
***Fraud and Identity Theft Complaints Received
by the Federal Trade Commission
from Consumers Age 50 and Over***



*Federal Trade Commission
May 2006*

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INTRODUCTION

Between January and December 2005, Consumer Sentinel, the complaint database developed and maintained by the FTC, received over **695,000** consumer fraud and identity theft complaints. Consumers reported losses from fraud of more than \$680 million. The reports in this booklet analyze those complaints received from consumers reporting age 50 and over (**155,719**).

Consumer Sentinel collects information about consumer fraud and identity theft from the FTC and over 150 other organizations and makes it available to law enforcement partners across the nation and throughout the world for use in their investigations. Launched in 1997, the Sentinel database now includes over three million complaints. Some data transfers from other organizations contain complaints from previous months and have not yet been received. Accordingly, the total number of complaints reflected in this report may increase over the course of the next few months. The addition of complaints from other data contributors is also reflected in the larger totals from previous years than were reported in earlier FTC reports.

For more information about Consumer Sentinel, as well as information about consumer fraud and identity theft, visit the Consumer Sentinel public website at www.consumer.gov/sentinel. If you represent a law enforcement organization, call (202) 326-3196 or e-mail sentinel@ftc.gov for membership information.

Consumer Sentinel Leading Partners & Data Contributors

| | |
|--|---|
|  Australian Competition and Consumer Commission |  Better Business Bureaus |
|  Department of Defense |  Federal Bureau of Investigation |
|  Federal Trade Commission |  Internet Crime Complaint Center |
|  National Association of Attorneys General |  National Consumers League |
|  Canada's Phonebusters |  Social Security Administration |
|  U.S. Postal Inspection Service |  U.S. Secret Service |

The Consumer Sentinel Network (For detailed description and data contributors, see Appendix A, pp. 18-19)



Executive Summary
Federal Trade Commission (FTC)

Fraud and Identity Theft Complaints Received by the FTC from Consumers Age 50 and Over

Of the 696,239 Consumer Sentinel complaints received during calendar year (CY) 2005, 81% (564,385) of consumers reported their age. Fraud and identity theft complaints from consumers age 50 and over represented 28% (155,719) of those CY-2005 Sentinel complaints where consumers reported their age.

Fraud

►64% (99,135) of Consumer Sentinel complaints from consumers age 50 and over were fraud-related.

►CY-2005 Top Fraud Complaint Categories for Consumers Age 50 and Over:

Foreign Money Offers (10% of Sentinel complaints from consumers age 50 and over)

Prizes/Sweepstakes and Lotteries (9%)

Internet Auctions (9%)

Internet Services and Computer Complaints (6%)

Shop-at-Home/Catalog Sales (6%)

Telephone Services (3%)

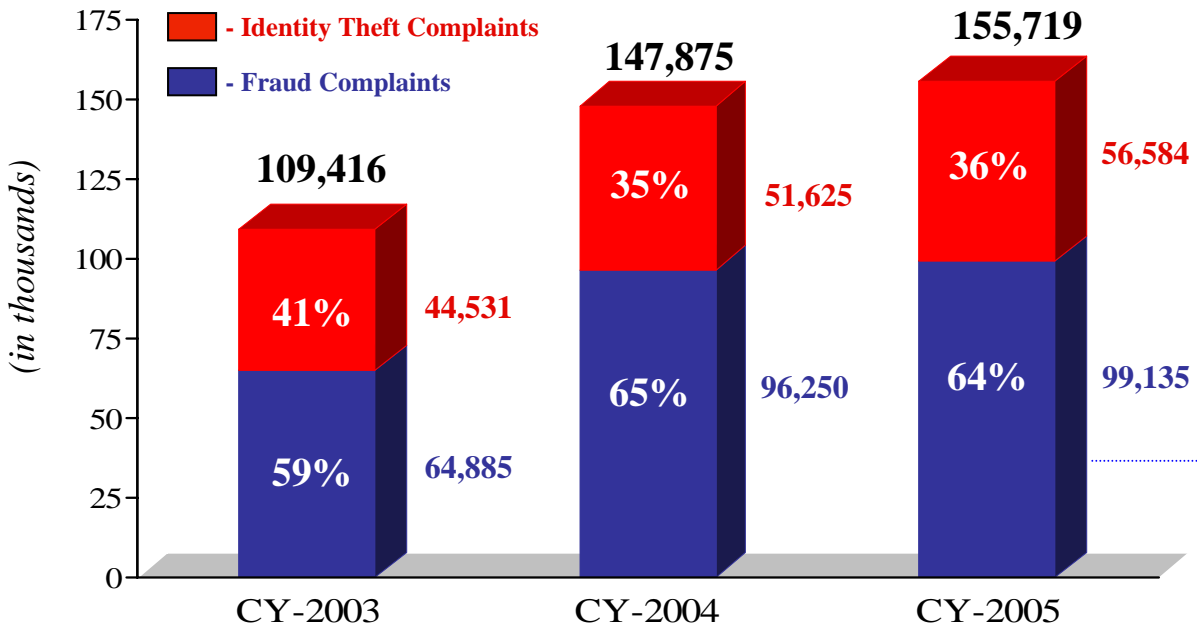
Business Opportunities and Work-at-Home Plans (2%)

- Consumers age 50 and over reported fraud losses of over \$184 million; the median monetary loss was \$398.
- Internet-related complaints accounted for 37% of all reported fraud complaints from consumers age 50 and over, with monetary losses of over \$72 million and a median loss of \$300.
- Some 45% of fraud complaints from consumers age 50 and over where the company's method of initial contact was reported indicate Internet solicitations – 28% by electronic mail and 17% through an Internet web site.

Identity Theft

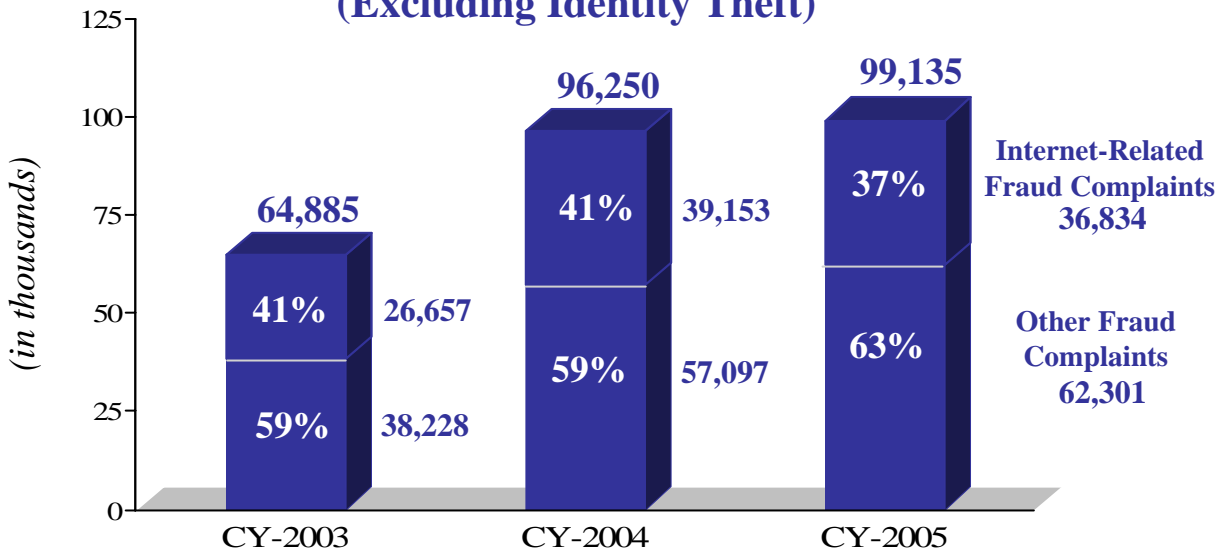
- 36% (56,584) of the Consumer Sentinel complaints from consumers age 50 and over were identity theft-related.
- Credit card fraud (34%) was the most common form of reported identity theft followed by bank fraud (18%), and phone or utilities fraud (15%).

Sentinel Complaints from Consumers Age 50 and Over by Calendar Year¹



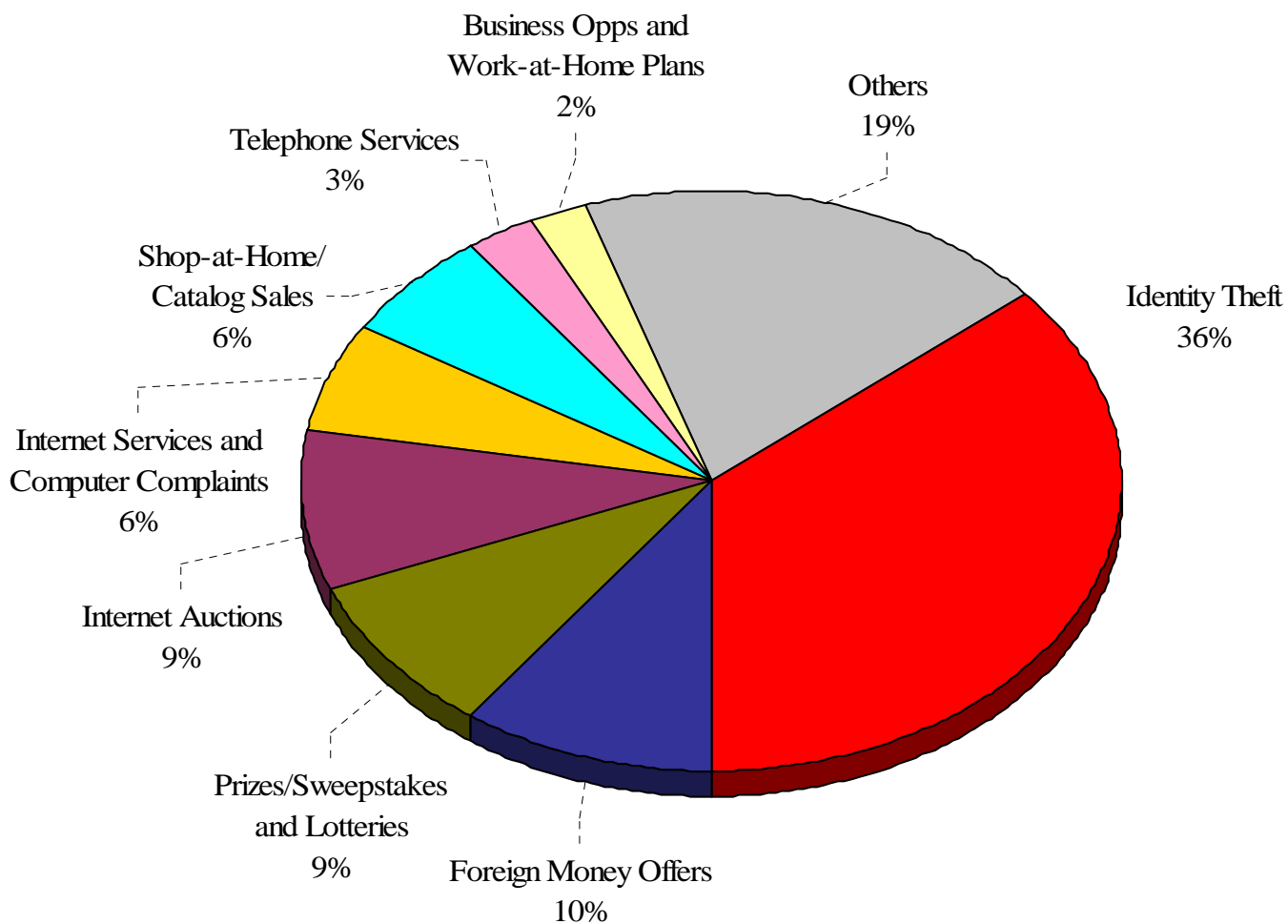
¹Percentages are based on the total number of Sentinel complaints from consumers age 50 and over by calendar year. These figures exclude "Do Not Call" registry complaints. Percentage of consumers reporting age in all Sentinel complaints:
a) Fraud complaints: CY-2003 = 66%, CY-2004 = 78%, and CY-2005 = 73%
b) Identity theft complaints: CY-2003 = 92%, CY-2004 = 95%, and CY-2005 = 95%.

Fraud Complaints from Consumers Age 50 and Over by Calendar Year² (Excluding Identity Theft)



²Percentages are based on the total number of Sentinel fraud complaints from consumers age 50 and over by calendar year.

Sentinel Top Complaint Categories for Consumers Age 50 and Over¹ *January 1 – December 31, 2005*



¹Percentages are based on the total number of Sentinel complaints (155,719) received from consumers reporting age 50 and over between January 1 and December 31, 2005. For Sentinel category descriptions, see Appendix B.

Total Number of Fraud Complaints & Amount Paid For Consumers Reporting Age 50 and Over *Calendar Years 2003 through 2005*

| CY | Total No. of Complaints | Complaints Reporting Amount Paid | Percentage of Complaints Reporting Amount Paid | Amount Paid Reported | Average Amount Paid ¹ | Median Amount Paid ² |
|------|-------------------------|----------------------------------|--|----------------------|----------------------------------|---------------------------------|
| 2003 | 64,885 | 47,766 | 74% | \$126,807,559 | \$2,655 | \$298 |
| 2004 | 96,250 | 70,268 | 73% | \$152,517,738 | \$2,171 | \$299 |
| 2005 | 99,135 | 62,466 | 63% | \$184,907,573 | \$2,960 | \$398 |

¹Average is based on the total number of consumers age 50 and over who reported amount paid for each calendar year: CY-2003 = 47,766; CY-2004 = 70,268; and CY-2005 = 62,466. Fourteen consumers reported an amount paid of \$1 million or more during CY-2005; 12 and 9 consumers for CY-2003 and CY-2004, respectively.

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

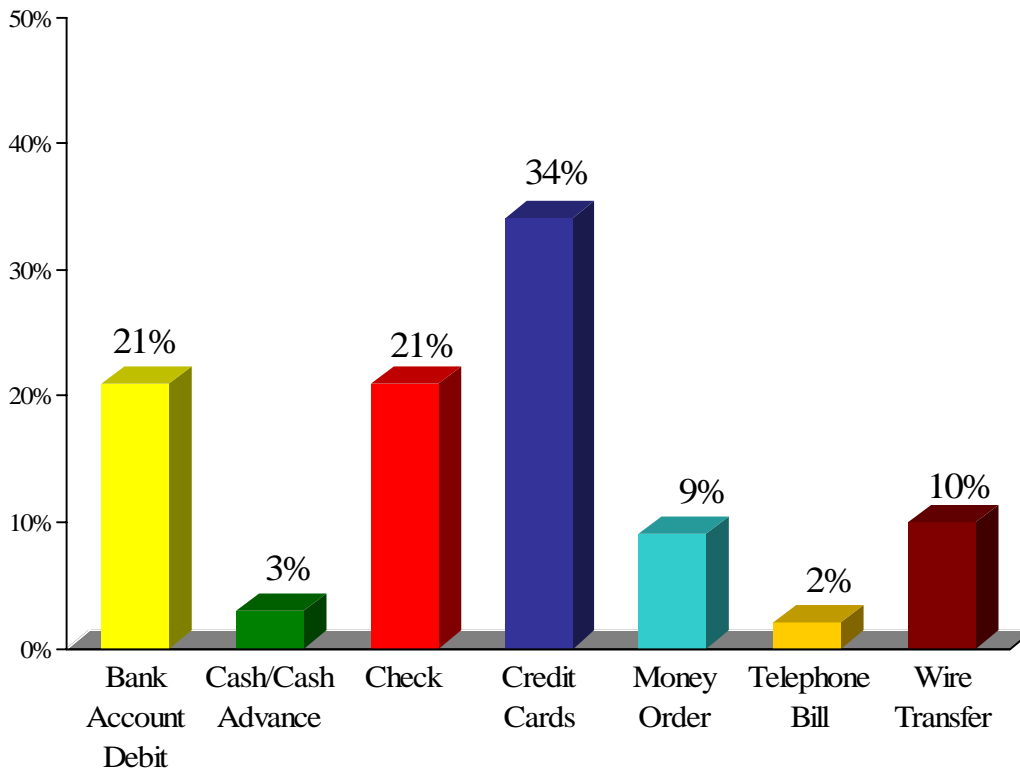
Distribution of Fraud Complaints by Reported Amount Paid For Consumers Reporting Age 50 and Over *Calendar Years 2003 through 2005*

| Amount Paid | CY - 2003 | | CY - 2004 | | CY - 2005 | |
|-------------------|------------|--------------------------|------------|--------------------------|------------|--------------------------|
| | Complaints | Percentages ³ | Complaints | Percentages ³ | Complaints | Percentages ³ |
| \$0 | 12,957 | 27% | 24,397 | 35% | 22,237 | 36% |
| \$1 - 25 | 3,645 | 8% | 4,844 | 7% | 4,074 | 7% |
| \$26 - 50 | 4,281 | 9% | 4,718 | 7% | 3,938 | 6% |
| \$51 - 75 | 2,112 | 4% | 2,797 | 4% | 1,993 | 3% |
| \$76 - 100 | 1,824 | 4% | 2,445 | 3% | 1,883 | 3% |
| \$101 - 250 | 4,754 | 10% | 6,790 | 10% | 5,362 | 9% |
| \$251 - 500 | 4,102 | 9% | 5,874 | 8% | 4,605 | 7% |
| \$501 - 1,000 | 3,739 | 8% | 4,795 | 7% | 4,281 | 7% |
| \$1,001 - 5,000 | 7,880 | 16% | 10,338 | 15% | 10,196 | 16% |
| More than \$5,000 | 2,472 | 5% | 3,270 | 5% | 3,897 | 6% |

³Percentages are based on the total number of consumers age 50 and over who reported amount paid for each calendar year: CY-2003 = 47,766; CY-2004 = 70,268; and CY-2005 = 62,466.

Methods of Payment Reported by Consumers Age 50 and Over¹

January 1 - December 31, 2005



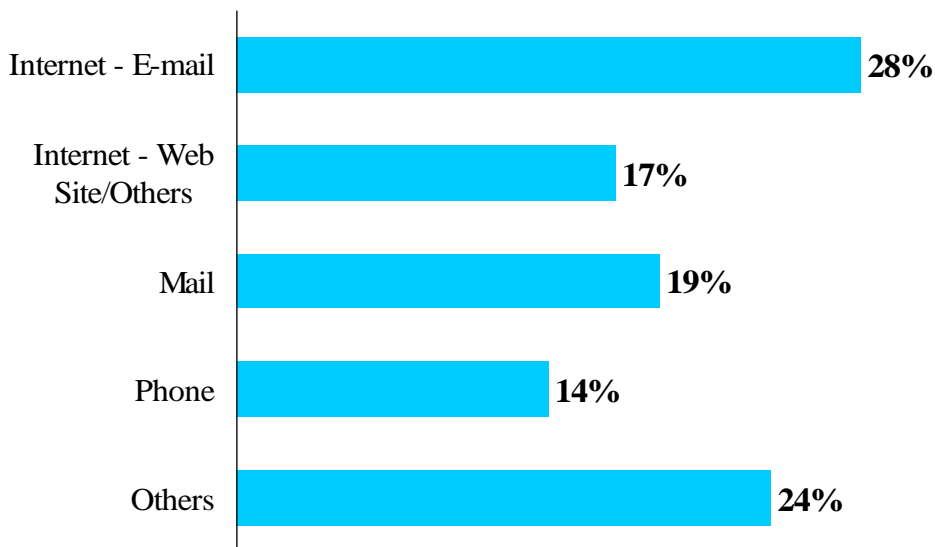
Methods of Payment Reported by Consumers Age 50 and Over

Calendar Years 2003 through 2005

| Payment Method | CY - 2003 | | | CY - 2004 | | | CY - 2005 | | |
|---------------------------------------|---------------|--------------------------|--------------|---------------|--------------------------|--------------|---------------|--------------------------|--------------|
| | Complaints | Percentages ¹ | Amount Paid | Complaints | Percentages ¹ | Amount Paid | Complaints | Percentages ¹ | Amount Paid |
| Bank Account Debit | 2,377 | 17% | \$3,544,130 | 3,582 | 21% | \$7,333,478 | 3,184 | 21% | \$6,067,021 |
| Cash/Cash Advance | 358 | 3% | \$1,965,138 | 548 | 3% | \$3,161,322 | 440 | 3% | \$4,099,276 |
| Check | 3,536 | 26% | \$23,972,954 | 3,713 | 22% | \$26,361,307 | 3,105 | 21% | \$29,089,567 |
| Credit Cards | 5,024 | 36% | \$7,307,772 | 5,212 | 31% | \$7,724,889 | 5,068 | 34% | \$9,751,885 |
| Money Order | 1,321 | 10% | \$1,449,955 | 1,823 | 11% | \$3,991,170 | 1,317 | 9% | \$2,033,463 |
| Telephone Bill | 340 | 2% | \$56,528 | 517 | 3% | \$120,008 | 356 | 2% | \$265,472 |
| Wire Transfer | 807 | 6% | \$21,961,669 | 1,260 | 8% | \$17,259,969 | 1,499 | 10% | \$23,644,080 |
| <i>Total Reporting Payment Method</i> | <i>13,763</i> | | | <i>16,655</i> | | | <i>14,969</i> | | |

¹Percentages are based on the total number of fraud complaints for each calendar year where consumers age 50 and over reported the method of payment: CY-2003 = 13,763; CY-2004 = 16,655; and CY-2005 = 14,969. 15% of the consumers age 50 and over reported this information during CY-2005, 21% and 17% for CY-2003 and CY-2004, respectively.

Company's Method of Contacting Consumers Age 50 and Over¹ *January 1 - December 31, 2005*



Company's Method of Contacting Consumers Age 50 and Over *Calendar Years 2003 through 2005*

| Contact Method | CY-2003 | | CY-2004 | | CY-2005 | |
|---------------------------------------|---------------|--------------------------|---------------|--------------------------|---------------|--------------------------|
| | Complaints | Percentages ¹ | Complaints | Percentages ¹ | Complaints | Percentages ¹ |
| Internet - E-mail | 12,016 | 22% | 20,000 | 26% | 20,356 | 28% |
| Internet - Web Site/Other | 11,046 | 20% | 13,515 | 18% | 12,170 | 17% |
| Mail | 8,203 | 15% | 12,617 | 16% | 13,583 | 19% |
| Phone | 8,553 | 15% | 11,857 | 15% | 9,984 | 14% |
| Others | 15,782 | 28% | 19,134 | 25% | 17,251 | 24% |
| <i>Total Reporting Contact Method</i> | <i>55,600</i> | | <i>77,123</i> | | <i>73,344</i> | |

¹Percentages are based on the total number of fraud complaints for each calendar year where company's method of initial contact was reported by consumers age 50 and over: CY-2003 = 55,600; CY-2004 = 77,123; and CY-2005 = 73,344. 74% of consumers reported this information during CY-2005, 86% and 80% for CY-2003 and CY-2004, respectively.

Definition of “Internet-related”: A fraud complaint is “Internet-related” if: it concerns an Internet product or service, the company initially contacts the consumer via the Internet, or the consumer responds via the Internet.

Total Number of Internet-Related Fraud Complaints & Amount Paid for Consumers Reporting Age 50 and Over *Calendar Years 2003 through 2005*

| CY | Total No. of Complaints | Complaints Reporting Amount Paid | Percentage of Complaints Reporting Amount Paid | Amount Paid Reported | Average Amount Paid ¹ | Median Amount Paid ² |
|------|-------------------------|----------------------------------|--|----------------------|----------------------------------|---------------------------------|
| 2003 | 26,657 | 22,257 | 83% | \$27,543,172 | \$1,238 | \$200 |
| 2004 | 39,153 | 34,084 | 87% | \$43,626,544 | \$1,280 | \$200 |
| 2005 | 36,835 | 29,863 | 81% | \$72,277,596 | \$2,420 | \$300 |

¹Average is based on the total number of consumers age 50 and over who reported amount paid for each calendar year: CY-2003 = 22,257; CY-2004 = 34,084; and CY-2005 = 29,863. Five consumers reported an amount paid of \$1 million or more during CY-2005; 1 and 2 consumers for CY-2003 and CY-2004, respectively.

