

CONSUMER SENTINEL NETWORK

**DATA
BOOK
2017**

Federal Trade Commission
March 2018



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Introduction

The FTC takes in reports from consumers about problems they experience in the marketplace. The reports are stored in the Consumer Sentinel Network (Sentinel), a secure online database available only to law enforcement. While the FTC does not intervene in individual consumer disputes, its law enforcement partners – whether they are down the street, across the nation, or around the world – can use information in the database to spot trends, identify questionable business practices and targets, and enforce the law.

Since 1997, Sentinel has collected tens of millions of reports from consumers about fraud, identity theft, and other consumer protection topics. During 2017, Sentinel received nearly 2.7 million consumer reports, which the FTC has sorted into 30 top categories. The 2017 Consumer Sentinel Network Data Book (Sentinel Data Book) has a vibrant new look, and a lot more information about what consumers told us last year. You'll know more about how much money people lost in the aggregate, the median amount they paid, and what frauds were most costly. And you'll know much more about complaints of identity theft, fraud, and other types of problems in each state, too. The Sentinel Data Book is based on unverified reports filed by consumers. The data is not based on a consumer survey. Sentinel has a five-year data retention policy, with reports older than five years purged biannually.

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

In 2017, the FTC was pleased to welcome the data contributions of the U.S. Postal Inspection Service and the Pennsylvania Attorney General's office. A full listing of data contributors is available in [Appendix A3](#) and [A4](#). Non-government organizations that contribute reports do not have access to Sentinel reports, as access is limited to law enforcement agencies.

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



Inside the Numbers

This year, the Sentinel Data Book refers to consumer reports rather than “complaints.” Often, people make these reports after they have experienced something problematic in the marketplace, avoided a loss, and decided to alert others.

Sentinel sorts consumer reports into 30 top categories. Appendices B1–B3 describe the categories, providing details, and three year figures. To reflect marketplace changes, new categories or subcategories are created or deleted over time. In 2017, a new subcategory for reports about online payment systems was added to the Internet Services category.

The Consumer Sentinel Network Data Book excludes the National Do Not Call Registry. A separate report about these complaint statistics is available at: www.ftc.gov/donotcall-databook2017. The Sentinel Data Book also excludes reports about unsolicited commercial email.

Consumers can report as much or as little detail as they wish when they file a report. For the Sentinel Data Book graphics, percentages are based on the total number of Sentinel fraud, identity theft, and other report types in 2017 in which consumers provided the information displayed on each chart.

Calculations of dollar amounts lost are based on reports in which consumers indicated they lost between \$1 and \$999,999. In prior years, rather than “amount lost” we labeled it as “amount paid,” which included values of \$0 to \$999,999.

States and Metropolitan Areas are ranked based on the number of reports per 100,000 population. State rankings are based on 2017 U.S. Census population estimates (Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2017). Metropolitan Area rankings are based on 2016 U.S. Census population estimates (Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2016).

This Sentinel Data Book identifies Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of 100,000 or more, except as noted for Wyoming. Metropolitan areas are defined by Office of Management and Budget Bulletin No. 15-01, “Revised Delineations of Metropolitan Statistical Areas, Micropolitan Statistical Areas, and Combined Statistical Areas, and Guidance on Uses of the Delineations of These Areas” (July 15, 2015).

Numbers change over time. The Sentinel Data Book sorts consumer reports by year, based on the date of the consumer’s reported transaction. Some data contributors transfer their complaints to Sentinel after the end of the calendar year, and new data providers often contribute reports from prior years. As a result, the total number of reports for 2017 will likely change during the next few months, and totals from previous years may differ from prior Consumer Sentinel Network Data Books.

Executive Summary

Overview

During 2017, the Consumer Sentinel Network took in nearly 2.7 million reports, down slightly from 2016:

- Fraud: 1.1 million (42.54% of all reports)
- Identity theft: 371,000 (13.87%)
- Other: 1.2 million (43.59%)

There are fewer debt collection reports in 2017 (23% of all reports) but it is still the top category. Identity theft (14%) and imposter scams (13%) round out the top three reports to Sentinel.

Fraud

There were nearly 348,000 imposter scam reports to Sentinel. One in five of those also reported a dollar loss, totaling \$328 million lost to imposter scams. These scams include, for example, people falsely claiming to be with the government, a relative in distress, a well-known business, or a technical support expert, to get a consumer's money.

Of the 1.1 million fraud reports, 21% indicated money was lost. In 2017, people reported losing nearly \$905 million to fraud – an increase of \$63 million over what consumers reported losing in 2016.

The median loss for all fraud reports in 2017 is \$429. The median losses were highest in these fraud categories:

- | | |
|---|---------|
| - Travel, Vacations and Timeshare Plans | \$1,710 |
| - Mortgage Foreclosure Relief and Debt Management | \$1,200 |
| - Business and Job Opportunities | \$1,063 |

Telephone was the method of contact for 70% of fraud reports with a contact method identified. Only nine percent of those people reported losing money to the scammer – but that 9% reported an aggregate loss of \$290 million, and a \$720 median loss.

Wire transfers continue to be the most frequently-reported payment method for fraud, with a reported loss of \$333 million.

Of people who reported their age, those aged 20-29 reported losing money to fraud in 40% of reports filed with the FTC, while people aged 70 and older reported losing money in just 18% of their complaints. But when they did experience a loss, people aged 70 and older reported much higher median losses than any other age group.

Identity Theft

Credit card fraud tops the list of identity theft reports in 2017. The FTC received more than 133,000 reports from people who said their information was misused on an existing account or to open a new credit card account.

Military

Military consumers filed nearly 114,000 reports in 2017. Of these, more than 50,000 were fraud reports, including 29,859 reports about imposter scams that cost them nearly \$26 million. Identity theft (30,184) was the largest single category of reports from military consumers.

Top States

The states with the highest per capita rates of fraud reports in 2017 were Florida, Georgia, Nevada, Delaware, and Michigan. For identity theft, the top states in 2017 were Michigan, Florida, California, Maryland, and Nevada.

