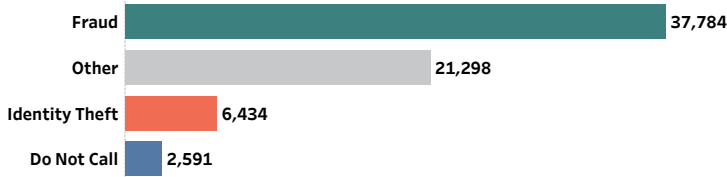




# FTC COVID-19 Complaints

January 1, 2020 - June 9, 2020



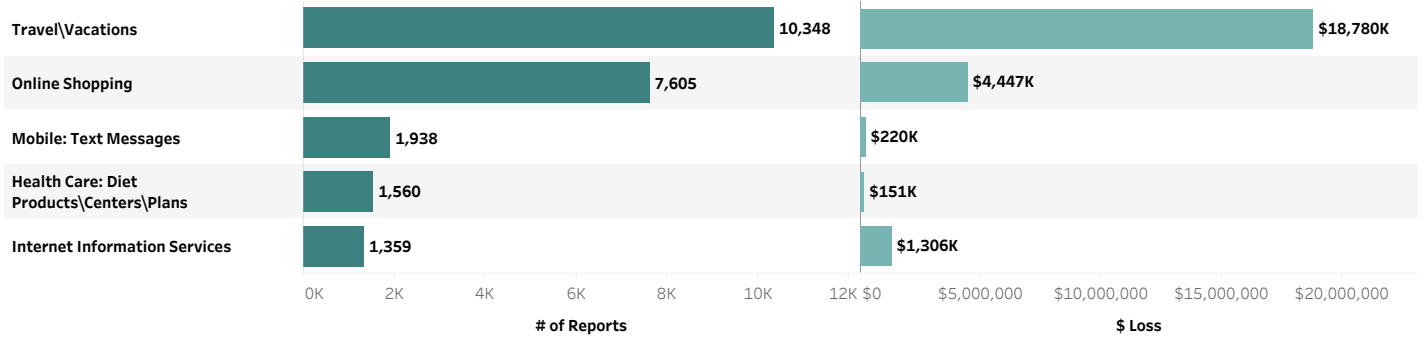
**67,805**  
OVERALL  
REPORTS

**\$49.43M**  
TOTAL FRAUD  
LOSS

**\$447**  
MEDIAN FRAUD  
LOSS

\*45.9% of fraud complaints report a loss

## Top Fraud Products or Services (Top 5 by # of Reports and \$ Loss)

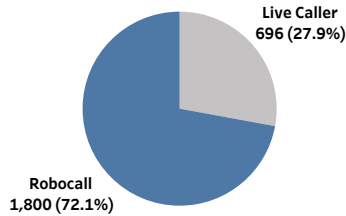


\*While the travel/vacation category typically relates to the sale or advertising of these services, the Coronavirus-related complaints in this category are primarily about refunds and cancellations.

## Top Do Not Call Reports

1	Other & No Subject Provided	1,028
2	Calls pretending to be government, businesses, or family and friends	639
3	Medical & prescriptions	274
4	Reducing your debt (credit cards, mortgage, student loans)	172
5	Warranties & protection plans	137

## DNC Reports by Call Type



## Top Other Reports

1	Credit Cards	2,403
2	Lending: Mortgage	1,741
3	Banks, Savings & Loans, and Credit Unions	1,578
4	Credit Bureaus	1,519
5	Television: Satellite & Cable	882