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

Distribution of Internet-Related Fraud Complaints by Reported Amount Paid for Consumers Reporting Age 50 and Over *Calendar Years 2003 through 2005*

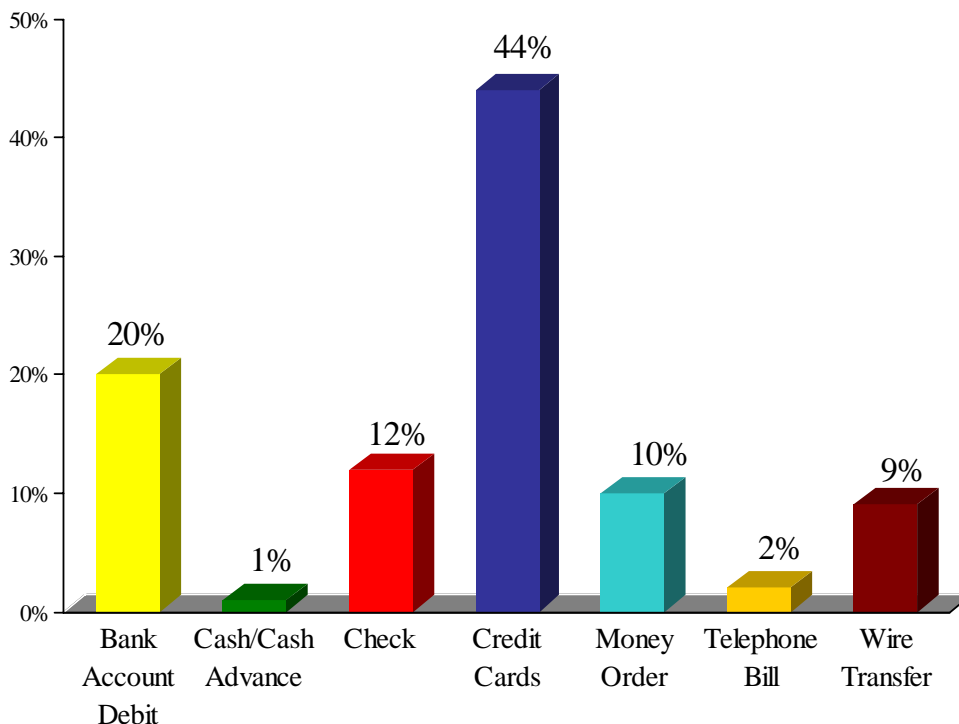
| Amount Paid | CY - 2003 | | CY - 2004 | | CY - 2005 | |
|-------------------|------------|--------------------------|------------|--------------------------|------------|--------------------------|
| | Complaints | Percentages ³ | Complaints | Percentages ³ | Complaints | Percentages ³ |
| \$0 | 5,928 | 27% | 9,961 | 29% | 8,027 | 27% |
| \$1 - 25 | 1,756 | 8% | 2,611 | 8% | 2,033 | 7% |
| \$26 - 50 | 2,045 | 9% | 2,745 | 8% | 2,282 | 8% |
| \$51 - 75 | 1,252 | 6% | 1,809 | 5% | 1,288 | 4% |
| \$76 - 100 | 1,018 | 5% | 1,506 | 4% | 1,160 | 4% |
| \$101 - 250 | 2,797 | 13% | 4,443 | 13% | 3,481 | 12% |
| \$251 - 500 | 2,270 | 10% | 3,384 | 10% | 2,700 | 9% |
| \$501 - 1,000 | 1,986 | 9% | 2,787 | 8% | 2,680 | 9% |
| \$1,001 - 5,000 | 2,518 | 11% | 3,761 | 11% | 4,707 | 16% |
| More than \$5,000 | 687 | 3% | 1,077 | 3% | 1,505 | 5% |

³Percentages are based on the total number of consumers age 50 and over who reported amount paid for each calendar year: CY-2003 = 22,257; CY-2004 = 34,084; and CY-2005 = 29,863.

Definition of “Internet-related”: A fraud complaint is “Internet-related” if: it concerns an Internet product or service, the company initially contacts the consumer via the Internet, or the consumer responds via the Internet.

Methods of Payment for Internet-Related Fraud Complaints Reported by Consumers Age 50 and Over¹

January 1 - December 31, 2005



Methods of Payment for Internet-Related Fraud Complaints Reported by Consumers Age 50 and Over

Calendar Years 2003 through 2005

| Payment Method | CY-2003 | | | CY-2004 | | | CY-2005 | | |
|---------------------------------------|--------------|--------------------------|-------------|--------------|--------------------------|-------------|--------------|--------------------------|-------------|
| | Complaints | Percentages ¹ | Amount Paid | Complaints | Percentages ¹ | Amount Paid | Complaints | Percentages ¹ | Amount Paid |
| Bank Account Debit | 902 | 17% | \$628,682 | 1,017 | 18% | \$1,180,300 | 1,137 | 20% | \$1,261,298 |
| Cash/Cash Advance | 70 | 1% | \$133,493 | 92 | 2% | \$259,856 | 77 | 1% | \$252,578 |
| Check | 746 | 14% | \$1,473,199 | 753 | 14% | \$4,044,866 | 702 | 12% | \$3,146,547 |
| Credit Cards | 2,410 | 47% | \$1,908,430 | 2,381 | 43% | \$2,414,010 | 2,461 | 44% | \$2,367,473 |
| Money Order | 640 | 12% | \$665,911 | 597 | 11% | \$483,723 | 583 | 10% | \$834,086 |
| Telephone Bill | 138 | 3% | \$24,550 | 309 | 6% | \$92,575 | 107 | 2% | \$25,896 |
| Wire Transfer | 261 | 5% | \$1,634,572 | 375 | 7% | \$1,919,152 | 509 | 9% | \$5,023,001 |
| <i>Total Reporting Payment Method</i> | <i>5,167</i> | | | <i>5,524</i> | | | <i>5,576</i> | | |

¹Percentages are based on the total number of internet-related fraud complaints for each calendar year where consumers age 50 and over reported the method of payment: CY-2003 = 5,167; CY-2004 = 5,524; and CY-2005 = 5,576. 15% of the consumers age 50 and over reported this information during CY-2005, 19% and 14% for CY-2003 and CY-2004, respectively.

Number of Fraud Complaints & Amount Paid from United States Consumers Age 50 and Over by Consumers' State

January 1 - December 31, 2005

| Consumer State | Total No. of Complaints | Complaints Reporting Amount Paid | Percentage of Complaints Reporting Amount Paid | Amount Paid Reported | Average Amount Paid ¹ | Median Amount Paid ² |
|------------------------|-------------------------|----------------------------------|--|----------------------|----------------------------------|---------------------------------|
| 1 Alabama | 1,284 | 797 | 62% | \$1,183,407 | \$1,485 | \$500 |
| 2 Alaska | 256 | 167 | 65% | \$171,813 | \$1,029 | \$297 |
| 3 Arizona | 2,564 | 1,591 | 62% | \$3,555,362 | \$2,235 | \$590 |
| 4 Arkansas | 513 | 325 | 63% | \$439,046 | \$1,351 | \$434 |
| 5 California | 12,825 | 8,328 | 65% | \$22,983,539 | \$2,760 | \$425 |
| 6 Colorado | 1,903 | 1,019 | 54% | \$2,079,917 | \$2,041 | \$440 |
| 7 Connecticut | 1,072 | 737 | 69% | \$1,542,202 | \$2,093 | \$324 |
| 8 Delaware | 300 | 220 | 73% | \$574,060 | \$2,609 | \$357 |
| 9 District of Columbia | 292 | 191 | 65% | \$225,747 | \$1,182 | \$300 |
| 10 Florida | 7,241 | 4,575 | 63% | \$11,619,405 | \$2,540 | \$329 |
| 11 Georgia | 2,439 | 1,635 | 67% | \$2,716,545 | \$1,661 | \$368 |
| 12 Hawaii | 491 | 353 | 72% | \$491,191 | \$1,391 | \$408 |
| 13 Idaho | 440 | 305 | 69% | \$1,210,855 | \$3,970 | \$400 |
| 14 Illinois | 3,064 | 2,102 | 69% | \$5,975,949 | \$2,843 | \$535 |
| 15 Indiana | 2,064 | 1,374 | 67% | \$2,634,974 | \$1,918 | \$315 |
| 16 Iowa | 566 | 373 | 66% | \$679,744 | \$1,822 | \$379 |
| 17 Kansas | 737 | 479 | 65% | \$898,959 | \$1,877 | \$500 |
| 18 Kentucky | 926 | 608 | 66% | \$1,541,246 | \$2,535 | \$400 |
| 19 Louisiana | 911 | 617 | 68% | \$1,480,733 | \$2,400 | \$597 |
| 20 Maine | 445 | 269 | 60% | \$660,258 | \$2,454 | \$397 |
| 21 Maryland | 2,188 | 1,354 | 62% | \$2,116,896 | \$1,563 | \$348 |
| 22 Massachusetts | 1,620 | 1,061 | 65% | \$2,638,205 | \$2,487 | \$500 |
| 23 Michigan | 3,092 | 1,945 | 63% | \$2,864,370 | \$1,473 | \$468 |
| 24 Minnesota | 1,248 | 816 | 65% | \$2,243,702 | \$2,750 | \$483 |
| 25 Mississippi | 517 | 366 | 71% | \$634,867 | \$1,735 | \$501 |
| 26 Missouri | 1,631 | 1,136 | 70% | \$2,206,971 | \$1,943 | \$548 |
| 27 Montana | 345 | 240 | 70% | \$538,340 | \$2,243 | \$488 |
| 28 Nebraska | 441 | 329 | 75% | \$445,698 | \$1,355 | \$398 |
| 29 Nevada | 1,083 | 736 | 68% | \$1,923,918 | \$2,614 | \$443 |
| 30 New Hampshire | 509 | 332 | 65% | \$3,605,960 | \$10,861 | \$298 |
| 31 New Jersey | 2,325 | 1,618 | 70% | \$3,392,078 | \$2,096 | \$270 |
| 32 New Mexico | 600 | 395 | 66% | \$1,920,456 | \$4,862 | \$545 |
| 33 New York | 4,714 | 3,230 | 69% | \$10,295,989 | \$3,188 | \$365 |
| 34 North Carolina | 2,215 | 1,362 | 61% | \$3,191,261 | \$2,343 | \$395 |
| 35 North Dakota | 114 | 82 | 72% | \$93,806 | \$1,144 | \$525 |
| 36 Ohio | 3,289 | 2,164 | 66% | \$3,959,800 | \$1,830 | \$389 |
| 37 Oklahoma | 1,004 | 685 | 68% | \$1,301,271 | \$1,900 | \$500 |
| 38 Oregon | 1,672 | 1,014 | 61% | \$17,140,860 | \$16,904 | \$289 |
| 39 Pennsylvania | 3,798 | 2,675 | 70% | \$5,257,079 | \$1,965 | \$351 |
| 40 Rhode Island | 279 | 177 | 63% | \$161,088 | \$910 | \$325 |
| 41 South Carolina | 2,893 | 751 | 26% | \$1,928,285 | \$2,568 | \$500 |
| 42 South Dakota | 145 | 99 | 68% | \$183,963 | \$1,858 | \$450 |
| 43 Tennessee | 1,565 | 986 | 63% | \$4,114,160 | \$4,173 | \$300 |
| 44 Texas | 5,705 | 3,582 | 63% | \$14,943,596 | \$4,172 | \$400 |
| 45 Utah | 722 | 436 | 60% | \$1,314,294 | \$3,014 | \$398 |
| 46 Vermont | 181 | 127 | 70% | \$389,989 | \$3,071 | \$221 |
| 47 Virginia | 2,719 | 1,771 | 65% | \$4,428,766 | \$2,501 | \$374 |
| 48 Washington | 2,936 | 1,830 | 62% | \$4,327,586 | \$2,365 | \$479 |
| 49 West Virginia | 466 | 336 | 72% | \$1,218,574 | \$3,627 | \$400 |
| 50 Wisconsin | 1,404 | 879 | 63% | \$2,879,297 | \$3,276 | \$300 |
| 51 Wyoming | 142 | 96 | 68% | \$72,991 | \$760 | \$205 |

¹Average is based on the total number of consumers who reported amount paid for each state.

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

Note: Thirteen U.S. consumers age 50 and over reported an amount paid of \$1 million or more. They were located in the following states: California (\$1.2, \$1, and \$1 million); Florida (\$1.2 million); New Hampshire (\$3 million); New York (two consumers each reporting \$1 million); Oregon (\$15.7 million); Tennessee (\$1 million); Texas (\$2.5, \$2, and \$1.6 million); and Wisconsin (\$1.3 million).

Number of Fraud Complaints & Amount Paid from Consumers Age 50 and Over by Sentinel Top Complaint Categories

January 1 - December 31, 2005

| Sentinel Fraud Categories | Total No. of Complaints | Complaints Reporting Amount Paid | Percentage of Complaints Reporting | | Amount Paid | Average Amount Paid ¹ | Median Amount Paid ² |
|---|----------------------------|--|---------------------------------------|-------------|--------------|-------------------------------------|------------------------------------|
| | | | | Amount Paid | | | |
| 1 Foreign Money Offers | 15,530 | 3,520 | 23% | | \$37,107,005 | \$10,542 | \$2,337 |
| 2 Prizes/Sweepstakes and Lotteries | 14,358 | 11,629 | 81% | | \$40,902,676 | \$3,517 | \$2,229 |
| 3 Internet Auctions | 14,339 | 12,640 | 88% | | \$16,705,067 | \$1,322 | \$338 |
| 4 Internet Services and Computer Complaints | 8,852 | 5,695 | 64% | | \$2,541,067 | \$446 | \$95 |
| 5 Shop-at-Home/Catalog Sales | 8,804 | 7,461 | 85% | | \$11,855,979 | \$1,589 | \$3,740 |
| 6 Telephone Services | 3,915 | 3,439 | 88% | | \$271,548 | \$79 | \$49 |
| 7 Business Opps and Work-at-Home Plans | 3,624 | 2,914 | 80% | | \$34,363,481 | \$11,793 | \$2,000 |
| 8 Magazines and Buyers Clubs | 2,059 | 1,593 | 77% | | \$280,413 | \$176 | \$66 |
| 9 Health Care | 1,873 | 1,556 | 83% | | \$990,865 | \$637 | \$200 |
| 10 Advance-Fee Loans and Credit Protection/Repair | 1,859 | 1,665 | 90% | | \$1,965,636 | \$1,181 | \$349 |
| 11 Travel, Vacations and Timeshare | 1,395 | 1,129 | 81% | | \$3,559,142 | \$3,152 | \$686 |
| 12 Office Supplies and Services | 1,049 | 806 | 77% | | \$270,114 | \$335 | \$200 |
| 13 Investments | 916 | 741 | 81% | | \$19,939,896 | \$26,909 | \$5,460 |
| 14 Debt Management/Credit Counseling | 639 | 600 | 94% | | \$3,093,283 | \$5,155 | \$1,500 |
| 15 Multi-Level Mktg/Pyramids/Chain Letters | 600 | 401 | 67% | | \$1,296,064 | \$3,232 | \$500 |

¹ Average is based on the total number of consumers who reported amount paid for each complaint category.

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

Number of Fraud Complaints & Amount Paid from Consumers Age 50 and Over by Age Range and Sentinel Top Complaint Categories

January 1 - December 31, 2005

Consumers Reporting Age 50-59

| Sentinel Fraud Categories | Total No. of Complaints | Complaints Reporting Amount Paid | Percentage of Complaints Reporting Amount Paid | Amount Paid | Average Amount Paid ¹ | Median Amount Paid ² |
|--|-------------------------|----------------------------------|--|--------------|----------------------------------|---------------------------------|
| 1 Internet Auctions | 10,642 | 9,380 | 88% | \$12,662,909 | \$1,350 | \$328 |
| 2 Foreign Money Offers | 10,171 | 2,315 | 23% | \$27,017,220 | \$11,671 | \$2,236 |
| 3 Shop-at-Home/Catalog Sales | 5,638 | 4,838 | 86% | \$8,930,452 | \$1,846 | \$199 |
| 4 Internet Services and Computer Complaints | 5,589 | 3,449 | 62% | \$1,646,482 | \$477 | \$100 |
| 5 Prizes/Sweepstakes and Lotteries | 5,069 | 4,134 | 82% | \$9,762,774 | \$2,362 | \$2,000 |
| 6 Business Opps and Work-at-Home Plans | 2,351 | 1,883 | 80% | \$26,142,335 | \$13,883 | \$3,000 |
| 7 Telephone Services | 2,136 | 1,847 | 86% | \$174,565 | \$95 | \$51 |
| 8 Advance-Fee Loans and Credit Protection/Repair | 1,222 | 1,114 | 91% | \$1,157,095 | \$1,039 | \$350 |
| 9 Magazines and Buyers Clubs | 1,030 | 806 | 78% | \$172,906 | \$215 | \$75 |
| 10 Health Care | 911 | 711 | 78% | \$541,778 | \$762 | \$172 |
| 11 Travel, Vacations and Timeshare | 738 | 595 | 81% | \$2,096,331 | \$3,523 | \$600 |
| 12 Office Supplies and Services | 732 | 583 | 80% | \$41,736 | \$72 | \$200 |
| 13 Investments | 413 | 331 | 80% | \$8,283,157 | \$25,025 | \$5,000 |
| 14 Debt Management/Credit Counseling | 400 | 378 | 95% | \$2,119,321 | \$5,607 | \$1,716 |
| 15 Multi-Level Mktg/Pyramids/Chain Letters | 375 | 263 | 70% | \$1,076,960 | \$4,095 | \$520 |

Consumers Reporting Age 60-69

| Sentinel Fraud Categories | Total No. of Complaints | Complaints Reporting Amount Paid | Percentage of Complaints Reporting Amount Paid | Amount Paid | Average Amount Paid ¹ | Median Amount Paid ² |
|---|-------------------------|----------------------------------|--|-------------|----------------------------------|---------------------------------|
| 1 Foreign Money Offers | 4,160 | 857 | 21% | \$7,165,623 | \$8,361 | \$2,114 |
| 2 Internet Auctions | 3,068 | 2,710 | 88% | \$3,297,159 | \$1,217 | \$354 |
| 3 Prizes/Sweepstakes and Lotteries | 2,321 | 1,836 | 79% | \$2,976,197 | \$1,621 | \$1,750 |
| 4 Internet Services and Computer Complaints | 2,275 | 1,524 | 67% | \$489,626 | \$321 | \$84 |
| 5 Shop-at-Home/Catalog Sales | 2,085 | 1,776 | 85% | \$2,262,106 | \$1,274 | \$132 |
| 6 Telephone Services | 1,076 | 952 | 88% | \$52,018 | \$55 | \$45 |
| 7 Business Opps and Work-at-Home Plans | 873 | 691 | 79% | \$4,676,394 | \$6,768 | \$1,100 |
| 8 Magazines and Buyers Clubs | 546 | 417 | 76% | \$74,306 | \$178 | \$65 |
| 9 Health Care | 503 | 432 | 86% | \$237,573 | \$550 | \$187 |
| 10 Travel, Vacations and Timeshare | 401 | 340 | 85% | \$671,609 | \$1,975 | \$739 |
| 11 Advance-Fee Loans and Credit Protection/Repair | 379 | 344 | 91% | \$316,948 | \$921 | \$299 |
| 12 Investments | 261 | 219 | 84% | \$3,976,424 | \$18,157 | \$5,205 |
| 13 Office Supplies and Services | 237 | 180 | 76% | \$219,833 | \$1,221 | \$200 |
| 14 Debt Management/Credit Counseling | 174 | 163 | 94% | \$852,805 | \$5,232 | \$200 |
| 15 Multi-Level Mktg/Pyramids/Chain Letters | 162 | 97 | 60% | \$112,177 | \$1,156 | \$379 |

Consumers Reporting Age 70 and Over

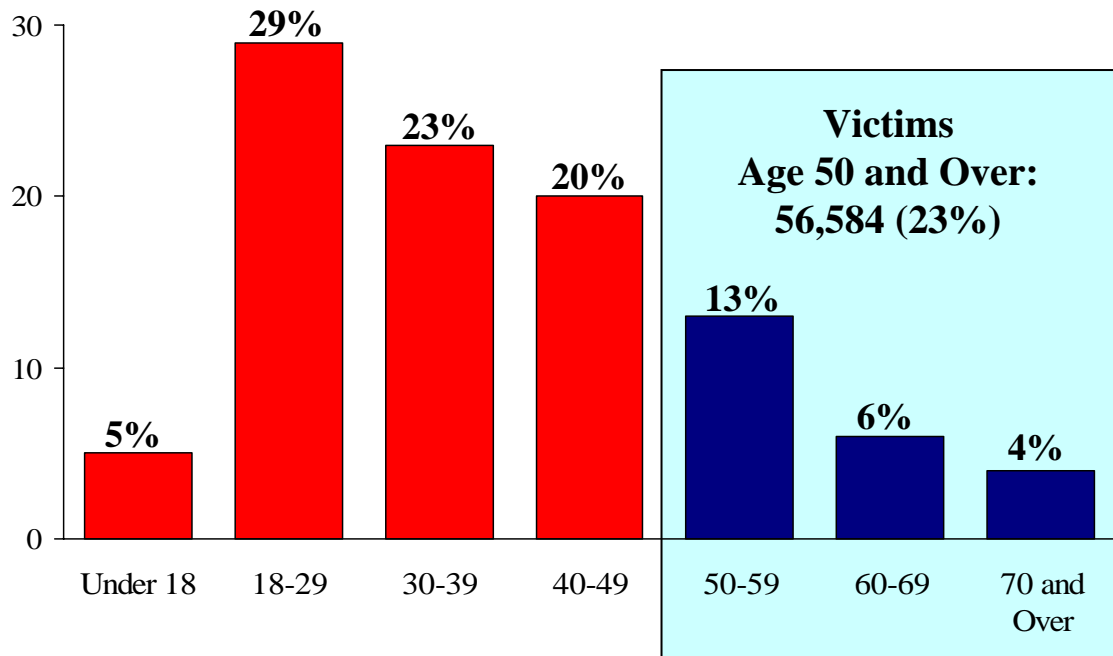
| Sentinel Fraud Categories | Total No. of Complaints | Complaints Reporting Amount Paid | Percentage of Complaints Reporting Amount Paid | Amount Paid | Average Amount Paid ¹ | Median Amount Paid ² |
|---|-------------------------|----------------------------------|--|--------------|----------------------------------|---------------------------------|
| 1 Prizes/Sweepstakes and Lotteries | 7,224 | 5,915 | 82% | \$28,163,704 | \$4,761 | \$2,475 |
| 2 Foreign Money Offers | 1,210 | 363 | 30% | \$2,924,162 | \$8,056 | \$4,256 |
| 3 Shop-at-Home/Catalog Sales | 1,092 | 858 | 79% | \$663,421 | \$773 | \$79 |
| 4 Internet Services and Computer Complaints | 1,003 | 737 | 73% | \$404,959 | \$549 | \$90 |
| 5 Telephone Services | 740 | 675 | 91% | \$44,965 | \$67 | \$40 |
| 6 Internet Auctions | 629 | 552 | 88% | \$744,999 | \$1,350 | \$386 |
| 7 Health Care | 505 | 460 | 91% | \$211,514 | \$460 | \$398 |
| 8 Magazines and Buyers Clubs | 502 | 389 | 77% | \$33,201 | \$85 | \$61 |
| 9 Business Opps and Work-at-Home Plans | 410 | 350 | 85% | \$3,544,752 | \$10,128 | \$477 |
| 10 Advance-Fee Loans and Credit Protection/Repair | 273 | 222 | 81% | \$491,592 | \$2,214 | \$400 |
| 11 Travel, Vacations and Timeshare | 267 | 204 | 76% | \$791,202 | \$3,878 | \$700 |
| 12 Investments | 257 | 206 | 80% | \$7,680,315 | \$37,283 | \$13,358 |
| 13 Office Supplies and Services | 82 | 45 | 55% | \$8,545 | \$190 | \$247 |
| 14 Debt Management/Credit Counseling | 72 | 66 | 92% | \$121,157 | \$1,836 | \$1,017 |
| 15 Multi-Level Mktg/Pyramids/Chain Letters | 64 | 42 | 66% | \$106,927 | \$2,546 | \$713 |

¹ Average is based on the total number of consumers who reported amount paid for each complaint category.