2.7
MILLION
REPORTS

TOP THREE CATEGORIES

1. Debt collection
2. Identity theft
3. Imposter scams

1.1 million fraud reports

21% reported a loss



\$905 million
total fraud losses

\$429
median loss

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

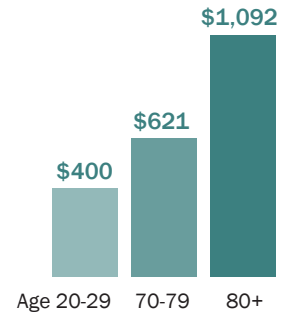
40%

Age 20-29

18%

Age 70+

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



Imposter Scams



1 IN 5
PEOPLE
LOST MONEY

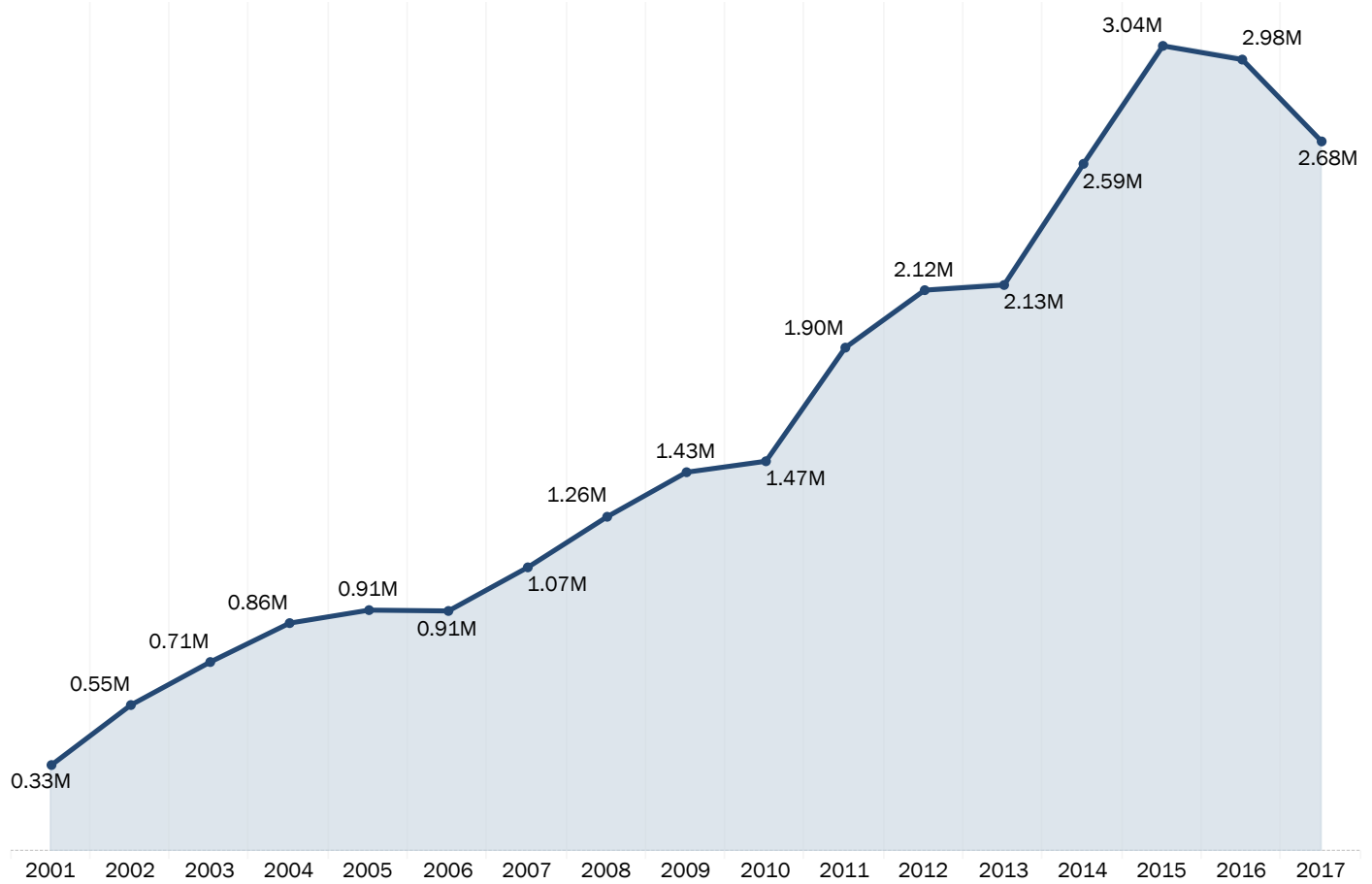
\$328 million reported lost
\$500 median loss

Identity Theft

23% ↑
Credit card fraud

46% ↓
Tax fraud

Number of Fraud, Identity Theft and Other Reports by Year



Year	# of Reports
2001	325,519
2002	551,622
2003	713,657
2004	860,383
2005	909,314
2006	906,129
2007	1,070,447
2008	1,261,124
2009	1,428,977
2010	1,470,306
2011	1,898,543
2012	2,115,079
2013	2,134,565
2014	2,591,145
2015	3,035,625
2016	2,984,043
2017	2,675,611

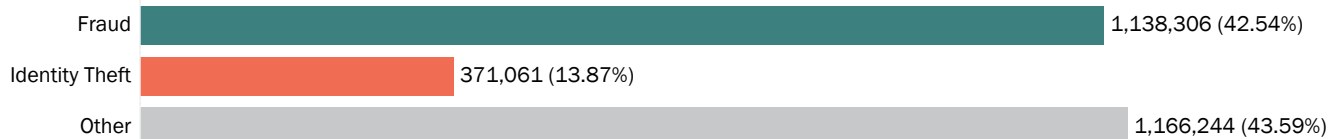
The reported figures exclude National Do Not Call Registry complaints.

Report Categories

Rank	Category	# of Reports	%
1	Debt Collection	608,535	22.74%
2	Identity Theft	371,061	13.87%
3	Imposter Scams	347,829	13.00%
4	Telephone and Mobile Services	149,578	5.59%
5	Banks and Lenders	149,316	5.58%
6	Prizes, Sweepstakes and Lotteries	142,870	5.34%
7	Shop-at-Home and Catalog Sales	126,387	4.72%
8	Credit Bureaus, Information Furnishers and Report Users	107,473	4.02%
9	Auto Related	86,289	3.23%
10	Television and Electronic Media	47,456	1.77%
11	Credit Cards	45,428	1.70%
12	Internet Services	45,093	1.69%
13	Foreign Money Offers and Counterfeit Check Scams	31,980	1.20%
14	Health Care	27,660	1.03%
15	Travel, Vacations and Timeshare Plans	22,264	0.83%
16	Business and Job Opportunities	19,082	0.71%
17	Advance Payments for Credit Services	17,762	0.66%
18	Investment Related	15,079	0.56%
19	Computer Equipment and Software	9,762	0.36%
20	Mortgage Foreclosure Relief and Debt Management	8,973	0.34%
21	Education	7,791	0.29%
22	Office Supplies and Services	7,083	0.26%
23	Home Repair, Improvement and Products	5,816	0.22%
24	Grants	5,786	0.22%
25	Magazines and Books	5,390	0.20%
26	Charitable Solicitations	3,703	0.14%
27	Tax Preparers	3,360	0.13%
28	Internet Auction	2,267	0.08%
29	Funeral Services	1,109	0.04%
30	Buyers' Clubs	542	0.02%

Percentages are based on the total number of 2017 Sentinel reports (2,675,611). 6% of the total were coded "Other (Note in Comments)." See Appendix B3.

Report Type



Top 10 Fraud Categories

Rank	Category	# of Reports	% Reporting \$ Loss	Total \$ Loss	Median \$ Loss
1	Imposter Scams	347,829	19%	\$328M	\$500
2	Telephone and Mobile Services	149,578	4%	\$17M	\$223
3	Prizes, Sweepstakes and Lotteries	142,870	9%	\$95M	\$511
4	Shop-at-Home and Catalog Sales	126,387	58%	\$94M	\$261
5	Internet Services	45,093	14%	\$19M	\$183
6	Foreign Money Offers & Counterfeit Check Scams	31,980	33%	\$34M	\$1,008
7	Travel, Vacations and Timeshare Plans	22,264	18%	\$38M	\$1,710
8	Business and Job Opportunities	18,702	34%	\$47M	\$1,063
9	Advance Payments for Credit Services	17,762	74%	\$15M	\$318
10	Health Care	10,321	8%	\$1M	\$175