# FTC COVID-19 Complaints by State

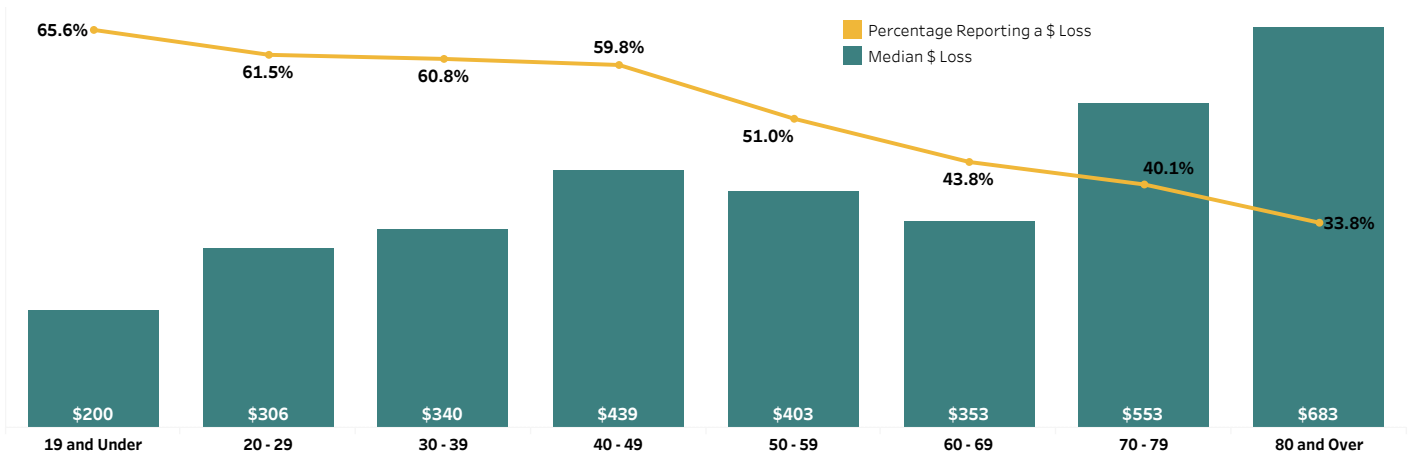
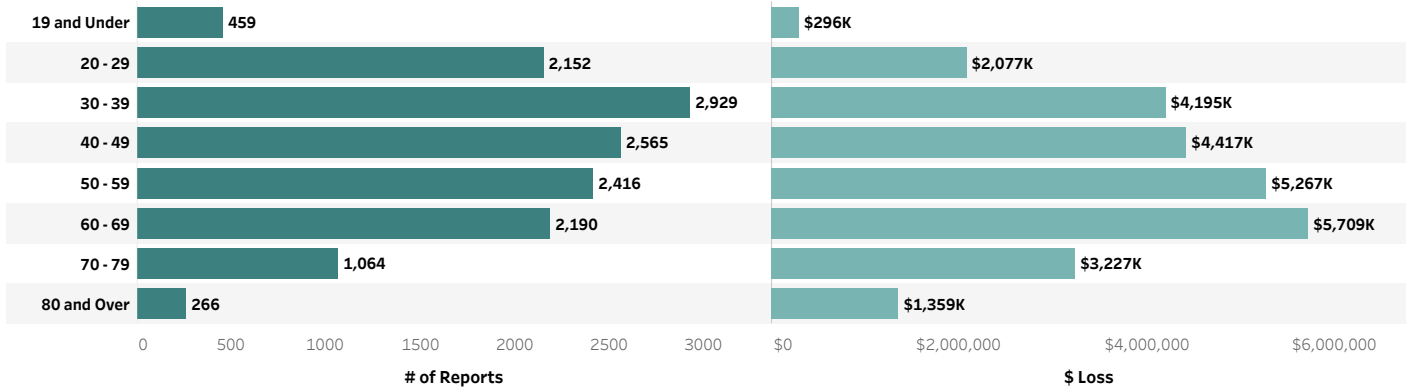
January 1, 2020 - June 9, 2020

