

# CONSUMER SENTINEL NETWORK

**DATA  
BOOK  
2019**

**Federal Trade Commission  
January 2020**



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## Introduction

The FTC takes in reports from consumers about problems they experience in the marketplace. The reports 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 2019, Sentinel received over 3.2 million consumer reports, which the FTC has sorted into 29 top categories. The 2019 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. This year, Consumer Sentinel data is also available online in an interactive format, 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 2019, the FTC was pleased to welcome the data contributions of Utilities United Against Scams. A full listing of data contributors is available in Appendix 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](http://www.FTC.gov/Sentinel). Law enforcement personnel may join Sentinel at [Register.ConsumerSentinel.gov](http://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. To reflect marketplace changes, new categories or subcategories are created or deleted over time.

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/data](http://www.ftc.gov/data). The Sentinel Data Book also excludes reports about unsolicited commercial email.

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 2019 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. Prior to 2017, reported “amount paid” included values of \$0 to \$999,999.

States and Metropolitan Areas are ranked based on the number of reports per 100,000 population. State rankings are based on 2018 U.S. Census population estimates (Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2018). Metropolitan Area rankings are based on 2018 U.S. Census population estimates (Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2018).

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. 18-03, “Revised Delineations of Metropolitan Statistical Areas, Micropolitan Statistical Areas, and Combined Statistical Areas, and Guidance on Uses of the Delineations of These Areas” (April 10, 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 2019 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](http://ftc.gov/exploredata).

## Executive Summary

### Overview

In 2019, the Consumer Sentinel Network took in over 3.2 million reports, an increase from 2018.

- Fraud: 1.7 million (53% of all reports)
- Identity theft: 650,572 (20%)
- Other: 0.9 million (28%)

In 2019, people filed more reports about Identity Theft (20.3% of all reports), in all its various forms, than any other type of complaint. Imposter Scams, a subset of Fraud reports, followed close behind with 647,472 reports from consumers in 2019 (20.2% of all reports). Telephone and Mobile Services (6% of all reports) rounded out the top three reports to Sentinel.

### Fraud

There were over 647,000 imposter scam reports to Sentinel. Thirteen percent of those reported a dollar loss, totaling nearly \$667 million lost to imposter scams in 2019. 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 1.7 million fraud reports, 23% indicated money was lost. In 2019, people reported losing more than \$1.9 billion to fraud – an increase of \$293 million over what was reported in 2018.

The median loss for all fraud reports in 2019 is \$320. The median individual losses were highest in these fraud categories:

- Foreign Money Offers and Counterfeit Check Scams (\$1,500)
- Mortgage Foreclosure Relief and Debt Management (\$1,290)
- Business and Job Opportunities (\$1,000)

Telephone was the method of contact for 74% of fraud reports with a contact method identified. Only five percent of those people reported losing money to the scammer – but that 5% reported an aggregate loss of \$493 million, and a \$1,000 median loss.

Wire transfers continue to be the most frequently reported payment method for fraud, with a reported aggregate loss of \$439 million.

Of people who reported their age, those aged 20-29 reported losing money to fraud in 33% of reports filed with the FTC, while people aged 70 – 79 reported losing money in 13% of their reports and people 80 and over reported it in just 11% 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

Credit card fraud tops the list of identity theft reports in 2019. The FTC received more than 271,000 reports from people who said their information was misused on an existing account or to open a new credit card account.

### Military

Military consumers reported more than 58,000 fraud complaints, including over 35,000 imposter scams that cost them over \$27 million in 2019. Imposter scams were the largest single category of reports from military consumers.

### Top States

The states with the highest per capita rates of reported fraud in 2019 were Nevada, Florida, Delaware, Maryland, and Georgia. For reported identity theft, the top states in 2019 were Georgia, Florida, California, Texas, and Nevada.

# 3.2 MILLION REPORTS

## TOP THREE CATEGORIES

- 1 Identity Theft
- 2 Imposter Scams
- 3 Telephone & Mobile Services

1.7 million fraud reports

23% reported a loss

\$1.9 billion total fraud losses

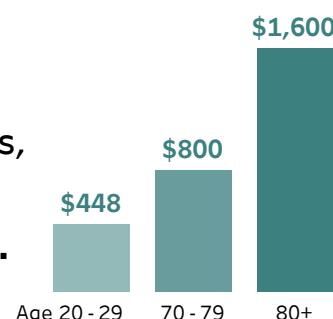
\$320 median loss

Younger people reported losing money to fraud more often than older people.

33%  
Age 20-29

13%  
Age 70-79

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



## Imposter Scams



ABOUT  
1 in 10  
PEOPLE  
LOST MONEY

\$667 million reported lost  
\$700 median loss

## Identity Theft Reports

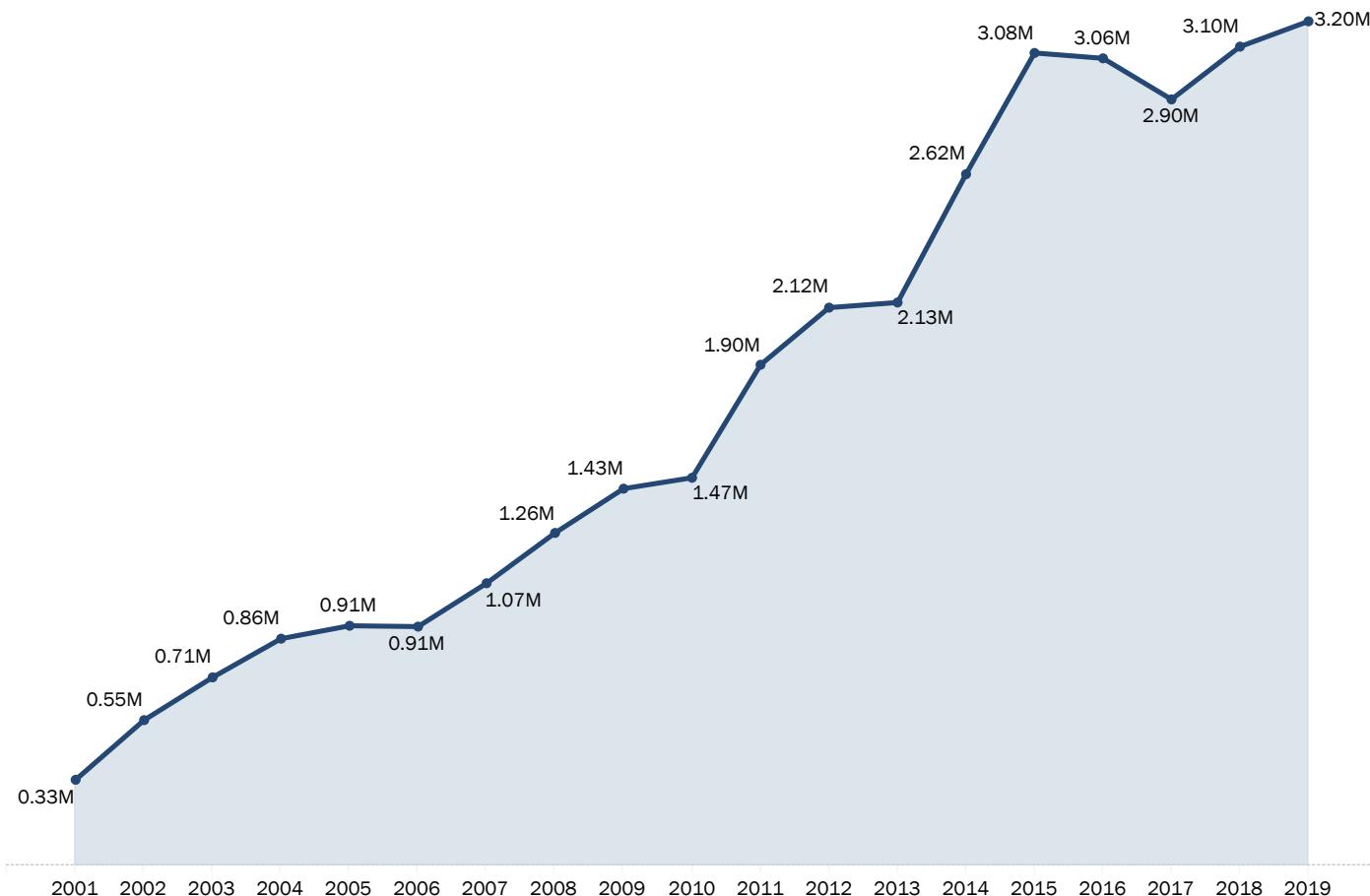
88%

Credit card new account fraud

29%

Tax Fraud

## 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	3,060,081
2017	2,904,329
2018	3,104,375
2019	3,200,329

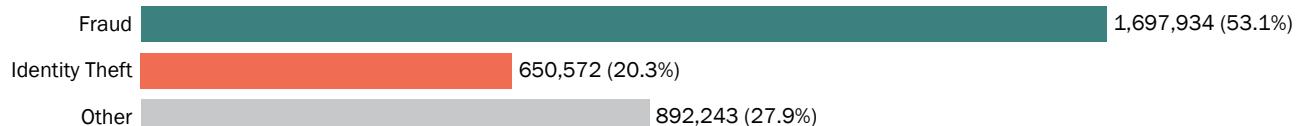
*The reported figures exclude National Do Not Call Registry complaints.*

## Report Categories

Rank	Category	# of Reports	%
1	Identity Theft	650,572	20.33%
2	Imposter Scams	647,472	20.23%
3	Telephone and Mobile Services	186,475	5.83%
4	Online Shopping and Negative Reviews	173,785	5.43%
5	Credit Bureaus, Information Furnishers and Report Users	165,231	5.16%
6	Banks and Lenders	149,457	4.67%
7	Debt Collection	135,147	4.22%
8	Prizes, Sweepstakes and Lotteries	124,841	3.90%
9	Auto Related	115,109	3.60%
10	Internet Services	78,848	2.46%
11	Health Care	59,360	1.85%
12	Credit Cards	54,150	1.69%
13	Television and Electronic Media	36,755	1.15%
14	Travel, Vacations and Timeshare Plans	34,695	1.08%
15	Foreign Money Offers and Counterfeit Check Scams	31,146	0.97%
16	Business and Job Opportunities	28,629	0.89%
17	Home Repair, Improvement and Products	23,963	0.75%
18	Education	20,485	0.64%
19	Advance Payments for Credit Services	17,408	0.54%
20	Investment Related	16,708	0.52%
21	Computer Equipment and Software	12,901	0.40%
22	Mortgage Foreclosure Relief and Debt Management	10,605	0.33%
23	Magazines and Books	7,191	0.22%
24	Office Supplies and Services	5,406	0.17%
25	Grants	5,287	0.17%
26	Tax Preparers	4,096	0.13%
27	Charitable Solicitations	3,389	0.11%
28	Internet Auction	1,795	0.06%
29	Funeral Services	1,105	0.03%

Percentages are based on the total number of 2019 Sentinel reports (3,200,329). 7% of the total were coded "Other (Note in Comments)." See Appendix B3.

## Report Type



## Top 10 Fraud Categories

Rank	Category	# of Reports	% Reporting \$ Loss	Total \$ Loss	Median \$ Loss
1	Imposter Scams	647,472	13%	\$667M	\$700
2	Telephone and Mobile Services	186,022	8%	\$30M	\$200
3	Online Shopping and Negative Reviews	173,310	68%	\$136M	\$110
4	Prizes, Sweepstakes and Lotteries	124,841	8%	\$121M	\$860
5	Internet Services	70,852	35%	\$56M	\$148
6	Travel, Vacations and Timeshare Plans	34,695	48%	\$105M	\$603
7	Foreign Money Offers and Counterfeit Check Scams	31,146	26%	\$34M	\$1,500
8	Business and Job Opportunities	27,569	39%	\$85M	\$1,000
9	Health Care	20,592	52%	\$8M	\$137
10	Advance Payments for Credit Services	17,408	67%	\$23M	\$380

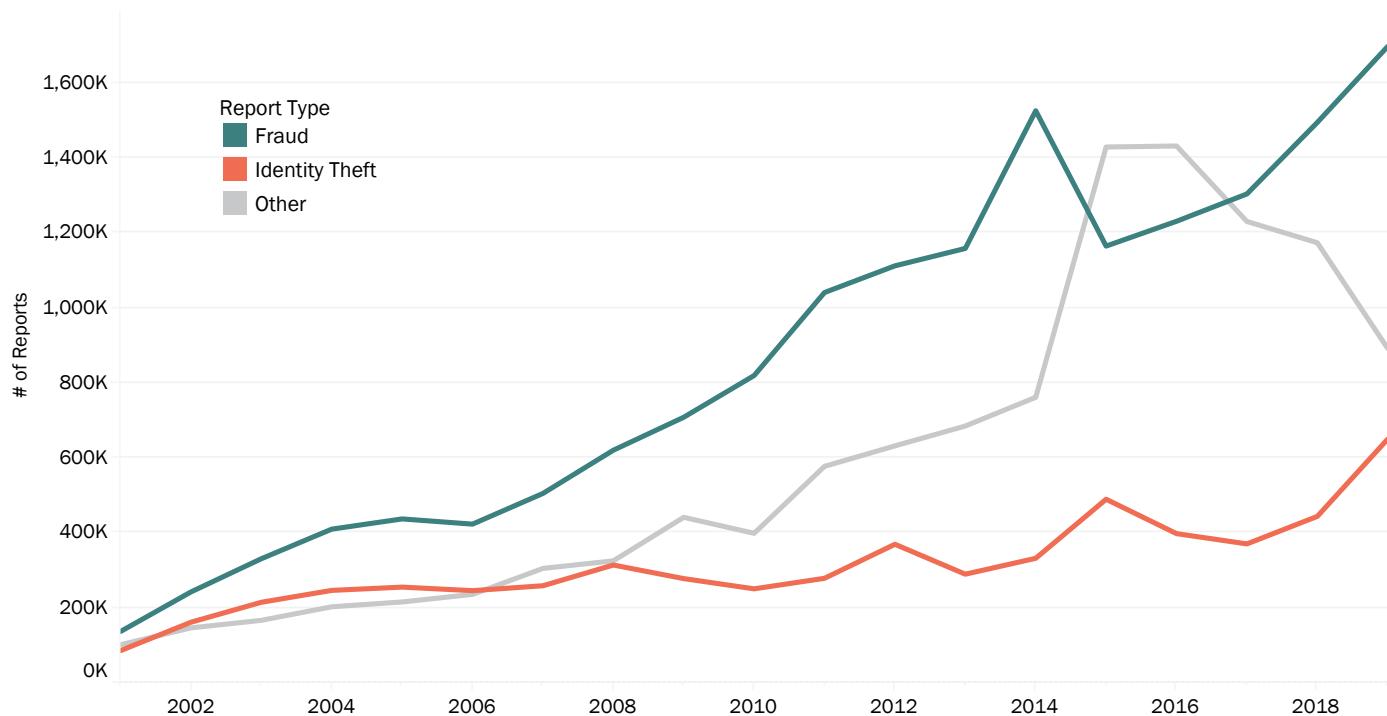
## Identity Theft Types

Rank	Theft Type	# of Reports
1	Credit Card Fraud	271,823
2	Other Identity Theft	215,682
3	Loan or Lease Fraud	104,699
4	Phone or Utilities Fraud	83,535
5	Bank Fraud	58,723
6	Employment or Tax-Related Fraud	45,564
7	Government Documents or Benefits Fraud	23,052

## Other Categories

Rank	Category	# of Reports
1	Credit Bureaus, Information Furnishers and Report Users	165,231
2	Banks and Lenders	149,457
3	Debt Collection	135,147
4	Auto Related	115,109
5	Credit Cards	54,150
6	Television and Electronic Media	36,755
7	Home Repair, Improvement and Products	23,963
8	Education	20,485
9	Computer Equipment and Software	12,901
10	Funeral Services	1,105

*Certain Fraud 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.*

**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	320,098	685,352
2014	1,526,365	332,545	762,021
2015	1,231,563	490,085	1,429,676
2016	1,304,503	370,917	1,432,433
2017	1,495,292	444,358	1,231,036
2018	1,697,934	650,572	892,243

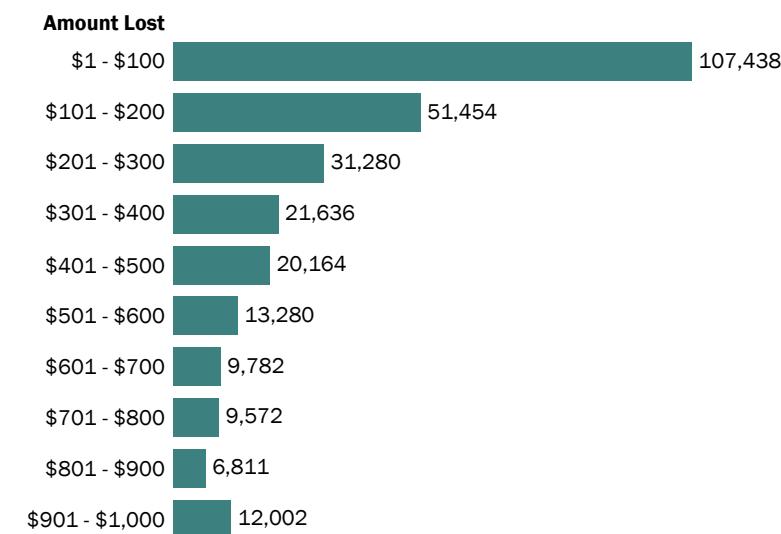
*The reported figures exclude National Do Not Call Registry complaints.*

**Fraud Reports by Amount Lost**

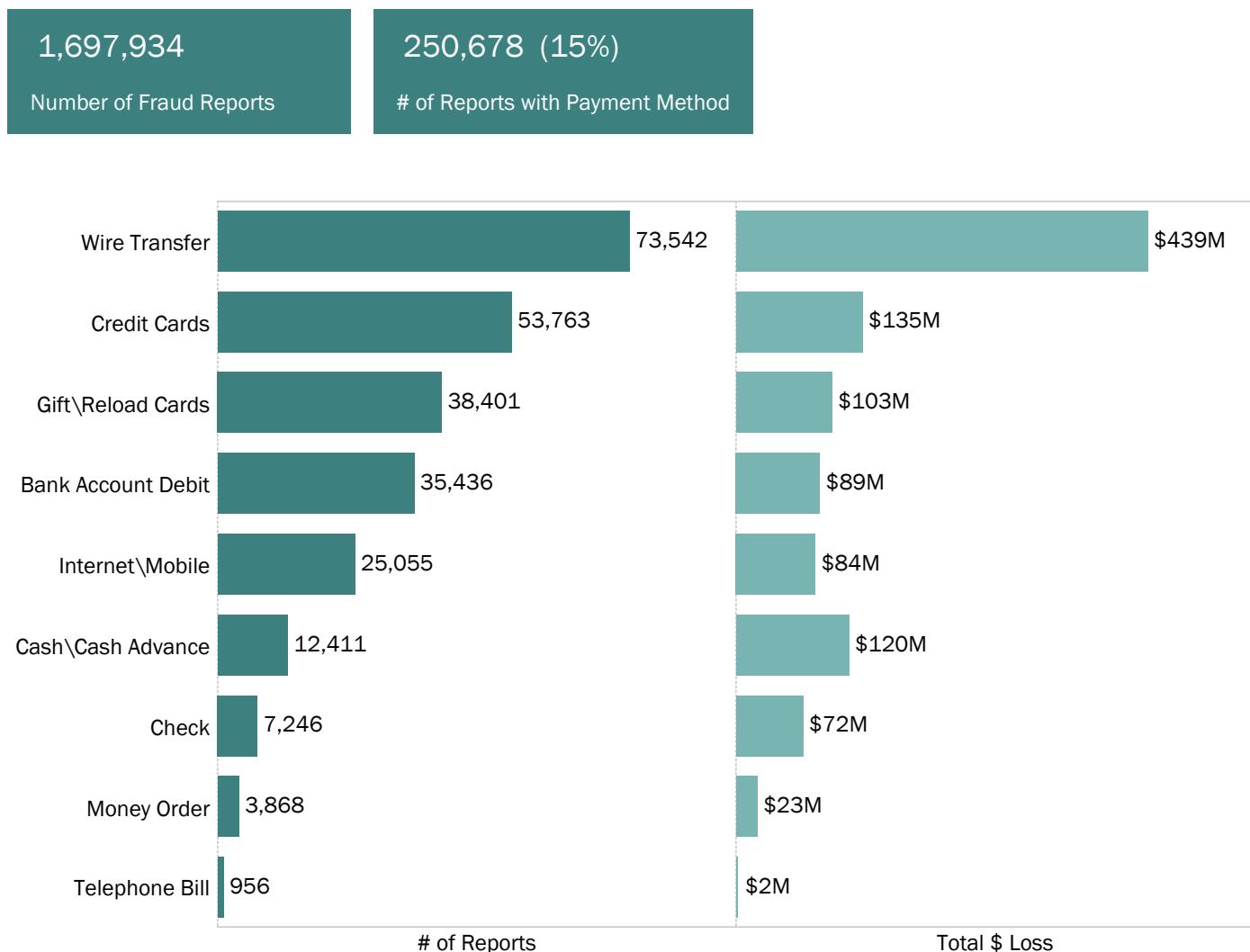
1,697,934	388,588 (23%)
Number of Fraud Reports	# of Reports with \$ Loss
\$1,901,064,357	\$320
Total \$ Loss	Median \$ Loss

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

Amount Lost	# of Reports
\$1 - \$1,000	283,419
\$1,001 - \$2,000	36,202
\$2,001 - \$3,000	16,161
\$3,001 - \$4,000	8,590
\$4,001 - \$5,000	6,779
\$5,001 - \$6,000	3,834
\$6,001 - \$7,000	2,852
\$7,001 - \$8,000	2,625
\$8,001 - \$9,000	1,820
\$9,001 - \$10,000	2,872
More than \$10,000	23,434

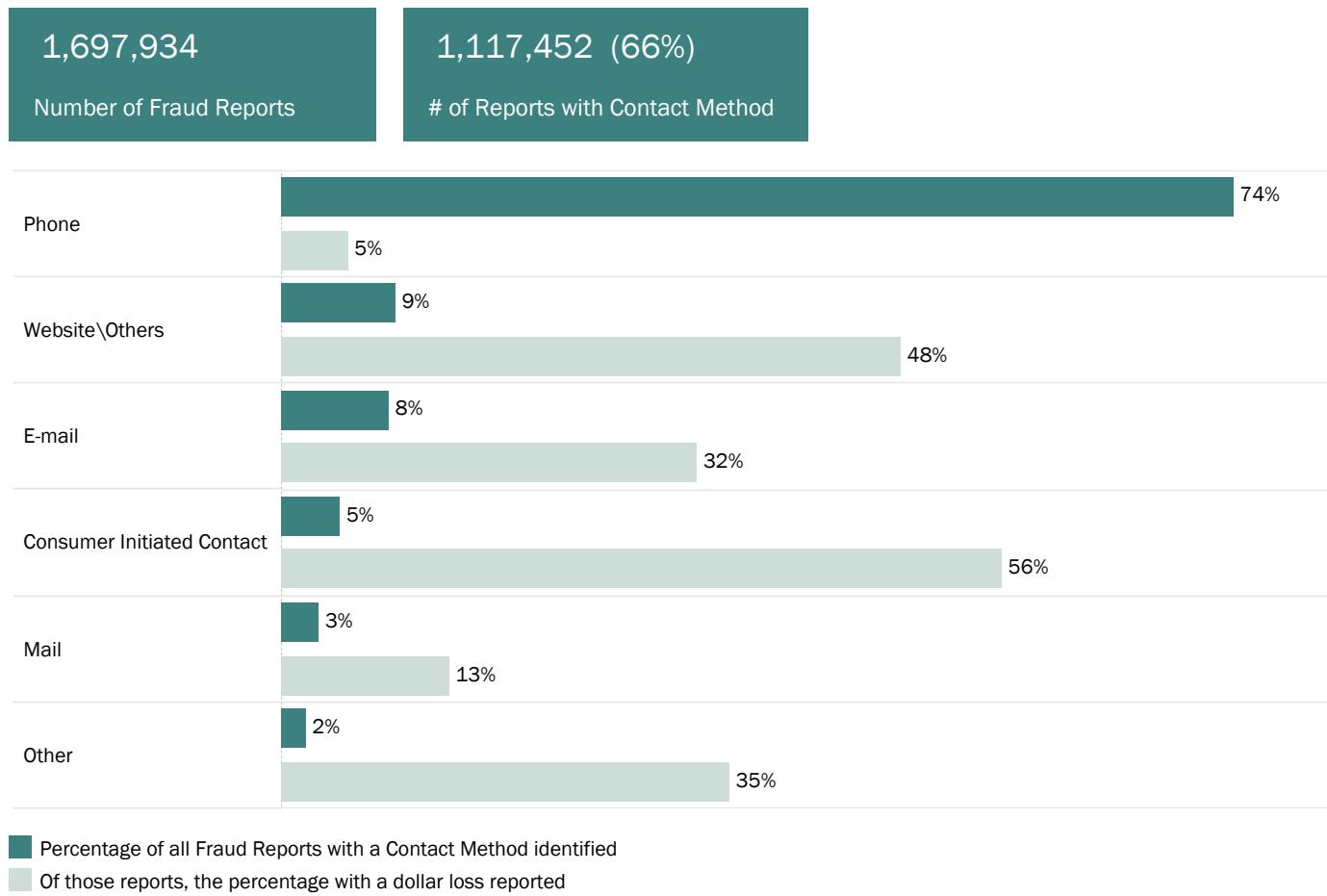
**Reported Fraud Losses in \$1 - \$1,000 Range**

*The amount lost is based on reports in which consumers indicated they lost between \$1 and \$999,999.*

**Fraud Reports by Payment Method**

*Data contributors MoneyGram International and Western Union provided a significant number of reports, which may affect the distribution of the reported methods of payment.*

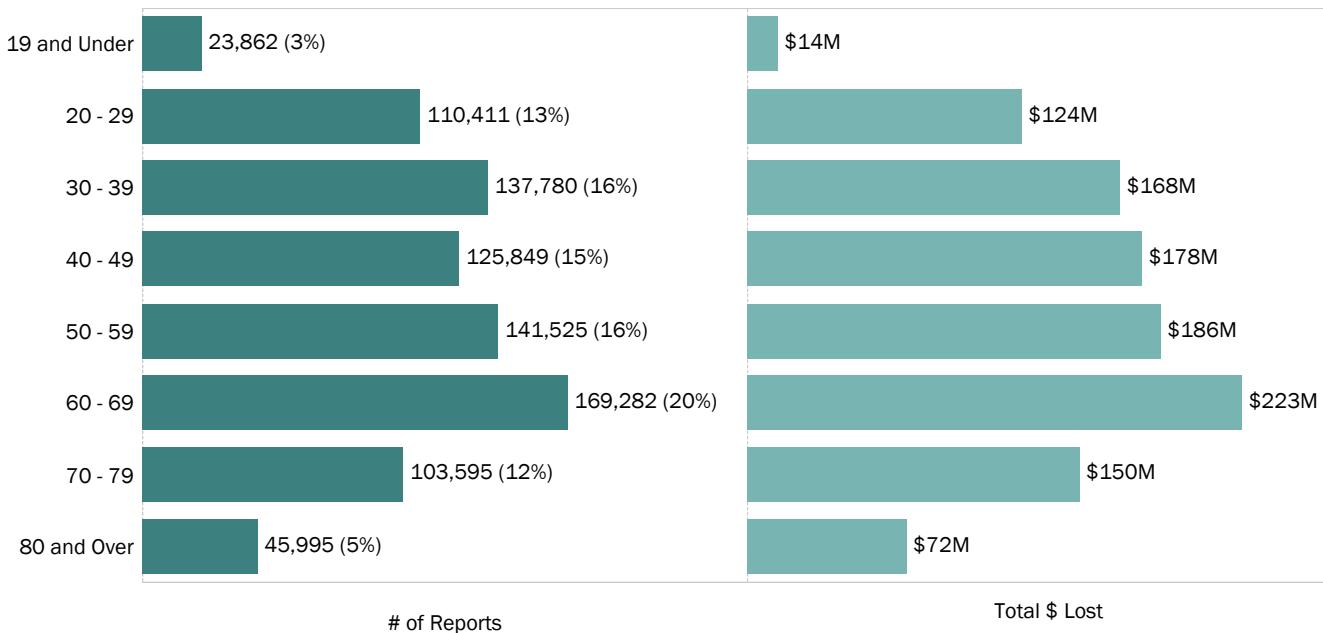
## Fraud Reports by Contact Method



## Number of Reports and Amount Lost by Contact Method

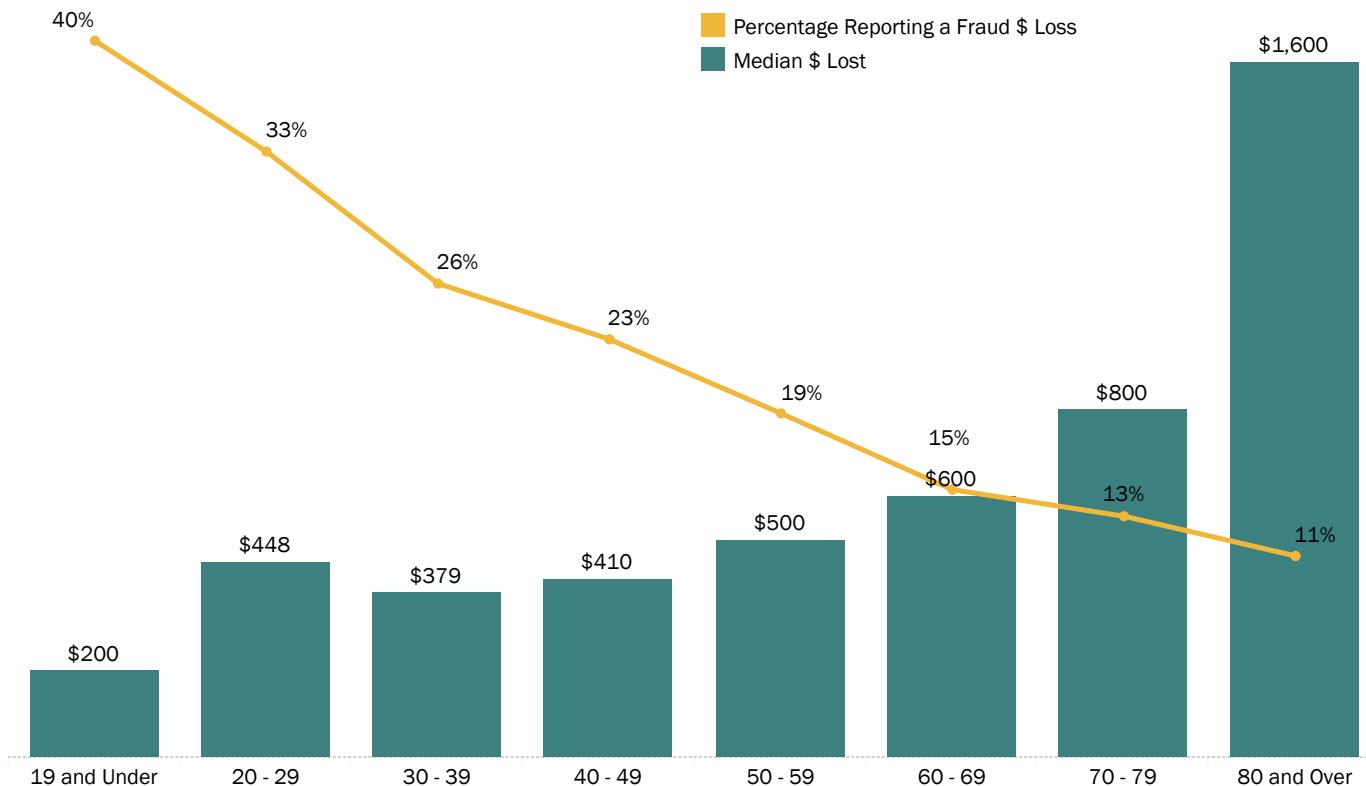
Contact Method	# of Reports	Total \$ Lost	Median \$ Lost
Phone	821,862	\$493M	\$1,000
Website\Others	99,215	\$325M	\$242
E-mail	92,323	\$226M	\$400
Consumer Initiated Contact	50,805	\$87M	\$200
Mail	31,928	\$51M	\$1,000
Other	21,319	\$136M	\$1,081

## Reported Frauds and Losses by Age



Percentages are based on the total number of 2019 fraud reports in which consumers provided their age: 858,299.

## Percentage Reporting a Fraud Loss and Median Loss by Age

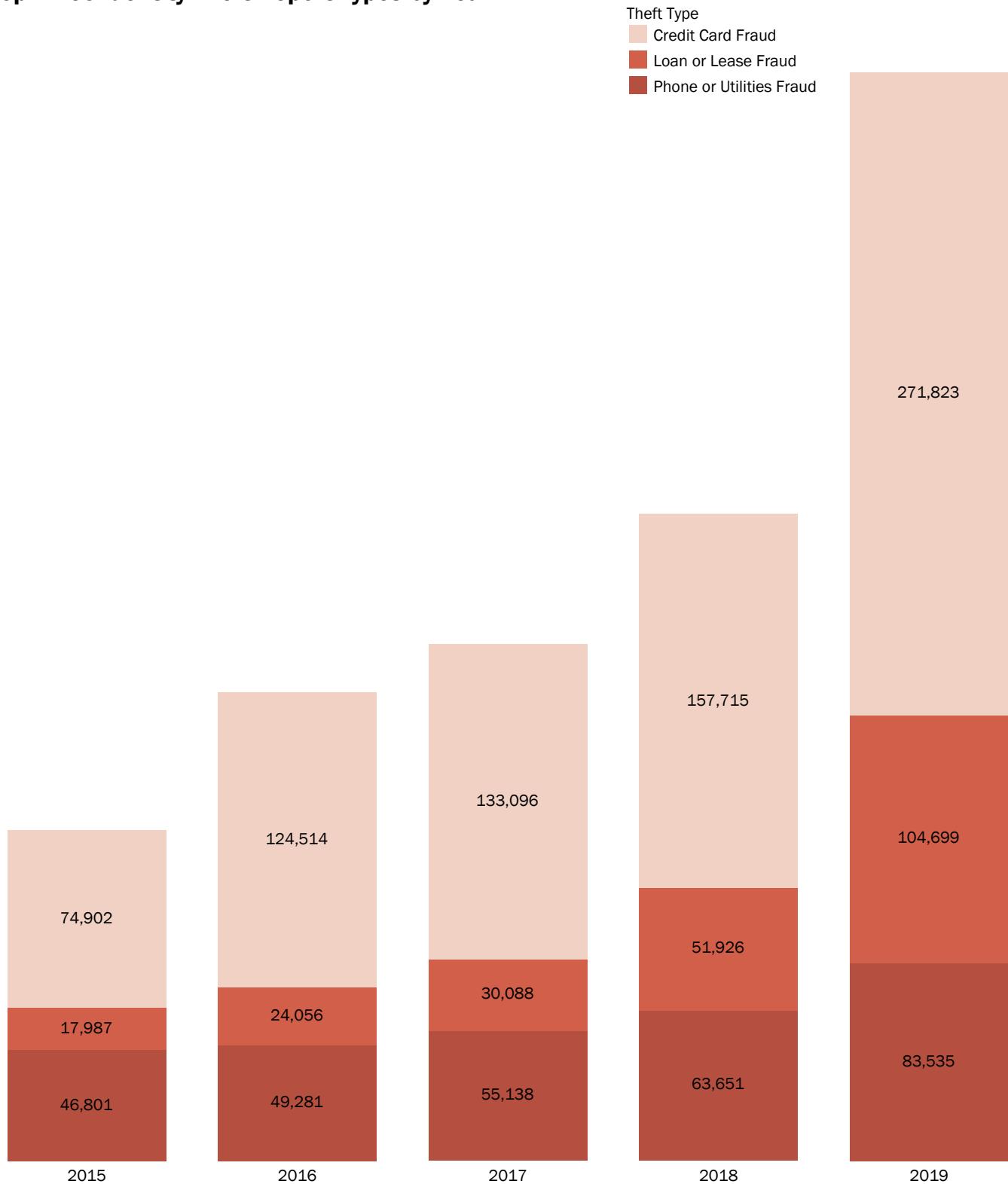


Of the 1,697,934 total fraud reports in 2019, 51% included consumer age information.

## Identity Theft Reports by Type

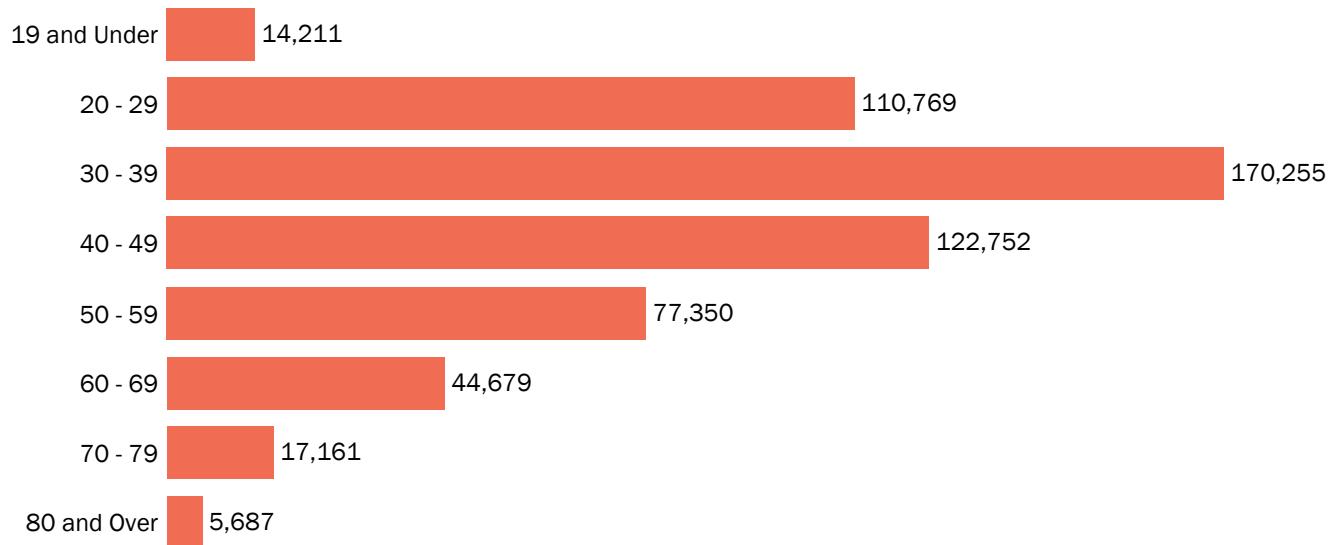
Theft Type	Theft Subtype	# of Reports	% Difference from Previous Year
Credit Card Fraud	New Accounts	246,763	+88%
	Existing Accounts	31,022	-4%
Loan or Lease Fraud	Apartment or House Rented	8,508	+56%
	Auto Loan\Lease	38,561	+105%
	Business\Personal Loan	43,919	+116%
	Federal Student Loan	14,633	+188%
	Non-Federal Student Loan	11,025	+74%
	Real Estate Loan	7,706	+49%
Phone or Utilities Fraud	Landline Telephone – Existing Accounts	1,737	+20%
	Landline Telephone – New Accounts	10,854	+40%
	Mobile Telephone – Existing Accounts	5,630	+13%
	Mobile Telephone – New Accounts	44,208	+32%
	Utilities – Existing Accounts	1,449	+9%
	Utilities – New Accounts	29,591	+34%
Bank Fraud	Debit Cards, Electronic Funds Transfer, or ACH	23,226	+0%
	Existing Accounts	12,520	-4%
	New Accounts	27,129	+38%
Employment or Tax-Related Fraud	Employment or Wage-Related Fraud	19,835	-35%
	Tax Fraud	27,454	-29%
Government Documents or Benefits Fraud	Driver's License Issued\Forged	5,007	+11%
	Government Benefits Applied For\Received	12,896	-20%
	Other Government Documents Issued\Forged	6,710	+19%
	Passport Issued\Forged	757	+8%
Other Identity Theft	Email or Social Media	10,356	+10%
	Evading the Law	4,886	+10%
	Insurance	5,306	+44%
	Medical Services	27,742	+101%
	Online Shopping or Payment Account	10,694	+4%
	Other	166,875	+90%
	Securities Accounts	2,183	+16%

Consumers can report multiple types of identity theft. In 2019, 18% of identity theft reports included more than one type of identity theft.