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



Identity Theft Complaints by Victim Age¹ January 1 – December 31, 2005



¹Percentages are based on the total number of identity theft complaints where victims reported their age (246,755). 95% of the victims reported their age.

Identity Theft Complaints by Victim Age Calendar Years 2003 through 2005

| Consumer Age Range | CY-2003 | | CY-2004 | | CY-2005 | |
|----------------------------|----------------|--------------------------|----------------|--------------------------|----------------|--------------------------|
| | Complaints | Percentages ² | Complaints | Percentages ² | Complaints | Percentages ² |
| Under 18 | 6,514 | 3% | 9,601 | 4% | 11,641 | 5% |
| 18 - 29 | 54,943 | 28% | 68,465 | 29% | 71,210 | 29% |
| 30 - 39 | 50,582 | 26% | 57,889 | 25% | 57,965 | 23% |
| 40 - 49 | 41,438 | 21% | 47,181 | 20% | 49,355 | 20% |
| 50 - 59 | 25,224 | 13% | 29,316 | 12% | 31,975 | 13% |
| 60 - 69 | 11,537 | 6% | 13,353 | 6% | 14,772 | 6% |
| 70 and Over | 7,770 | 4% | 8,956 | 4% | 9,837 | 4% |
| Total Reporting Age | 198,008 | | 234,761 | | 246,755 | |

²Percentages are based on the total number of identity theft complaints where victims reported their age: CY-2003 = 198,008; CY-2004 = 234,761; and CY-2005 = 246,755. 95% of the victims reported their age in CY-2005, 92% and 95% for CY-2003 and CY-2004, respectively.



How Victims' Information is Misused for Consumers Age 50 and Over¹ Calendar Years 2003 through 2005

Credit Card Fraud

| | Percentages | Percentages | Percentages |
|------------------|-------------|-------------|-------------|
| Theft Subtype | CY-2003 | CY-2004 | CY-2005 |
| New Accounts | 23.0% | 19.5% | 17.9% |
| Existing Account | 18.1% | 18.5% | 17.1% |
| Unspecified | 0.2% | 0.1% | 0.2% |
| Total | 40% | 37% | 34% |

Bank Fraud²

| | Percentages | Percentages | Percentages |
|--------------------------|-------------|-------------|-------------|
| Theft Subtype | CY-2003 | CY-2004 | CY-2005 |
| Existing Accounts | 8.9% | 9.2% | 8.4% |
| Electronic Fund Transfer | 5.4% | 7.0% | 8.1% |
| New Accounts | 2.7% | 2.7% | 2.3% |
| Unspecified | 0.1% | 0.1% | 0.1% |
| Total | 16% | 18% | 18% |

Phone or Utilities Fraud

| | Percentages | Percentages | Percentages |
|--|-------------|-------------|-------------|
| Theft Subtype | CY-2003 | CY-2004 | CY-2005 |
| Wireless - New Accounts | 10.7% | 9.9% | 7.9% |
| Telephone - New Accounts | 4.6% | 5.1% | 4.5% |
| Utilities - New Accounts | 2.3% | 2.6% | 3.4% |
| Unauthorized Charges to Existing Accounts | 0.7% | 0.8% | 0.7% |
| Unspecified | 0.2% | 0.2% | 0.3% |
| Total | 17% | 17% | 15% |

Employment-Related Fraud

| | Percentages | Percentages | Percentages |
|--------------------------|-------------|-------------|-------------|
| Theft Subtype | CY-2003 | CY-2004 | CY-2005 |
| Employment-Related Fraud | 5% | 5% | 5% |

Loan Fraud

| | Percentages | Percentages | Percentages |
|---------------------------------------|-------------|-------------|-------------|
| Theft Subtype | CY-2003 | CY-2004 | CY-2005 |
| Business / Personal / Student Loan | 2.2% | 2.8% | 2.8% |
| Auto Loan / Lease | 1.7% | 1.6% | 1.4% |
| Real Estate Loan | 1.1% | 1.2% | 1.1% |
| Unspecified | 0.2% | 0.1% | 0.1% |
| Total | 5% | 5% | 5% |

Other Identity Theft

| | Percentages | Percentages | Percentages |
|--------------------------------|-------------|-------------|-------------|
| Theft Subtype | CY-2003 | CY-2004 | CY-2005 |
| Medical | 1.7% | 1.7% | 1.7% |
| Internet / E-mail | 1.6% | 1.6% | 1.7% |
| Evasion of Legal Sanctions | 0.7% | 0.8% | 0.8% |
| Insurance | 0.3% | 0.5% | 0.5% |
| Apartment / House Rented | 0.4% | 0.4% | 0.4% |
| Bankruptcy | 0.3% | 0.3% | 0.2% |
| Magazines | 0.1% | 0.2% | 0.2% |
| Property Rental Fraud | 0.1% | 0.2% | 0.2% |
| Securities / Other Investments | 0.2% | 0.2% | 0.3% |
| Child Support | 0.1% | 0.1% | 0.1% |
| Other | 9.7% | 12.2% | 18.8% |
| Total | 15% | 18% | 24% |

Attempted Identity Theft

| | Percentages | Percentages | Percentages |
|--------------------------|-------------|-------------|-------------|
| Theft Subtype | CY-2003 | CY-2004 | CY-2005 |
| Attempted Identity Theft | 13% | 10% | 9% |

Government Documents or Benefits Fraud

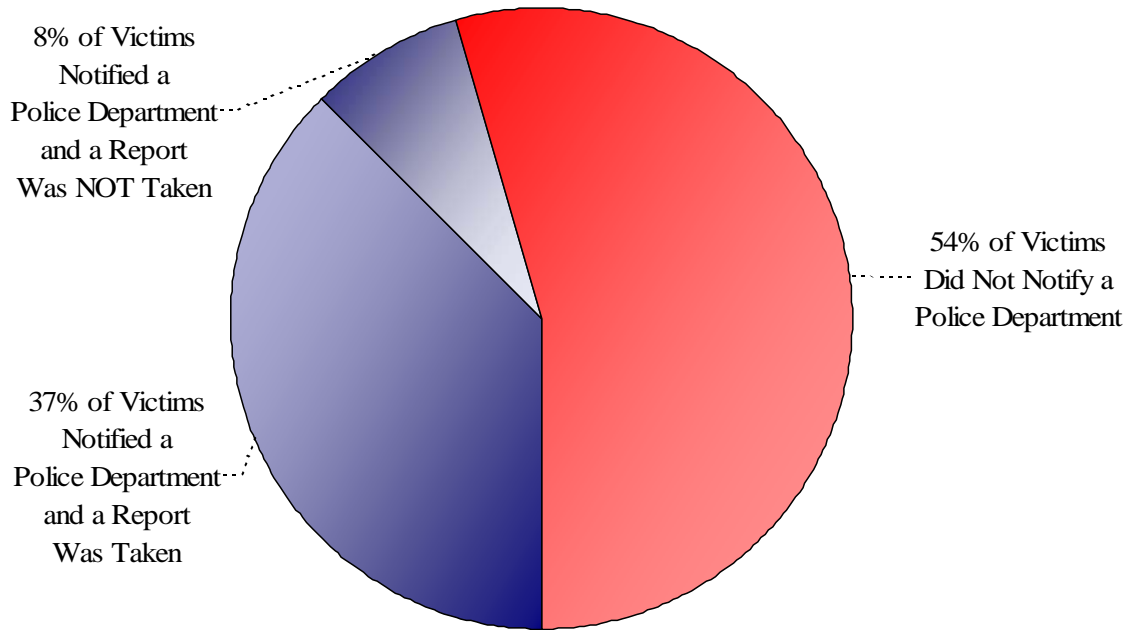
| | Percentages | Percentages | Percentages |
|--|-------------|-------------|-------------|
| Theft Subtype | CY-2003 | CY-2004 | CY-2005 |
| Fraudulent Tax Return Filed | 1.4% | 1.7% | 2.0% |
| Driver's License Issued / Forged | 1.8% | 1.8% | 1.3% |
| Government Benefits Applied For / Received | 1.0% | 1.1% | 1.1% |
| Other Government Documents Issued / Forged | 0.4% | 0.6% | 0.5% |
| Social Security Card Issued / Forged | 0.2% | 0.2% | 0.2% |
| Unspecified | <0.1% | <0.1% | <0.1% |
| Total | 5% | 5% | 5% |

¹Percentages are based on the total number of complaints in the Identity Theft Data Clearinghouse received from consumers age 50 and over for each calendar year: CY-2003 = 44,531; CY-2004 = 51,625; and CY-2005 = 56,584. Note that 17% of identity theft complaints from consumers age 50 and over include more than one type of identity theft in CY-2005, as well as in CY-2003 and CY-2004.

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



Law Enforcement Contact for Consumers Age 50 and Over¹ *January 1 – December 31, 2005*



¹Percentages are based on the total number of identity theft complaints from victims age 50 and over who indicated whether they had notified a police department (55,521). 98% of the identity theft victims age 50 and over who contacted the FTC reported law enforcement contact information. Less than one percent of victims who notified the FTC that they had contacted a police department did not indicate if a report was taken when the police department was notified.

Law Enforcement Contact for Consumers Age 50 and Over *Calendar Years 2003 through 2005*

| If the victim notified a police department, was a report taken? | CY-2003 | | CY-2004 | | CY-2005 | |
|---|---------------|--------------------------|---------------|--------------------------|---------------|--------------------------|
| | Complaints | Percentages ² | Complaints | Percentages ² | Complaints | Percentages ² |
| Yes | 16,021 | 37% | 18,621 | 37% | 20,749 | 37% |
| No | 3,320 | 8% | 3,928 | 8% | 4,560 | 8% |
| Not Reported | 474 | 1% | 312 | <1% | 300 | <1% |
| <i>Total Who Notified a Police Department</i> | <i>19,815</i> | <i>46%</i> | <i>22,861</i> | <i>45%</i> | <i>25,609</i> | <i>46%</i> |
| <i>Total Who Did Not Notify a Police Department</i> | <i>23,451</i> | <i>54%</i> | <i>27,677</i> | <i>55%</i> | <i>29,912</i> | <i>54%</i> |
| Total Reporting Law Enforcement Contact Information | 43,266 | | 50,538 | | 55,521 | |

²Percentages are based on the total number of identity theft complaints from victims age 50 and over who indicated whether they had notified a police department: CY-2003 = 43,266; CY-2004 = 50,538; and CY-2005 = 55,521. 98% of identity theft victims age 50 and over reported law enforcement contact information in CY-2005, 97% and 98% for CY-2003 and CY-2004, respectively.

Appendix A: The Sentinel Network



The Identity Theft Data Clearinghouse was launched in November 1999 and is the sole national repository of consumer complaints about identity theft. The Clearinghouse provides specific investigative material for law enforcement and larger, trend-based information providing insight to both private and public sector partners on ways to reduce the incidence of identity theft. Information in the Clearinghouse is available to law enforcement members via Consumer Sentinel, the secured, password-protected government Web site. This access enables law enforcers to readily spot identity theft problems in their own backyards, and to coordinate with other law enforcement officers where the data reveals common schemes or perpetrators.

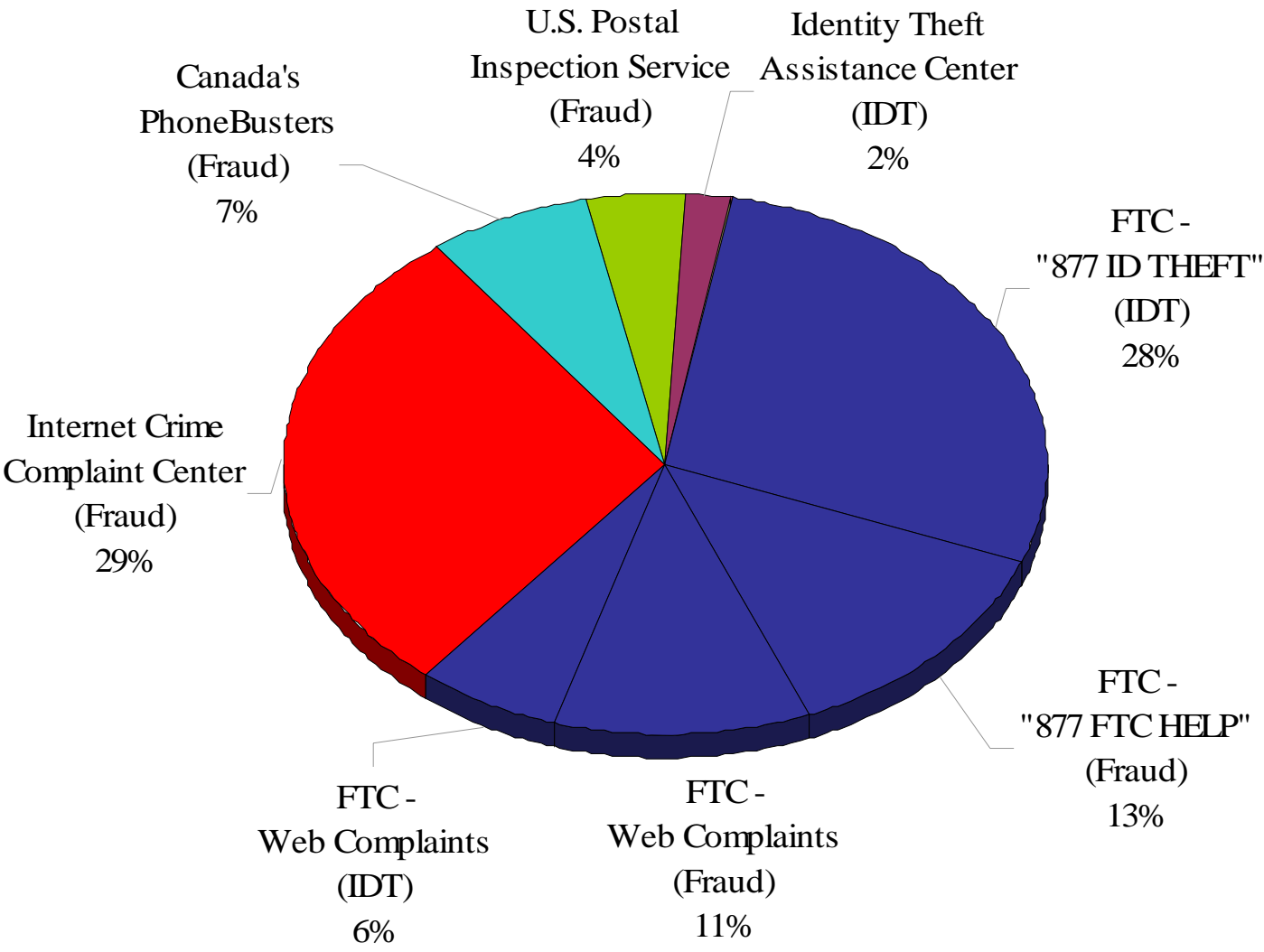


Econsumer.gov was created in April 2001 to gather and share cross-border e-commerce complaints in order to respond to the challenges of multinational Internet fraud, and enhance consumer confidence in e-commerce. The multilingual public Web site provides general information about consumer protection in all countries that belong to the International Consumer Protection and Enforcement Network (formerly called the International Marketing Supervision Network), contact information for consumer protection authorities in those countries, and an online complaint form. All information is available in English, French, German, Korean, and Spanish. Using the existing Consumer Sentinel network, the incoming complaints are shared through the government Web site with participating consumer protection law enforcers from 19 nations.



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

Appendix A: Sentinel Data Contributors for Consumers Age 50 and Over¹ *January 1 – December 31, 2005*



¹Percentages are based on the total number of Sentinel complaints (155,719) received from consumers age 50 and over between January 1 and December 31, 2005. The type of complaints provided by the organization is indicated in parentheses. There were 0.02% (32) complaints provided by multiple law enforcement agencies not represented in this chart.

Appendix B: Sentinel Complaint Categories

Advance-Fee Loans and Credit Protection/Repair Offers: The promise of a loan that requires you to pay a fee first; worthless credit card loss protection and insurance programs; the promise that accurate negative information can be removed from your credit file for a fee; etc.

Business Opportunities and Work-at-Home Plans: Medical billing scams; misleading franchise and Internet-based business opportunities; wealth building plans that don't make good on their promises; etc.

Debt Management/Credit Counseling: Unfulfilled promises by credit counseling organizations to provide free services, send payments to creditors in a timely manner, or reduce interest rates on credit card debt, eliminate late and over-the-limit fees; etc.

Foreign Money Offers: Letters or e-mails offering the "opportunity" to share in a percentage of millions of dollars that a self-proclaimed government official is trying to transfer illegally out of a foreign country in return for money, bank account numbers, or other identifying information from the victim.

Health Care: Fraudulent, misleading, or deceptive claims for vision correction procedures; dietary supplements; weight loss products or services; impotency treatments; health spas and equipments; infertility services; sunscreens; HIV test kits; etc.

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

Internet Auctions: Non-delivery of goods; delivery of goods that are less valuable than advertised; lack of delivery in a timely way; failure to disclose all the relevant information about the product or terms of the sale; etc.

Internet Services and Computers: Trial offers from Internet Service Providers (ISPs); difficulty canceling an ISP account; undisclosed Web site charges; problems with computer software and equipment purchases; and spyware.

Investments: Promises of riches that don't pan out in day trading; oil and gas leases; gold and gems; FCC licenses; etc.

Magazines and Buyers Clubs: Pitches for "free," "pre-paid," or "special" magazine subscription deals and offers for club memberships that claim to help you save money when buying a particular product or service (CDs, books, etc.).

Multi-Level Marketing/Pyramids/Chain Letters: Network plans that offer commissions on the sale of goods by you and distributors you recruit.

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.

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.

Shop-At-Home/Catalog Sales: Problems, such as undisclosed costs, failure to deliver on time, non-delivery, and refusal to honor a guarantee, with purchases made via the Internet (not including auction sales), telephone, or mail.

Telephone Services: Charges for calls to "toll-free" numbers; unauthorized charges such as charges for calls consumers didn't make; unauthorized switching of consumers' phone service provider; misleading pre-paid phone card offers; etc.

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

"Other" complaint categories are: Employment agencies/job counseling, charitable solicitations, government services, real estate, scholarships/educational grants, modeling agencies/services, green card application services, dating services, property/inheritance tracers, water purifiers, living trusts, and viaticals.

Appendix C: Number of Sentinel fraud complaints from United States consumers reporting age 50 and over by consumers' state, age range, and calendar year.

Notes: 1) This report includes fraud consumer complaints from all 50 U.S. states, the District of Columbia, and four U.S. territories - Guam (22), Minor Outlying Islands (8), Puerto Rico (507), and Virgin Islands (54). 2) Sentinel complaints may contain information from multiple consumers.

Alabama

| | Calendar Year | | |
|--------------------------|---------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 433 | 656 | 695 |
| 60 - 69 | 197 | 348 | 413 |
| 70 and Over | 151 | 196 | 183 |
| No. of Complaints | 779 | 1,194 | 1,284 |

Alaska

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 165 | 191 | 178 |
| 60 - 69 | 57 | 59 | 54 |
| 70 and Over | 31 | 29 | 26 |
| No. of Complaints | 253 | 277 | 256 |

Arizona

| | Calendar Year | | |
|--------------------------|---------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 838 | 3,419 | 1,341 |
| 60 - 69 | 444 | 647 | 714 |
| 70 and Over | 410 | 634 | 518 |
| No. of Complaints | 1,692 | 4,692 | 2,564 |

Arkansas

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 251 | 297 | 338 |
| 60 - 69 | 92 | 139 | 121 |
| 70 and Over | 47 | 53 | 56 |
| No. of Complaints | 390 | 489 | 513 |

California

| | Calendar Year | | |
|--------------------------|---------------|---------------|---------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 4,795 | 7,236 | 7,485 |
| 60 - 69 | 1,898 | 2,905 | 3,023 |
| 70 and Over | 1,706 | 2,340 | 2,381 |
| No. of Complaints | 8,396 | 12,439 | 12,825 |

Colorado

| | Calendar Year | | |
|--------------------------|---------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 706 | 1,081 | 1,042 |
| 60 - 69 | 266 | 402 | 658 |
| 70 and Over | 152 | 289 | 208 |
| No. of Complaints | 1,124 | 1,765 | 1,903 |

Connecticut

| | Calendar Year | | |
|--------------------------|---------------|------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 455 | 595 | 668 |
| 60 - 69 | 145 | 205 | 266 |
| 70 and Over | 87 | 87 | 147 |
| No. of Complaints | 686 | 884 | 1,072 |

Delaware

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 109 | 171 | 169 |
| 60 - 69 | 54 | 98 | 70 |
| 70 and Over | 26 | 88 | 63 |
| No. of Complaints | 189 | 353 | 300 |

District Of Columbia

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 165 | 208 | 171 |
| 60 - 69 | 57 | 72 | 74 |
| 70 and Over | 33 | 45 | 47 |
| No. of Complaints | 254 | 325 | 292 |

Florida

| | Calendar Year | | |
|--------------------------|---------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 2,606 | 3,962 | 3,878 |
| 60 - 69 | 1,195 | 1,761 | 1,954 |
| 70 and Over | 835 | 1,227 | 1,442 |
| No. of Complaints | 4,635 | 6,927 | 7,241 |

Georgia

| | Calendar Year | | |
|--------------------------|---------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 870 | 1,249 | 1,527 |
| 60 - 69 | 302 | 475 | 554 |
| 70 and Over | 236 | 331 | 374 |
| No. of Complaints | 1,408 | 2,041 | 2,439 |

Guam

| | Calendar Year | | |
|--------------------------|---------------|----------|----------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 5 | 4 | 6 |
| 60 - 69 | 3 | 1 | 1 |
| 70 and Over | 1 | 1 | |
| No. of Complaints | 9 | 6 | 7 |

Hawaii

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 200 | 299 | 298 |
| 60 - 69 | 92 | 91 | 114 |
| 70 and Over | 79 | 83 | 84 |
| No. of Complaints | 371 | 472 | 491 |

Idaho

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 169 | 285 | 277 |
| 60 - 69 | 63 | 103 | 92 |
| 70 and Over | 56 | 91 | 75 |
| No. of Complaints | 288 | 478 | 440 |

Illinois

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 1,350 | 1,819 | 1,918 |
| 60 - 69 | 458 | 623 | 604 |
| 70 and Over | 321 | 529 | 556 |
| No. of Complaints | 2,127 | 2,964 | 3,064 |

Indiana

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 673 | 954 | 1,193 |
| 60 - 69 | 224 | 399 | 563 |
| 70 and Over | 219 | 293 | 324 |
| No. of Complaints | 1,113 | 1,631 | 2,064 |

Iowa

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 243 | 346 | 378 |
| 60 - 69 | 71 | 110 | 130 |
| 70 and Over | 57 | 80 | 60 |
| No. of Complaints | 371 | 535 | 566 |

Kansas

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 321 | 434 | 506 |
| 60 - 69 | 110 | 143 | 165 |
| 70 and Over | 75 | 88 | 72 |
| No. of Complaints | 506 | 665 | 737 |

Kentucky

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 366 | 495 | 530 |
| 60 - 69 | 240 | 249 | 263 |
| 70 and Over | 98 | 125 | 137 |
| No. of Complaints | 704 | 865 | 926 |

Louisiana

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 382 | 578 | 526 |
| 60 - 69 | 145 | 205 | 210 |
| 70 and Over | 78 | 147 | 180 |
| No. of Complaints | 605 | 928 | 911 |

Maine

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 142 | 238 | 287 |
| 60 - 69 | 63 | 81 | 114 |
| 70 and Over | 36 | 62 | 45 |
| No. of Complaints | 240 | 381 | 445 |

