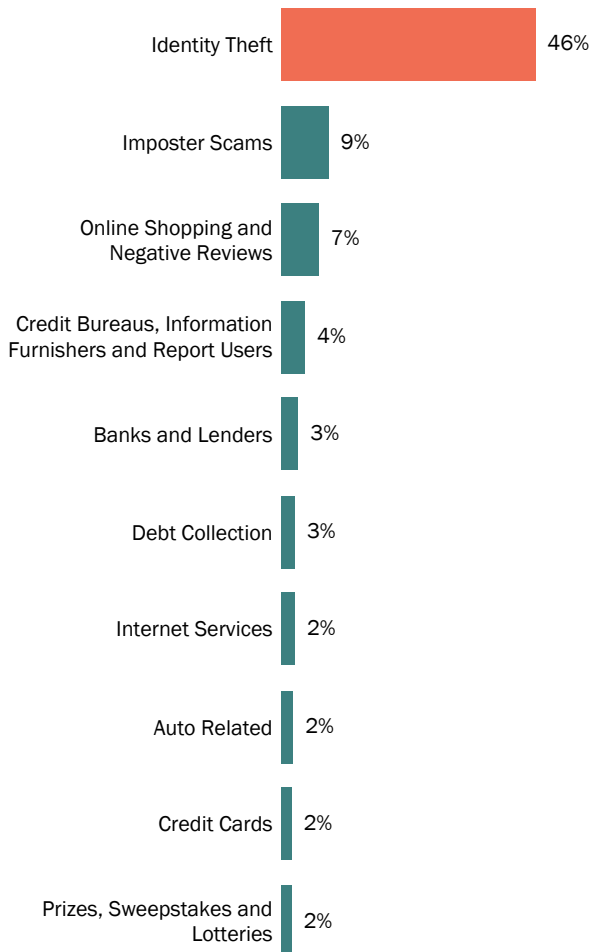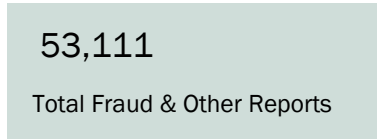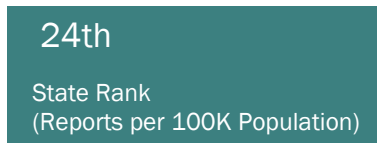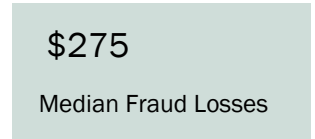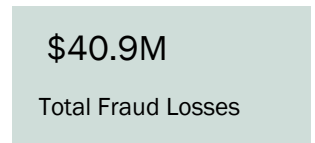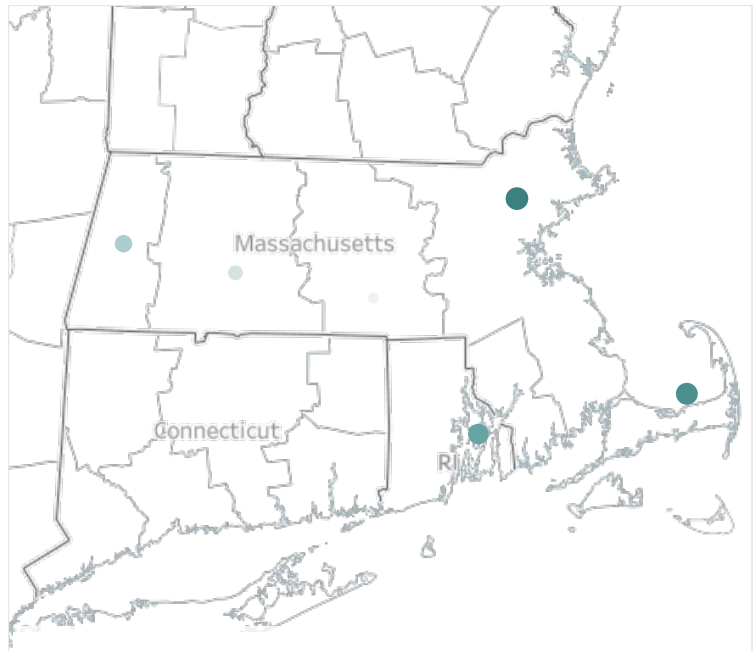Reports per 100K Population
659   772

Top Identity Theft Types

Government Documents or Benefits Fraud	65%
Other Identity Theft	17%
Credit Card Fraud	10%
Employment or Tax-Related Fraud	5%
Bank Fraud	4%

Identity Theft Reports

6th
State Rank
(Reports per 100K Population)

45,575
Identity Theft Reports
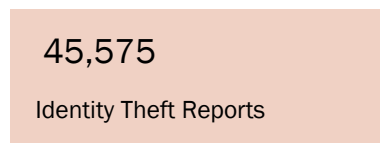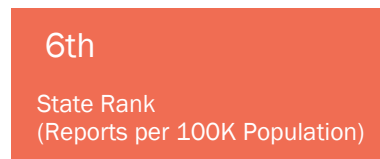
Percentages are based on the total number of relevant 2020 reports from Massachusetts consumers, as indicated in the chart title. This page excludes reports provided by the Massachusetts Attorney General. Consumers can report multiple types of identity theft.

Michigan

Top Ten Report Categories

Category	Percentage
Identity Theft	25%
Imposter Scams	13%
Online Shopping and Negative Reviews	9%
Credit Bureaus, Information Furnishers and Report Users	5%
Banks and Lenders	4%
Internet Services	4%
Prizes, Sweepstakes and Lotteries	3%
Debt Collection	3%
Telephone and Mobile Services	2%
Auto Related	2%

Fraud & Other Reports

32nd
State Rank
(Reports per 100K Population)

71,328
Total Fraud & Other Reports

Fraud Losses

$57.5M
Total Fraud Losses

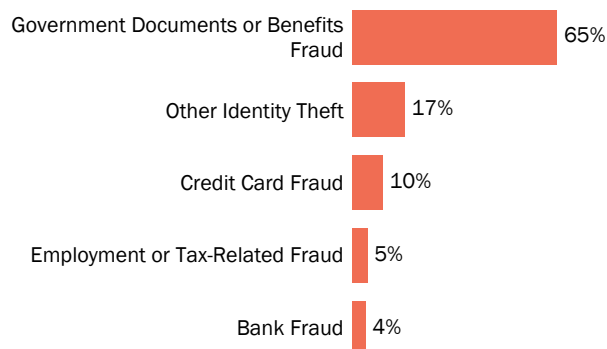**$250**
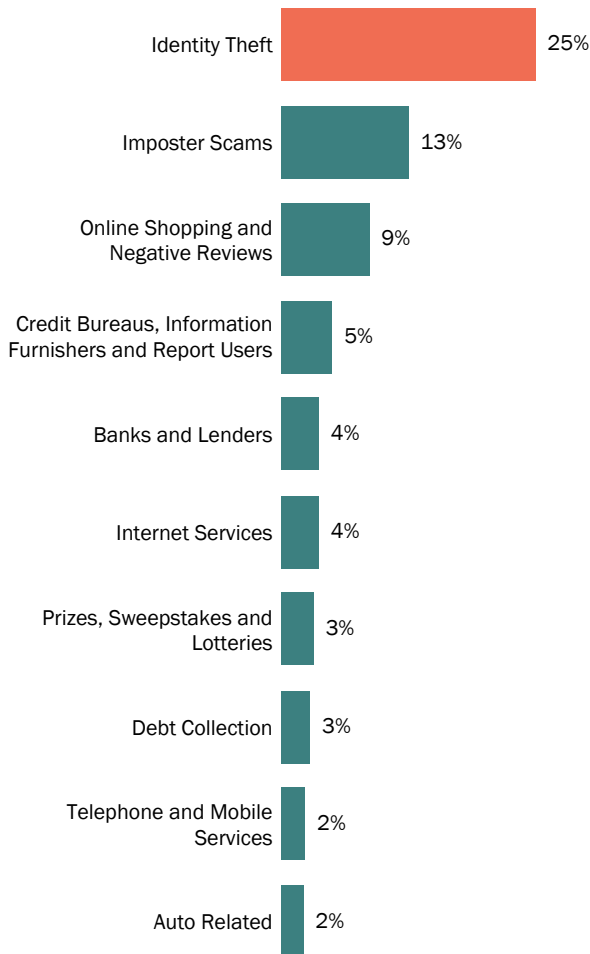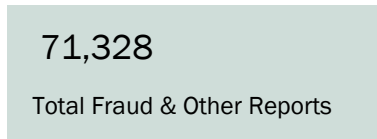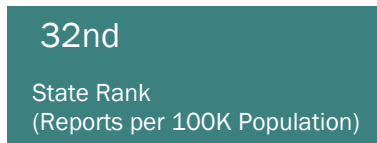Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

Reports per 100K Population

444   827

Top Identity Theft Types

Type	Percentage
Government Documents or Benefits Fraud	28%
Credit Card Fraud	25%
Other Identity Theft	22%
Loan or Lease Fraud	14%
Phone or Utilities Fraud	12%

Identity Theft Reports

30th
State Rank
(Reports per 100K Population)

24,370
Identity Theft Reports
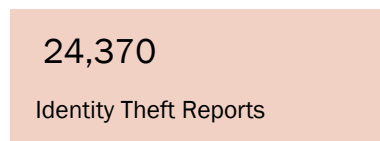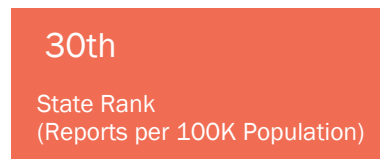
Percentages are based on the total number of relevant 2020 reports from Michigan consumers, as indicated in the chart title. This page excludes reports provided by the Michigan Attorney General. Consumers can report multiple types of identity theft.
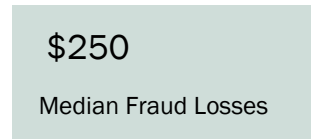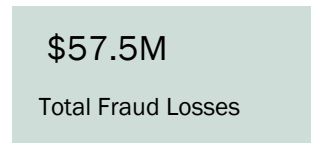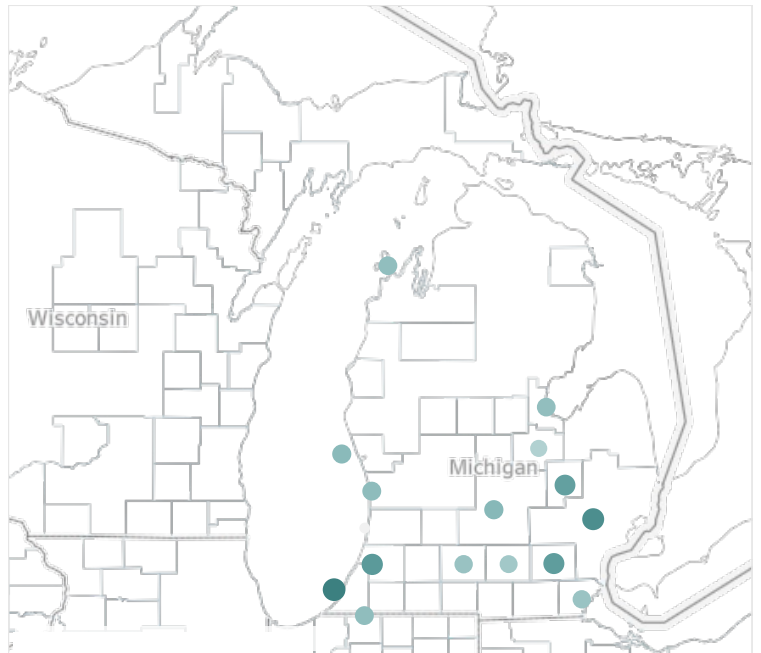
Minnesota

Top Ten Report Categories

Category	Percent
Identity Theft	17%
Imposter Scams	14%
Online Shopping and Negative Reviews	9%
Prizes, Sweepstakes and Lotteries	4%
Banks and Lenders	4%
Credit Bureaus, Information Furnishers and Report Users	4%
Internet Services	4%
Privacy, Data Security, and Cyber Threats	3%
Debt Collection	2%
Auto Related	2%

Fraud & Other Reports

36th
State Rank
(Reports per 100K Population)

38,947
Total Fraud & Other Reports

Fraud Losses

$36.8M
Total Fraud Losses
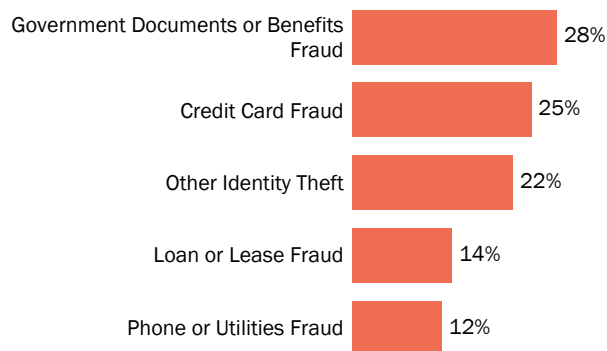
$300
Median Fraud Losses
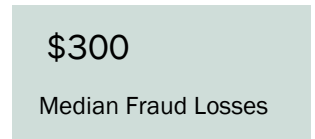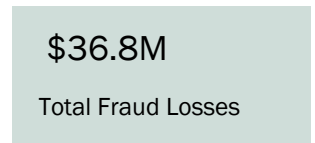
Fraud & Other Reports by Metropolitan Area
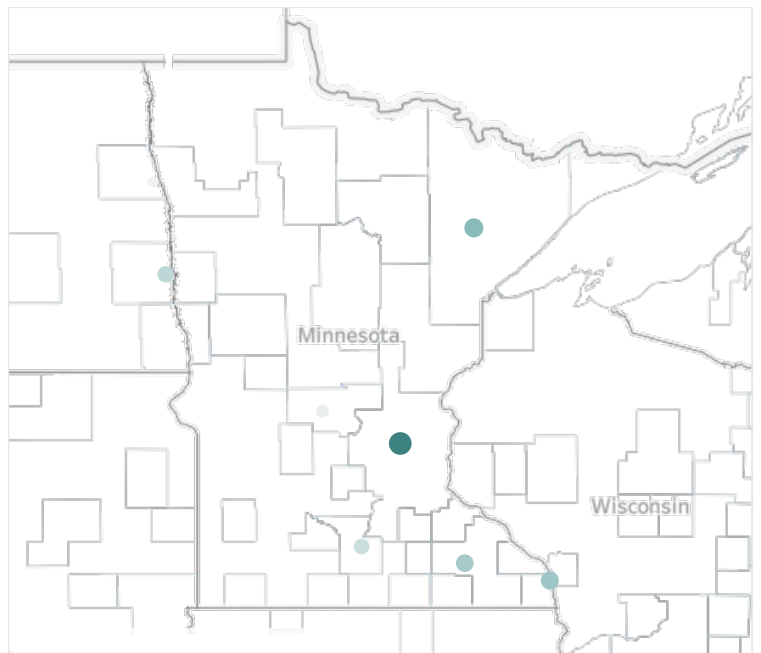
Reports per 100K Population
443 • • ● 757

Top Identity Theft Types

Type	Percent
Government Documents or Benefits Fraud	29%
Credit Card Fraud	28%
Other Identity Theft	19%
Bank Fraud	13%
Employment or Tax-Related Fraud	12%

Identity Theft Reports

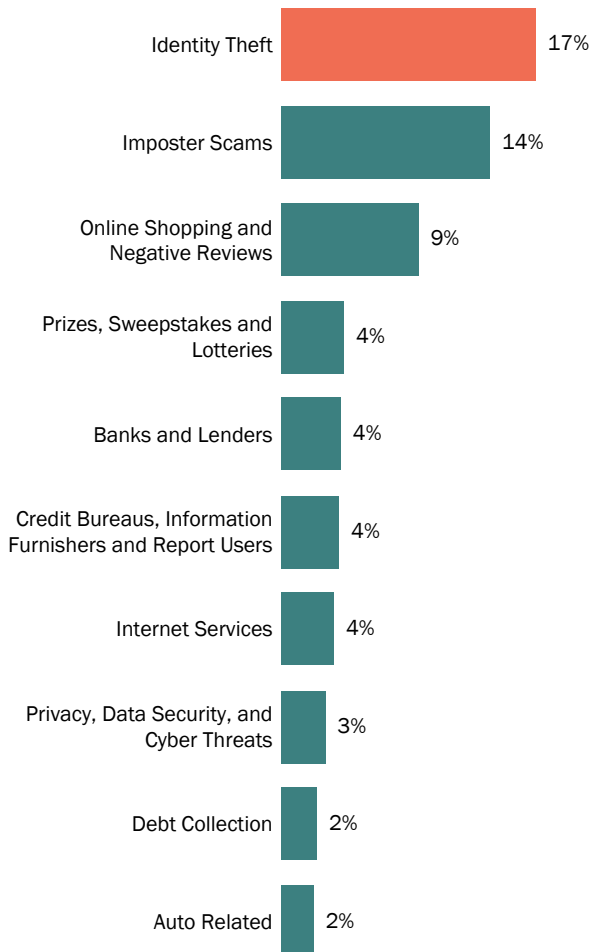**43rd**
State Rank
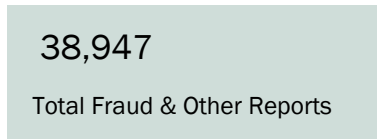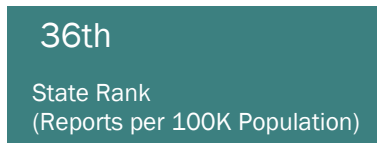(Reports per 100K Population)

8,246
Identity Theft Reports
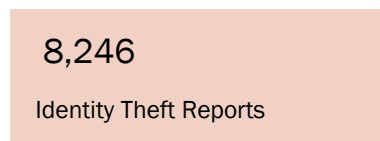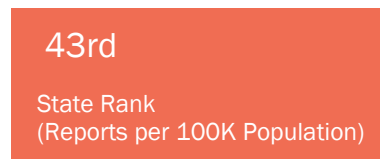
Percentages are based on the total number of relevant 2020 reports from Minnesota consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Mississippi

Top Ten Report Categories

Category	Percent
Identity Theft	36%
Credit Bureaus, Information Furnishers and Report Users	9%
Imposter Scams	8%
Online Shopping and Negative Reviews	6%
Banks and Lenders	3%
Prizes, Sweepstakes and Lotteries	3%
Auto Related	3%
Debt Collection	2%
Internet Services	2%
Telephone and Mobile Services	2%

Fraud & Other Reports

40th
State Rank
(Reports per 100K Population)

19,700
Total Fraud & Other Reports

Fraud Losses

$10.7M
Total Fraud Losses

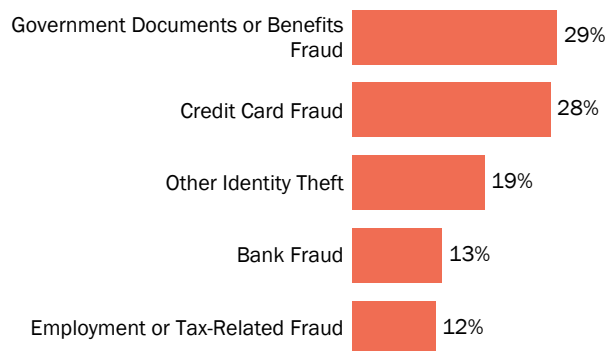**$213**
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

Reports per 100K Population

542   1,361

Top Identity Theft Types

Type	Percent
Other Identity Theft	40%
Credit Card Fraud	32%
Loan or Lease Fraud	27%
Government Documents or Benefits Fraud	10%
Employment or Tax-Related Fraud	9%

Identity Theft Reports

17th
State Rank
(Reports per 100K Population)

11,048
Identity Theft Reports

Percentages are based on the total number of relevant 2020 reports from Mississippi consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Missouri

Top Ten Report Categories

Category	%
Identity Theft	22%
Imposter Scams	11%
Online Shopping and Negative Reviews	9%
Credit Bureaus, Information Furnishers and Report Users	6%
Prizes, Sweepstakes and Lotteries	4%
Banks and Lenders	4%
Auto Related	4%
Debt Collection	3%
Internet Services	3%
Telephone and Mobile Services	3%

Fraud & Other Reports

23rd
State Rank
(Reports per 100K Population)

48,507
Total Fraud & Other Reports

Fraud Losses

$40.3M
Total Fraud Losses

$236
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

Illinois
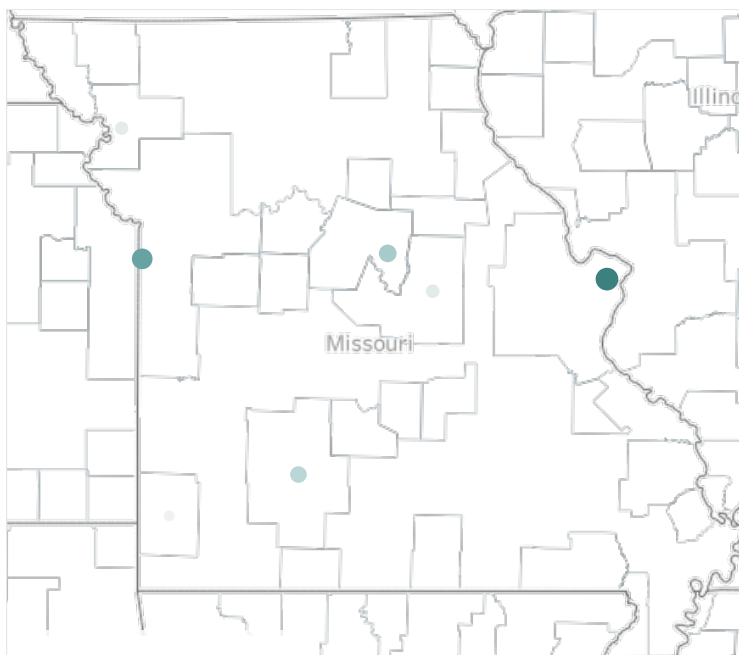
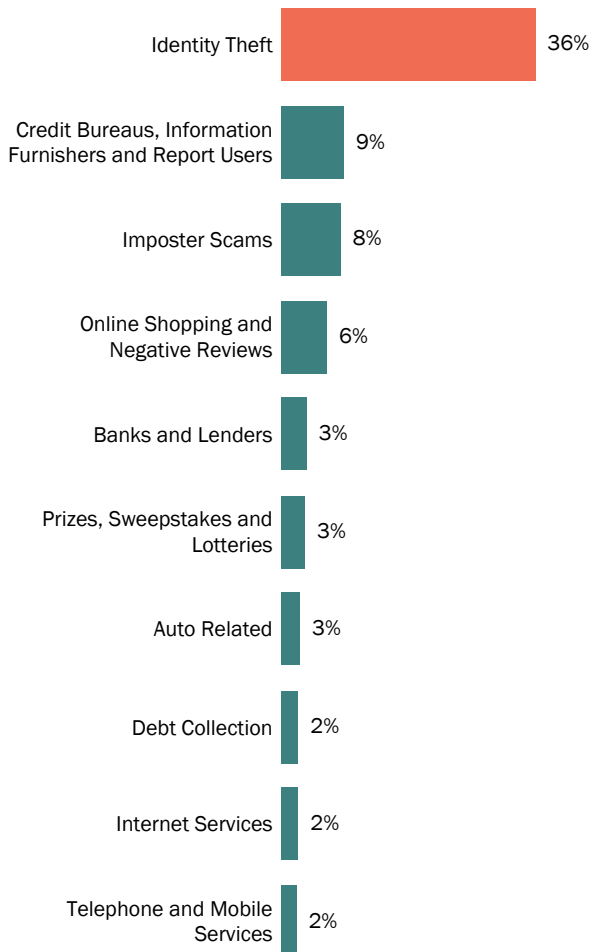Missouri

Reports per 100K Population
547 ● ● ● 918

Top Identity Theft Types

Type	%
Other Identity Theft	38%
Credit Card Fraud	22%
Loan or Lease Fraud	18%
Government Documents or Benefits Fraud	14%
Employment or Tax-Related Fraud	14%

Identity Theft Reports

32nd
State Rank
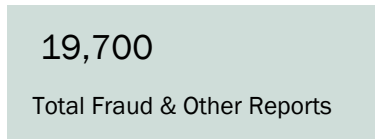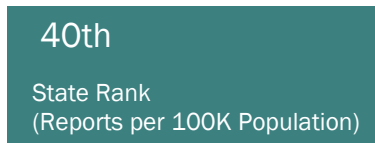(Reports per 100K Population)

13,653
Identity Theft Reports
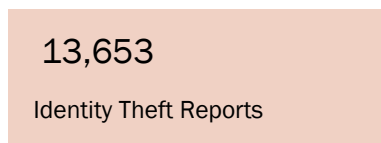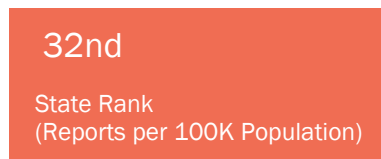
Percentages are based on the total number of relevant 2020 reports from Missouri consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.
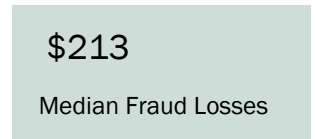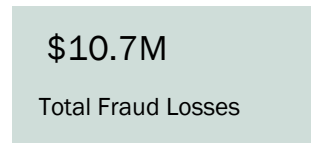
Montana

Top Ten Report Categories

Identity Theft	25%
Imposter Scams	13%
Online Shopping and Negative Reviews	8%
Prizes, Sweepstakes and Lotteries	7%
Banks and Lenders	3%
Internet Services	3%
Auto Related	2%
Credit Bureaus, Information Furnishers and Report Users	2%
Debt Collection	2%
Privacy, Data Security, and Cyber Threats	2%

Fraud & Other Reports

38th
State Rank
(Reports per 100K Population)

7,140
Total Fraud & Other Reports

Fraud Losses

$5.6M
Total Fraud Losses

$299
Median Fraud Losses
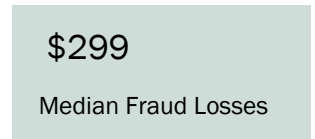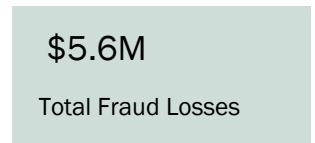
Fraud & Other Reports by Metropolitan Area

Reports per 100K Population
604 • ● ● 797

Top Identity Theft Types
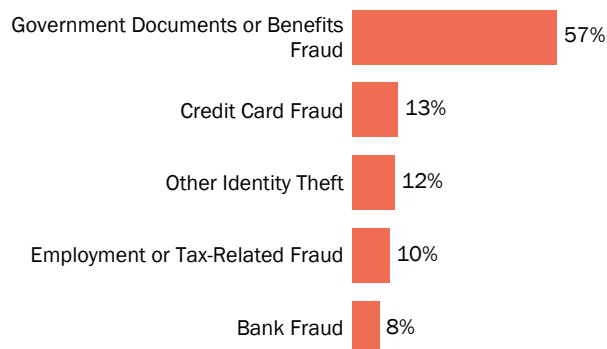
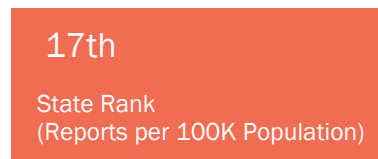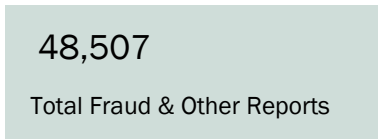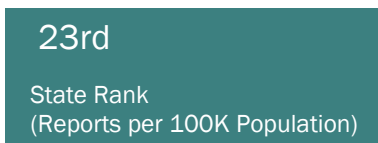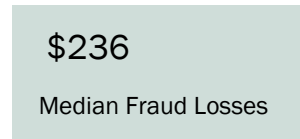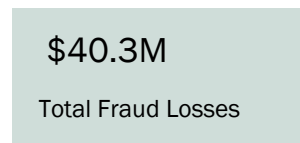|	
Government Documents or Benefits Fraud	57%
Credit Card Fraud	13%
Other Identity Theft	12%
Employment or Tax-Related Fraud	10%
Bank Fraud	8%

Identity Theft Reports

31st
State Rank
(Reports per 100K Population)

2,439
Identity Theft Reports
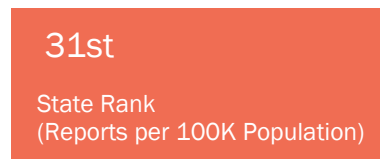
Percentages are based on the total number of relevant 2020 reports from Montana consumers, as indicated in the chart title. This page excludes reports provided by the Montana Attorney General. Consumers can report multiple types of identity theft.