**Top Three Identity Theft Report Types by Year**

*The top identity theft types can vary by year. This graph depicts the top three types of identity theft reported in 2019 and how those types changed over five years.*

## Identity Theft Reports by Age



## 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	1,752	10,523	12,952	10,790	9,265	6,985	3,000	1,107
Credit Card Fraud	1,680	43,440	74,572	55,672	34,394	19,269	6,990	1,991
Employment or Tax-Related Fraud	7,072	9,897	10,298	6,744	5,094	3,265	1,221	567
Government Documents or Benefits Fraud	1,054	3,362	4,710	3,948	3,358	2,860	1,803	957
Loan or Lease Fraud	920	20,217	33,868	23,156	11,320	4,475	1,162	272
Other Identity Theft	2,348	34,303	56,068	39,086	21,613	10,569	3,704	1,160
Phone or Utilities Fraud	997	18,594	25,755	15,929	9,654	5,343	1,998	518

Of the 650,572 total identity theft reports in 2019, 87% 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	12,031	4,229	18%	\$7M	\$600
Dependent Child\Other - Service Member	2,745	1,108	25%	\$2M	\$500
Dependent Spouse - Service Member	12,763	8,152	11%	\$7M	\$616
Inactive Reserve\National Guard	6,355	3,021	16%	\$4M	\$635
Military Retiree\Veteran	79,352	35,740	14%	\$45M	\$807

Of the 123,102 total reports from military consumers in 2019, 92% 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	16,424	9,927	15%	\$13M	\$700
U.S. Army	40,604	23,937	15%	\$29M	\$800
U.S. Coast Guard	1,704	989	13%	\$1M	\$700
U.S. Marines	8,918	4,682	16%	\$6M	\$799
U.S. Navy	43,775	11,305	13%	\$12M	\$800

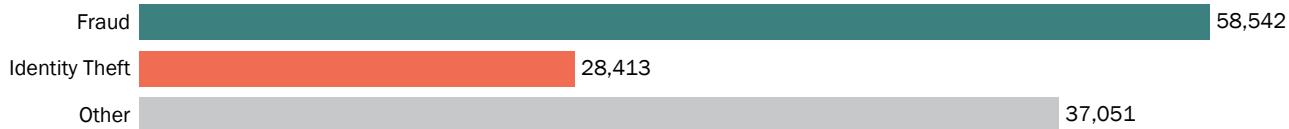
Of the 123,102 total reports from military consumers in 2019, 91% provided military branch information.

### Reports by Rank

Rank	# of Reports	# of Fraud Reports	% Reporting Fraud Loss	Total Fraud Loss	Median Fraud Loss
Enlisted	45,022	12,750	20%	\$13M	\$561
Officer	9,386	3,417	17%	\$10M	\$599

Of the 123,102 total reports from military consumers in 2019, 44% provided information about rank.

## Reports by Military Consumers



## Top 10 Fraud Categories

Rank	Category	# of Reports	% Reporting \$ Loss	Total \$ Loss	Median \$ Loss
1	Imposter Scams	35,066	10%	\$27.4M	\$1,000
2	Telephone and Mobile Services	2,838	12%	\$1.3M	\$300
3	Online Shopping and Negative Reviews	2,511	72%	\$1.8M	\$138
4	Prizes, Sweepstakes and Lotteries	1,769	20%	\$7.8M	\$2,550
5	Internet Services	1,379	20%	\$1.3M	\$299
6	Foreign Money Offers and Counterfeit Check Scams	1,366	23%	\$1.9M	\$2,125
7	Business and Job Opportunities	522	41%	\$5.2M	\$4,500
8	Mortgage Foreclosure Relief and Debt Management	458	36%	\$0.6M	\$1,400
9	Travel, Vacations and Timeshare Plans	446	67%	\$4.9M	\$3,959
10	Advance Payments for Credit Services	291	33%	\$0.7M	\$1,133

## Identity Theft Types

Rank	Theft Type	# of Reports
1	Credit Card Fraud	10,251
2	Other Identity Theft	7,770
3	Bank Fraud	4,958
4	Phone or Utilities Fraud	4,590
5	Loan or Lease Fraud	3,483
6	Employment or Tax-Related Fraud	2,304
7	Government Documents or Benefits Fraud	2,279

58,542  
# of Fraud Reports  
  
9,312 (16%)  
# of Reports with \$ Loss

## Other Categories

Rank	Category	# of Reports
1	Credit Bureaus, Information Furnishers and Report Users	7,400
2	Banks and Lenders	6,861
3	Debt Collection	6,734
4	Credit Cards	2,687
5	Auto Related	2,163
6	Home Repair, Improvement and Products	816
7	Education	750
8	Television and Electronic Media	412
9	Computer Equipment and Software	67
10	Funeral Services	15

\$92M  
Total \$ Loss  
  
\$894  
Median \$ Loss

*Certain Fraud 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.*

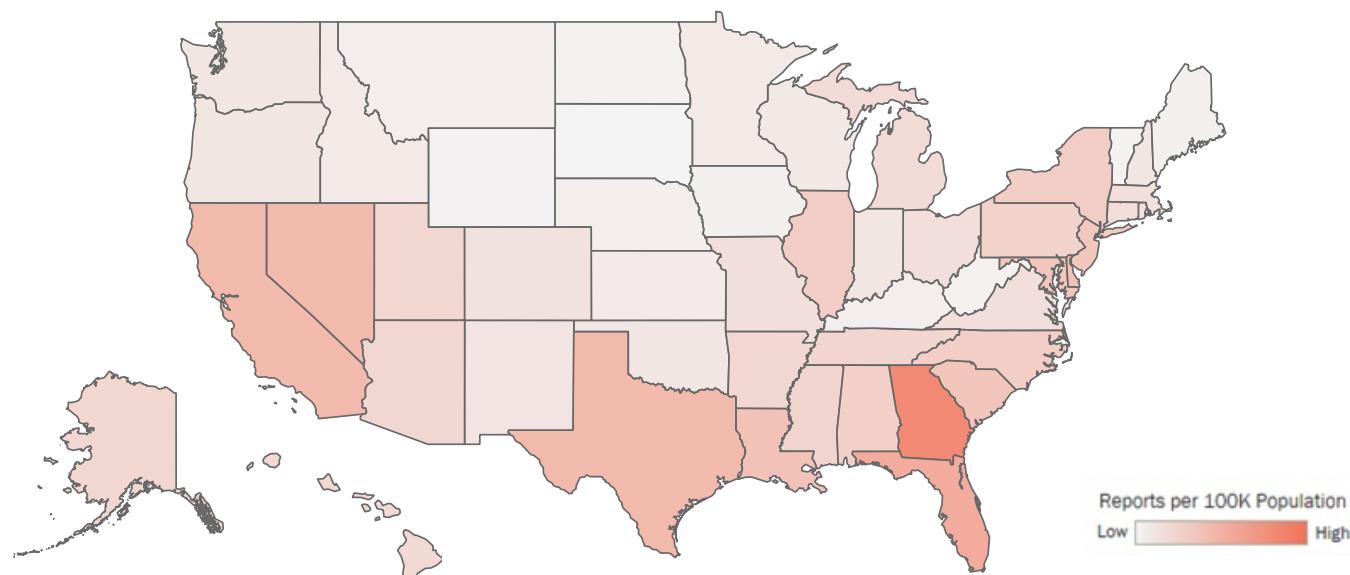
**Military Consumer Identity Theft Reports by Type**

Theft Type	Theft Subtype	# of Reports	% Difference from Previous Year
Credit Card Fraud	New Accounts	8,256	+8%
	Existing Accounts	2,450	-17%
Bank Fraud	Debit Cards, Electronic Funds Transfer, or ACH	2,088	-22%
	New Accounts	2,062	+23%
	Existing Accounts	1,163	-15%
Phone or Utilities Fraud	Mobile Telephone – New Accounts	2,382	-1%
	Utilities – New Accounts	1,467	+1%
	Landline Telephone – New Accounts	586	+19%
	Mobile Telephone – Existing Accounts	459	-3%
	Landline Telephone – Existing Accounts	146	-12%
	Utilities – Existing Accounts	98	+2%
Loan or Lease Fraud	Business\Personal Loan	1,423	+22%
	Auto Loan\Lease	1,161	+39%
	Non-Federal Student Loan	384	+49%
	Apartment or House Rented	371	-3%
	Real Estate Loan	334	-13%
	Federal Student Loan	310	+60%
Employment or Tax-Related Fraud	Tax Fraud	1,526	-31%
	Employment or Wage-Related Fraud	849	-56%
Government Documents or Benefits Fraud	Government Benefits Applied For\Received	1,476	-11%
	Other Government Documents Issued\Forged	632	+9%
	Driver's License Issued\Forged	351	-4%
	Passport Issued\Forged	63	+40%
Other Identity Theft	Other	5,364	+52%
	Online Shopping or Payment Account	866	-1%
	Email or Social Media	845	-1%
	Medical Services	634	+17%
	Evading the Law	357	-5%
	Insurance	223	-12%
	Securities Accounts	203	-4%

Consumers can report multiple types of identity theft. In 2019, 20% of Military identity theft reports included more than one type of identity theft.



## State Rankings: Identity Theft Reports

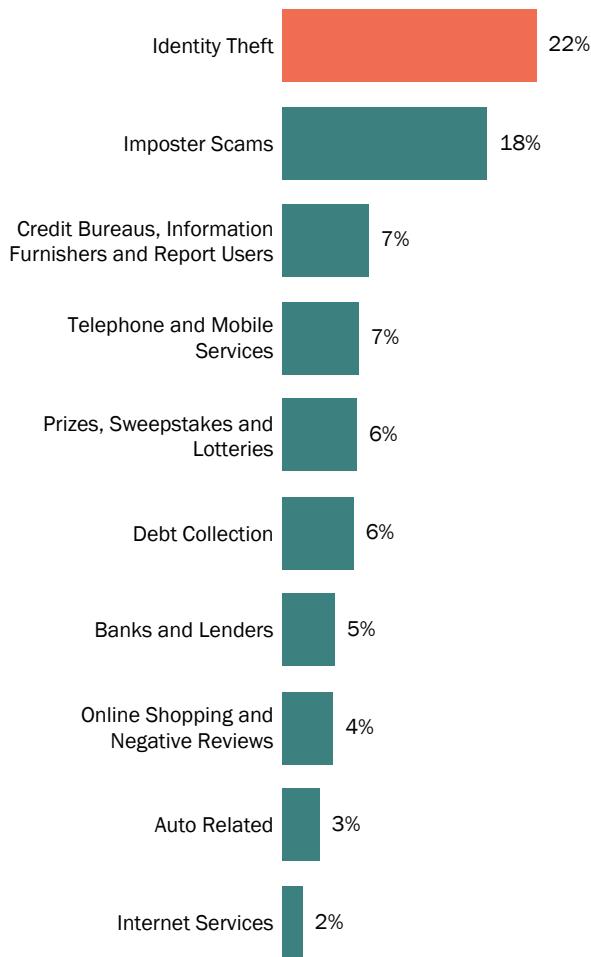


Rank	State	Reports per 100K Population	# of Reports	Rank	State	Reports per 100K Population	# of Reports
1	Georgia	427	44,888	27	Colorado	110	6,272
2	Florida	304	64,842	28	Rhode Island	108	1,146
3	California	257	101,639	29	New Mexico	100	2,088
4	Texas	256	73,553	30	New Hampshire	96	1,302
5	Nevada	256	7,757	31	Oregon	96	4,005
6	Louisiana	227	10,582	32	Indiana	95	6,386
7	Delaware	226	2,188	33	Hawaii	95	1,347
8	South Carolina	213	10,851	34	Washington	94	7,110
9	Maryland	210	12,675	35	Oklahoma	94	3,706
10	New Jersey	205	18,220	36	Wisconsin	86	5,023
11	New York	186	36,337	37	Idaho	81	1,420
12	Illinois	182	23,139	38	Minnesota	80	4,499
13	North Carolina	179	18,584	39	Kansas	78	2,273
14	Alabama	173	8,454	40	Alaska	73	539
15	Pennsylvania	163	20,899	41	Nebraska	68	1,320
16	Mississippi	158	4,714	42	Kentucky	67	2,977
17	Tennessee	158	10,664	43	Montana	67	707
18	Arkansas	150	4,525	44	Iowa	61	1,910
19	Arizona	150	10,744	45	Maine	60	807
20	Utah	149	4,702	46	North Dakota	59	448
21	Michigan	135	13,532	47	West Virginia	59	1,061
22	Connecticut	128	4,564	48	Wyoming	55	319
23	Massachusetts	125	8,606	49	Vermont	54	338
24	Missouri	121	7,406	50	South Dakota	47	411
25	Virginia	121	10,284		District of Columbia	221	1,550
26	Ohio	118	13,788		Puerto Rico	51	1,621

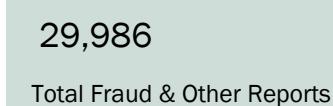
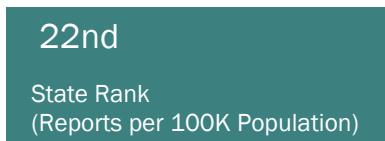
The District of Columbia and Puerto Rico are included in the table but are not ranked. States are ranked based on the number of reports per 100,000 population. Population estimates are based on 2018 U.S. Census population estimates.

## Alabama

### Top Ten Report Categories



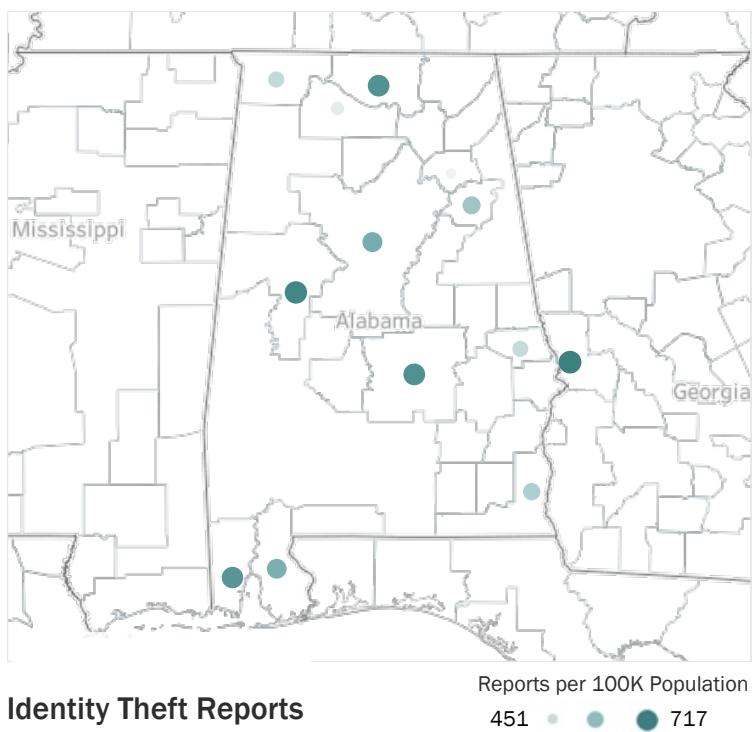
### Fraud & Other Reports



### Fraud Losses



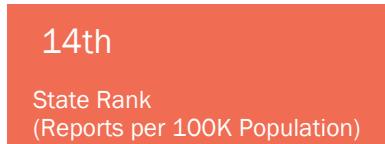
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types

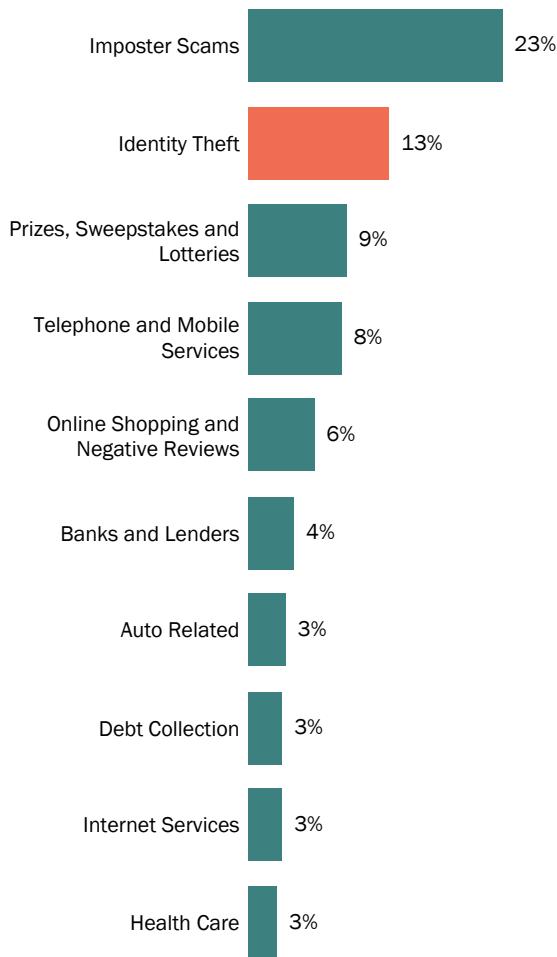


### Identity Theft Reports

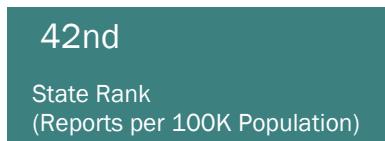


## Alaska

### Top Ten Report Categories



### Fraud & Other Reports



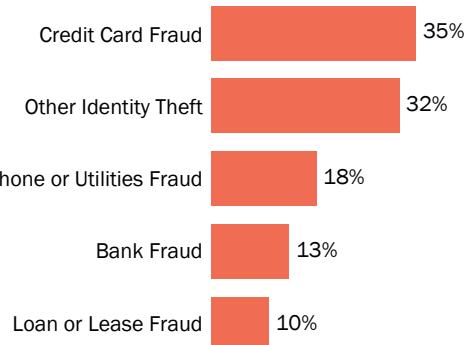
### Fraud Losses



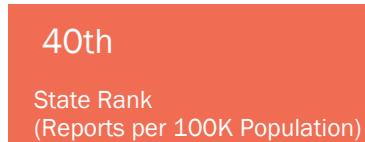
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



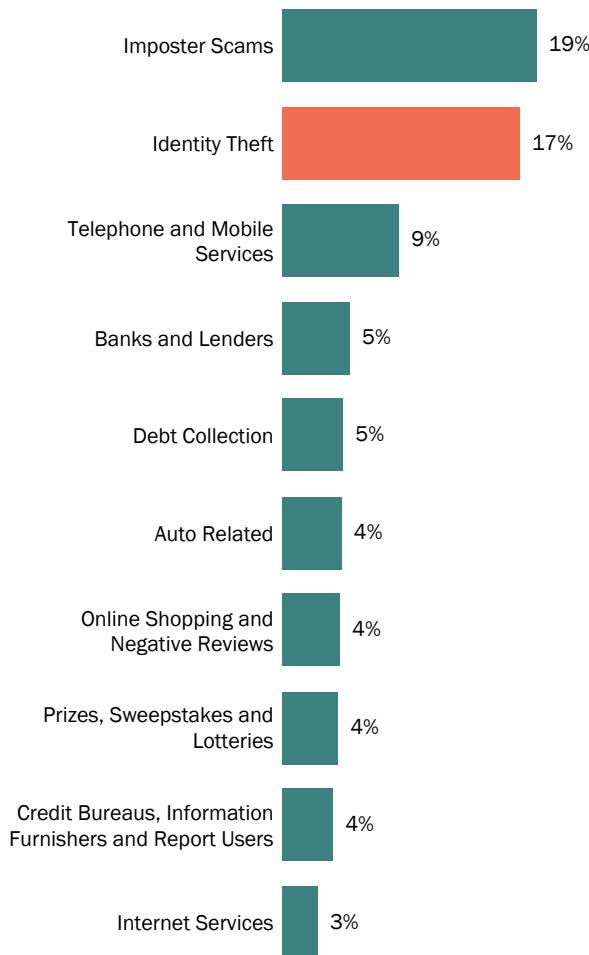
### Identity Theft Reports



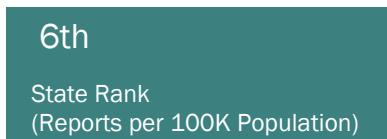
Percentages are based on the total number of relevant 2019 reports from Alaska consumers, as indicated in the chart title. This page excludes reports provided by the Alaska Attorney General. Consumers can report multiple types of identity theft.

## Arizona

### Top Ten Report Categories



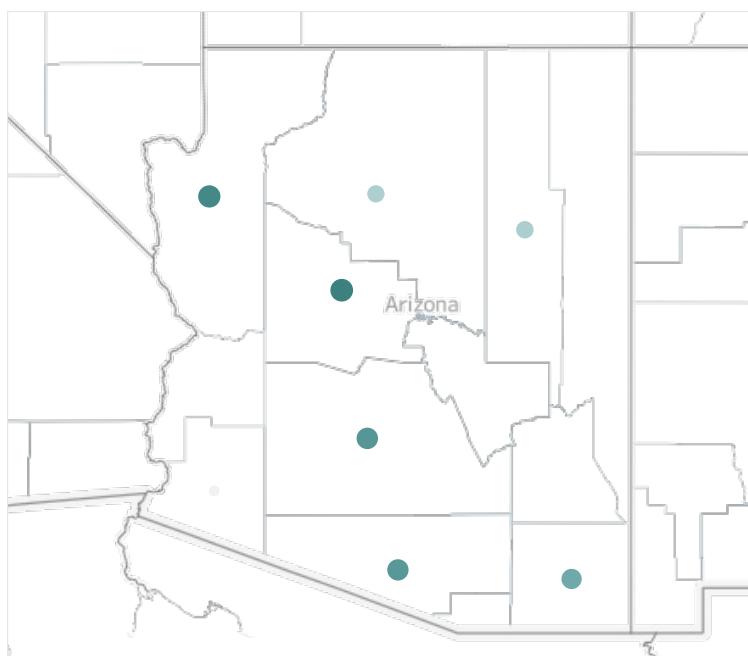
### Fraud & Other Reports



### Fraud Losses



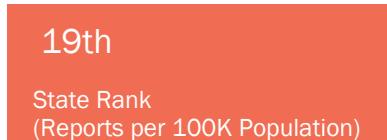
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



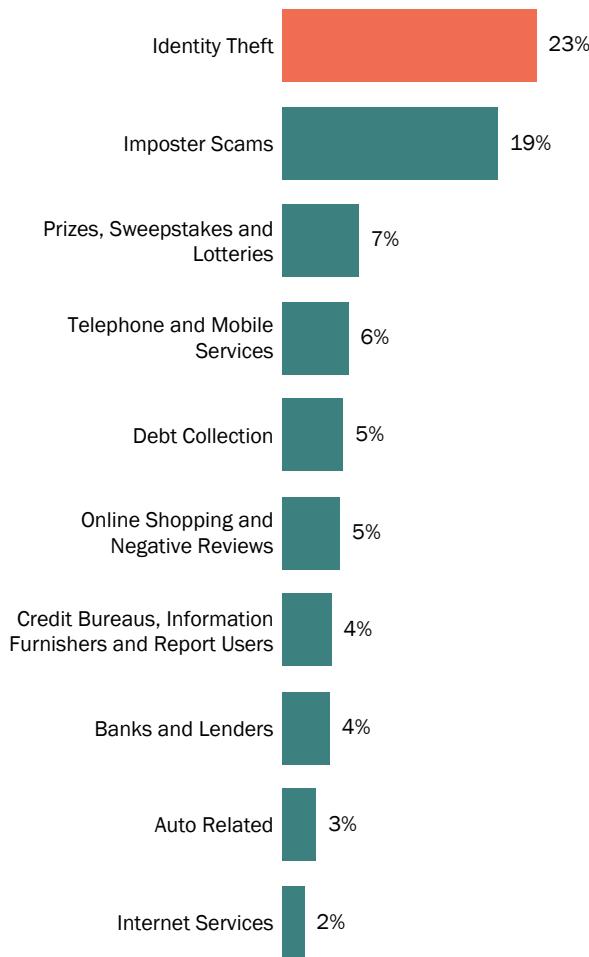
### Identity Theft Reports



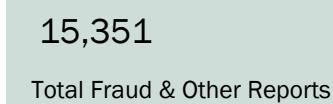
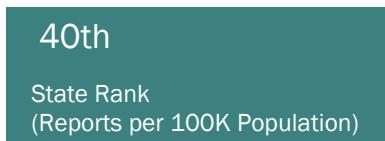
Percentages are based on the total number of relevant 2019 reports from Arizona consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## Arkansas

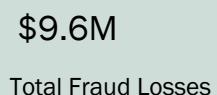
### Top Ten Report Categories



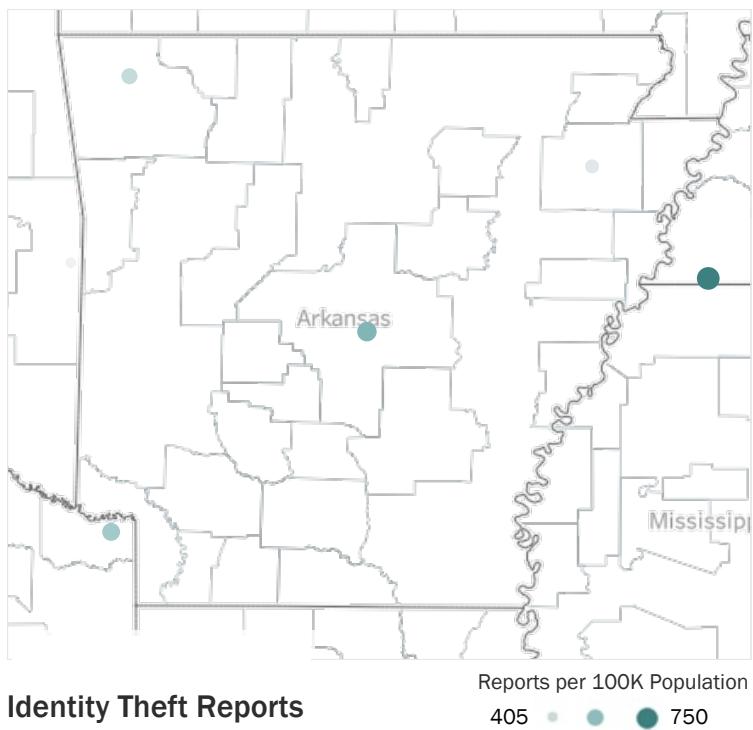
### Fraud & Other Reports



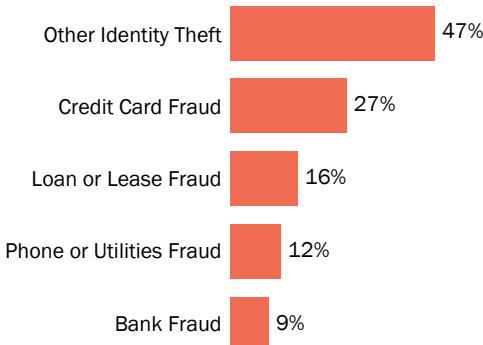
### Fraud Losses



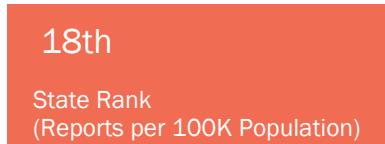
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



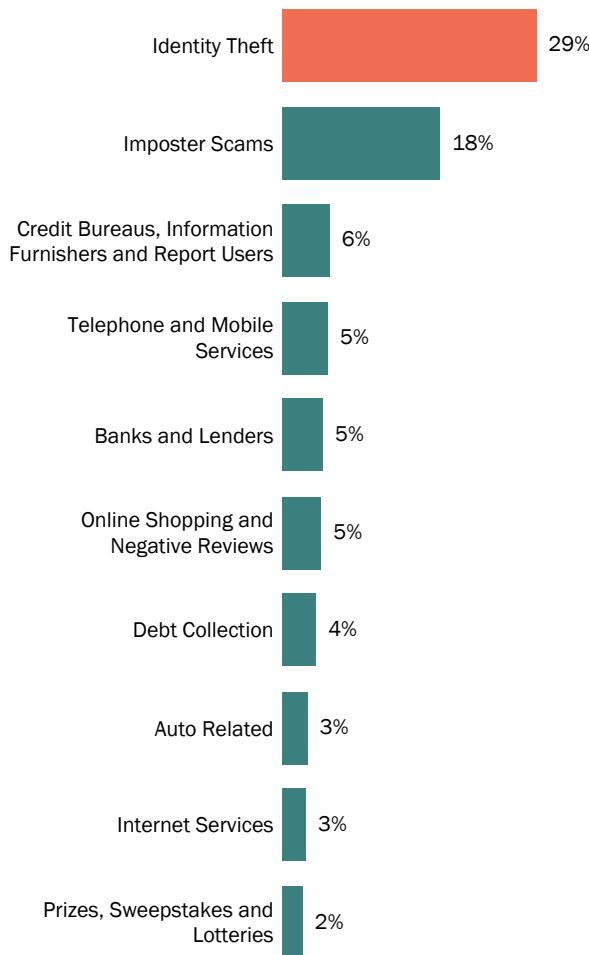
### Identity Theft Reports



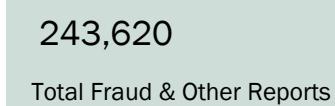
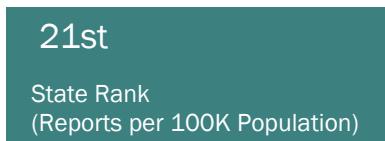
Percentages are based on the total number of relevant 2019 reports from Arkansas consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## California

### Top Ten Report Categories



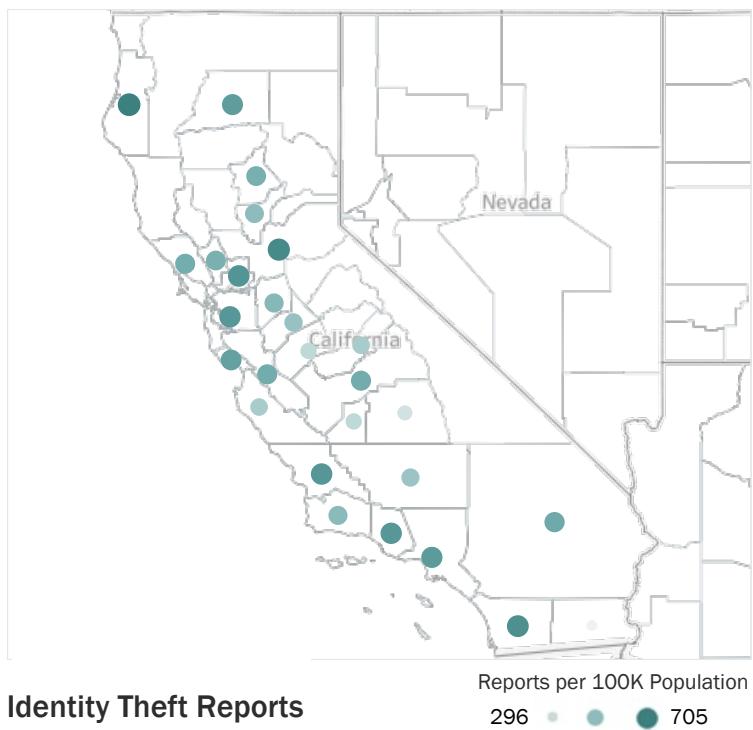
### Fraud & Other Reports



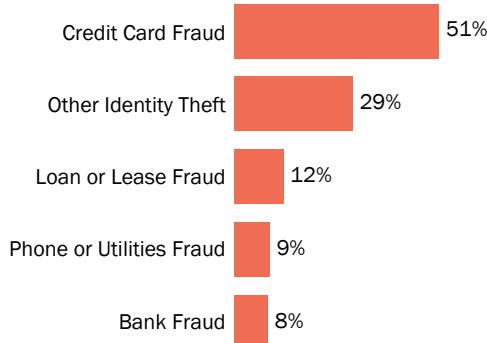
### Fraud Losses



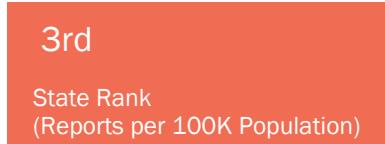
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



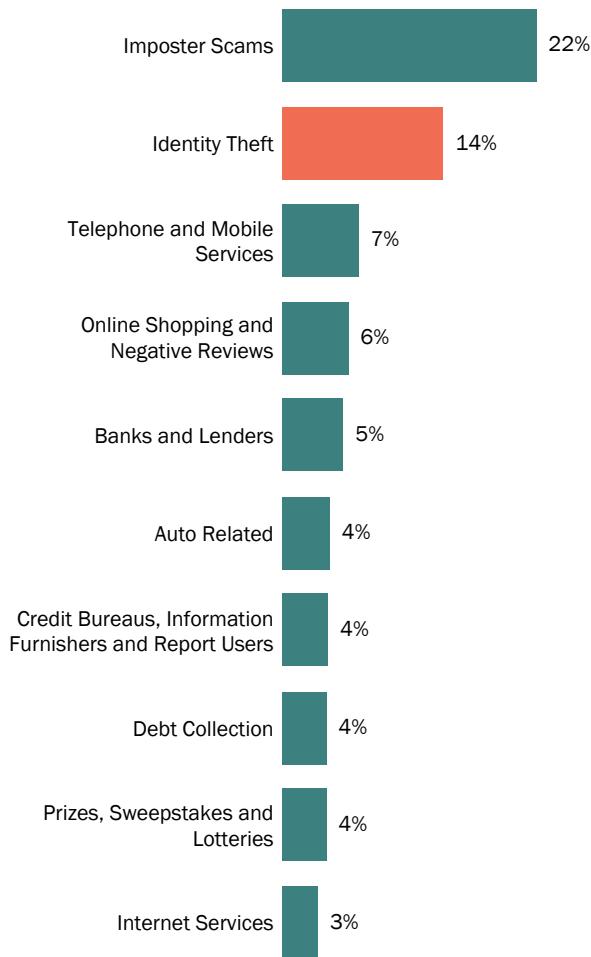
### Identity Theft Reports



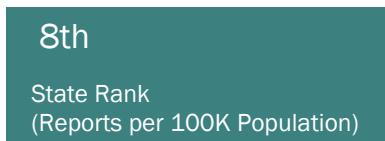
Percentages are based on the total number of relevant 2019 reports from California consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## Colorado

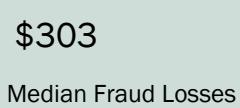
### Top Ten Report Categories



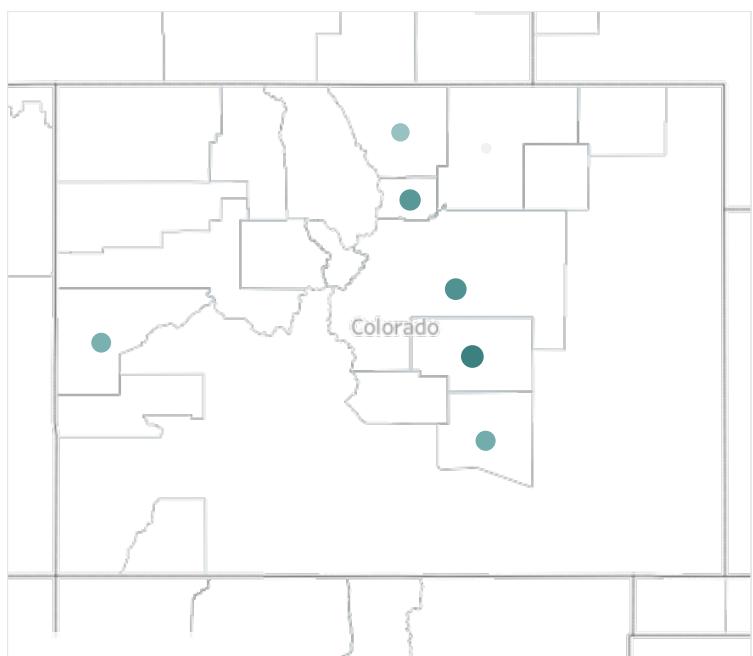
### Fraud & Other Reports



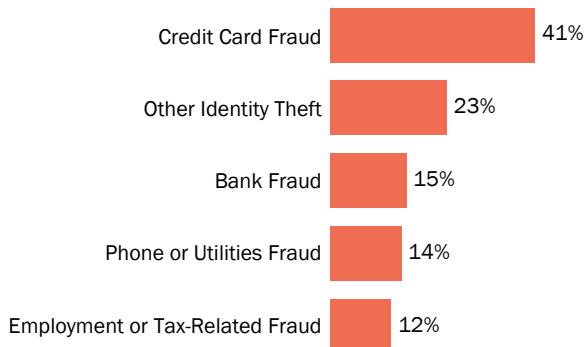
### Fraud Losses



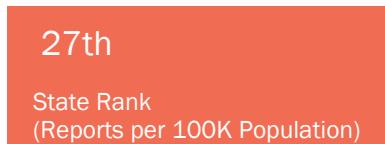
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



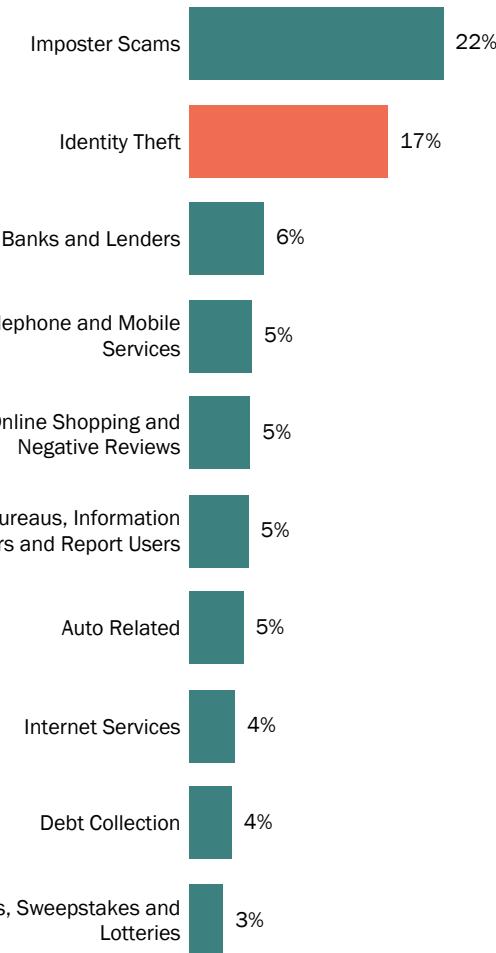
### Identity Theft Reports



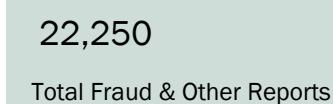
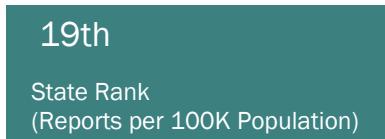
Percentages are based on the total number of relevant 2019 reports from Colorado consumers, as indicated in the chart title. This page excludes reports provided by the Colorado Attorney General. Consumers can report multiple types of identity theft.