Maryland

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 804 | 1,157 | 1,289 |
| 60 - 69 | 325 | 476 | 541 |
| 70 and Over | 184 | 275 | 378 |
| No. of Complaints | 1,313 | 1,901 | 2,188 |

Massachusetts

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 643 | 989 | 1,012 |
| 60 - 69 | 226 | 336 | 346 |
| 70 and Over | 221 | 281 | 268 |
| No. of Complaints | 1,089 | 1,601 | 1,620 |

Michigan

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 1,053 | 1,668 | 1,654 |
| 60 - 69 | 431 | 645 | 928 |
| 70 and Over | 412 | 541 | 527 |
| No. of Complaints | 1,896 | 2,847 | 3,092 |

Minnesota

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 462 | 691 | 761 |
| 60 - 69 | 190 | 227 | 318 |
| 70 and Over | 107 | 170 | 174 |
| No. of Complaints | 759 | 1,083 | 1,248 |

Minor Outlying Islands

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 2 | 2 | 2 |
| 70 and Over | | 1 | 1 |
| No. of Complaints | 2 | 3 | 3 |

Mississippi

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 198 | 271 | 291 |
| 60 - 69 | 73 | 131 | 125 |
| 70 and Over | 61 | 75 | 105 |
| No. of Complaints | 331 | 477 | 517 |

Missouri

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 803 | 932 | 954 |
| 60 - 69 | 283 | 343 | 377 |
| 70 and Over | 291 | 277 | 314 |
| No. of Complaints | 1,377 | 1,546 | 1,631 |

Montana

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 156 | 180 | 186 |
| 60 - 69 | 67 | 88 | 94 |
| 70 and Over | 43 | 89 | 69 |
| No. of Complaints | 266 | 354 | 345 |

Nebraska

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 165 | 262 | 269 |
| 60 - 69 | 60 | 84 | 87 |
| 70 and Over | 73 | 76 | 88 |
| No. of Complaints | 297 | 420 | 441 |

Nevada

| | Calendar Year | | |
|--------------------------|---------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 381 | 557 | 607 |
| 60 - 69 | 193 | 333 | 277 |
| 70 and Over | 153 | 191 | 199 |
| No. of Complaints | 727 | 1,081 | 1,083 |

New Hampshire

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 170 | 264 | 320 |
| 60 - 69 | 78 | 113 | 107 |
| 70 and Over | 76 | 71 | 87 |
| No. of Complaints | 324 | 447 | 509 |

New Jersey

| | Calendar Year | | |
|--------------------------|---------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 993 | 1,376 | 1,425 |
| 60 - 69 | 386 | 523 | 518 |
| 70 and Over | 339 | 478 | 388 |
| No. of Complaints | 1,717 | 2,369 | 2,325 |

New Mexico

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 229 | 343 | 345 |
| 60 - 69 | 120 | 154 | 149 |
| 70 and Over | 85 | 122 | 108 |
| No. of Complaints | 434 | 615 | 600 |

New York

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 1,879 | 2,849 | 2,745 |
| 60 - 69 | 678 | 1,144 | 1,149 |
| 70 and Over | 519 | 870 | 842 |
| No. of Complaints | 3,075 | 4,843 | 4,714 |

North Carolina

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 881 | 1,256 | 1,383 |
| 60 - 69 | 294 | 463 | 531 |
| 70 and Over | 235 | 288 | 313 |
| No. of Complaints | 1,410 | 1,999 | 2,215 |

North Dakota

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 43 | 79 | 74 |
| 60 - 69 | 20 | 32 | 24 |
| 70 and Over | 18 | 24 | 16 |
| No. of Complaints | 81 | 135 | 114 |

Ohio

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 1,312 | 1,878 | 2,024 |
| 60 - 69 | 443 | 747 | 743 |
| 70 and Over | 477 | 615 | 541 |
| No. of Complaints | 2,231 | 3,222 | 3,289 |

Oklahoma

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 392 | 539 | 576 |
| 60 - 69 | 166 | 221 | 244 |
| 70 and Over | 126 | 198 | 187 |
| No. of Complaints | 684 | 957 | 1,004 |

Oregon

| | Calendar Year | | |
|--------------------------|---------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 569 | 852 | 1,074 |
| 60 - 69 | 235 | 293 | 389 |
| 70 and Over | 115 | 173 | 214 |
| No. of Complaints | 919 | 1,316 | 1,672 |

Pennsylvania

| | Calendar Year | | |
|--------------------------|---------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 1,409 | 2,209 | 2,283 |
| 60 - 69 | 563 | 790 | 869 |
| 70 and Over | 510 | 735 | 670 |
| No. of Complaints | 2,482 | 3,722 | 3,798 |

Puerto Rico

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 32 | 93 | 84 |
| 60 - 69 | 21 | 50 | 196 |
| 70 and Over | 5 | 15 | 13 |
| No. of Complaints | 58 | 157 | 292 |

Rhode Island

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 127 | 158 | 195 |
| 60 - 69 | 34 | 61 | 51 |
| 70 and Over | 43 | 50 | 36 |
| No. of Complaints | 204 | 267 | 279 |

South Carolina

| | Calendar Year | | |
|--------------------------|---------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 391 | 1,246 | 2,413 |
| 60 - 69 | 167 | 307 | 288 |
| 70 and Over | 128 | 171 | 200 |
| No. of Complaints | 686 | 1,717 | 2,893 |

South Dakota

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 67 | 80 | 78 |
| 60 - 69 | 30 | 33 | 34 |
| 70 and Over | 37 | 29 | 34 |
| No. of Complaints | 134 | 142 | 145 |

Tennessee

| | Calendar Year | | |
|--------------------------|---------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 589 | 867 | 1,030 |
| 60 - 69 | 208 | 330 | 366 |
| 70 and Over | 168 | 218 | 175 |
| No. of Complaints | 965 | 1,408 | 1,565 |

Texas

| | Calendar Year | | |
|--------------------------|---------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 2,161 | 3,229 | 3,476 |
| 60 - 69 | 916 | 1,336 | 1,464 |
| 70 and Over | 629 | 813 | 780 |
| No. of Complaints | 3,704 | 5,366 | 5,705 |

Utah

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 260 | 346 | 420 |
| 60 - 69 | 93 | 155 | 171 |
| 70 and Over | 102 | 144 | 134 |
| No. of Complaints | 455 | 643 | 722 |

Vermont

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 62 | 114 | 104 |
| 60 - 69 | 37 | 29 | 38 |
| 70 and Over | 6 | 14 | 39 |
| No. of Complaints | 105 | 156 | 181 |

Virginia

| | Calendar Year | | |
|--------------------------|---------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 1,138 | 1,542 | 1,641 |
| 60 - 69 | 406 | 573 | 682 |
| 70 and Over | 282 | 384 | 416 |
| No. of Complaints | 1,825 | 2,492 | 2,719 |

Virgin Islands

| | Calendar Year | | |
|--------------------------|---------------|-----------|-----------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 6 | 13 | 19 |
| 60 - 69 | 2 | 5 | 6 |
| 70 and Over | | 1 | 2 |
| No. of Complaints | 8 | 19 | 27 |

Washington

| | Calendar Year | | |
|--------------------------|---------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 1,023 | 1,495 | 1,608 |
| 60 - 69 | 357 | 764 | 804 |
| 70 and Over | 342 | 554 | 537 |
| No. of Complaints | 1,721 | 2,800 | 2,936 |

West Virginia

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 195 | 285 | 281 |
| 60 - 69 | 59 | 182 | 126 |
| 70 and Over | 48 | 35 | 59 |
| No. of Complaints | 302 | 502 | 466 |

Wisconsin

| | Calendar Year | | |
|--------------------------|---------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 512 | 856 | 944 |
| 60 - 69 | 196 | 301 | 298 |
| 70 and Over | 168 | 153 | 167 |
| No. of Complaints | 875 | 1,305 | 1,404 |

Wyoming

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 71 | 117 | 80 |
| 60 - 69 | 19 | 53 | 41 |
| 70 and Over | 11 | 25 | 21 |
| No. of Complaints | 101 | 195 | 142 |

Appendix D: Top Sentinel fraud complaint categories for United States consumers reporting age 50 and over by calendar year

Notes: 1) This report includes fraud consumer complaints from all 50 U.S. states, the District of Columbia, and four U.S. territories - Guam (22), Minor Outlying Islands (8), Puerto Rico (507), and Virgin Islands (54). 2) Sentinel complaints may contain information from multiple consumers.

| | Calendar Year | | | No. of Complaints |
|---|---------------|--------|--------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 2,877 | 3,084 | 1,773 | 7,734 |
| Business Opps and Work-at-Home Plans | 2,318 | 3,008 | 3,463 | 8,789 |
| Debt Management/Credit Counseling | 11 | 1,273 | 636 | 1,920 |
| Foreign Money Offers | 4,929 | 8,340 | 14,778 | 28,047 |
| Health Care | 1,501 | 2,079 | 1,844 | 5,424 |
| Internet Auctions | 8,542 | 15,783 | 13,303 | 37,628 |
| Internet Services and Computer Complaints | 7,903 | 9,315 | 8,440 | 25,658 |
| Investments | 633 | 874 | 824 | 2,331 |
| Magazines and Buyers Clubs | 1,253 | 1,676 | 2,017 | 4,946 |
| Multi-Level Mktg/Pyramids/Chain Letters | 441 | 555 | 544 | 1,540 |
| Office Supplies and Services | 555 | 1,170 | 1,031 | 2,756 |
| Prizes/Sweepstakes and Lotteries | 8,118 | 11,862 | 13,236 | 33,216 |
| Shop-at-Home/Catalog Sales | 8,125 | 8,737 | 8,142 | 25,004 |
| Telephone Services | 3,955 | 4,943 | 3,852 | 12,750 |
| Travel, Vacations and Timeshare | 1,104 | 1,144 | 1,114 | 3,362 |

Appendix D: Top Sentinel fraud complaint categories for United States consumers reporting age 50 and over by consumer age range

Notes: 1) This report includes fraud consumer complaints from all 50 U.S. states, the District of Columbia, and four U.S. territories - Guam (22), Minor Outlying Islands (8), Puerto Rico (507), and Virgin Islands (54). 2) Sentinel complaints may contain information from multiple consumers.

Age Range 50 - 59

| | <i>Calendar Year</i> | | | No. of Complaints |
|---|----------------------|-------------|-------------|--------------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 1,861 | 2,033 | 1,177 | 5,071 |
| Business Opps and Work-at-Home Plans | 1,466 | 1,917 | 2,238 | 5,621 |
| Debt Management/Credit Counseling | 8 | 739 | 398 | 1,145 |
| Foreign Money Offers | 3,381 | 5,464 | 9,687 | 18,532 |
| Health Care | 727 | 1,082 | 897 | 2,706 |
| Internet Auctions | 6,497 | 11,812 | 9,829 | 28,138 |
| Internet Services and Computer Complaints | 5,271 | 5,919 | 5,297 | 16,487 |
| Investments | 321 | 392 | 360 | 1,073 |
| Magazines and Buyers Clubs | 648 | 829 | 1,012 | 2,489 |
| Multi-Level Mktg/Pyramids/Chain Letters | 297 | 363 | 338 | 998 |
| Office Supplies and Services | 375 | 803 | 720 | 1,898 |
| Prizes/Sweepstakes and Lotteries | 1,469 | 2,702 | 4,676 | 8,847 |
| Shop-at-Home/Catalog Sales | 5,013 | 5,380 | 5,199 | 15,592 |
| Telephone Services | 2,281 | 2,711 | 2,112 | 7,104 |
| Travel, Vacations and Timeshare | 602 | 624 | 601 | 1,827 |

Age Range 60 - 69

| | <i>Calendar Year</i> | | | No. of Complaints |
|---|----------------------|-------------|-------------|--------------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 657 | 717 | 369 | 1,743 |
| Business Opps and Work-at-Home Plans | 550 | 689 | 834 | 2,073 |
| Debt Management/Credit Counseling | 2 | 351 | 174 | 527 |
| Foreign Money Offers | 1,222 | 2,233 | 3,952 | 7,407 |
| Health Care | 435 | 555 | 494 | 1,484 |
| Internet Auctions | 1,710 | 3,347 | 2,885 | 7,942 |
| Internet Services and Computer Complaints | 1,892 | 2,407 | 2,200 | 6,499 |
| Investments | 163 | 257 | 251 | 671 |
| Magazines and Buyers Clubs | 345 | 463 | 539 | 1,347 |
| Multi-Level Mktg/Pyramids/Chain Letters | 107 | 131 | 148 | 386 |
| Office Supplies and Services | 130 | 271 | 235 | 636 |
| Prizes/Sweepstakes and Lotteries | 1,506 | 2,325 | 2,192 | 6,023 |
| Shop-at-Home/Catalog Sales | 1,898 | 2,129 | 1,956 | 5,983 |
| Telephone Services | 1,027 | 1,378 | 1,066 | 3,471 |
| Travel, Vacations and Timeshare | 331 | 319 | 340 | 990 |

Age Range 70 and Over

| | <i>Calendar Year</i> | | | No. of Complaints |
|---|----------------------|-------------|-------------|--------------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 362 | 351 | 241 | 954 |
| Business Opps and Work-at-Home Plans | 303 | 406 | 401 | 1,110 |
| Debt Management/Credit Counseling | 1 | 188 | 71 | 260 |
| Foreign Money Offers | 327 | 651 | 1,154 | 2,132 |
| Health Care | 339 | 474 | 500 | 1,313 |
| Internet Auctions | 335 | 624 | 591 | 1,550 |
| Internet Services and Computer Complaints | 740 | 1,005 | 957 | 2,702 |
| Investments | 150 | 233 | 228 | 611 |
| Magazines and Buyers Clubs | 263 | 402 | 485 | 1,150 |
| Multi-Level Mktg/Pyramids/Chain Letters | 37 | 61 | 59 | 157 |
| Office Supplies and Services | 50 | 99 | 78 | 227 |
| Prizes/Sweepstakes and Lotteries | 5,157 | 6,995 | 6,615 | 18,767 |
| Shop-at-Home/Catalog Sales | 1,217 | 1,232 | 998 | 3,447 |
| Telephone Services | 652 | 895 | 711 | 2,258 |
| Travel, Vacations and Timeshare | 171 | 210 | 184 | 565 |

Appendix D: Top Sentinel fraud complaint categories for United States consumers reporting age 50 and over by consumer state

Notes: 1) This report includes fraud consumer complaints from all 50 U.S. states, the District of Columbia, and four U.S. territories - Guam (22), Minor Outlying Islands (8), Puerto Rico (507), and Virgin Islands (54). 2) Sentinel complaints may contain information from multiple consumers.

Alabama

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 58 | 43 | 29 | 130 |
| Business Opps and Work-at-Home Plans | 23 | 43 | 40 | 106 |
| Debt Management/Credit Counseling | | 28 | 19 | 47 |
| Foreign Money Offers | 50 | 137 | 177 | 364 |
| Health Care | 28 | 34 | 19 | 81 |
| Internet Auctions | 108 | 202 | 151 | 461 |
| Internet Services and Computer Complaints | 104 | 128 | 89 | 321 |
| Investments | 7 | 15 | 8 | 30 |
| Magazines and Buyers Clubs | 14 | 33 | 26 | 73 |
| Multi-Level Mktg/Pyramids/Chain Letters | 4 | 10 | 4 | 18 |
| Office Supplies and Services | 3 | 23 | 18 | 44 |
| Prizes/Sweepstakes and Lotteries | 111 | 175 | 217 | 503 |
| Shop-at-Home/Catalog Sales | 106 | 114 | 121 | 341 |
| Telephone Services | 69 | 67 | 49 | 185 |
| Travel, Vacations and Timeshare | 20 | 11 | 15 | 46 |

Alaska

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 22 | 16 | 1 | 39 |
| Business Opps and Work-at-Home Plans | 3 | 6 | 8 | 17 |
| Debt Management/Credit Counseling | | 1 | 3 | 4 |
| Foreign Money Offers | 21 | 38 | 45 | 104 |
| Health Care | 5 | 5 | 3 | 13 |
| Internet Auctions | 36 | 47 | 36 | 119 |
| Internet Services and Computer Complaints | 29 | 21 | 23 | 73 |
| Investments | 4 | 1 | 3 | 8 |
| Magazines and Buyers Clubs | 5 | 13 | 7 | 25 |
| Multi-Level Mktg/Pyramids/Chain Letters | 2 | 1 | 1 | 4 |
| Office Supplies and Services | 5 | 8 | 3 | 16 |
| Prizes/Sweepstakes and Lotteries | 51 | 57 | 37 | 145 |
| Shop-at-Home/Catalog Sales | 27 | 22 | 25 | 74 |
| Telephone Services | 12 | 6 | 5 | 23 |
| Travel, Vacations and Timeshare | 4 | 4 | 3 | 11 |

Arizona

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 83 | 77 | 30 | 190 |
| Business Opps and Work-at-Home Plans | 65 | 86 | 97 | 248 |
| Debt Management/Credit Counseling | | 51 | 13 | 64 |
| Foreign Money Offers | 139 | 245 | 413 | 797 |
| Health Care | 33 | 52 | 45 | 130 |
| Internet Auctions | 212 | 430 | 329 | 971 |
| Internet Services and Computer Complaints | 204 | 253 | 244 | 701 |
| Investments | 18 | 31 | 25 | 74 |
| Magazines and Buyers Clubs | 28 | 42 | 56 | 126 |
| Multi-Level Mktg/Pyramids/Chain Letters | 13 | 15 | 14 | 42 |
| Office Supplies and Services | 13 | 22 | 16 | 51 |
| Prizes/Sweepstakes and Lotteries | 285 | 463 | 387 | 1,135 |
| Shop-at-Home/Catalog Sales | 185 | 219 | 226 | 630 |
| Telephone Services | 89 | 101 | 79 | 269 |
| Travel, Vacations and Timeshare | 35 | 28 | 25 | 88 |

Arkansas

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 26 | 15 | 12 | 53 |
| Business Opps and Work-at-Home Plans | 17 | 16 | 20 | 53 |
| Debt Management/Credit Counseling | | 20 | 2 | 22 |
| Foreign Money Offers | 43 | 52 | 100 | 195 |
| Health Care | 8 | 4 | 9 | 21 |
| Internet Auctions | 70 | 129 | 117 | 316 |
| Internet Services and Computer Complaints | 61 | 59 | 42 | 162 |
| Investments | 4 | 4 | 3 | 11 |
| Magazines and Buyers Clubs | 4 | 6 | 7 | 17 |
| Multi-Level Mktg/Pyramids/Chain Letters | 5 | 6 | 4 | 15 |
| Office Supplies and Services | 3 | 6 | 5 | 14 |
| Prizes/Sweepstakes and Lotteries | 12 | 31 | 50 | 93 |
| Shop-at-Home/Catalog Sales | 61 | 61 | 41 | 163 |
| Telephone Services | 32 | 20 | 20 | 72 |
| Travel, Vacations and Timeshare | 11 | 4 | 5 | 20 |

California

| | Calendar Year | | | No. of Complaints |
|--|---------------|-------|-------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 340 | 484 | 243 | 1,067 |
| Business Opps and Work-at-Home Plans | 324 | 429 | 487 | 1,240 |
| Debt Management/Credit Counseling | 1 | 79 | 63 | 143 |
| Foreign Money Offers | 740 | 1,335 | 2,140 | 4,215 |
| Health Care | 198 | 330 | 273 | 801 |
| Internet Auctions | 1,278 | 2,149 | 1,819 | 5,246 |
| Internet Services and Computer Complaints | 1,088 | 1,310 | 1,233 | 3,631 |
| Investments | 98 | 145 | 114 | 357 |
| Magazines and Buyers Clubs | 192 | 288 | 367 | 847 |
| Multi-Level Mktg/Pyramids/Chain Letters | 57 | 79 | 74 | 210 |
| Office Supplies and Services | 83 | 208 | 145 | 436 |
| Prizes/Sweepstakes and Lotteries | 1,275 | 1,725 | 1,854 | 4,854 |
| Shop-at-Home/Catalog Sales | 1,160 | 1,313 | 1,211 | 3,684 |
| Telephone Services | 509 | 569 | 539 | 1,617 |
| Travel, Vacations and Timeshare | 147 | 172 | 156 | 475 |

Colorado

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 39 | 53 | 29 | 121 |
| Business Opps and Work-at-Home Plans | 55 | 82 | 91 | 228 |
| Debt Management/Credit Counseling | | 9 | 15 | 24 |
| Foreign Money Offers | 129 | 268 | 289 | 686 |
| Health Care | 20 | 42 | 33 | 95 |
| Internet Auctions | 180 | 331 | 259 | 770 |
| Internet Services and Computer Complaints | 157 | 181 | 144 | 482 |
| Investments | 16 | 20 | 15 | 51 |
| Magazines and Buyers Clubs | 21 | 36 | 33 | 90 |
| Multi-Level Mktg/Pyramids/Chain Letters | 14 | 10 | 13 | 37 |
| Office Supplies and Services | 6 | 20 | 24 | 50 |
| Prizes/Sweepstakes and Lotteries | 133 | 226 | 158 | 517 |
| Shop-at-Home/Catalog Sales | 147 | 161 | 150 | 458 |
| Telephone Services | 58 | 70 | 38 | 166 |
| Travel, Vacations and Timeshare | 15 | 21 | 21 | 57 |

Connecticut

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 30 | 41 | 12 | 83 |
| Business Opps and Work-at-Home Plans | 34 | 23 | 33 | 90 |
| Debt Management/Credit Counseling | | 8 | 8 | 16 |
| Foreign Money Offers | 64 | 93 | 123 | 280 |
| Health Care | 8 | 21 | 26 | 55 |
| Internet Auctions | 126 | 232 | 194 | 552 |
| Internet Services and Computer Complaints | 115 | 89 | 115 | 319 |
| Investments | 8 | 8 | 7 | 23 |
| Magazines and Buyers Clubs | 18 | 8 | 29 | 55 |
| Multi-Level Mktg/Pyramids/Chain Letters | 6 | 7 | 3 | 16 |
| Office Supplies and Services | 9 | 7 | 8 | 24 |
| Prizes/Sweepstakes and Lotteries | 40 | 60 | 162 | 262 |
| Shop-at-Home/Catalog Sales | 111 | 102 | 104 | 317 |
| Telephone Services | 32 | 41 | 35 | 108 |
| Travel, Vacations and Timeshare | 9 | 11 | 13 | 33 |

Delaware

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 18 | 8 | 8 | 34 |
| Business Opps and Work-at-Home Plans | 5 | 12 | 6 | 23 |
| Debt Management/Credit Counseling | | 5 | 3 | 8 |
| Foreign Money Offers | 12 | 15 | 39 | 66 |
| Health Care | 8 | 12 | 3 | 23 |
| Internet Auctions | 19 | 38 | 44 | 101 |
| Internet Services and Computer Complaints | 28 | 35 | 43 | 106 |
| Investments | 3 | 7 | 1 | 11 |
| Magazines and Buyers Clubs | 2 | 6 | 9 | 17 |
| Multi-Level Mktg/Pyramids/Chain Letters | | 4 | 1 | 5 |
| Office Supplies and Services | 1 | 6 | 2 | 9 |
| Prizes/Sweepstakes and Lotteries | 27 | 87 | 50 | 164 |
| Shop-at-Home/Catalog Sales | 24 | 35 | 33 | 92 |
| Telephone Services | 17 | 20 | 12 | 49 |
| Travel, Vacations and Timeshare | 2 | 4 | 2 | 8 |

District Of Columbia

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 24 | 11 | 9 | 44 |
| Business Opps and Work-at-Home Plans | 14 | 8 | 11 | 33 |
| Debt Management/Credit Counseling | | 3 | 3 | 6 |
| Foreign Money Offers | 15 | 19 | 35 | 69 |
| Health Care | 5 | 8 | 11 | 24 |
| Internet Auctions | 13 | 24 | 17 | 54 |
| Internet Services and Computer Complaints | 73 | 85 | 45 | 203 |
| Investments | 3 | 1 | 2 | 6 |
| Magazines and Buyers Clubs | 4 | 14 | 10 | 28 |
| Multi-Level Mktg/Pyramids/Chain Letters | | 1 | 2 | 3 |
| Office Supplies and Services | 4 | 5 | 4 | 13 |
| Prizes/Sweepstakes and Lotteries | 29 | 43 | 54 | 126 |
| Shop-at-Home/Catalog Sales | 17 | 29 | 15 | 61 |
| Telephone Services | 30 | 17 | 15 | 62 |
| Travel, Vacations and Timeshare | 10 | 9 | 8 | 27 |