Nebraska

Top Ten Report Categories

Category	%
Identity Theft	16%
Imposter Scams	14%
Online Shopping and Negative Reviews	10%
Prizes, Sweepstakes and Lotteries	6%
Internet Services	4%
Banks and Lenders	4%
Debt Collection	3%
Auto Related	3%
Credit Bureaus, Information Furnishers and Report Users	3%
Health Care	2%

Fraud & Other Reports

46th
State Rank
(Reports per 100K Population)

11,670
Total Fraud & Other Reports

Fraud Losses

$12.9M
Total Fraud Losses
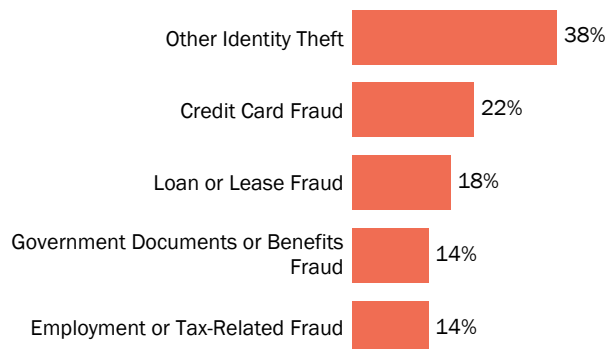
$263
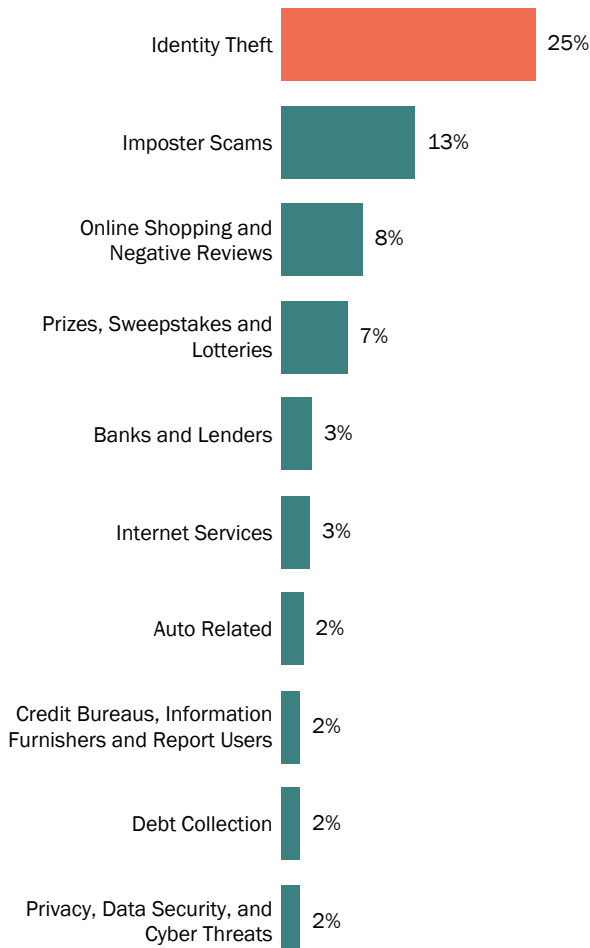Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

Reports per 100K Population
440 — 735

Top Identity Theft Types

Type	%
Government Documents or Benefits Fraud	28%
Credit Card Fraud	23%
Other Identity Theft	19%
Bank Fraud	15%
Loan or Lease Fraud	13%

Identity Theft Reports

48th
State Rank
(Reports per 100K Population)

2,182
Identity Theft Reports

Nevada

Top Ten Report Categories

Category	Percent
Identity Theft	39%
Credit Bureaus, Information Furnishers and Report Users	8%
Imposter Scams	8%
Online Shopping and Negative Reviews	5%
Banks and Lenders	3%
Debt Collection	3%
Internet Services	3%
Auto Related	3%
Privacy, Data Security, and Cyber Threats	2%
Prizes, Sweepstakes and Lotteries	2%

Fraud & Other Reports

1st
State Rank
(Reports per 100K Population)

35,533
Total Fraud & Other Reports

Fraud Losses

$36.5M
Total Fraud Losses

$400
Median Fraud Losses
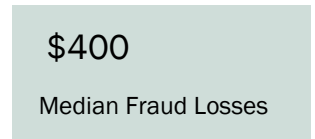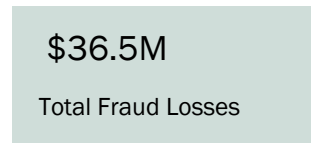
Fraud & Other Reports by Metropolitan Area
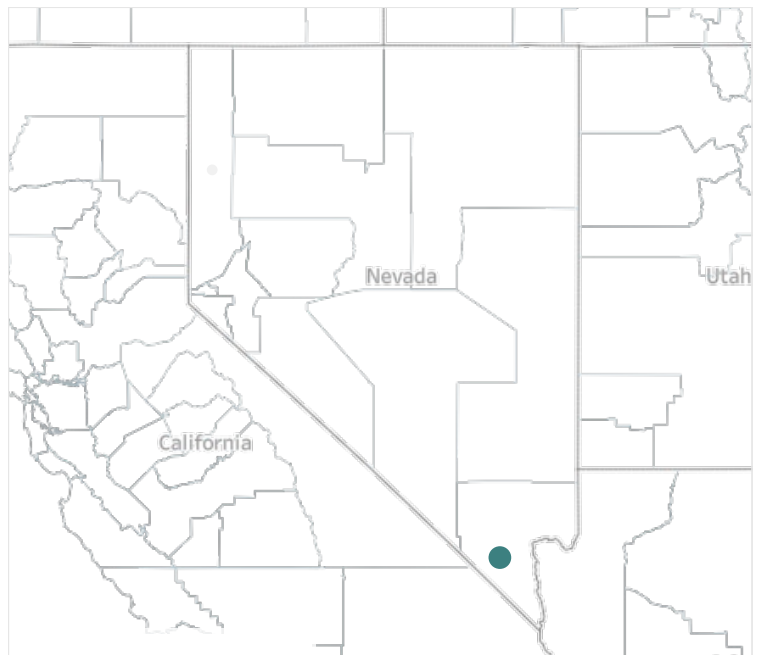
Reports per 100K Population
914 • • ● 1,223

Top Identity Theft Types

Type	Percent
Government Documents or Benefits Fraud	42%
Other Identity Theft	24%
Credit Card Fraud	22%
Loan or Lease Fraud	10%
Employment or Tax-Related Fraud	7%

Identity Theft Reports

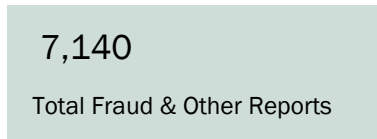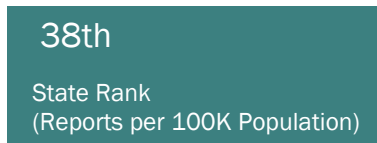**4th**
State Rank
(Reports per 100K Population)

22,801
Identity Theft Reports
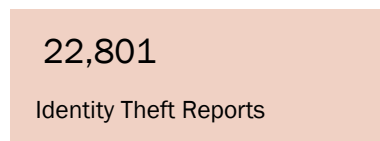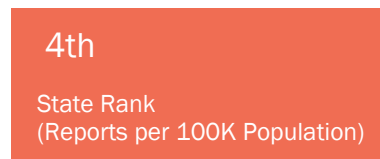
Percentages are based on the total number of relevant 2020 reports from Nevada consumers, as indicated in the chart title. This page excludes reports provided by the Nevada Attorney General. Consumers can report multiple types of identity theft.
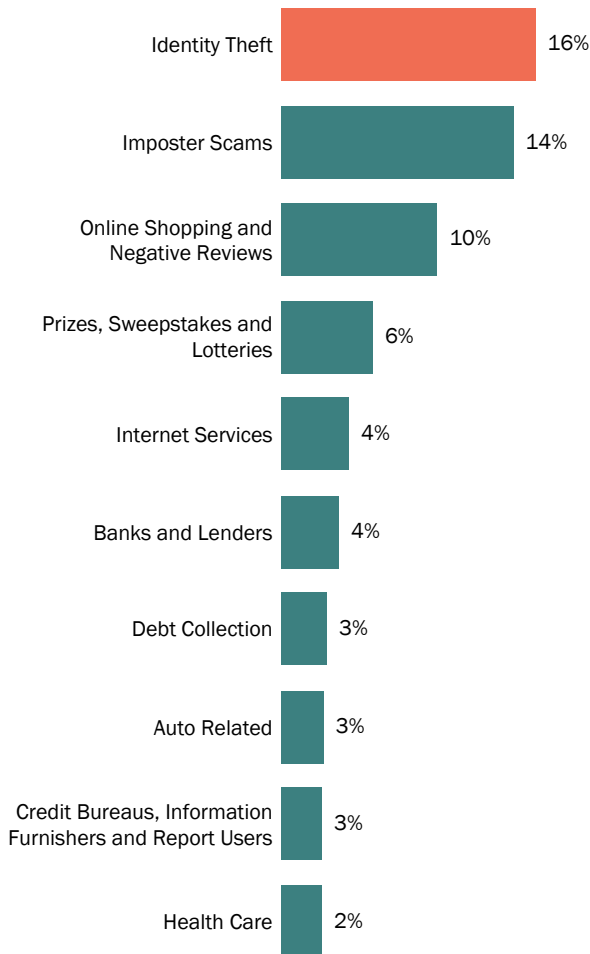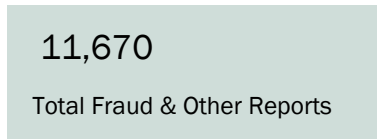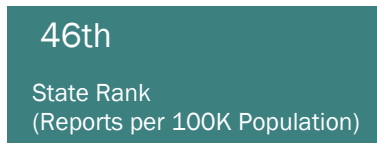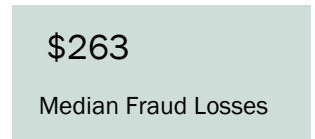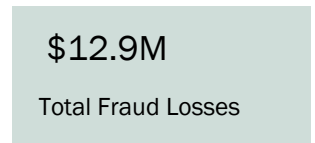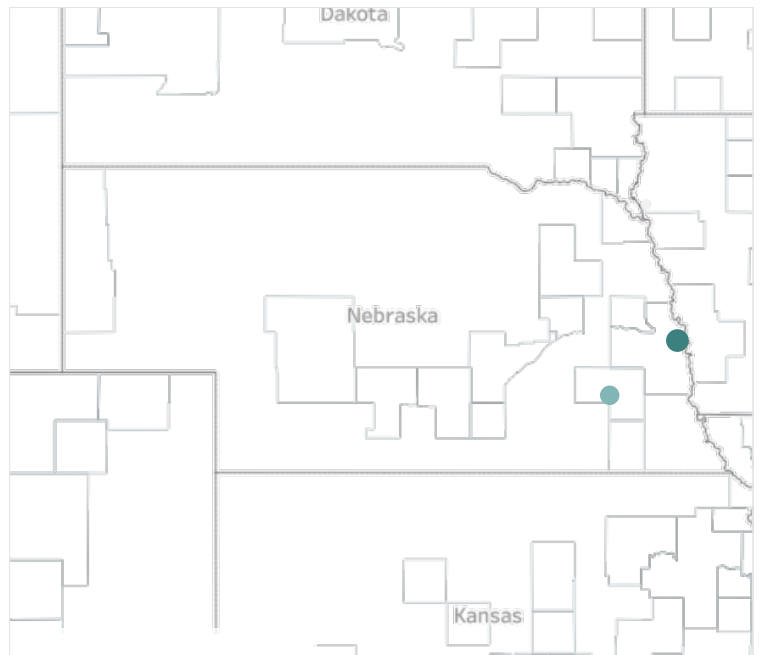
New Hampshire

Top Ten Report Categories

Category	Percentage
Identity Theft	19%
Imposter Scams	13%
Online Shopping and Negative Reviews	12%
Banks and Lenders	5%
Prizes, Sweepstakes and Lotteries	4%
Internet Services	4%
Auto Related	4%
Health Care	3%
Travel, Vacations and Timeshare Plans	2%
Debt Collection	2%

Fraud & Other Reports

28th
State Rank
(Reports per 100K Population)

10,092
Total Fraud & Other Reports

Fraud Losses

$6.3M
Total Fraud Losses

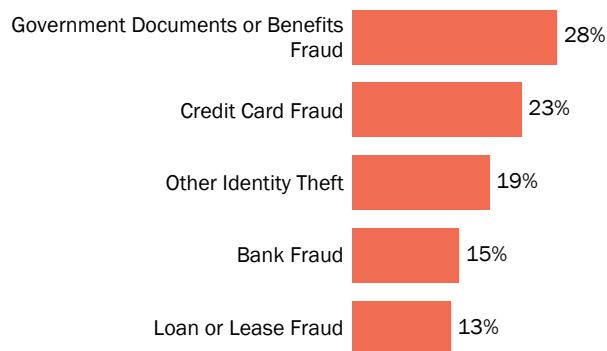**$231**
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

Reports per 100K Population

655 ● ● ● 772

Top Identity Theft Types

Type	Percentage
Government Documents or Benefits Fraud	30%
Credit Card Fraud	24%
Other Identity Theft	14%
Bank Fraud	14%
Phone or Utilities Fraud	13%

Identity Theft Reports

37th
State Rank
(Reports per 100K Population)

2,301
Identity Theft Reports
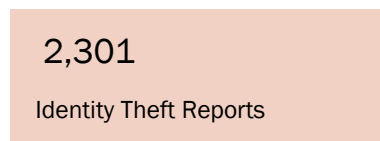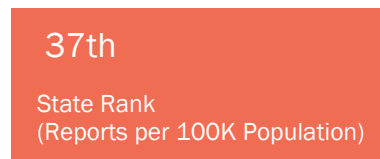
Percentages are based on the total number of relevant 2020 reports from New Hampshire consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

New Jersey

Top Ten Report Categories

Category	Percentage
Identity Theft	29%
Imposter Scams	9%
Credit Bureaus, Information Furnishers and Report Users	9%
Online Shopping and Negative Reviews	8%
Banks and Lenders	5%
Internet Services	3%
Debt Collection	3%
Auto Related	3%
Credit Cards	2%
Health Care	2%

Fraud & Other Reports

7th
State Rank
(Reports per 100K Population)

78,412
Total Fraud & Other Reports

Fraud Losses

$71.1M
Total Fraud Losses

$320
Median Fraud Losses
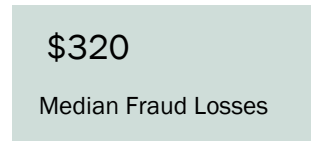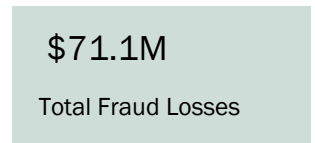
Fraud & Other Reports by Metropolitan Area
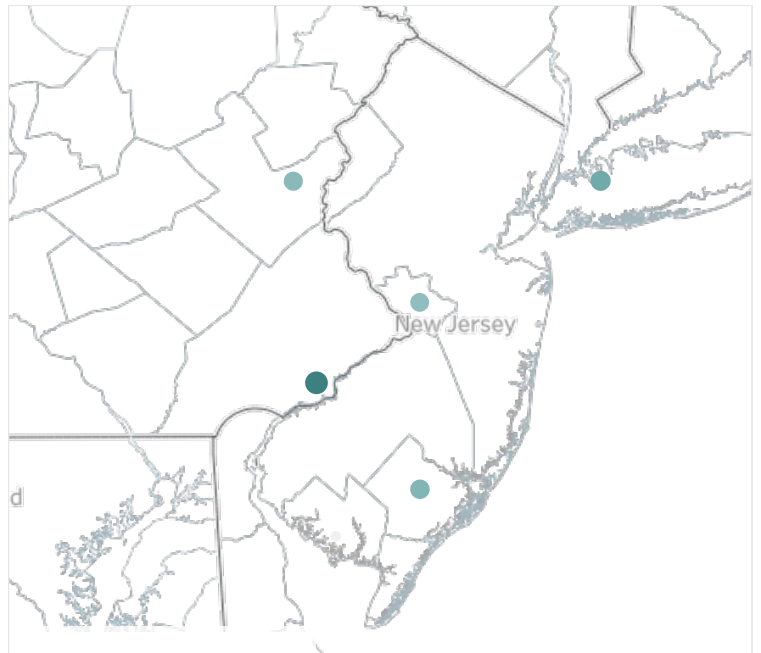
Reports per 100K Population
610 • • ● 1,069

Top Identity Theft Types

Type	Percentage
Credit Card Fraud	35%
Other Identity Theft	25%
Government Documents or Benefits Fraud	25%
Loan or Lease Fraud	14%
Phone or Utilities Fraud	8%

Identity Theft Reports

18th
State Rank
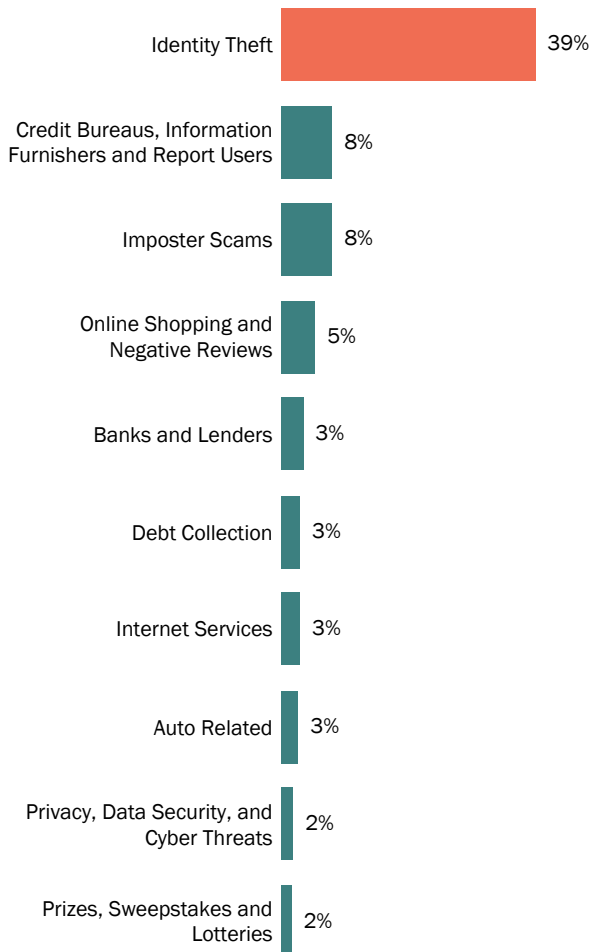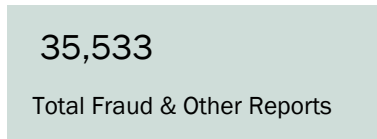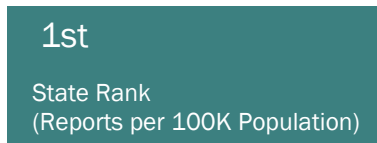(Reports per 100K Population)

32,125
Identity Theft Reports
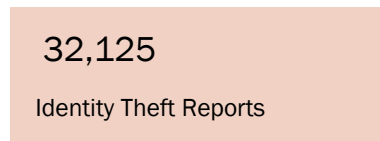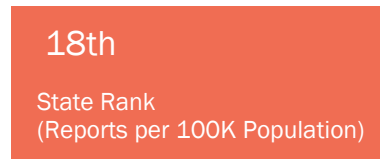
Percentages are based on the total number of relevant 2020 reports from New Jersey consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

New Mexico

Top Ten Report Categories

Category	Percent
Identity Theft	18%
Imposter Scams	16%
Online Shopping and Negative Reviews	8%
Prizes, Sweepstakes and Lotteries	5%
Banks and Lenders	4%
Internet Services	4%
Privacy, Data Security, and Cyber Threats	3%
Auto Related	3%
Debt Collection	3%
Credit Bureaus, Information Furnishers and Report Users	3%

Fraud & Other Reports

26th
State Rank
(Reports per 100K Population)

15,886
Total Fraud & Other Reports

Fraud Losses

$24.4M
Total Fraud Losses
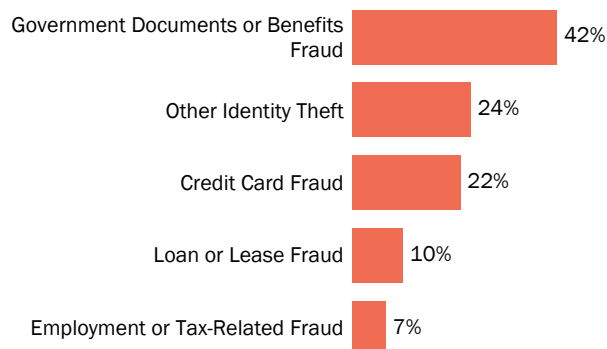
$420
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

Reports per 100K Population
475 ● ● ● 1,000

Top Identity Theft Types

Type	Percent
Government Documents or Benefits Fraud	25%
Employment or Tax-Related Fraud	23%
Credit Card Fraud	21%
Other Identity Theft	20%
Bank Fraud	13%

Identity Theft Reports

39th
State Rank
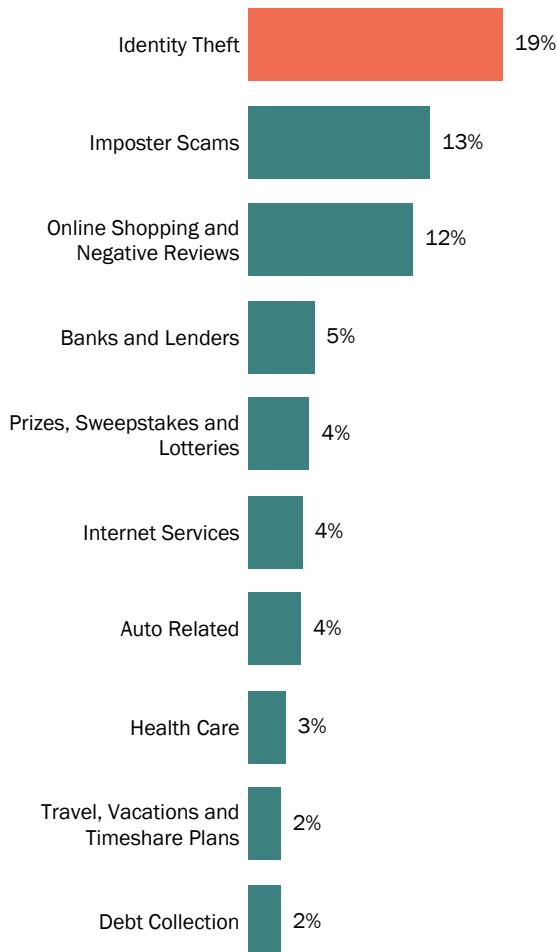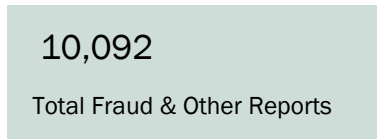(Reports per 100K Population)

3,454
Identity Theft Reports
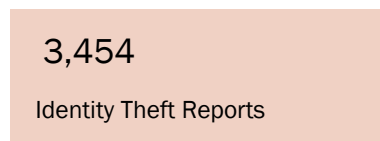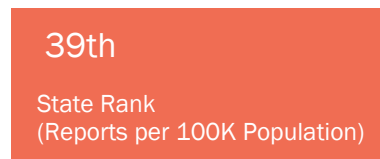
Percentages are based on the total number of relevant 2020 reports from New Mexico consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

New York

Top Ten Report Categories

Category	Percent
Identity Theft	28%
Imposter Scams	11%
Credit Bureaus, Information Furnishers and Report Users	9%
Online Shopping and Negative Reviews	8%
Banks and Lenders	4%
Internet Services	4%
Debt Collection	3%
Auto Related	2%
Credit Cards	2%
Health Care	2%

Fraud & Other Reports

9th
State Rank
(Reports per 100K Population)

169,585
Total Fraud & Other Reports

Fraud Losses

$169.8M
Total Fraud Losses

$306
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

Reports per 100K Population
470   953

Top Identity Theft Types

Type	Percent
Credit Card Fraud	37%
Other Identity Theft	24%
Government Documents or Benefits Fraud	23%
Loan or Lease Fraud	13%
Bank Fraud	8%

Identity Theft Reports

22nd
State Rank
(Reports per 100K Population)
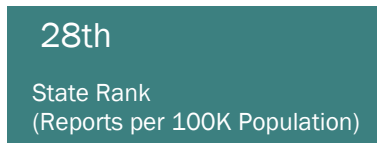
67,202
Identity Theft Reports
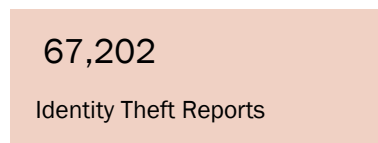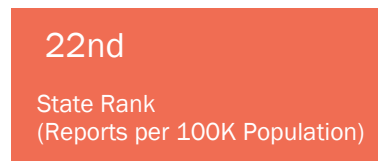
Percentages are based on the total number of relevant 2020 reports from New York consumers, as indicated in the chart title. This page excludes reports provided by the New York Attorney General. Consumers can report multiple types of identity theft.
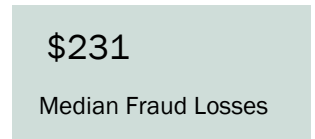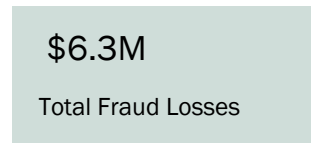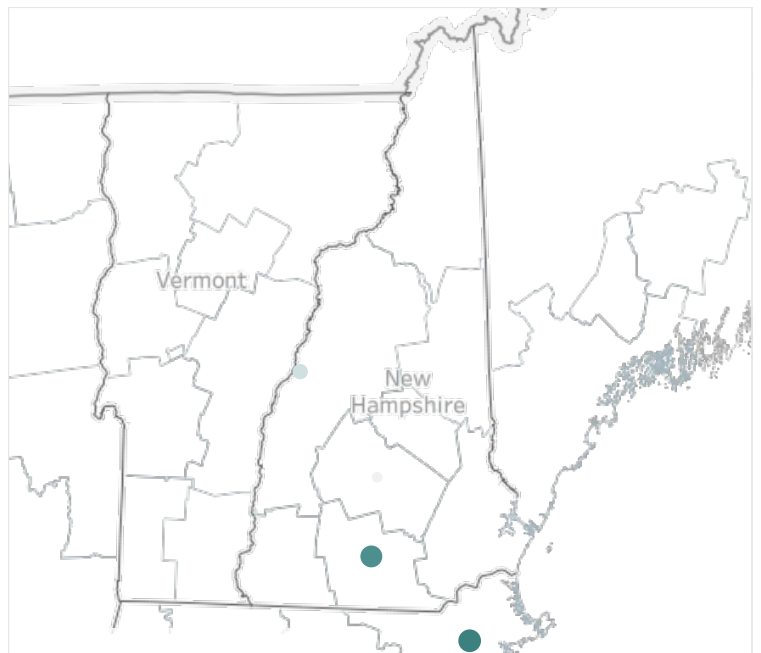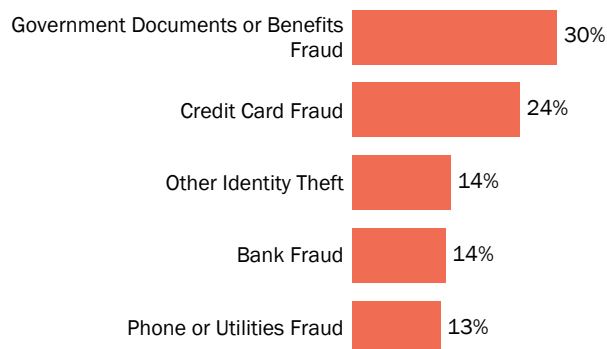
North Carolina