## Connecticut

### Top Ten Report Categories



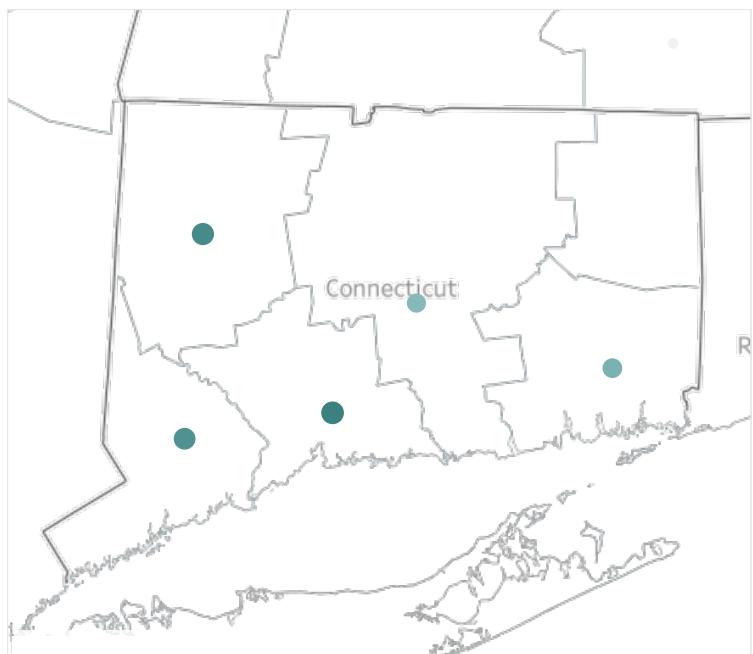
### Fraud & Other Reports



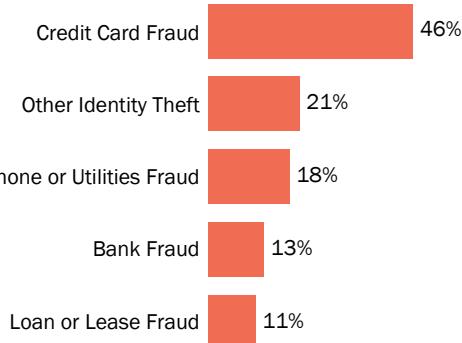
### Fraud Losses



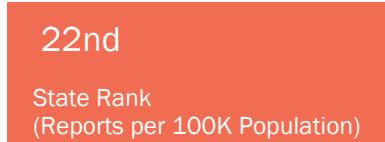
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



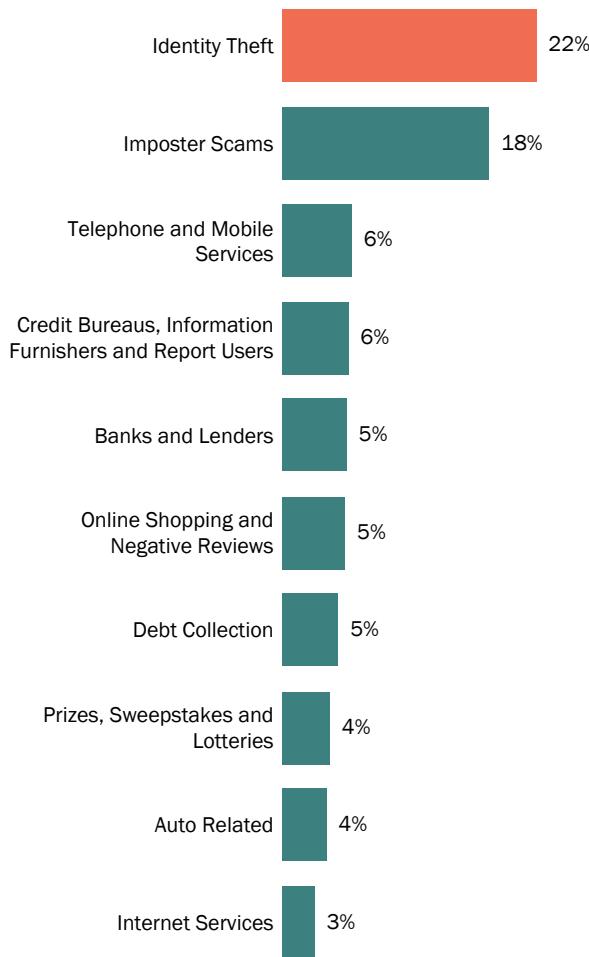
### Identity Theft Reports



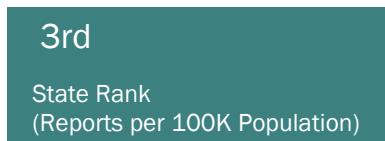
Percentages are based on the total number of relevant 2019 reports from Connecticut consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## Delaware

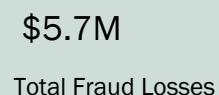
### Top Ten Report Categories



### Fraud & Other Reports



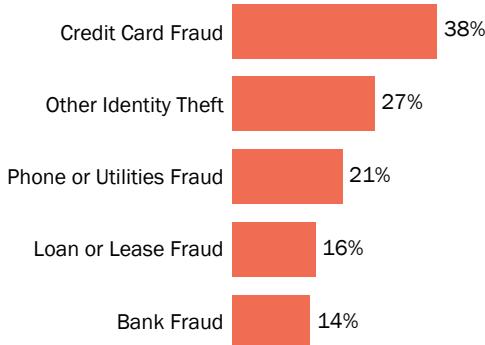
### Fraud Losses



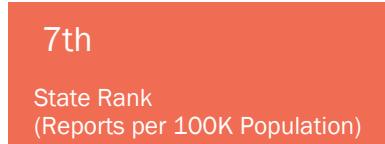
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



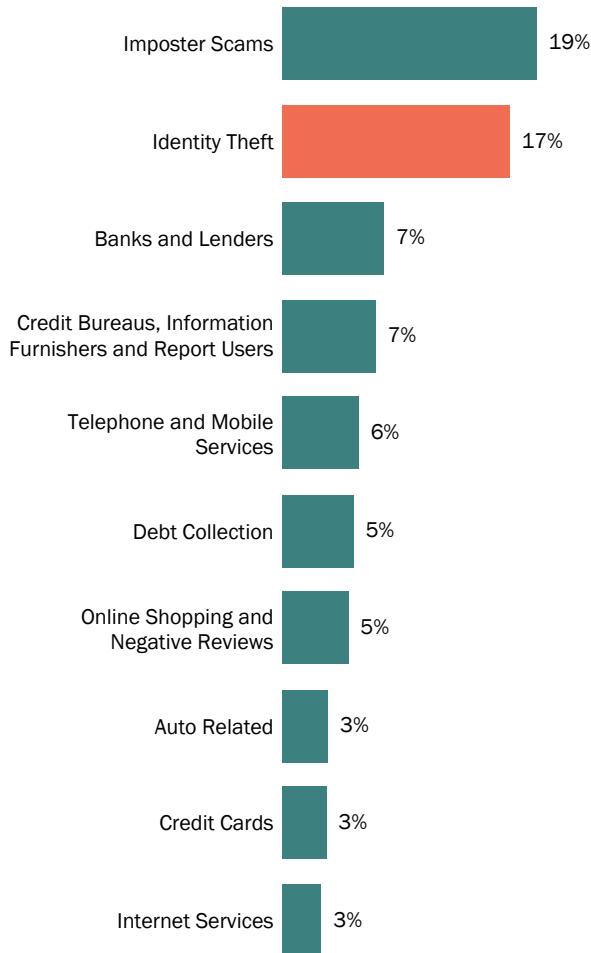
### Identity Theft Reports



Percentages are based on the total number of relevant 2019 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



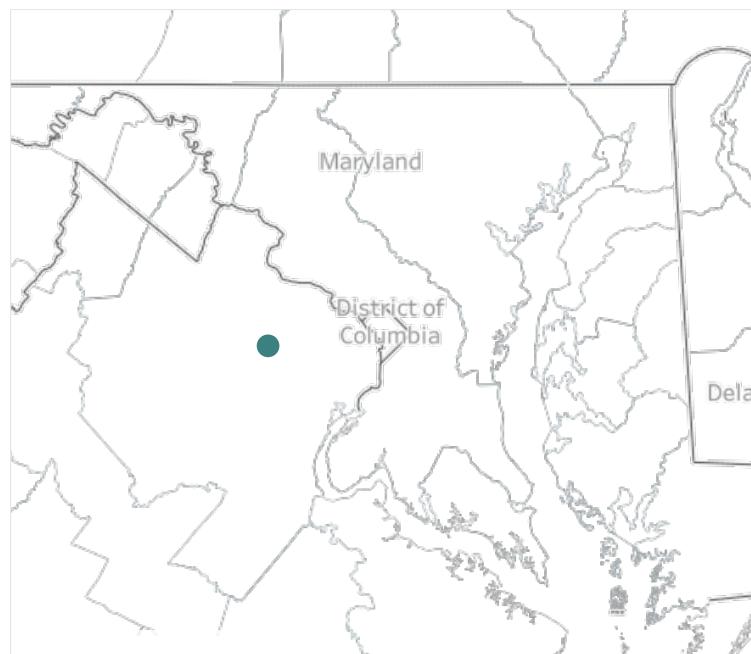
### Fraud & Other Reports



### Fraud Losses



### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



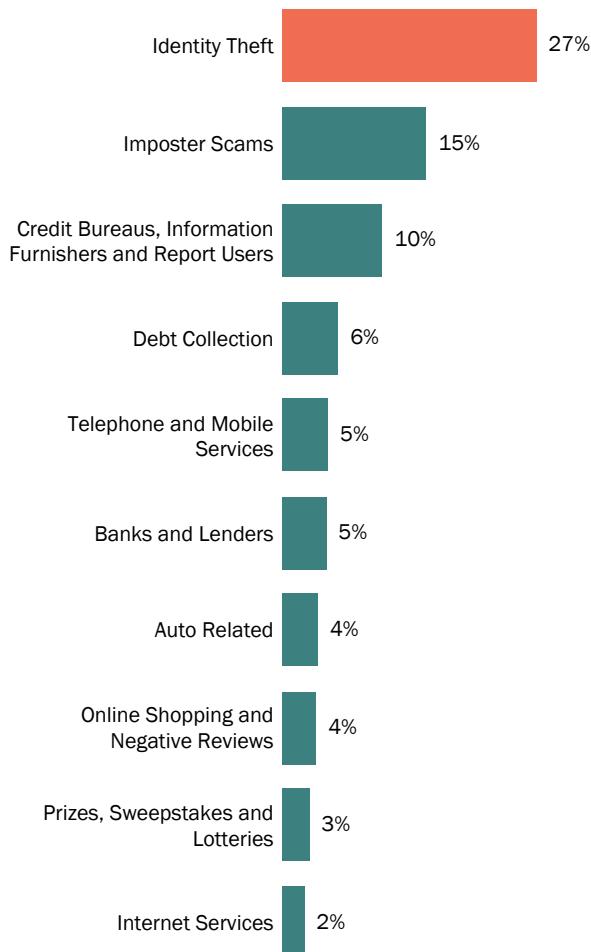
### Identity Theft Reports



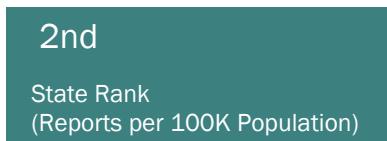
Percentages are based on the total number of relevant 2019 reports from District of Columbia consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## Florida

### Top Ten Report Categories



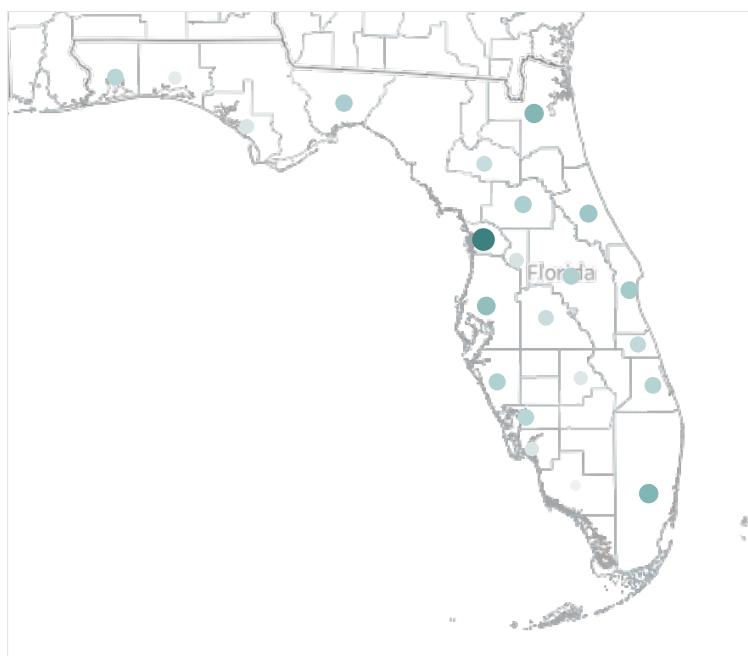
### Fraud & Other Reports



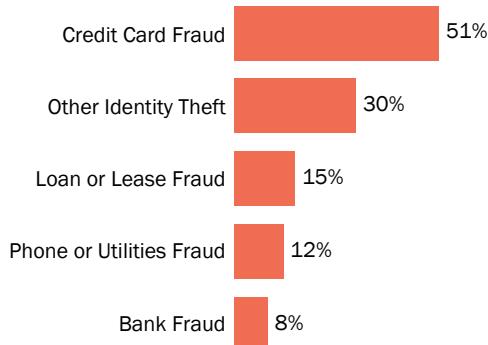
### Fraud Losses



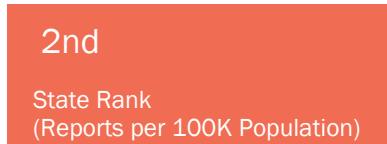
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



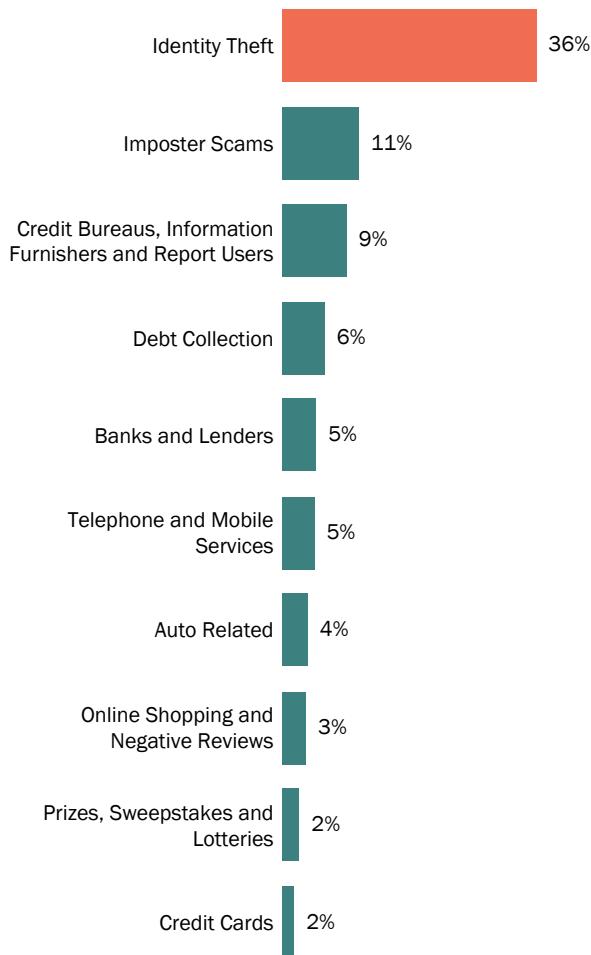
### Identity Theft Reports



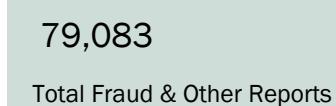
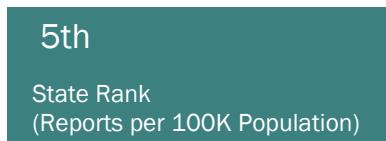
Percentages are based on the total number of relevant 2019 reports from Florida consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## Georgia

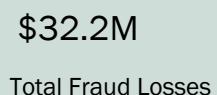
### Top Ten Report Categories



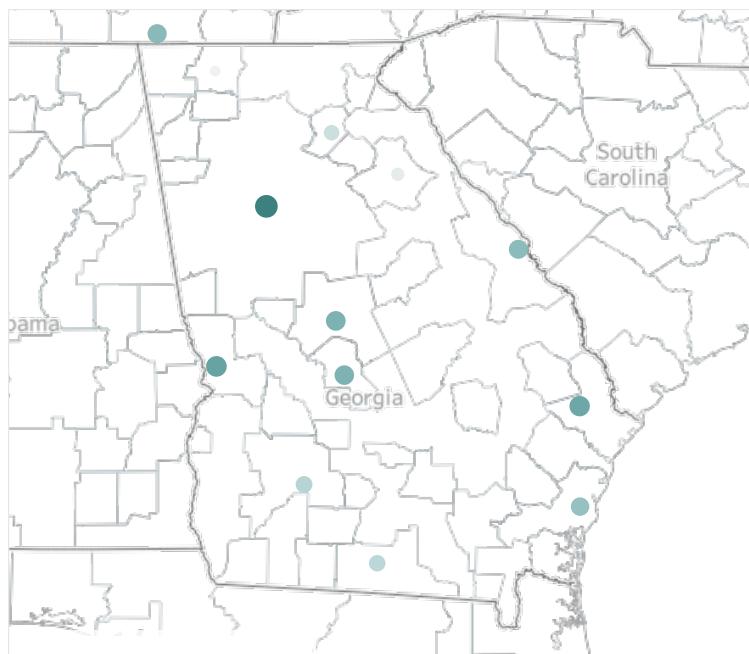
### Fraud & Other Reports



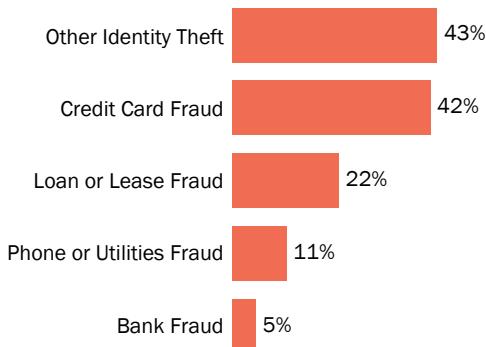
### Fraud Losses



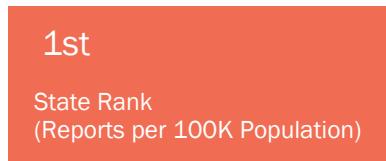
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



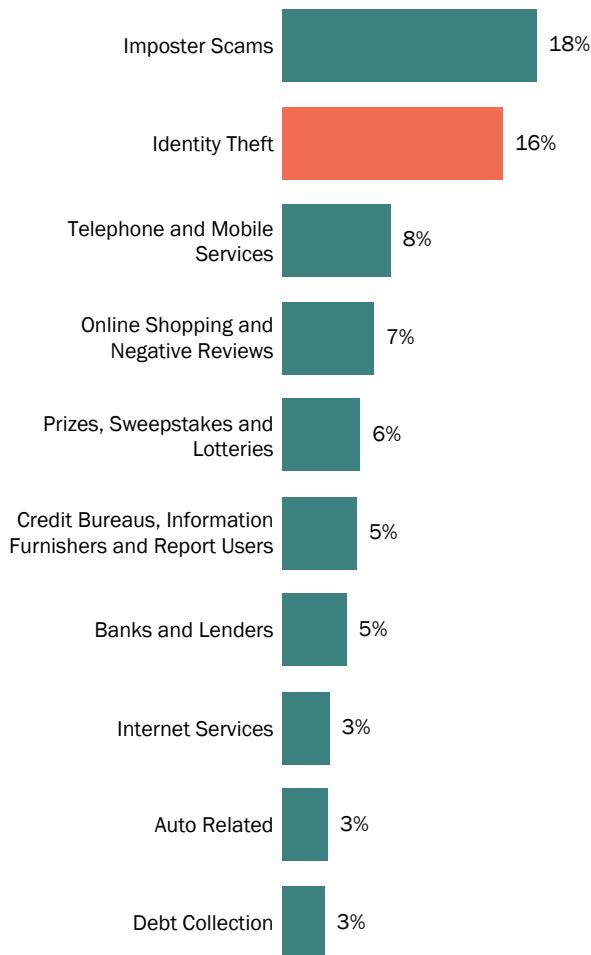
### Identity Theft Reports



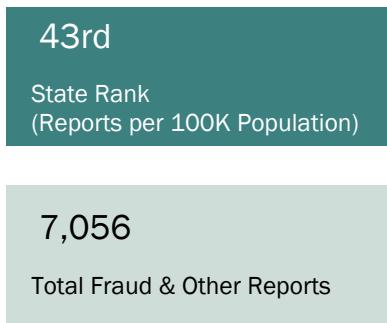
Percentages are based on the total number of relevant 2019 reports from Georgia consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## Hawaii

### Top Ten Report Categories



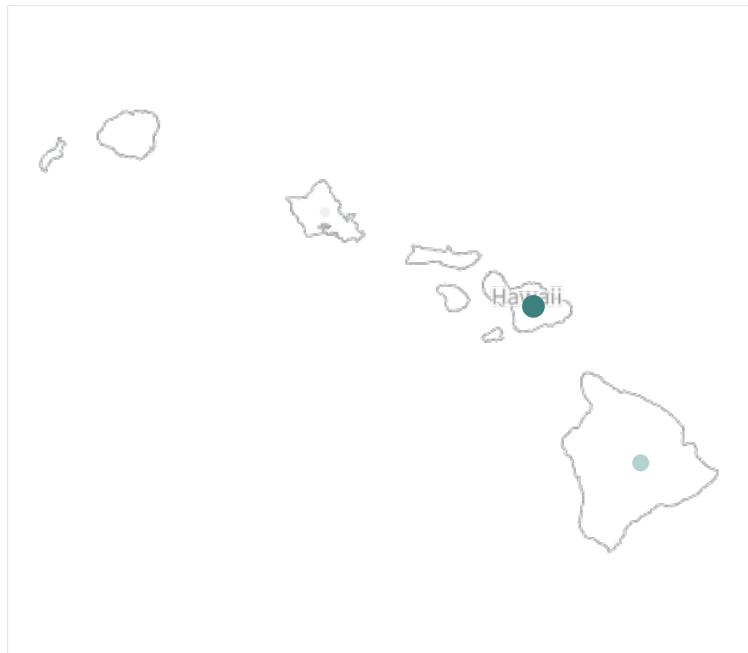
### Fraud & Other Reports



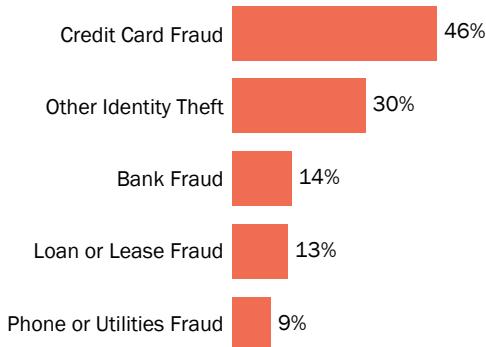
### Fraud Losses



### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



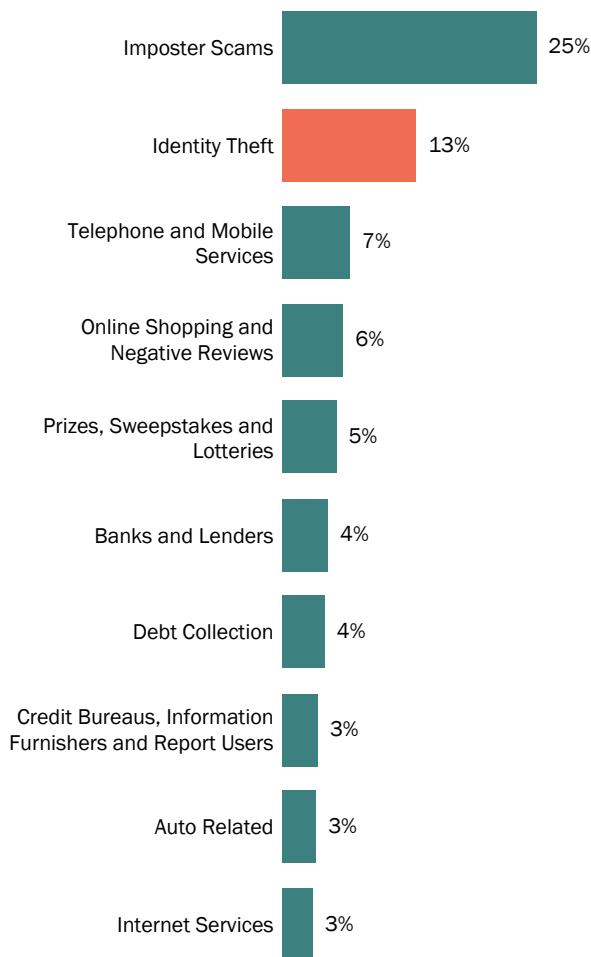
### Identity Theft Reports



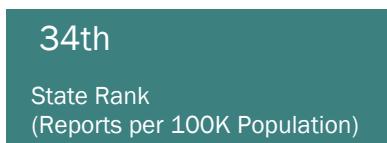
Percentages are based on the total number of relevant 2019 reports from Hawaii consumers, as indicated in the chart title. This page excludes reports provided by the Hawaii Office of Consumer Protection. Consumers can report multiple types of identity theft.

## Idaho

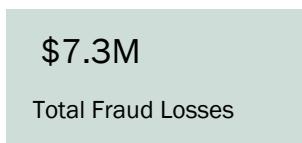
### Top Ten Report Categories



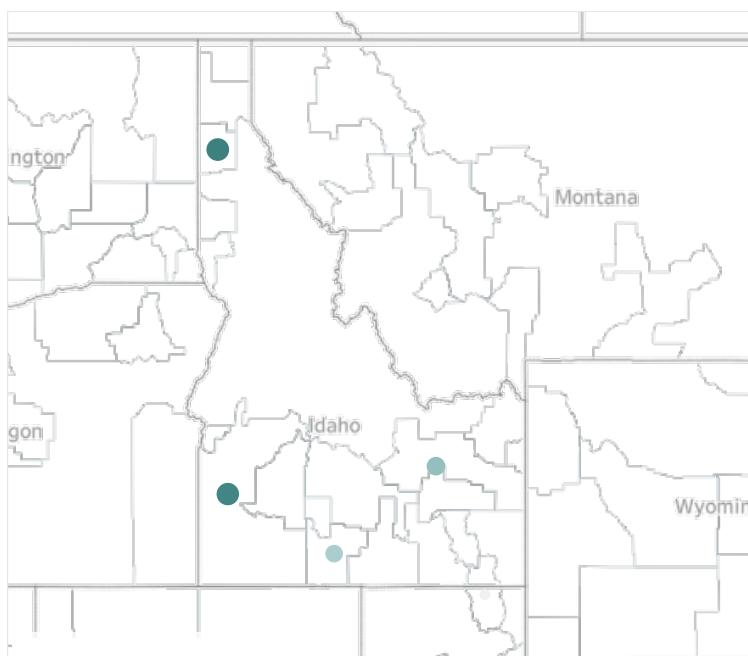
### Fraud & Other Reports



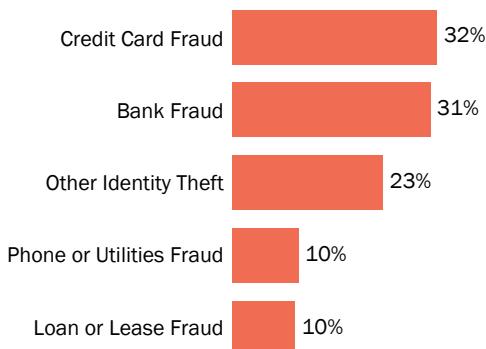
### Fraud Losses



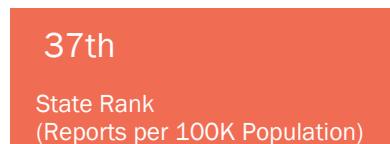
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



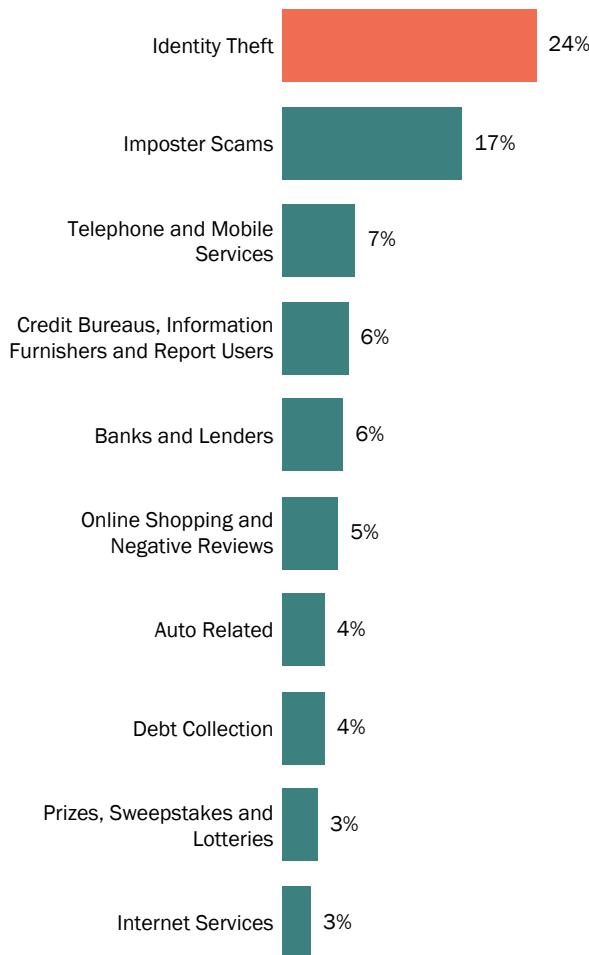
### Identity Theft Reports



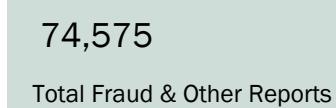
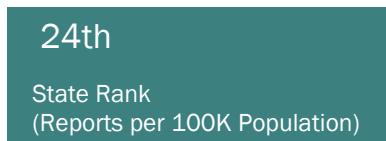
Percentages are based on the total number of relevant 2019 reports from Idaho consumers, as indicated in the chart title. This page excludes reports provided by the Idaho Attorney General. Consumers can report multiple types of identity theft.

## Illinois

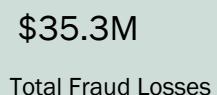
### Top Ten Report Categories



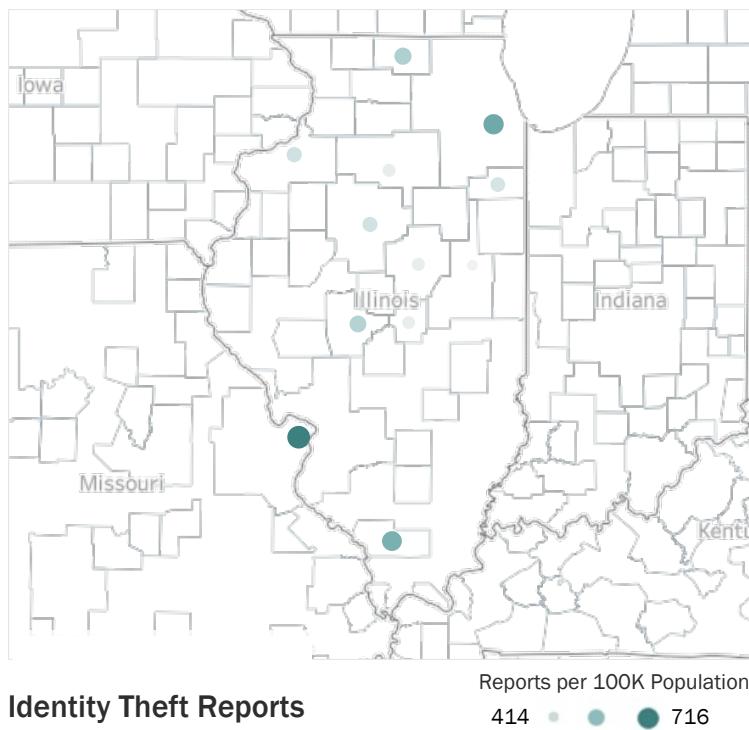
### Fraud & Other Reports



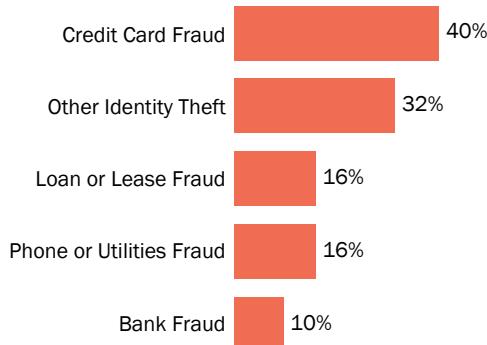
### Fraud Losses



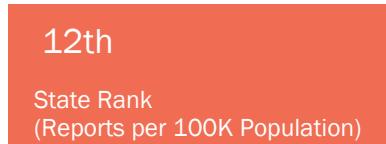
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



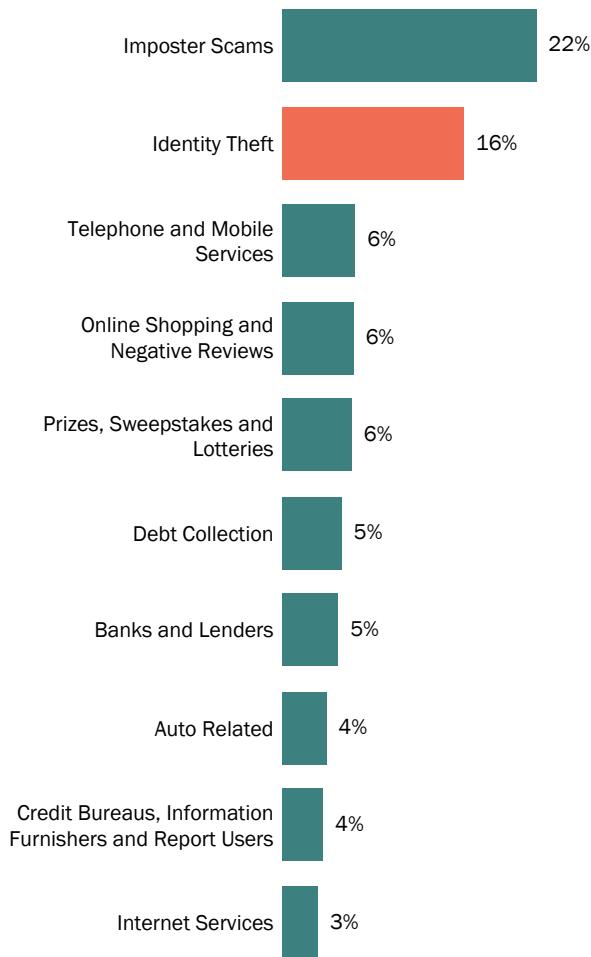
### Identity Theft Reports



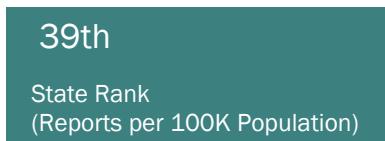
Percentages are based on the total number of relevant 2019 reports from Illinois consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## Indiana

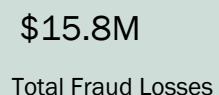
### Top Ten Report Categories



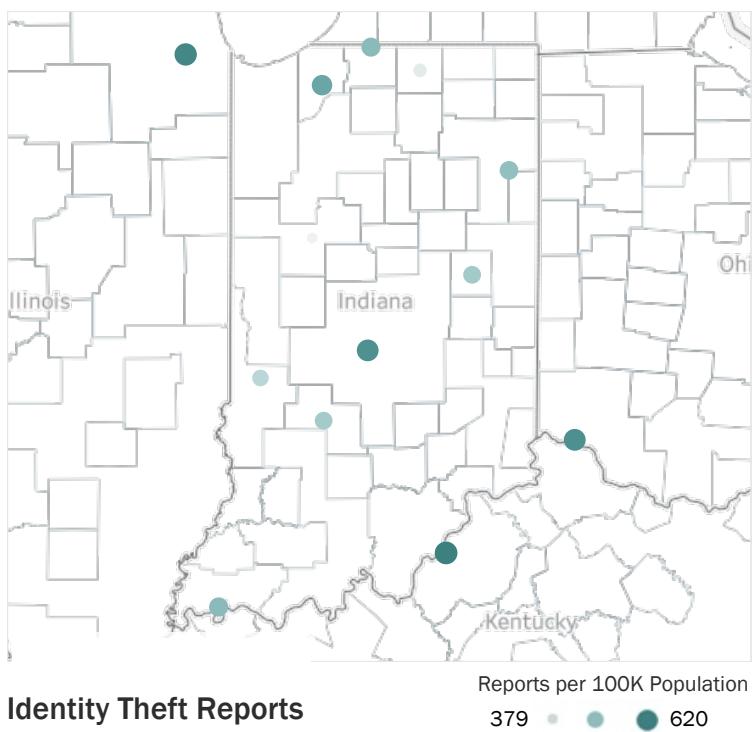
### Fraud & Other Reports



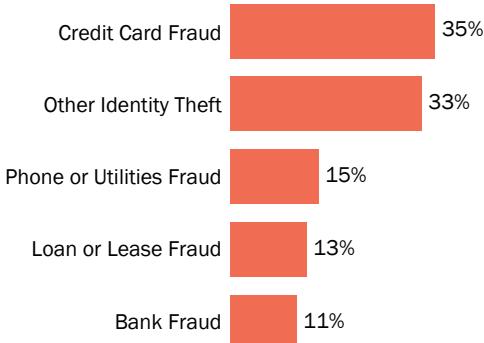
### Fraud Losses



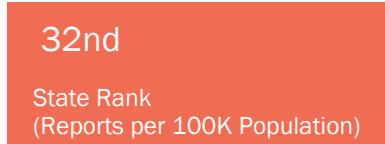
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



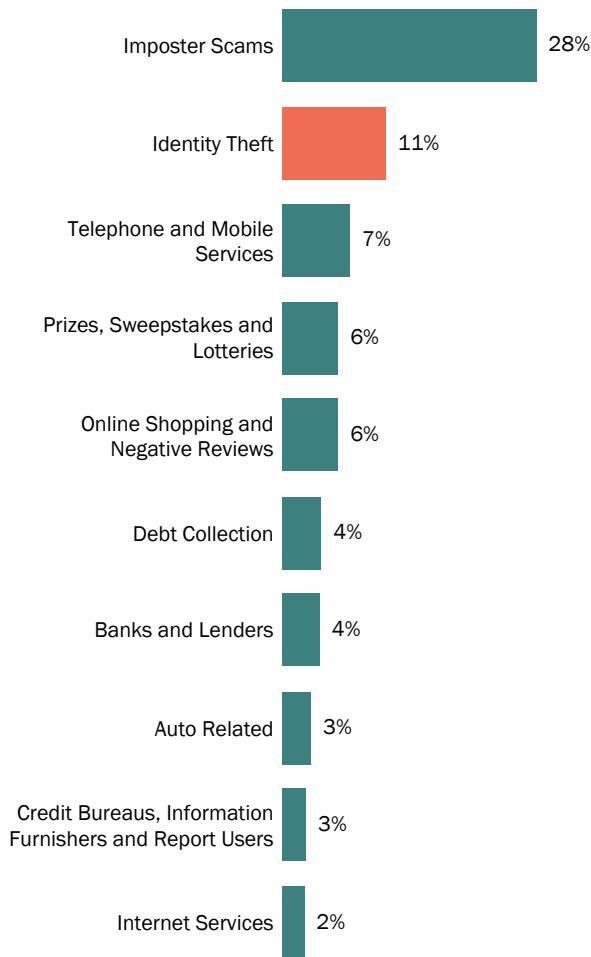
### Identity Theft Reports



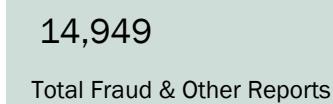
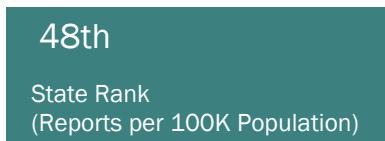
Percentages are based on the total number of relevant 2019 reports from Indiana consumers, as indicated in the chart title. This page excludes reports provided by the Indiana Attorney General. Consumers can report multiple types of identity theft.