Florida

| | Calendar Year | | | No. of Complaints |
|--|---------------|-------|-------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 201 | 269 | 143 | 613 |
| Business Opps and Work-at-Home Plans | 210 | 259 | 289 | 758 |
| Debt Management/Credit Counseling | | 103 | 72 | 175 |
| Foreign Money Offers | 481 | 699 | 981 | 2,161 |
| Health Care | 170 | 205 | 165 | 540 |
| Internet Auctions | 683 | 1,178 | 1,060 | 2,921 |
| Internet Services and Computer Complaints | 731 | 832 | 773 | 2,336 |
| Investments | 59 | 102 | 64 | 225 |
| Magazines and Buyers Clubs | 106 | 117 | 132 | 355 |
| Multi-Level Mktg/Pyramids/Chain Letters | 35 | 46 | 46 | 127 |
| Office Supplies and Services | 39 | 76 | 64 | 179 |
| Prizes/Sweepstakes and Lotteries | 310 | 638 | 855 | 1,803 |
| Shop-at-Home/Catalog Sales | 647 | 673 | 624 | 1,944 |
| Telephone Services | 385 | 458 | 352 | 1,195 |
| Travel, Vacations and Timeshare | 91 | 100 | 98 | 289 |

Georgia

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 83 | 96 | 56 | 235 |
| Business Opps and Work-at-Home Plans | 66 | 72 | 101 | 239 |
| Debt Management/Credit Counseling | | 41 | 22 | 63 |
| Foreign Money Offers | 109 | 229 | 336 | 674 |
| Health Care | 34 | 50 | 55 | 139 |
| Internet Auctions | 180 | 324 | 324 | 828 |
| Internet Services and Computer Complaints | 187 | 222 | 251 | 660 |
| Investments | 20 | 23 | 21 | 64 |
| Magazines and Buyers Clubs | 34 | 53 | 49 | 136 |
| Multi-Level Mktg/Pyramids/Chain Letters | 2 | 14 | 11 | 27 |
| Office Supplies and Services | 8 | 31 | 24 | 63 |
| Prizes/Sweepstakes and Lotteries | 178 | 270 | 409 | 857 |
| Shop-at-Home/Catalog Sales | 195 | 190 | 207 | 592 |
| Telephone Services | 114 | 146 | 133 | 393 |
| Travel, Vacations and Timeshare | 31 | 34 | 31 | 96 |

Guam

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | | 1 | | 1 |
| Business Opps and Work-at-Home Plans | | 1 | | 1 |
| Foreign Money Offers | | | 2 | 2 |
| Internet Auctions | 3 | 2 | 2 | 7 |
| Internet Services and Computer Complaints | 1 | 1 | | 2 |
| Magazines and Buyers Clubs | | 1 | | 1 |
| Prizes/Sweepstakes and Lotteries | | | 1 | 1 |
| Shop-at-Home/Catalog Sales | 4 | | | 4 |
| Telephone Services | 1 | | | 1 |

Hawaii

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 18 | 17 | 9 | 44 |
| Business Opps and Work-at-Home Plans | 14 | 9 | 19 | 42 |
| Debt Management/Credit Counseling | | 8 | 4 | 12 |
| Foreign Money Offers | 23 | 32 | 54 | 109 |
| Health Care | 5 | 8 | 8 | 21 |
| Internet Auctions | 62 | 105 | 88 | 255 |
| Internet Services and Computer Complaints | 36 | 48 | 52 | 136 |
| Investments | 3 | 2 | 4 | 9 |
| Magazines and Buyers Clubs | 9 | 6 | 15 | 30 |
| Multi-Level Mktg/Pyramids/Chain Letters | 3 | 2 | 3 | 8 |
| Office Supplies and Services | 6 | 11 | 4 | 21 |
| Prizes/Sweepstakes and Lotteries | 86 | 87 | 82 | 255 |
| Shop-at-Home/Catalog Sales | 59 | 75 | 41 | 175 |
| Telephone Services | 9 | 21 | 18 | 48 |
| Travel, Vacations and Timeshare | 1 | 5 | 9 | 15 |

Idaho

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 17 | 17 | 9 | 43 |
| Business Opps and Work-at-Home Plans | 10 | 18 | 12 | 40 |
| Debt Management/Credit Counseling | | 14 | 4 | 18 |
| Foreign Money Offers | 18 | 41 | 69 | 128 |
| Health Care | 4 | 11 | 14 | 29 |
| Internet Auctions | 60 | 122 | 63 | 245 |
| Internet Services and Computer Complaints | 28 | 44 | 43 | 115 |
| Investments | | 3 | 8 | 11 |
| Magazines and Buyers Clubs | 5 | 8 | 8 | 21 |
| Multi-Level Mktg/Pyramids/Chain Letters | 3 | 1 | | 4 |
| Office Supplies and Services | 1 | 5 | 4 | 10 |
| Prizes/Sweepstakes and Lotteries | 55 | 77 | 70 | 202 |
| Shop-at-Home/Catalog Sales | 38 | 40 | 45 | 123 |
| Telephone Services | 19 | 17 | 18 | 54 |
| Travel, Vacations and Timeshare | 3 | 8 | 2 | 13 |

Illinois

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 106 | 107 | 71 | 284 |
| Business Opps and Work-at-Home Plans | 79 | 114 | 129 | 322 |
| Debt Management/Credit Counseling | | 49 | 22 | 71 |
| Foreign Money Offers | 113 | 221 | 399 | 733 |
| Health Care | 56 | 61 | 62 | 179 |
| Internet Auctions | 313 | 582 | 499 | 1,394 |
| Internet Services and Computer Complaints | 237 | 302 | 242 | 781 |
| Investments | 17 | 17 | 35 | 69 |
| Magazines and Buyers Clubs | 35 | 58 | 80 | 173 |
| Multi-Level Mktg/Pyramids/Chain Letters | 13 | 17 | 20 | 50 |
| Office Supplies and Services | 15 | 41 | 38 | 94 |
| Prizes/Sweepstakes and Lotteries | 304 | 454 | 550 | 1,308 |
| Shop-at-Home/Catalog Sales | 301 | 329 | 288 | 918 |
| Telephone Services | 164 | 197 | 118 | 479 |
| Travel, Vacations and Timeshare | 47 | 43 | 27 | 117 |

Indiana

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 61 | 74 | 43 | 178 |
| Business Opps and Work-at-Home Plans | 36 | 49 | 81 | 166 |
| Debt Management/Credit Counseling | | 12 | 13 | 25 |
| Foreign Money Offers | 83 | 196 | 372 | 651 |
| Health Care | 38 | 41 | 34 | 113 |
| Internet Auctions | 157 | 311 | 240 | 708 |
| Internet Services and Computer Complaints | 134 | 144 | 148 | 426 |
| Investments | 12 | 22 | 14 | 48 |
| Magazines and Buyers Clubs | 26 | 25 | 38 | 89 |
| Multi-Level Mktg/Pyramids/Chain Letters | 16 | 10 | 16 | 42 |
| Office Supplies and Services | 15 | 20 | 25 | 60 |
| Prizes/Sweepstakes and Lotteries | 174 | 253 | 410 | 837 |
| Shop-at-Home/Catalog Sales | 149 | 134 | 159 | 442 |
| Telephone Services | 86 | 106 | 80 | 272 |
| Travel, Vacations and Timeshare | 14 | 18 | 21 | 53 |

Iowa

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 23 | 19 | 16 | 58 |
| Business Opps and Work-at-Home Plans | 10 | 26 | 32 | 68 |
| Debt Management/Credit Counseling | | 13 | 5 | 18 |
| Foreign Money Offers | 27 | 47 | 79 | 153 |
| Health Care | 8 | 17 | 12 | 37 |
| Internet Auctions | 83 | 145 | 125 | 353 |
| Internet Services and Computer Complaints | 52 | 55 | 41 | 148 |
| Investments | 6 | 3 | 6 | 15 |
| Magazines and Buyers Clubs | 7 | 13 | 11 | 31 |
| Multi-Level Mktg/Pyramids/Chain Letters | 4 | 4 | 4 | 12 |
| Office Supplies and Services | 1 | 5 | 13 | 19 |
| Prizes/Sweepstakes and Lotteries | 28 | 38 | 23 | 89 |
| Shop-at-Home/Catalog Sales | 59 | 74 | 60 | 193 |
| Telephone Services | 19 | 22 | 21 | 62 |
| Travel, Vacations and Timeshare | 8 | 6 | 8 | 22 |

Kansas

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 17 | 31 | 16 | 64 |
| Business Opps and Work-at-Home Plans | 17 | 28 | 40 | 85 |
| Debt Management/Credit Counseling | | 15 | 9 | 24 |
| Foreign Money Offers | 111 | 75 | 130 | 316 |
| Health Care | 14 | 20 | 15 | 49 |
| Internet Auctions | 87 | 146 | 119 | 352 |
| Internet Services and Computer Complaints | 55 | 67 | 49 | 171 |
| Investments | 10 | 12 | 5 | 27 |
| Magazines and Buyers Clubs | 6 | 10 | 12 | 28 |
| Multi-Level Mktg/Pyramids/Chain Letters | 8 | 6 | 2 | 16 |
| Office Supplies and Services | 2 | 8 | 12 | 22 |
| Prizes/Sweepstakes and Lotteries | 54 | 56 | 85 | 195 |
| Shop-at-Home/Catalog Sales | 52 | 75 | 63 | 190 |
| Telephone Services | 26 | 38 | 30 | 94 |
| Travel, Vacations and Timeshare | 8 | 8 | 8 | 24 |

Kentucky

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 28 | 32 | 18 | 78 |
| Business Opps and Work-at-Home Plans | 22 | 27 | 29 | 78 |
| Debt Management/Credit Counseling | 1 | 8 | 4 | 13 |
| Foreign Money Offers | 180 | 88 | 120 | 388 |
| Health Care | 18 | 16 | 15 | 49 |
| Internet Auctions | 91 | 194 | 151 | 436 |
| Internet Services and Computer Complaints | 65 | 83 | 66 | 214 |
| Investments | 3 | 9 | 11 | 23 |
| Magazines and Buyers Clubs | 11 | 16 | 28 | 55 |
| Multi-Level Mktg/Pyramids/Chain Letters | 4 | 5 | 5 | 14 |
| Office Supplies and Services | 8 | 10 | 11 | 29 |
| Prizes/Sweepstakes and Lotteries | 93 | 113 | 147 | 353 |
| Shop-at-Home/Catalog Sales | 82 | 117 | 89 | 288 |
| Telephone Services | 29 | 42 | 35 | 106 |
| Travel, Vacations and Timeshare | 7 | 8 | 6 | 21 |

Louisiana

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 36 | 48 | 19 | 103 |
| Business Opps and Work-at-Home Plans | 21 | 44 | 21 | 86 |
| Debt Management/Credit Counseling | | 15 | 9 | 24 |
| Foreign Money Offers | 35 | 89 | 110 | 234 |
| Health Care | 17 | 23 | 22 | 62 |
| Internet Auctions | 91 | 173 | 142 | 406 |
| Internet Services and Computer Complaints | 91 | 88 | 78 | 257 |
| Investments | 4 | 7 | 10 | 21 |
| Magazines and Buyers Clubs | 16 | 16 | 19 | 51 |
| Multi-Level Mktg/Pyramids/Chain Letters | 3 | 8 | 11 | 22 |
| Office Supplies and Services | 4 | 20 | 8 | 32 |
| Prizes/Sweepstakes and Lotteries | 60 | 101 | 150 | 311 |
| Shop-at-Home/Catalog Sales | 85 | 108 | 79 | 272 |
| Telephone Services | 40 | 50 | 43 | 133 |
| Travel, Vacations and Timeshare | 11 | 14 | 11 | 36 |

Maine

| | <i>Calendar Year</i> | | | No. of Complaints |
|--|----------------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 5 | 7 | 7 | 19 |
| Business Opps and Work-at-Home Plans | 12 | 8 | 13 | 33 |
| Debt Management/Credit Counseling | | 10 | 4 | 14 |
| Foreign Money Offers | 19 | 38 | 65 | 122 |
| Health Care | 7 | 11 | 8 | 26 |
| Internet Auctions | 40 | 69 | 73 | 182 |
| Internet Services and Computer Complaints | 46 | 69 | 59 | 174 |
| Investments | 4 | | 1 | 5 |
| Magazines and Buyers Clubs | 4 | 8 | 7 | 19 |
| Multi-Level Mktg/Pyramids/Chain Letters | 1 | 2 | 1 | 4 |
| Office Supplies and Services | 1 | 3 | 5 | 9 |
| Prizes/Sweepstakes and Lotteries | 21 | 39 | 57 | 117 |
| Shop-at-Home/Catalog Sales | 39 | 46 | 51 | 136 |
| Telephone Services | 18 | 24 | 5 | 47 |
| Travel, Vacations and Timeshare | 4 | 3 | 6 | 13 |

Maryland

| | <i>Calendar Year</i> | | | No. of Complaints |
|--|----------------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 73 | 91 | 43 | 207 |
| Business Opps and Work-at-Home Plans | 45 | 53 | 76 | 174 |
| Debt Management/Credit Counseling | | 17 | 7 | 24 |
| Foreign Money Offers | 127 | 164 | 278 | 569 |
| Health Care | 38 | 43 | 38 | 119 |
| Internet Auctions | 170 | 313 | 288 | 771 |
| Internet Services and Computer Complaints | 203 | 264 | 283 | 750 |
| Investments | 15 | 18 | 25 | 58 |
| Magazines and Buyers Clubs | 33 | 53 | 60 | 146 |
| Multi-Level Mktg/Pyramids/Chain Letters | 10 | 6 | 8 | 24 |
| Office Supplies and Services | 9 | 9 | 23 | 41 |
| Prizes/Sweepstakes and Lotteries | 106 | 202 | 305 | 613 |
| Shop-at-Home/Catalog Sales | 173 | 212 | 177 | 562 |
| Telephone Services | 95 | 127 | 104 | 326 |
| Travel, Vacations and Timeshare | 42 | 34 | 38 | 114 |

Massachusetts

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 35 | 73 | 35 | 143 |
| Business Opps and Work-at-Home Plans | 27 | 32 | 57 | 116 |
| Debt Management/Credit Counseling | 1 | 24 | 14 | 39 |
| Foreign Money Offers | 70 | 138 | 200 | 408 |
| Health Care | 28 | 32 | 28 | 88 |
| Internet Auctions | 182 | 303 | 258 | 743 |
| Internet Services and Computer Complaints | 148 | 182 | 228 | 558 |
| Investments | 13 | 9 | 13 | 35 |
| Magazines and Buyers Clubs | 24 | 27 | 26 | 77 |
| Multi-Level Mktg/Pyramids/Chain Letters | 8 | 8 | 13 | 29 |
| Office Supplies and Services | 15 | 17 | 15 | 47 |
| Prizes/Sweepstakes and Lotteries | 186 | 229 | 249 | 664 |
| Shop-at-Home/Catalog Sales | 177 | 168 | 138 | 483 |
| Telephone Services | 49 | 101 | 67 | 217 |
| Travel, Vacations and Timeshare | 24 | 16 | 19 | 59 |

Michigan

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 83 | 83 | 51 | 217 |
| Business Opps and Work-at-Home Plans | 71 | 111 | 94 | 276 |
| Debt Management/Credit Counseling | 1 | 47 | 12 | 60 |
| Foreign Money Offers | 134 | 235 | 682 | 1,051 |
| Health Care | 46 | 74 | 56 | 176 |
| Internet Auctions | 254 | 539 | 423 | 1,216 |
| Internet Services and Computer Complaints | 187 | 225 | 219 | 631 |
| Investments | 28 | 23 | 19 | 70 |
| Magazines and Buyers Clubs | 39 | 65 | 58 | 162 |
| Multi-Level Mktg/Pyramids/Chain Letters | 16 | 24 | 16 | 56 |
| Office Supplies and Services | 22 | 35 | 33 | 90 |
| Prizes/Sweepstakes and Lotteries | 428 | 569 | 616 | 1,613 |
| Shop-at-Home/Catalog Sales | 258 | 268 | 235 | 761 |
| Telephone Services | 122 | 156 | 115 | 393 |
| Travel, Vacations and Timeshare | 40 | 30 | 42 | 112 |

Minnesota

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 37 | 27 | 17 | 81 |
| Business Opps and Work-at-Home Plans | 46 | 37 | 65 | 148 |
| Debt Management/Credit Counseling | | 13 | 5 | 18 |
| Foreign Money Offers | 64 | 125 | 217 | 406 |
| Health Care | 14 | 14 | 31 | 59 |
| Internet Auctions | 110 | 223 | 179 | 512 |
| Internet Services and Computer Complaints | 79 | 105 | 82 | 266 |
| Investments | 4 | 15 | 17 | 36 |
| Magazines and Buyers Clubs | 9 | 9 | 23 | 41 |
| Multi-Level Mktg/Pyramids/Chain Letters | 6 | 7 | 3 | 16 |
| Office Supplies and Services | 1 | 11 | 24 | 36 |
| Prizes/Sweepstakes and Lotteries | 132 | 157 | 201 | 490 |
| Shop-at-Home/Catalog Sales | 94 | 111 | 102 | 307 |
| Telephone Services | 58 | 44 | 32 | 134 |
| Travel, Vacations and Timeshare | 17 | 25 | 21 | 63 |

Minor Outlying Islands

| | Calendar Year | | | No. of Complaints |
|---|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Internet Services and Computer Complaints | 1 | | | 1 |
| Prizes/Sweepstakes and Lotteries | | | 1 | 1 |
| Shop-at-Home/Catalog Sales | 1 | 2 | | 3 |
| Telephone Services | | 1 | 1 | 2 |

Mississippi

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 22 | 27 | 21 | 70 |
| Business Opps and Work-at-Home Plans | 11 | 16 | 23 | 50 |
| Debt Management/Credit Counseling | | 10 | 8 | 18 |
| Foreign Money Offers | 26 | 36 | 46 | 108 |
| Health Care | 12 | 9 | 7 | 28 |
| Internet Auctions | 50 | 89 | 66 | 205 |
| Internet Services and Computer Complaints | 28 | 51 | 35 | 114 |
| Investments | | 2 | 7 | 9 |
| Magazines and Buyers Clubs | 11 | 9 | 23 | 43 |
| Multi-Level Mktg/Pyramids/Chain Letters | 2 | 1 | 1 | 4 |
| Office Supplies and Services | 1 | 8 | 3 | 12 |
| Prizes/Sweepstakes and Lotteries | 52 | 80 | 109 | 241 |
| Shop-at-Home/Catalog Sales | 40 | 47 | 47 | 134 |
| Telephone Services | 39 | 31 | 31 | 101 |
| Travel, Vacations and Timeshare | 5 | 6 | 3 | 14 |

Missouri

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 48 | 51 | 42 | 141 |
| Business Opps and Work-at-Home Plans | 50 | 67 | 60 | 177 |
| Debt Management/Credit Counseling | | 20 | 4 | 24 |
| Foreign Money Offers | 108 | 150 | 216 | 474 |
| Health Care | 55 | 31 | 32 | 118 |
| Internet Auctions | 150 | 338 | 277 | 765 |
| Internet Services and Computer Complaints | 330 | 146 | 111 | 587 |
| Investments | 13 | 12 | 18 | 43 |
| Magazines and Buyers Clubs | 37 | 30 | 27 | 94 |
| Multi-Level Mktg/Pyramids/Chain Letters | 7 | 11 | 8 | 26 |
| Office Supplies and Services | 7 | 21 | 24 | 52 |
| Prizes/Sweepstakes and Lotteries | 250 | 221 | 337 | 808 |
| Shop-at-Home/Catalog Sales | 155 | 159 | 132 | 446 |
| Telephone Services | 49 | 90 | 58 | 197 |
| Travel, Vacations and Timeshare | 29 | 17 | 18 | 64 |

Montana

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 9 | 5 | 2 | 16 |
| Business Opps and Work-at-Home Plans | 11 | 14 | 18 | 43 |
| Debt Management/Credit Counseling | | 7 | 4 | 11 |
| Foreign Money Offers | 23 | 30 | 36 | 89 |
| Health Care | 5 | 6 | 5 | 16 |
| Internet Auctions | 43 | 64 | 43 | 150 |
| Internet Services and Computer Complaints | 36 | 31 | 42 | 109 |
| Investments | 2 | 4 | 5 | 11 |
| Magazines and Buyers Clubs | 4 | 5 | 14 | 23 |
| Multi-Level Mktg/Pyramids/Chain Letters | 2 | 2 | 2 | 6 |
| Office Supplies and Services | 2 | 10 | 14 | 26 |
| Prizes/Sweepstakes and Lotteries | 47 | 77 | 60 | 184 |
| Shop-at-Home/Catalog Sales | 28 | 41 | 36 | 105 |
| Telephone Services | 20 | 13 | 15 | 48 |
| Travel, Vacations and Timeshare | 7 | 1 | 1 | 9 |

Nebraska

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 18 | 16 | 12 | 46 |
| Business Opps and Work-at-Home Plans | 11 | 13 | 19 | 43 |
| Debt Management/Credit Counseling | | 9 | 4 | 13 |
| Foreign Money Offers | 21 | 21 | 36 | 78 |
| Health Care | 6 | 11 | 12 | 29 |
| Internet Auctions | 47 | 83 | 73 | 203 |
| Internet Services and Computer Complaints | 30 | 37 | 32 | 99 |
| Investments | | 2 | 1 | 3 |
| Magazines and Buyers Clubs | 4 | 13 | 10 | 27 |
| Multi-Level Mktg/Pyramids/Chain Letters | 1 | 1 | 3 | 5 |
| Office Supplies and Services | 2 | 3 | 6 | 11 |
| Prizes/Sweepstakes and Lotteries | 66 | 74 | 84 | 224 |
| Shop-at-Home/Catalog Sales | 39 | 53 | 49 | 141 |
| Telephone Services | 24 | 25 | 19 | 68 |
| Travel, Vacations and Timeshare | 2 | 7 | 6 | 15 |

Nevada

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 37 | 32 | 33 | 102 |
| Business Opps and Work-at-Home Plans | 54 | 87 | 61 | 202 |
| Debt Management/Credit Counseling | 1 | 17 | 6 | 24 |
| Foreign Money Offers | 38 | 90 | 150 | 278 |
| Health Care | 24 | 22 | 19 | 65 |
| Internet Auctions | 93 | 210 | 173 | 476 |
| Internet Services and Computer Complaints | 90 | 104 | 104 | 298 |
| Investments | 4 | 12 | 16 | 32 |
| Magazines and Buyers Clubs | 16 | 19 | 23 | 58 |
| Multi-Level Mktg/Pyramids/Chain Letters | 9 | 12 | 7 | 28 |
| Office Supplies and Services | 8 | 18 | 17 | 43 |
| Prizes/Sweepstakes and Lotteries | 101 | 137 | 107 | 345 |
| Shop-at-Home/Catalog Sales | 121 | 113 | 125 | 359 |
| Telephone Services | 47 | 55 | 45 | 147 |
| Travel, Vacations and Timeshare | 16 | 16 | 20 | 52 |

New Hampshire

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 20 | 9 | 9 | 38 |
| Business Opps and Work-at-Home Plans | 7 | 15 | 15 | 37 |
| Debt Management/Credit Counseling | | 15 | 2 | 17 |
| Foreign Money Offers | 34 | 34 | 82 | 150 |
| Health Care | 4 | 17 | 10 | 31 |
| Internet Auctions | 43 | 84 | 80 | 207 |
| Internet Services and Computer Complaints | 46 | 49 | 57 | 152 |
| Investments | 1 | 2 | 7 | 10 |
| Magazines and Buyers Clubs | 6 | 10 | 17 | 33 |
| Multi-Level Mktg/Pyramids/Chain Letters | | 3 | 3 | 6 |
| Office Supplies and Services | 7 | 3 | 4 | 14 |
| Prizes/Sweepstakes and Lotteries | 66 | 72 | 56 | 194 |
| Shop-at-Home/Catalog Sales | 43 | 53 | 51 | 147 |
| Telephone Services | 14 | 26 | 14 | 54 |
| Travel, Vacations and Timeshare | 6 | 3 | 5 | 14 |