Top Ten Report Categories

Category	Percentage
Identity Theft	26%
Imposter Scams	10%
Credit Bureaus, Information Furnishers and Report Users	8%
Online Shopping and Negative Reviews	8%
Banks and Lenders	4%
Prizes, Sweepstakes and Lotteries	4%
Internet Services	3%
Auto Related	3%
Debt Collection	3%
Telephone and Mobile Services	2%

Fraud & Other Reports

17th
State Rank
(Reports per 100K Population)

85,622
Total Fraud & Other Reports

Fraud Losses

$72.1M
Total Fraud Losses

$285
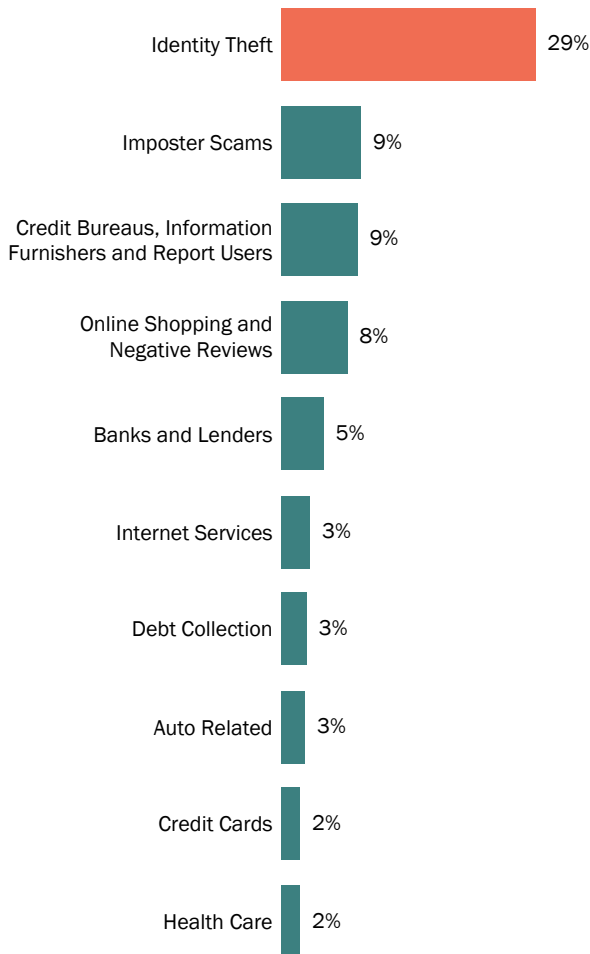Median Fraud Losses
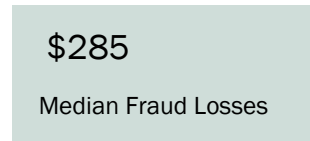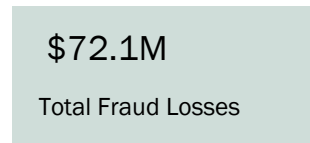
Fraud & Other Reports by Metropolitan Area

Reports per 100K Population
420   1,016

Top Identity Theft Types

Type	Percentage
Other Identity Theft	36%
Credit Card Fraud	35%
Loan or Lease Fraud	19%
Phone or Utilities Fraud	9%
Employment or Tax-Related Fraud	9%

Identity Theft Reports

25th
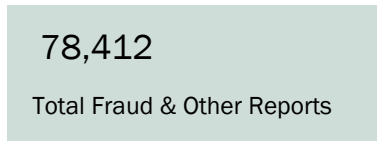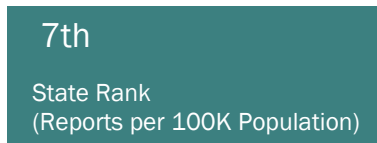State Rank
(Reports per 100K Population)

30,176
Identity Theft Reports
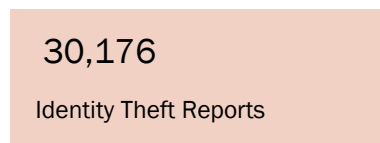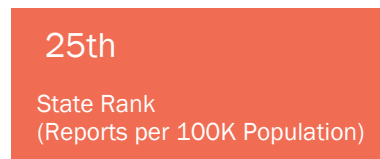
Percentages are based on the total number of relevant 2020 reports from North Carolina consumers, as indicated in the chart title. This page excludes reports provided by the North Carolina Department of Justice. Consumers can report multiple types of identity theft.

North Dakota

Top Ten Report Categories

Category	%
Identity Theft	27%
Imposter Scams	13%
Online Shopping and Negative Reviews	9%
Prizes, Sweepstakes and Lotteries	5%
Internet Services	3%
Credit Bureaus, Information Furnishers and Report Users	3%
Banks and Lenders	3%
Auto Related	3%
Health Care	2%
Debt Collection	2%

Fraud & Other Reports

49th
State Rank
(Reports per 100K Population)

3,504
Total Fraud & Other Reports

Fraud Losses

$3.0M
Total Fraud Losses
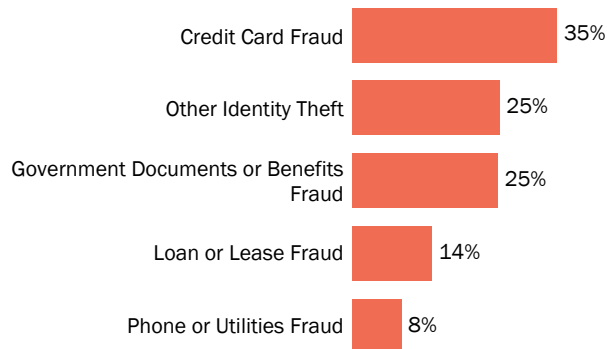
$381
Median Fraud Losses
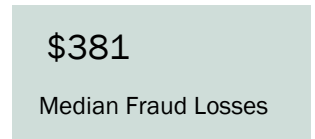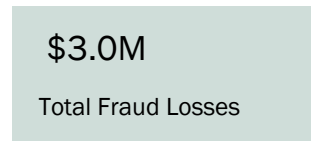
Fraud & Other Reports by Metropolitan Area
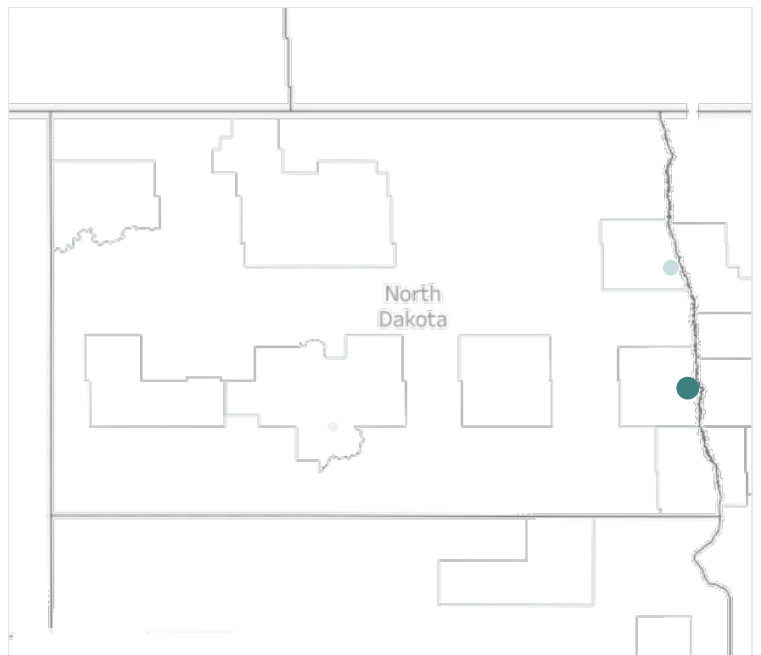
Reports per 100K Population
428 • 516

Top Identity Theft Types
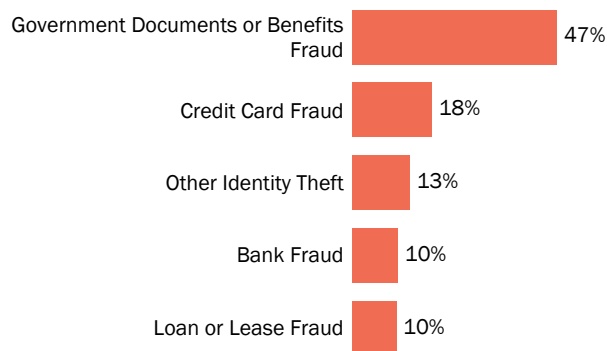
Type	%
Government Documents or Benefits Fraud	47%
Credit Card Fraud	18%
Other Identity Theft	13%
Bank Fraud	10%
Loan or Lease Fraud	10%

Identity Theft Reports

38th
State Rank
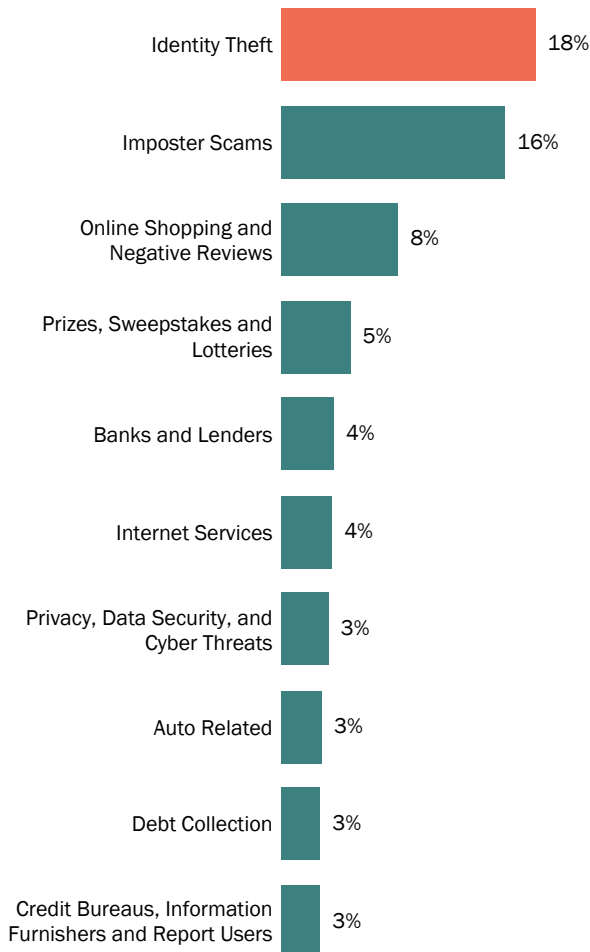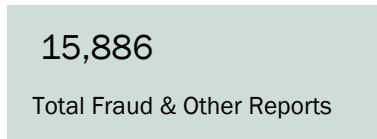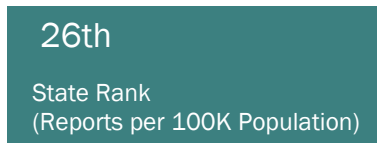(Reports per 100K Population)

1,266
Identity Theft Reports
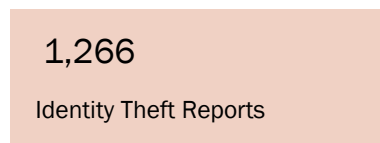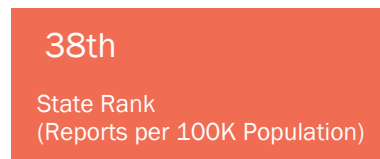
Percentages are based on the total number of relevant 2020 reports from North Dakota consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.
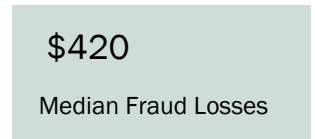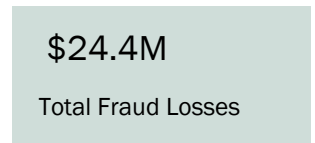
Ohio

Top Ten Report Categories

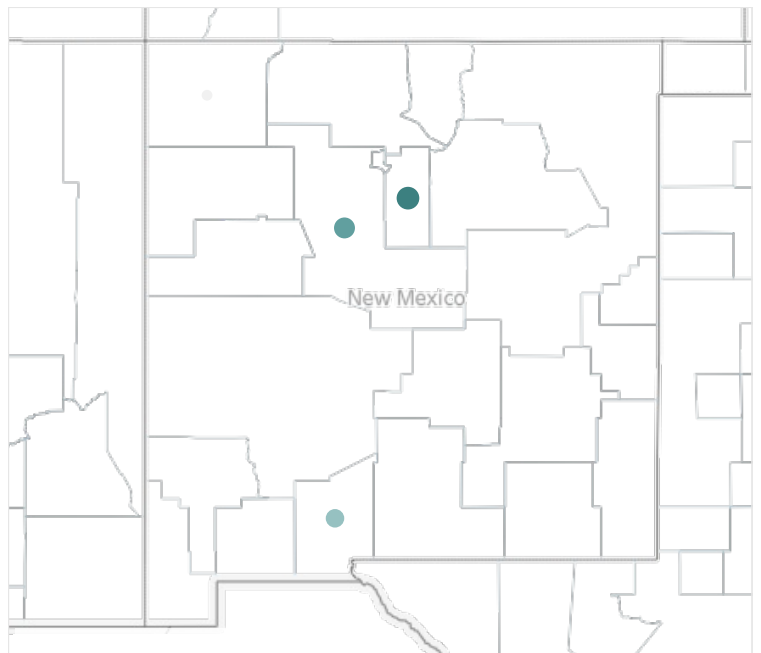|	
Identity Theft	23%
Imposter Scams	12%
Online Shopping and Negative Reviews	8%
Credit Bureaus, Information Furnishers and Report Users	6%
Banks and Lenders	4%
Auto Related	4%
Prizes, Sweepstakes and Lotteries	3%
Internet Services	3%
Debt Collection	3%
Telephone and Mobile Services	2%

Fraud & Other Reports

25th
State Rank
(Reports per 100K Population)

88,839
Total Fraud & Other Reports

Fraud Losses

$58.0M
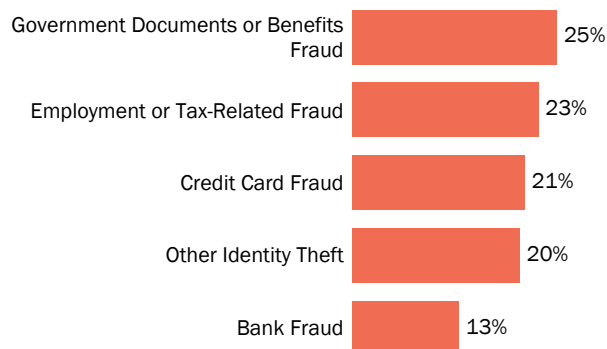Total Fraud Losses

$230
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

Reports per 100K Population
513 — 920

Top Identity Theft Types

Government Documents or Benefits Fraud	27%
Other Identity Theft	26%
Credit Card Fraud	26%
Loan or Lease Fraud	13%
Phone or Utilities Fraud	11%

Identity Theft Reports
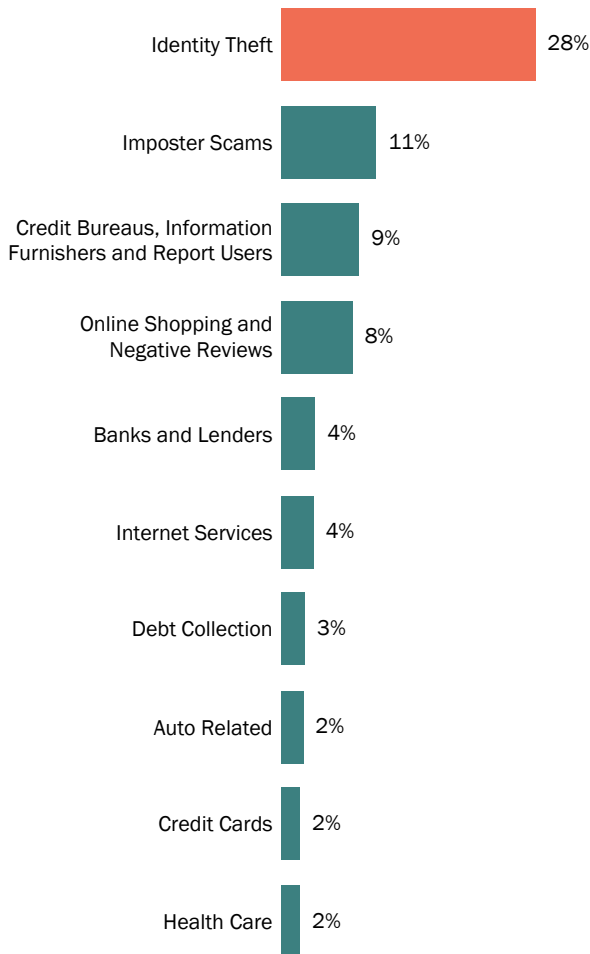
33rd
State Rank
(Reports per 100K Population)

25,893
Identity Theft Reports
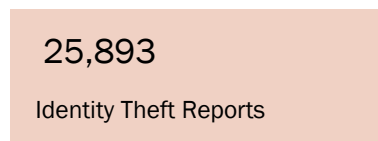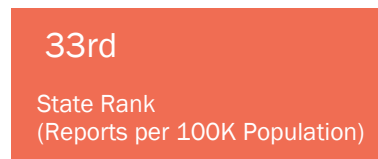
Percentages are based on the total number of relevant 2020 reports from Ohio consumers, as indicated in the chart title. This page excludes reports provided by the Ohio Attorney General. Consumers can report multiple types of identity theft.

Oklahoma

Top Ten Report Categories

Category	Percentage
Identity Theft	37%
Imposter Scams	10%
Online Shopping and Negative Reviews	7%
Prizes, Sweepstakes and Lotteries	4%
Banks and Lenders	3%
Debt Collection	3%
Credit Bureaus, Information Furnishers and Report Users	3%
Internet Services	3%
Auto Related	3%
Telephone and Mobile Services	2%

Fraud & Other Reports

47th
State Rank
(Reports per 100K Population)

23,730
Total Fraud & Other Reports

Fraud Losses

$18.9M
Total Fraud Losses

$269
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

Reports per 100K Population

514 • • ● 659

Top Identity Theft Types

Type	Percentage
Government Documents or Benefits Fraud	51%
Other Identity Theft	18%
Employment or Tax-Related Fraud	13%
Credit Card Fraud	12%
Bank Fraud	8%

Identity Theft Reports

21st
State Rank
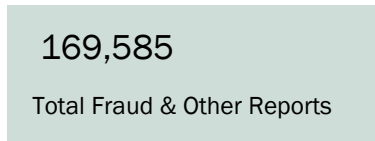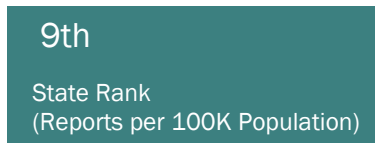(Reports per 100K Population)

13,797
Identity Theft Reports

Percentages are based on the total number of relevant 2020 reports from Oklahoma consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Oregon
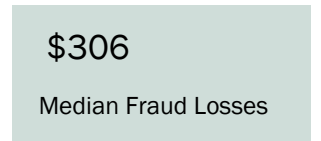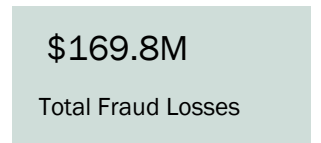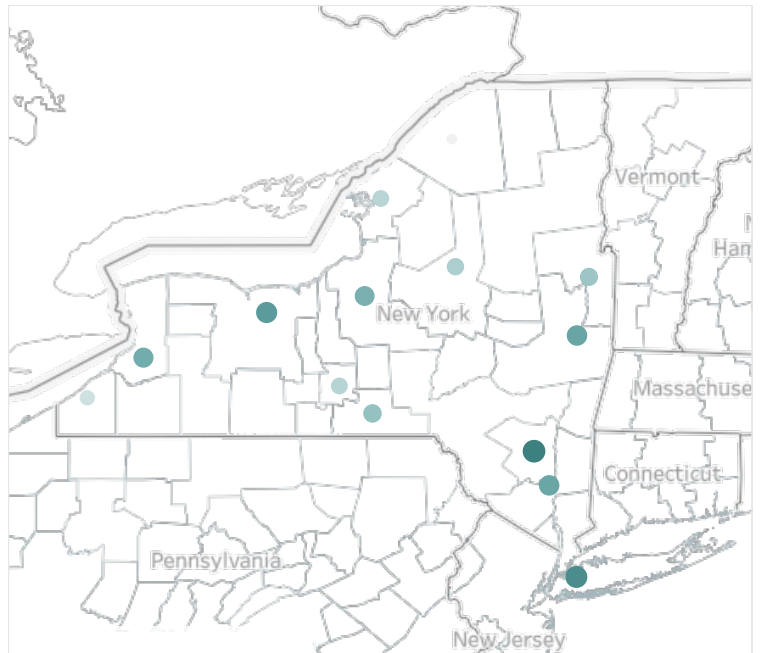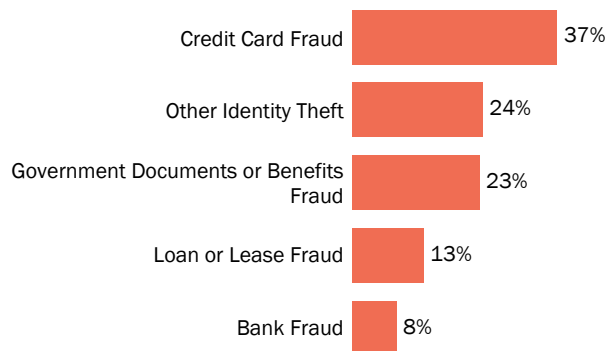
Top Ten Report Categories

Identity Theft — 18%
Imposter Scams — 14%
Online Shopping and Negative Reviews — 10%
Prizes, Sweepstakes and Lotteries — 5%
Internet Services — 4%
Banks and Lenders — 4%
Privacy, Data Security, and Cyber Threats — 4%
Health Care — 2%
Credit Bureaus, Information Furnishers and Report Users — 2%
Telephone and Mobile Services — 2%

Fraud & Other Reports

18th
State Rank
(Reports per 100K Population)

34,375
Total Fraud & Other Reports

Fraud Losses

$32.1M
Total Fraud Losses

$300
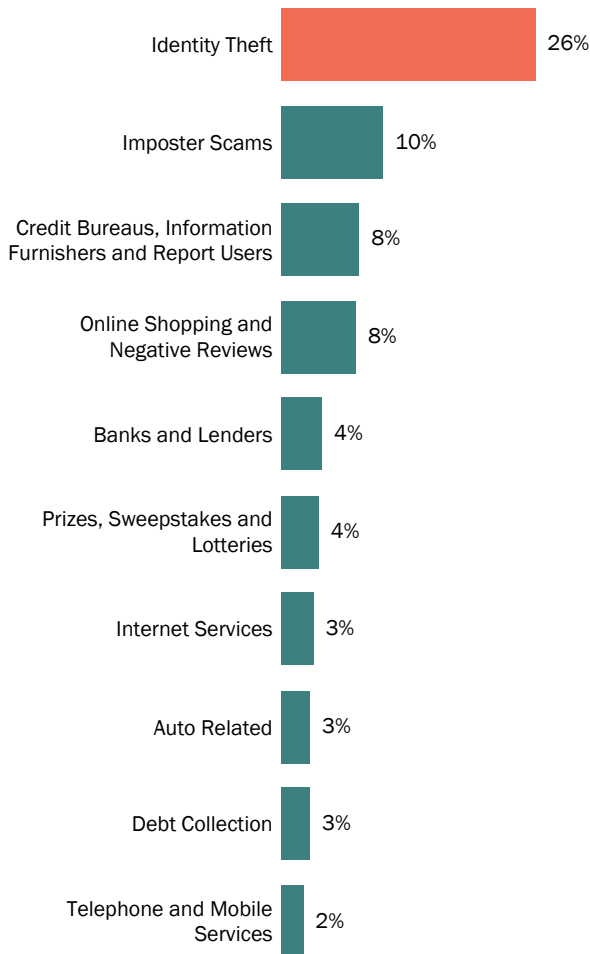Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

Reports per 100K Population
634 • • ● 864

Top Identity Theft Types
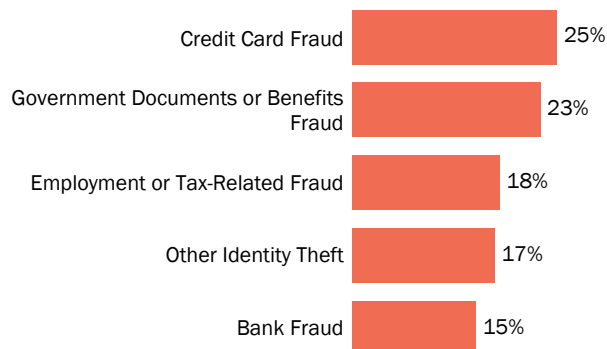
Credit Card Fraud — 25%
Government Documents or Benefits Fraud — 23%
Employment or Tax-Related Fraud — 18%
Other Identity Theft — 17%
Bank Fraud — 15%

Identity Theft Reports

36th
State Rank
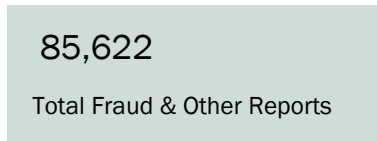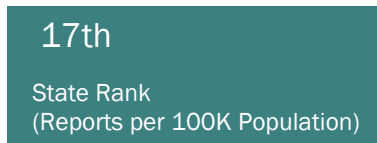(Reports per 100K Population)

7,432
Identity Theft Reports
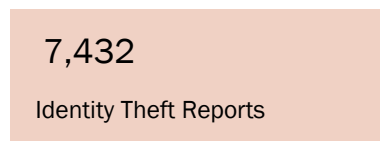
Percentages are based on the total number of relevant 2020 reports from Oregon consumers, as indicated in the chart title. This page excludes reports provided by the Oregon Department of Justice. Consumers can report multiple types of identity theft.