## Iowa

### Top Ten Report Categories



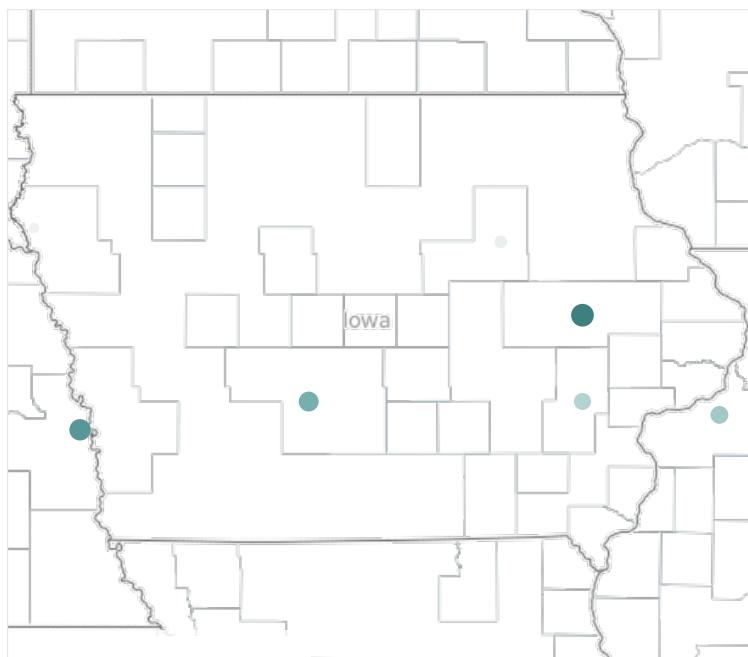
### Fraud & Other Reports



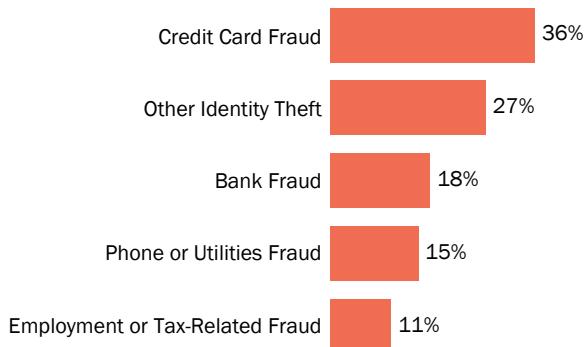
### Fraud Losses



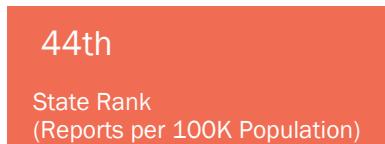
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



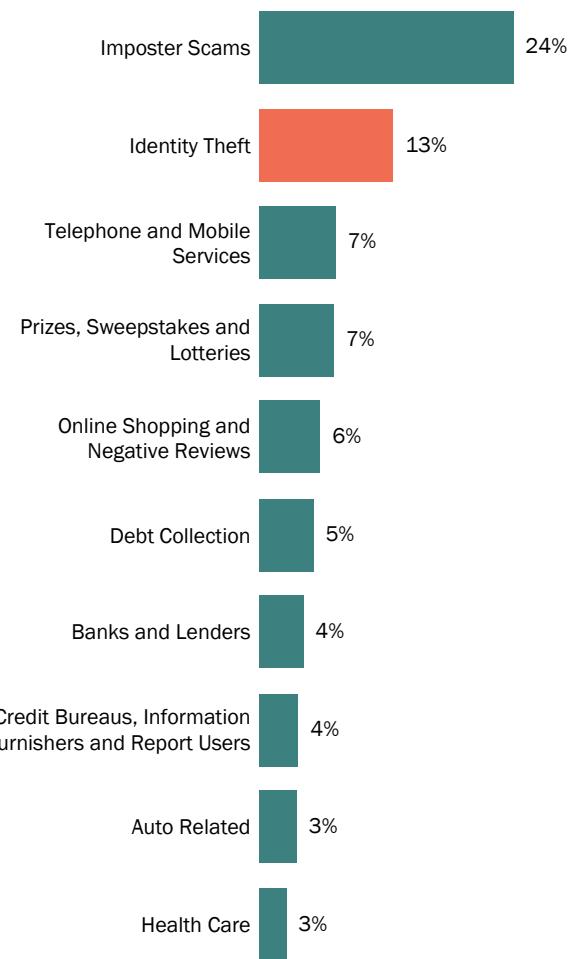
### Identity Theft Reports



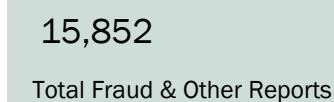
Percentages are based on the total number of relevant 2019 reports from Iowa consumers, as indicated in the chart title. This page excludes reports provided by the Iowa Attorney General. Consumers can report multiple types of identity theft.

## Kansas

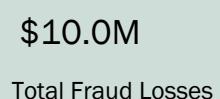
### Top Ten Report Categories



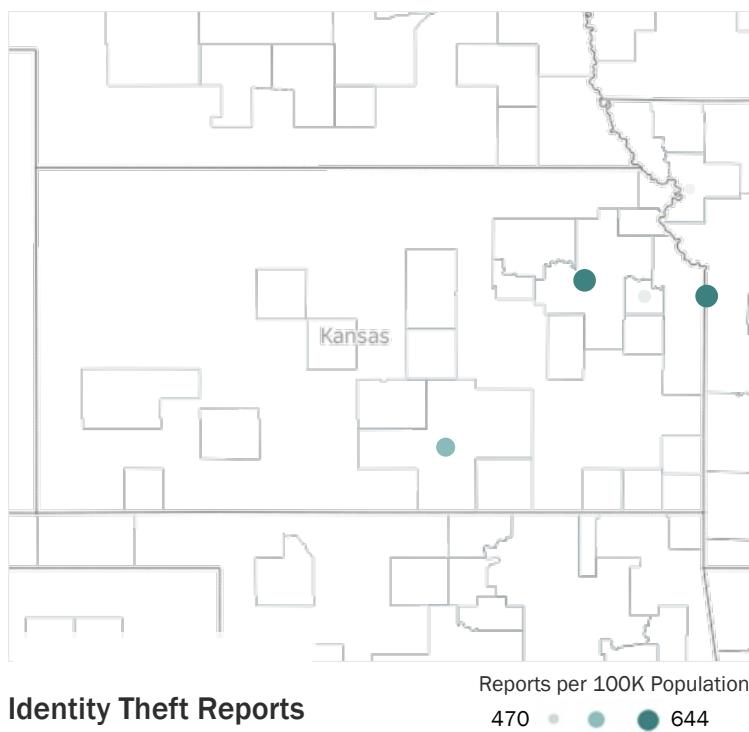
### Fraud & Other Reports



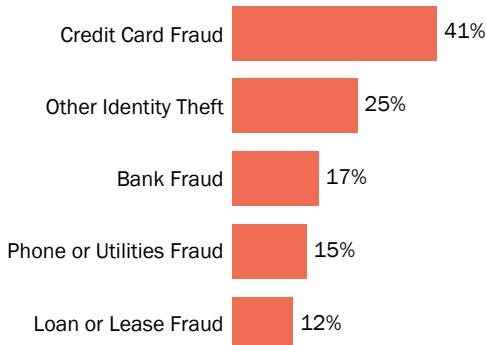
### Fraud Losses



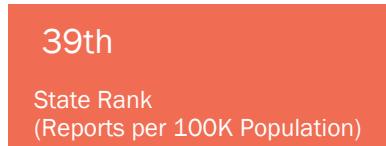
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



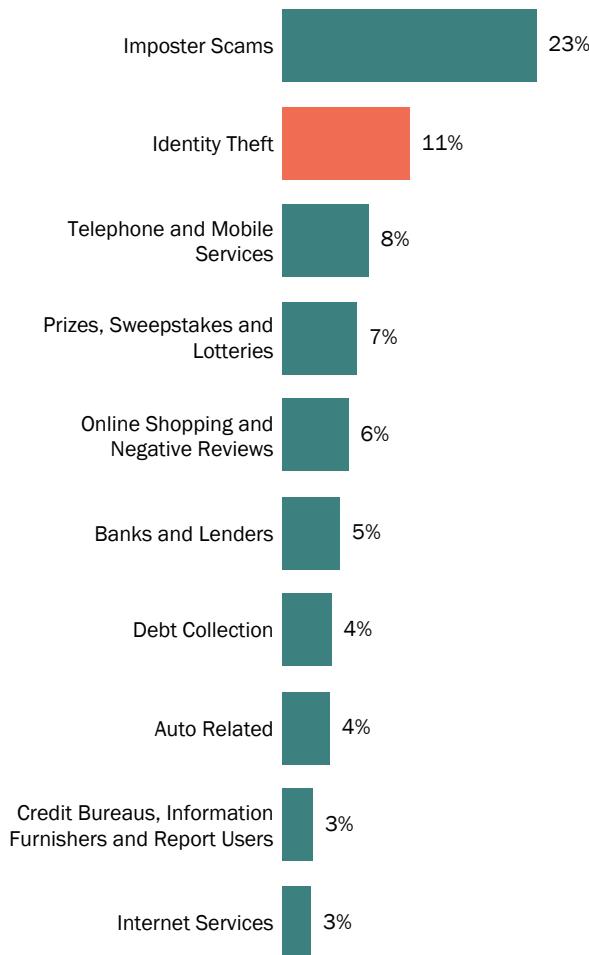
### Identity Theft Reports



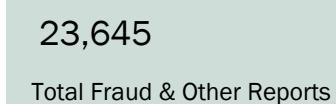
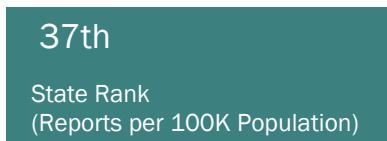
Percentages are based on the total number of relevant 2019 reports from Kansas consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## Kentucky

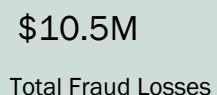
### Top Ten Report Categories



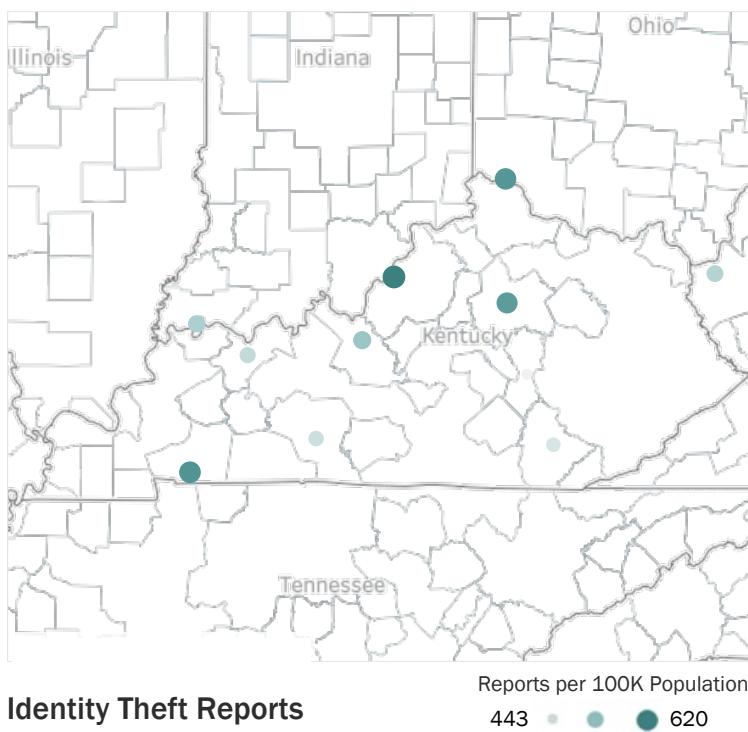
### Fraud & Other Reports



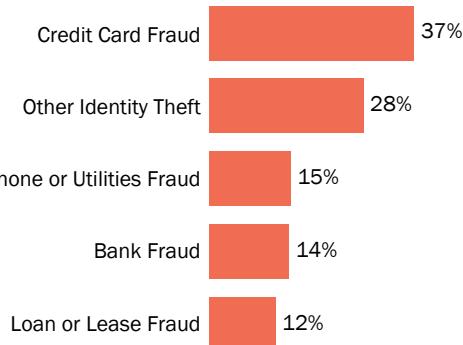
### Fraud Losses



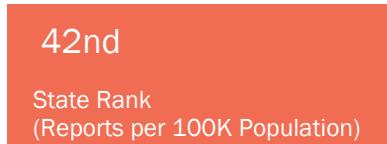
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



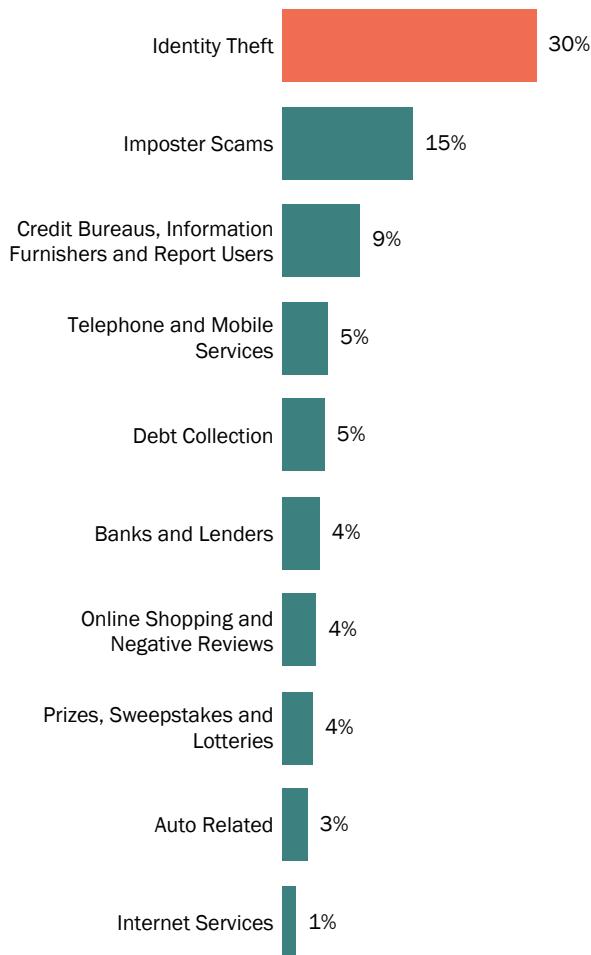
### Identity Theft Reports



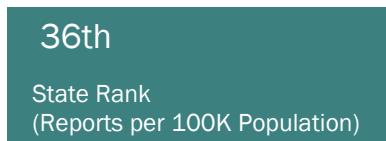
Percentages are based on the total number of relevant 2019 reports from Kentucky consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## Louisiana

### Top Ten Report Categories



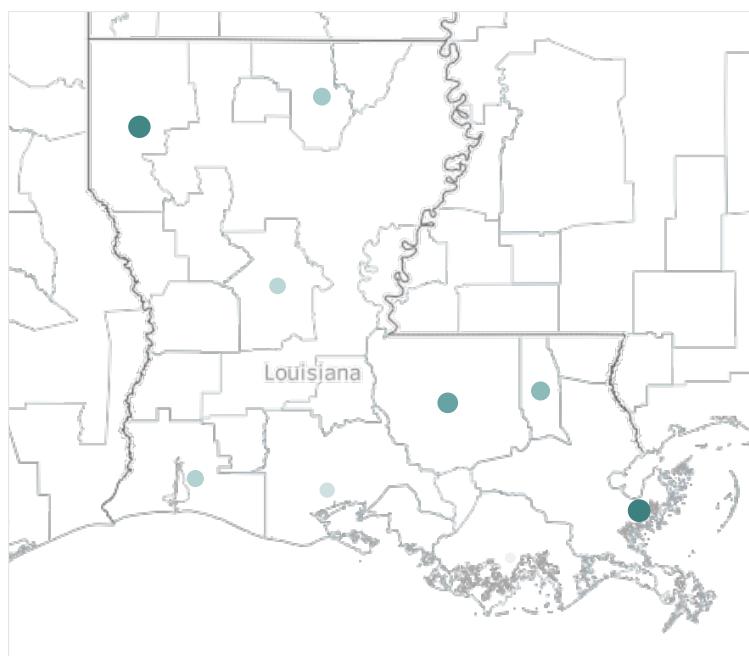
### Fraud & Other Reports



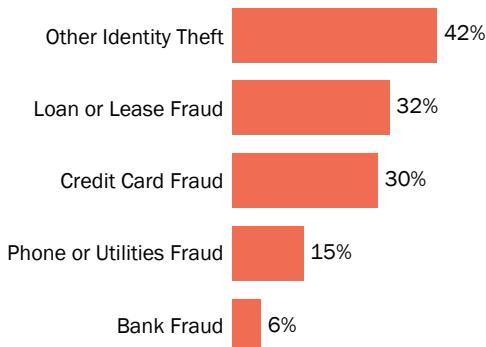
### Fraud Losses



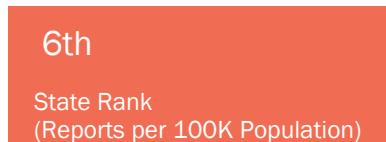
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



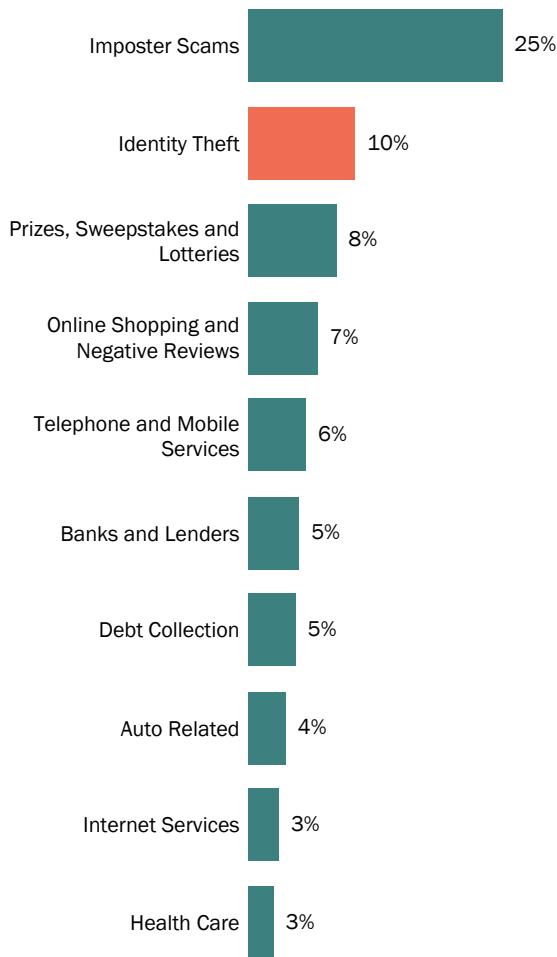
### Identity Theft Reports



Percentages are based on the total number of relevant 2019 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



### Fraud & Other Reports

**38th**  
State Rank  
(Reports per 100K Population)

**7,055**  
Total Fraud & Other Reports

### Fraud Losses

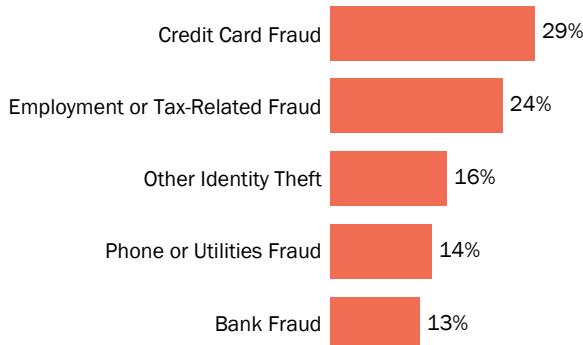
**\$3.3M**  
Total Fraud Losses

**\$250**  
Median Fraud Losses

### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



### Identity Theft Reports

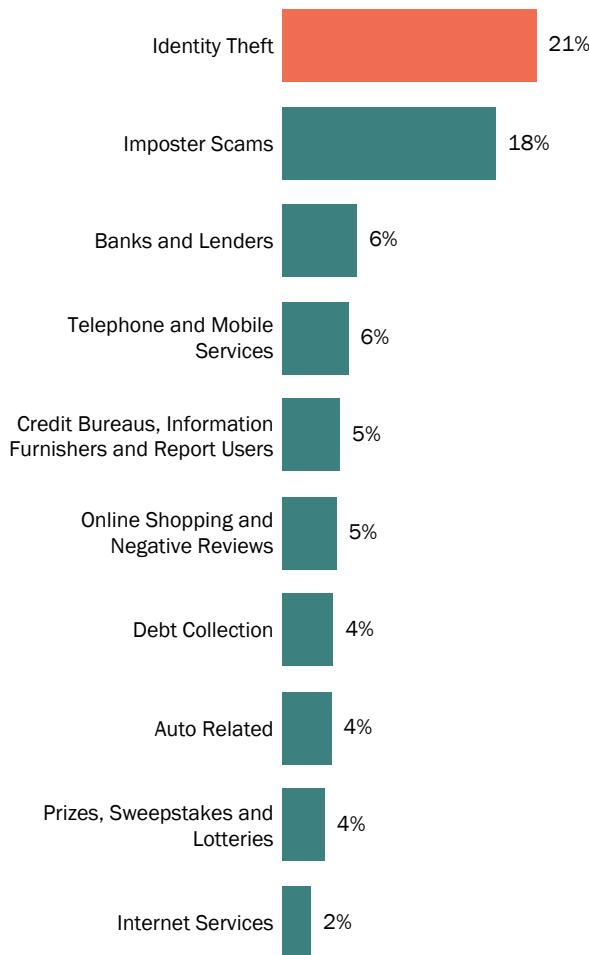
**45th**  
State Rank  
(Reports per 100K Population)

**807**  
Identity Theft Reports

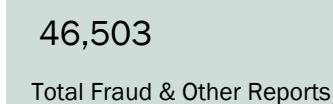
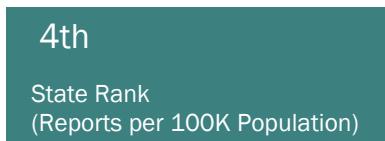
Percentages are based on the total number of relevant 2019 reports from Maine consumers, as indicated in the chart title. This page excludes reports provided by the Maine Attorney General. Consumers can report multiple types of identity theft.

## Maryland

### Top Ten Report Categories



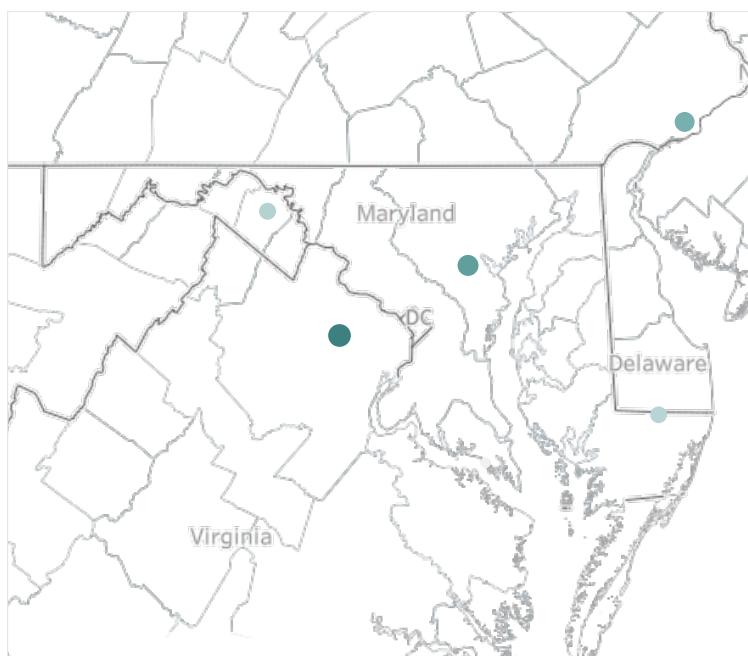
### Fraud & Other Reports



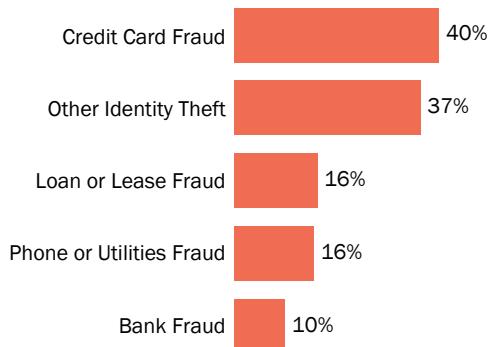
### Fraud Losses



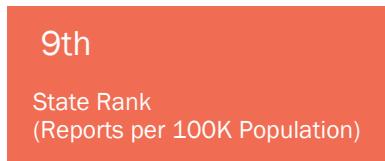
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



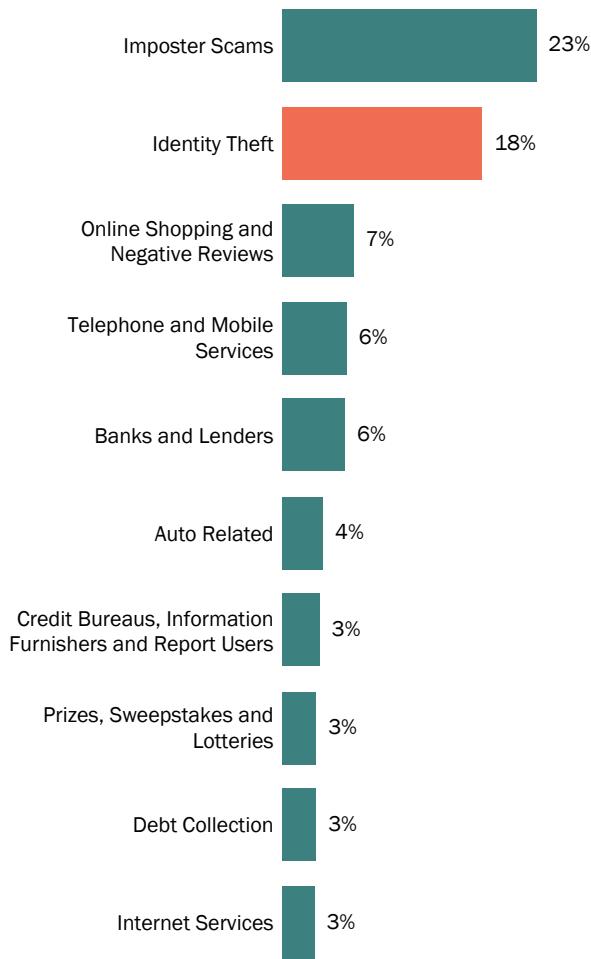
### Identity Theft Reports



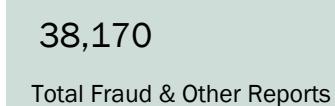
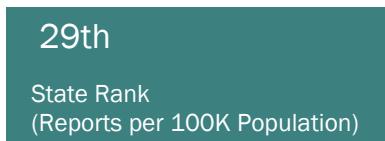
Percentages are based on the total number of relevant 2019 reports from Maryland consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## Massachusetts

### Top Ten Report Categories



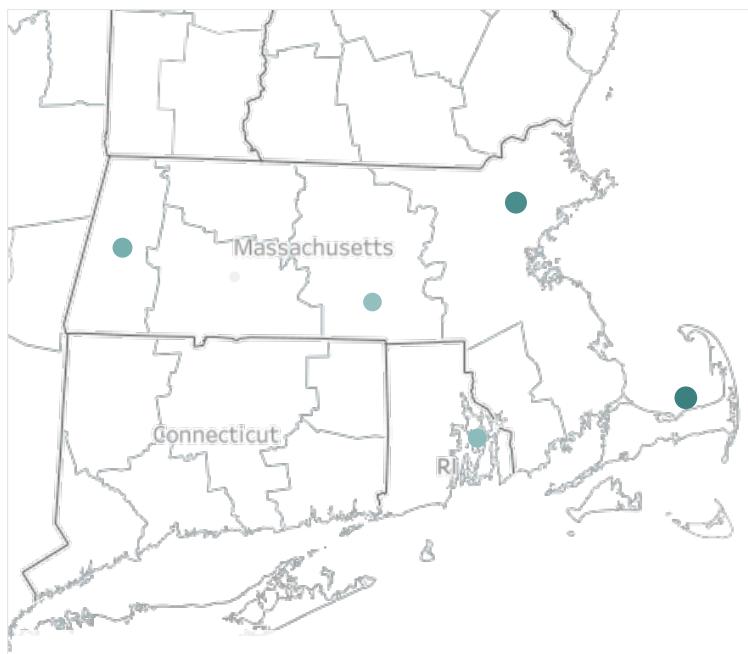
### Fraud & Other Reports



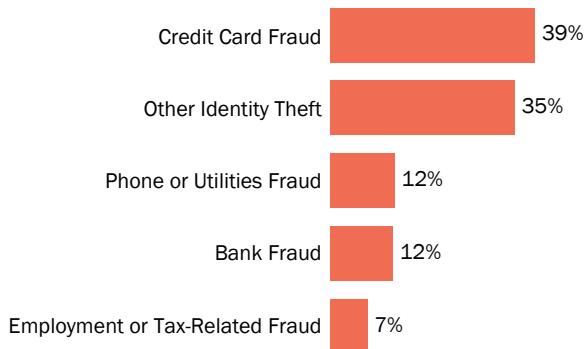
### Fraud Losses



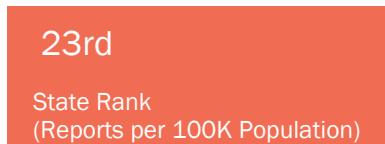
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



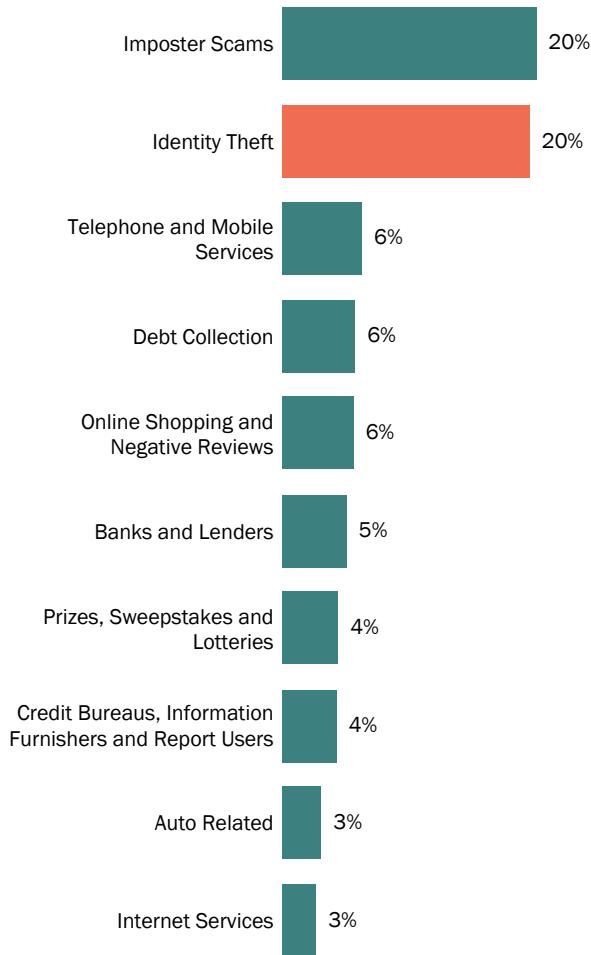
### Identity Theft Reports



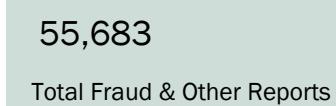
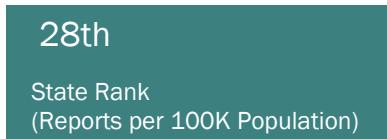
Percentages are based on the total number of relevant 2019 reports from Massachusetts consumers, as indicated in the chart title. This page excludes reports provided by the Massachusetts Attorney General. Consumers can report multiple types of identity theft.

## Michigan

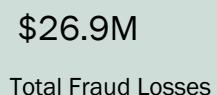
### Top Ten Report Categories



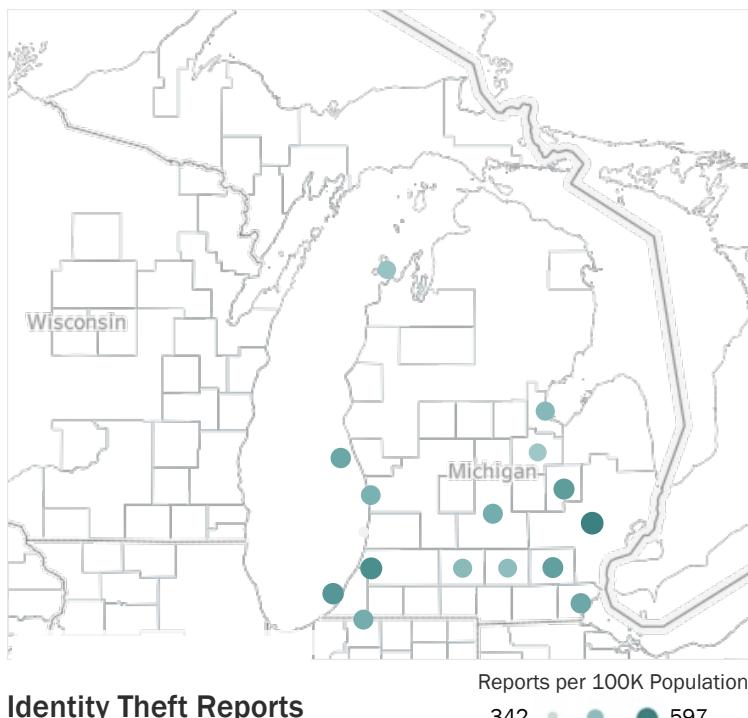
### Fraud & Other Reports



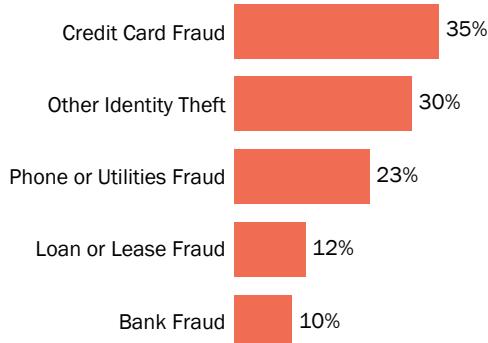
### Fraud Losses



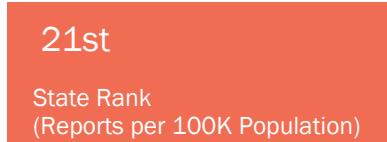
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



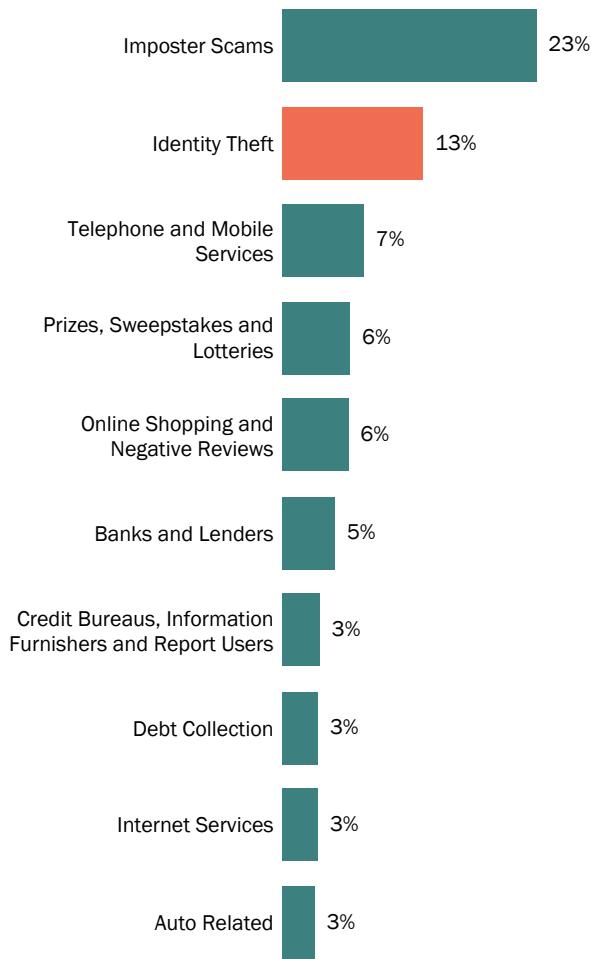
### Identity Theft Reports



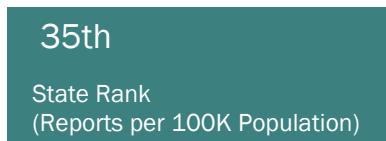
Percentages are based on the total number of relevant 2019 reports from Michigan consumers, as indicated in the chart title. This page excludes reports provided by the Michigan Attorney General. Consumers can report multiple types of identity theft.