New Jersey

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 75 | 82 | 35 | 192 |
| Business Opps and Work-at-Home Plans | 60 | 71 | 95 | 226 |
| Debt Management/Credit Counseling | | 36 | 17 | 53 |
| Foreign Money Offers | 107 | 195 | 280 | 582 |
| Health Care | 38 | 67 | 53 | 158 |
| Internet Auctions | 244 | 438 | 391 | 1,073 |
| Internet Services and Computer Complaints | 270 | 249 | 246 | 765 |
| Investments | 12 | 22 | 33 | 67 |
| Magazines and Buyers Clubs | 41 | 38 | 53 | 132 |
| Multi-Level Mktg/Pyramids/Chain Letters | 15 | 14 | 17 | 46 |
| Office Supplies and Services | 12 | 21 | 26 | 59 |
| Prizes/Sweepstakes and Lotteries | 205 | 363 | 326 | 894 |
| Shop-at-Home/Catalog Sales | 304 | 256 | 241 | 801 |
| Telephone Services | 100 | 177 | 138 | 415 |
| Travel, Vacations and Timeshare | 42 | 25 | 24 | 91 |

New Mexico

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 26 | 21 | 19 | 66 |
| Business Opps and Work-at-Home Plans | 15 | 23 | 31 | 69 |
| Debt Management/Credit Counseling | | 16 | 8 | 24 |
| Foreign Money Offers | 31 | 57 | 91 | 179 |
| Health Care | 11 | 17 | 12 | 40 |
| Internet Auctions | 67 | 109 | 70 | 246 |
| Internet Services and Computer Complaints | 62 | 76 | 48 | 186 |
| Investments | 4 | 8 | 5 | 17 |
| Magazines and Buyers Clubs | 8 | 18 | 11 | 37 |
| Multi-Level Mktg/Pyramids/Chain Letters | 7 | | 4 | 11 |
| Office Supplies and Services | 6 | 13 | 7 | 26 |
| Prizes/Sweepstakes and Lotteries | 76 | 99 | 81 | 256 |
| Shop-at-Home/Catalog Sales | 42 | 60 | 60 | 162 |
| Telephone Services | 24 | 23 | 29 | 76 |
| Travel, Vacations and Timeshare | 2 | | 6 | 8 |

New York

| | <i>Calendar Year</i> | | | No. of Complaints |
|---|----------------------|-------------|-------------|--------------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 122 | 164 | 85 | 371 |
| Business Opps and Work-at-Home Plans | 114 | 139 | 145 | 398 |
| Debt Management/Credit Counseling | | 103 | 30 | 133 |
| Foreign Money Offers | 201 | 347 | 585 | 1,133 |
| Health Care | 76 | 112 | 85 | 273 |
| Internet Auctions | 520 | 919 | 804 | 2,243 |
| Internet Services and Computer Complaints | 379 | 499 | 434 | 1,312 |
| Investments | 33 | 53 | 36 | 122 |
| Magazines and Buyers Clubs | 71 | 81 | 112 | 264 |
| Multi-Level Mktg/Pyramids/Chain Letters | 16 | 26 | 26 | 68 |
| Office Supplies and Services | 25 | 55 | 52 | 132 |
| Prizes/Sweepstakes and Lotteries | 404 | 721 | 666 | 1,791 |
| Shop-at-Home/Catalog Sales | 486 | 510 | 460 | 1,456 |
| Telephone Services | 244 | 388 | 269 | 901 |
| Travel, Vacations and Timeshare | 57 | 63 | 80 | 200 |

North Carolina

| | <i>Calendar Year</i> | | | No. of Complaints |
|---|----------------------|-------------|-------------|--------------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 76 | 72 | 34 | 182 |
| Business Opps and Work-at-Home Plans | 55 | 71 | 85 | 211 |
| Debt Management/Credit Counseling | 1 | 18 | 14 | 33 |
| Foreign Money Offers | 84 | 161 | 274 | 519 |
| Health Care | 32 | 53 | 42 | 127 |
| Internet Auctions | 201 | 352 | 313 | 866 |
| Internet Services and Computer Complaints | 174 | 266 | 208 | 648 |
| Investments | 25 | 17 | 22 | 64 |
| Magazines and Buyers Clubs | 28 | 37 | 40 | 105 |
| Multi-Level Mktg/Pyramids/Chain Letters | 14 | 7 | 15 | 36 |
| Office Supplies and Services | 11 | 31 | 17 | 59 |
| Prizes/Sweepstakes and Lotteries | 188 | 264 | 342 | 794 |
| Shop-at-Home/Catalog Sales | 219 | 194 | 179 | 592 |
| Telephone Services | 135 | 133 | 92 | 360 |
| Travel, Vacations and Timeshare | 30 | 22 | 27 | 79 |

North Dakota

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 10 | 4 | 5 | 19 |
| Business Opps and Work-at-Home Plans | 1 | 3 | 7 | 11 |
| Debt Management/Credit Counseling | | 3 | 2 | 5 |
| Foreign Money Offers | 5 | 17 | 10 | 32 |
| Health Care | 2 | 1 | 5 | 8 |
| Internet Auctions | 15 | 34 | 33 | 82 |
| Internet Services and Computer Complaints | 5 | 11 | 2 | 18 |
| Investments | | 2 | | 2 |
| Magazines and Buyers Clubs | 3 | 3 | 4 | 10 |
| Multi-Level Mktg/Pyramids/Chain Letters | | 1 | 2 | 3 |
| Office Supplies and Services | | 3 | 2 | 5 |
| Prizes/Sweepstakes and Lotteries | 20 | 25 | 13 | 58 |
| Shop-at-Home/Catalog Sales | 11 | 10 | 7 | 28 |
| Telephone Services | 3 | 2 | 2 | 7 |
| Travel, Vacations and Timeshare | | | 2 | 2 |

Ohio

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 169 | 112 | 46 | 327 |
| Business Opps and Work-at-Home Plans | 75 | 102 | 123 | 300 |
| Debt Management/Credit Counseling | 1 | 50 | 31 | 82 |
| Foreign Money Offers | 119 | 262 | 363 | 744 |
| Health Care | 57 | 85 | 95 | 237 |
| Internet Auctions | 292 | 557 | 454 | 1,303 |
| Internet Services and Computer Complaints | 234 | 351 | 272 | 857 |
| Investments | 22 | 35 | 37 | 94 |
| Magazines and Buyers Clubs | 33 | 69 | 65 | 167 |
| Multi-Level Mktg/Pyramids/Chain Letters | 10 | 22 | 18 | 50 |
| Office Supplies and Services | 22 | 40 | 56 | 118 |
| Prizes/Sweepstakes and Lotteries | 393 | 578 | 530 | 1,501 |
| Shop-at-Home/Catalog Sales | 326 | 325 | 301 | 952 |
| Telephone Services | 148 | 217 | 148 | 513 |
| Travel, Vacations and Timeshare | 46 | 53 | 28 | 127 |

Oklahoma

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 35 | 22 | 21 | 78 |
| Business Opps and Work-at-Home Plans | 39 | 29 | 49 | 117 |
| Debt Management/Credit Counseling | | 12 | 8 | 20 |
| Foreign Money Offers | 79 | 105 | 139 | 323 |
| Health Care | 19 | 22 | 12 | 53 |
| Internet Auctions | 92 | 184 | 152 | 428 |
| Internet Services and Computer Complaints | 87 | 108 | 119 | 314 |
| Investments | 9 | 22 | 7 | 38 |
| Magazines and Buyers Clubs | 16 | 27 | 20 | 63 |
| Multi-Level Mktg/Pyramids/Chain Letters | 9 | 7 | 6 | 22 |
| Office Supplies and Services | 5 | 14 | 6 | 25 |
| Prizes/Sweepstakes and Lotteries | 93 | 158 | 157 | 408 |
| Shop-at-Home/Catalog Sales | 89 | 91 | 99 | 279 |
| Telephone Services | 36 | 42 | 42 | 120 |
| Travel, Vacations and Timeshare | 9 | 5 | 9 | 23 |

Oregon

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 28 | 34 | 26 | 88 |
| Business Opps and Work-at-Home Plans | 40 | 63 | 67 | 170 |
| Debt Management/Credit Counseling | | 8 | 13 | 21 |
| Foreign Money Offers | 86 | 169 | 348 | 603 |
| Health Care | 21 | 34 | 29 | 84 |
| Internet Auctions | 135 | 265 | 244 | 644 |
| Internet Services and Computer Complaints | 155 | 190 | 138 | 483 |
| Investments | 11 | 8 | 17 | 36 |
| Magazines and Buyers Clubs | 24 | 24 | 38 | 86 |
| Multi-Level Mktg/Pyramids/Chain Letters | 11 | 8 | 8 | 27 |
| Office Supplies and Services | 18 | 28 | 23 | 69 |
| Prizes/Sweepstakes and Lotteries | 53 | 76 | 138 | 267 |
| Shop-at-Home/Catalog Sales | 131 | 126 | 148 | 405 |
| Telephone Services | 68 | 66 | 66 | 200 |
| Travel, Vacations and Timeshare | 10 | 21 | 13 | 44 |

Pennsylvania

| | <i>Calendar Year</i> | | | No. of Complaints |
|--|----------------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 117 | 131 | 77 | 325 |
| Business Opps and Work-at-Home Plans | 82 | 132 | 141 | 355 |
| Debt Management/Credit Counseling | | 64 | 23 | 87 |
| Foreign Money Offers | 170 | 246 | 459 | 875 |
| Health Care | 53 | 98 | 98 | 249 |
| Internet Auctions | 358 | 708 | 603 | 1,669 |
| Internet Services and Computer Complaints | 320 | 411 | 333 | 1,064 |
| Investments | 15 | 28 | 22 | 65 |
| Magazines and Buyers Clubs | 43 | 74 | 77 | 194 |
| Multi-Level Mktg/Pyramids/Chain Letters | 15 | 25 | 20 | 60 |
| Office Supplies and Services | 23 | 45 | 47 | 115 |
| Prizes/Sweepstakes and Lotteries | 455 | 632 | 672 | 1,759 |
| Shop-at-Home/Catalog Sales | 405 | 401 | 406 | 1,212 |
| Telephone Services | 146 | 279 | 167 | 592 |
| Travel, Vacations and Timeshare | 33 | 54 | 47 | 134 |

Puerto Rico

| | <i>Calendar Year</i> | | | No. of Complaints |
|--|----------------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 4 | 20 | 9 | 33 |
| Business Opps and Work-at-Home Plans | 2 | 8 | 6 | 16 |
| Debt Management/Credit Counseling | | 2 | 3 | 5 |
| Foreign Money Offers | 2 | 8 | 160 | 170 |
| Health Care | 1 | 5 | 5 | 11 |
| Internet Auctions | 13 | 23 | 21 | 57 |
| Internet Services and Computer Complaints | 9 | 20 | 21 | 50 |
| Investments | | 3 | 3 | 6 |
| Magazines and Buyers Clubs | 1 | 4 | 5 | 10 |
| Multi-Level Mktg/Pyramids/Chain Letters | 1 | | | 1 |
| Office Supplies and Services | 2 | | | 2 |
| Prizes/Sweepstakes and Lotteries | | | 3 | 3 |
| Shop-at-Home/Catalog Sales | 16 | 21 | 18 | 55 |
| Telephone Services | 3 | 10 | 8 | 21 |
| Travel, Vacations and Timeshare | | 21 | 11 | 32 |

Rhode Island

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 5 | 14 | 6 | 25 |
| Business Opps and Work-at-Home Plans | 7 | 9 | 8 | 24 |
| Debt Management/Credit Counseling | | 11 | | 11 |
| Foreign Money Offers | 19 | 14 | 41 | 74 |
| Health Care | 4 | 3 | 3 | 10 |
| Internet Auctions | 32 | 59 | 49 | 140 |
| Internet Services and Computer Complaints | 21 | 29 | 40 | 90 |
| Investments | 1 | 1 | 5 | 7 |
| Magazines and Buyers Clubs | 5 | 5 | 7 | 17 |
| Multi-Level Mktg/Pyramids/Chain Letters | 2 | 1 | 2 | 5 |
| Office Supplies and Services | 2 | 3 | 1 | 6 |
| Prizes/Sweepstakes and Lotteries | 29 | 39 | 38 | 106 |
| Shop-at-Home/Catalog Sales | 45 | 28 | 14 | 87 |
| Telephone Services | 6 | 14 | 14 | 34 |
| Travel, Vacations and Timeshare | 7 | 3 | 4 | 14 |

South Carolina

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|-------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 50 | 34 | 36 | 120 |
| Business Opps and Work-at-Home Plans | 26 | 29 | 42 | 97 |
| Debt Management/Credit Counseling | 1 | 26 | 7 | 34 |
| Foreign Money Offers | 50 | 184 | 1,714 | 1,948 |
| Health Care | 20 | 15 | 25 | 60 |
| Internet Auctions | 95 | 186 | 173 | 454 |
| Internet Services and Computer Complaints | 86 | 112 | 112 | 310 |
| Investments | 9 | 5 | 8 | 22 |
| Magazines and Buyers Clubs | 26 | 10 | 19 | 55 |
| Multi-Level Mktg/Pyramids/Chain Letters | 9 | 6 | 9 | 24 |
| Office Supplies and Services | 8 | 5 | 12 | 25 |
| Prizes/Sweepstakes and Lotteries | 84 | 177 | 186 | 447 |
| Shop-at-Home/Catalog Sales | 87 | 95 | 86 | 268 |
| Telephone Services | 52 | 56 | 38 | 146 |
| Travel, Vacations and Timeshare | 16 | 6 | 11 | 33 |

South Dakota

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 3 | 3 | 4 | 10 |
| Business Opps and Work-at-Home Plans | 3 | 5 | 6 | 14 |
| Debt Management/Credit Counseling | | 4 | 2 | 6 |
| Foreign Money Offers | 13 | 9 | 13 | 35 |
| Health Care | 1 | 2 | 3 | 6 |
| Internet Auctions | 19 | 48 | 29 | 96 |
| Internet Services and Computer Complaints | 20 | 9 | 7 | 36 |
| Investments | 1 | | 1 | 2 |
| Magazines and Buyers Clubs | 1 | 3 | 2 | 6 |
| Multi-Level Mktg/Pyramids/Chain Letters | 1 | | | 1 |
| Office Supplies and Services | 3 | 1 | 3 | 7 |
| Prizes/Sweepstakes and Lotteries | 38 | 24 | 32 | 94 |
| Shop-at-Home/Catalog Sales | 12 | 21 | 15 | 48 |
| Telephone Services | 3 | 3 | | 6 |
| Travel, Vacations and Timeshare | 2 | | 2 | 4 |

Tennessee

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 56 | 51 | 29 | 136 |
| Business Opps and Work-at-Home Plans | 36 | 46 | 52 | 134 |
| Debt Management/Credit Counseling | | 16 | 5 | 21 |
| Foreign Money Offers | 73 | 129 | 286 | 488 |
| Health Care | 16 | 24 | 32 | 72 |
| Internet Auctions | 147 | 309 | 261 | 717 |
| Internet Services and Computer Complaints | 134 | 176 | 134 | 444 |
| Investments | 8 | 4 | 13 | 25 |
| Magazines and Buyers Clubs | 25 | 26 | 34 | 85 |
| Multi-Level Mktg/Pyramids/Chain Letters | 7 | 10 | 14 | 31 |
| Office Supplies and Services | 13 | 16 | 12 | 41 |
| Prizes/Sweepstakes and Lotteries | 146 | 173 | 181 | 500 |
| Shop-at-Home/Catalog Sales | 129 | 158 | 144 | 431 |
| Telephone Services | 62 | 74 | 74 | 210 |
| Travel, Vacations and Timeshare | 13 | 15 | 21 | 49 |

Texas

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 215 | 207 | 139 | 561 |
| Business Opps and Work-at-Home Plans | 194 | 224 | 256 | 674 |
| Debt Management/Credit Counseling | | 122 | 53 | 175 |
| Foreign Money Offers | 342 | 612 | 809 | 1,763 |
| Health Care | 113 | 143 | 104 | 360 |
| Internet Auctions | 540 | 937 | 842 | 2,319 |
| Internet Services and Computer Complaints | 486 | 632 | 565 | 1,683 |
| Investments | 44 | 64 | 58 | 166 |
| Magazines and Buyers Clubs | 70 | 102 | 112 | 284 |
| Multi-Level Mktg/Pyramids/Chain Letters | 30 | 42 | 52 | 124 |
| Office Supplies and Services | 37 | 82 | 63 | 182 |
| Prizes/Sweepstakes and Lotteries | 419 | 580 | 644 | 1,643 |
| Shop-at-Home/Catalog Sales | 487 | 511 | 470 | 1,468 |
| Telephone Services | 231 | 292 | 253 | 776 |
| Travel, Vacations and Timeshare | 44 | 73 | 80 | 197 |

Utah

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 19 | 17 | 14 | 50 |
| Business Opps and Work-at-Home Plans | 16 | 20 | 22 | 58 |
| Debt Management/Credit Counseling | | 11 | | 11 |
| Foreign Money Offers | 40 | 66 | 116 | 222 |
| Health Care | 19 | 14 | 15 | 48 |
| Internet Auctions | 65 | 115 | 93 | 273 |
| Internet Services and Computer Complaints | 61 | 62 | 63 | 186 |
| Investments | 7 | 1 | 8 | 16 |
| Magazines and Buyers Clubs | 7 | 7 | 21 | 35 |
| Multi-Level Mktg/Pyramids/Chain Letters | 5 | 1 | 8 | 14 |
| Office Supplies and Services | 3 | 3 | 11 | 17 |
| Prizes/Sweepstakes and Lotteries | 89 | 164 | 110 | 363 |
| Shop-at-Home/Catalog Sales | 38 | 45 | 53 | 136 |
| Telephone Services | 31 | 28 | 24 | 83 |
| Travel, Vacations and Timeshare | 11 | 9 | 13 | 33 |

Vermont

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 8 | 3 | 2 | 13 |
| Business Opps and Work-at-Home Plans | 5 | 8 | 2 | 15 |
| Debt Management/Credit Counseling | | 2 | 2 | 4 |
| Foreign Money Offers | 14 | 12 | 29 | 55 |
| Health Care | 2 | 4 | 3 | 9 |
| Internet Auctions | 16 | 41 | 36 | 93 |
| Internet Services and Computer Complaints | 12 | 27 | 14 | 53 |
| Investments | 1 | 3 | | 4 |
| Magazines and Buyers Clubs | 4 | 3 | 1 | 8 |
| Multi-Level Mktg/Pyramids/Chain Letters | 2 | | 1 | 3 |
| Office Supplies and Services | 1 | 2 | 5 | 8 |
| Prizes/Sweepstakes and Lotteries | 2 | 20 | 31 | 53 |
| Shop-at-Home/Catalog Sales | 22 | 11 | 21 | 54 |
| Telephone Services | 4 | 6 | 8 | 18 |
| Travel, Vacations and Timeshare | 2 | 2 | 2 | 6 |

Virginia

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 121 | 107 | 48 | 276 |
| Business Opps and Work-at-Home Plans | 77 | 75 | 87 | 239 |
| Debt Management/Credit Counseling | | 43 | 19 | 62 |
| Foreign Money Offers | 137 | 227 | 376 | 740 |
| Health Care | 37 | 54 | 51 | 142 |
| Internet Auctions | 207 | 391 | 314 | 912 |
| Internet Services and Computer Complaints | 306 | 314 | 270 | 890 |
| Investments | 23 | 22 | 33 | 78 |
| Magazines and Buyers Clubs | 63 | 57 | 87 | 207 |
| Multi-Level Mktg/Pyramids/Chain Letters | 14 | 24 | 15 | 53 |
| Office Supplies and Services | 24 | 41 | 27 | 92 |
| Prizes/Sweepstakes and Lotteries | 186 | 293 | 481 | 960 |
| Shop-at-Home/Catalog Sales | 224 | 247 | 250 | 721 |
| Telephone Services | 154 | 185 | 119 | 458 |
| Travel, Vacations and Timeshare | 45 | 51 | 38 | 134 |

Virgin Islands

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 1 | 1 | | 2 |
| Business Opps and Work-at-Home Plans | 1 | | | 1 |
| Foreign Money Offers | | 2 | 2 | 4 |
| Health Care | | 2 | | 2 |
| Internet Auctions | 2 | 5 | 3 | 10 |
| Internet Services and Computer Complaints | 2 | | 5 | 7 |
| Magazines and Buyers Clubs | | | 1 | 1 |
| Office Supplies and Services | | 1 | | 1 |
| Prizes/Sweepstakes and Lotteries | 2 | 2 | 5 | 9 |
| Shop-at-Home/Catalog Sales | | | 2 | 2 |
| Telephone Services | | | 2 | 2 |

Washington

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 56 | 55 | 38 | 149 |
| Business Opps and Work-at-Home Plans | 64 | 80 | 86 | 230 |
| Debt Management/Credit Counseling | 2 | 24 | 19 | 45 |
| Foreign Money Offers | 197 | 276 | 418 | 891 |
| Health Care | 30 | 59 | 55 | 144 |
| Internet Auctions | 255 | 500 | 382 | 1,137 |
| Internet Services and Computer Complaints | 235 | 277 | 263 | 775 |
| Investments | 19 | 30 | 21 | 70 |
| Magazines and Buyers Clubs | 27 | 38 | 56 | 121 |
| Multi-Level Mktg/Pyramids/Chain Letters | 10 | 21 | 17 | 48 |
| Office Supplies and Services | 19 | 48 | 34 | 101 |
| Prizes/Sweepstakes and Lotteries | 274 | 511 | 496 | 1,281 |
| Shop-at-Home/Catalog Sales | 200 | 244 | 234 | 678 |
| Telephone Services | 140 | 138 | 133 | 411 |
| Travel, Vacations and Timeshare | 26 | 32 | 30 | 88 |

West Virginia

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 31 | 11 | 22 | 64 |
| Business Opps and Work-at-Home Plans | 8 | 16 | 23 | 47 |
| Debt Management/Credit Counseling | | 20 | 10 | 30 |
| Foreign Money Offers | 27 | 124 | 50 | 201 |
| Health Care | 8 | 10 | 13 | 31 |
| Internet Auctions | 39 | 87 | 91 | 217 |
| Internet Services and Computer Complaints | 31 | 45 | 30 | 106 |
| Investments | 2 | 2 | 2 | 6 |
| Magazines and Buyers Clubs | 9 | 9 | 6 | 24 |
| Multi-Level Mktg/Pyramids/Chain Letters | | 2 | 4 | 6 |
| Office Supplies and Services | 2 | 10 | 4 | 16 |
| Prizes/Sweepstakes and Lotteries | 36 | 22 | 51 | 109 |
| Shop-at-Home/Catalog Sales | 47 | 49 | 49 | 145 |
| Telephone Services | 21 | 29 | 21 | 71 |
| Travel, Vacations and Timeshare | 9 | 5 | 1 | 15 |

Wisconsin

| | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 26 | 34 | 31 | 91 |
| Business Opps and Work-at-Home Plans | 21 | 40 | 72 | 133 |
| Debt Management/Credit Counseling | 1 | 8 | 7 | 16 |
| Foreign Money Offers | 71 | 125 | 179 | 375 |
| Health Care | 23 | 29 | 41 | 93 |
| Internet Auctions | 134 | 287 | 204 | 625 |
| Internet Services and Computer Complaints | 105 | 128 | 134 | 367 |
| Investments | 9 | 13 | 10 | 32 |
| Magazines and Buyers Clubs | 17 | 24 | 20 | 61 |
| Multi-Level Mktg/Pyramids/Chain Letters | 8 | 14 | 4 | 26 |
| Office Supplies and Services | 17 | 31 | 25 | 73 |
| Prizes/Sweepstakes and Lotteries | 156 | 120 | 145 | 421 |
| Shop-at-Home/Catalog Sales | 117 | 168 | 149 | 434 |
| Telephone Services | 65 | 72 | 63 | 200 |
| Travel, Vacations and Timeshare | 28 | 18 | 15 | 61 |

Wyoming

| | Calendar Year | | | No. of Complaints |
|---|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Advance-Fee Loans and Credit Protection/Repair | 7 | 5 | 2 | 14 |
| Business Opps and Work-at-Home Plans | 8 | 11 | 14 | 33 |
| Debt Management/Credit Counseling | | 3 | | 3 |
| Foreign Money Offers | 6 | 14 | 18 | 38 |
| Health Care | 3 | 2 | 3 | 8 |
| Internet Auctions | 20 | 50 | 29 | 99 |
| Internet Services and Computer Complaints | 9 | 16 | 12 | 37 |
| Investments | | 1 | 1 | 2 |
| Magazines and Buyers Clubs | 2 | 2 | 4 | 8 |
| Multi-Level Mktg/Pyramids/Chain Letters | 1 | 1 | 3 | 5 |
| Office Supplies and Services | 1 | 7 | 2 | 10 |
| Prizes/Sweepstakes and Lotteries | 13 | 29 | 16 | 58 |
| Shop-at-Home/Catalog Sales | 13 | 22 | 13 | 48 |
| Telephone Services | 6 | 11 | 3 | 20 |
| Travel, Vacations and Timeshare | 6 | 4 | 2 | 12 |

Appendix E: Number of Sentinel Identity Theft (IDT) complaints from United States consumers reporting age 50 and over by consumers' state, age range, and calendar year.