Identity Theft Types

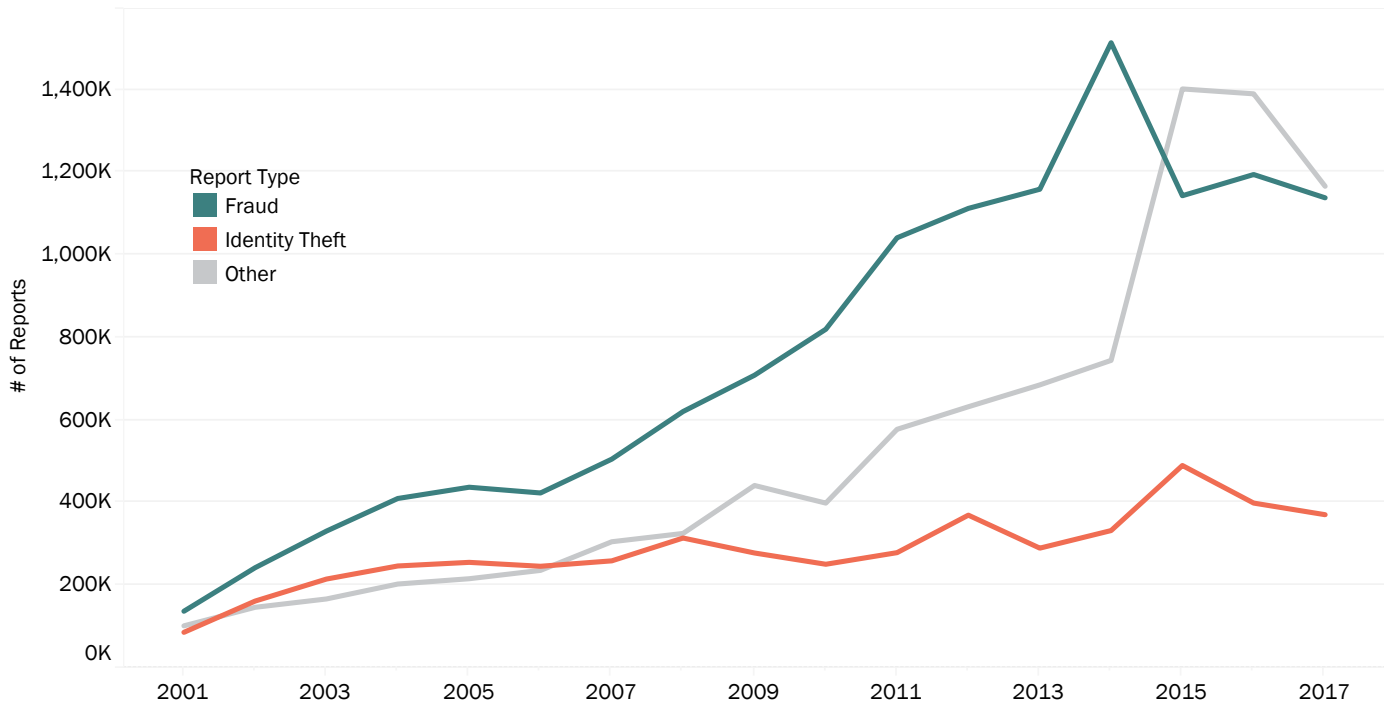
Rank	Theft Type	# of Reports
1	Credit Card Fraud	133,015
2	Employment or Tax-Related Fraud	82,051
3	Other Identity Theft	65,208
4	Phone or Utilities Fraud	55,045
5	Bank Fraud	50,517
6	Loan or Lease Fraud	30,034
7	Government Documents or Benefits Fraud	25,849

Other Categories

Rank	Category	# of Reports
1	Debt Collection	608,535
2	Banks and Lenders	149,316
3	Credit Bureaus, Information Furnishers, Report Users	107,473
4	Auto Related	86,289
5	Television and Electronic Media	47,456
6	Credit Cards	45,428
7	Computer Equipment and Software	9,762
8	Education	7,791
9	Home Repair, Improvement and Products	5,816
10	Funeral Services	1,109

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

Number of Reports by Type



Number of Reports by Type

Year	Fraud	Identity Theft	Other
2001	137,306	86,250	101,963
2002	242,783	161,977	146,862
2003	331,366	215,240	167,051
2004	410,298	246,909	203,176
2005	437,585	255,687	216,042
2006	423,672	246,214	236,243
2007	505,563	259,314	305,570
2008	620,832	314,587	325,705
2009	708,781	278,360	441,836
2010	820,072	251,074	399,160
2011	1,041,517	279,191	577,835
2012	1,112,693	369,958	632,428
2013	1,159,115	290,098	685,352
2014	1,513,794	332,647	744,704
2015	1,143,422	490,226	1,401,977
2016	1,194,719	399,222	1,390,102
2017	1,138,306	371,061	1,166,244

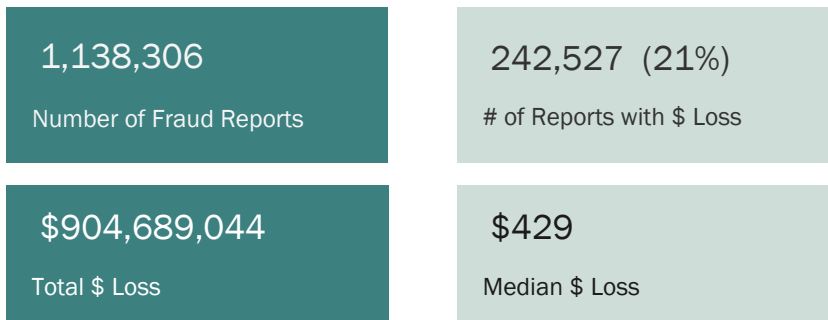
The reported figures exclude National Do Not Call Registry complaints.

Fraud Categories by Total Amount Lost

Category	Total \$ Loss	Median \$ Loss	# of Reports	% Reporting \$ Loss	Top Contact Method per Category	Top Payment Method per Category
Imposter Scams	\$328.42M	\$500	347,829	19%	Phone Call	Wire Transfer
Prizes, Sweepstakes and Lotteries	\$95.05M	\$511	142,870	9%	Phone Call	Wire Transfer
Shop-at-Home and Catalog Sales	\$94.12M	\$261	126,387	58%	Email	Wire Transfer
Investment Related	\$47.70M	\$400	15,079	46%	Consumer Initiated Contact	Wire Transfer
Business and Job Opportunities	\$46.91M	\$1,063	18,702	34%	Email	Wire Transfer
Travel, Vacations and Timeshare Plans	\$38.45M	\$1,710	22,264	18%	Phone Call	Credit Card
Foreign Money Offers & Counterfeit Check Scams	\$34.34M	\$1,008	31,980	33%	Mail	Wire Transfer
Internet Services	\$19.40M	\$183	45,093	14%	Consumer Initiated Contact	Credit Card
Mortgage Foreclosure Relief and Debt Management	\$17.18M	\$1,200	8,973	31%	Phone Call	Bank Account Debit
Telephone and Mobile Services	\$16.92M	\$223	149,578	4%	Text Message	Credit Card
Advance Payments for Credit Services	\$14.90M	\$318	17,762	74%	Phone Call	Wire Transfer
Grants	\$6.26M	\$495	5,786	33%	Phone Call	Wire Transfer
Internet Auction	\$3.58M	\$400	2,267	35%	Web Site	Credit Card
Charitable Solicitations	\$2.54M	\$250	3,703	27%	Phone Call	Wire Transfer
Health Care	\$1.41M	\$175	10,321	8%	Consumer Initiated Contact	Credit Card
Office Supplies and Services	\$0.62M	\$525	7,083	4%	Mail	Credit Card
Tax Preparers	\$0.48M	\$500	3,360	5%	Phone Call	Other
Magazines and Books	\$0.37M	\$89	5,099	8%	Mail	Credit Card
Buyers' Clubs	\$0.03M	\$200	542	4%	Mail	Credit Card

Of the 1,138,306 total fraud reports, 21% reported a monetary loss of at least one dollar, 64% reported the contact method, and 21% reported the payment method.