## Minnesota

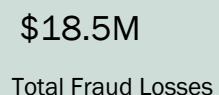
### Top Ten Report Categories



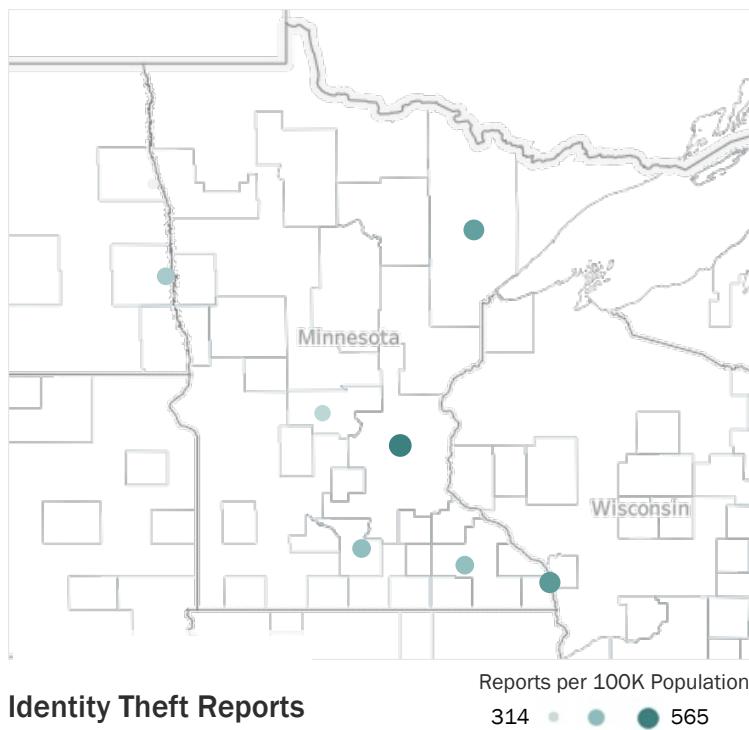
### Fraud & Other Reports



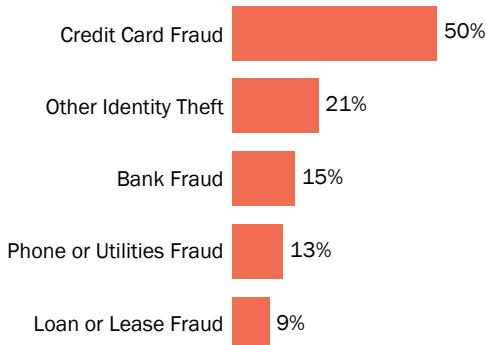
### Fraud Losses



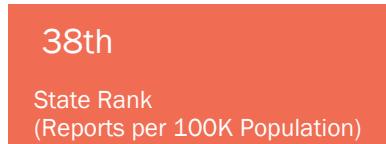
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



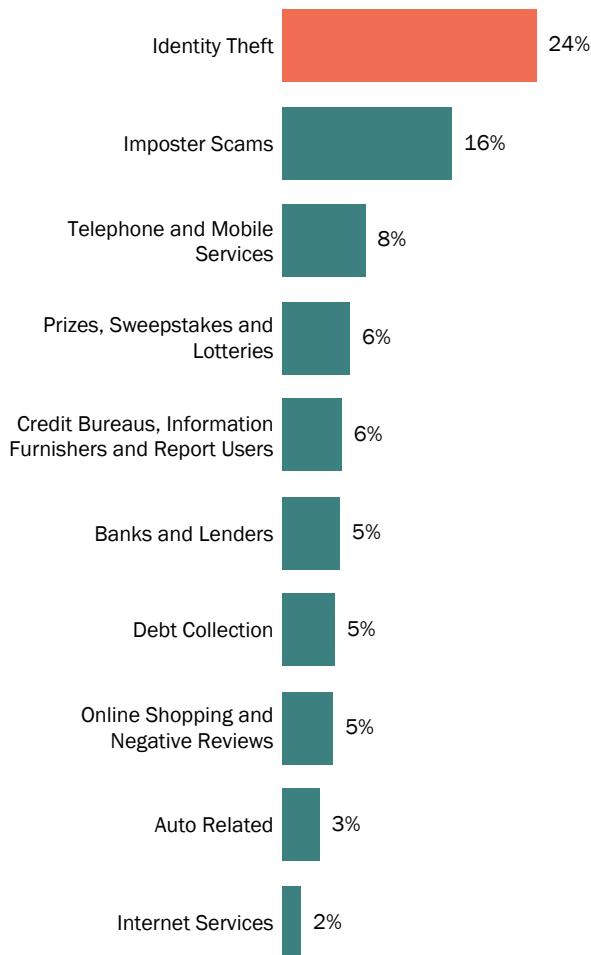
### Identity Theft Reports



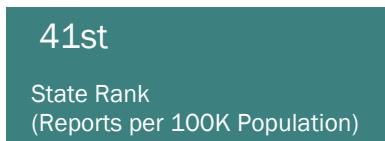
Percentages are based on the total number of relevant 2019 reports from Minnesota consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## Mississippi

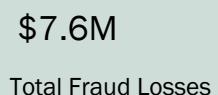
### Top Ten Report Categories



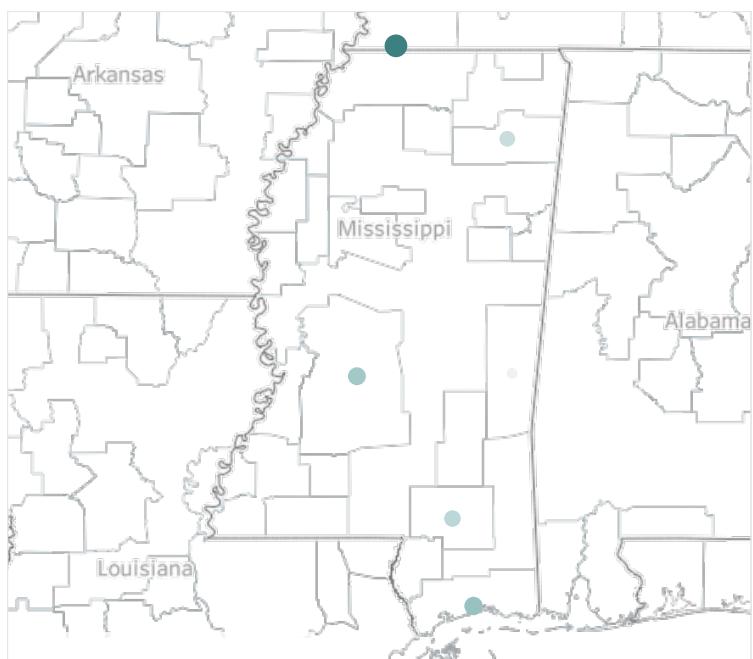
### Fraud & Other Reports



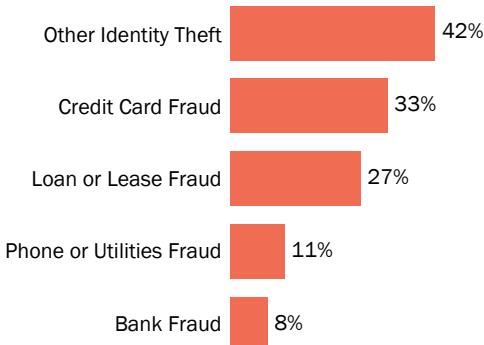
### Fraud Losses



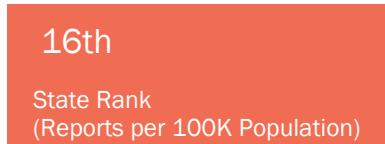
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



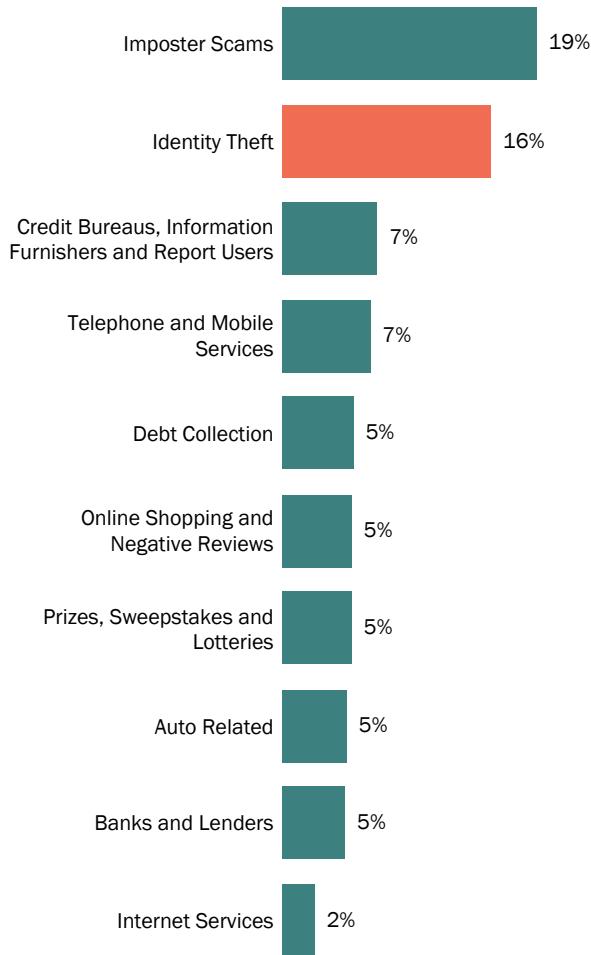
### Identity Theft Reports



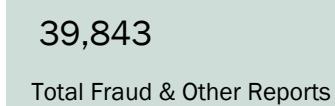
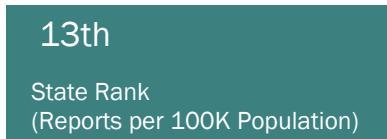
Percentages are based on the total number of relevant 2019 reports from Mississippi consumers, as indicated in the chart title. This page excludes reports provided by the Mississippi Attorney General. Consumers can report multiple types of identity theft.

## Missouri

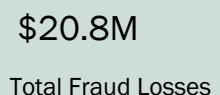
### Top Ten Report Categories



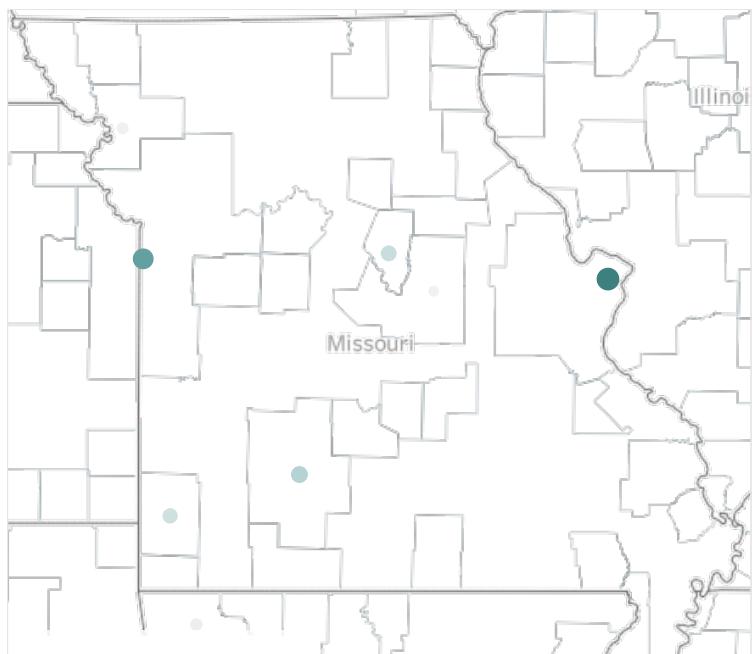
### Fraud & Other Reports



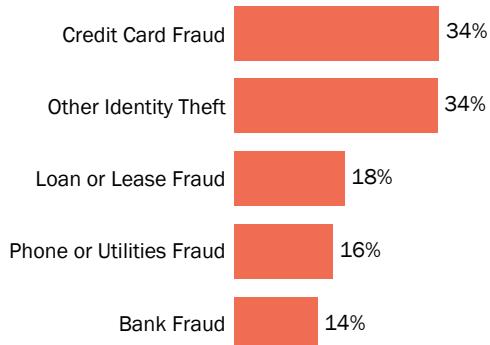
### Fraud Losses



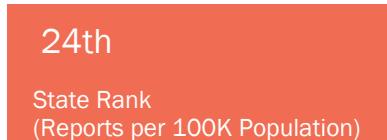
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



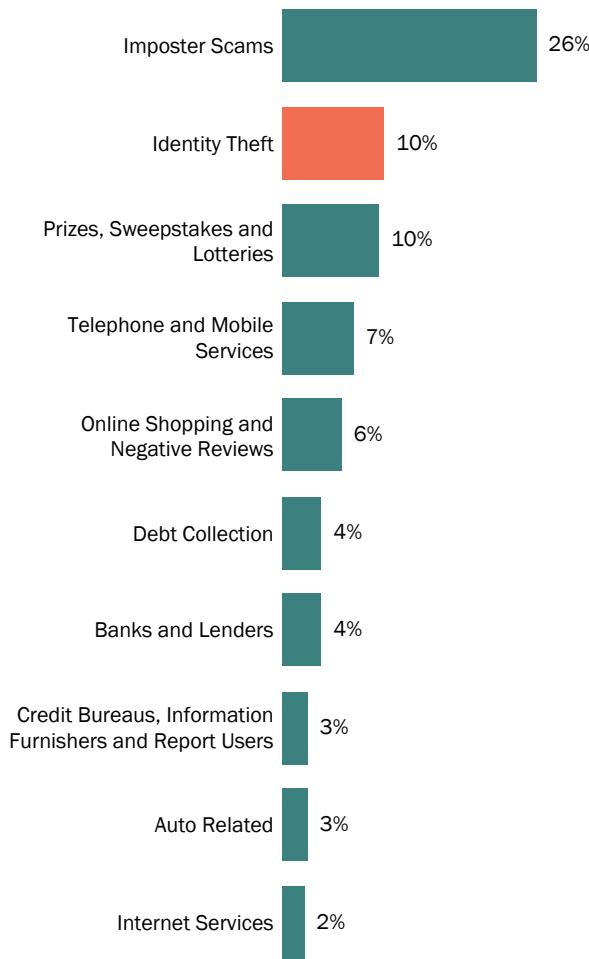
### Identity Theft Reports



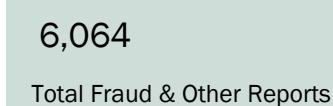
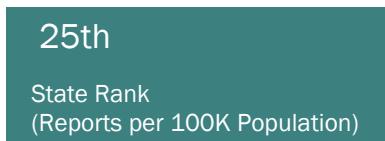
Percentages are based on the total number of relevant 2019 reports from Missouri consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## Montana

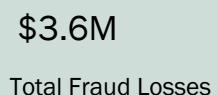
### Top Ten Report Categories



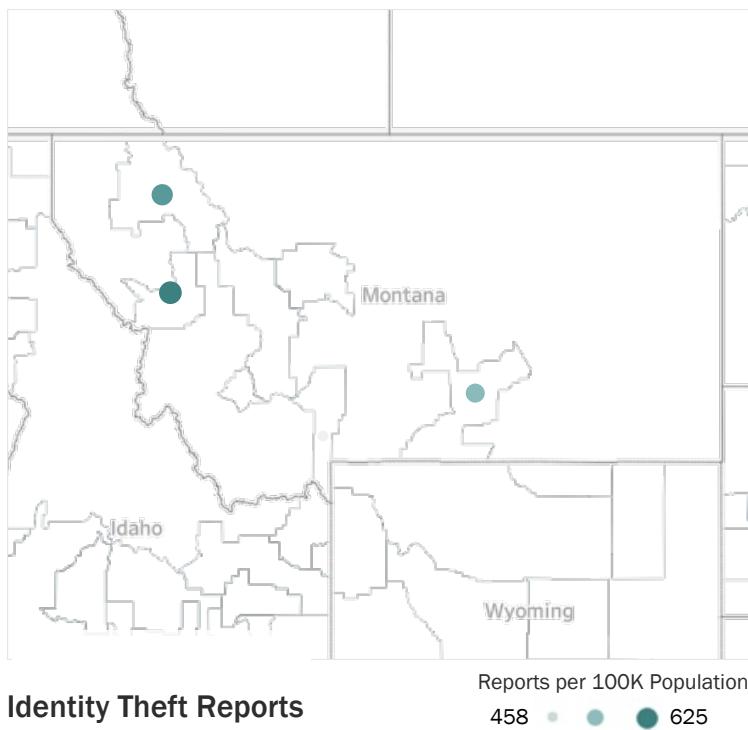
### Fraud & Other Reports



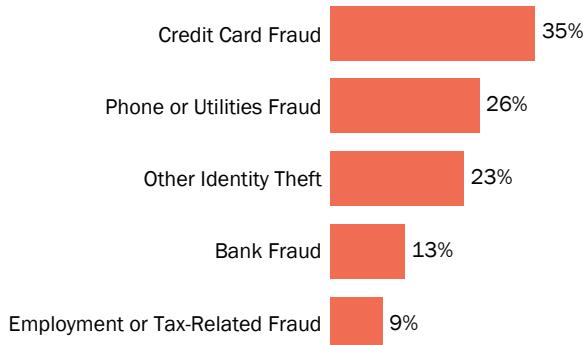
### Fraud Losses



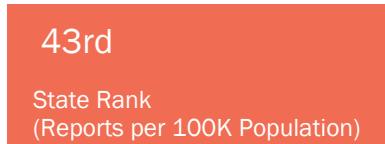
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



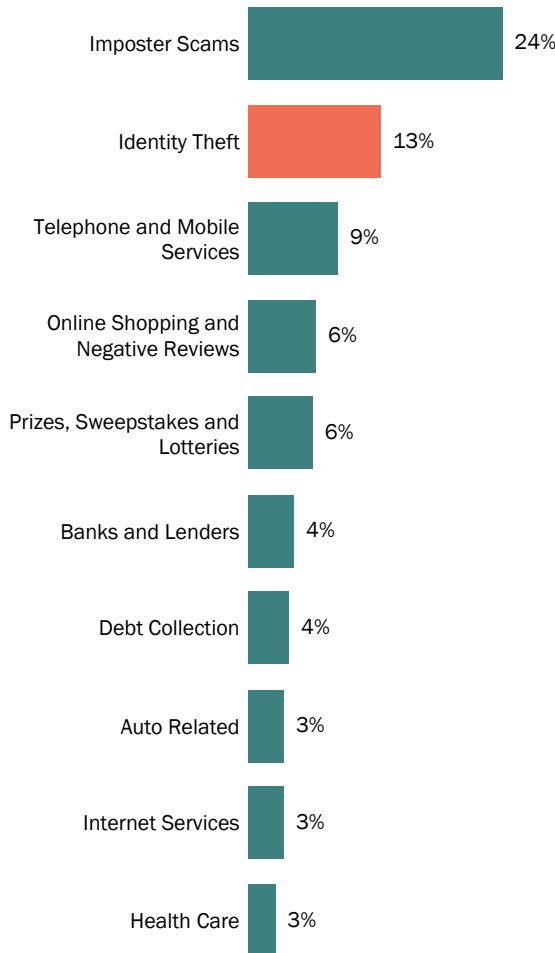
### Identity Theft Reports



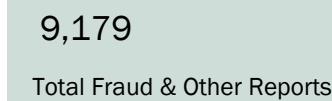
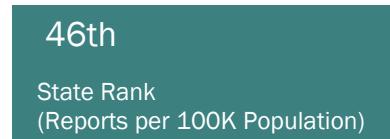
Percentages are based on the total number of relevant 2019 reports from Montana consumers, as indicated in the chart title. This page excludes reports provided by the Montana Attorney General. Consumers can report multiple types of identity theft.

## Nebraska

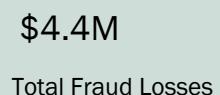
### Top Ten Report Categories



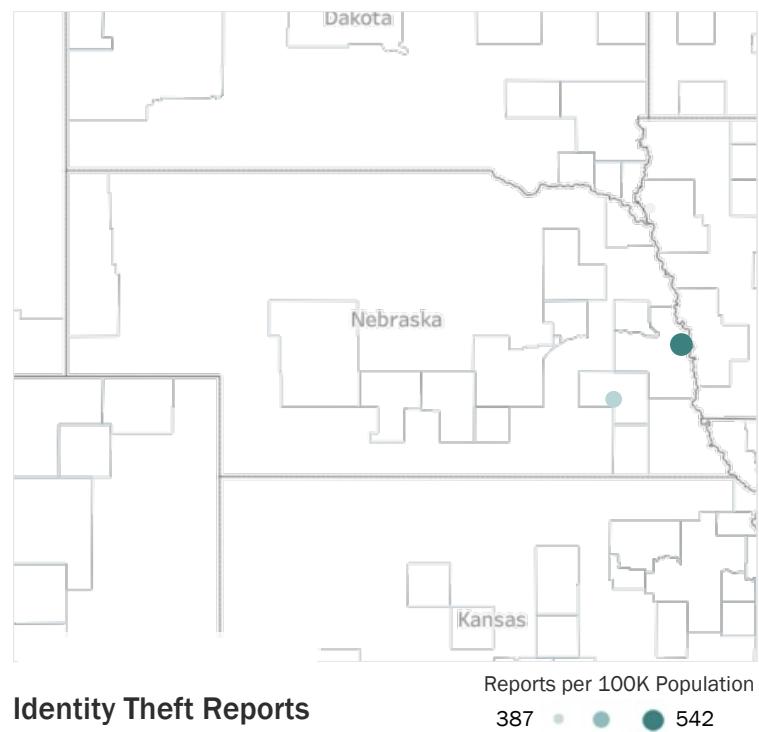
### Fraud & Other Reports



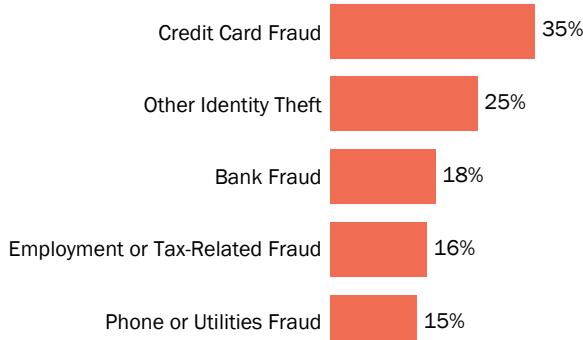
### Fraud Losses



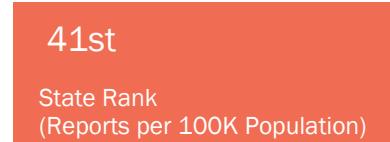
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



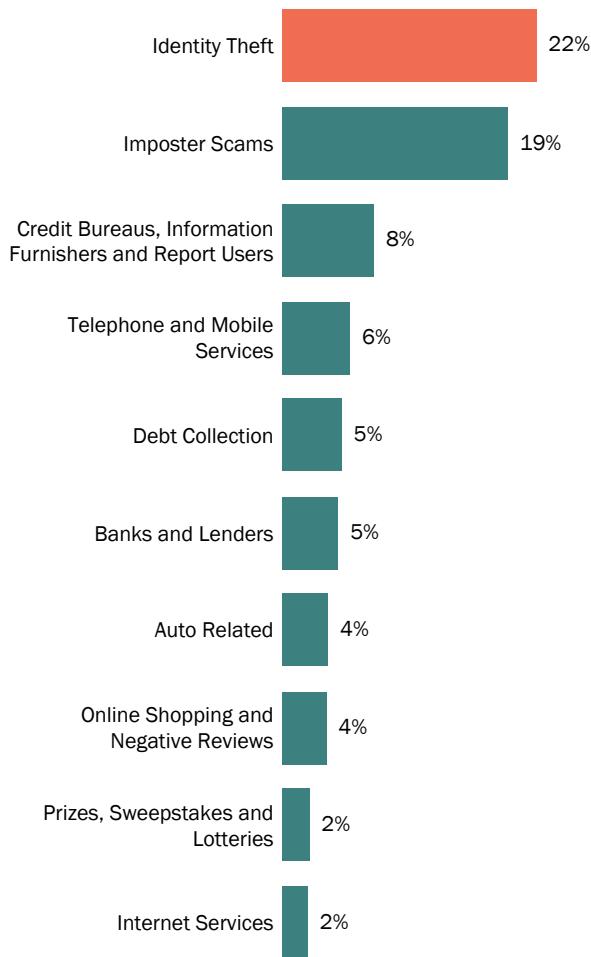
### Identity Theft Reports



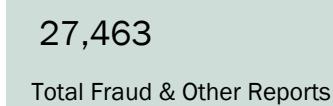
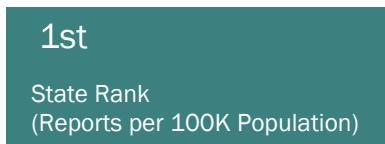
Percentages are based on the total number of relevant 2019 reports from Nebraska consumers, as indicated in the chart title. This page excludes reports provided by the Nebraska Attorney General. Consumers can report multiple types of identity theft.

## Nevada

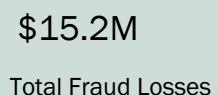
### Top Ten Report Categories



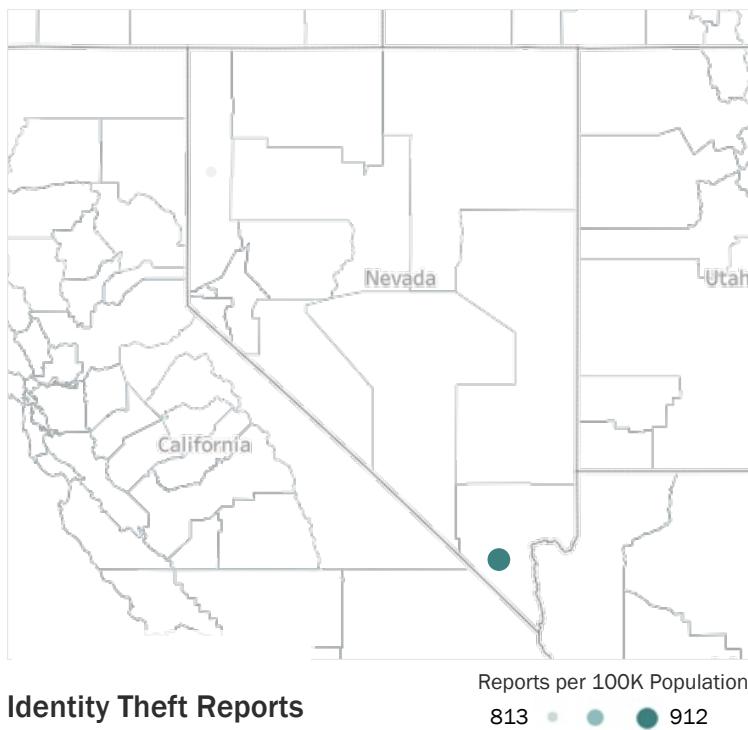
### Fraud & Other Reports



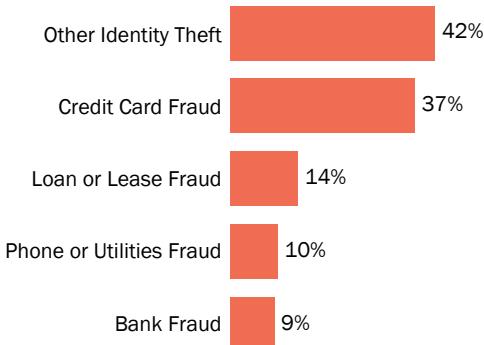
### Fraud Losses



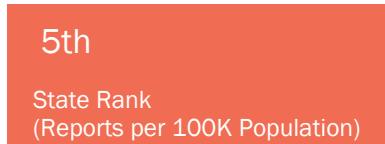
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



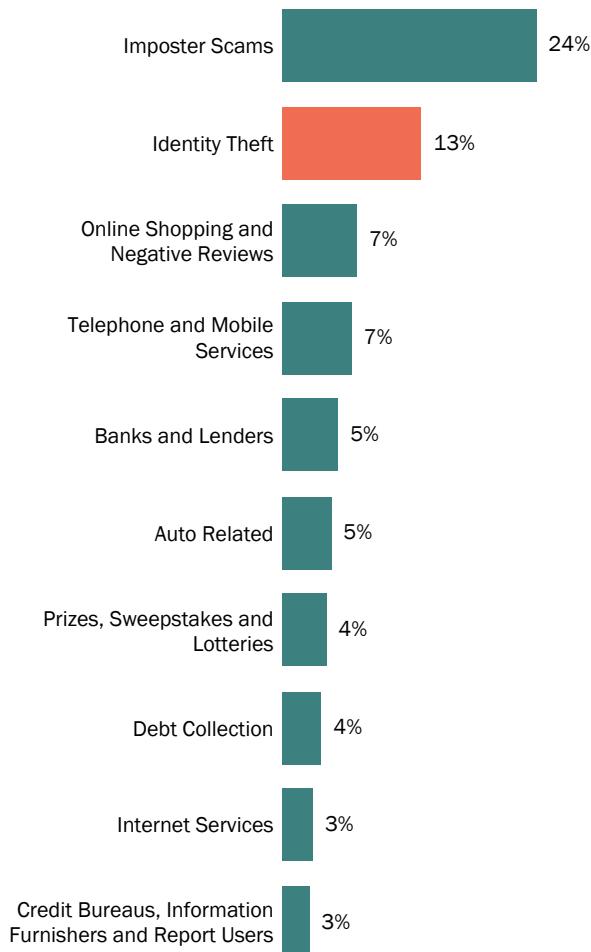
### Identity Theft Reports



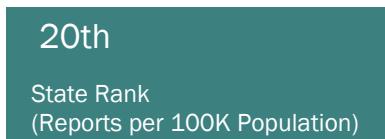
Percentages are based on the total number of relevant 2019 reports from Nevada consumers, as indicated in the chart title. This page excludes reports provided by the Nevada Attorney General. Consumers can report multiple types of identity theft.

## New Hampshire

### Top Ten Report Categories



### Fraud & Other Reports



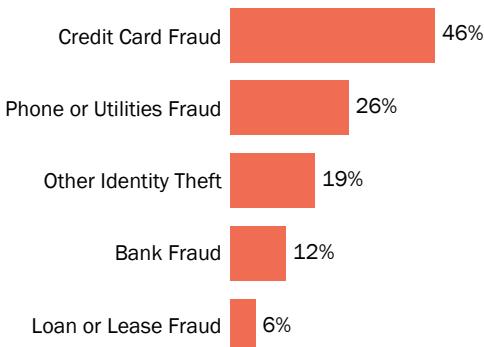
### Fraud Losses



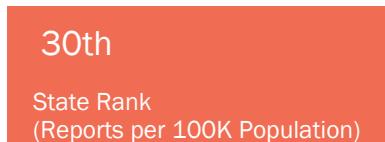
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



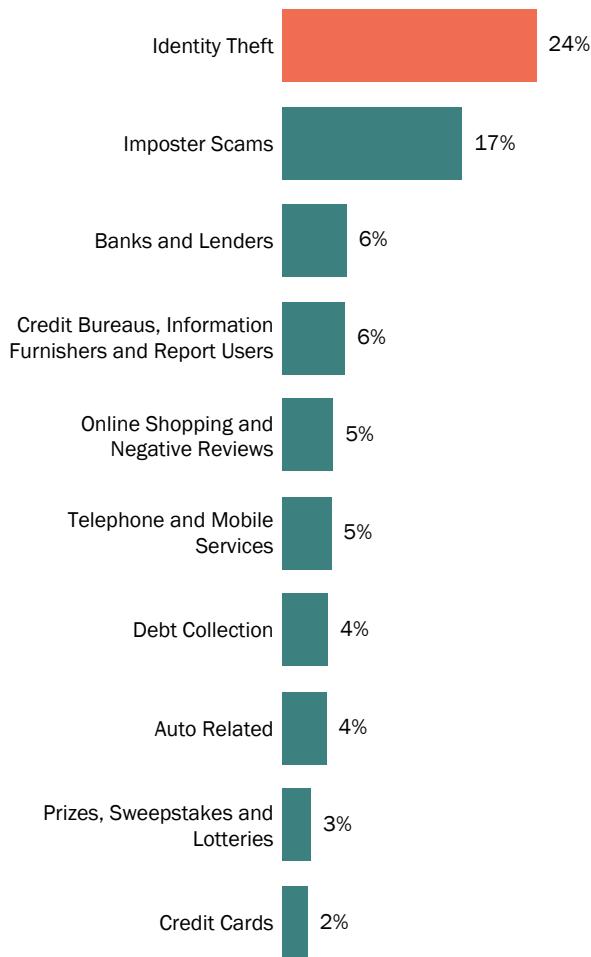
### Identity Theft Reports



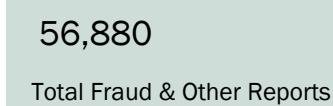
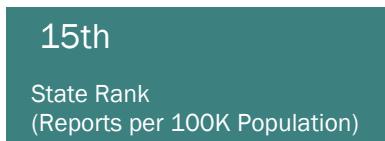
Percentages are based on the total number of relevant 2019 reports from New Hampshire consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## New Jersey

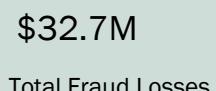
### Top Ten Report Categories



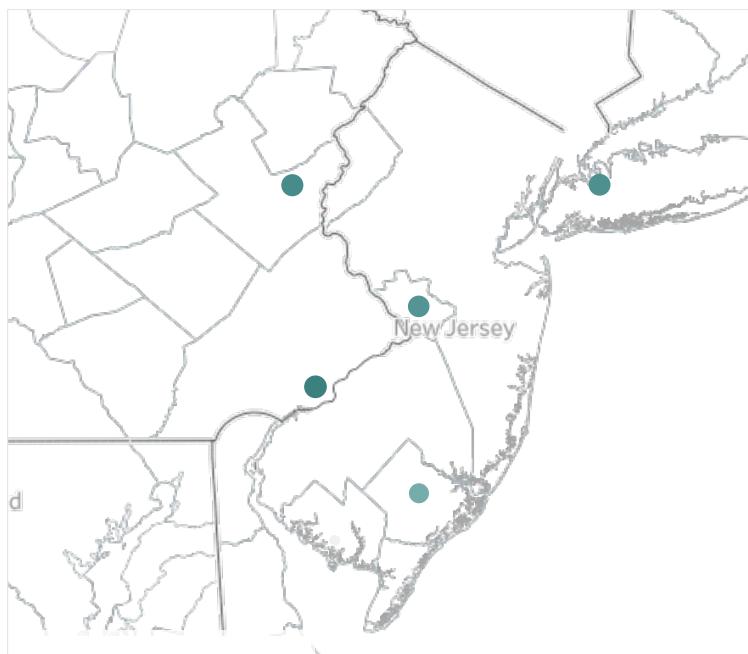
### Fraud & Other Reports



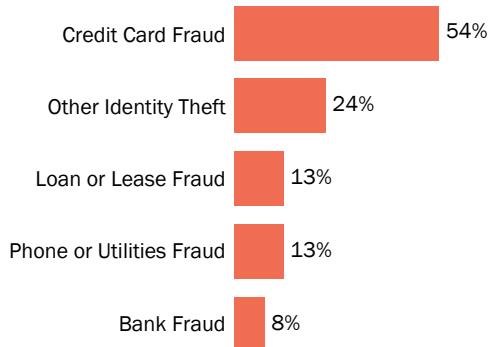
### Fraud Losses



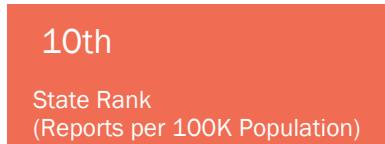
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



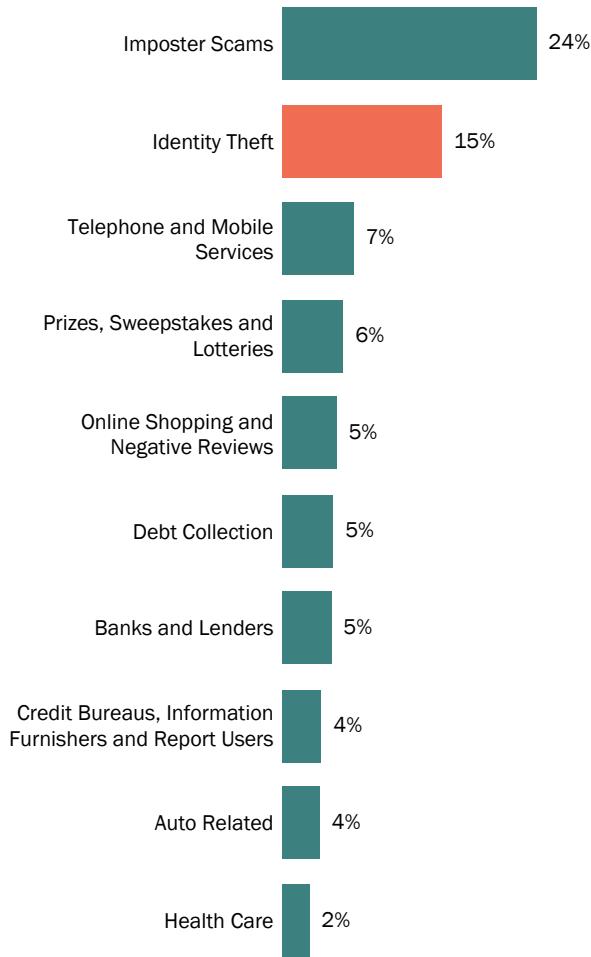
### Identity Theft Reports



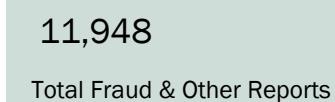
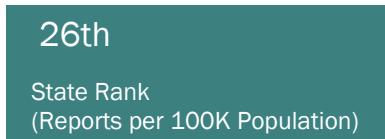
Percentages are based on the total number of relevant 2019 reports from New Jersey consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## New Mexico

### Top Ten Report Categories



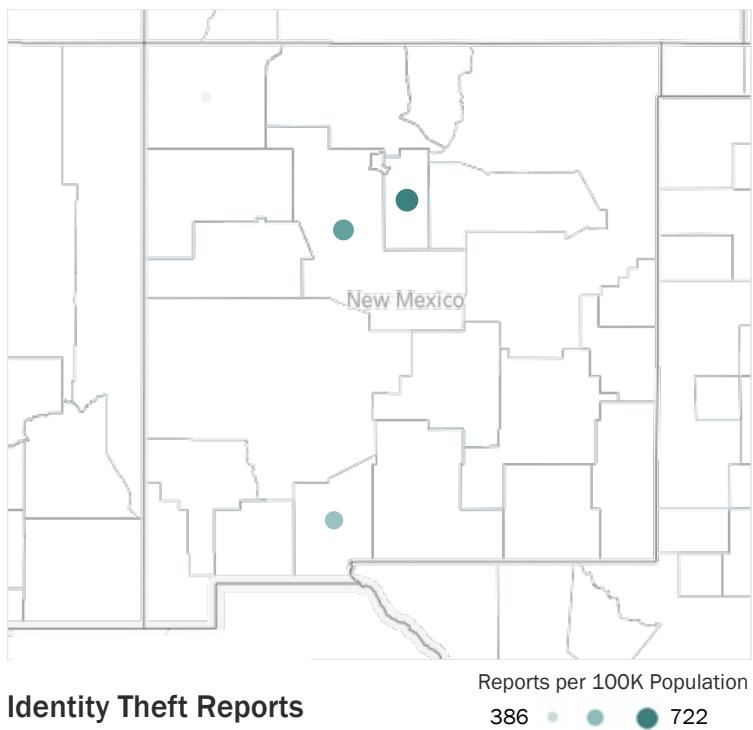
### Fraud & Other Reports



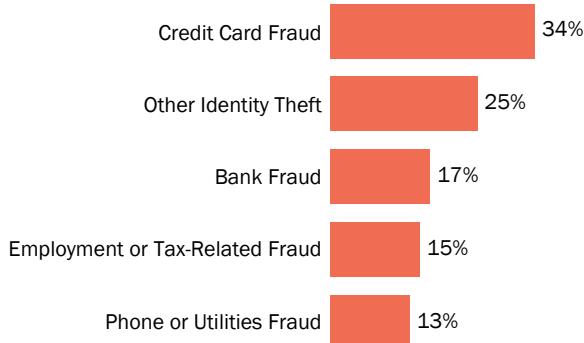
### Fraud Losses



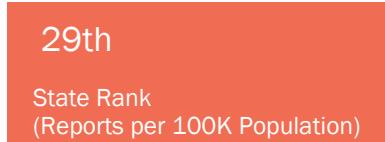
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