	Fraud	Other	Do Not Call	Identity Theft	Total		Fraud	Other	Do Not Call	Identity Theft	Total
Alabama	293	194	29	45	556	Montana	75	41	5	11	132
Alaska	44	14	3	9	70	Nebraska	113	49	9	3	173
Arizona	556	443	73	93	1,159	Nevada	319	229	76	87	708
Arkansas	155	104	19	114	392	New Hampshire	164	62	17	12	255
California	3,497	2,464	421	858	7,207	New Jersey	942	722	112	138	1,911
Colorado	636	319	54	52	1,055	New Mexico	156	81	10	23	269
Connecticut	370	211	27	28	634	New York	2,052	1,420	244	256	3,948
Delaware	111	81	11	14	217	North Carolina	912	509	51	100	1,563
District of Columbia	124	97	12	14	247	North Dakota	36	9	1	4	49
Florida	2,229	1,726	133	397	4,462	Ohio	1,239	558	71	119	1,979
Georgia	926	768	46	265	2,000	Oklahoma	200	162	16	148	526
Hawaii	137	62	14	9	221	Oregon	471	262	35	53	818
Idaho	143	66	13	12	232	Pennsylvania	1,548	690	183	134	2,545
Illinois	977	668	95	169	1,903	Puerto Rico	49	38	1	18	106
Indiana	445	228	12	67	745	Rhode Island	109	85	7	66	267
Iowa	153	92	17	9	268	South Carolina	393	245	26	52	713
Kansas	157	92	17	19	283	South Dakota	37	17	4	4	61
Kentucky	345	164	15	36	559	Tennessee	475	316	42	51	880
Louisiana	247	177	38	66	524	Texas	1,990	1,500	150	436	4,060
Maine	300	170	7	202	679	Utah	229	140	26	26	418
Maryland	634	432	66	69	1,197	Vermont	60	27	4	3	92
Massachusetts	1,459	524	41	154	2,175	Virginia	804	462	73	79	1,411
Michigan	933	554	56	153	1,687	Washington	1,160	821	59	1,182	3,214
Minnesota	396	194	32	52	672	West Virginia	109	69	38	12	227
Mississippi	144	129	17	42	329	Wisconsin	655	417	31	39	1,139
Missouri	422	295	21	145	878	Wyoming	42	21	3	3	69



# FTC COVID-19 Age & Fraud Complaints

\*as of June 9, 2020



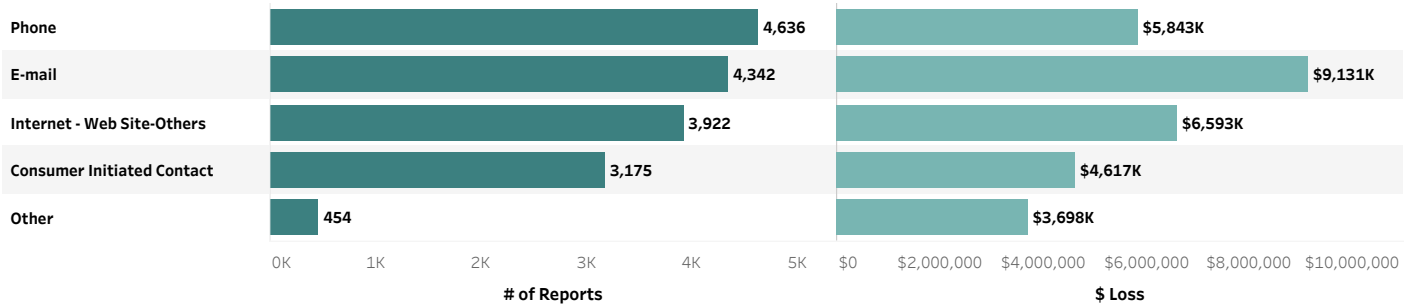
Percentages are based on the total number of fraud reports in which consumers provided their age: 39.3%