Pennsylvania

Top Ten Report Categories

Category	Percentage
Identity Theft	23%
Credit Bureaus, Information Furnishers and Report Users	11%
Imposter Scams	10%
Online Shopping and Negative Reviews	9%
Banks and Lenders	4%
Internet Services	4%
Prizes, Sweepstakes and Lotteries	3%
Debt Collection	3%
Auto Related	3%
Privacy, Data Security, and Cyber Threats	2%

Fraud & Other Reports

10th
State Rank
(Reports per 100K Population)

111,261
Total Fraud & Other Reports

Fraud Losses

$74.7M
Total Fraud Losses

$261
Median Fraud Losses
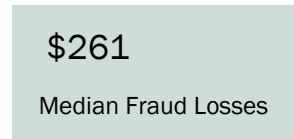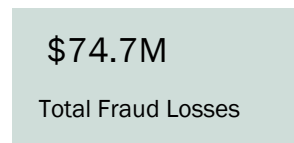
Fraud & Other Reports by Metropolitan Area
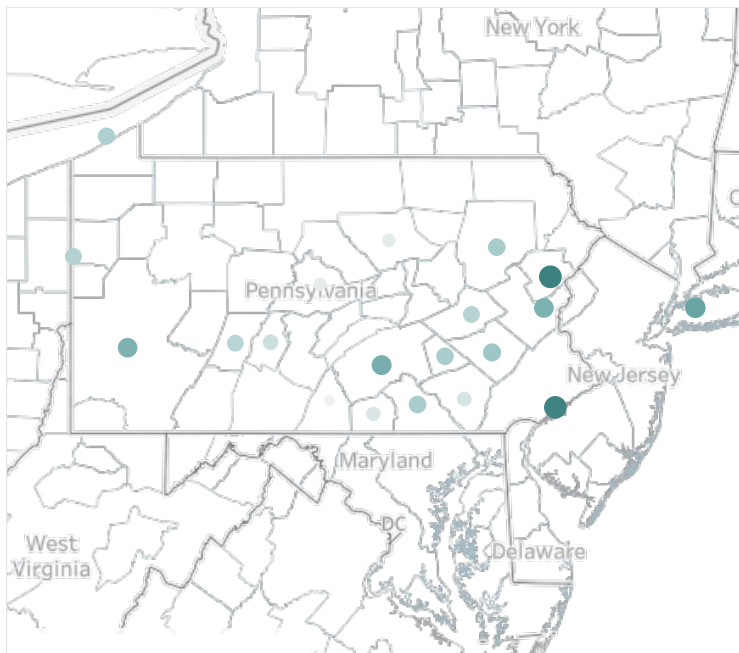
Reports per 100K Population
523 ● ● ● 1,081

Top Identity Theft Types

Type	Percentage
Credit Card Fraud	35%
Other Identity Theft	24%
Loan or Lease Fraud	18%
Government Documents or Benefits Fraud	16%
Phone or Utilities Fraud	11%

Identity Theft Reports

28th
State Rank
(Reports per 100K Population)

33,886
Identity Theft Reports
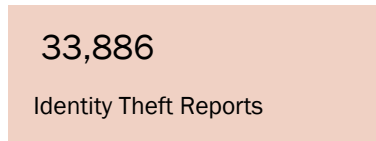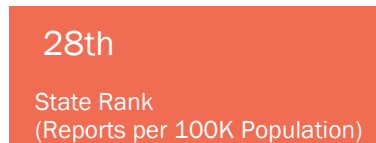
Percentages are based on the total number of relevant 2020 reports from Pennsylvania consumers, as indicated in the chart title. This page excludes reports provided by the Pennsylvania Attorney General. Consumers can report multiple types of identity theft.

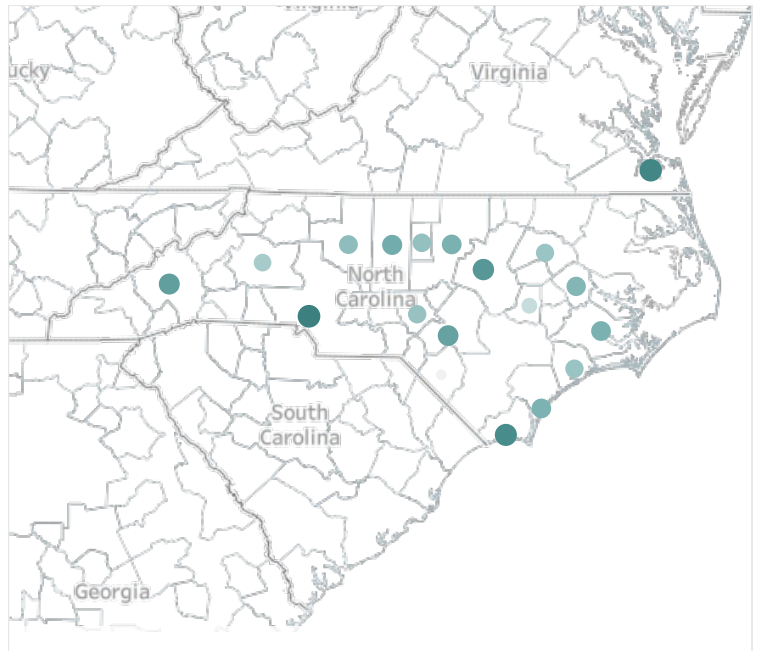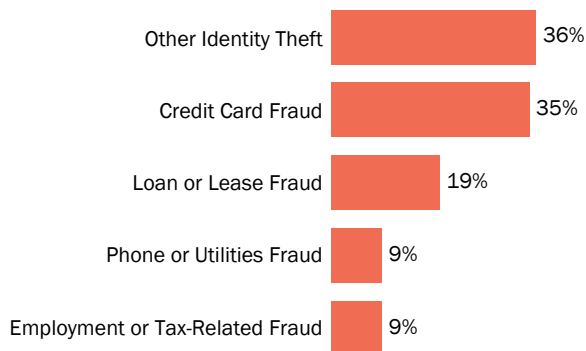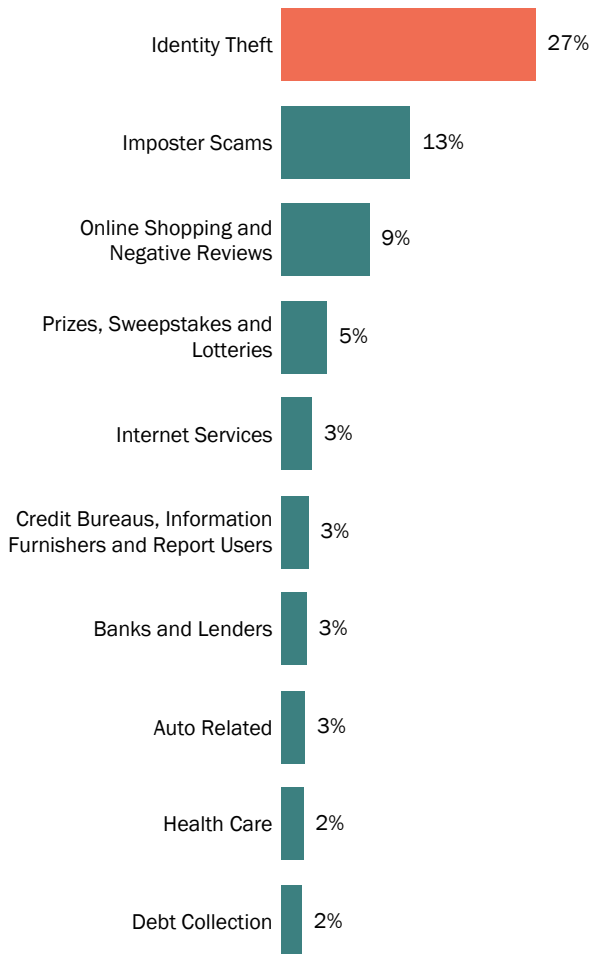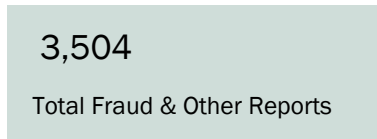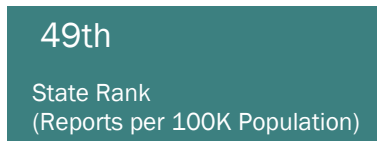# Puerto Rico

Top Ten Report Categories

Category	Percentage
Identity Theft	21%
Imposter Scams	17%
Credit Bureaus, Information Furnishers and Report Users	13%
Online Shopping and Negative Reviews	9%
Banks and Lenders	4%
Privacy, Data Security, and Cyber Threats	3%
Internet Services	3%
Advance Payments for Credit Services	2%
Debt Collection	2%
Education	2%

Fraud & Other Reports

6,110

Total Fraud & Other Reports

Fraud Losses

$8.0M

Total Fraud Losses

$384

Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

Puerto Rico

Reports per 100K Population

129   209

Top Identity Theft Types

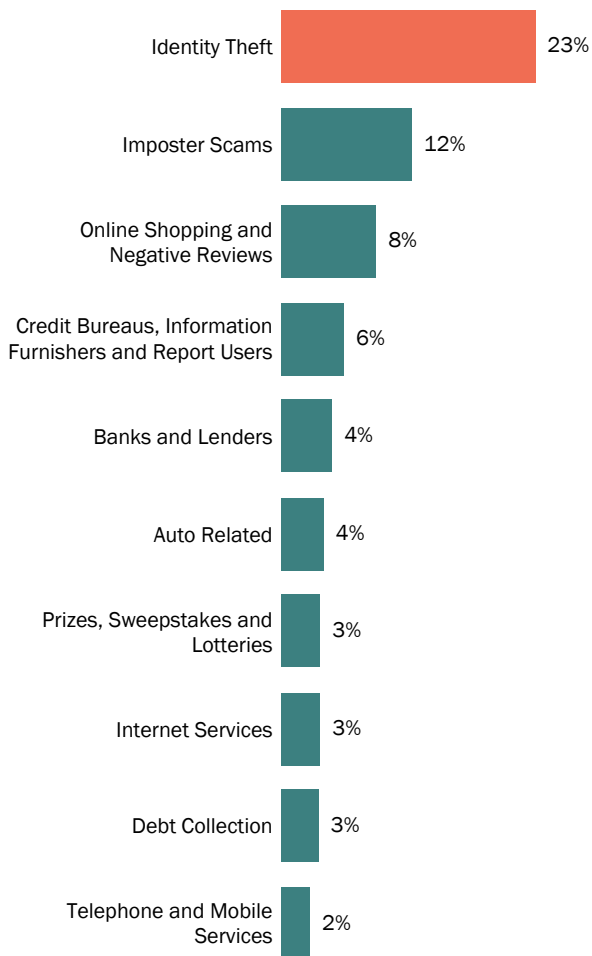| Type	Percentage
Employment or Tax-Related Fraud	39%
Credit Card Fraud	21%
Other Identity Theft	19%
Government Documents or Benefits Fraud	12%
Loan or Lease Fraud	11%

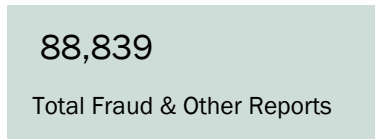## Identity Theft Reports

1,663

Identity Theft Reports

Percentages are based on the total number of relevant 2020 reports from Puerto Rico consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Rhode Island

Top Ten Report Categories

Category	Percentage
Identity Theft	61%
Imposter Scams	6%
Online Shopping and Negative Reviews	5%
Banks and Lenders	2%
Credit Bureaus, Information Furnishers and Report Users	2%
Internet Services	2%
Prizes, Sweepstakes and Lotteries	2%
Debt Collection	2%
Auto Related	1%
Health Care	1%

Fraud & Other Reports

27th
State Rank
(Reports per 100K Population)

7,994
Total Fraud & Other Reports

Fraud Losses

$4.1M
Total Fraud Losses

$229
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

Rhode Island

Reports per 100K Population
● 736

Top Identity Theft Types

Type	Percentage
Government Documents or Benefits Fraud	80%
Other Identity Theft	9%
Credit Card Fraud	6%
Employment or Tax-Related Fraud	4%
Bank Fraud	3%

Identity Theft Reports

2nd
State Rank
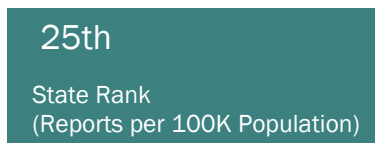(Reports per 100K Population)

12,621
Identity Theft Reports
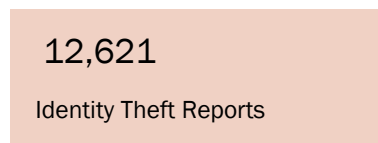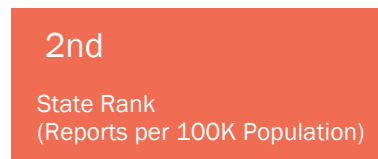
Percentages are based on the total number of relevant 2020 reports from Rhode Island consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.
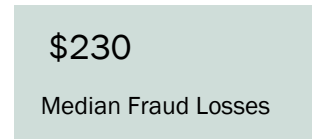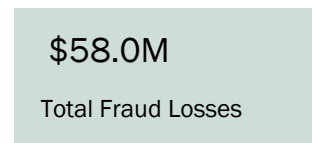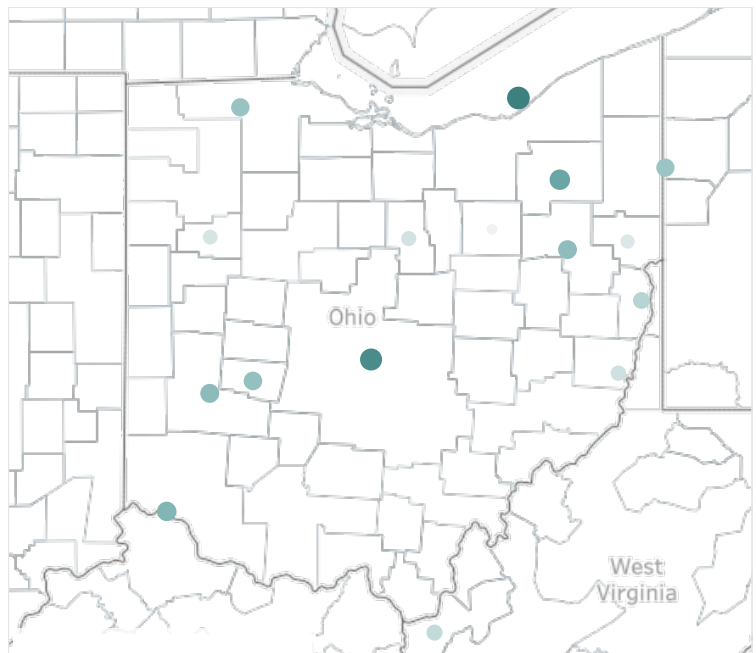
South Carolina

Top Ten Report Categories

Category	Percentage
Identity Theft	30%
Credit Bureaus, Information Furnishers and Report Users	9%
Imposter Scams	9%
Online Shopping and Negative Reviews	7%
Banks and Lenders	4%
Prizes, Sweepstakes and Lotteries	3%
Debt Collection	3%
Auto Related	3%
Internet Services	3%
Telephone and Mobile Services	2%

Fraud & Other Reports

14th
State Rank
(Reports per 100K Population)

43,798
Total Fraud & Other Reports

Fraud Losses

$35.2M
Total Fraud Losses
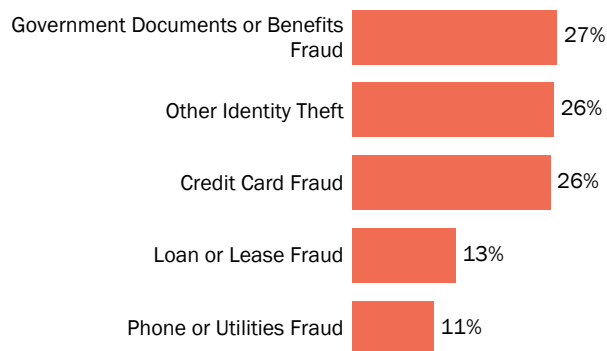
$294
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

Reports per 100K Population
700 • • • 1,016

Top Identity Theft Types

Type	Percentage
Other Identity Theft	41%
Credit Card Fraud	31%
Loan or Lease Fraud	25%
Phone or Utilities Fraud	10%
Employment or Tax-Related Fraud	7%

Identity Theft Reports

16th
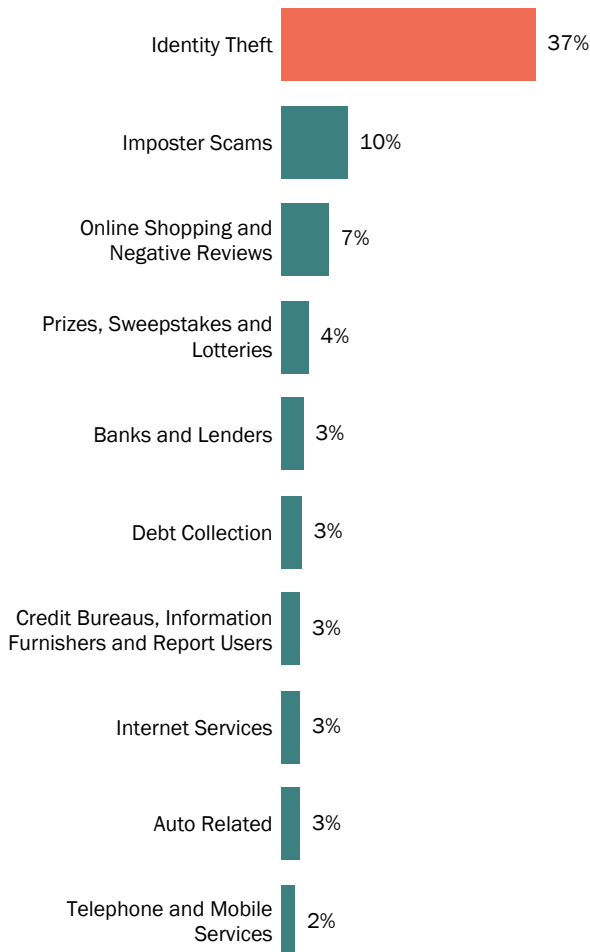State Rank
(Reports per 100K Population)
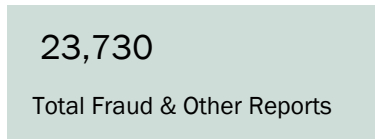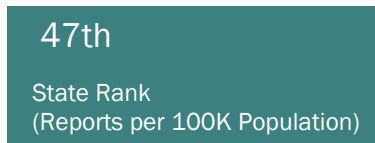
19,193
Identity Theft Reports
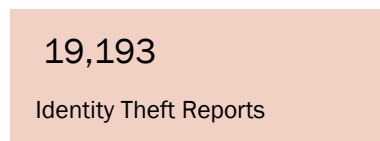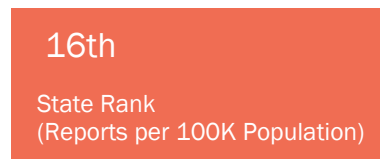
Percentages are based on the total number of relevant 2020 reports from South Carolina consumers, as indicated in the chart title. This page excludes reports provided by the South Carolina Department of Consumer Affairs. Consumers can report multiple types of identity theft.

South Dakota

Top Ten Report Categories

Category	%
Identity Theft	14%
Imposter Scams	14%
Online Shopping and Negative Reviews	10%
Prizes, Sweepstakes and Lotteries	8%
Banks and Lenders	4%
Debt Collection	4%
Internet Services	4%
Auto Related	3%
Health Care	2%
Credit Bureaus, Information Furnishers and Report Users	2%

Fraud & Other Reports

50th
State Rank
(Reports per 100K Population)

4,064
Total Fraud & Other Reports
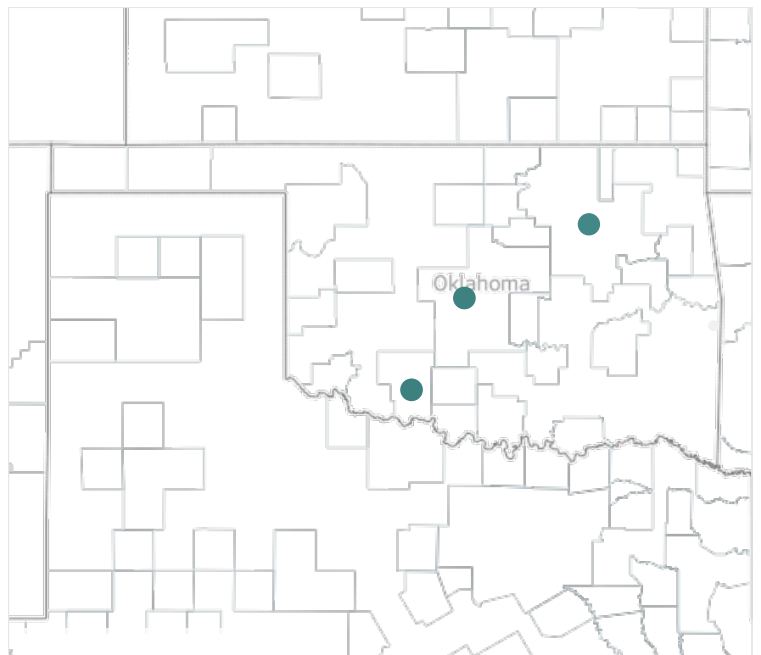
Fraud Losses

$4.2M
Total Fraud Losses

$252
Median Fraud Losses
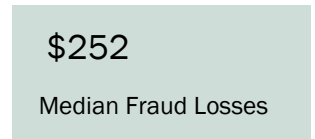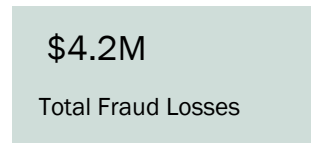
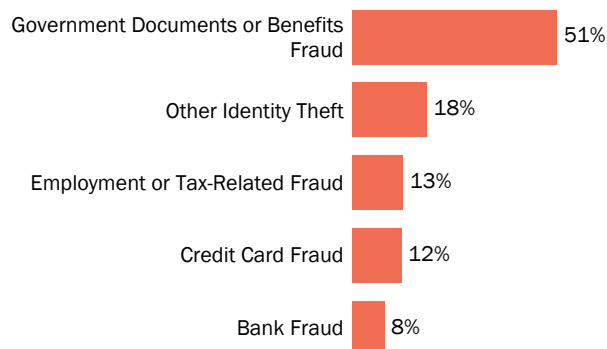## Fraud & Other Reports by Metropolitan Area
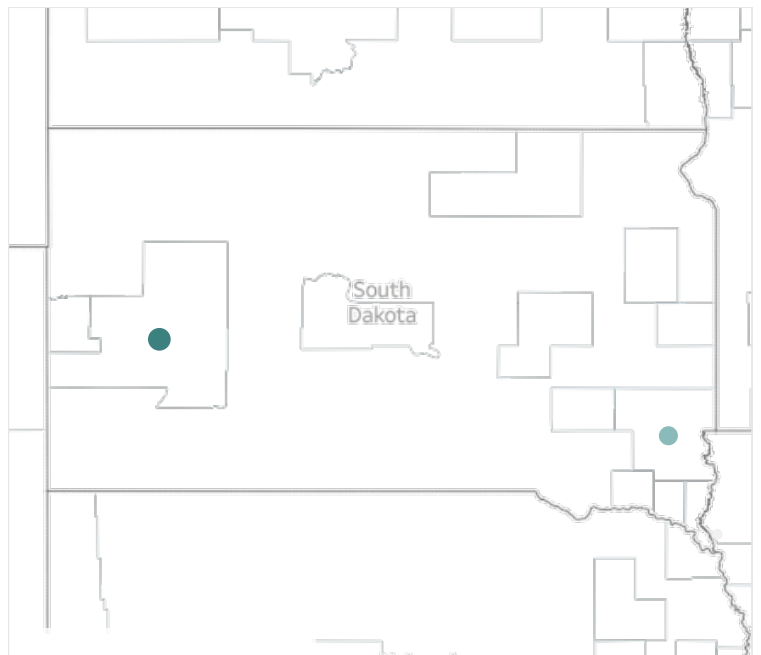
Reports per 100K Population
440 — 591

Top Identity Theft Types

Type	%
Credit Card Fraud	26%
Other Identity Theft	19%
Bank Fraud	19%
Employment or Tax-Related Fraud	16%
Loan or Lease Fraud	16%

Identity Theft Reports

50th
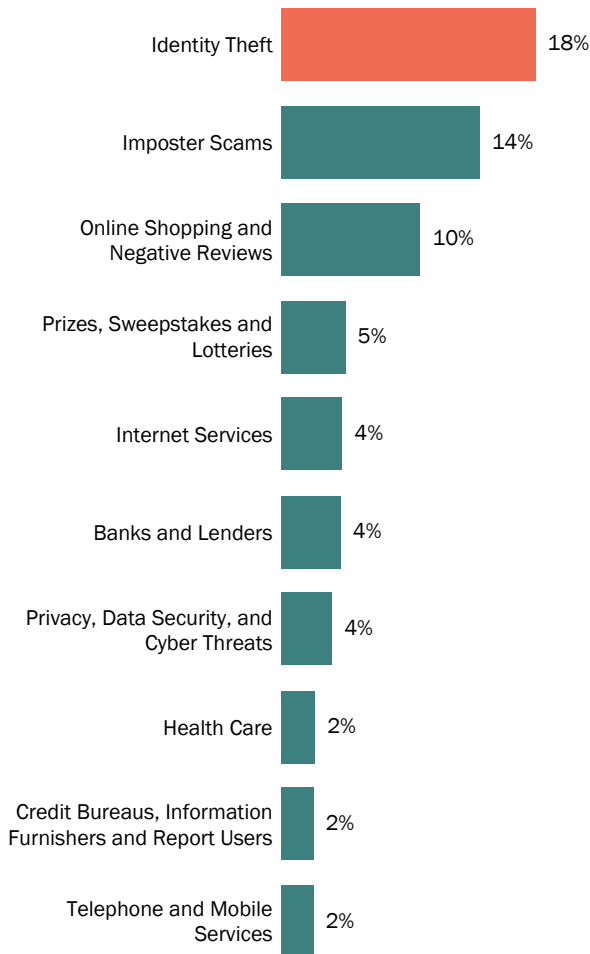State Rank
(Reports per 100K Population)
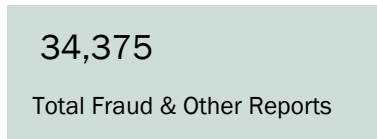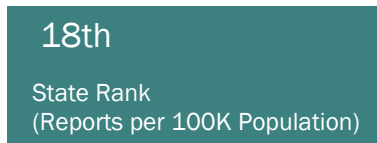
637
Identity Theft Reports
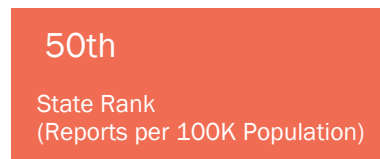
Percentages are based on the total number of relevant 2020 reports from South Dakota consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.
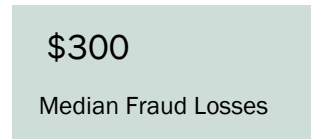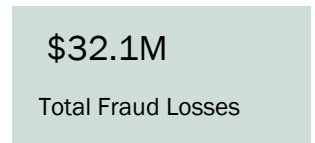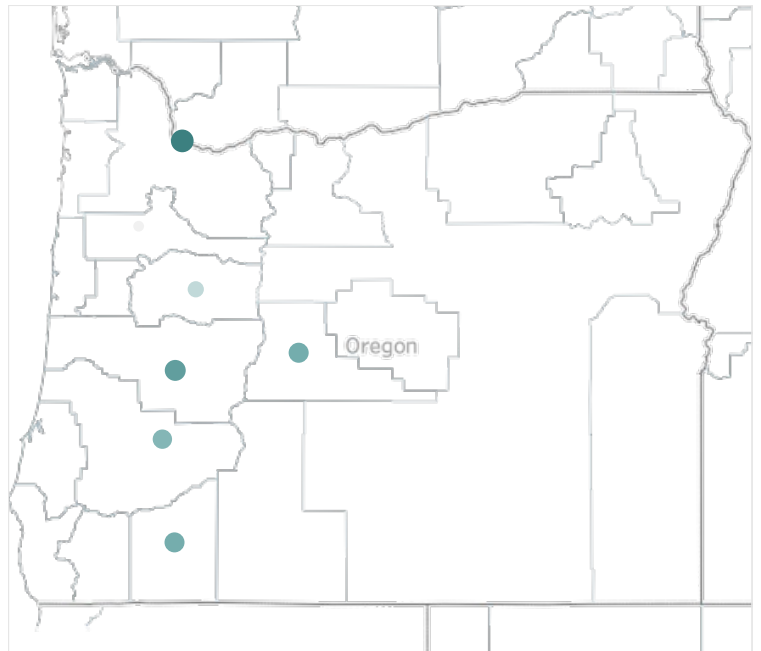
Tennessee

Top Ten Report Categories

Category	Percentage
Identity Theft	25%
Credit Bureaus, Information Furnishers and Report Users	12%
Imposter Scams	10%
Online Shopping and Negative Reviews	7%
Banks and Lenders	4%
Prizes, Sweepstakes and Lotteries	3%
Debt Collection	3%
Internet Services	3%
Auto Related	3%
Telephone and Mobile Services	2%

Fraud & Other Reports

12th
State Rank
(Reports per 100K Population)

59,107
Total Fraud & Other Reports

Fraud Losses

$40.6M
Total Fraud Losses

$270
Median Fraud Losses
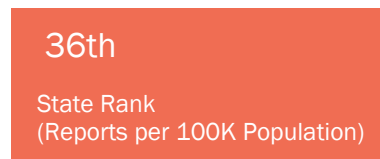
Fraud & Other Reports by Metropolitan Area

Reports per 100K Population
542 ● ● ● 1,361

Top Identity Theft Types

Type	Percentage
Other Identity Theft	40%
Credit Card Fraud	35%
Loan or Lease Fraud	19%
Phone or Utilities Fraud	10%
Employment or Tax-Related Fraud	10%

Identity Theft Reports

26th
State Rank
(Reports per 100K Population)
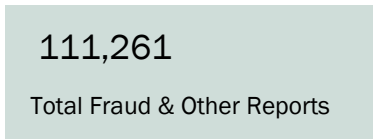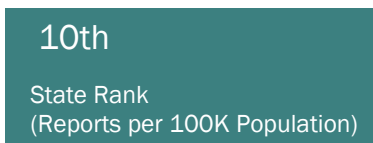
19,182
Identity Theft Reports

Percentages are based on the total number of relevant 2020 reports from Tennessee consumers, as indicated in the chart title. This page excludes reports provided by the Tennessee Department of Commerce and Insurance, Consumer Affairs Division. Consumers can report multiple types of identity theft.