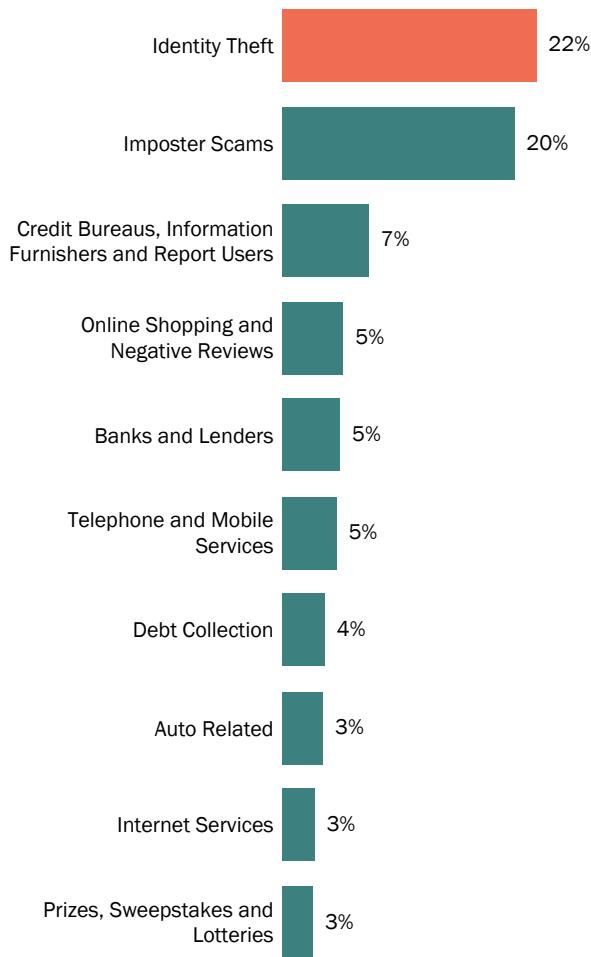
### Identity Theft Reports



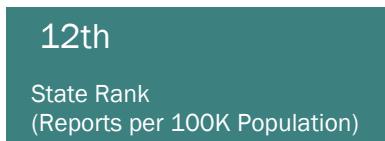
Percentages are based on the total number of relevant 2019 reports from New Mexico consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## New York

### Top Ten Report Categories



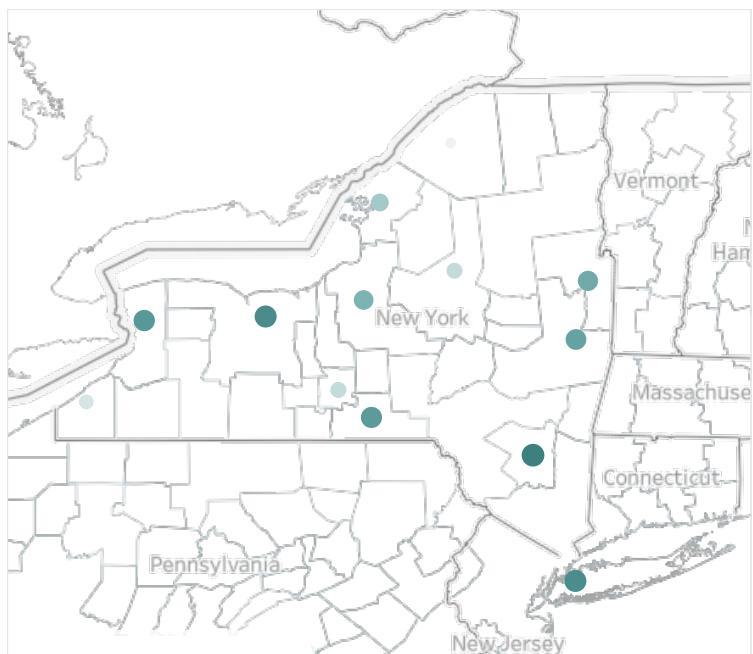
### Fraud & Other Reports



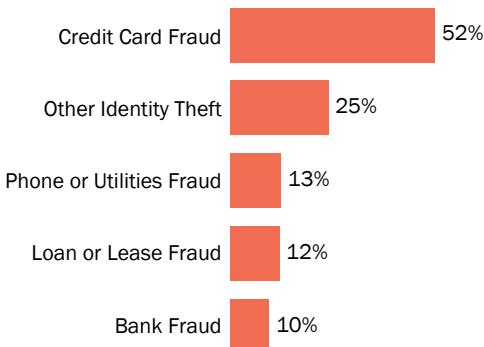
### Fraud Losses



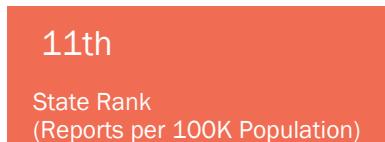
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



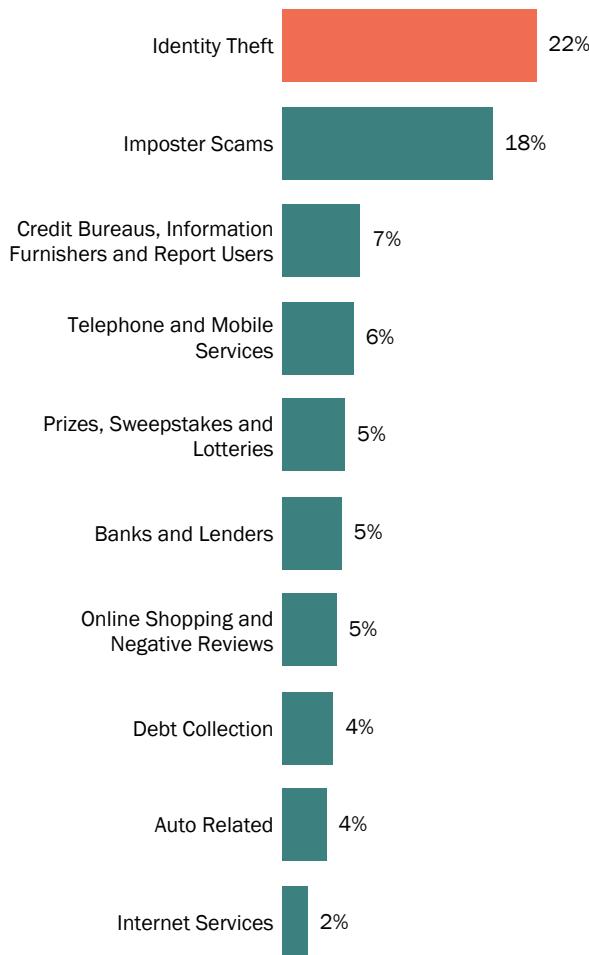
### Identity Theft Reports



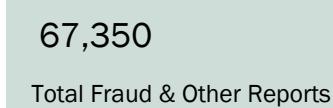
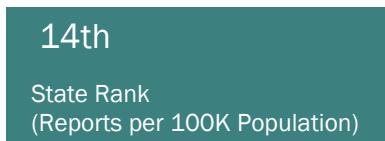
Percentages are based on the total number of relevant 2019 reports from New York consumers, as indicated in the chart title. This page excludes reports provided by the New York Attorney General. Consumers can report multiple types of identity theft.

## North Carolina

### Top Ten Report Categories



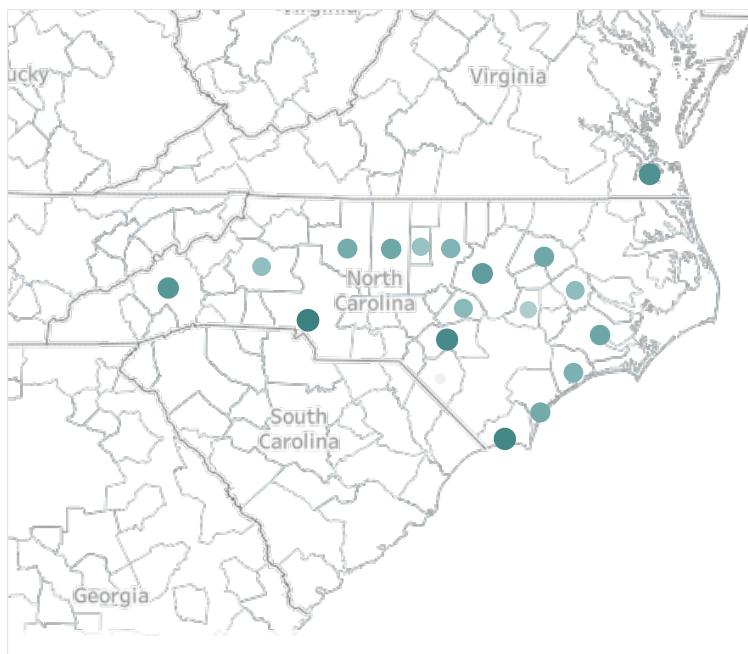
### Fraud & Other Reports



### Fraud Losses



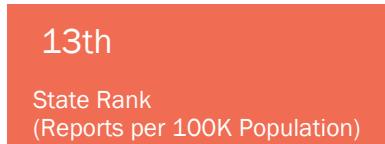
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



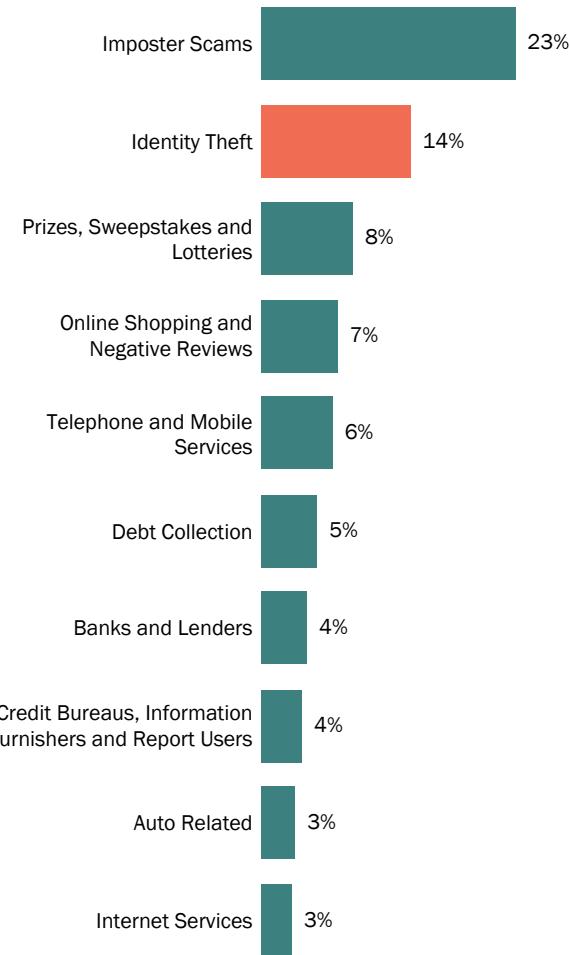
### Identity Theft Reports



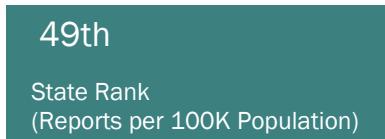
Percentages are based on the total number of relevant 2019 reports from North Carolina consumers, as indicated in the chart title. This page excludes reports provided by the North Carolina Department of Justice. Consumers can report multiple types of identity theft.

## North Dakota

### Top Ten Report Categories



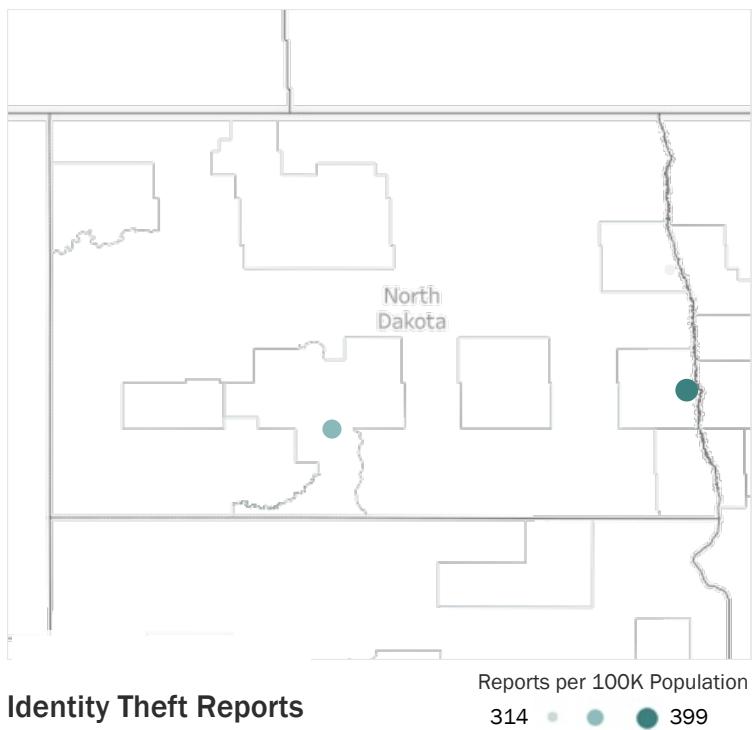
### Fraud & Other Reports



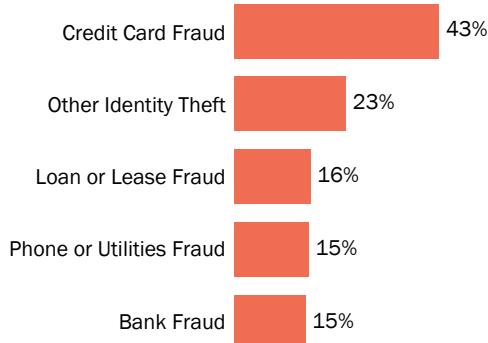
### Fraud Losses



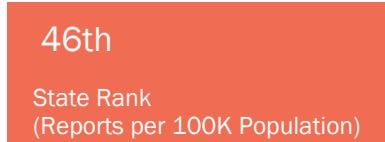
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



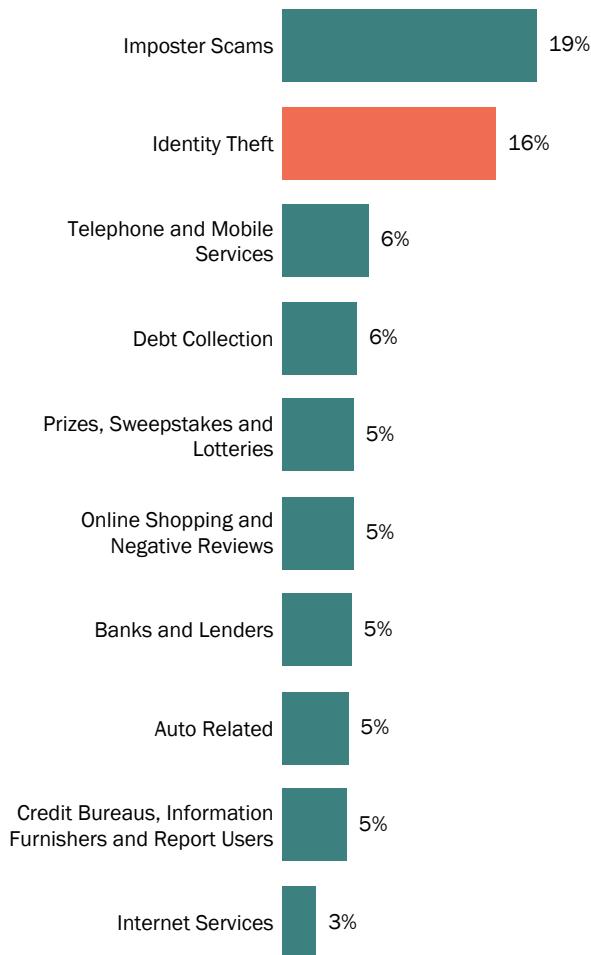
### Identity Theft Reports



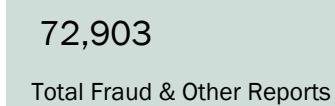
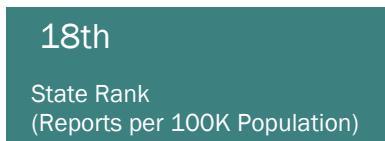
Percentages are based on the total number of relevant 2019 reports from North Dakota consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## Ohio

### Top Ten Report Categories



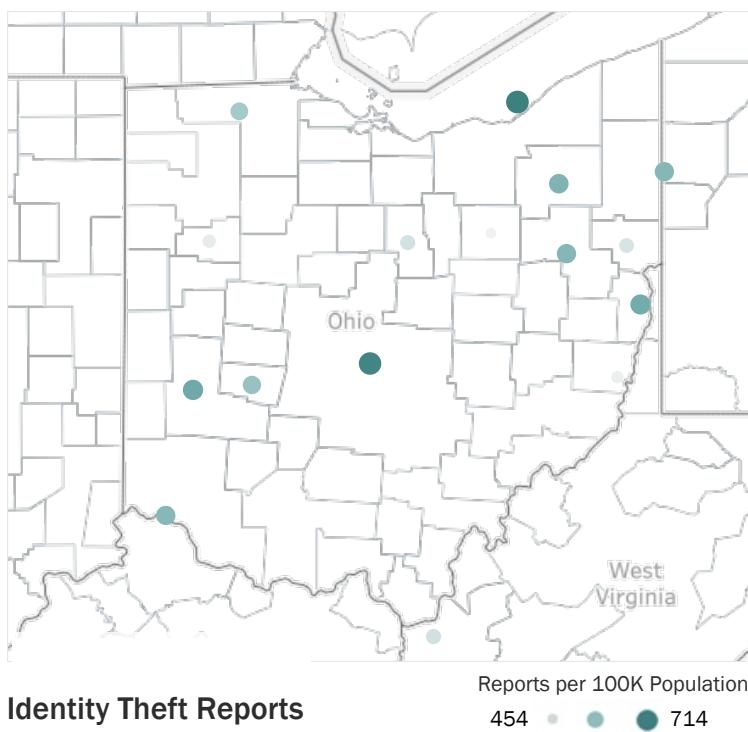
### Fraud & Other Reports



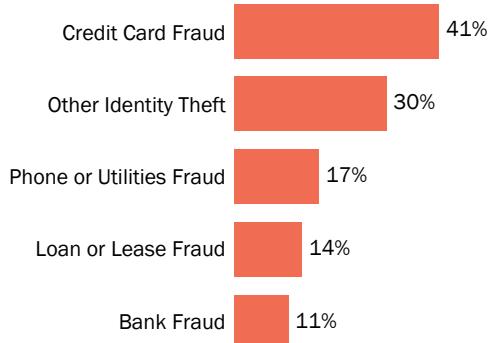
### Fraud Losses



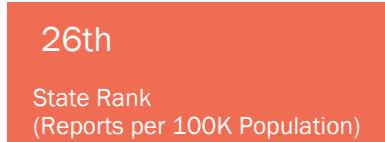
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



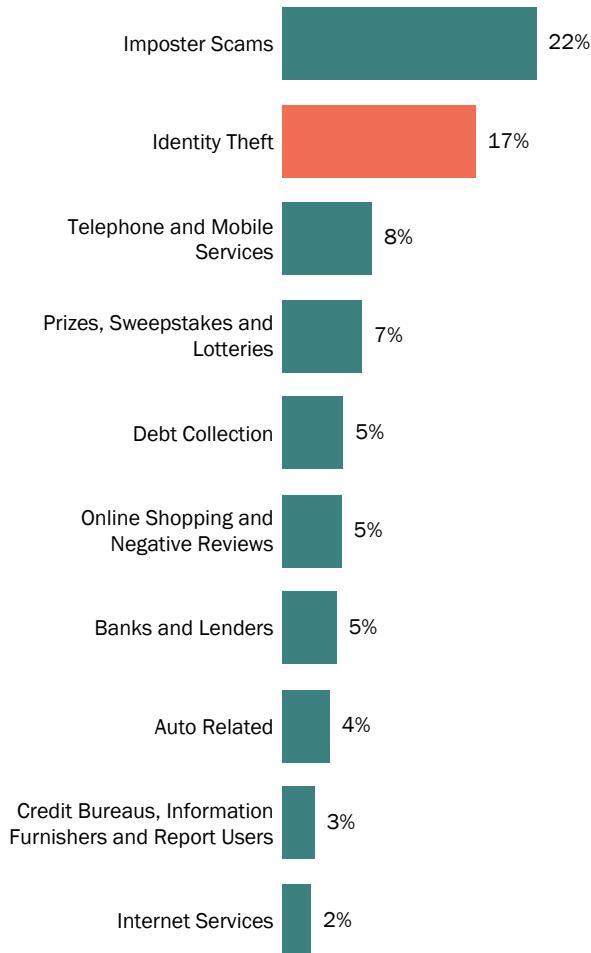
### Identity Theft Reports



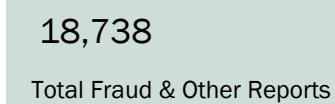
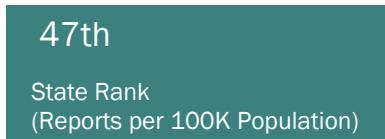
Percentages are based on the total number of relevant 2019 reports from Ohio consumers, as indicated in the chart title. This page excludes reports provided by the Ohio Attorney General. Consumers can report multiple types of identity theft.

## Oklahoma

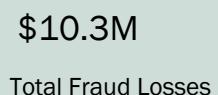
### Top Ten Report Categories



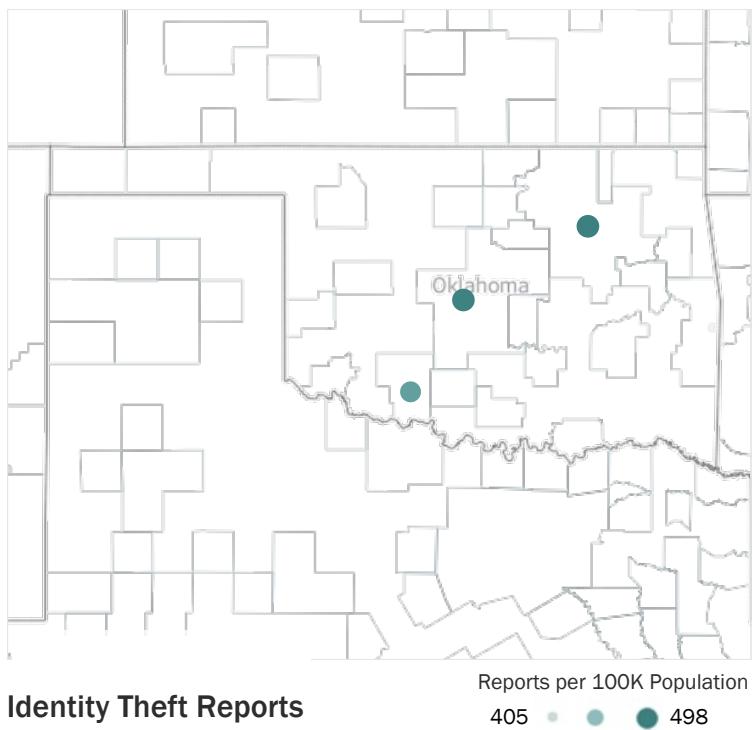
### Fraud & Other Reports



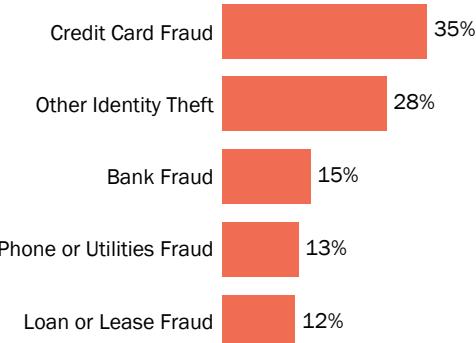
### Fraud Losses



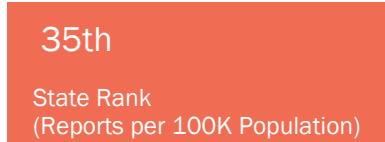
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



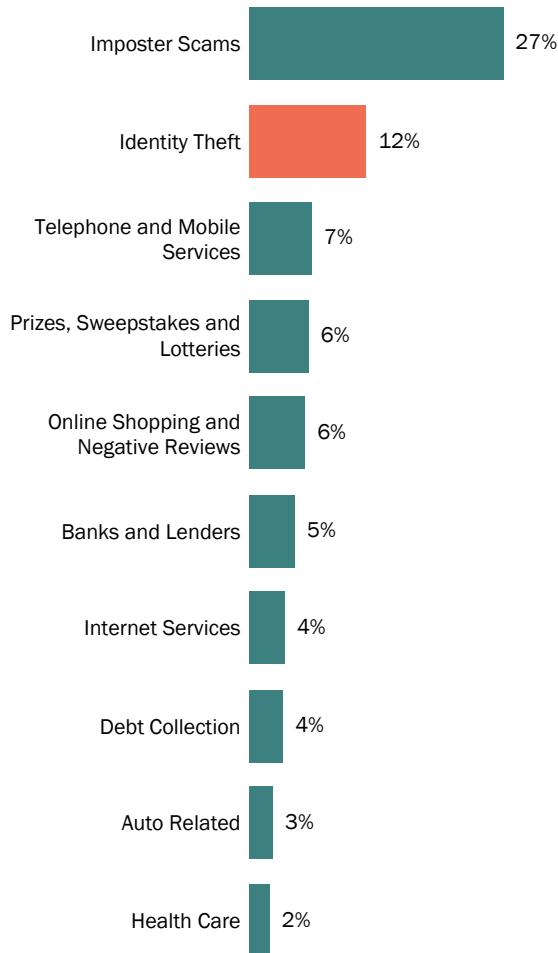
### Identity Theft Reports



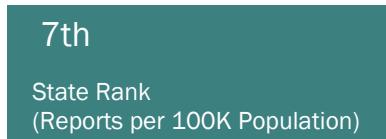
Percentages are based on the total number of relevant 2019 reports from Oklahoma consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## Oregon

### Top Ten Report Categories



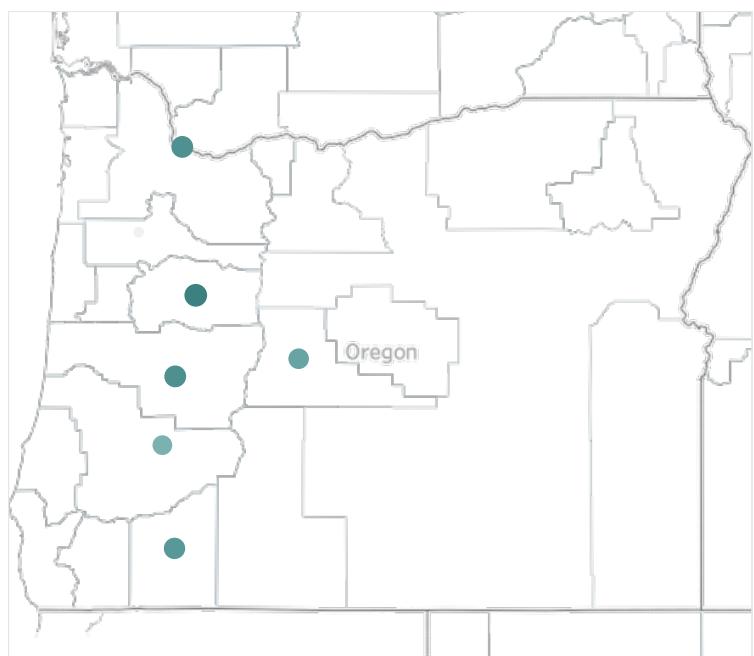
### Fraud & Other Reports



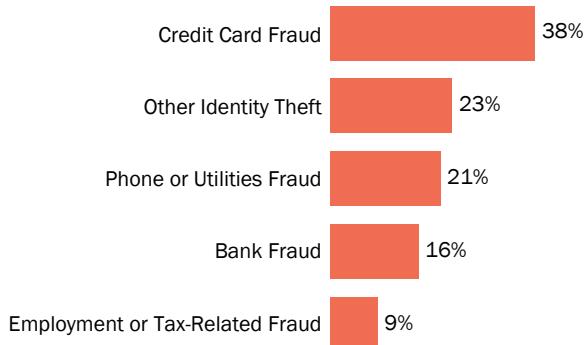
### Fraud Losses



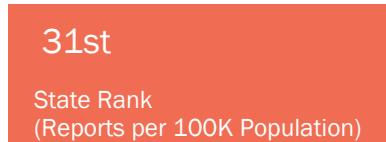
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



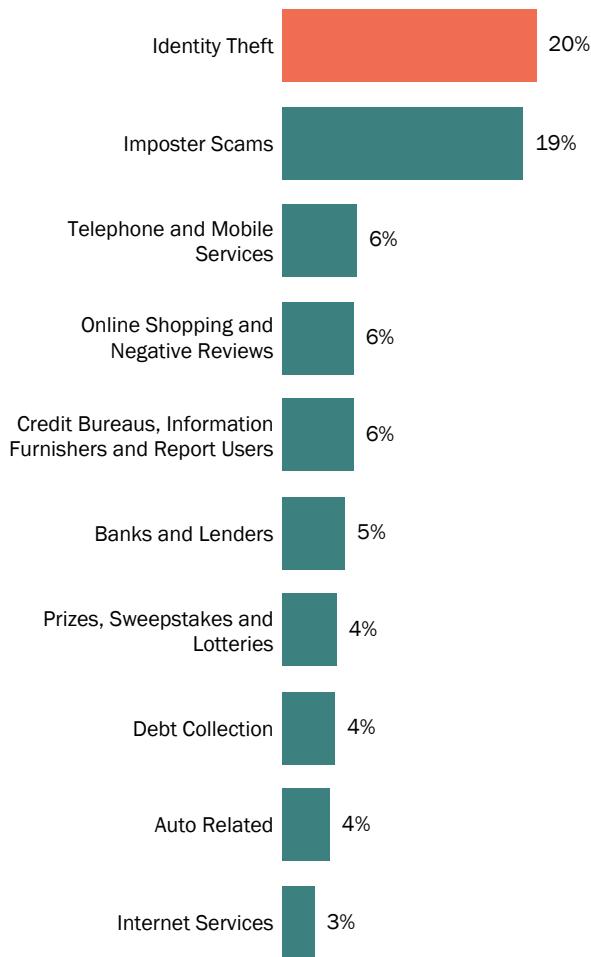
### Identity Theft Reports



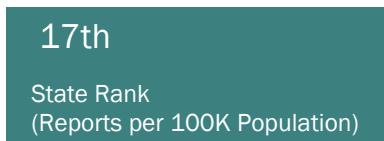
Percentages are based on the total number of relevant 2019 reports from Oregon consumers, as indicated in the chart title. This page excludes reports provided by the Oregon Department of Justice. Consumers can report multiple types of identity theft.

## Pennsylvania

### Top Ten Report Categories



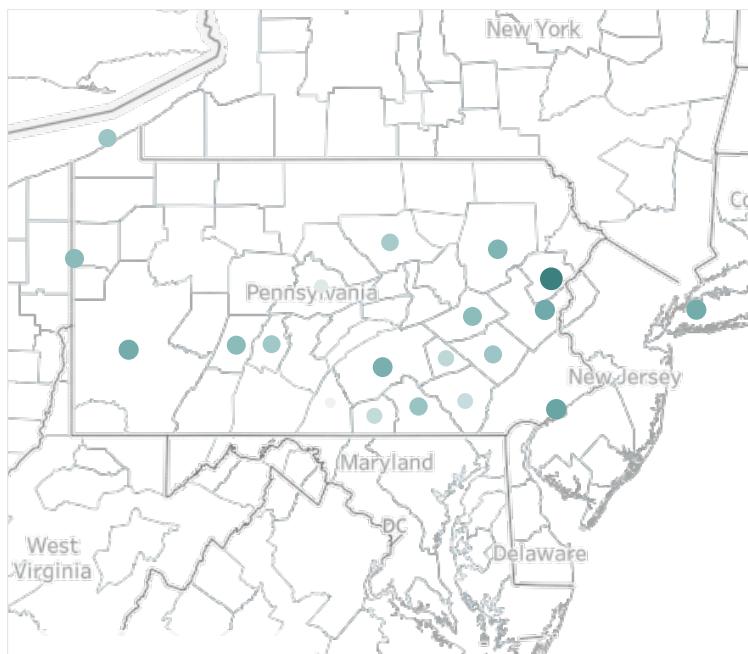
### Fraud & Other Reports



### Fraud Losses

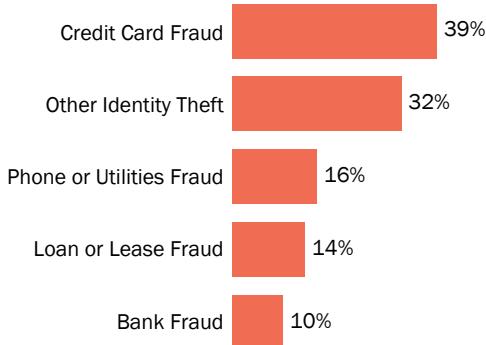


### Fraud & Other Reports by Metropolitan Area

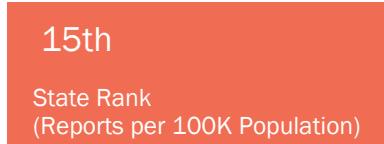


Reports per 100K Population  
364 ● 823

### Top Identity Theft Types



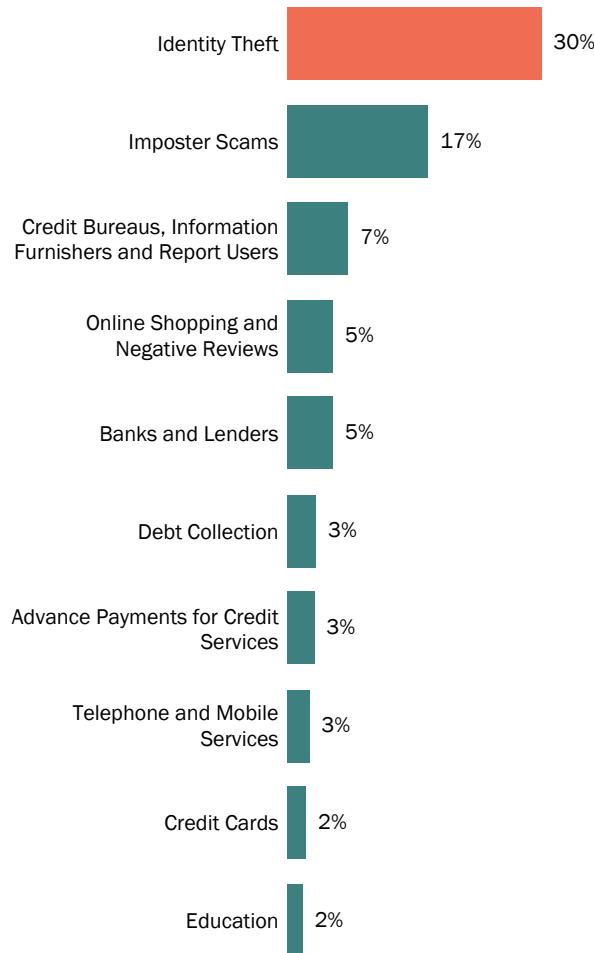
### Identity Theft Reports



Percentages are based on the total number of relevant 2019 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



### Fraud & Other Reports

**3,751**  
Total Fraud & Other Reports

### Fraud Losses

**\$3.9M**  
Total Fraud Losses  
  
**\$308**  
Median Fraud Losses

### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



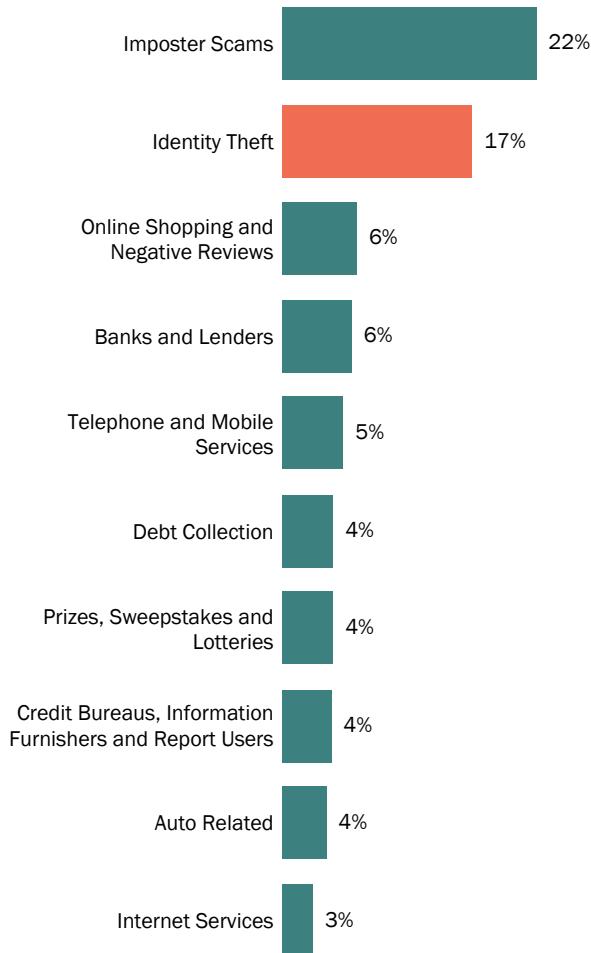
### Identity Theft Reports

**1,621**  
Identity Theft Reports

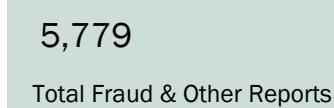
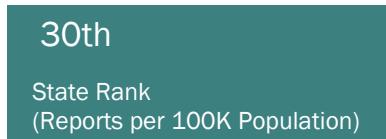
Percentages are based on the total number of relevant 2019 reports from Puerto Rico consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## Rhode Island

### Top Ten Report Categories



### Fraud & Other Reports



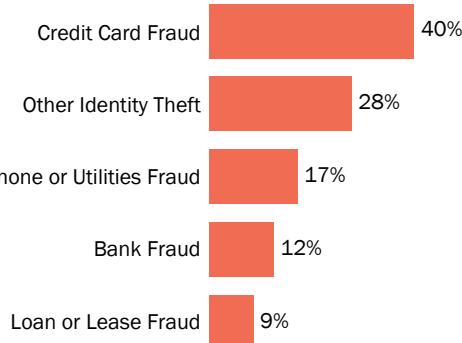
### Fraud Losses



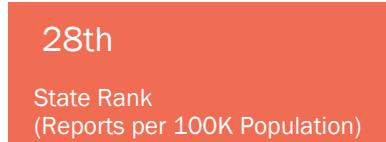
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



### Identity Theft Reports



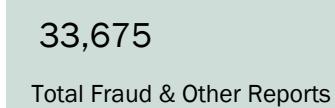
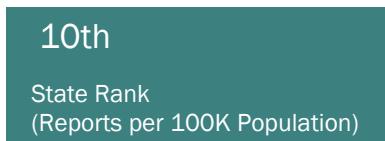
Percentages are based on the total number of relevant 2019 reports from Rhode Island consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## South Carolina

### Top Ten Report Categories



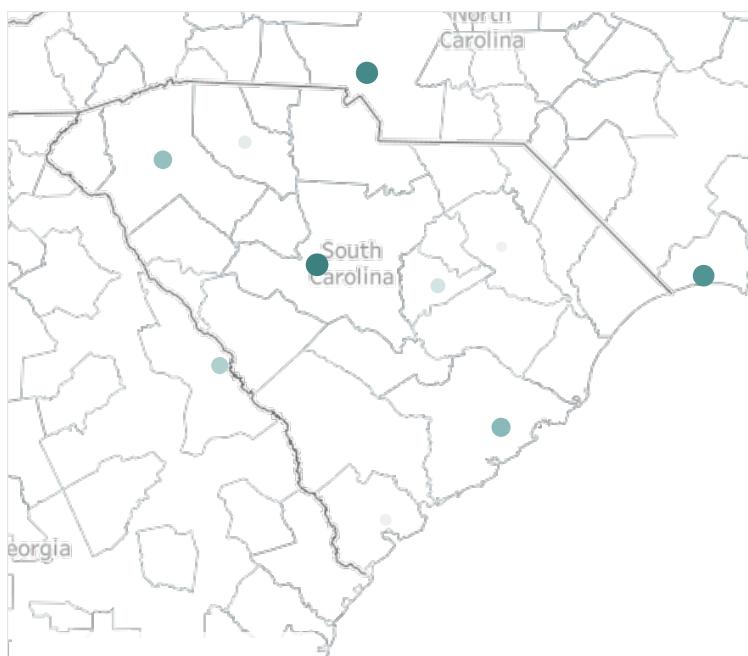
### Fraud & Other Reports



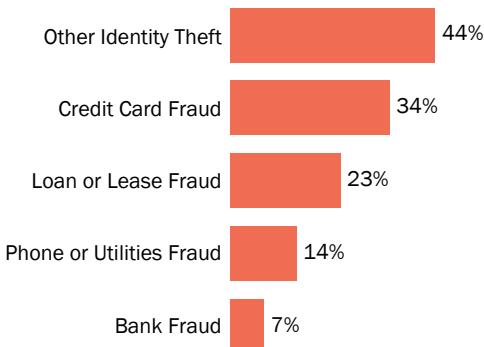
### Fraud Losses



### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



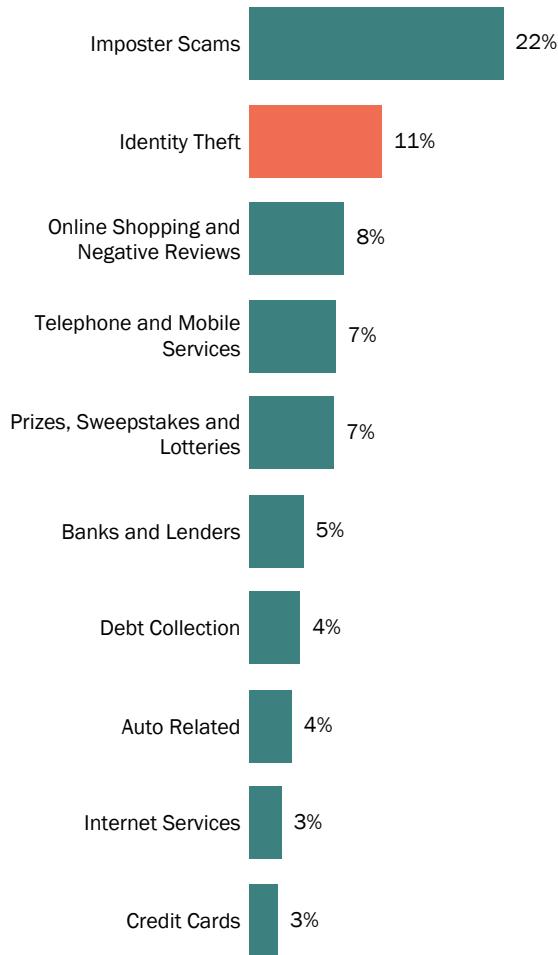
### Identity Theft Reports



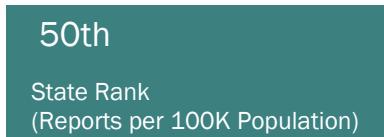
Percentages are based on the total number of relevant 2019 reports from South Carolina consumers, as indicated in the chart title. This page excludes reports provided by the South Carolina Department of Consumer Affairs. Consumers can report multiple types of identity theft.