Notes: 1) This report includes IDT consumer complaints from all 50 U.S. states, the District of Columbia, and three U.S. territories - Guam (3), Puerto Rico (557), and Virgin Islands (47). 2) Sentinel complaints may contain information from multiple consumers.

Alabama

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 208 | 300 | 369 |
| 60 - 69 | 109 | 122 | 170 |
| 70 and Over | 78 | 98 | 102 |
| No. of Complaints | 395 | 520 | 641 |

Alaska

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 28 | 60 | 69 |
| 60 - 69 | 11 | 23 | 18 |
| 70 and Over | 5 | 12 | 11 |
| No. of Complaints | 44 | 95 | 98 |

Arizona

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 697 | 801 | 865 |
| 60 - 69 | 364 | 399 | 445 |
| 70 and Over | 221 | 267 | 286 |
| No. of Complaints | 1,282 | 1,467 | 1,596 |

Arkansas

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 188 | 185 | 201 |
| 60 - 69 | 91 | 94 | 94 |
| 70 and Over | 49 | 59 | 76 |
| No. of Complaints | 328 | 338 | 371 |

California

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 4,635 | 5,077 | 5,480 |
| 60 - 69 | 1,984 | 2,193 | 2,486 |
| 70 and Over | 1,263 | 1,454 | 1,530 |
| No. of Complaints | 7,882 | 8,724 | 9,496 |

Colorado

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 446 | 532 | 625 |
| 60 - 69 | 192 | 205 | 236 |
| 70 and Over | 100 | 116 | 137 |
| No. of Complaints | 738 | 853 | 998 |

Connecticut

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 217 | 277 | 325 |
| 60 - 69 | 110 | 120 | 140 |
| 70 and Over | 81 | 59 | 87 |
| No. of Complaints | 408 | 456 | 552 |

Delaware

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 75 | 69 | 91 |
| 60 - 69 | 27 | 45 | 47 |
| 70 and Over | 21 | 21 | 28 |
| No. of Complaints | 123 | 135 | 166 |

District of Columbia

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 109 | 87 | 94 |
| 60 - 69 | 38 | 46 | 47 |
| 70 and Over | 28 | 42 | 51 |
| No. of Complaints | 175 | 175 | 192 |

Florida

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 1,835 | 2,181 | 2,277 |
| 60 - 69 | 949 | 1,135 | 1,288 |
| 70 and Over | 824 | 877 | 1,073 |
| No. of Complaints | 3,608 | 4,193 | 4,638 |

Georgia

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 669 | 815 | 923 |
| 60 - 69 | 284 | 394 | 425 |
| 70 and Over | 188 | 215 | 255 |
| No. of Complaints | 1,141 | 1,424 | 1,603 |

Guam

| | <i>Calendar Year</i> | |
|--------------------------|----------------------|-------------|
| | 2003 | 2004 |
| 50 - 59 | 1 | 2 |
| No. of Complaints | 1 | 2 |

Hawaii

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 93 | 106 | 132 |
| 60 - 69 | 41 | 42 | 65 |
| 70 and Over | 26 | 23 | 29 |
| No. of Complaints | 160 | 171 | 226 |

Idaho

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 72 | 79 | 81 |
| 60 - 69 | 23 | 43 | 53 |
| 70 and Over | 14 | 17 | 34 |
| No. of Complaints | 109 | 139 | 168 |

Illinois

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 1,096 | 1,208 | 1,296 |
| 60 - 69 | 476 | 561 | 600 |
| 70 and Over | 332 | 364 | 401 |
| No. of Complaints | 1,904 | 2,133 | 2,297 |

Indiana

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 410 | 510 | 492 |
| 60 - 69 | 179 | 209 | 243 |
| 70 and Over | 137 | 135 | 132 |
| No. of Complaints | 726 | 854 | 867 |

Iowa

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 110 | 118 | 160 |
| 60 - 69 | 65 | 55 | 66 |
| 70 and Over | 31 | 38 | 39 |
| No. of Complaints | 206 | 211 | 265 |

Kansas

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 165 | 202 | 193 |
| 60 - 69 | 65 | 104 | 70 |
| 70 and Over | 48 | 55 | 52 |
| No. of Complaints | 278 | 361 | 315 |

Kentucky

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 165 | 210 | 250 |
| 60 - 69 | 64 | 101 | 105 |
| 70 and Over | 50 | 57 | 62 |
| No. of Complaints | 279 | 368 | 417 |

Louisiana

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 224 | 285 | 340 |
| 60 - 69 | 104 | 133 | 129 |
| 70 and Over | 93 | 83 | 106 |
| No. of Complaints | 421 | 501 | 575 |

Maine

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 50 | 60 | 83 |
| 60 - 69 | 27 | 25 | 36 |
| 70 and Over | 10 | 16 | 20 |
| No. of Complaints | 87 | 101 | 139 |

Maryland

| | Calendar Year | | |
|--------------------------|---------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 524 | 620 | 700 |
| 60 - 69 | 259 | 289 | 312 |
| 70 and Over | 190 | 210 | 215 |
| No. of Complaints | 973 | 1,119 | 1,227 |

Massachusetts

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 480 | 461 | 550 |
| 60 - 69 | 179 | 207 | 222 |
| 70 and Over | 115 | 136 | 145 |
| No. of Complaints | 774 | 804 | 917 |

Michigan

| | Calendar Year | | |
|--------------------------|---------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 981 | 1,069 | 1,048 |
| 60 - 69 | 448 | 503 | 471 |
| 70 and Over | 330 | 384 | 322 |
| No. of Complaints | 1,759 | 1,956 | 1,841 |

Minnesota

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 305 | 336 | 410 |
| 60 - 69 | 129 | 150 | 160 |
| 70 and Over | 104 | 87 | 101 |
| No. of Complaints | 538 | 573 | 671 |

Mississippi

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 134 | 143 | 172 |
| 60 - 69 | 66 | 74 | 96 |
| 70 and Over | 52 | 50 | 50 |
| No. of Complaints | 252 | 267 | 318 |

Missouri

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 400 | 487 | 488 |
| 60 - 69 | 188 | 240 | 218 |
| 70 and Over | 124 | 169 | 133 |
| No. of Complaints | 712 | 896 | 839 |

Montana

| | Calendar Year | | |
|--------------------------|---------------|-----------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 32 | 55 | 71 |
| 60 - 69 | 12 | 22 | 40 |
| 70 and Over | 11 | 9 | 14 |
| No. of Complaints | 55 | 86 | 125 |

Nebraska

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 72 | 97 | 96 |
| 60 - 69 | 38 | 47 | 41 |
| 70 and Over | 22 | 24 | 34 |
| No. of Complaints | 132 | 168 | 171 |

Nevada

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 339 | 397 | 400 |
| 60 - 69 | 165 | 164 | 240 |
| 70 and Over | 69 | 89 | 141 |
| No. of Complaints | 573 | 650 | 781 |

New Hampshire

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 75 | 71 | 102 |
| 60 - 69 | 30 | 32 | 52 |
| 70 and Over | 19 | 16 | 22 |
| No. of Complaints | 124 | 119 | 176 |

New Jersey

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 739 | 820 | 887 |
| 60 - 69 | 347 | 385 | 400 |
| 70 and Over | 207 | 280 | 260 |
| No. of Complaints | 1,293 | 1,485 | 1,547 |

New Mexico

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 187 | 190 | 200 |
| 60 - 69 | 69 | 71 | 103 |
| 70 and Over | 39 | 57 | 60 |
| No. of Complaints | 295 | 318 | 363 |

New York

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 2,074 | 2,349 | 2,336 |
| 60 - 69 | 1,007 | 1,103 | 1,175 |
| 70 and Over | 615 | 700 | 725 |
| No. of Complaints | 3,696 | 4,152 | 4,236 |

North Carolina

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 634 | 676 | 742 |
| 60 - 69 | 292 | 276 | 309 |
| 70 and Over | 208 | 196 | 169 |
| No. of Complaints | 1,134 | 1,148 | 1,220 |

North Dakota

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 10 | 19 | 18 |
| 60 - 69 | 5 | 10 | 6 |
| 70 and Over | 3 | 6 | 11 |
| No. of Complaints | 18 | 35 | 35 |

Ohio

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 692 | 834 | 966 |
| 60 - 69 | 356 | 377 | 379 |
| 70 and Over | 195 | 275 | 303 |
| No. of Complaints | 1,243 | 1,486 | 1,648 |

Oklahoma

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 198 | 257 | 277 |
| 60 - 69 | 114 | 114 | 155 |
| 70 and Over | 65 | 74 | 82 |
| No. of Complaints | 377 | 445 | 514 |

Oregon

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 398 | 464 | 459 |
| 60 - 69 | 178 | 194 | 191 |
| 70 and Over | 111 | 104 | 114 |
| No. of Complaints | 687 | 762 | 764 |

Pennsylvania

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 825 | 1,005 | 1,146 |
| 60 - 69 | 383 | 390 | 520 |
| 70 and Over | 267 | 349 | 368 |
| No. of Complaints | 1,475 | 1,744 | 2,034 |

Puerto Rico

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 85 | 109 | 133 |
| 60 - 69 | 31 | 53 | 73 |
| 70 and Over | 23 | 19 | 31 |
| No. of Complaints | 139 | 181 | 237 |

Rhode Island

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 71 | 62 | 89 |
| 60 - 69 | 32 | 27 | 32 |
| 70 and Over | 14 | 15 | 23 |
| No. of Complaints | 117 | 104 | 144 |

South Carolina

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 210 | 289 | 360 |
| 60 - 69 | 145 | 153 | 157 |
| 70 and Over | 78 | 64 | 125 |
| No. of Complaints | 433 | 506 | 642 |

South Dakota

| | <i>Calendar Year</i> | | |
|--------------------------|----------------------|-------------|-------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 15 | 25 | 39 |
| 60 - 69 | 10 | 14 | 10 |
| 70 and Over | 8 | 11 | 10 |
| No. of Complaints | 33 | 50 | 59 |

Tennessee

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 365 | 426 | 460 |
| 60 - 69 | 162 | 189 | 208 |
| 70 and Over | 113 | 138 | 125 |
| No. of Complaints | 640 | 753 | 793 |

Texas

| | Calendar Year | | |
|--------------------------|---------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 2,114 | 2,578 | 2,954 |
| 60 - 69 | 886 | 1,173 | 1,325 |
| 70 and Over | 635 | 760 | 860 |
| No. of Complaints | 3,635 | 4,511 | 5,139 |

Utah

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 124 | 192 | 195 |
| 60 - 69 | 70 | 92 | 68 |
| 70 and Over | 38 | 50 | 47 |
| No. of Complaints | 232 | 334 | 310 |

Vermont

| | Calendar Year | | |
|--------------------------|---------------|-----------|-----------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 21 | 35 | 32 |
| 60 - 69 | 8 | 12 | 20 |
| 70 and Over | 6 | 6 | 7 |
| No. of Complaints | 35 | 53 | 59 |

Virginia

| | Calendar Year | | |
|--------------------------|---------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 541 | 630 | 667 |
| 60 - 69 | 234 | 256 | 286 |
| 70 and Over | 149 | 143 | 171 |
| No. of Complaints | 924 | 1,029 | 1,124 |

Virgin Islands

| | Calendar Year | | |
|--------------------------|---------------|-----------|-----------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 6 | 16 | 8 |
| 60 - 69 | 1 | 7 | 1 |
| 70 and Over | 1 | 6 | 1 |
| No. of Complaints | 8 | 29 | 10 |

Washington

| | Calendar Year | | |
|--------------------------|---------------|--------------|--------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 646 | 809 | 847 |
| 60 - 69 | 276 | 352 | 374 |
| 70 and Over | 156 | 173 | 218 |
| No. of Complaints | 1,078 | 1,334 | 1,439 |

West Virginia

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 64 | 85 | 84 |
| 60 - 69 | 27 | 36 | 45 |
| 70 and Over | 11 | 25 | 21 |
| No. of Complaints | 102 | 146 | 150 |

Wisconsin

| | Calendar Year | | |
|--------------------------|---------------|------------|------------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 258 | 342 | 413 |
| 60 - 69 | 95 | 129 | 142 |
| 70 and Over | 62 | 72 | 83 |
| No. of Complaints | 415 | 543 | 638 |

Wyoming

| | Calendar Year | | |
|--------------------------|---------------|-----------|-----------|
| | 2003 | 2004 | 2005 |
| 50 - 59 | 25 | 22 | 37 |
| 60 - 69 | 15 | 15 | 22 |
| 70 and Over | 8 | 6 | 8 |
| No. of Complaints | 48 | 43 | 67 |

**Appendix F: Number of Sentinel Identity Theft (IDT) complaints
from United States consumers reporting age 50 and over
by identity theft type and calendar year.**

Notes: 1) This report includes IDT consumer complaints from all 50 U.S. states, the District of Columbia, and three U.S. territories - Guam (3), Puerto Rico (557), and Virgin Islands (47). 2) Sentinel complaints may contain information from multiple consumers. 3) "Bank Fraud" includes fraud involving checking and savings accounts and electronic fund transfers.

| Theft Type | Calendar Year | | | No. of Complaints |
|---|---------------|--------|--------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 17,714 | 18,784 | 19,004 | 55,502 |
| Phone or Utilities Fraud | 7,658 | 8,804 | 8,649 | 25,111 |
| Bank Fraud | 7,199 | 9,166 | 9,892 | 26,257 |
| Employment-Related Fraud | 2,091 | 2,771 | 3,050 | 7,912 |
| Government Documents or Benefits Fraud | 2,066 | 2,609 | 2,766 | 7,441 |
| Loan Fraud | 2,175 | 2,816 | 2,968 | 7,959 |
| Other Identity Theft | 6,524 | 8,975 | 13,512 | 29,011 |
| Attempted Identity Theft | 5,621 | 5,267 | 4,888 | 15,776 |

**Appendix F: Number of Sentinel Identity Theft (IDT) complaints
from United States consumers reporting age 50 and over
by identity theft type and age range.**

Notes: 1) This report includes IDT consumer complaints from all 50 U.S. states, the District of Columbia, and three U.S. territories - Guam (3), Puerto Rico (557), and Virgin Islands (47). 2) Sentinel complaints may contain information from multiple consumers. 3) "Bank Fraud" includes fraud involving checking and savings accounts and electronic fund transfers.

50 - 59

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|--------|--------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 9,593 | 10,283 | 10,323 | 30,199 |
| Phone or Utilities Fraud | 4,652 | 5,111 | 5,175 | 14,938 |
| Bank Fraud | 4,276 | 5,370 | 5,734 | 15,380 |
| Employment-Related Fraud | 1,389 | 1,902 | 2,010 | 5,301 |
| Government Documents or Benefits Fraud | 1,340 | 1,633 | 1,731 | 4,704 |
| Loan Fraud | 1,266 | 1,662 | 1,746 | 4,674 |
| Other Identity Theft | 3,925 | 5,368 | 7,778 | 17,071 |
| Attempted Identity Theft | 2,910 | 2,816 | 2,619 | 8,345 |

60 - 69

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|-------|-------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 4,753 | 4,993 | 5,130 | 14,876 |
| Phone or Utilities Fraud | 1,912 | 2,329 | 2,229 | 6,470 |
| Bank Fraud | 1,708 | 2,227 | 2,521 | 6,456 |
| Employment-Related Fraud | 480 | 615 | 734 | 1,829 |
| Government Documents or Benefits Fraud | 492 | 616 | 652 | 1,760 |
| Loan Fraud | 557 | 714 | 756 | 2,027 |
| Other Identity Theft | 1,573 | 2,170 | 3,461 | 7,204 |
| Attempted Identity Theft | 1,610 | 1,468 | 1,355 | 4,433 |

70 and Over

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|-------|-------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 3,368 | 3,508 | 3,551 | 10,427 |
| Phone or Utilities Fraud | 1,094 | 1,364 | 1,245 | 3,703 |
| Bank Fraud | 1,215 | 1,569 | 1,637 | 4,421 |
| Employment-Related Fraud | 222 | 254 | 306 | 782 |
| Government Documents or Benefits Fraud | 234 | 360 | 383 | 977 |
| Loan Fraud | 352 | 440 | 466 | 1,258 |
| Other Identity Theft | 1,026 | 1,437 | 2,273 | 4,736 |
| Attempted Identity Theft | 1,101 | 983 | 914 | 2,998 |

**Appendix F: Number of Sentinel Identity Theft (IDT) complaints
from United States consumers reporting age 50 and over
by consumers' state and identity theft type.**

Notes: 1) This report includes IDT consumer complaints from all 50 U.S. states, the District of Columbia, and three U.S. territories - Guam (3), Puerto Rico (557), and Virgin Islands (47). 2) Sentinel complaints may contain information from multiple consumers. 3) "Bank Fraud" includes fraud involving checking and savings accounts and electronic fund transfers.

Alabama

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 158 | 191 | 224 | 573 |
| Phone or Utilities Fraud | 63 | 73 | 92 | 228 |
| Bank Fraud | 60 | 94 | 104 | 258 |
| Employment-Related Fraud | 12 | 25 | 21 | 58 |
| Government Documents or Benefits Fraud | 18 | 32 | 50 | 100 |
| Loan Fraud | 25 | 36 | 34 | 95 |
| Other Identity Theft | 67 | 91 | 154 | 312 |
| Attempted Identity Theft | 49 | 54 | 49 | 152 |

Alaska

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 24 | 43 | 30 | 97 |
| Phone or Utilities Fraud | 2 | 12 | 12 | 26 |
| Bank Fraud | 4 | 16 | 16 | 36 |
| Employment-Related Fraud | 1 | 3 | 5 | 9 |
| Government Documents or Benefits Fraud | 2 | 2 | 4 | 8 |
| Loan Fraud | 1 | 2 | 4 | 7 |
| Other Identity Theft | 9 | 20 | 23 | 52 |
| Attempted Identity Theft | 6 | 9 | 13 | 28 |

Arizona

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 509 | 514 | 514 | 1,537 |
| Phone or Utilities Fraud | 185 | 206 | 234 | 625 |
| Bank Fraud | 255 | 304 | 305 | 864 |
| Employment-Related Fraud | 83 | 104 | 156 | 343 |
| Government Documents or Benefits Fraud | 59 | 87 | 65 | 211 |
| Loan Fraud | 52 | 86 | 84 | 222 |
| Other Identity Theft | 190 | 267 | 379 | 836 |
| Attempted Identity Theft | 151 | 146 | 124 | 421 |

Arkansas

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 142 | 116 | 127 | 385 |
| Phone or Utilities Fraud | 43 | 46 | 55 | 144 |
| Bank Fraud | 62 | 68 | 66 | 196 |
| Employment-Related Fraud | 15 | 27 | 16 | 58 |
| Government Documents or Benefits Fraud | 15 | 16 | 10 | 41 |
| Loan Fraud | 18 | 27 | 21 | 66 |
| Other Identity Theft | 49 | 65 | 88 | 202 |
| Attempted Identity Theft | 31 | 30 | 36 | 97 |

California

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|-------|-------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 2,965 | 2,980 | 2,990 | 8,935 |
| Phone or Utilities Fraud | 1,348 | 1,430 | 1,460 | 4,238 |
| Bank Fraud | 1,385 | 1,692 | 1,912 | 4,989 |
| Employment-Related Fraud | 540 | 646 | 690 | 1,876 |
| Government Documents or Benefits Fraud | 443 | 585 | 581 | 1,609 |
| Loan Fraud | 359 | 505 | 492 | 1,356 |
| Other Identity Theft | 1,196 | 1,578 | 2,294 | 5,068 |
| Attempted Identity Theft | 978 | 813 | 745 | 2,536 |

Colorado

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 260 | 265 | 323 | 848 |
| Phone or Utilities Fraud | 107 | 122 | 130 | 359 |
| Bank Fraud | 159 | 203 | 196 | 558 |
| Employment-Related Fraud | 55 | 76 | 74 | 205 |
| Government Documents or Benefits Fraud | 38 | 47 | 42 | 127 |
| Loan Fraud | 36 | 44 | 59 | 139 |
| Other Identity Theft | 138 | 171 | 240 | 549 |
| Attempted Identity Theft | 81 | 84 | 92 | 257 |

Connecticut

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 175 | 187 | 203 | 565 |
| Phone or Utilities Fraud | 75 | 81 | 73 | 229 |
| Bank Fraud | 41 | 54 | 75 | 170 |
| Employment-Related Fraud | 21 | 18 | 18 | 57 |
| Government Documents or Benefits Fraud | 6 | 16 | 15 | 37 |
| Loan Fraud | 19 | 24 | 29 | 72 |
| Other Identity Theft | 65 | 87 | 159 | 311 |
| Attempted Identity Theft | 51 | 55 | 58 | 164 |

Delaware

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 57 | 64 | 60 | 181 |
| Phone or Utilities Fraud | 20 | 11 | 25 | 56 |
| Bank Fraud | 11 | 17 | 27 | 55 |
| Employment-Related Fraud | 5 | 3 | 7 | 15 |
| Government Documents or Benefits Fraud | 8 | 6 | 5 | 19 |
| Loan Fraud | 4 | 15 | 8 | 27 |
| Other Identity Theft | 16 | 25 | 46 | 87 |
| Attempted Identity Theft | 16 | 12 | 13 | 41 |

District of Columbia

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 83 | 69 | 76 | 228 |
| Phone or Utilities Fraud | 20 | 30 | 29 | 79 |
| Bank Fraud | 43 | 41 | 38 | 122 |
| Employment-Related Fraud | 5 | 9 | 5 | 19 |
| Government Documents or Benefits Fraud | 16 | 10 | 14 | 40 |
| Loan Fraud | 5 | 12 | 9 | 26 |
| Other Identity Theft | 17 | 29 | 51 | 97 |
| Attempted Identity Theft | 16 | 15 | 13 | 44 |

Florida

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|-------|-------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 1,531 | 1,619 | 1,635 | 4,785 |
| Phone or Utilities Fraud | 593 | 673 | 645 | 1,911 |
| Bank Fraud | 555 | 736 | 705 | 1,996 |
| Employment-Related Fraud | 146 | 191 | 212 | 549 |
| Government Documents or Benefits Fraud | 154 | 207 | 208 | 569 |
| Loan Fraud | 219 | 260 | 268 | 747 |
| Other Identity Theft | 528 | 728 | 1,203 | 2,459 |
| Attempted Identity Theft | 463 | 430 | 453 | 1,346 |