Texas

Top Ten Report Categories

Category	%
Identity Theft	36%
Credit Bureaus, Information Furnishers and Report Users	10%
Imposter Scams	8%
Online Shopping and Negative Reviews	5%
Debt Collection	4%
Banks and Lenders	3%
Internet Services	3%
Auto Related	2%
Prizes, Sweepstakes and Lotteries	2%
Telephone and Mobile Services	2%

Fraud & Other Reports

16th
State Rank
(Reports per 100K Population)

238,251
Total Fraud & Other Reports

Fraud Losses

$203.1M
Total Fraud Losses

$350
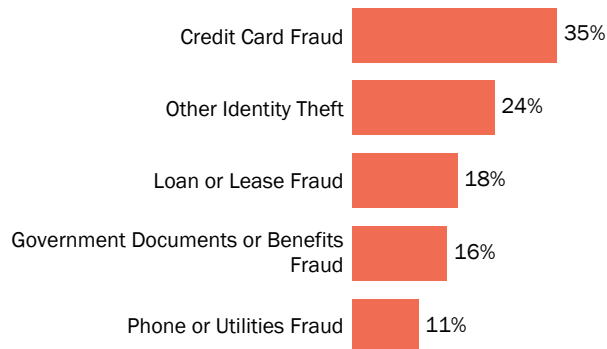Median Fraud Losses
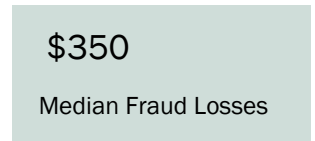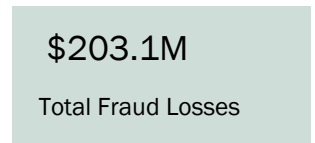
Fraud & Other Reports by Metropolitan Area
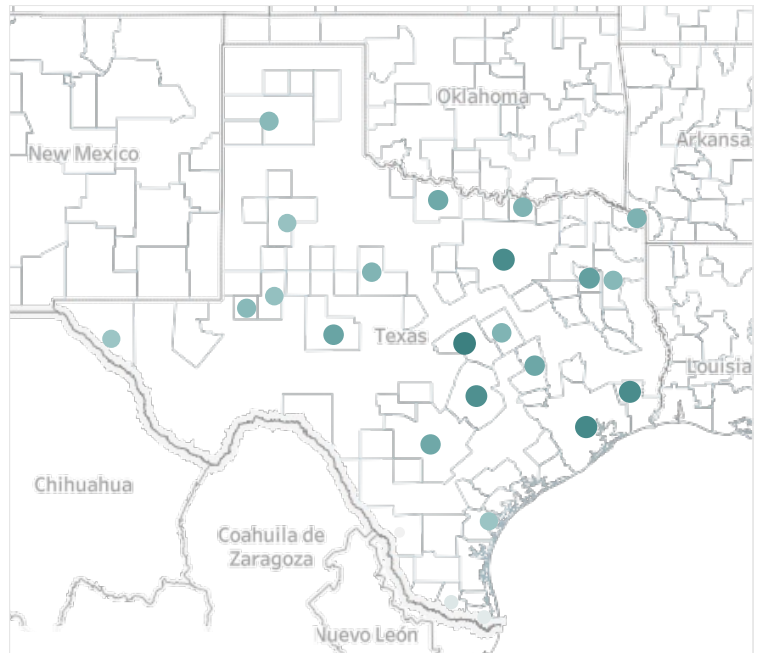
Reports per 100K Population
284 • • ● 1,005

Top Identity Theft Types
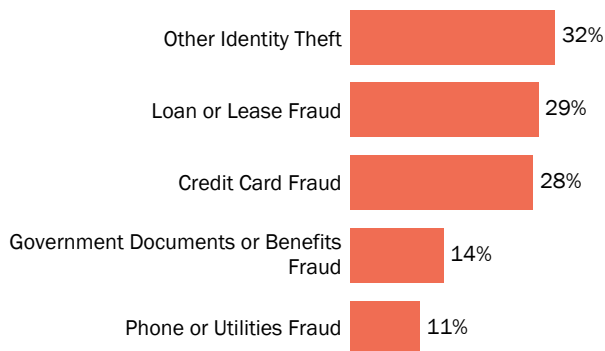
Type	%
Other Identity Theft	32%
Loan or Lease Fraud	29%
Credit Card Fraud	28%
Government Documents or Benefits Fraud	14%
Phone or Utilities Fraud	11%

Identity Theft Reports

12th
State Rank
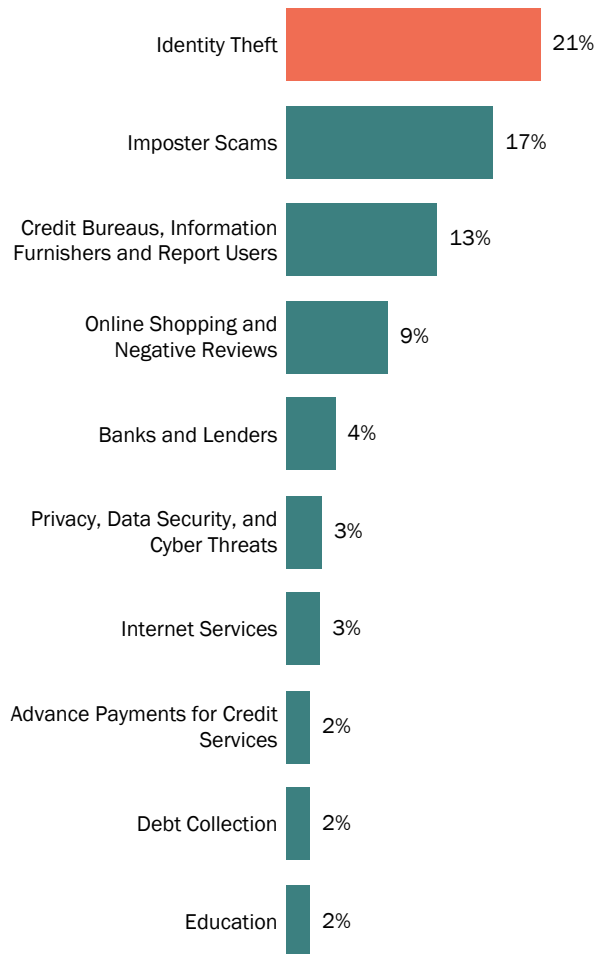(Reports per 100K Population)

134,788
Identity Theft Reports
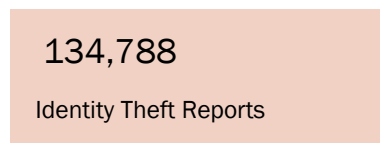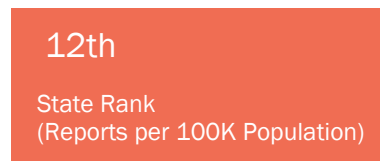
Percentages are based on the total number of relevant 2020 reports from Texas consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Utah

Top Ten Report Categories

Category	Percentage
Identity Theft	29%
Imposter Scams	10%
Credit Bureaus, Information Furnishers and Report Users	8%
Online Shopping and Negative Reviews	7%
Internet Services	3%
Prizes, Sweepstakes and Lotteries	3%
Privacy, Data Security, and Cyber Threats	3%
Banks and Lenders	3%
Health Care	2%
Auto Related	2%

Fraud & Other Reports

33rd
State Rank
(Reports per 100K Population)

22,682
Total Fraud & Other Reports

Fraud Losses

$23.9M
Total Fraud Losses

$322
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

Reports per 100K Population
428   800

Top Identity Theft Types
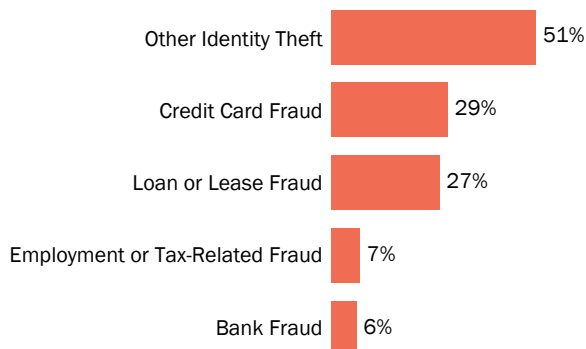
Type	Percentage
Other Identity Theft	51%
Credit Card Fraud	29%
Loan or Lease Fraud	27%
Employment or Tax-Related Fraud	7%
Bank Fraud	6%

Identity Theft Reports

24th
State Rank
(Reports per 100K Population)

9,366
Identity Theft Reports
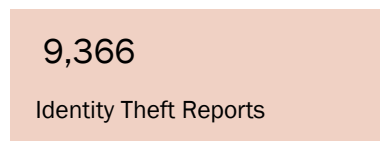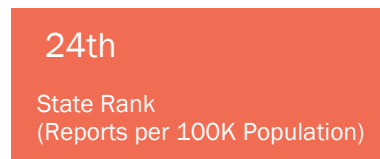
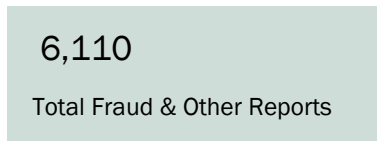*Percentages are based on the total number of relevant 2020 reports from Utah consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.*

Vermont

Top Ten Report Categories

Category	Percentage
Identity Theft	16%
Imposter Scams	15%
Online Shopping and Negative Reviews	11%
Internet Services	5%
Prizes, Sweepstakes and Lotteries	5%
Banks and Lenders	4%
Privacy, Data Security, and Cyber Threats	3%
Auto Related	3%
Telephone and Mobile Services	3%
Health Care	2%

Fraud & Other Reports

35th
State Rank
(Reports per 100K Population)

4,346
Total Fraud & Other Reports

Fraud Losses

$3.6M
Total Fraud Losses

$298
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area

Reports per 100K Population
640   673

Top Identity Theft Types

Type	Percentage
Government Documents or Benefits Fraud	38%
Credit Card Fraud	22%
Other Identity Theft	14%
Bank Fraud	13%
Loan or Lease Fraud	11%

Identity Theft Reports

45th
State Rank
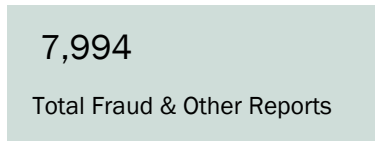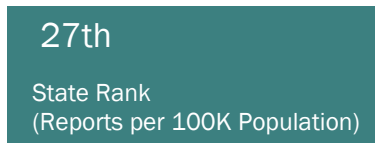(Reports per 100K Population)

810
Identity Theft Reports

Percentages are based on the total number of relevant 2020 reports from Vermont consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Virginia

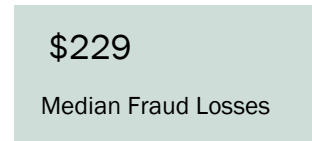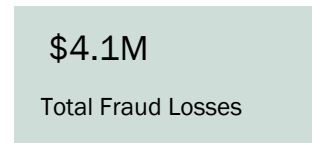## Top Ten Report Categories

Category	Percent
Identity Theft	16%
Imposter Scams	13%
Online Shopping and Negative Reviews	9%
Credit Bureaus, Information Furnishers and Report Users	6%
Banks and Lenders	5%
Internet Services	4%
Debt Collection	3%
Auto Related	3%
Prizes, Sweepstakes and Lotteries	3%
Privacy, Data Security, and Cyber Threats	3%

Fraud & Other Reports

6th
State Rank
(Reports per 100K Population)

79,208
Total Fraud & Other Reports

Fraud Losses

$72.6M
Total Fraud Losses
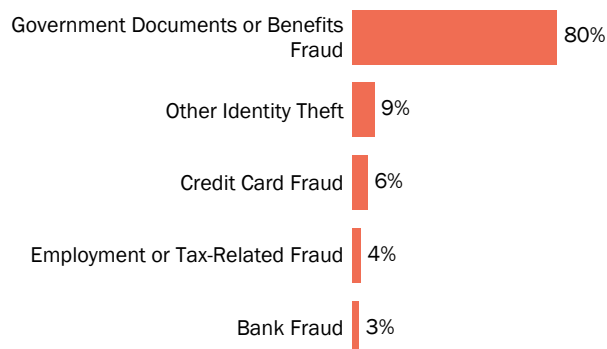
$340
Median Fraud Losses
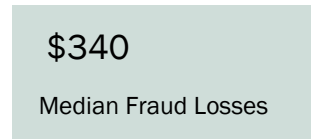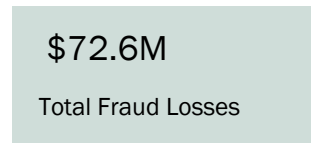
Fraud & Other Reports by Metropolitan Area
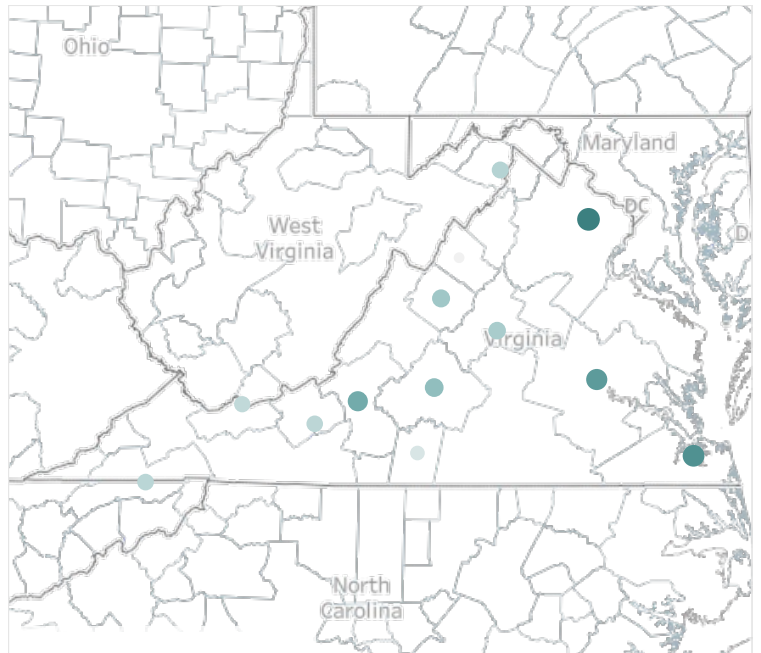
Reports per 100K Population

525   1,072

Top Identity Theft Types
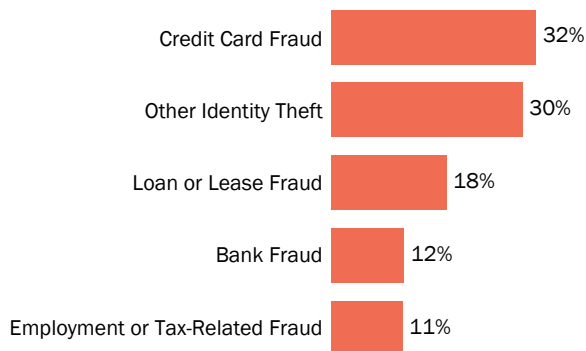
Type	Percent
Credit Card Fraud	32%
Other Identity Theft	30%
Loan or Lease Fraud	18%
Bank Fraud	12%
Employment or Tax-Related Fraud	11%

Identity Theft Reports

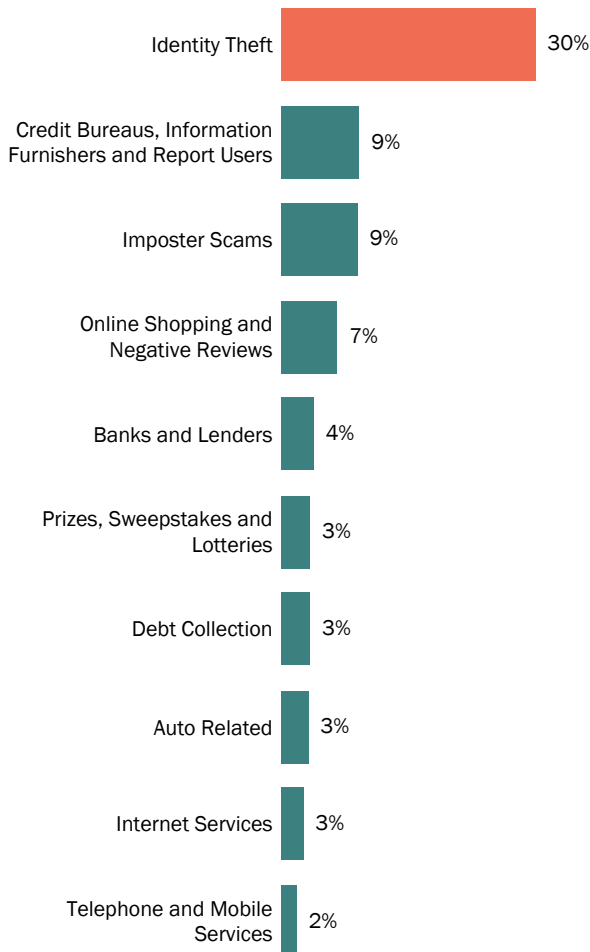**35th**
State Rank
(Reports per 100K Population)

15,632
Identity Theft Reports
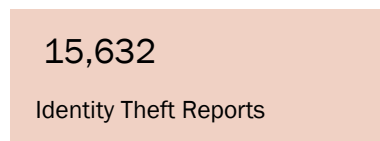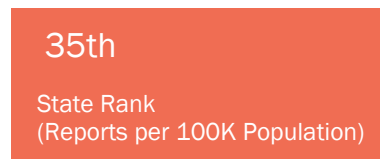
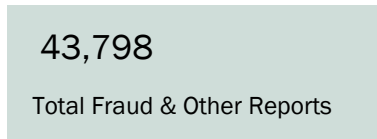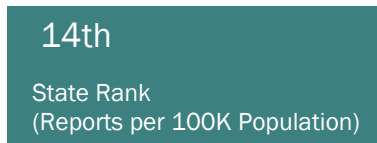*Percentages are based on the total number of relevant 2020 reports from Virginia consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.*
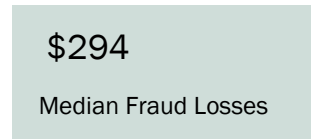
Washington

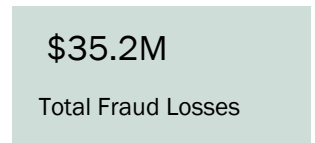## Top Ten Report Categories
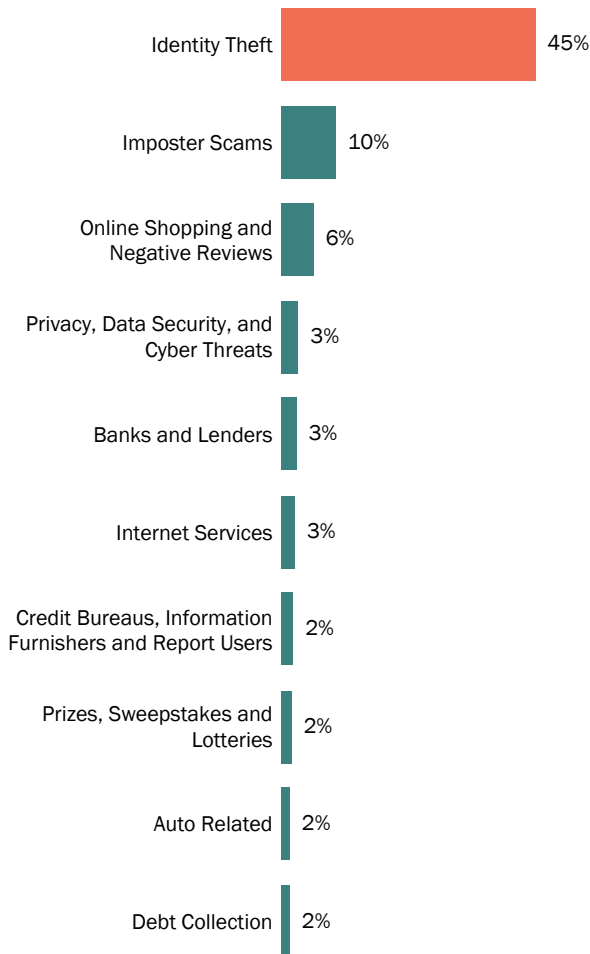
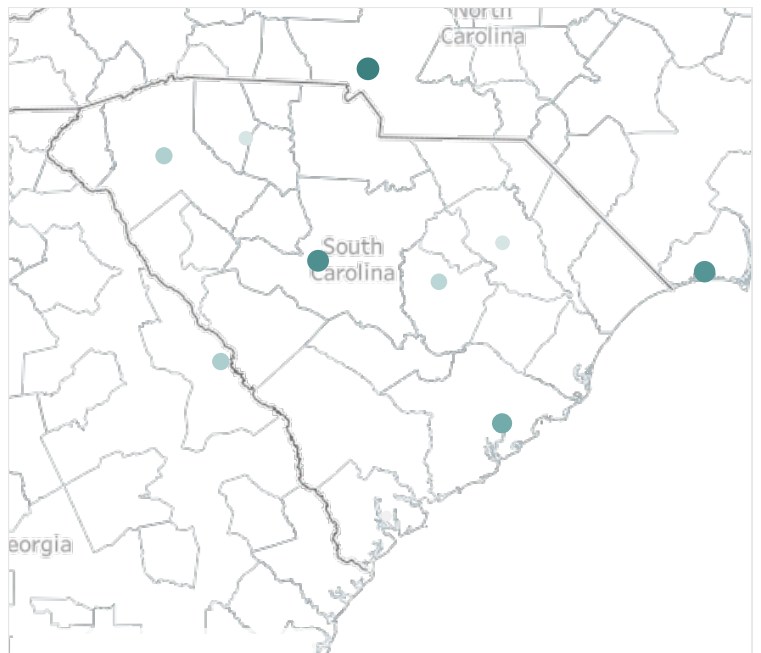| Category	Percentage
Identity Theft	45%
Imposter Scams	10%
Online Shopping and Negative Reviews	6%
Privacy, Data Security, and Cyber Threats	3%
Banks and Lenders	3%
Internet Services	3%
Credit Bureaus, Information Furnishers and Report Users	2%
Prizes, Sweepstakes and Lotteries	2%
Auto Related	2%
Debt Collection	2%

Fraud & Other Reports

13th
State Rank
(Reports per 100K Population)

65,236
Total Fraud & Other Reports

Fraud Losses

$68.7M
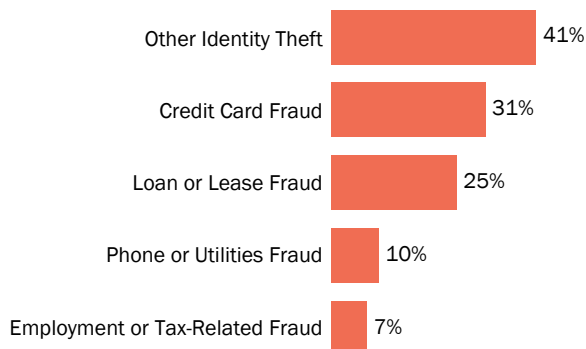Total Fraud Losses

$400
Median Fraud Losses
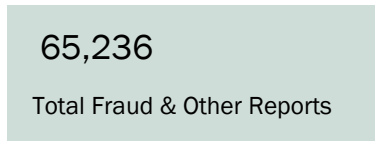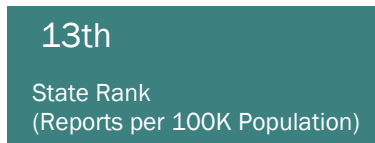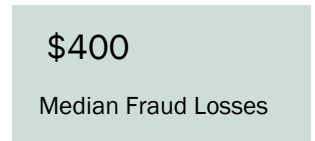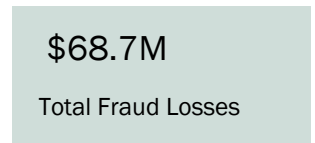
Fraud & Other Reports by Metropolitan Area
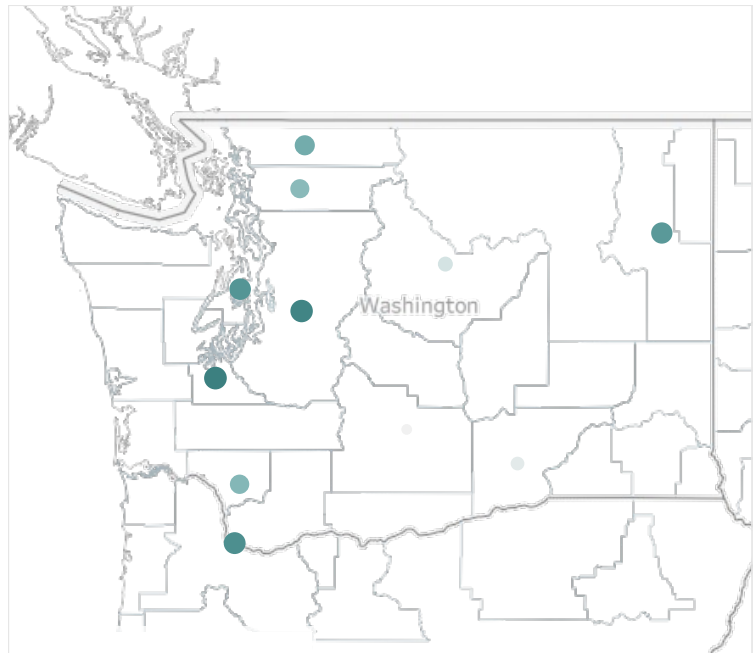
Reports per 100K Population
521 • • 916