## South Dakota

### Top Ten Report Categories



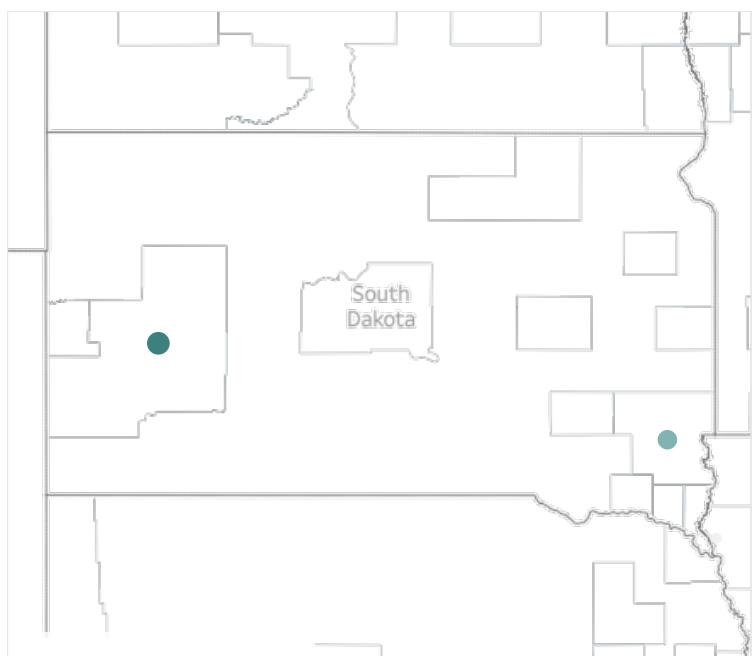
### Fraud & Other Reports



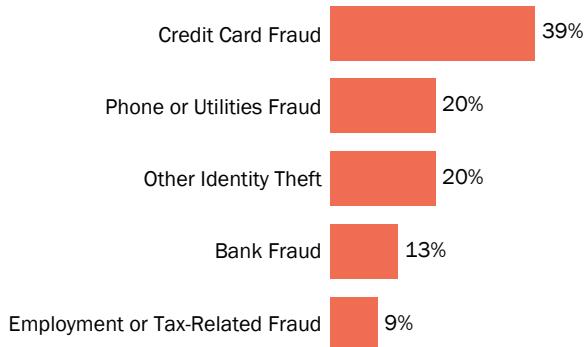
### Fraud Losses



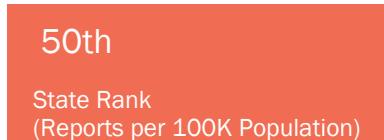
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



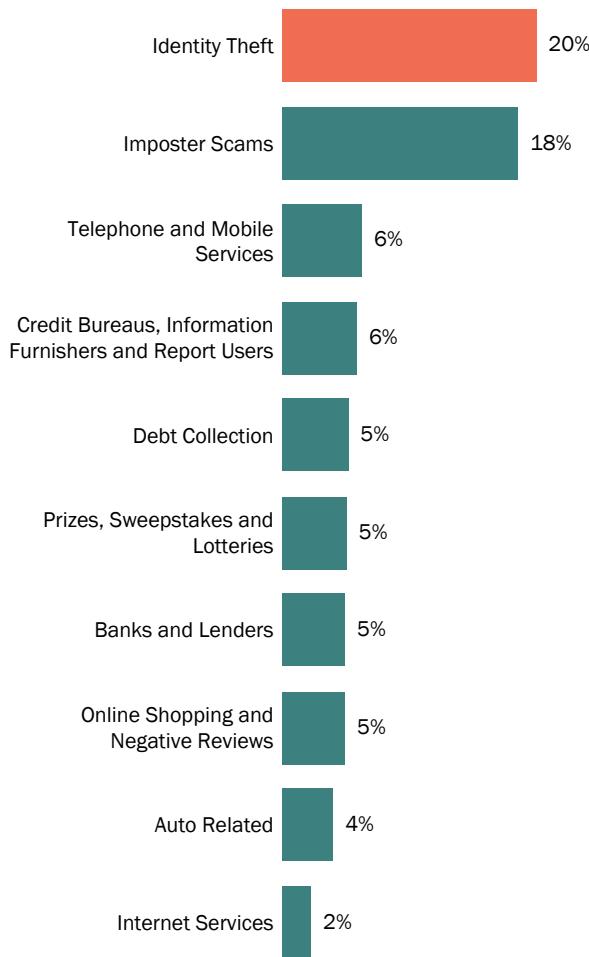
### Identity Theft Reports



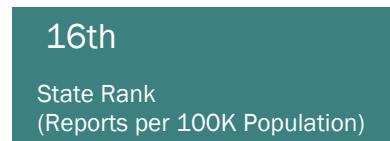
Percentages are based on the total number of relevant 2019 reports from South Dakota consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## Tennessee

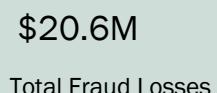
### Top Ten Report Categories



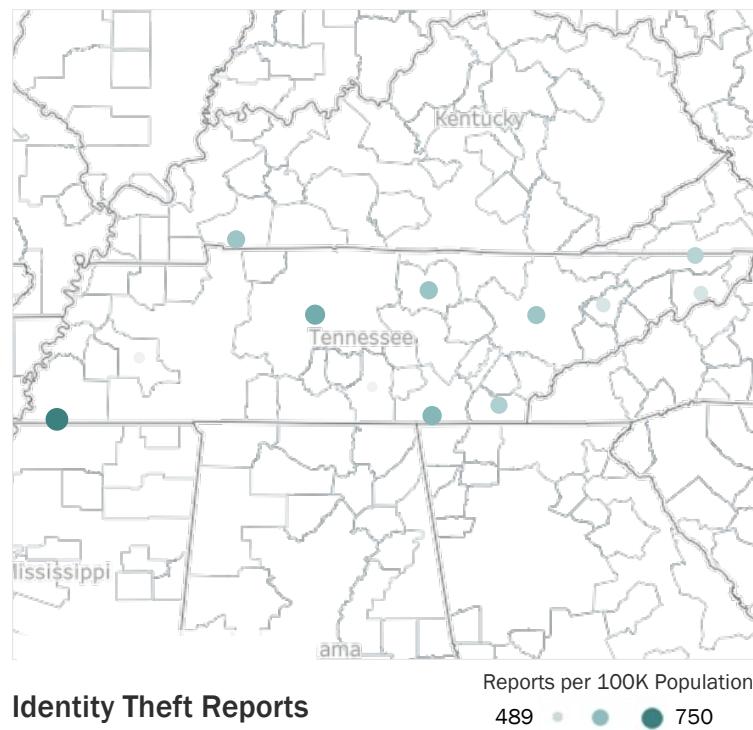
### Fraud & Other Reports



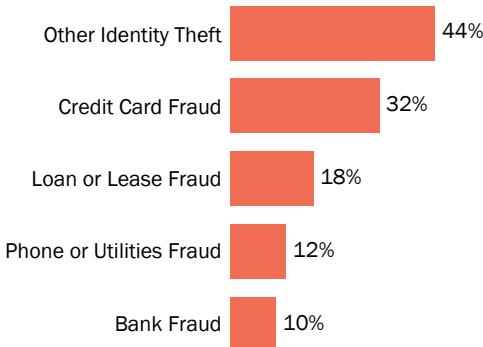
### Fraud Losses



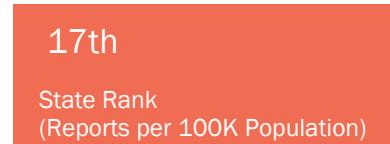
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



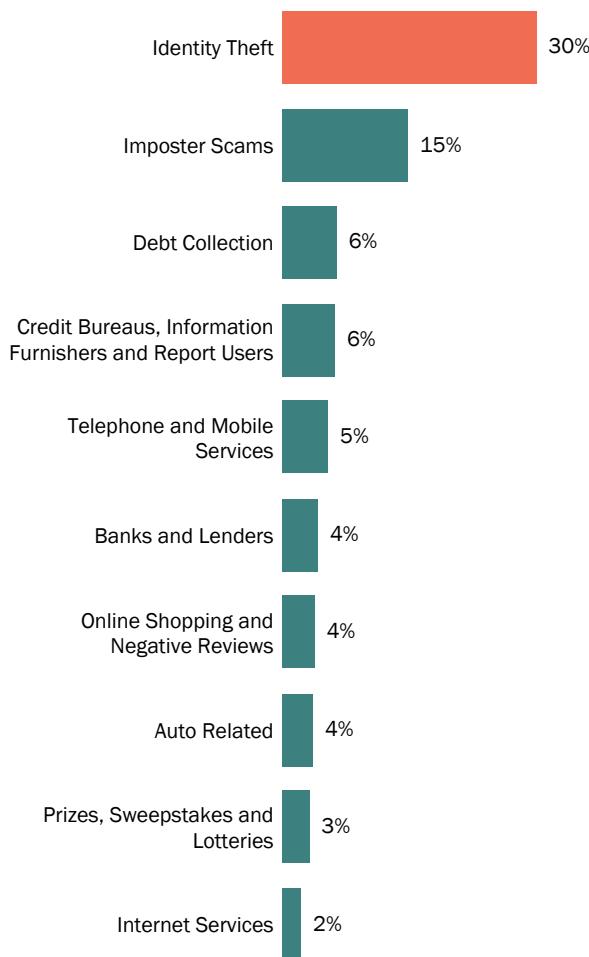
### Identity Theft Reports



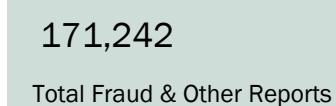
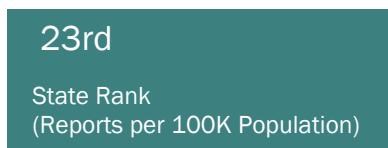
Percentages are based on the total number of relevant 2019 reports from Tennessee consumers, as indicated in the chart title. This page excludes reports provided by the Tennessee Department of Commerce and Insurance, Consumer Affairs Division. Consumers can report multiple types of identity theft.

## Texas

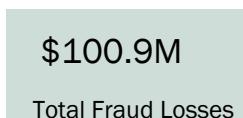
### Top Ten Report Categories



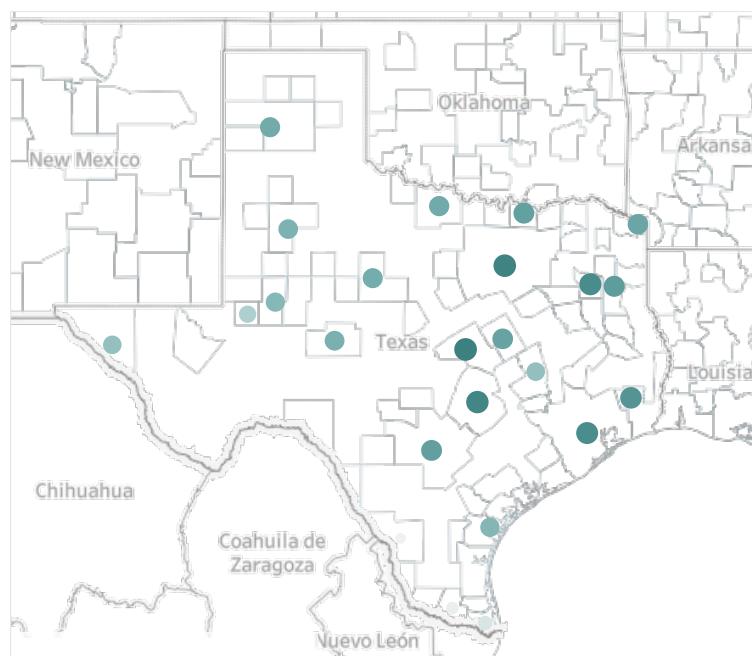
### Fraud & Other Reports



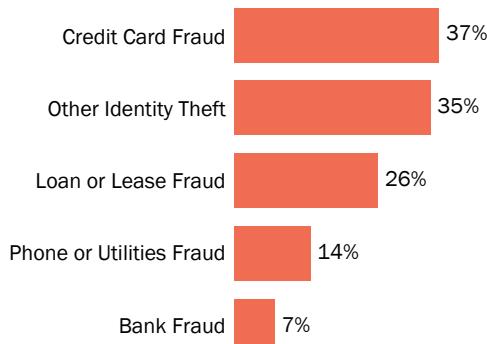
### Fraud Losses



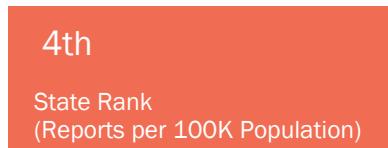
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



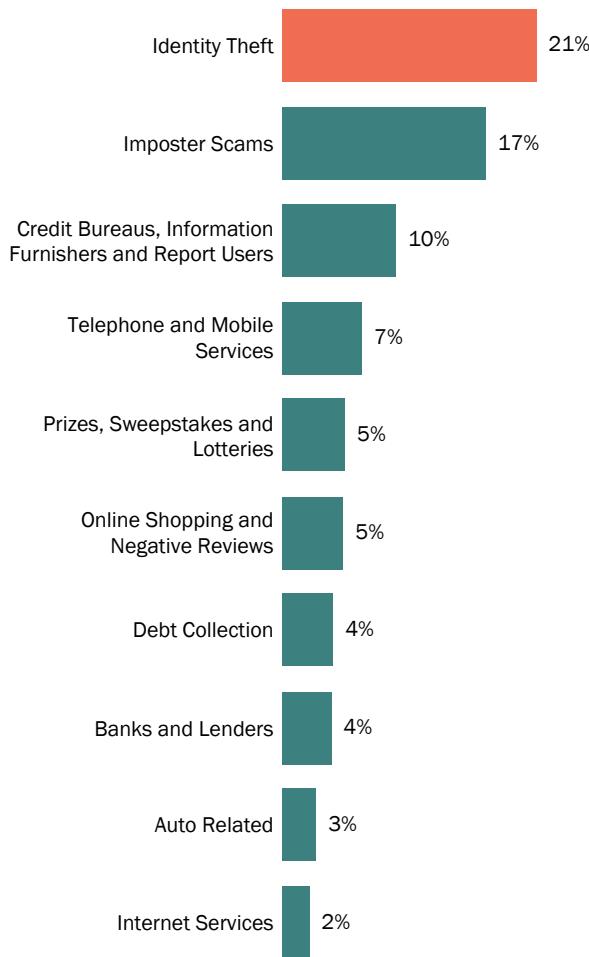
### Identity Theft Reports



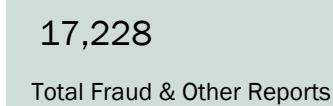
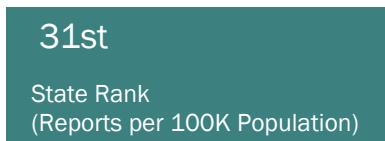
Percentages are based on the total number of relevant 2019 reports from Texas consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## Utah

### Top Ten Report Categories



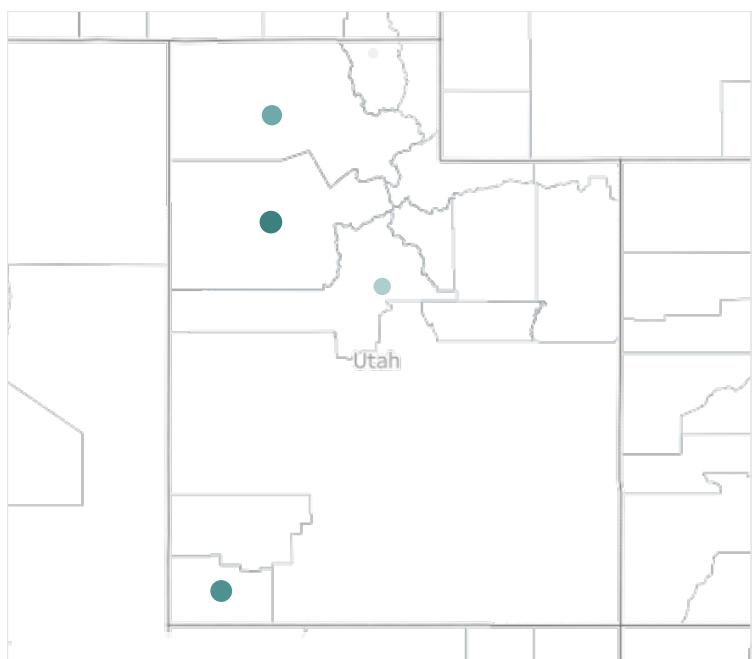
### Fraud & Other Reports



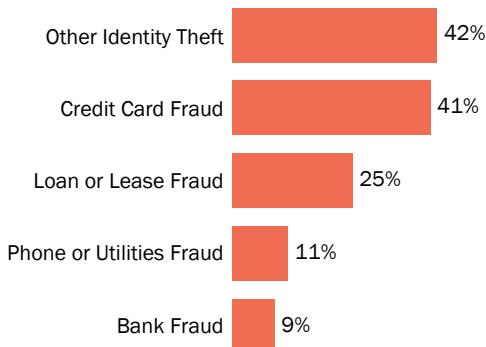
### Fraud Losses



### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



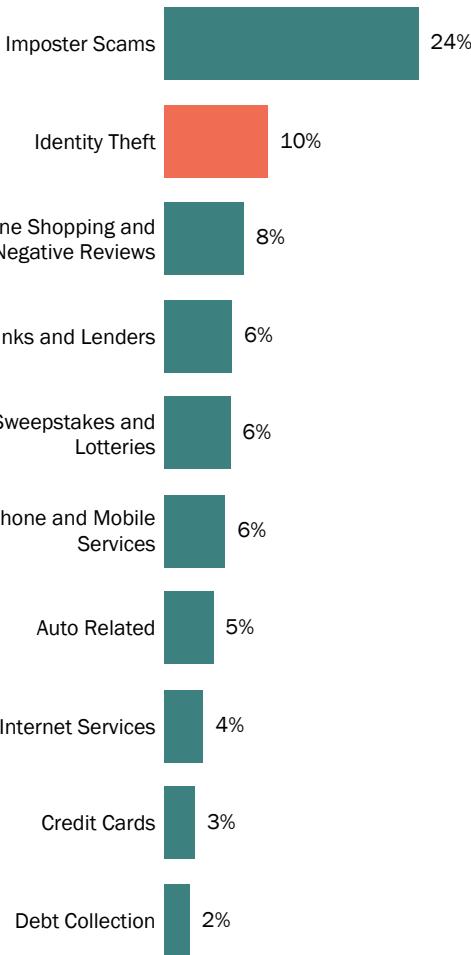
### Identity Theft Reports



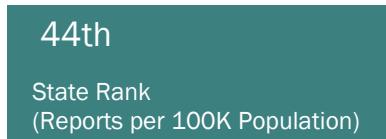
Percentages are based on the total number of relevant 2019 reports from Utah consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## Vermont

### Top Ten Report Categories



### Fraud & Other Reports



### Fraud Losses

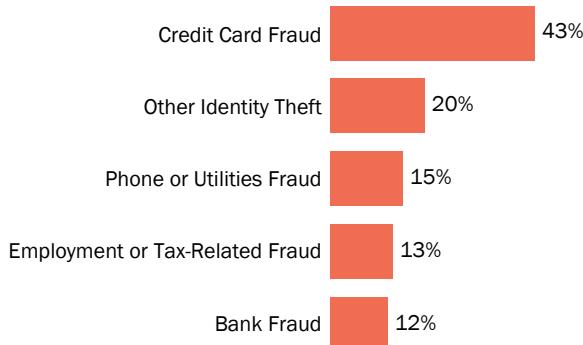


### Fraud & Other Reports by Metropolitan Area

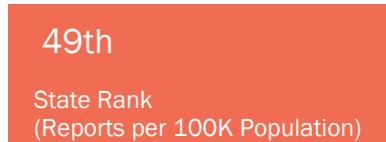


Reports per 100K Population  
466 ● 551

### Top Identity Theft Types



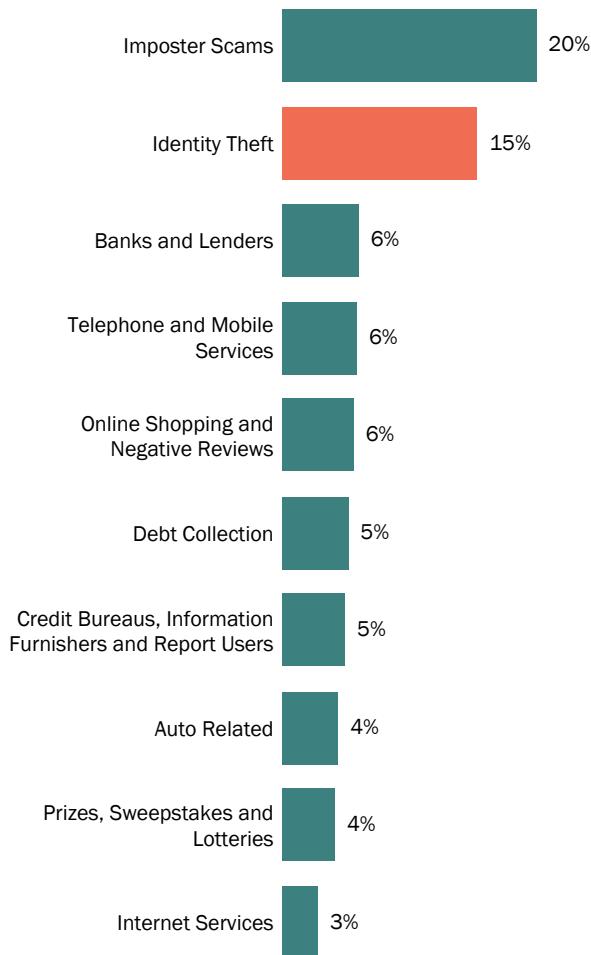
### Identity Theft Reports



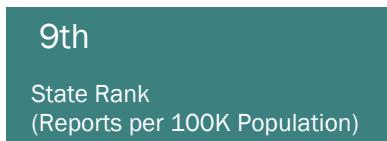
Percentages are based on the total number of relevant 2019 reports from Vermont consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## Virginia

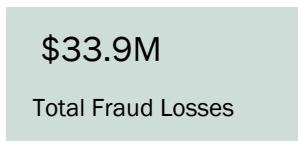
### Top Ten Report Categories



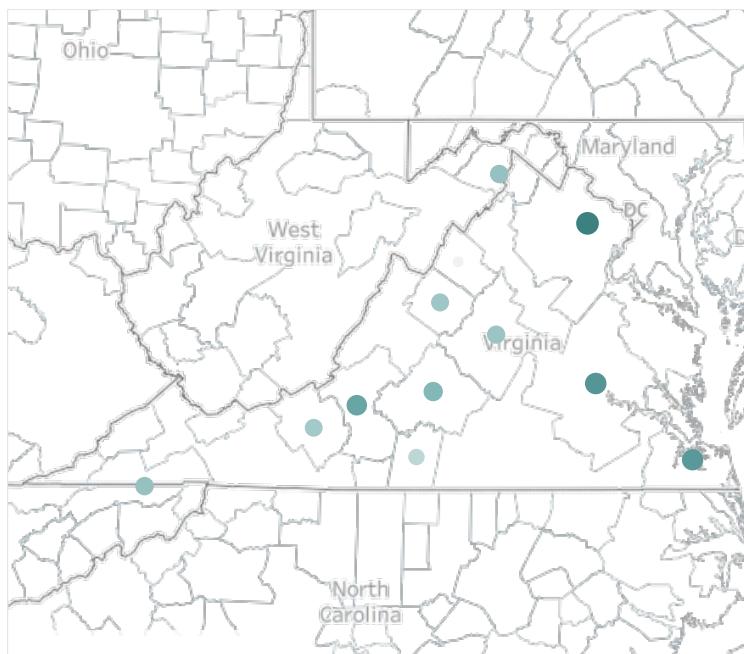
### Fraud & Other Reports



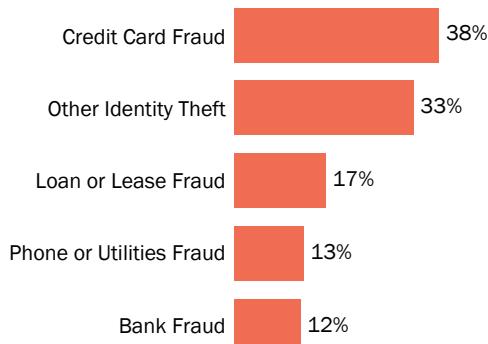
### Fraud Losses



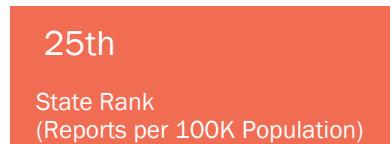
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



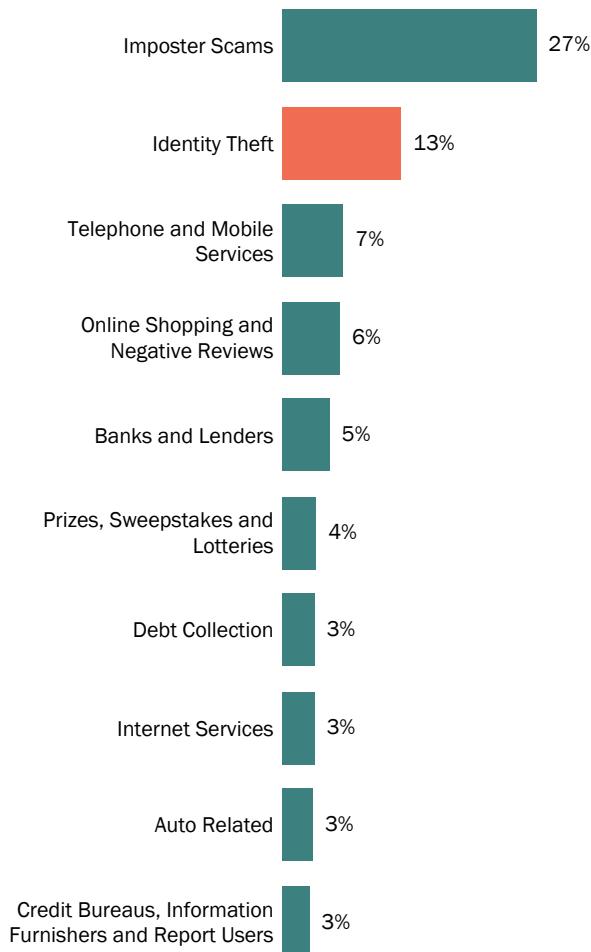
### Identity Theft Reports



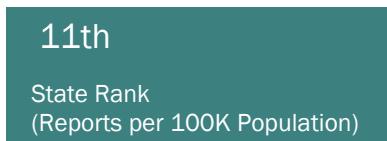
Percentages are based on the total number of relevant 2019 reports from Virginia consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## Washington

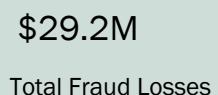
### Top Ten Report Categories



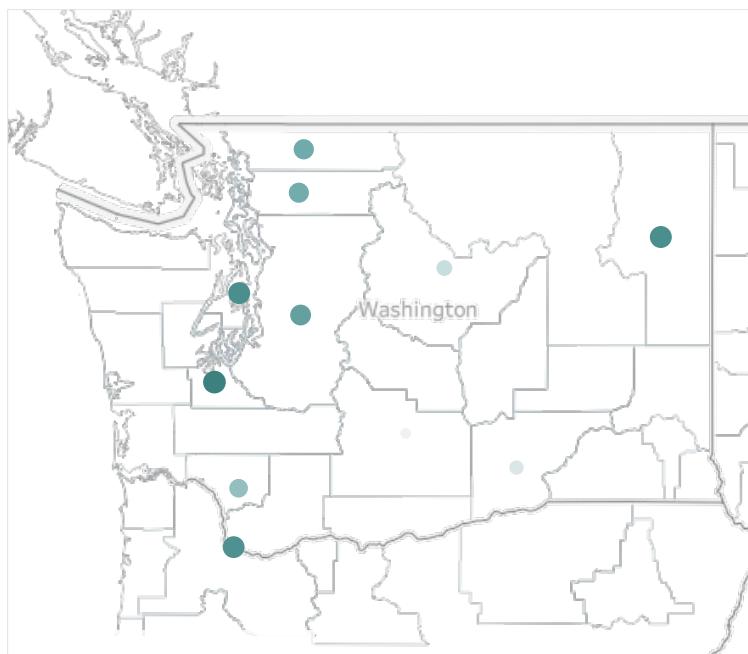
### Fraud & Other Reports



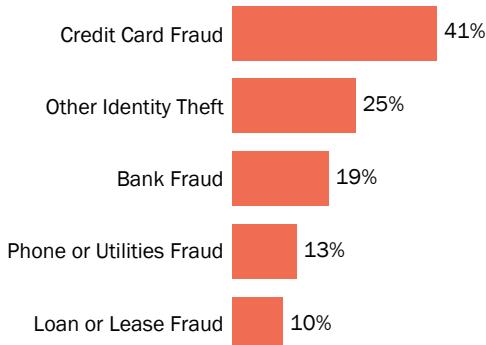
### Fraud Losses



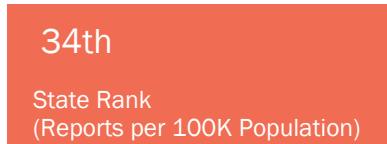
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



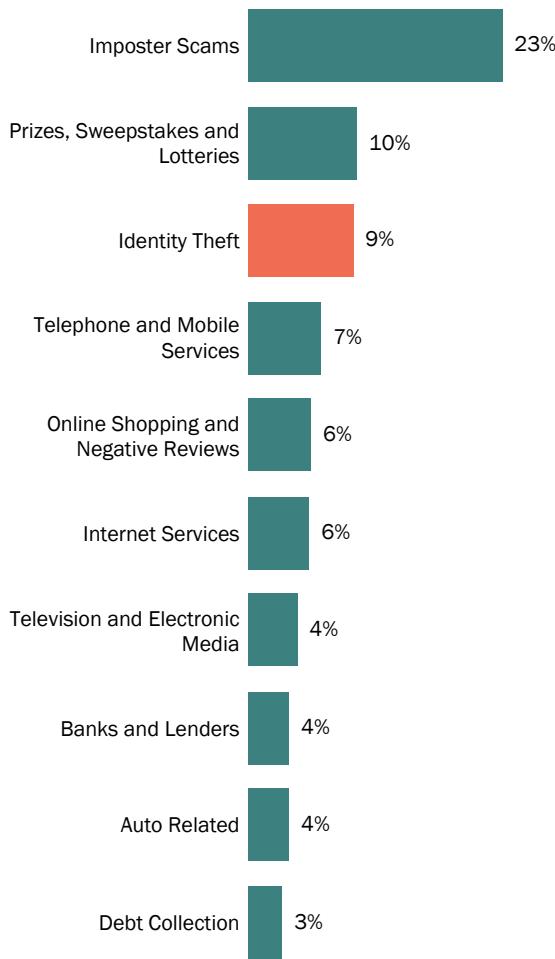
### Identity Theft Reports



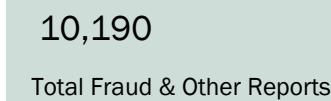
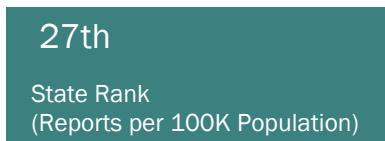
Percentages are based on the total number of relevant 2019 reports from Washington consumers, as indicated in the chart title. This page excludes reports provided by the Washington Attorney General. Consumers can report multiple types of identity theft.