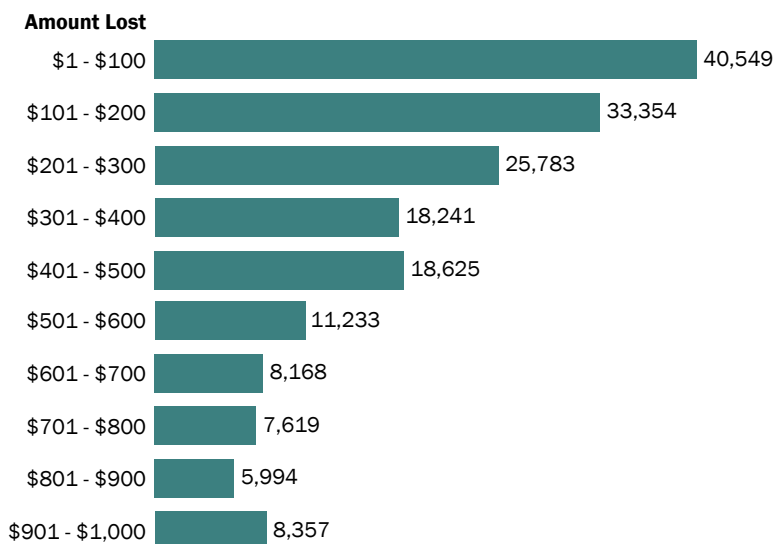
Fraud Reports by Amount Lost



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

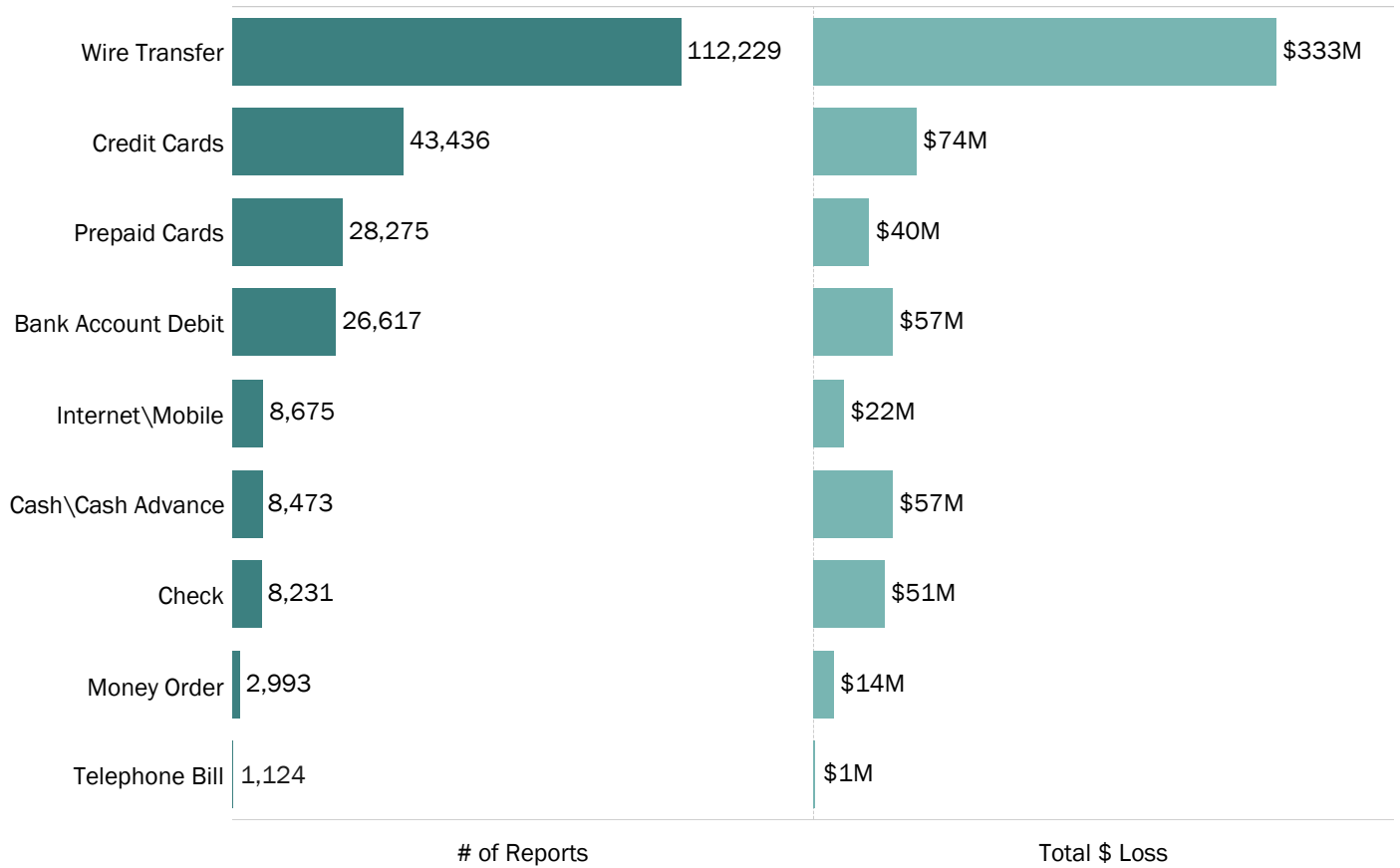
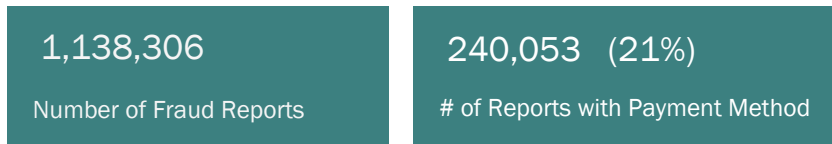
Amount Lost	# of Reports
\$1 - \$1,000	177,923
\$1,001 - \$2,000	27,040
\$2,001 - \$3,000	11,436
\$3,001 - \$4,000	4,834
\$4,001 - \$5,000	3,464
\$5,001 - \$6,000	1,991
\$6,001 - \$7,000	1,437
\$7,001 - \$8,000	1,362
\$8,001 - \$9,000	1,026
\$9,001 - \$10,000	1,457
More than \$10,000	10,573

Reported Fraud Losses in the \$1 – \$1,000 Range



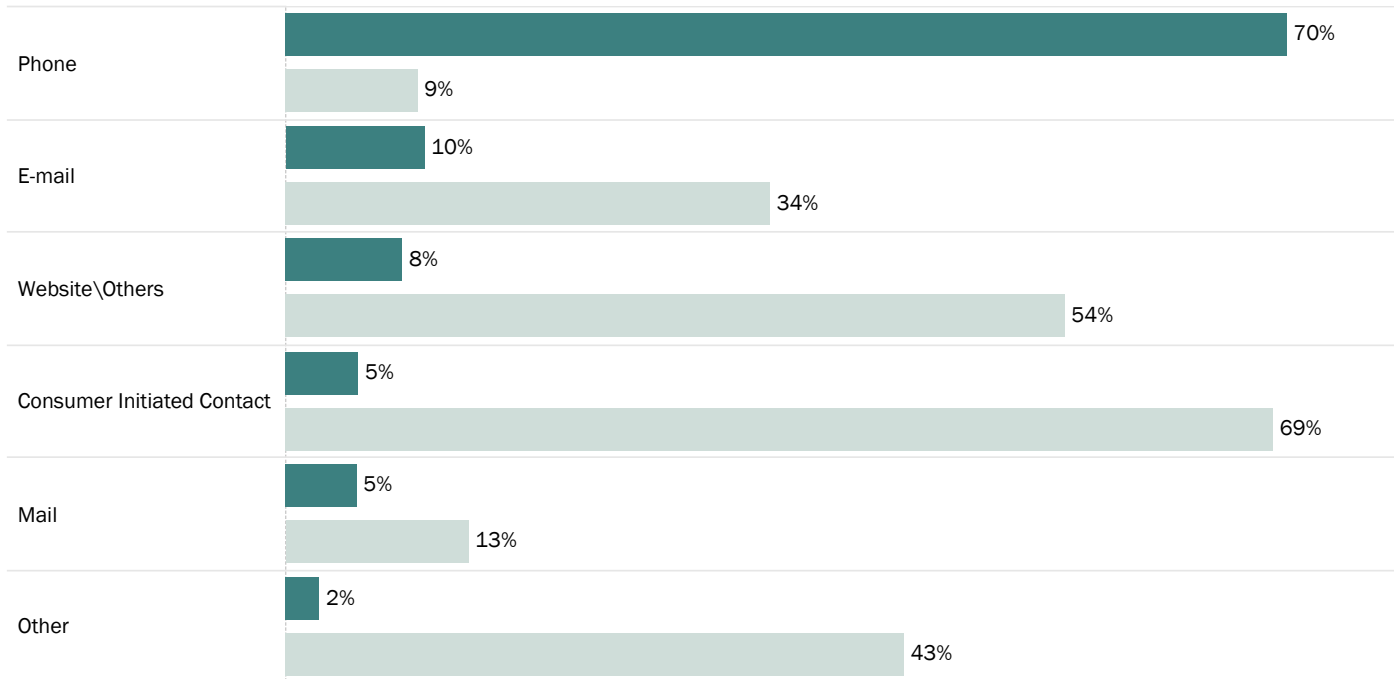
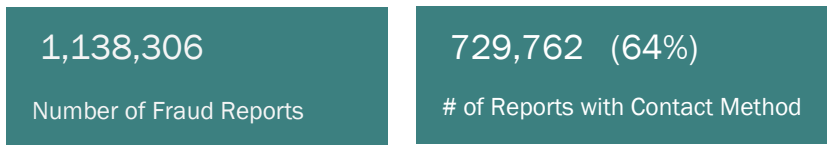
The amount lost is based on reports in which consumers indicated they lost between \$1 and \$999,999.