Top Identity Theft Types
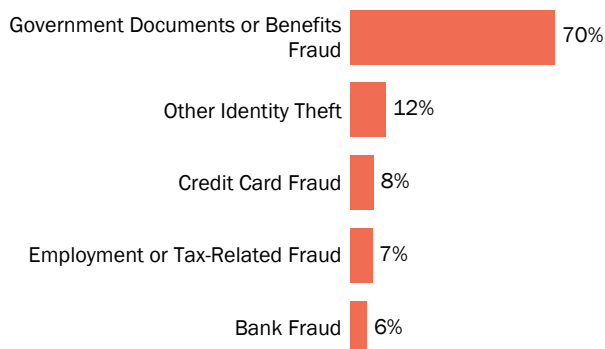
Type	Percentage
Government Documents or Benefits Fraud	70%
Other Identity Theft	12%
Credit Card Fraud	8%
Employment or Tax-Related Fraud	7%
Bank Fraud	6%

Identity Theft Reports

5th
State Rank
(Reports per 100K Population)

54,247
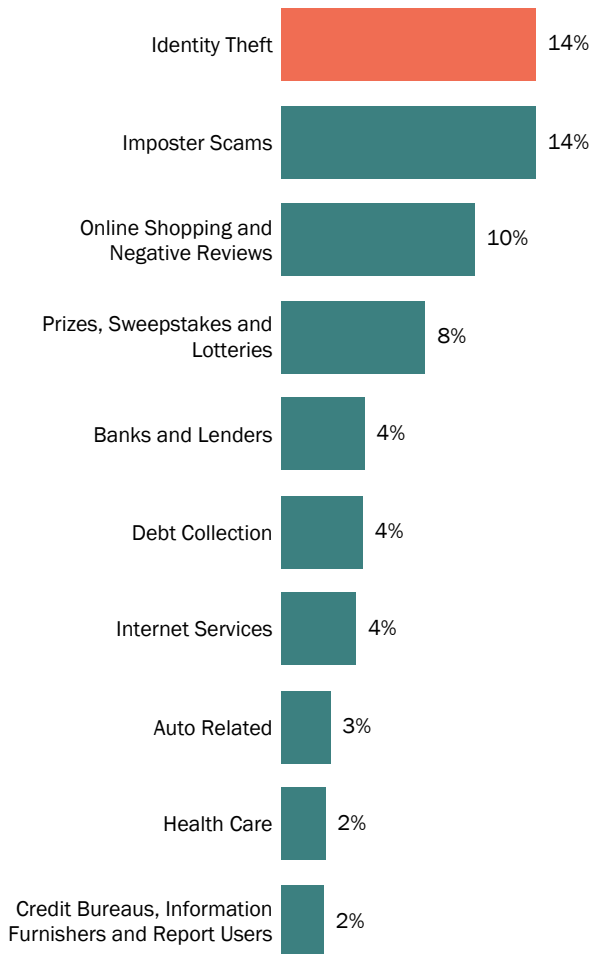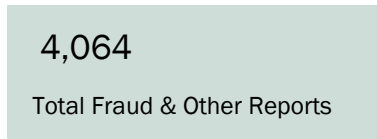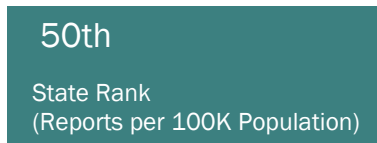Identity Theft Reports
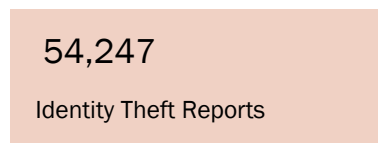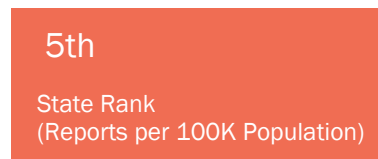
Percentages are based on the total number of relevant 2020 reports from Washington consumers, as indicated in the chart title. This page excludes reports provided by the Washington Attorney General. Consumers can report multiple types of identity theft.

West Virginia

Top Ten Report Categories
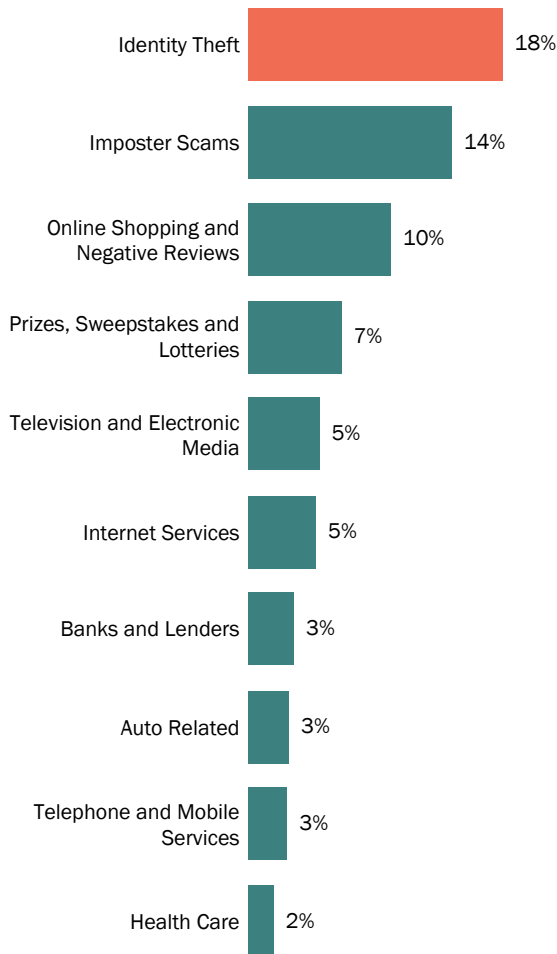
Category	Percentage
Identity Theft	18%
Imposter Scams	14%
Online Shopping and Negative Reviews	10%
Prizes, Sweepstakes and Lotteries	7%
Television and Electronic Media	5%
Internet Services	5%
Banks and Lenders	3%
Auto Related	3%
Telephone and Mobile Services	3%
Health Care	2%

Fraud & Other Reports

39th
State Rank
(Reports per 100K Population)

11,946
Total Fraud & Other Reports

Fraud Losses

$9.4M
Total Fraud Losses

$205
Median Fraud Losses
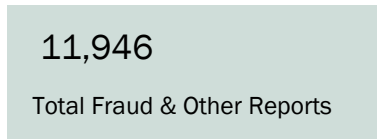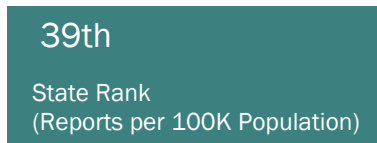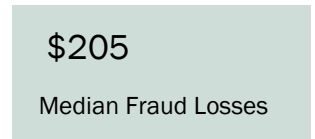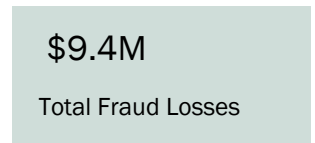
Fraud & Other Reports by Metropolitan Area
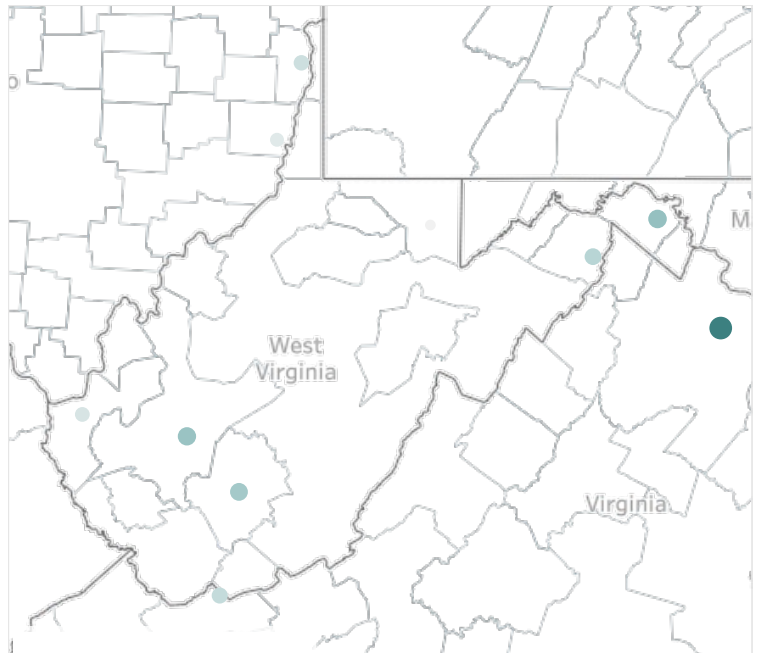
Reports per 100K Population

535 • ● ● 1,072

Top Identity Theft Types
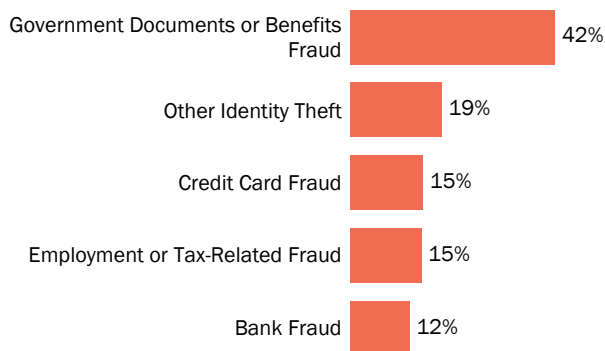
Type	Percentage
Government Documents or Benefits Fraud	42%
Other Identity Theft	19%
Credit Card Fraud	15%
Employment or Tax-Related Fraud	15%
Bank Fraud	12%

Identity Theft Reports

42nd
State Rank
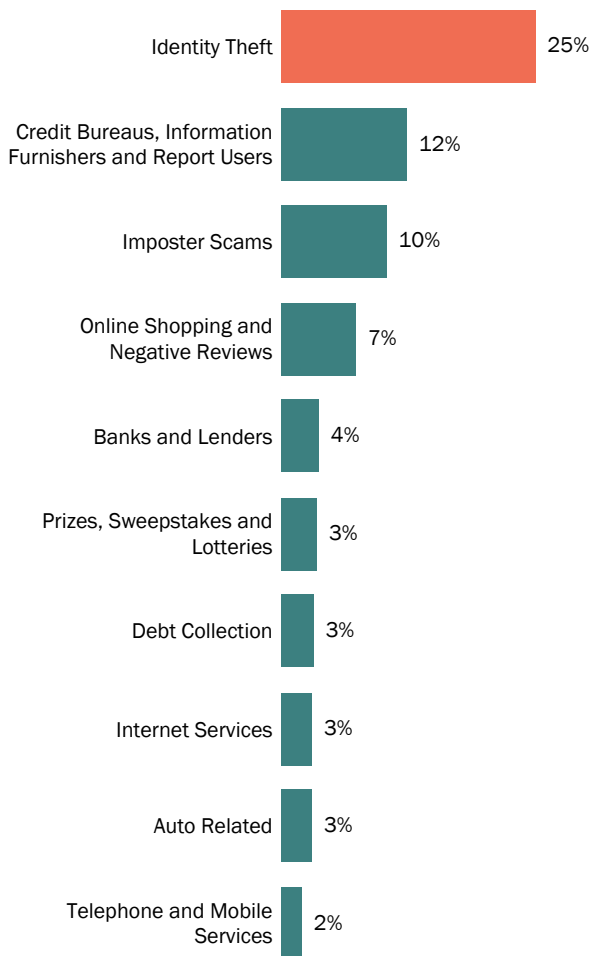(Reports per 100K Population)

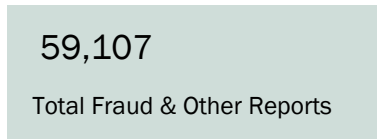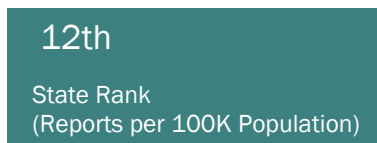**2,646**
Identity Theft Reports
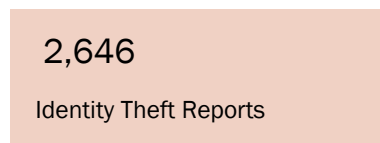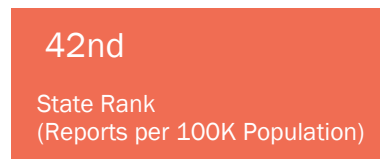
Percentages are based on the total number of relevant 2020 reports from West Virginia consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.
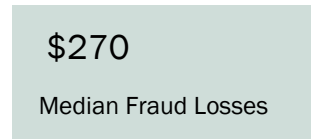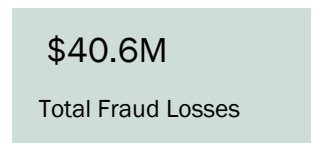
Wisconsin

Top Ten Report Categories
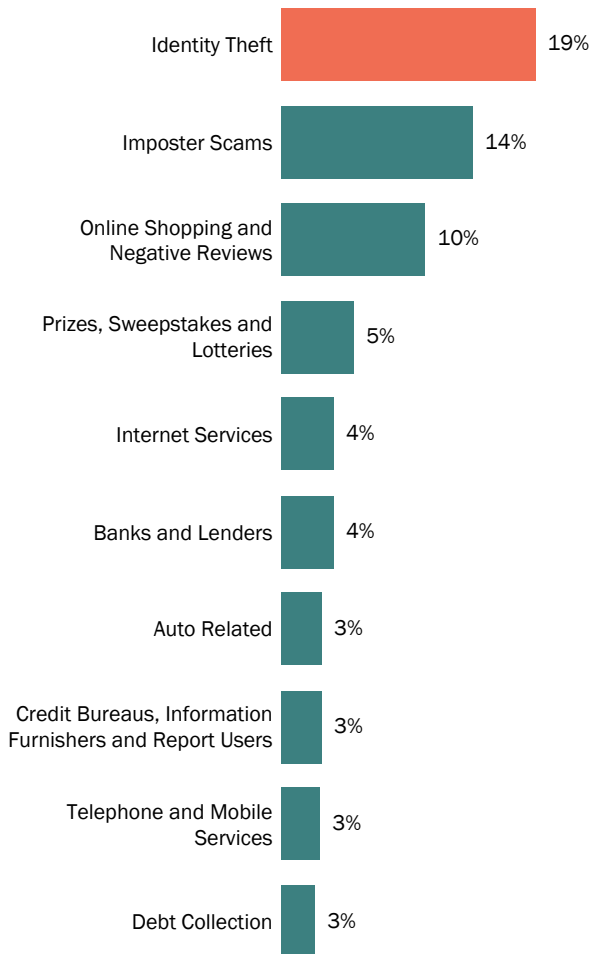
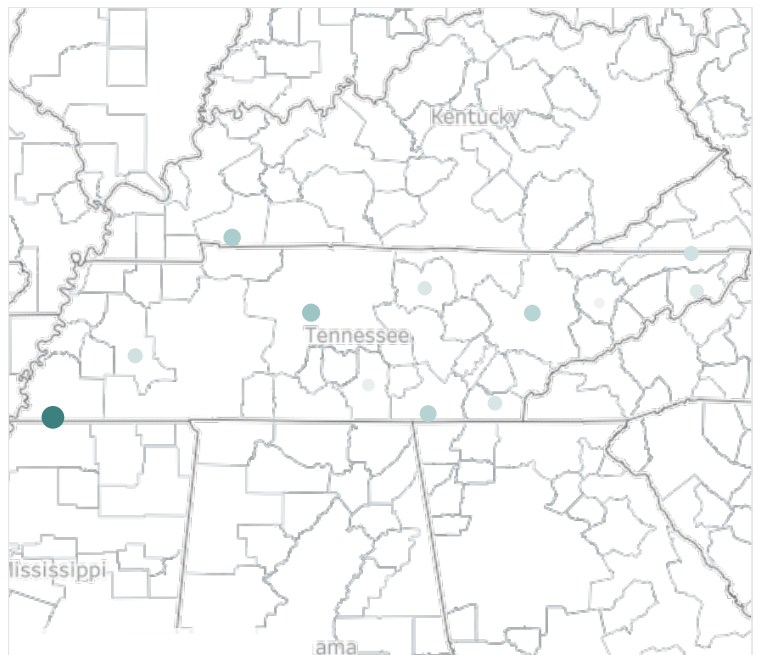| Category	Percentage
Identity Theft	19%
Imposter Scams	14%
Online Shopping and Negative Reviews	10%
Prizes, Sweepstakes and Lotteries	5%
Internet Services	4%
Banks and Lenders	4%
Auto Related	3%
Credit Bureaus, Information Furnishers and Report Users	3%
Telephone and Mobile Services	3%
Debt Collection	3%

Fraud & Other Reports

37th
State Rank
(Reports per 100K Population)

39,231
Total Fraud & Other Reports

Fraud Losses

$34.3M
Total Fraud Losses

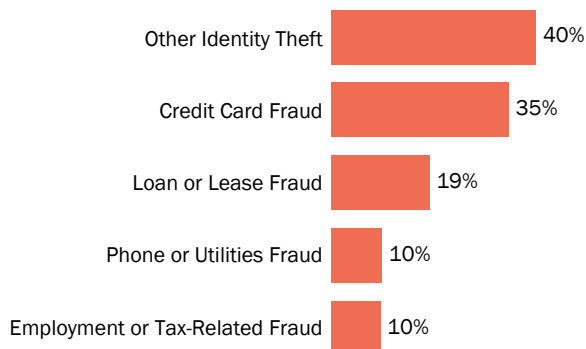**$249**
Median Fraud Losses
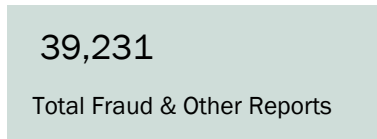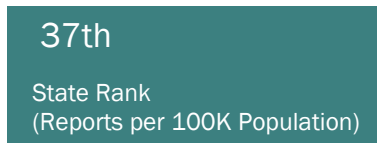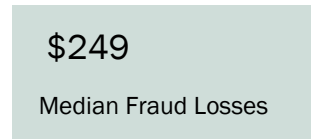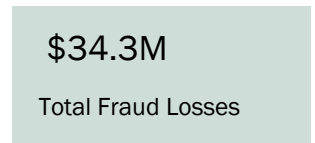
Fraud & Other Reports by Metropolitan Area
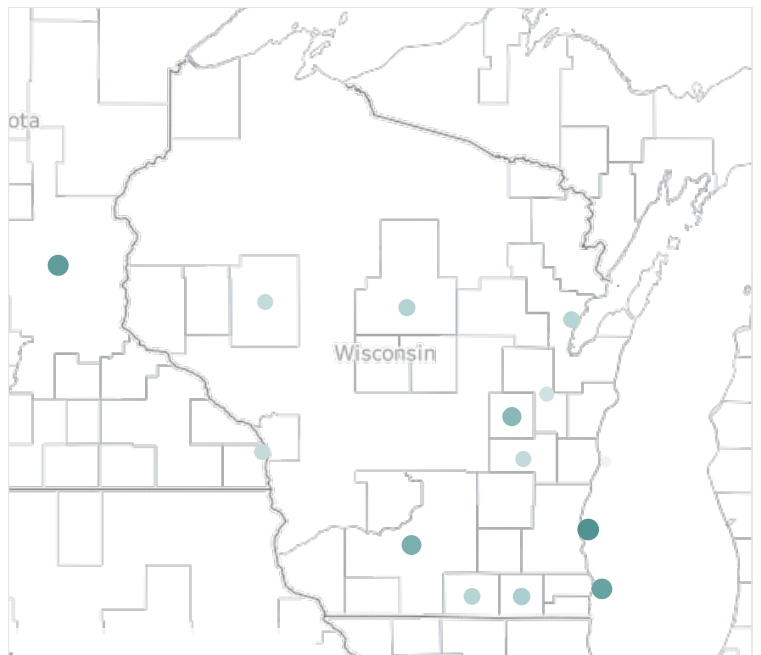
Reports per 100K Population
492 ● ● ● 850

Top Identity Theft Types
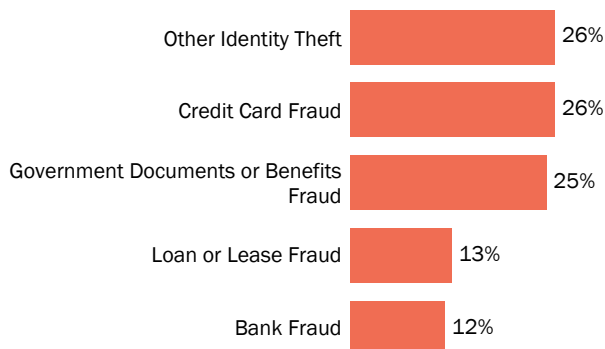
Type	Percentage
Other Identity Theft	26%
Credit Card Fraud	26%
Government Documents or Benefits Fraud	25%
Loan or Lease Fraud	13%
Bank Fraud	12%

Identity Theft Reports

40th
State Rank
(Reports per 100K Population)

8,986
Identity Theft Reports
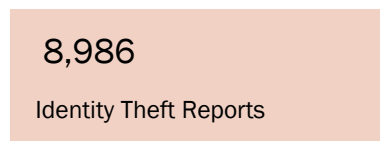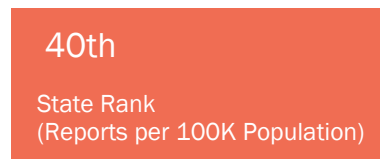
Percentages are based on the total number of relevant 2020 reports from Wisconsin consumers, as indicated in the chart title. This page excludes reports provided by the Wisconsin Department of Agriculture, Trade, and Consumer Protection. Consumers can report multiple types of identity theft.

Wyoming

Top Ten Report Categories
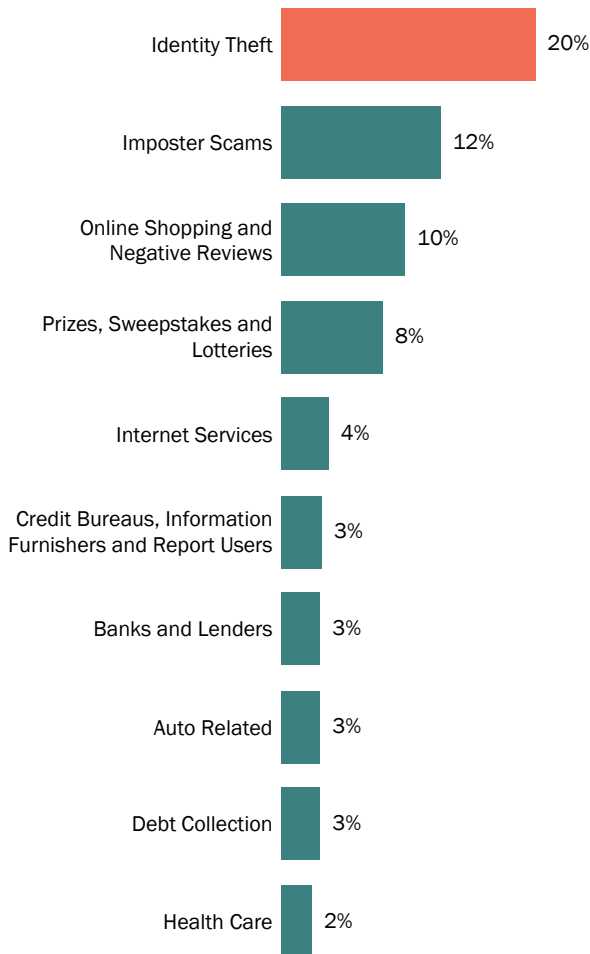
Category	Percentage
Identity Theft	20%
Imposter Scams	12%
Online Shopping and Negative Reviews	10%
Prizes, Sweepstakes and Lotteries	8%
Internet Services	4%
Credit Bureaus, Information Furnishers and Report Users	3%
Banks and Lenders	3%
Auto Related	3%
Debt Collection	3%
Health Care	2%

Fraud & Other Reports

45th
State Rank
(Reports per 100K Population)

3,582
Total Fraud & Other Reports

Fraud Losses

$4.1M
Total Fraud Losses

$312
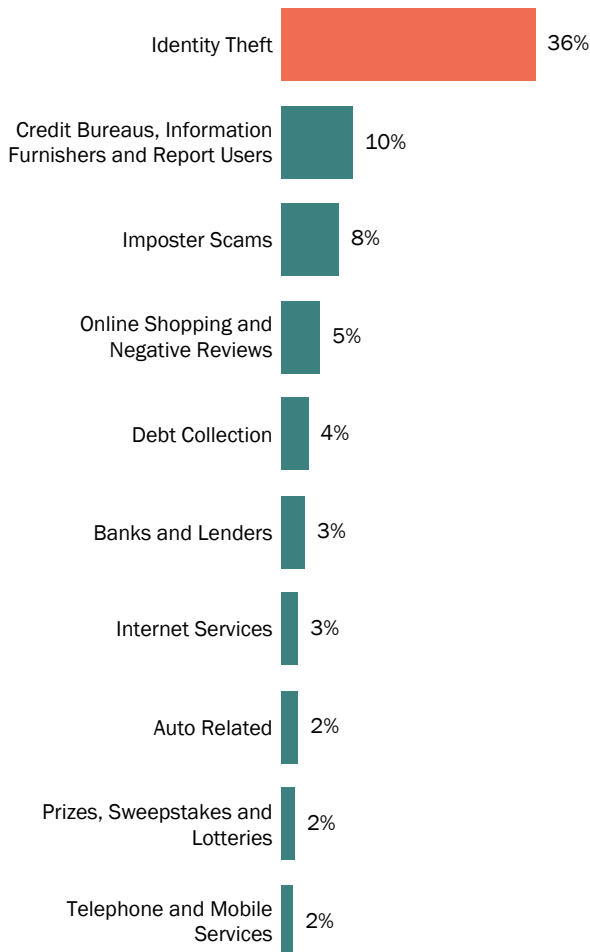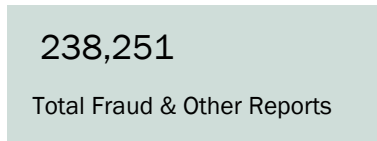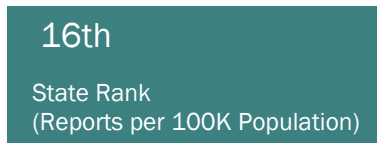Median Fraud Losses
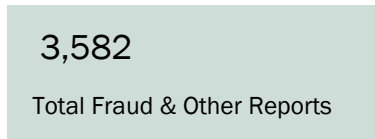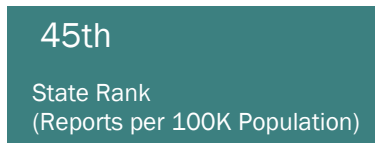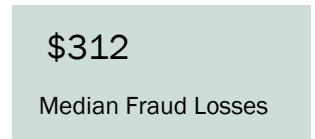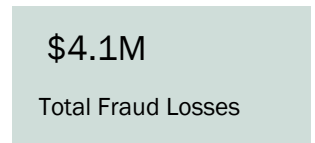
Fraud & Other Reports by Metropolitan Area
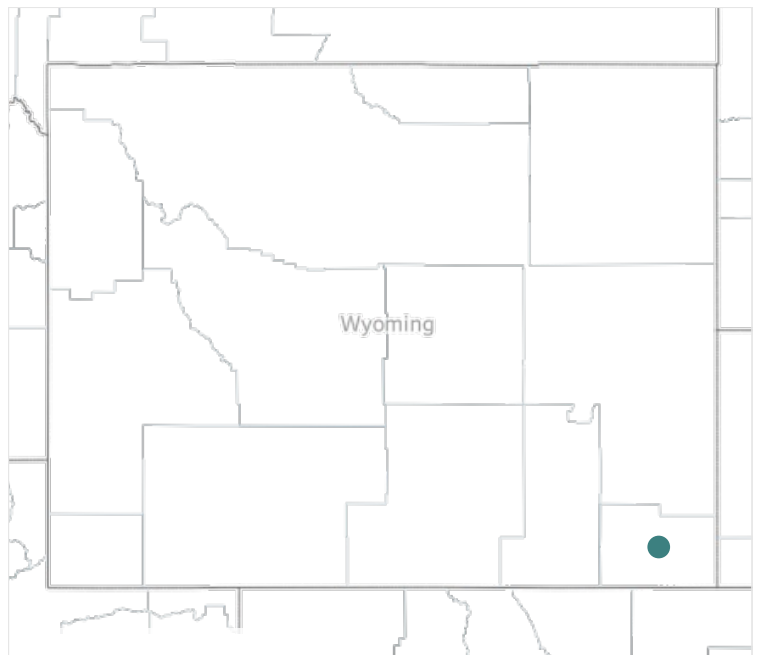
Reports per 100K Population
● 764

Top Identity Theft Types
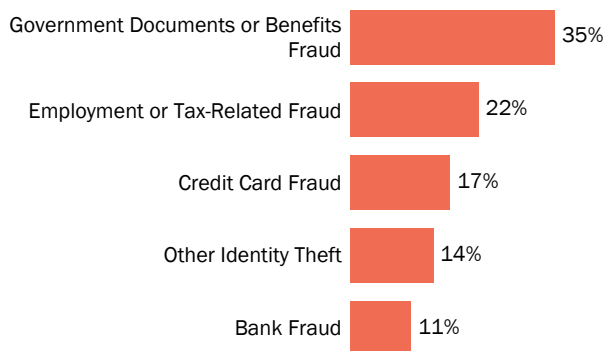
Type	Percentage
Government Documents or Benefits Fraud	35%
Employment or Tax-Related Fraud	22%
Credit Card Fraud	17%
Other Identity Theft	14%
Bank Fraud	11%

Identity Theft Reports

41st
State Rank
(Reports per 100K Population)

875
Identity Theft Reports
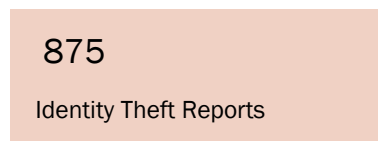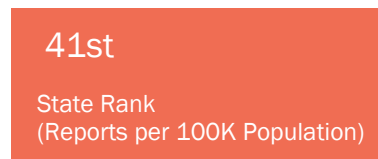
Percentages are based on the total number of relevant 2020 reports from Wyoming consumers, as indicated in the chart title. Consumers can report multiple types of identity theft. The identified Metropolitan Areas in Wyoming have a population of 99,000 or more.