## West Virginia

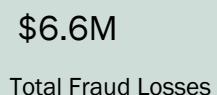
### Top Ten Report Categories



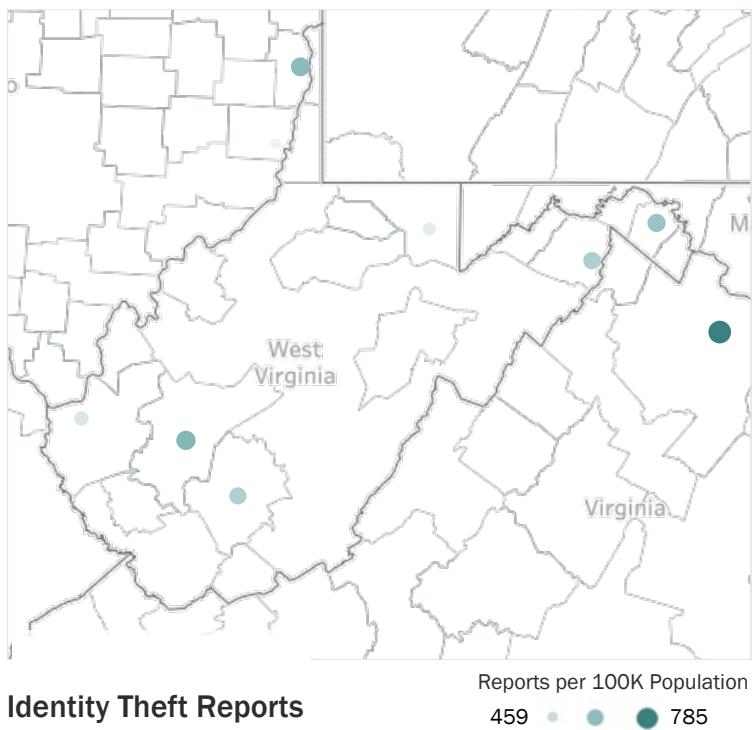
### Fraud & Other Reports



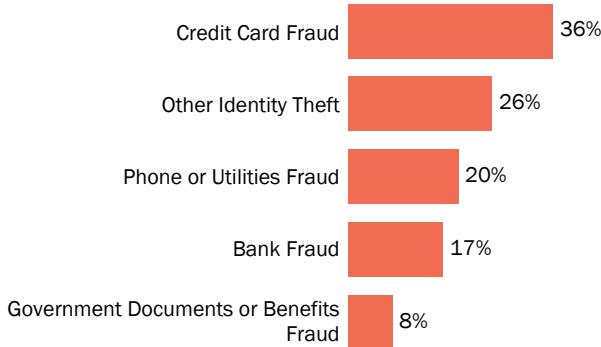
### Fraud Losses



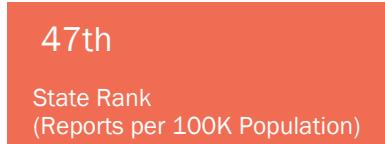
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



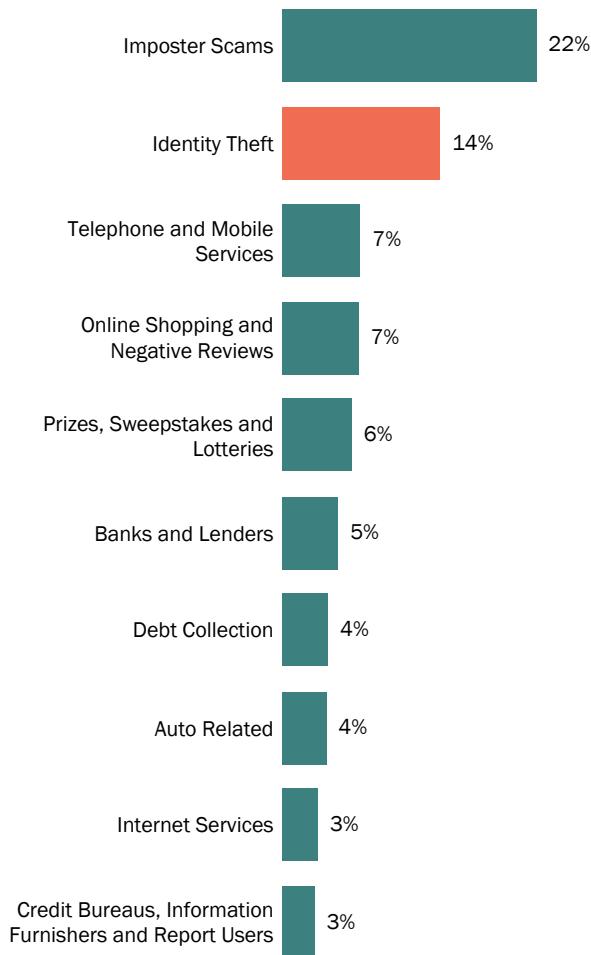
### Identity Theft Reports



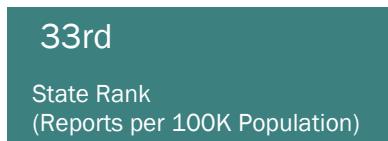
Percentages are based on the total number of relevant 2019 reports from West Virginia consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

## Wisconsin

### Top Ten Report Categories



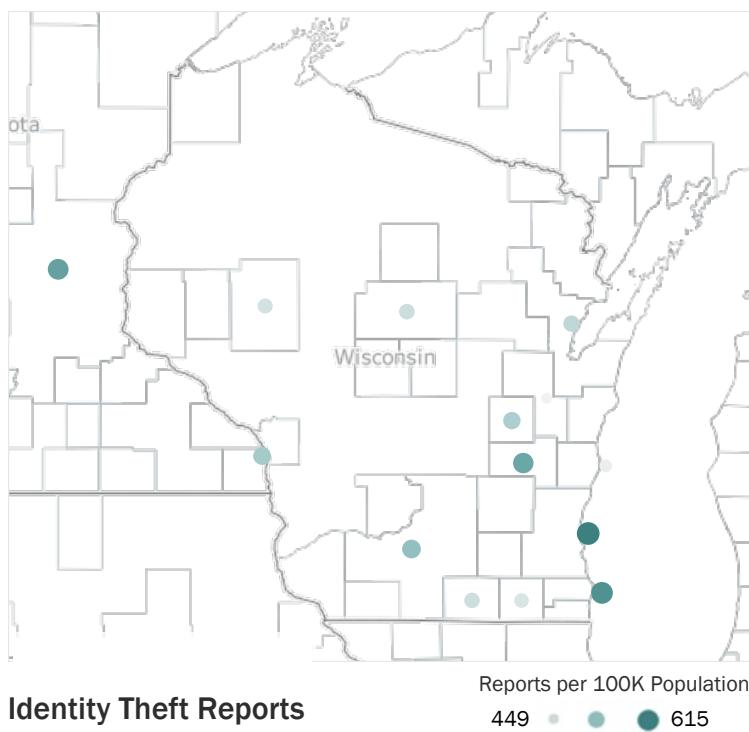
### Fraud & Other Reports



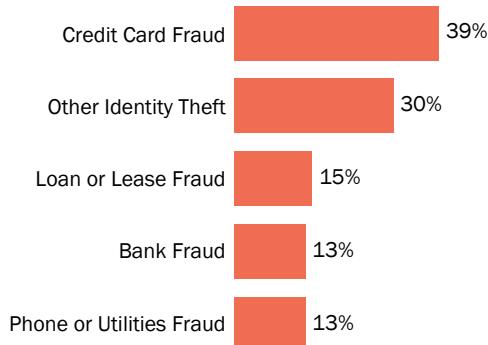
### Fraud Losses



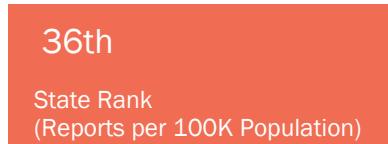
### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



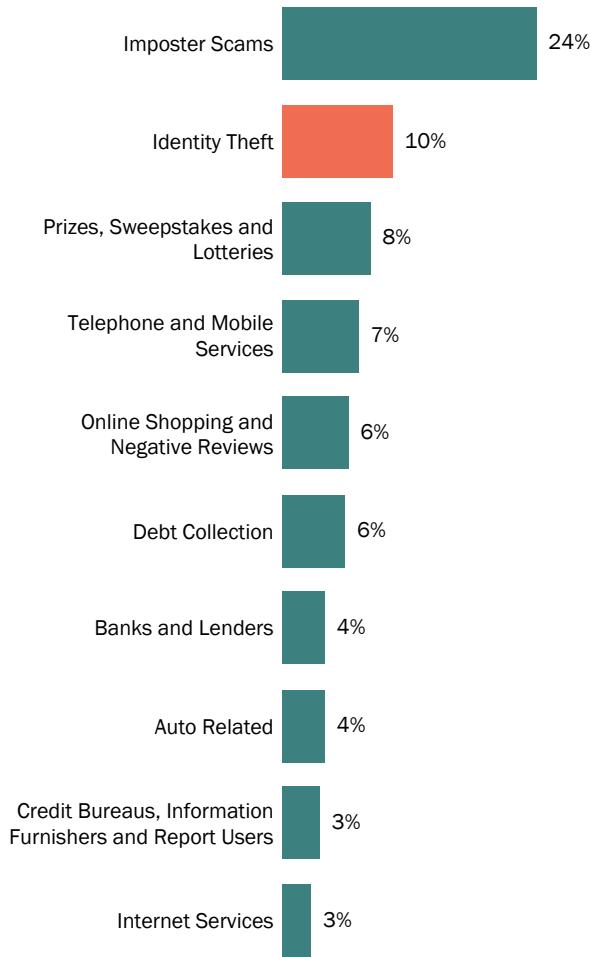
### Identity Theft Reports



Percentages are based on the total number of relevant 2019 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

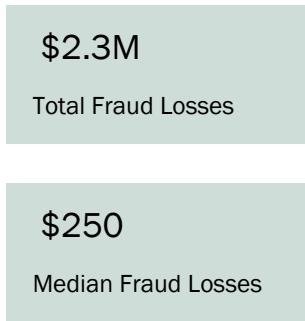
### Top Ten Report Categories



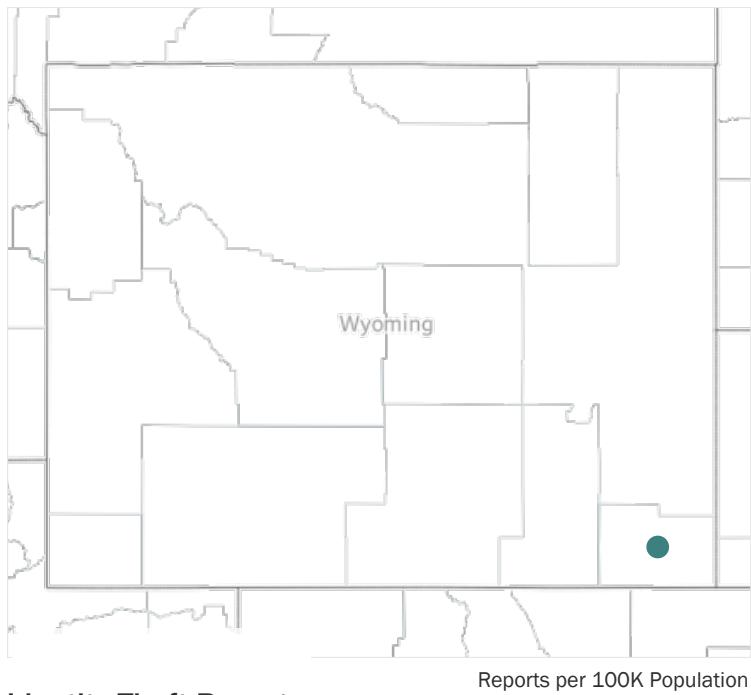
### Fraud & Other Reports



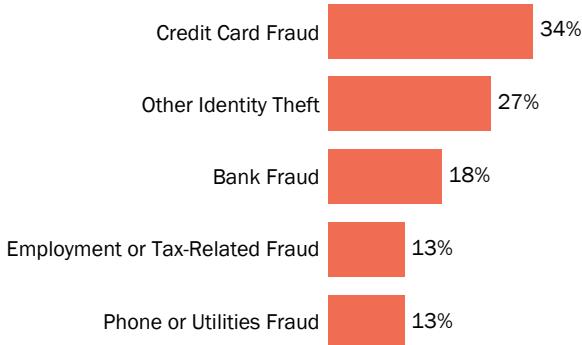
### Fraud Losses



### Fraud & Other Reports by Metropolitan Area



### Top Identity Theft Types



### Identity Theft Reports



Percentages are based on the total number of relevant 2019 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 98,000 or more.

**Top 50 Metropolitan Areas: Fraud and Other Reports**

Rank	Metropolitan Area	Reports per 100K Population	# of Reports
1	Homosassa Springs, FL Metropolitan Statistical Area	1,131	1,673
2	Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area	912	20,358
3	Miami-Fort Lauderdale-West Palm Beach, FL Metropolitan Statistical Area	885	54,833
4	Jacksonville, FL Metropolitan Statistical Area	878	13,473
5	Atlanta-Sandy Springs-Roswell, GA Metropolitan Statistical Area	866	51,515
6	Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	839	26,368
7	East Stroudsburg, PA Metropolitan Statistical Area	823	1,395
8	Reno, NV Metropolitan Statistical Area	813	3,821
9	Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	804	5,300
10	Prescott, AZ Metropolitan Statistical Area	803	1,864
11	Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area	786	4,694
12	Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	785	49,061
13	Columbia, SC Metropolitan Statistical Area	776	6,464
14	Tallahassee, FL Metropolitan Statistical Area	772	2,972
15	Lake Havasu City-Kingman, AZ Metropolitan Statistical Area	770	1,613
16	Ocala, FL Metropolitan Statistical Area	769	2,769
17	Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area	760	19,514
18	Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	757	19,472
19	North Port-Sarasota-Bradenton, FL Metropolitan Statistical Area	757	6,216
20	Memphis, TN-MS-AR Metropolitan Statistical Area	750	10,132
21	Port St. Lucie, FL Metropolitan Statistical Area	744	3,586
22	Myrtle Beach-Conway-North Myrtle Beach, SC-NC Metropolitan Statistical Area	738	3,548
23	Punta Gorda, FL Metropolitan Statistical Area	737	1,363
24	Pensacola-Ferry Pass-Brent, FL Metropolitan Statistical Area	736	3,644
25	Fayetteville, NC Metropolitan Statistical Area	724	2,803
26	Santa Fe, NM Metropolitan Statistical Area	722	1,083
27	Dover, DE Metropolitan Statistical Area	721	1,288
28	Olympia-Tumwater, WA Metropolitan Statistical Area	721	2,064
29	Columbus, GA-AL Metropolitan Statistical Area	717	2,191
30	Sebastian-Vero Beach, FL Metropolitan Statistical Area	717	1,128
31	St. Louis, MO-IL Metropolitan Statistical Area	716	20,080
32	Cleveland-Elyria, OH Metropolitan Statistical Area	714	14,697
33	Richmond, VA Metropolitan Statistical Area	712	9,299
34	Baltimore-Columbia-Towson, MD Metropolitan Statistical Area	712	19,953
35	Phoenix-Mesa-Scottsdale, AZ Metropolitan Statistical Area	711	34,541
36	Eureka-Arcata-Fortuna, CA Micropolitan Statistical Area	705	962
37	Columbus, OH Metropolitan Statistical Area	705	14,850
38	Tuscaloosa, AL Metropolitan Statistical Area	704	1,715
39	Gainesville, FL Metropolitan Statistical Area	703	2,025
40	Tucson, AZ Metropolitan Statistical Area	701	7,286
41	Colorado Springs, CO Metropolitan Statistical Area	701	5,179
42	Albany, OR Metropolitan Statistical Area	701	892
43	Savannah, GA Metropolitan Statistical Area	699	2,721
44	Virginia Beach-Norfolk-Newport News, VA-NC Metropolitan Statistical Area	698	12,074
45	Lakeland-Winter Haven, FL Metropolitan Statistical Area	697	4,938
46	Spokane-Spokane Valley, WA Metropolitan Statistical Area	686	3,937
47	Bremerton-Silverdale, WA Metropolitan Statistical Area	685	1,847
48	Asheville, NC Metropolitan Statistical Area	680	3,124
49	Eugene, OR Metropolitan Statistical Area	679	2,578
50	Portland-Vancouver-Hillsboro, OR-WA Metropolitan Statistical Area	679	16,826

Metropolitan Areas are defined by the Office of Management and Budget, and population estimates are based on 2018 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	Warner Robins, GA Metropolitan Statistical Area	661	1,281
2	Atlanta-Sandy Springs-Roswell, GA Metropolitan Statistical Area	570	33,940
3	Miami-Fort Lauderdale-West Palm Beach, FL Metropolitan Statistical Area	556	34,458
4	Macon-Bibb County, GA Metropolitan Statistical Area	455	1,045
5	Memphis, TN-MS-AR Metropolitan Statistical Area	446	6,027
6	Columbus, GA-AL Metropolitan Statistical Area	433	1,322
7	Columbia, SC Metropolitan Statistical Area	411	3,420
8	Los Angeles-Long Beach-Anaheim, CA Metropolitan Statistical Area	410	54,553
9	Houston-The Woodlands-Sugar Land, TX Metropolitan Statistical Area	367	25,656
10	Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	367	27,637
11	Shreveport-Bossier City, LA Metropolitan Statistical Area	349	1,525
12	Sumter, SC Metropolitan Statistical Area	321	342
13	Little Rock-North Little Rock-Conway, AR Metropolitan Statistical Area	317	2,347
14	New Orleans-Metairie, LA Metropolitan Statistical Area	313	3,980
15	Killeen-Temple, TX Metropolitan Statistical Area	308	1,393
16	Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area	308	6,876
17	Tallahassee, FL Metropolitan Statistical Area	295	1,137
18	Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	277	7,135
19	Fayetteville, NC Metropolitan Statistical Area	257	995
20	Alexandria, LA Metropolitan Statistical Area	252	385
21	Fresno, CA Metropolitan Statistical Area	251	2,496
22	Montgomery, AL Metropolitan Statistical Area	248	927
23	Brownsville-Harlingen, TX Metropolitan Statistical Area	245	1,037
24	Birmingham-Hoover, AL Metropolitan Statistical Area	245	2,817
25	Port St. Lucie, FL Metropolitan Statistical Area	243	1,172
26	Greensboro-High Point, NC Metropolitan Statistical Area	239	1,835
27	Greenville, NC Metropolitan Statistical Area	235	422
28	Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area	232	5,955
29	Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	232	14,124
30	New York-Newark-Jersey City, NY-NJ-PA Metropolitan Statistical Area	230	46,030
31	Lakeland-Winter Haven, FL Metropolitan Statistical Area	230	1,630
32	Beaumont-Port Arthur, TX Metropolitan Statistical Area	229	936
33	Athens-Clarke County, GA Metropolitan Statistical Area	226	477
34	Cleveland-Elyria, OH Metropolitan Statistical Area	226	4,639
35	Baltimore-Columbia-Towson, MD Metropolitan Statistical Area	225	6,314
36	Florence, SC Metropolitan Statistical Area	223	458
37	Jacksonville, FL Metropolitan Statistical Area	215	3,305
38	Savannah, GA Metropolitan Statistical Area	215	836
39	Tuscaloosa, AL Metropolitan Statistical Area	214	521
40	Chicago-Naperville-Elgin, IL-IN-WI Metropolitan Statistical Area	213	20,245
41	Raleigh, NC Metropolitan Statistical Area	210	2,864
42	Charleston-North Charleston, SC Metropolitan Statistical Area	210	1,651
43	Riverside-San Bernardino-Ontario, CA Metropolitan Statistical Area	210	9,687
44	Sebring, FL Metropolitan Statistical Area	208	219
45	Rocky Mount, NC Metropolitan Statistical Area	205	300
46	Flint, MI Metropolitan Statistical Area	205	835
47	East Stroudsburg, PA Metropolitan Statistical Area	205	347
48	Vallejo-Fairfield, CA Metropolitan Statistical Area	203	908
49	San Diego-Carlsbad, CA Metropolitan Statistical Area	203	6,794
50	Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	203	6,385

Metropolitan Areas are defined by the Office of Management and Budget, and population estimates are based on 2018 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.

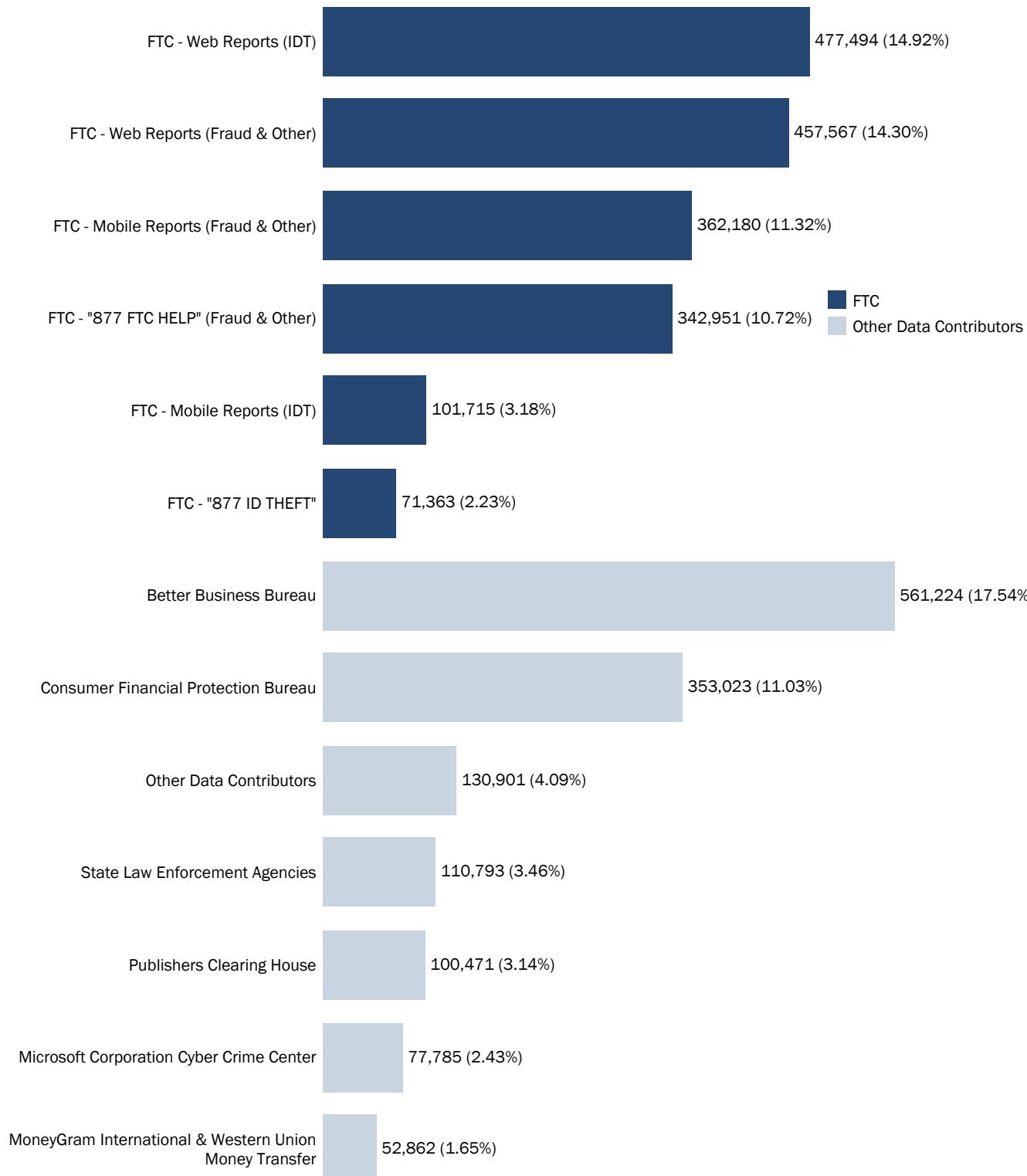
### IdentityTheft.gov

[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 [RobodelDentidad.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 39 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



*Percentages are based on the total number of 2019 Sentinel reports (3,200,329). Where appropriate, the type of report provided by the organization is indicated in parenthesis.*

## Appendix A3: Data Contributors

### FTC

Data Contributor	2017		2018		2019	
	# of Reports	%	# of Reports	%	# of Reports	%
FTC - Web Reports (IDT)	206,244	7.10%	273,271	8.80%	477,494	14.92%
FTC - Web Reports (Fraud & Other)	305,614	10.52%	340,354	10.96%	457,567	14.30%
FTC - Mobile Reports (Fraud & Other)	132,041	4.55%	193,298	6.23%	362,180	11.32%
FTC - "877 FTC HELP" (Fraud & Other)	301,090	10.37%	353,369	11.38%	342,951	10.72%
FTC - Mobile Reports (IDT)	61,483	2.12%	81,531	2.63%	101,715	3.18%
FTC - "877 ID THEFT"	103,190	3.55%	89,556	2.88%	71,363	2.23%

### Top Data Contributors

Data Contributor	2017		2018		2019	
	# of Reports	%	# of Reports	%	# of Reports	%
Better Business Bureau	474,276	16.33%	542,670	17.48%	561,224	17.54%
Consumer Financial Protection Bureau	300,783	10.36%	332,678	10.72%	353,023	11.03%
Publishers Clearing House	117,729	4.05%	115,076	3.71%	100,471	3.14%
Microsoft Corporation Cyber Crime Center	111,610	3.84%	111,196	3.58%	77,785	2.43%
MoneyGram International & Western Union Money Transfer	84,970	2.93%	79,556	2.56%	52,862	1.65%

### Other Data Contributors

Data Contributor	2017		2018		2019	
	# of Reports	%	# of Reports	%	# of Reports	%
U.S. Department of Education	21,787	0.75%	30,703	0.99%	41,176	1.29%
PrivacyStar	518,428	17.85%	374,054	12.05%	32,894	1.03%
U.S. Postal Inspection Service	29,881	1.03%	16,949	0.55%	18,270	0.57%
Utilities United Against Scams			6,399	0.21%	11,876	0.37%
AARP Fraud Watch Network			6,257	0.20%	10,115	0.32%
U.S. Department of the Treasury, Internal Revenue Service	22,435	0.77%	24,585	0.79%	4,121	0.13%
National Consumer League	3,634	0.13%	4,384	0.14%	4,116	0.13%
Others	10,364	0.36%	10,338	0.33%	3,459	0.11%
Scam Detector	4,556	0.16%	3,364	0.11%	2,903	0.09%
Canada, Competition Bureau	269	0.01%	1,594	0.05%	1,971	0.06%

Percentages are based on the total number of Sentinel reports in 2017 (2,904,329), 2018 (3,104,375), and 2019 (3,200,329).

## Appendix A3: Data Contributors

### State Law Enforcement Agencies

Data Contributor	2017		2018		2019	
	# of Reports	%	# of Reports	%	# of Reports	%
Ohio, Attorney General	12,995	0.45%	22,384	0.72%	21,050	0.66%
Pennsylvania, Attorney General	9,284	0.32%	13,340	0.43%	12,526	0.39%
New York, Attorney General	11,167	0.38%	9,850	0.32%	12,419	0.39%
Wisconsin, Department of Agriculture, Trade, and Consumer Protection	8,033	0.28%	5,899	0.19%	9,427	0.29%
North Carolina, Department of Justice	8,533	0.29%	9,917	0.32%	9,229	0.29%
Washington, Attorney General	10,485	0.36%	8,549	0.28%	8,416	0.26%
Massachusetts, Attorney General	1,978	0.07%	14,659	0.47%	6,382	0.20%
Maine, Attorney General	5,936	0.20%	4,857	0.16%	5,443	0.17%
Michigan, Attorney General	3,201	0.11%	3,886	0.13%	4,969	0.16%
Indiana, Attorney General	3,552	0.12%	3,680	0.12%	3,716	0.12%
Nebraska, Attorney General	4,229	0.15%	3,130	0.10%	3,393	0.11%
Louisiana, Attorney General	5,400	0.19%	4,028	0.13%	2,717	0.08%
Oregon, Department of Justice	2,087	0.07%	2,052	0.07%	2,540	0.08%
Iowa, Attorney General	1,025	0.04%	196	0.01%	2,536	0.08%
Tennessee, Department of Commerce and Insurance, Consumer Affairs Division	1,553	0.05%	1,496	0.05%	1,887	0.06%
South Carolina, Department of Consumer Affairs	1,808	0.06%	2,550	0.08%	1,523	0.05%
Mississippi, Attorney General	90	0.00%	309	0.01%	691	0.02%
Idaho, Attorney General	606	0.02%	814	0.03%	675	0.02%
Colorado, Attorney General	700	0.02%	727	0.02%	575	0.02%
Alaska, Attorney General	299	0.01%	309	0.01%	301	0.01%
Hawaii, Office of Consumer Protection	169	0.01%	227	0.01%	201	0.01%
Nevada, Attorney General	386	0.01%	148	0.00%	144	0.00%
Montana, Attorney General	429	0.01%	186	0.01%	33	0.00%

Percentages are based on the total number of Sentinel reports in 2017 (2,904,329), 2018 (3,104,375), and 2019 (3,200,329).

## Appendix A4: Better Business Bureau Data Contributors

### United States

BBB serving... Akron	BBB serving... Northeast & Central Louisiana & the Ark-La-Tex
Abilene	Northeast California
Amarillo	Northeast Florida and the Southeast Atlantic
Arkansas	Northern Colorado and Wyoming
Acadiana	Northern Indiana
Canton Region & Greater West Virginia	Northern Nevada and Utah
Central & Eastern Kentucky	Northwest + Pacific
Central & South Alabama	Northwest Florida
Central and Western MA and Northeastern CT	Northwest and West Central Ohio and SE Michigan
Central California and Inland Empire Counties	Pacific Southwest
Central East Texas	San Francisco Bay Area and Northern Coastal California
Central Florida	South Central Louisiana
Central Illinois	South Plains
Central Indiana	Southeast Florida & the Caribbean
Central and Northwest North Carolina	Southeast Tennessee & Northwest Georgia
Central Ohio	Southeast Texas
Central Oklahoma	Southern Arizona
Central South Carolina & Charleston	Southern Colorado
Central Virginia	Southern Nevada
Chicago & Northern Illinois	Southern Piedmont and Western North Carolina
Cincinnati Area, Southern Ohio, Northern Kentucky, SE Indiana	Southwest Louisiana
Coastal Carolina	Tri-Counties
Concho Valley	Tri-State
Connecticut	Upstate New York
Dayton and Miami Valley	Upstate South Carolina
Delaware	West Florida
Denver and Boulder	Western Michigan
Detroit & Eastern Michigan	Western Pennsylvania
E. & SW Missouri & S. Illinois	Western Virginia
Eastern MA, ME, RI & VT	Wisconsin
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	

### Canada

Atlantic Provinces
Central & Northern Alberta
Central Ontario
Eastern & Northern Ontario & the Outaouais
Mainland B.C.
Manitoba & N.W. Ontario
Saskatchewan
Southern Alberta and East Kootenay
Vancouver Island
Western Ontario

### Mexico

BBB Mexico
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## 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, employment agencies or job counseling, overseas work, 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 Counterfeit 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; 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 Auction:**

Non-delivery or late delivery of goods; delivery of goods that are less valuable than advertised; failure to disclose all the relevant information about the product or terms of the sale; etc.

#### **Internet Services:**

Problems with websites that offer content for a fee or advertise products and services; difficulty canceling an ISP or online account; malware and computer exploits; 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. The Fraud rankings exclude subcategories that are not fraud.

## 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 (not including auction sales); 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; unsolicited mobile text messages; 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. The Fraud rankings exclude subcategories that are not fraud.*

## 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; reports about general housing-related issues; 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. The Fraud rankings exclude subcategories that are not fraud.*

## Appendix B2: Report Categories over Three Years

Category	2017		2018		2019	
	# Reports	%	# Reports	%	# Reports	%
Advance Payments for Credit Services	18,073	0.62%	20,606	0.66%	17,408	0.54%
Auto Related	95,008	3.27%	113,597	3.66%	115,109	3.60%
Banks and Lenders	154,426	5.32%	143,639	4.63%	149,457	4.67%
Business and Job Opportunities	20,416	0.70%	25,746	0.83%	28,629	0.89%
Charitable Solicitations	3,906	0.13%	4,483	0.14%	3,389	0.11%
Computer Equipment and Software	19,856	0.68%	19,202	0.62%	12,901	0.40%
Credit Bureaus, Information Furnishers and Report Users	109,556	3.77%	137,811	4.44%	165,231	5.16%
Credit Cards	47,399	1.63%	52,409	1.69%	54,150	1.69%
Debt Collection	626,075	21.56%	484,014	15.59%	135,147	4.22%
Education	8,245	0.28%	15,846	0.51%	20,485	0.64%
Foreign Money Offers and Counterfeit Check Scams	32,136	1.11%	27,528	0.89%	31,146	0.97%
Funeral Services	1,160	0.04%	1,029	0.03%	1,105	0.03%
Grants	5,918	0.20%	6,328	0.20%	5,287	0.17%
Health Care	35,096	1.21%	50,785	1.64%	59,360	1.85%
Home Repair, Improvement and Products	11,054	0.38%	17,177	0.55%	23,963	0.75%
Identity Theft	370,917	12.77%	444,358	14.31%	650,572	20.33%
Imposter Scams	461,476	15.89%	549,732	17.71%	647,472	20.23%
Internet Auction	2,316	0.08%	1,743	0.06%	1,795	0.06%
Internet Services	50,586	1.74%	66,180	2.13%	78,848	2.46%
Investment Related	16,057	0.55%	15,456	0.50%	16,708	0.52%
Magazines and Books	5,895	0.20%	6,756	0.22%	7,191	0.22%
Miscellaneous Reports	16,306	0.56%	37,824	1.22%	43,742	1.37%
Mortgage Foreclosure Relief and Debt Management	9,803	0.34%	10,440	0.34%	10,605	0.33%
Office Supplies and Services	7,572	0.26%	5,817	0.19%	5,406	0.17%
Online Shopping and Negative Reviews	133,934	4.61%	151,303	4.87%	173,785	5.43%
Prizes, Sweepstakes and Lotteries	143,140	4.93%	140,066	4.51%	124,841	3.90%
Tax Preparers	3,739	0.13%	4,295	0.14%	4,096	0.13%
Telephone and Mobile Services	151,105	5.20%	167,563	5.40%	186,475	5.83%
Television and Electronic Media	46,761	1.61%	40,242	1.30%	36,755	1.15%
Travel, Vacations and Timeshare Plans	25,766	0.89%	30,566	0.98%	34,695	1.08%
Unspecified Reports	281,652	9.70%	328,974	10.60%	547,565	17.11%

Percentages are based on the total number of Sentinel reports in 2017 (2,904,329), 2018 (3,104,375), and 2019 (3,200,329). Consumers can report more than one category or subcategory.



**Appendix B3: Detailed Report Categories over Three Years**

Category	Subcategory	2017		2018		2019	
		# of Reports	% of Reports	# of Reports	% of Reports	# of Reports	% of Reports
Health Care	Connected Consumer Devices: Activity\Healthcare Trackers*	11	0.00%	45	0.00%	108	0.00%
	Health Care: Diet Products\Centers\Plans	10,250	0.35%	13,714	0.44%	14,803	0.46%
	Health Care: Dietary Supplements\Herbal Remedies	2,944	0.10%	2,534	0.08%	3,232	0.10%
	Health Care: Drugs-OTC\Prescription	945	0.03%	2,096	0.07%	2,561	0.08%
	Health Care: Eye Care*	3,451	0.12%	4,199	0.14%	4,627	0.14%
	Health Care: Medical Discount Plans\Cards\Insurance	4,008	0.14%	5,518	0.18%	6,372	0.20%
	Health Care: Other Medical Treatments*	5,126	0.18%	11,636	0.37%	15,778	0.49%
	Health Care: Other Products\Supplies*	8,695	0.30%	11,382	0.37%	12,134	0.38%
Home Repair, Improvement and Products	Home Appliances	1,709	0.06%	2,729	0.09%	2,750	0.09%
	Home Furnishings	1,083	0.04%	1,424	0.05%	1,556	0.05%
	Home Protection Devices	664	0.02%	932	0.03%	1,000	0.03%
	Home Repair	3,408	0.12%	5,226	0.17%	10,792	0.34%
	Housing	4,192	0.14%	6,872	0.22%	7,879	0.25%
Identity Theft	Identity Theft	370,917	12.77%	444,358	14.31%	650,572	20.33%
Imposter Scams	Imposter: Business	83,238	2.87%	104,601	3.37%	107,339	3.35%
	Imposter: Family\Friend	18,941	0.65%	21,675	0.70%	20,232	0.63%
	Imposter: Government	190,309	6.55%	255,223	8.22%	389,563	12.17%
	Romance Scams	16,920	0.58%	22,284	0.72%	25,147	0.79%
	Tech Support Scams	154,742	5.33%	148,496	4.78%	107,907	3.37%
Internet Auction	Internet Auction	2,316	0.08%	1,743	0.06%	1,795	0.06%
Internet Services	Broadband Internet Services and Content: Cost*	6	0.00%	863	0.03%	2,478	0.08%
	Broadband Internet Services and Content: Internet Access*	1	0.00%	398	0.01%	1,221	0.04%
	Broadband Internet Services and Content: Internet Speed*	1	0.00%	419	0.01%	1,103	0.03%
	Internet Access Services	6,332	0.22%	4,410	0.14%	2,532	0.08%
	Internet Information Services	23,488	0.81%	33,891	1.09%	42,791	1.34%
	Internet Web Site Design\Promotion	3,452	0.12%	3,535	0.11%	3,956	0.12%
	Malware and Computer Exploits	1,843	0.06%	2,534	0.08%	3,176	0.10%
	Online Payment Services	3,983	0.14%	7,879	0.25%	10,619	0.33%
	Social Networking Service	7,075	0.24%	8,489	0.27%	7,822	0.24%
Investment Related	Video and Internet Gaming\Virtual Reality*	4,421	0.15%	4,116	0.13%	4,125	0.13%
	Invest: Advice, Seminars	7,053	0.24%	7,524	0.24%	8,663	0.27%
	Invest: Art\Gems\Rare Coins	609	0.02%	503	0.02%	638	0.02%
	Invest: Other (note in comments)	7,076	0.24%	6,244	0.20%	6,303	0.20%
Magazines and Books	Invest: Stocks\Commodity Futures Trading	1,322	0.05%	1,185	0.04%	1,108	0.03%
	Books and Magazines	5,895	0.20%	6,756	0.22%	7,191	0.22%

Percentages are based on the total number of Sentinel reports in 2017 (2,904,329), 2018 (3,104,375), and 2019 (3,200,329). Consumers can report more than one category or subcategory.

\*These subcategories are counted as Other report types even though the broader category assigned is Fraud.



**Appendix C: Fraud Reports and Reported Amount Lost by State**

State	# of Reports	% Reporting Loss	Total \$ Loss	Median \$ Loss
Alabama	18,735	21%	\$12,996,616	\$299
Alaska	2,806	22%	\$5,208,674	\$300
Arizona	33,383	20%	\$29,656,309	\$346
Arkansas	10,257	21%	\$9,617,911	\$260
California	157,640	23%	\$187,067,645	\$375
Colorado	26,345	23%	\$28,705,310	\$303
Connecticut	14,299	22%	\$13,806,923	\$277
Delaware	5,137	30%	\$5,686,192	\$338
District of Columbia	4,559	21%	\$3,547,099	\$295
Florida	97,629	22%	\$89,608,573	\$329
Georgia	40,476	23%	\$32,210,758	\$294
Hawaii	4,898	26%	\$6,130,187	\$399
Idaho	6,814	21%	\$7,271,173	\$332
Illinois	46,366	23%	\$35,281,532	\$254
Indiana	23,652	22%	\$15,847,444	\$270
Iowa	11,013	19%	\$9,176,202	\$269
Kansas	11,279	21%	\$10,022,986	\$300
Kentucky	16,410	20%	\$10,528,777	\$250
Louisiana	14,474	22%	\$11,180,699	\$300
Maine	5,081	22%	\$3,294,979	\$250
Maryland	28,290	23%	\$27,651,975	\$335
Massachusetts	26,486	23%	\$25,653,339	\$288
Michigan	36,582	21%	\$26,870,563	\$250
Minnesota	21,924	21%	\$18,522,828	\$300
Mississippi	9,532	21%	\$7,582,174	\$276
Missouri	24,886	22%	\$20,831,968	\$255
Montana	4,619	18%	\$3,618,953	\$300
Nebraska	6,856	20%	\$4,379,161	\$300
Nevada	16,740	21%	\$15,245,622	\$395
New Hampshire	5,960	22%	\$5,139,933	\$260
New Jersey	34,544	25%	\$32,666,461	\$305
New Mexico	8,331	21%	\$11,209,046	\$390
New York	80,261	23%	\$82,611,802	\$300
North Carolina	42,584	21%	\$31,641,561	\$300
North Dakota	2,058	26%	\$2,687,486	\$384
Ohio	46,449	21%	\$31,962,085	\$240
Oklahoma	12,996	20%	\$10,287,153	\$268
Oregon	21,566	19%	\$15,545,451	\$250
Pennsylvania	52,651	23%	\$36,669,940	\$252
Puerto Rico	2,228	39%	\$3,852,942	\$308
Rhode Island	3,905	23%	\$2,346,431	\$257
South Carolina	19,694	22%	\$16,133,990	\$297
South Dakota	2,322	22%	\$1,542,030	\$251
Tennessee	27,702	20%	\$20,575,466	\$275
Texas	101,187	23%	\$100,899,560	\$332
Utah	11,088	22%	\$9,117,212	\$300
Vermont	2,201	24%	\$2,303,472	\$300
Virginia	36,876	22%	\$33,935,231	\$300
Washington	36,118	20%	\$29,175,178	\$300
West Virginia	7,349	20%	\$6,553,831	\$269
Wisconsin	22,228	22%	\$15,063,040	\$236
Wyoming	1,964	20%	\$2,288,833	\$250

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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