Fraud Reports by Payment Method



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

Fraud Reports by Contact Method



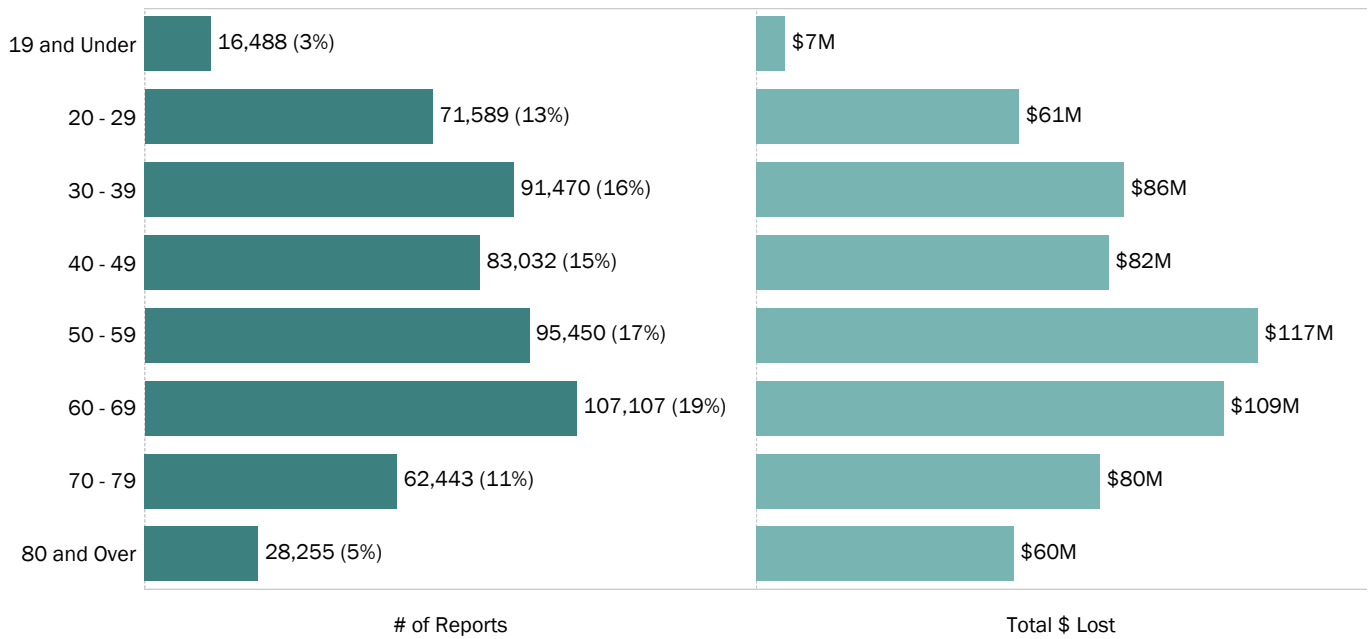
■ Percentage of all Fraud Reports with a Contact Method identified
 ■ Of those reports, the percentage with a dollar loss reported

Number of Reports and Amount Lost by Contact Method

Contact Method	# of Reports	Total \$ Lost	Median \$ Lost
Phone	509,142	\$290M	\$720
E-mail	70,722	\$101M	\$290
Website\Others	59,690	\$141M	\$300
Consumer Initiated Contact	37,023	\$65M	\$212
Mail	36,262	\$29M	\$350
Other	16,923	\$124M	\$1,100

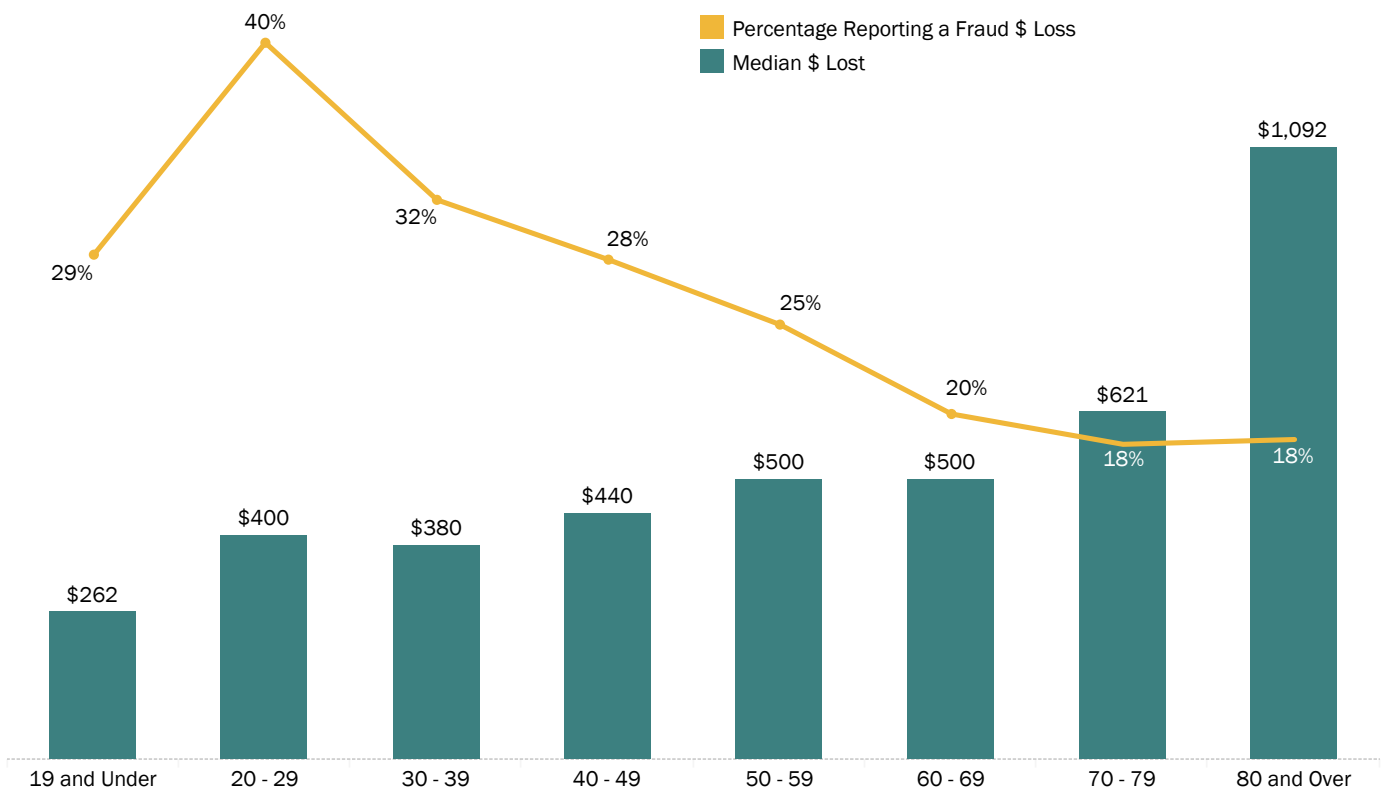
Consumer Initiated Contact was included as part of the "other" category in prior Consumer Sentinel Network Data Books.

Reported Frauds and Losses by Age



Percentages are based on the total number of 2017 fraud reports in which consumers provided their age: 555,834.