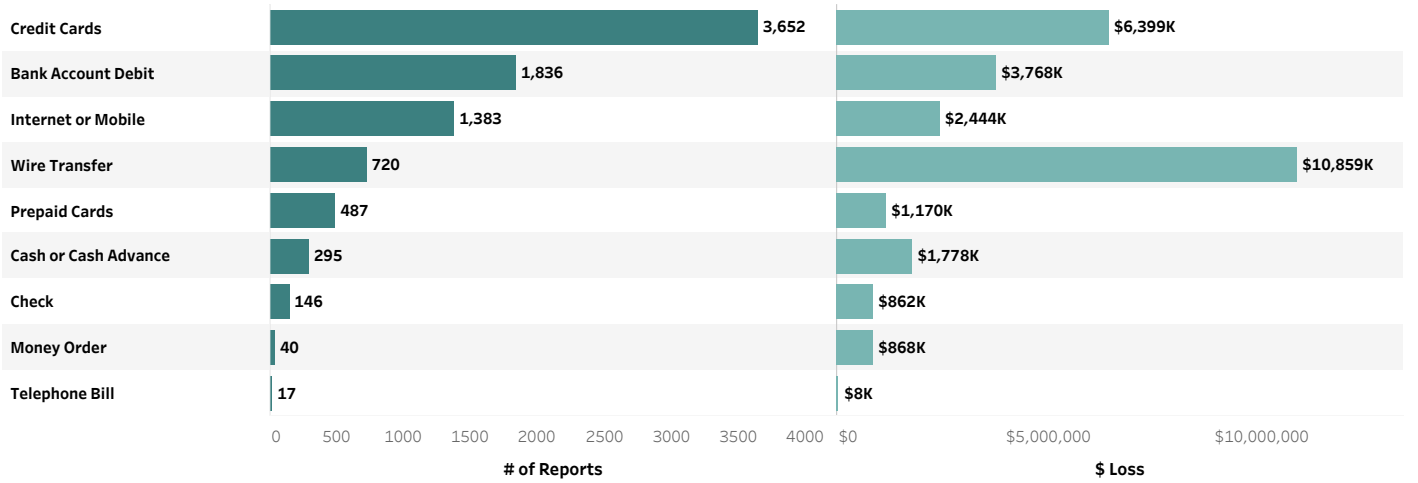
# FTC COVID-19 Fraud Complaints

\*as of June 9, 2020

## Contact Method



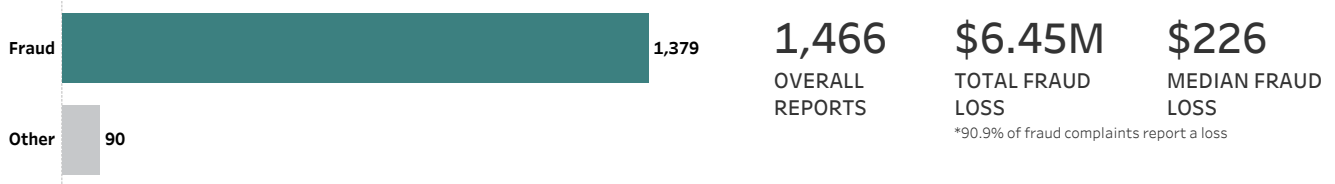
## Payment Method



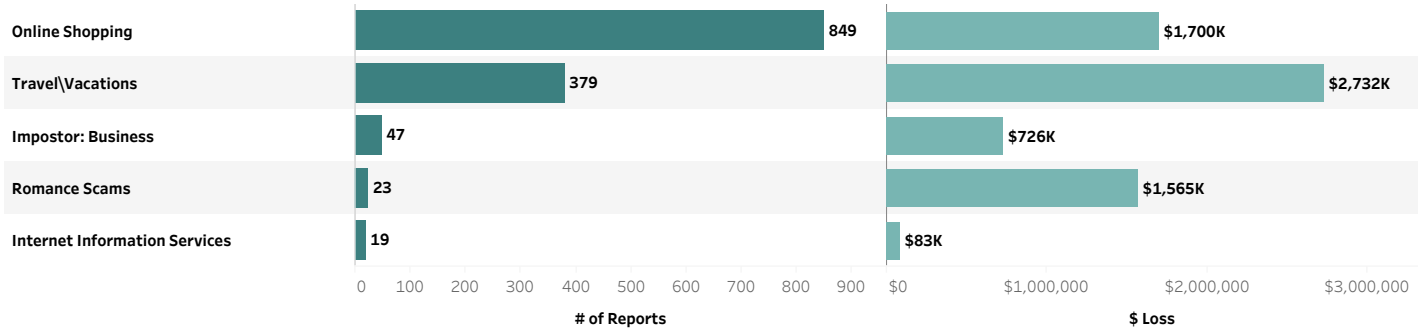


# FTC COVID-19 Complaints from eConsumer.gov

January 1, 2020 - June 9, 2020



## Top Fraud Products or Services (Top 5 by # of Reports and \$ Loss)



## Top Consumer Countries

1	UNITED STATES	704
2	FRANCE	172
3	AUSTRALIA	71
4	UNITED KINGDOM	38
5	CANADA	34
6	SPAIN	27
7	CHILE	25
8	TURKEY	23
9	INDIA	19
10	MEXICO	16