Top 50 Metropolitan Areas: Fraud and Other Reports

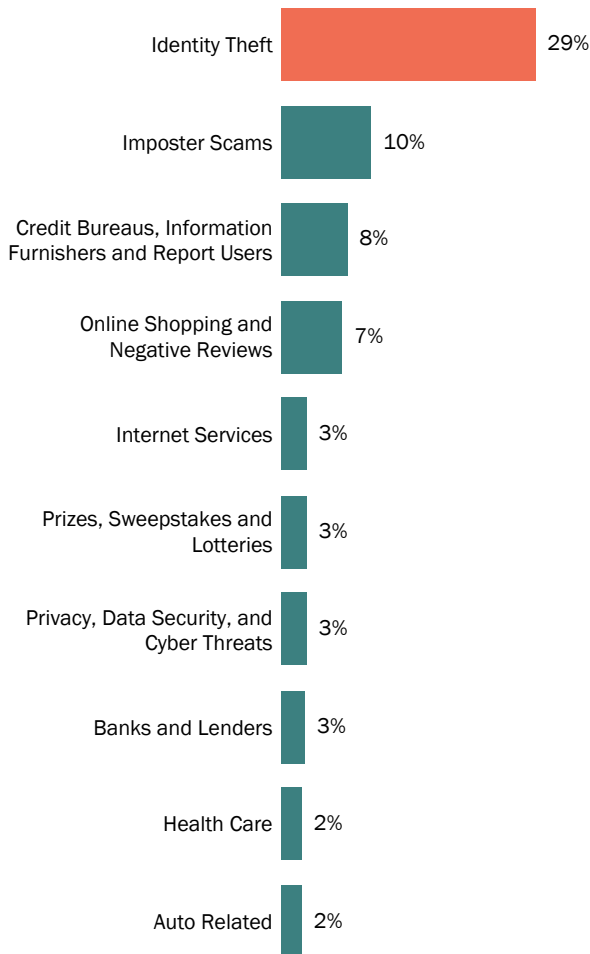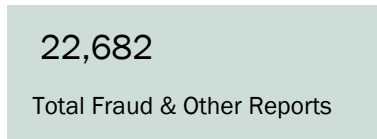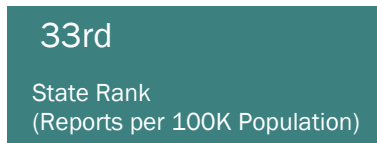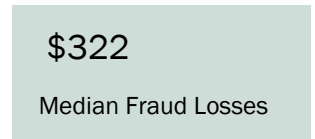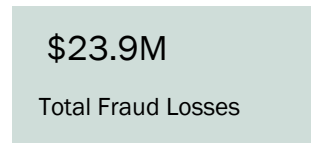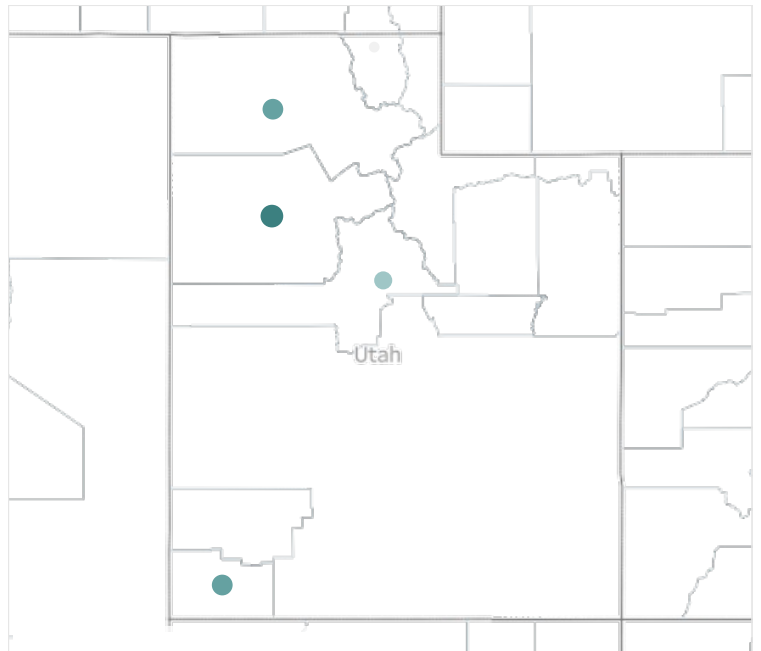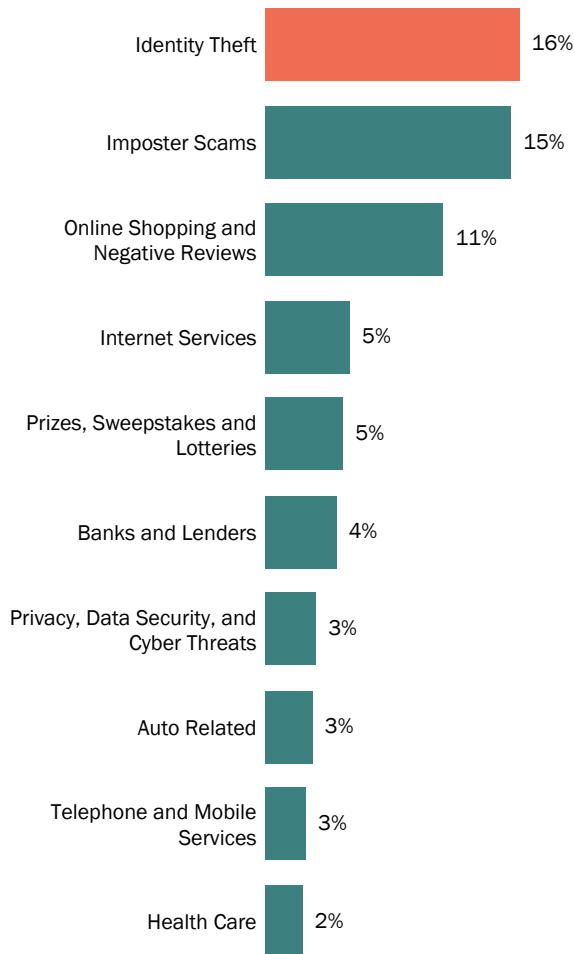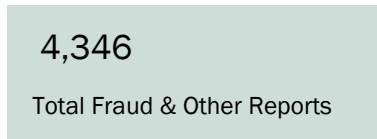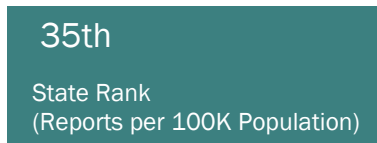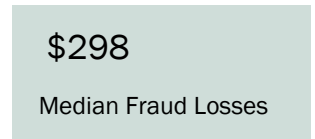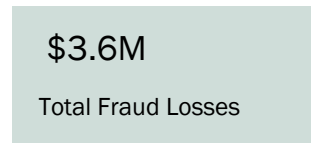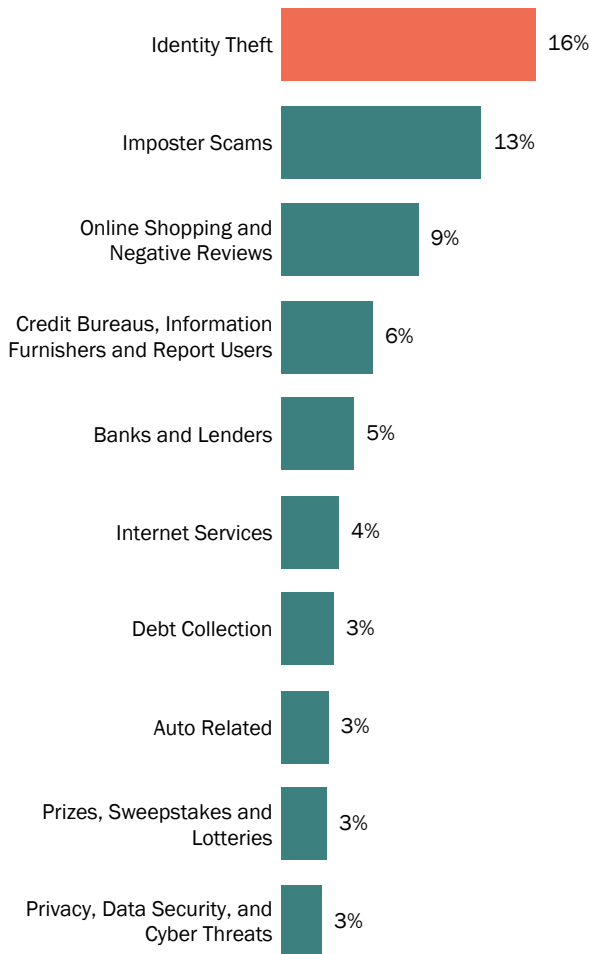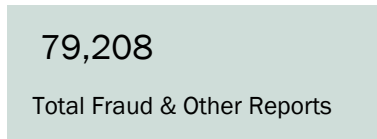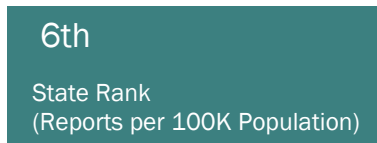| Rank	Metropolitan Area	Reports per 100K Population	# of Reports
1	Tuscaloosa, AL Metropolitan Statistical Area	2,273	5,729
2	Sebastian-Vero Beach, FL Metropolitan Statistical Area	1,614	2,581
3	Little Rock-North Little Rock-Conway, AR Metropolitan Statistical Area	1,376	10,216
4	Memphis, TN-MS-AR Metropolitan Statistical Area	1,361	18,322
5	Miami-Fort Lauderdale-Pompano Beach, FL Metropolitan Statistical Area	1,319	81,365
6	Homosassa Springs, FL Metropolitan Statistical Area	1,261	1,887
7	Atlanta-Sandy Springs-Alpharetta, GA Metropolitan Statistical Area	1,227	73,880
8	Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area	1,223	27,721
9	Jacksonville, FL Metropolitan Statistical Area	1,136	17,719
10	Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area	1,094	6,583
11	Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	1,093	34,930
12	East Stroudsburg, PA Metropolitan Statistical Area	1,081	1,840
13	Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	1,072	27,956
14	Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	1,072	67,314
15	Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	1,069	65,226
16	Port St. Lucie, FL Metropolitan Statistical Area	1,066	5,214
17	Montgomery, AL Metropolitan Statistical Area	1,029	3,841
18	Baltimore-Columbia-Towson, MD Metropolitan Statistical Area	1,018	28,508
19	Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area	1,016	26,802
20	Killeen-Temple, TX Metropolitan Statistical Area	1,005	4,628
21	Santa Fe, NM Metropolitan Statistical Area	1,000	1,504
22	Virginia Beach-Norfolk-Newport News, VA-NC Metropolitan Statistical Area	989	17,494
23	North Port-Sarasota-Bradenton, FL Metropolitan Statistical Area	986	8,249
24	Tallahassee, FL Metropolitan Statistical Area	976	3,779
25	Columbia, SC Metropolitan Statistical Area	972	8,150
26	Dover, DE Metropolitan Statistical Area	972	1,757
27	Colorado Springs, CO Metropolitan Statistical Area	963	7,184
28	Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	959	6,411
29	Myrtle Beach-Conway-North Myrtle Beach, SC-NC Metropolitan Statistical Area	957	4,754
30	Savannah, GA Metropolitan Statistical Area	953	3,750
31	Kingston, NY Metropolitan Statistical Area	953	1,692
32	Punta Gorda, FL Metropolitan Statistical Area	952	1,798
33	Houston-The Woodlands-Sugar Land, TX Metropolitan Statistical Area	951	67,231
34	Boulder, CO Metropolitan Statistical Area	942	3,074
35	Richmond, VA Metropolitan Statistical Area	939	12,131
36	Lake Havasu City-Kingman, AZ Metropolitan Statistical Area	938	1,990
37	Prescott Valley-Prescott, AZ Metropolitan Statistical Area	932	2,190
38	Ocala, FL Metropolitan Statistical Area	931	3,405
39	Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	931	70,481
40	Beaumont-Port Arthur, TX Metropolitan Statistical Area	927	3,641
41	The Villages, FL Metropolitan Statistical Area	922	1,221
42	Cleveland-Elyria, OH Metropolitan Statistical Area	920	18,854
43	St. Louis, MO-IL Metropolitan Statistical Area	918	25,731
44	Olympia-Lacey-Tumwater, WA Metropolitan Statistical Area	916	2,661
45	Reno, NV Metropolitan Statistical Area	914	4,349
46	Huntsville, AL Metropolitan Statistical Area	908	4,282
47	Austin-Round Rock-Georgetown, TX Metropolitan Statistical Area	901	20,065
48	Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area	900	35,803
49	New York-Newark-Jersey City, NY-NJ-PA Metropolitan Statistical Area	898	172,473
50	Denver-Aurora-Lakewood, CO Metropolitan Statistical Area	897	26,615

Metropolitan Areas are defined by the Office of Management and Budget, and population estimates are based on 2019 U.S. Census figures. Metropolitan Areas are ranked based on the number of reports per 100,000 population. Reports exclude state-specific data contributor reports.

Top 50 Metropolitan Areas: Identity Theft Reports

Rank	Metropolitan Area	Reports per 100K Population	# of Reports
1	Topeka, KS Metropolitan Statistical Area	1,925	4,465
2	Lawrence, KS Metropolitan Statistical Area	1,717	2,099
3	Wichita, KS Metropolitan Statistical Area	1,395	8,929
4	Manhattan, KS Metropolitan Statistical Area	1,207	1,573
5	Tuscaloosa, AL Metropolitan Statistical Area	1,195	3,011
6	Little Rock-North Little Rock-Conway, AR Metropolitan Statistical Area	1,156	8,579
7	Chicago-Naperville-Elgin, IL-IN-WI Metropolitan Statistical Area	1,145	108,287
8	Bloomington, IL Metropolitan Statistical Area	1,042	1,788
9	Springfield, IL Metropolitan Statistical Area	994	2,056
10	Providence-Warwick, RI-MA Metropolitan Statistical Area	970	15,751
11	Peoria, IL Metropolitan Statistical Area	935	3,746
12	Sumter, SC Metropolitan Statistical Area	916	1,286
13	Memphis, TN-MS-AR Metropolitan Statistical Area	902	12,136
14	Atlanta-Sandy Springs-Alpharetta, GA Metropolitan Statistical Area	896	53,964
15	Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area	879	34,968
16	Champaign-Urbana, IL Metropolitan Statistical Area	870	1,966
17	Decatur, IL Metropolitan Statistical Area	824	857
18	Miami-Fort Lauderdale-Pompano Beach, FL Metropolitan Statistical Area	816	50,341
19	Kankakee, IL Metropolitan Statistical Area	815	895
20	Kansas City, MO-KS Metropolitan Statistical Area	806	17,400
21	Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area	803	18,206
22	Rockford, IL Metropolitan Statistical Area	738	2,480
23	Houston-The Woodlands-Sugar Land, TX Metropolitan Statistical Area	724	51,165
24	Shreveport-Bossier City, LA Metropolitan Statistical Area	713	2,816
25	Olympia-Lacey-Tumwater, WA Metropolitan Statistical Area	711	2,066
26	Portland-South Portland, ME Metropolitan Statistical Area	691	3,722
27	Tallahassee, FL Metropolitan Statistical Area	686	2,655
28	Killeen-Temple, TX Metropolitan Statistical Area	680	3,131
29	Boston-Cambridge-Newton, MA-NH Metropolitan Statistical Area	678	33,030
30	Warner Robins, GA Metropolitan Statistical Area	677	1,256
31	Florence, SC Metropolitan Statistical Area	668	1,369
32	Bremerton-Silverdale-Port Orchard, WA Metropolitan Statistical Area	637	1,730
33	Ottawa, IL Micropolitan Statistical Area	633	931
34	Carbondale-Marion, IL Metropolitan Statistical Area	631	857
35	Reno, NV Metropolitan Statistical Area	609	2,895
36	Augusta-Waterville, ME Micropolitan Statistical Area	598	731
37	Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	597	45,242
38	Bellingham, WA Metropolitan Statistical Area	591	1,354
39	Macon-Bibb County, GA Metropolitan Statistical Area	590	1,357
40	Columbus, GA-AL Metropolitan Statistical Area	588	1,887
41	Columbia, SC Metropolitan Statistical Area	587	4,918
42	Wenatchee, WA Metropolitan Statistical Area	585	706
43	Spokane-Spokane Valley, WA Metropolitan Statistical Area	579	3,294
44	Lafayette, LA Metropolitan Statistical Area	573	2,805
45	Los Angeles-Long Beach-Anaheim, CA Metropolitan Statistical Area	568	75,066
46	Pinehurst-Southern Pines, NC Micropolitan Statistical Area	557	562
47	Worcester, MA-CT Metropolitan Statistical Area	537	5,087
48	Baton Rouge, LA Metropolitan Statistical Area	527	4,506
49	Bangor, ME Metropolitan Statistical Area	521	792
50	Yakima, WA Metropolitan Statistical Area	516	1,294

Metropolitan Areas are defined by the Office of Management and Budget, and population estimates are based on 2019 U.S. Census figures. Metropolitan Areas are ranked based on the number of reports per 100,000 population.

Appendix A1: The Consumer Sentinel Network

Consumer Sentinel Network

The Consumer Sentinel Network is a free, online database of consumer reports available only to law enforcement. It includes reports about identity theft, fraud, financial transactions, debt collection, and credit reports, 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 reports provided directly to the FTC, as well as to reports shared by other data contributors.

IdentityTheft.gov

IdentityTheft.gov is the federal government's one-stop resource for identity theft victims. People can use IdentityTheft.gov to report identity theft to the Federal Trade Commission and get a step-by-step personal recovery plan. The site will also create an Identity Theft Report victims can use to clear their credit files of fraudulent information resulting from the identity theft. IdentityTheft.gov has detailed advice for more than 30 types of identity theft, and also is available in Spanish at RobodeIdentidad.gov. When people use IdentityTheft.gov, their report becomes part of the Consumer Sentinel Network database and is available to the Network's law enforcement members.

Econsumer.gov

Econsumer.gov was created in April 2001 to gather and share cross-border e-commerce reports, to respond to the challenges of multinational internet fraud, and to improve consumer confidence in e-commerce. Today, consumer protection agencies in 41 countries and the OECD participate in econsumer.gov. Through econsumer.gov, consumers can file cross-border consumer reports online and learn other steps to take to combat fraud. The website is available in English, French, German, Japanese, Korean, Polish, Spanish, and Turkish. The reports into econsumer.gov are accessible to Consumer Sentinel members and certified foreign law enforcement agencies.

Appendix A2: Major Data Contributors

Contributor	Value
FTC - Web Reports (IDT)	1,066,287 (22.59%)
FTC - Web Reports (Fraud & Other)	639,784 (13.55%)
FTC - Mobile Reports (Fraud & Other)	515,083 (10.91%)
FTC - "877 FTC HELP" (Fraud & Other)	232,846 (4.93%)
FTC - Mobile Reports (IDT)	216,328 (4.58%)
FTC - "877 ID THEFT"	105,000 (2.22%)
Better Business Bureau	757,331 (16.04%)
Consumer Financial Protection Bureau	524,996 (11.12%)
Internet Crime Complaint Center	199,099 (4.22%)
Other Data Contributors	160,647 (3.40%)
State Law Enforcement Agencies	160,081 (3.39%)
Publishers Clearing House	80,146 (1.70%)
Microsoft Corporation Cyber Crime Center	63,115 (1.34%)

Legend: FTC, Other Data Contributors

Percentages are based on the total number of 2020 Sentinel reports (4,720,743). Where appropriate, the type of report provided by the organization is indicated in parenthesis.

Appendix A3: Data Contributors

FTC

Data Contributor	2018		2019		2020	
	# of Reports	%	# of Reports	%	# of Reports	%
FTC - Web Reports (IDT)	273,271	8.77%	477,492	14.72%	1,066,287	22.59%
FTC - Web Reports (Fraud & Other)	339,284	10.89%	455,548	14.04%	639,784	13.55%
FTC - Mobile Reports (Fraud & Other)	192,738	6.19%	358,138	11.04%	515,083	10.91%
FTC - "877 FTC HELP" (Fraud & Other)	353,366	11.34%	342,946	10.57%	232,846	4.93%
FTC - Mobile Reports (IDT)	81,518	2.62%	101,692	3.13%	216,328	4.58%
FTC - "877 ID THEFT"	89,555	2.87%	71,339	2.20%	105,000	2.22%

Top Data Contributors

Data Contributor	2018		2019		2020	
	# of Reports	%	# of Reports	%	# of Reports	%
Better Business Bureau	554,428	17.80%	592,001	18.24%	757,331	16.04%
Consumer Financial Protection Bureau	332,728	10.68%	353,152	10.88%	524,996	11.12%
Internet Crime Complaint Center					199,099	4.22%
Publishers Clearing House	115,078	3.69%	100,471	3.10%	80,146	1.70%
Microsoft Corporation Cyber Crime Center	111,172	3.57%	77,769	2.40%	63,115	1.34%

Other Data Contributors

Data Contributor	2018		2019		2020	
	# of Reports	%	# of Reports	%	# of Reports	%
U.S. Department of Education	30,843	0.99%	42,690	1.32%	46,570	0.99%
MoneyGram International & Western Union Money Transfer	79,560	2.55%	52,860	1.63%	42,804	0.91%
U.S. Postal Inspection Service	16,966	0.54%	18,446	0.57%	25,830	0.55%
Others	41,228	1.32%	20,078	0.62%	10,401	0.22%
AARP Fraud Watch Network	6,257	0.20%	10,115	0.31%	9,457	0.20%
PrivacyStar	374,054	12.01%	32,894	1.01%	9,174	0.19%
Scam Detector	3,364	0.11%	2,903	0.09%	5,332	0.11%
National Consumer League	4,384	0.14%	4,116	0.13%	4,689	0.10%
Canada, Competition Bureau	1,594	0.05%	1,971	0.06%	3,197	0.07%
U.S. Department of Justice Disaster Fraud Task Force	117	0.00%	129	0.00%	3,193	0.07%

Percentages are based on the total number of Sentinel reports in 2018 (3,115,556), 2019 (3,244,844), and 2020 (4,720,743).

Appendix A3: Data Contributors

State Law Enforcement Agencies

Data Contributor	2018		2019		2020	
	# of Reports	%	# of Reports	%	# of Reports	%
Ohio, Attorney General	22,384	0.72%	21,050	0.65%	26,626	0.56%
Massachusetts, Attorney General	14,750	0.47%	13,223	0.41%	20,473	0.43%
New York, Attorney General	9,831	0.32%	12,418	0.38%	17,421	0.37%
Pennsylvania, Attorney General	13,341	0.43%	12,526	0.39%	16,392	0.35%
Washington, Attorney General	8,549	0.27%	8,416	0.26%	11,805	0.25%
Wisconsin, Department of Agriculture, Trade, and Consumer Protection	5,899	0.19%	9,455	0.29%	9,411	0.20%
North Carolina, Department of Justice	9,917	0.32%	9,229	0.28%	9,144	0.19%
Maine, Attorney General	4,857	0.16%	5,443	0.17%	8,584	0.18%
Michigan, Attorney General	3,886	0.12%	4,996	0.15%	8,435	0.18%
Indiana, Attorney General	3,680	0.12%	3,716	0.11%	5,091	0.11%
Florida Department of Agriculture and Consumer Services	70	0.00%	7,142	0.22%	4,179	0.09%
Louisiana, Attorney General	4,029	0.13%	2,740	0.08%	4,103	0.09%
Tennessee, Department of Commerce and Insurance, Consumer Affairs Division	1,496	0.05%	2,021	0.06%	3,225	0.07%
Nebraska, Attorney General	3,130	0.10%	3,393	0.10%	3,093	0.07%
Oregon, Department of Justice	2,052	0.07%	2,540	0.08%	2,901	0.06%
Iowa, Attorney General	196	0.01%	2,536	0.08%	2,424	0.05%
South Carolina, Department of Consumer Affairs	3,225	0.10%	2,533	0.08%	1,948	0.04%
Connecticut, Department of Consumer Protection	6	0.00%	1,615	0.05%	1,436	0.03%
Nevada, Attorney General	148	0.00%	144	0.00%	1,294	0.03%
Idaho, Attorney General	814	0.03%	675	0.02%	808	0.02%
Montana, Attorney General	206	0.01%	473	0.01%	566	0.01%
Hawaii, Office of Consumer Protection	240	0.01%	241	0.01%	502	0.01%
Alaska, Attorney General	309	0.01%	303	0.01%	220	0.00%
Mississippi, Attorney General	309	0.01%	691	0.02%		
Colorado, Attorney General	727	0.02%	575	0.02%		

Percentages are based on the total number of Sentinel reports in 2018 (3,115,556), 2019 (3,244,844), and 2020 (4,720,743).