Percentage Reporting a Fraud Loss and Median Loss by Age



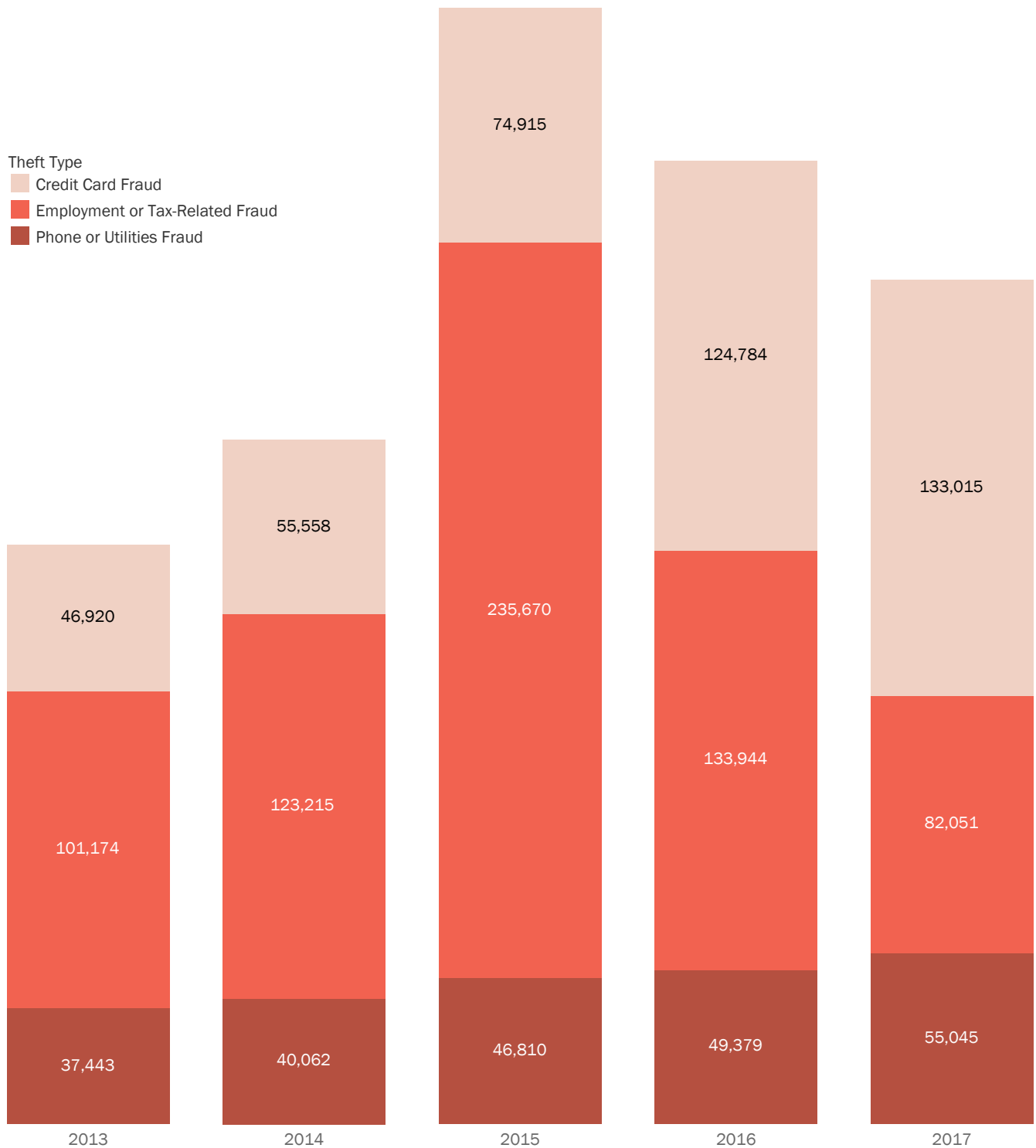
Of the 1,138,306 total fraud reports in 2017, 49% included consumer age information.

Identity Theft Reports by Type

Theft Type	Theft Subtype	# of Reports	% Difference from Previous Year
Credit Card Fraud	New Accounts	105,209	+3%
	Existing Accounts	34,260	+20%
Employment or Tax-Related Fraud	Tax Fraud	62,682	-46%
	Employment or Wage-Related Fraud	21,214	+23%
Phone or Utilities Fraud	Mobile Telephone – New Accounts	26,062	+18%
	Utilities – New Accounts	22,064	-2%
	Landline Telephone – New Accounts	6,034	+150%
	Mobile Telephone – Existing Accounts	4,675	+11%
	Landline Telephone – Existing Accounts	1,162	+109%
	Utilities – Existing Accounts	1,107	-5%
Bank Fraud	Debit Cards, Electronic Funds Transfer, or ACH	23,229	+19%
	New Accounts	17,487	+2%
	Existing Accounts	12,754	+24%
Loan or Lease Fraud	Business\Personal Loan	11,129	+3%
	Auto Loan\Lease	9,935	+43%
	Student Loan	5,717	+121%
	Real Estate Loan	4,411	+3%
	Apartment or House Rented	3,625	+39%
Government Documents or Benefits Fraud	Government Benefits Applied For\Received	17,793	+34%
	Other Government Documents Issued\Forged	5,396	-31%
	Driver's License Issued\Forged	3,768	-14%
	Passport Issued\Forged	520	-15%
Other Identity Theft	Other	39,667	+6%
	Online Shopping or Payment Account	8,685	+43%
	Email or Social Media	7,645	+35%
	Medical Services	6,805	+40%
	Evading the Law	4,127	+18%
	Insurance	2,952	+19%
	Securities Accounts	1,634	+18%

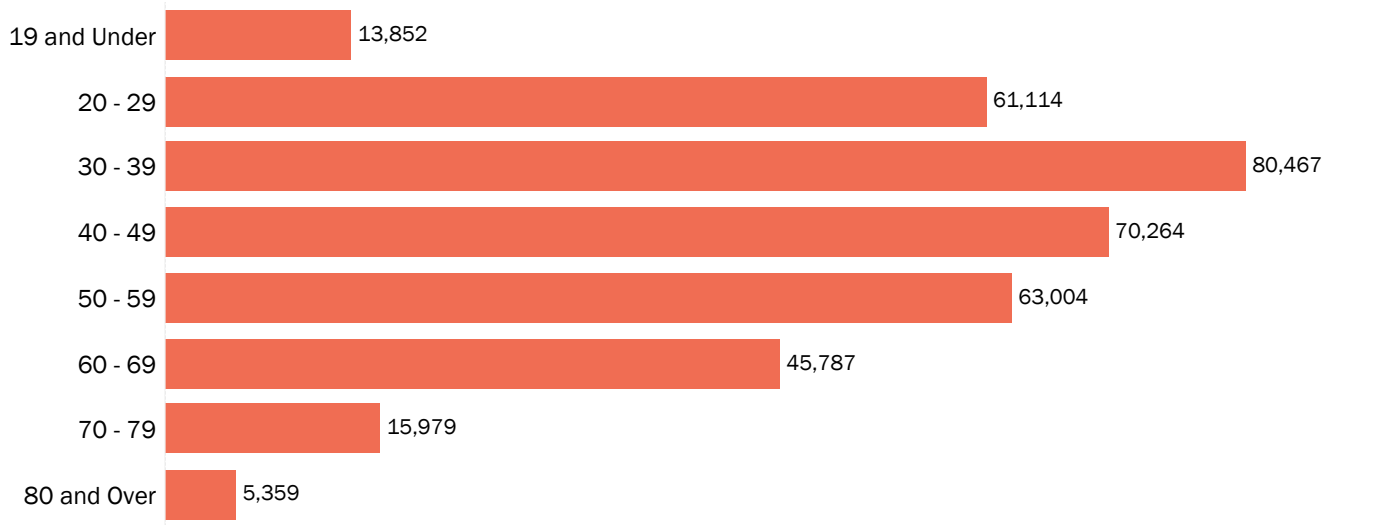
Percentages are based on the total number of 2017 identity theft reports: 371,061. Consumers can report multiple types of identity theft. In 2017, 15% of identity theft reports included more than one type of identity theft.