Georgia

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 434 | 499 | 524 | 1,457 |
| Phone or Utilities Fraud | 171 | 208 | 231 | 610 |
| Bank Fraud | 221 | 339 | 357 | 917 |
| Employment-Related Fraud | 36 | 61 | 72 | 169 |
| Government Documents or Benefits Fraud | 70 | 87 | 141 | 298 |
| Loan Fraud | 69 | 83 | 88 | 240 |
| Other Identity Theft | 161 | 258 | 367 | 786 |
| Attempted Identity Theft | 149 | 131 | 118 | 398 |

Guam

| Theft Type | Calendar Year | | No. of Complaints |
|----------------------|---------------|------|-------------------|
| | 2003 | 2004 | |
| Credit Card Fraud | 1 | 1 | 2 |
| Bank Fraud | | 1 | 1 |
| Other Identity Theft | | 1 | 1 |

Hawaii

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 81 | 77 | 91 | 249 |
| Phone or Utilities Fraud | 24 | 30 | 32 | 86 |
| Bank Fraud | 31 | 34 | 46 | 111 |
| Employment-Related Fraud | 5 | 5 | 1 | 11 |
| Government Documents or Benefits Fraud | 8 | 5 | 2 | 15 |
| Loan Fraud | 6 | 5 | 9 | 20 |
| Other Identity Theft | 20 | 30 | 56 | 106 |
| Attempted Identity Theft | 17 | 17 | 17 | 51 |

Idaho

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 43 | 55 | 53 | 151 |
| Phone or Utilities Fraud | 15 | 27 | 22 | 64 |
| Bank Fraud | 17 | 18 | 30 | 65 |
| Employment-Related Fraud | 7 | 7 | 8 | 22 |
| Government Documents or Benefits Fraud | 7 | 8 | 7 | 22 |
| Loan Fraud | 6 | 4 | 13 | 23 |
| Other Identity Theft | 20 | 28 | 53 | 101 |
| Attempted Identity Theft | 18 | 14 | 11 | 43 |

Illinois

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 759 | 797 | 780 | 2,336 |
| Phone or Utilities Fraud | 373 | 411 | 423 | 1,207 |
| Bank Fraud | 246 | 339 | 314 | 899 |
| Employment-Related Fraud | 117 | 142 | 154 | 413 |
| Government Documents or Benefits Fraud | 97 | 105 | 112 | 314 |
| Loan Fraud | 104 | 129 | 125 | 358 |
| Other Identity Theft | 277 | 359 | 558 | 1,194 |
| Attempted Identity Theft | 248 | 212 | 193 | 653 |

Indiana

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 265 | 274 | 292 | 831 |
| Phone or Utilities Fraud | 178 | 235 | 191 | 604 |
| Bank Fraud | 87 | 119 | 117 | 323 |
| Employment-Related Fraud | 24 | 43 | 43 | 110 |
| Government Documents or Benefits Fraud | 30 | 39 | 45 | 114 |
| Loan Fraud | 34 | 36 | 48 | 118 |
| Other Identity Theft | 132 | 160 | 194 | 486 |
| Attempted Identity Theft | 85 | 76 | 75 | 236 |

Iowa

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 91 | 84 | 99 | 274 |
| Phone or Utilities Fraud | 32 | 20 | 39 | 91 |
| Bank Fraud | 37 | 51 | 52 | 140 |
| Employment-Related Fraud | 6 | 1 | 7 | 14 |
| Government Documents or Benefits Fraud | 11 | 6 | 9 | 26 |
| Loan Fraud | 7 | 10 | 18 | 35 |
| Other Identity Theft | 27 | 44 | 58 | 129 |
| Attempted Identity Theft | 19 | 24 | 28 | 71 |

Kansas

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 104 | 126 | 100 | 330 |
| Phone or Utilities Fraud | 41 | 40 | 52 | 133 |
| Bank Fraud | 72 | 85 | 57 | 214 |
| Employment-Related Fraud | 9 | 11 | 14 | 34 |
| Government Documents or Benefits Fraud | 15 | 23 | 10 | 48 |
| Loan Fraud | 8 | 16 | 10 | 34 |
| Other Identity Theft | 49 | 77 | 87 | 213 |
| Attempted Identity Theft | 27 | 35 | 32 | 94 |

Kentucky

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 120 | 136 | 152 | 408 |
| Phone or Utilities Fraud | 42 | 61 | 63 | 166 |
| Bank Fraud | 38 | 69 | 65 | 172 |
| Employment-Related Fraud | 9 | 14 | 14 | 37 |
| Government Documents or Benefits Fraud | 12 | 22 | 25 | 59 |
| Loan Fraud | 16 | 17 | 19 | 52 |
| Other Identity Theft | 48 | 71 | 97 | 216 |
| Attempted Identity Theft | 35 | 42 | 42 | 119 |

Louisiana

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 166 | 216 | 181 | 563 |
| Phone or Utilities Fraud | 76 | 87 | 92 | 255 |
| Bank Fraud | 63 | 78 | 113 | 254 |
| Employment-Related Fraud | 17 | 13 | 23 | 53 |
| Government Documents or Benefits Fraud | 19 | 26 | 40 | 85 |
| Loan Fraud | 26 | 31 | 34 | 91 |
| Other Identity Theft | 64 | 85 | 136 | 285 |
| Attempted Identity Theft | 50 | 58 | 52 | 160 |

Maine

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 35 | 51 | 64 | 150 |
| Phone or Utilities Fraud | 7 | 13 | 19 | 39 |
| Bank Fraud | 15 | 10 | 27 | 52 |
| Employment-Related Fraud | 1 | 2 | 5 | 8 |
| Government Documents or Benefits Fraud | 6 | 5 | 6 | 17 |
| Loan Fraud | 3 | 9 | 5 | 17 |
| Other Identity Theft | 12 | 17 | 28 | 57 |
| Attempted Identity Theft | 16 | 12 | 10 | 38 |

Maryland

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 413 | 419 | 450 | 1,282 |
| Phone or Utilities Fraud | 199 | 228 | 190 | 617 |
| Bank Fraud | 142 | 185 | 204 | 531 |
| Employment-Related Fraud | 18 | 32 | 36 | 86 |
| Government Documents or Benefits Fraud | 25 | 57 | 58 | 140 |
| Loan Fraud | 35 | 57 | 49 | 141 |
| Other Identity Theft | 126 | 180 | 309 | 615 |
| Attempted Identity Theft | 155 | 136 | 99 | 390 |

Massachusetts

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 358 | 339 | 368 | 1,065 |
| Phone or Utilities Fraud | 113 | 125 | 101 | 339 |
| Bank Fraud | 88 | 111 | 108 | 307 |
| Employment-Related Fraud | 22 | 31 | 29 | 82 |
| Government Documents or Benefits Fraud | 33 | 41 | 32 | 106 |
| Loan Fraud | 26 | 52 | 45 | 123 |
| Other Identity Theft | 125 | 125 | 235 | 485 |
| Attempted Identity Theft | 122 | 101 | 133 | 356 |

Michigan

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 607 | 651 | 628 | 1,886 |
| Phone or Utilities Fraud | 552 | 554 | 472 | 1,578 |
| Bank Fraud | 222 | 240 | 270 | 732 |
| Employment-Related Fraud | 20 | 51 | 52 | 123 |
| Government Documents or Benefits Fraud | 58 | 75 | 82 | 215 |
| Loan Fraud | 81 | 96 | 119 | 296 |
| Other Identity Theft | 205 | 269 | 369 | 843 |
| Attempted Identity Theft | 276 | 285 | 174 | 735 |

Minnesota

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 222 | 201 | 253 | 676 |
| Phone or Utilities Fraud | 67 | 79 | 84 | 230 |
| Bank Fraud | 124 | 149 | 166 | 439 |
| Employment-Related Fraud | 16 | 24 | 24 | 64 |
| Government Documents or Benefits Fraud | 19 | 26 | 29 | 74 |
| Loan Fraud | 15 | 23 | 26 | 64 |
| Other Identity Theft | 69 | 95 | 138 | 302 |
| Attempted Identity Theft | 91 | 61 | 62 | 214 |

Mississippi

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 110 | 106 | 110 | 326 |
| Phone or Utilities Fraud | 35 | 35 | 54 | 124 |
| Bank Fraud | 48 | 59 | 54 | 161 |
| Employment-Related Fraud | 11 | 12 | 17 | 40 |
| Government Documents or Benefits Fraud | 19 | 9 | 15 | 43 |
| Loan Fraud | 11 | 15 | 27 | 53 |
| Other Identity Theft | 36 | 43 | 77 | 156 |
| Attempted Identity Theft | 32 | 27 | 28 | 87 |

Missouri

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 279 | 328 | 326 | 933 |
| Phone or Utilities Fraud | 153 | 174 | 138 | 465 |
| Bank Fraud | 101 | 138 | 127 | 366 |
| Employment-Related Fraud | 21 | 36 | 31 | 88 |
| Government Documents or Benefits Fraud | 24 | 30 | 35 | 89 |
| Loan Fraud | 35 | 52 | 39 | 126 |
| Other Identity Theft | 100 | 172 | 189 | 461 |
| Attempted Identity Theft | 86 | 107 | 81 | 274 |

Montana

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 19 | 33 | 43 | 95 |
| Phone or Utilities Fraud | 4 | 18 | 16 | 38 |
| Bank Fraud | 13 | 14 | 13 | 40 |
| Employment-Related Fraud | 3 | 1 | 6 | 10 |
| Government Documents or Benefits Fraud | 1 | 4 | 11 | 16 |
| Loan Fraud | 3 | 5 | 2 | 10 |
| Other Identity Theft | 9 | 22 | 40 | 71 |
| Attempted Identity Theft | 10 | 9 | 7 | 26 |

Nebraska

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 62 | 57 | 67 | 186 |
| Phone or Utilities Fraud | 16 | 31 | 27 | 74 |
| Bank Fraud | 19 | 34 | 44 | 97 |
| Employment-Related Fraud | 7 | 12 | 6 | 25 |
| Government Documents or Benefits Fraud | 7 | 13 | 6 | 26 |
| Loan Fraud | 7 | 6 | 3 | 16 |
| Other Identity Theft | 22 | 26 | 36 | 84 |
| Attempted Identity Theft | 9 | 20 | 11 | 40 |

Nevada

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 187 | 222 | 234 | 643 |
| Phone or Utilities Fraud | 139 | 120 | 128 | 387 |
| Bank Fraud | 120 | 143 | 140 | 403 |
| Employment-Related Fraud | 22 | 29 | 66 | 117 |
| Government Documents or Benefits Fraud | 32 | 25 | 31 | 88 |
| Loan Fraud | 31 | 36 | 50 | 117 |
| Other Identity Theft | 91 | 122 | 202 | 415 |
| Attempted Identity Theft | 57 | 70 | 59 | 186 |

New Hampshire

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 64 | 54 | 72 | 190 |
| Phone or Utilities Fraud | 16 | 20 | 21 | 57 |
| Bank Fraud | 17 | 20 | 27 | 64 |
| Employment-Related Fraud | 4 | 1 | 4 | 9 |
| Government Documents or Benefits Fraud | 2 | 1 | 6 | 9 |
| Loan Fraud | 7 | 6 | 6 | 19 |
| Other Identity Theft | 20 | 28 | 47 | 95 |
| Attempted Identity Theft | 13 | 5 | 18 | 36 |

New Jersey

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 603 | 650 | 584 | 1,837 |
| Phone or Utilities Fraud | 201 | 200 | 170 | 571 |
| Bank Fraud | 147 | 165 | 212 | 524 |
| Employment-Related Fraud | 62 | 80 | 93 | 235 |
| Government Documents or Benefits Fraud | 63 | 56 | 54 | 173 |
| Loan Fraud | 68 | 84 | 83 | 235 |
| Other Identity Theft | 182 | 263 | 429 | 874 |
| Attempted Identity Theft | 164 | 199 | 147 | 510 |

New Mexico

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 91 | 103 | 125 | 319 |
| Phone or Utilities Fraud | 40 | 43 | 59 | 142 |
| Bank Fraud | 48 | 73 | 75 | 196 |
| Employment-Related Fraud | 27 | 27 | 31 | 85 |
| Government Documents or Benefits Fraud | 26 | 18 | 12 | 56 |
| Loan Fraud | 18 | 26 | 22 | 66 |
| Other Identity Theft | 63 | 59 | 76 | 198 |
| Attempted Identity Theft | 24 | 28 | 29 | 81 |

New York

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|-------|-------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 1,652 | 1,771 | 1,589 | 5,012 |
| Phone or Utilities Fraud | 689 | 822 | 687 | 2,198 |
| Bank Fraud | 392 | 479 | 485 | 1,356 |
| Employment-Related Fraud | 142 | 198 | 195 | 535 |
| Government Documents or Benefits Fraud | 156 | 204 | 210 | 570 |
| Loan Fraud | 190 | 198 | 244 | 632 |
| Other Identity Theft | 478 | 634 | 1,021 | 2,133 |
| Attempted Identity Theft | 531 | 477 | 413 | 1,421 |

North Carolina

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 427 | 418 | 406 | 1,251 |
| Phone or Utilities Fraud | 184 | 179 | 181 | 544 |
| Bank Fraud | 163 | 215 | 189 | 567 |
| Employment-Related Fraud | 48 | 57 | 54 | 159 |
| Government Documents or Benefits Fraud | 53 | 64 | 70 | 187 |
| Loan Fraud | 64 | 75 | 61 | 200 |
| Other Identity Theft | 205 | 221 | 307 | 733 |
| Attempted Identity Theft | 137 | 109 | 110 | 356 |

North Dakota

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 2 | 15 | 16 | 33 |
| Phone or Utilities Fraud | 4 | 2 | 4 | 10 |
| Bank Fraud | 4 | 4 | 5 | 13 |
| Employment-Related Fraud | | 5 | 1 | 6 |
| Government Documents or Benefits Fraud | 2 | 1 | | 3 |
| Loan Fraud | 1 | 2 | | 3 |
| Other Identity Theft | 4 | 7 | 9 | 20 |
| Attempted Identity Theft | 3 | 4 | 2 | 9 |

Ohio

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 505 | 539 | 537 | 1,581 |
| Phone or Utilities Fraud | 259 | 341 | 351 | 951 |
| Bank Fraud | 166 | 225 | 241 | 632 |
| Employment-Related Fraud | 24 | 48 | 44 | 116 |
| Government Documents or Benefits Fraud | 43 | 50 | 70 | 163 |
| Loan Fraud | 50 | 76 | 89 | 215 |
| Other Identity Theft | 196 | 277 | 423 | 896 |
| Attempted Identity Theft | 171 | 147 | 135 | 453 |

Oklahoma

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 152 | 171 | 163 | 486 |
| Phone or Utilities Fraud | 62 | 67 | 87 | 216 |
| Bank Fraud | 81 | 104 | 123 | 308 |
| Employment-Related Fraud | 9 | 16 | 21 | 46 |
| Government Documents or Benefits Fraud | 19 | 16 | 21 | 56 |
| Loan Fraud | 23 | 24 | 23 | 70 |
| Other Identity Theft | 56 | 77 | 122 | 255 |
| Attempted Identity Theft | 32 | 31 | 36 | 99 |

Oregon

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 277 | 238 | 238 | 753 |
| Phone or Utilities Fraud | 95 | 116 | 109 | 320 |
| Bank Fraud | 170 | 182 | 179 | 531 |
| Employment-Related Fraud | 21 | 30 | 38 | 89 |
| Government Documents or Benefits Fraud | 22 | 36 | 35 | 93 |
| Loan Fraud | 28 | 40 | 32 | 100 |
| Other Identity Theft | 84 | 154 | 161 | 399 |
| Attempted Identity Theft | 89 | 77 | 88 | 254 |

Pennsylvania

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 655 | 712 | 744 | 2,111 |
| Phone or Utilities Fraud | 245 | 267 | 272 | 784 |
| Bank Fraud | 203 | 250 | 345 | 798 |
| Employment-Related Fraud | 29 | 49 | 52 | 130 |
| Government Documents or Benefits Fraud | 50 | 85 | 76 | 211 |
| Loan Fraud | 89 | 99 | 95 | 283 |
| Other Identity Theft | 219 | 343 | 534 | 1,096 |
| Attempted Identity Theft | 204 | 198 | 193 | 595 |

Puerto Rico

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 58 | 56 | 75 | 189 |
| Phone or Utilities Fraud | 17 | 38 | 63 | 118 |
| Bank Fraud | 10 | 5 | 7 | 22 |
| Employment-Related Fraud | 25 | 37 | 39 | 101 |
| Government Documents or Benefits Fraud | 10 | 14 | 26 | 50 |
| Loan Fraud | 22 | 18 | 29 | 69 |
| Other Identity Theft | 26 | 51 | 41 | 118 |
| Attempted Identity Theft | 2 | 4 | 3 | 9 |

Rhode Island

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 63 | 43 | 62 | 168 |
| Phone or Utilities Fraud | 21 | 15 | 17 | 53 |
| Bank Fraud | 11 | 10 | 16 | 37 |
| Employment-Related Fraud | 4 | 4 | 10 | 18 |
| Government Documents or Benefits Fraud | 2 | 1 | 8 | 11 |
| Loan Fraud | 7 | 7 | 3 | 17 |
| Other Identity Theft | 16 | 22 | 51 | 89 |
| Attempted Identity Theft | 14 | 12 | 7 | 33 |

South Carolina

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 151 | 171 | 203 | 525 |
| Phone or Utilities Fraud | 74 | 104 | 97 | 275 |
| Bank Fraud | 61 | 90 | 107 | 258 |
| Employment-Related Fraud | 23 | 17 | 29 | 69 |
| Government Documents or Benefits Fraud | 18 | 18 | 36 | 72 |
| Loan Fraud | 24 | 37 | 41 | 102 |
| Other Identity Theft | 76 | 109 | 206 | 391 |
| Attempted Identity Theft | 61 | 55 | 54 | 170 |

South Dakota

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 13 | 18 | 19 | 50 |
| Phone or Utilities Fraud | 5 | 3 | 11 | 19 |
| Bank Fraud | 3 | 10 | 2 | 15 |
| Employment-Related Fraud | 2 | 3 | 1 | 6 |
| Government Documents or Benefits Fraud | | 4 | 1 | 5 |
| Loan Fraud | | 3 | 2 | 5 |
| Other Identity Theft | 9 | 11 | 21 | 41 |
| Attempted Identity Theft | 2 | 6 | 9 | 17 |

Tennessee

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 290 | 294 | 288 | 872 |
| Phone or Utilities Fraud | 90 | 100 | 121 | 311 |
| Bank Fraud | 123 | 154 | 136 | 413 |
| Employment-Related Fraud | 17 | 32 | 35 | 84 |
| Government Documents or Benefits Fraud | 29 | 36 | 33 | 98 |
| Loan Fraud | 33 | 31 | 51 | 115 |
| Other Identity Theft | 91 | 134 | 198 | 423 |
| Attempted Identity Theft | 74 | 76 | 69 | 219 |

Texas

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|-------|-------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 1,345 | 1,488 | 1,579 | 4,412 |
| Phone or Utilities Fraud | 495 | 710 | 739 | 1,944 |
| Bank Fraud | 770 | 1,058 | 1,278 | 3,106 |
| Employment-Related Fraud | 299 | 419 | 425 | 1,143 |
| Government Documents or Benefits Fraud | 211 | 239 | 272 | 722 |
| Loan Fraud | 153 | 230 | 271 | 654 |
| Other Identity Theft | 499 | 726 | 1,083 | 2,308 |
| Attempted Identity Theft | 395 | 357 | 366 | 1,118 |

Utah

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 77 | 111 | 93 | 281 |
| Phone or Utilities Fraud | 40 | 48 | 49 | 137 |
| Bank Fraud | 65 | 86 | 62 | 213 |
| Employment-Related Fraud | 12 | 20 | 23 | 55 |
| Government Documents or Benefits Fraud | 8 | 14 | 24 | 46 |
| Loan Fraud | 10 | 21 | 21 | 52 |
| Other Identity Theft | 29 | 55 | 70 | 154 |
| Attempted Identity Theft | 20 | 36 | 26 | 82 |

Vermont

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 17 | 24 | 31 | 72 |
| Phone or Utilities Fraud | 3 | 8 | 1 | 12 |
| Bank Fraud | 5 | 10 | 10 | 25 |
| Employment-Related Fraud | 1 | 2 | 2 | 5 |
| Government Documents or Benefits Fraud | | 2 | | 2 |
| Loan Fraud | | 4 | 2 | 6 |
| Other Identity Theft | 6 | 11 | 13 | 30 |
| Attempted Identity Theft | 4 | 4 | 4 | 12 |

Virginia

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 392 | 399 | 404 | 1,195 |
| Phone or Utilities Fraud | 146 | 186 | 155 | 487 |
| Bank Fraud | 153 | 168 | 159 | 480 |
| Employment-Related Fraud | 27 | 29 | 44 | 100 |
| Government Documents or Benefits Fraud | 33 | 43 | 26 | 102 |
| Loan Fraud | 39 | 53 | 59 | 151 |
| Other Identity Theft | 133 | 174 | 300 | 607 |
| Attempted Identity Theft | 135 | 130 | 110 | 375 |

Virgin Islands

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 4 | 7 | 5 | 16 |
| Phone or Utilities Fraud | | 13 | 1 | 14 |
| Bank Fraud | 1 | 6 | | 7 |
| Employment-Related Fraud | | | 1 | 1 |
| Government Documents or Benefits Fraud | | 2 | | 2 |
| Loan Fraud | | 3 | | 3 |
| Other Identity Theft | 2 | 6 | 3 | 11 |
| Attempted Identity Theft | 1 | 1 | | 2 |

Washington

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 398 | 497 | 494 | 1,389 |
| Phone or Utilities Fraud | 174 | 198 | 173 | 545 |
| Bank Fraud | 252 | 314 | 353 | 919 |
| Employment-Related Fraud | 39 | 42 | 64 | 145 |
| Government Documents or Benefits Fraud | 47 | 59 | 61 | 167 |
| Loan Fraud | 50 | 50 | 53 | 153 |
| Other Identity Theft | 168 | 220 | 307 | 695 |
| Attempted Identity Theft | 135 | 147 | 153 | 435 |

West Virginia

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 40 | 50 | 49 | 139 |
| Phone or Utilities Fraud | 19 | 25 | 31 | 75 |
| Bank Fraud | 15 | 25 | 31 | 71 |
| Employment-Related Fraud | 3 | 9 | 3 | 15 |
| Government Documents or Benefits Fraud | 3 | 2 | 6 | 11 |
| Loan Fraud | 12 | 9 | 11 | 32 |
| Other Identity Theft | 15 | 33 | 38 | 86 |
| Attempted Identity Theft | 10 | 16 | 12 | 38 |

Wisconsin

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 156 | 218 | 214 | 588 |
| Phone or Utilities Fraud | 77 | 109 | 113 | 299 |
| Bank Fraud | 51 | 68 | 91 | 210 |
| Employment-Related Fraud | 19 | 16 | 26 | 61 |
| Government Documents or Benefits Fraud | 15 | 29 | 24 | 68 |
| Loan Fraud | 26 | 25 | 31 | 82 |
| Other Identity Theft | 70 | 103 | 167 | 340 |
| Attempted Identity Theft | 53 | 58 | 71 | 182 |

Wyoming

| Theft Type | Calendar Year | | | No. of Complaints |
|--|---------------|------|------|-------------------|
| | 2003 | 2004 | 2005 | |
| Credit Card Fraud | 22 | 17 | 17 | 56 |
| Phone or Utilities Fraud | 9 | 10 | 8 | 27 |
| Bank Fraud | 9 | 4 | 11 | 24 |
| Employment-Related Fraud | | 1 | 3 | 4 |
| Government Documents or Benefits Fraud | 2 | 1 | 5 | 8 |
| Loan Fraud | | 2 | 2 | 4 |
| Other Identity Theft | 9 | 12 | 19 | 40 |
| Attempted Identity Theft | 3 | 5 | 5 | 13 |