Appendix A4: Better Business Bureau Data Contributors

United States

BBB serving... Akron
Abilene
Amarillo
Arkansas
Acadiana
Canton Region & Greater West Virginia
Central & Eastern Kentucky
Central & South Alabama
Central and Western MA and Northeastern CT
Central California and Inland Empire Counties
Central East Texas
Central Florida
Central Illinois
Central Indiana
Central and Northwest North Carolina
Central Ohio
Central Oklahoma
Central South Carolina & Charleston
Central Virginia
Chicago & Northern Illinois
Cincinnati Area, Southern Ohio, Northern Kentucky, SE Indiana
Coastal Carolina
Concho Valley
Connecticut
Dayton and Miami Valley
Delaware
Detroit & Eastern Michigan
E. & SW Missouri & S. Illinois
Eastern MA, ME, RI & VT
Eastern North Carolina
Eastern Oklahoma
El Paso
Fall Line Corridor
Greater Cleveland
Greater East Tennessee
Greater Hampton Roads
Greater Houston and South Texas
Greater Iowa, Quad Cities and Siouxland Region
Greater Kansas City
Greater Maryland
Greater New Orleans Area
Heart of Texas
Los Angeles and Silicon Valley
Louisville, Southern Indiana & Western Kentucky
Mahoning Valley
Metro Atlanta, Athens & NE Georgia
Metro Washington DC & Eastern Pennsylvania
Metropolitan New York
Middle Tennessee
Mid-South
Minnesota and North Dakota
Mississippi
Nebraska, South Dakota, Kansas Plains & SW Iowa
New Hampshire
New Jersey
New Mexico and Southwest Colorado
North Alabama
North Central Texas

BBB serving... Northeast & Central Louisiana & the Ark-La-Tex
Northeast California
Northeast Florida and the Southeast Atlantic
Northern Colorado and Wyoming
Northern Indiana
Northern Nevada and Utah
Northwest + Pacific
Northwest Florida
Northwest and West Central Ohio and SE Michigan
Pacific Southwest
San Francisco Bay Area and Northern Coastal California
South Central Louisiana
South Plains
Southeast Florida & the Caribbean
Southeast Tennessee & Northwest Georgia
Southeast Texas
Southern Arizona
Southern Colorado
Southern Nevada
Southern Piedmont and Western North Carolina
Southwest Louisiana
Tri-Counties
Tri-State
Upstate New York
Upstate South Carolina
West Florida
Western Michigan
Western Pennsylvania
Western Virginia
Wisconsin

Canada

Atlantic Provinces
Central Ontario
Mainland B.C.
Manitoba & N.W. Ontario
Northern Capital Regions and Quebec
Saskatchewan
Southern Alberta and East Kootenay
Vancouver Island
Western Ontario

Mexico

BBB Mexico

Appendix B1: Descriptions of Report Categories

Fraud Report Categories

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; services offering to recover government refunds or unclaimed funds; etc.

Business and Job Opportunities:
Franchise or business opportunities (e.g., offers to start a new business); work-at-home plans, (e.g., stuffing envelopes or processing medical claims); multi-level marketing schemes; job scams, job listings, or employment services; inventions or idea promotions.

Charitable Solicitations:
Misleading pitches for donations to benefit a charity; solicitations for bogus charity or relief organizations; etc.

Foreign Money Offers and Fake Check Scams:
Letters or e-mails promising a percentage of millions of dollars that from 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 someone is overpaid with a counterfeit check and asked to wire back the difference immediately after check deposit, leaving the victim responsible for the funds withdrawn; etc.

Grants:
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, diploma mills and other unaccredited educational institutions; etc.

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; medical discount plans; as well as complaints about over-the-counter or prescription drugs; other medical products, supplies or treatments. Also includes reports about eye care and fitness monitors and devices that can connect to the internet and use a processor or sensors to collect consumer information; etc.

Imposter Scams:
Someone pretends to be a trusted person to get consumers to send money or give personal information. Examples include scammers claiming to work for or be affiliated with a government agency; scammers posing as a friend or relative with an emergency need for money; scammers posing as a romantic interest; scammers claiming to be a computer technician offering technical support; and scammers claiming to be affiliated with a private entity (e.g., a charity or company).

Internet Services:
Problems with webstite content, including websites that offer content for a fee or advertise products and services; difficulty canceling an ISP or online account; issues with online payment services, social networking services, internet gaming, and virtual reality; undisclosed charges; website design and promotion services; and problems with broadband internet services and content, including the truthfulness of cost, access, and speed disclosures.

Investment Related:
Investment opportunities in day trading; gold and gems; art; rare coins; other investment products; reports about companies that offer advice or seminars on investments; etc.

Magazines and Books:
Pitches for "free," "pre-paid," or "special" magazine or book subscription deals; etc.

Certain Fraud categories are comprised of subcategories that fall in both Fraud and Other report types. See Appendix B3.

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Appendix B1: Descriptions of Report Categories

Mortgage Foreclosure Relief and Debt Management:
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.

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.

Online Shopping and Negative Reviews:
Undisclosed costs, failure to deliver on time, non-delivery, and refusal to honor a guarantee on purchases made online; internet auctions (starting October 22, 2020); businesses trying to prevent people from giving honest reviews about products or services they purchased.

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.

Tax Preparers:
Companies that engage in "skimming" consumer tax refunds or charging inflated fees while promising substantial refunds; companies aiding consumers in willfully and intentionally falsifying information on a tax return to limit the amount of tax liability; entities pretending to be tax preparers or the IRS to obtain funds or information from consumers.

Telephone and Mobile Services:
Advertising related to mobile plans, rates or coverage areas; problems with mobile applications or downloads; other mobile device problems; charges for calls to "toll-free" numbers; unauthorized charges, such as charges for calls consumers did not make; unauthorized switching of consumers' phone service provider; misleading pre-paid phone card offers; VoIP service problems; unsolicited faxes; electronic consumer products such as smart watches and connected-home devices that can connect to the internet and use a processor or sensors to collect consumer information; etc.

Travel, Vacations and Timeshare Plans:
Deceptive offers for "free" or low-cost vacations; cut-rate student travel packages; misleading timeshare offers; etc.

Identity Theft

Identity Theft:
Someone appropriates your personal identifying information (like your Social Security number or credit card account number) to commit fraud or theft.

Other Report Categories

Auto Related:
Misleading or deceptive claims regarding auto prices, financing, leasing or 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.

Banks and Lenders:
Deceptive or predatory mortgage lending practices; problems with modification of mortgage terms; miscellaneous customer service and account issues with bank or credit union products, including payday loans, student loans, auto title loans, fees and overdraft charges; other finance company lending products, services and practices; etc.

Certain Fraud categories are comprised of subcategories that fall in both Fraud and Other report types. See Appendix B3.

Appendix B1: Descriptions of Report Categories

Computer Equipment and Software:
Problems with computer software, hardware and computer equipment purchases; unwanted or unauthorized software installations and downloads; etc.

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.

Credit Cards:
Account or billing issues, including interest rate changes, late fees, credit disputes and overcharges; fraudulent credit card offers\phishing attempts; etc.

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.

Education:
Problems with 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, reports about traditional colleges and universities.

Funeral Services:
Quality, services, price, or price disclosures of funeral service providers.

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; issues with home protection devices or services; problems with home warranties; reports about general housing-related issues; etc.

Privacy, Data Security, and Cyber Threats:
Reports about data privacy, including children's online privacy. This includes reports about the collection, storage, use, disclosure, or disposal of consumer data; reports about the practices and processes companies use to secure consumer data. Also included are reports about malware and computer exploits, including spyware, malware, denial of service attacks, etc.

Television and Electronic Media:
Reports about television programming and advertisements; miscellaneous problems with digital entertainment, including DVDs, CDs, MP3s, satellite music services, online streaming, and video on demand; issues with TV reception, installation, billing, and promotions of satellite and cable television providers.

Certain Fraud categories are comprised of subcategories that fall in both Fraud and Other report types. See Appendix B3.

Appendix B2: Report Categories over Three Years

Category	2018		2019		2020	
	# Reports	%	# Reports	%	# Reports	%
Advance Payments for Credit Services	20,617	0.66%	17,480	0.54%	16,842	0.36%
Auto Related	114,420	3.67%	120,104	3.70%	120,474	2.55%
Banks and Lenders	144,622	4.64%	155,052	4.78%	170,958	3.62%
Business and Job Opportunities	25,793	0.83%	28,553	0.88%	59,131	1.25%
Charitable Solicitations	4,492	0.14%	3,487	0.11%	4,629	0.10%
Computer Equipment and Software	19,817	0.64%	14,347	0.44%	21,306	0.45%
Credit Bureaus, Information Furnishers and Report Users	137,821	4.42%	165,485	5.10%	316,521	6.70%
Credit Cards	52,845	1.70%	55,238	1.70%	66,090	1.40%
Debt Collection	484,320	15.55%	136,314	4.20%	120,190	2.55%
Education	16,012	0.51%	21,370	0.66%	26,872	0.57%
Foreign Money Offers and Fake Check Scams	27,541	0.88%	31,171	0.96%	38,420	0.81%
Funeral Services	1,036	0.03%	1,155	0.04%	1,309	0.03%
Grants	6,344	0.20%	5,303	0.16%	4,014	0.09%
Health Care	52,326	1.68%	63,519	1.96%	83,472	1.77%
Home Repair, Improvement and Products	18,198	0.58%	27,399	0.84%	52,555	1.11%
Identity Theft	444,344	14.26%	650,523	20.05%	1,387,615	29.39%
Imposter Scams	549,922	17.65%	645,874	19.90%	498,278	10.56%
Internet Services	64,058	2.06%	78,100	2.41%	140,435	2.97%
Investment Related	14,696	0.47%	15,373	0.47%	24,647	0.52%
Magazines and Books	6,838	0.22%	7,623	0.23%	6,333	0.13%
Miscellaneous Reports	37,002	1.19%	45,871	1.41%	48,278	1.02%
Mortgage Foreclosure Relief and Debt Management	10,591	0.34%	10,796	0.33%	10,727	0.23%
Office Supplies and Services	5,958	0.19%	5,623	0.17%	5,392	0.11%
Online Shopping and Negative Reviews	152,888	4.91%	178,117	5.49%	353,509	7.49%
Privacy, Data Security, and Cyber Threats	2,526	0.08%	3,155	0.10%	74,925	1.59%
Prizes, Sweepstakes and Lotteries	140,090	4.50%	124,956	3.85%	116,205	2.46%
Tax Preparers	4,318	0.14%	4,199	0.13%	4,616	0.10%
Telephone and Mobile Services	76,613	2.46%	84,118	2.59%	81,835	1.73%
Television and Electronic Media	40,299	1.29%	37,816	1.17%	41,079	0.87%
Travel, Vacations and Timeshare Plans	31,822	1.02%	37,152	1.14%	73,388	1.55%
Unspecified Reports	423,242	13.58%	657,593	20.27%	966,410	20.47%

Percentages are based on the total number of Sentinel reports in 2018 (3,115,556), 2019 (3,244,844), and 2020 (4,720,743). Consumers can report more than one category or subcategory.

Appendix B3: Detailed Report Categories over Three Years

Category	Subcategory	2018		2019		2020	
		# of Reports	% of Reports	# of Reports	% of Reports	# of Reports	% of Reports
Advance Payments for Credit Services	Advance-Fee Credit	16,851	0.54%	12,887	0.40%	13,099	0.28%
	Credit Card Loss Protection	76	0.00%	134	0.00%	170	0.00%
	Credit Repair	3,125	0.10%	3,987	0.12%	3,240	0.07%
	Refund Scams	565	0.02%	472	0.01%	333	0.01%
Auto Related	Auto Financing	10,288	0.33%	9,874	0.30%	9,749	0.21%
	Auto Parts & Repairs	21,573	0.69%	26,071	0.80%	26,043	0.55%
	Auto Renting & Leasing	9,905	0.32%	10,968	0.34%	11,256	0.24%
	Auto Service & Warranties	7,201	0.23%	7,825	0.24%	10,221	0.22%
	Gasoline	345	0.01%	311	0.01%	682	0.01%
	New Auto Sales	36,592	1.17%	36,970	1.14%	33,462	0.71%
	Used Auto Sales	30,165	0.97%	29,919	0.92%	30,956	0.66%
Banks and Lenders	Auto Title Lending	979	0.03%	958	0.03%	985	0.02%
	Bank & Credit Union Lending	277	0.01%	370	0.01%	595	0.01%
	Banks, Credit Unions & S&Ls	49,074	1.58%	54,940	1.69%	63,637	1.35%
	Finance Company Lending	7,774	0.25%	7,759	0.24%	9,190	0.19%
	Misc. Institution Lending	9,157	0.29%	11,150	0.34%	13,694	0.29%
	Mortgage Lending	38,707	1.24%	35,423	1.09%	39,164	0.83%
	Payday Loans	7,599	0.24%	7,787	0.24%	6,365	0.13%
	Student Loans	31,167	1.00%	36,884	1.14%	37,563	0.80%
Business and Job Opportunities	Business & Work-at-Home Opportunities	13,115	0.42%	15,095	0.47%	17,500	0.37%
	Franchises & Distributorships*	465	0.01%	743	0.02%	876	0.02%
	Invention Promotion	767	0.02%	849	0.03%	1,028	0.02%
	Job Scams & Employment Agencies	9,976	0.32%	10,172	0.31%	35,771	0.76%
	Pyramids & Multi-Level Marketing	1,584	0.05%	1,738	0.05%	3,987	0.08%
Charitable Solicitations	Charitable Solicitations	4,492	0.14%	3,487	0.11%	4,629	0.10%
Computer Equipment and Software	Computer Equipment & Software	19,817	0.64%	14,347	0.44%	21,306	0.45%
Credit Bureaus, Information Furnishers and Report Users	Credit Bureaus	137,214	4.40%	164,868	5.08%	315,654	6.69%
	Credit Information Furnishers	850	0.03%	646	0.02%	858	0.02%
	Credit Report Users	277	0.01%	348	0.01%	336	0.01%
Credit Cards	Credit Cards	52,845	1.70%	55,238	1.70%	66,090	1.40%
Debt Collection	Creditor Debt Collection	38,569	1.24%	37,447	1.15%	39,847	0.84%
	Third Party Debt Collection	445,929	14.31%	99,163	3.06%	80,506	1.71%
Education	Colleges & Universities	13,705	0.44%	18,905	0.58%	24,173	0.51%
	Trade & Vocational Schools	2,399	0.08%	2,561	0.08%	2,785	0.06%

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Appendix B3: Detailed Report Categories over Three Years

Category	Subcategory	2018		2019		2020	
		# of Reports	% of Reports	# of Reports	% of Reports	# of Reports	% of Reports
Foreign Money Offers and Fake Check Scams	Fake Check Scams	23,123	0.74%	27,351	0.84%	36,059	0.76%
	Foreign Money & Inheritance Scams	4,467	0.14%	3,905	0.12%	2,421	0.05%
Funeral Services	Funeral Services	1,036	0.03%	1,155	0.04%	1,309	0.03%
Grants	Non-Educational Grants	5,632	0.18%	4,462	0.14%	3,390	0.07%
	Scholarships & Educational Grants	750	0.02%	869	0.03%	625	0.01%
Health Care	Connected Wearable Devices*	45	0.00%	108	0.00%	130	0.00%
	Diet Products, Plans & Centers	13,759	0.44%	15,258	0.47%	29,594	0.63%
	Eye Care*	4,208	0.14%	4,743	0.15%	5,664	0.12%
	Health Care Billing	1,121	0.04%	1,230	0.04%	1,340	0.03%
	Health Care: Dietary Supplements\Herbal Remedies§	2,541	0.08%	3,362	0.10%	3,805	0.08%
	Health Care: Drugs-OTC\Prescription§	2,097	0.07%	2,594	0.08%	2,465	0.05%
	Health Care: Other Medical Treatments*§	11,832	0.38%	17,372	0.54%	13,116	0.28%
	Health Care: Other Products\Supplies*§	11,456	0.37%	12,519	0.39%	9,018	0.19%
	Medical Insurance & Discount Plans	5,547	0.18%	6,537	0.20%	5,787	0.12%
	Medical Treatments & Cures‡	66	0.00%	53	0.00%	8,175	0.17%
	Misc. Medical*‡	5	0.00%	5	0.00%	4,667	0.10%
Home Repair, Improvement and Products	Home Appliances	2,731	0.09%	2,940	0.09%	3,999	0.08%
	Home Furnishings	1,432	0.05%	1,748	0.05%	2,500	0.05%
	Home Protection Devices	935	0.03%	1,189	0.04%	1,092	0.02%
	Home Repair	5,583	0.18%	12,369	0.38%	30,337	0.64%
	Home Warranties‡					243	0.01%
	Housing	7,523	0.24%	9,168	0.28%	14,465	0.31%
Identity Theft	Identity Theft	444,344	14.26%	650,523	20.05%	1,387,615	29.39%
Imposter Scams	Business Imposters	104,700	3.36%	106,718	3.29%	154,904	3.28%
	Family & Friend Imposters	21,655	0.70%	20,137	0.62%	25,106	0.53%
	Government Imposters	255,323	8.20%	388,566	11.97%	178,845	3.79%
	Romance Scams	22,264	0.71%	25,113	0.77%	52,593	1.11%
	Tech Support Scams	148,538	4.77%	108,103	3.33%	97,765	2.07%
Internet Auction	Internet Auction§	1,743	0.06%	1,833	0.06%	1,822	0.04%

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Appendix B3: Detailed Report Categories over Three Years

Category	Subcategory	2018		2019		2020	
		# of Reports	% of Reports	# of Reports	% of Reports	# of Reports	% of Reports
Internet Services	Broadband Internet Access*	4,807	0.15%	3,785	0.12%	5,054	0.11%
	Broadband Internet Cost*	863	0.03%	2,491	0.08%	4,322	0.09%
	Broadband Internet Speed*	418	0.01%	1,115	0.03%	1,695	0.04%
	Gaming & Virtual Reality*	4,111	0.13%	4,247	0.13%	7,257	0.15%
	Internet Information Services§	33,982	1.09%	43,775	1.35%	41,822	0.89%
	Online Payment Services	8,179	0.26%	11,604	0.36%	41,308	0.88%
	Social Networking Services	8,497	0.27%	7,987	0.25%	31,218	0.66%
	Website Content‡	7	0.00%	7	0.00%	5,403	0.11%
	Website Design & Promotion	3,546	0.11%	4,075	0.13%	4,075	0.09%
Investment Related	Art, Gems & Rare Coin Investments	503	0.02%	684	0.02%	1,017	0.02%
	Investment Seminars & Advice	6,765	0.22%	7,247	0.22%	2,533	0.05%
	Miscellaneous Investments	6,238	0.20%	6,312	0.19%	19,429	0.41%
	Stocks & Commodity Futures Trading	1,190	0.04%	1,134	0.03%	1,670	0.04%
Magazines and Books	Books & Magazines	6,838	0.22%	7,623	0.23%	6,333	0.13%
Miscellaneous Reports	Business Equipment & Facilities Leasing	268	0.01%	233	0.01%	274	0.01%
	Children's Products	1,854	0.06%	1,403	0.04%	1,964	0.04%
	Food	2,435	0.08%	1,657	0.05%	3,469	0.07%
	Garments, Wool, Leather Goods & Textiles	795	0.03%	898	0.03%	888	0.02%
	Immigration Services	1,312	0.04%	966	0.03%	1,109	0.02%
	Insurance (excl. Medical)	3,473	0.11%	5,837	0.18%	5,893	0.12%
	Jewelry & Watches	4,762	0.15%	4,475	0.14%	5,975	0.13%
	Modeling Agencies\Services§	211	0.01%	192	0.01%	161	0.00%
	Personal Care Products	2,209	0.07%	2,396	0.07%	3,310	0.07%
	Property & Inheritance Tracers	283	0.01%	485	0.01%	355	0.01%
	Real Estate	9,324	0.30%	9,939	0.31%	19,744	0.42%
	Tobacco Products	692	0.02%	946	0.03%	1,110	0.02%
	Utilities	9,387	0.30%	16,447	0.51%	4,026	0.09%
Mortgage Foreclosure Relief and Debt Management	Credit & Debt Counseling	9,122	0.29%	9,664	0.30%	9,833	0.21%
	Mortgage Modification & Foreclosure Relief	1,469	0.05%	1,132	0.03%	894	0.02%
Office Supplies and Services	Office Directory Listings & Ad Space	3,672	0.12%	3,258	0.10%	3,204	0.07%
	Office Supplies & Services	2,286	0.07%	2,365	0.07%	2,188	0.05%
Online Shopping and Negative Reviews	Negative Online Reviews*	230	0.01%	779	0.02%	1,953	0.04%
	Online Shopping	152,743	4.90%	177,642	5.47%	352,805	7.47%

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Appendix B3: Detailed Report Categories over Three Years

Category	Subcategory	2018		2019		2020	
		# of Reports	% of Reports	# of Reports	% of Reports	# of Reports	% of Reports
Privacy, Data Security, and Cyber Threats‡	Malware & Computer Exploits†	2,526	0.08%	3,152	0.10%	70,333	1.49%
	Privacy & Data Security‡			3	0.00%	4,592	0.10%
Prizes, Sweepstakes and Lotteries	Prizes, Sweepstakes & Lotteries	140,090	4.50%	124,956	3.85%	116,205	2.46%
Tax Preparers	Tax Preparers	4,318	0.14%	4,199	0.13%	4,616	0.10%
Telephone and Mobile Services	Connected Non-Wearable Devices*	182	0.01%	458	0.01%	614	0.01%
	Mobile: Accessories, Devices, and Services§	46,186	1.48%	45,742	1.41%	26,797	0.57%
	Mobile: Applications\Other Downloads§	2,000	0.06%	2,988	0.09%	3,922	0.08%
	Mobile: Carrier Rates\Plans§	5,360	0.17%	5,542	0.17%	10,303	0.22%
	Mobile: Unauthorized Charges or Debits§	1,312	0.04%	3,117	0.10%	3,100	0.07%
	Phone Billing‡			1	0.00%	4,091	0.09%
	Phone Carrier Switching	519	0.02%	788	0.02%	964	0.02%
	Phone Devices, Accessories & Services‡	85	0.00%	136	0.00%	17,419	0.37%
	Prepaid Phone Cards	1,167	0.04%	1,099	0.03%	923	0.02%
	Telephone: Other§	22,251	0.71%	27,521	0.85%	17,455	0.37%
	Telephone: Unauthorized Charges or Debits§	428	0.01%	525	0.02%	410	0.01%
	Telephone: VoIP Services§	573	0.02%	813	0.03%	649	0.01%
Television and Electronic Media	Cable & Satellite TV	37,642	1.21%	34,890	1.08%	37,206	0.79%
	Streaming & Digital Media	982	0.03%	1,233	0.04%	2,119	0.04%
	TV Programming & Ads	1,717	0.06%	1,749	0.05%	1,786	0.04%
Travel, Vacations and Timeshare Plans	Timeshare Resales	2,429	0.08%	2,391	0.07%	2,460	0.05%
	Timeshare Sales	6,721	0.22%	6,995	0.22%	6,745	0.14%
	Vacation & Travel	22,853	0.73%	27,871	0.86%	64,265	1.36%
Unspecified Reports	Other Misc.	217,759	6.99%	230,461	7.10%	434,982	9.21%
	Unauthorized Debits or Charges for Unknown Products§	1,357	0.04%	1,557	0.05%	1,329	0.03%
	Unsolicited Email	22,611	0.73%	40,136	1.24%	111,604	2.36%
	Unsolicited Text Messages	93,333	3.00%	107,663	3.32%	305,241	6.47%
	Unwanted Telemarketing Calls	88,452	2.84%	299,603	9.23%	155,217	3.29%

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Appendix C: Fraud Reports and Reported Amount Lost by State

State	# of Reports	% Reporting Loss	Total $ Loss	Median $ Loss
Alabama	21,882	34%	$25,919,356	$280
Alaska	4,231	30%	$5,690,482	$500
Arizona	42,292	33%	$69,480,674	$374
Arkansas	12,204	32%	$13,766,178	$296
California	202,866	38%	$400,906,105	$407
Colorado	35,403	35%	$50,865,030	$360
Connecticut	18,665	37%	$24,267,172	$286
Delaware	6,651	42%	$9,127,134	$400
District of Columbia	5,660	35%	$9,398,272	$399
Florida	132,020	34%	$199,363,162	$384
Georgia	55,642	34%	$71,838,915	$300
Hawaii	7,358	36%	$15,600,412	$370
Idaho	8,257	35%	$10,032,295	$295
Illinois	61,741	35%	$93,324,881	$285
Indiana	30,537	34%	$31,617,840	$240
Iowa	12,428	33%	$17,145,701	$250
Kansas	13,921	30%	$14,926,793	$250
Kentucky	20,798	32%	$15,805,749	$210
Louisiana	18,780	34%	$21,538,613	$300
Maine	6,234	31%	$5,915,326	$211
Maryland	40,190	34%	$55,070,605	$329
Massachusetts	34,028	34%	$40,944,783	$275
Michigan	49,627	33%	$57,506,652	$250
Minnesota	28,463	33%	$36,770,064	$300
Mississippi	12,143	33%	$10,747,672	$213
Missouri	31,649	33%	$40,320,201	$236
Montana	5,482	30%	$5,633,203	$299
Nebraska	8,801	30%	$12,908,859	$263
Nevada	21,097	36%	$36,540,254	$400
New Hampshire	7,265	30%	$6,303,838	$231
New Jersey	46,512	39%	$71,095,338	$320
New Mexico	11,790	33%	$24,425,707	$420
New York	104,830	38%	$169,772,736	$306
North Carolina	54,326	33%	$72,091,558	$285
North Dakota	2,649	36%	$3,001,792	$381
Ohio	58,226	32%	$58,025,769	$230
Oklahoma	16,209	33%	$18,870,613	$269
Oregon	25,951	33%	$32,077,498	$300
Pennsylvania	68,854	36%	$74,743,014	$261
Puerto Rico	3,762	50%	$8,030,078	$384
Rhode Island	5,194	33%	$4,065,867	$229
South Carolina	26,531	33%	$35,233,327	$294
South Dakota	2,989	34%	$4,206,690	$252
Tennessee	35,638	32%	$40,622,639	$270
Texas	136,042	35%	$203,050,893	$350
Utah	15,777	33%	$23,933,628	$322
Vermont	3,292	33%	$3,641,974	$298
Virginia	52,960	34%	$72,616,232	$340
Washington	47,364	33%	$68,724,033	$400
West Virginia	8,464	35%	$9,393,717	$205
Wisconsin	28,771	34%	$34,307,635	$249
Wyoming	2,631	35%	$4,088,181	$312

The amount lost refers to reports with a loss of $1 – $999,999. The number of reports for each state excludes state-specific data contributor reports.

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