Top Three Identity Theft Reports by Year



The top identity theft types can vary by year. This graph depicts the top three types of identity theft reported in 2017 and how those types changed over five years.

Identity Theft Reports by Age



Identity Theft Types by Age

Theft Type	19 and Under	20 - 29	30 - 39	40 - 49	50 - 59	60 - 69	70 - 79	80+
Bank Fraud	1,299	8,455	10,782	9,622	8,532	6,530	2,589	947
Credit Card Fraud	1,497	18,512	31,064	26,816	23,864	17,593	6,873	2,257
Employment or Tax-Related Fraud	7,882	14,494	16,055	14,728	14,303	9,486	2,238	619
Government Documents or Benefits Fraud	996	2,919	4,350	4,820	4,622	5,118	1,407	704
Loan or Lease Fraud	799	6,746	8,190	6,035	3,997	2,112	663	205
Other Identity Theft	1,821	11,675	14,775	11,847	9,978	6,494	2,546	838
Phone or Utilities Fraud	978	11,785	14,696	10,928	7,851	4,660	1,768	522

Of the 371,061 total identity theft reports in 2017, 96% included consumer age information.

Fraud, Identity Theft, and Other Reports by Military Consumers

Reports by Status

Military Status	# of Reports	Fraud Reports	% Reporting Fraud Loss	Total Fraud Loss	Median Fraud Loss
Military Retiree/Veteran	78,249	34,479	15%	\$38,709,926	\$700
Dependent Spouse – Service Member	11,414	7,306	14%	\$6,632,871	\$550
Active Duty Service Member	8,414	2,520	26%	\$2,543,859	\$383
Inactive Reserve/National Guard	5,869	1,972	21%	\$2,762,876	\$500
Dependent Child/Other – Service Member	2,016	737	29%	\$3,734,075	\$500

Of the 113,594 total reports from military consumers in 2017, 93% provided military status information.

Reports by Branch

Military Branch	# of Reports	Fraud Reports	% Reporting Fraud Loss	Total Fraud Loss	Median Fraud Loss
U.S. Army	40,420	21,489	16%	\$27.1M	\$700
U.S. Navy	36,060	10,053	15%	\$12.4M	\$600
U.S. Air Force	17,185	8,841	16%	\$9.7M	\$600
U.S. Marines	8,825	4,279	16%	\$4.2M	\$550
U.S. Coast Guard	1,593	850	17%	\$1.5M	\$550

Of the 113,594 total reports from military consumers in 2017, 92% provided military branch information.

Reports by Rank

Rank	# of Reports	Fraud Reports	% Reporting Fraud Loss	Total Fraud Loss	Median Fraud Loss
Enlisted Rank	37,501	6,827	5%	\$10.9M	\$431
Officer Rank	8,702	1,905	6%	\$7.9M	\$500

Of the 113,594 total reports from military consumers in 2017, 41% provided information about rank.

Reports by Military Consumers



Top 10 Fraud Categories

Rank	Category	# of Reports	% Reporting \$ Loss	Total Amount Lost	Median \$ Loss
1	Imposter Scams	29,859	12%	\$25.51M	\$700
2	Telephone and Mobile Services	3,564	9%	\$2.34M	\$299
3	Shop-at-Home and Catalog Sales	2,509	59%	\$2.29M	\$188
4	Prizes, Sweepstakes and Lotteries	1,905	23%	\$9.52M	\$2,550
5	Foreign Money Offers and Counterfeit Check Scams	1,480	20%	\$1.96M	\$2,200
6	Internet Services	936	28%	\$0.51M	\$155
7	Business and Job Opportunities	601	36%	\$4.06M	\$7,475
8	Travel, Vacations, and Timeshare Plans	476	59%	\$3.54M	\$3,330
9	Grants	428	14%	\$0.37M	\$1,075
10	Mortgage Foreclosure Relief and Debt Management	376	38%	\$0.58M	\$1,200

Identity Theft Types

1	Credit Card Fraud	11,315
2	Bank Fraud	5,983
3	Other Identity Theft	4,936
4	Employment or Tax-Related Fraud	4,878
5	Phone or Utilities Fraud	4,543
6	Government Documents or Benefits Fraud	2,335
7	Loan or Lease Fraud	2,187

50,411
Number of Fraud Reports

7,650 (15%)
of Reports with \$ Loss

\$60M
Total \$ Loss

\$619
Median \$ Loss

Other Categories

1	Credit Bureaus, Information Furnishers, and Report Users	7,710
2	Banks and Lenders	7,464
3	Debt Collection	6,903
4	Credit Cards	2,279
5	Auto Related	1,804
6	Education	970
7	Home Repair, Improvement and Products	516
8	Television and Electronic Media	433
9	Miscellaneous Reports	356
10	Computer Equipment and Software	61
11	Funeral Services	14

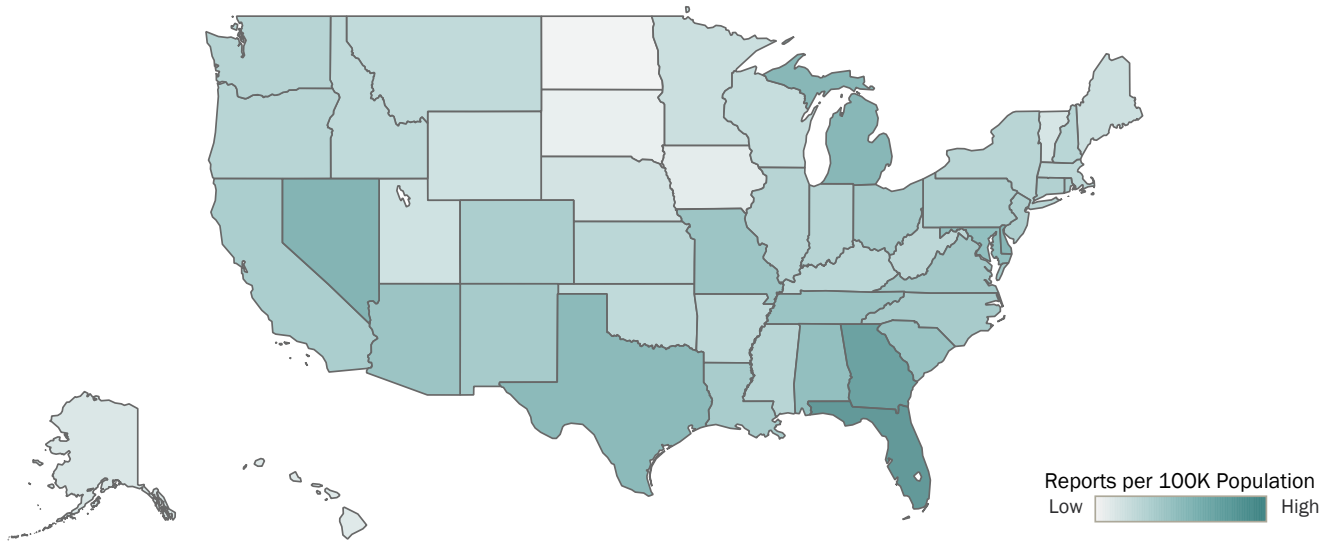
Certain Fraud categories are comprised of subcategories that fall in both Fraud and Other report types. See Appendix B3. The Fraud rankings exclude subcategories that are not fraud.

Military Consumer Identity Theft Reports by Type

Theft Type	Theft Subtype	# of Reports	Percentage Difference from Previous Year
Credit Card Fraud	New Accounts	8,579	-5%
	Existing Accounts	3,318	+18%
Bank Fraud	Debit Cards, Electronic Funds Transfer, or ACH	3,161	+12%
	New Accounts	1,644	-5%
	Existing Accounts	1,454	+19%
Employment or Tax-Related Fraud	Tax Fraud	3,939	-54%
	Employment or Wage-Related Fraud	1,036	+43%
Phone or Utilities Fraud	Mobile Telephone – New Accounts	2,037	+27%
	Utilities – New Accounts	1,747	-1%
	Mobile Telephone – Existing Accounts	491	+23%
	Landline Telephone – New Accounts	488	+164%
	Landline Telephone – Existing Accounts	149	+217%
	Utilities – Existing Accounts	93	+3%
	Government Documents or Benefits Fraud	Government Benefits Applied For\Received	1,662
	Other Government Documents Issued\Forged	552	-25%
	Driver's License Issued\Forged	265	-10%
	Passport Issued\Forged	34	-8%
Loan or Lease Fraud	Business\Personal Loan	985	+1%
	Auto Loan\Lease	593	+23%
	Student Loan	367	+92%
	Real Estate Loan	279	-3%
	Apartment or House Rented	216	+19%
Other Identity Theft	Other	2,812	+10%
	Online Shopping or Payment Account	774	+38%
	Email or Social Media	700	+27%
	Medical Services	442	+15%
	Evading the Law	350	+12%
	Insurance	227	+21%
	Securities Accounts	182	+12%

Percentages are based on the total number of 2017 Military identity theft reports in Sentinel: 30,184. Consumers can report multiple types of identity theft. In 2017, 17% of Military identity theft reports included more than one type of identity theft.

State Rankings: Fraud and Other Reports

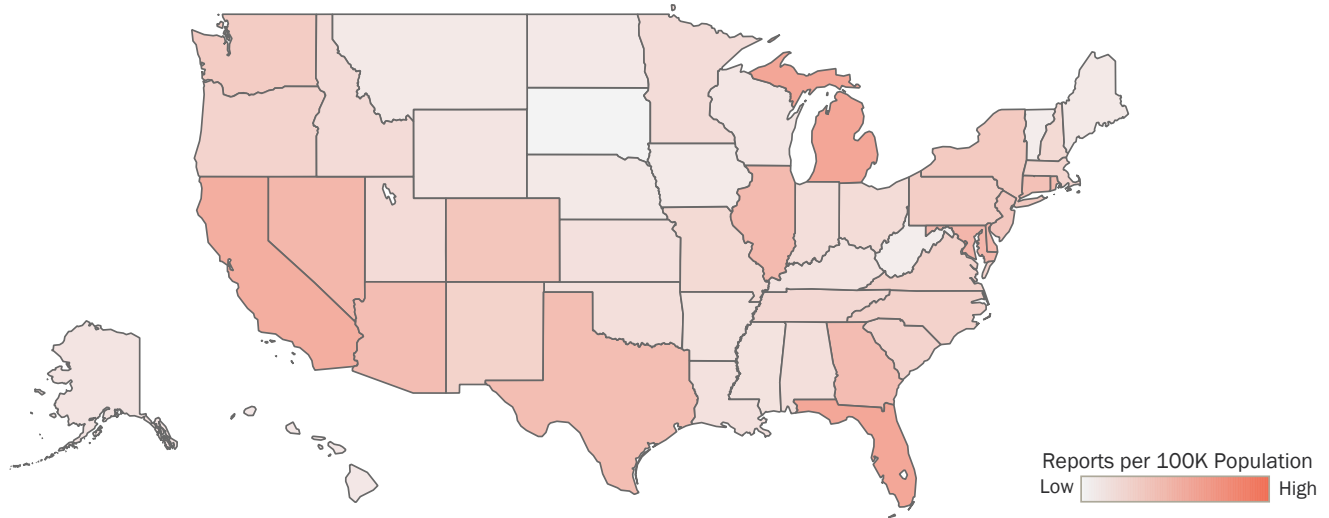


Rank	State	Reports per 100K Population	# of Reports
1	Florida	993	208,443
2	Georgia	924	96,316
3	Nevada	770	23,071
4	Delaware	758	7,290
5	Michigan	750	74,689
6	Texas	729	206,305
7	Maryland	694	42,032
8	Alabama	687	33,467
9	South Carolina	660	33,137
10	Tennessee	649	43,579
11	Arizona	644	45,158
12	Missouri	640	39,148
13	Virginia	613	51,932
14	Ohio	598	69,764
15	New Mexico	590	12,326
16	North Carolina	587	60,261
17	Louisiana	582	27,266
18	California	570	225,296
19	Colorado	568	31,833
20	Rhode Island	561	5,947
21	Pennsylvania	560	71,771
22	New Jersey	556	50,085
23	Connecticut	541	19,402
24	Indiana	521	34,765
25	Washington	521	38,549
26	Illinois	518	66,353

Rank	State	Reports per 100K Population	# of Reports
27	Mississippi	514	15,339
28	Oregon	512	21,225
29	New York	510	101,265
30	New Hampshire	509	6,832
31	Kentucky	502	22,371
32	Kansas	501	14,586
33	West Virginia	493	8,953
34	Massachusetts	481	33,006
35	Arkansas	481	14,438
36	Oklahoma	478	18,770
37	Idaho	477	8,187
38	Montana	473	4,968
39	Wisconsin	452	26,196
40	Minnesota	434	24,200
41	Hawaii	428	6,116
42	Maine	423	5,647
43	Wyoming	414	2,396
44	Utah	413	12,817
45	Alaska	406	3,005
46	Nebraska	395	7,590
47	Vermont	388	2,417
48	Iowa	330	10,370
49	South Dakota	309	2,689
50	North Dakota	277	2,090
	District of Columbia	1,141	7,916
	Puerto Rico	70	2,335

The District of Columbia and Puerto Rico are included in the table but are not ranked. States are ranked based on the number of reports per 100,000 populations. Population estimates are based on 2017 U.S. Census population estimates. Ranking excludes state-specific data contributor reports.

State Rankings: Identity Theft Reports



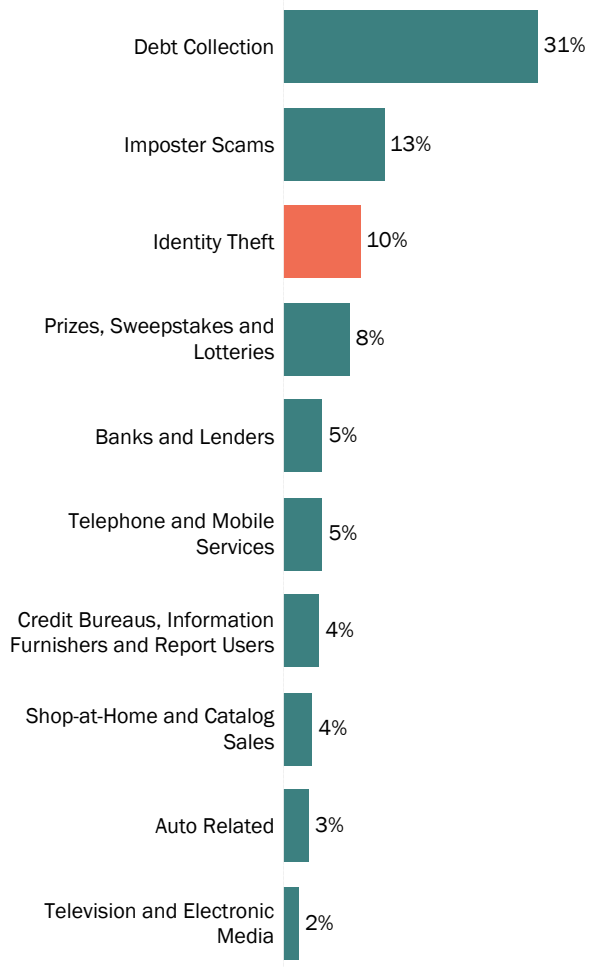
Rank	State	Reports per 100K Population	# of Reports
1	Michigan	151	15,027
2	Florida	149	31,167
3	California	140	55,418
4	Maryland	129	7,788
5	Nevada	128	3,828
6	Delaware	126	1,211
7	Illinois	124	15,841
8	Rhode Island	123	1,302
9	Georgia	120	12,548
10	Arizona	119	8,330
11	Texas	118	33,454
12	Connecticut	114	4,078
13	Colorado	108	6,051
14	New Jersey	106	9,533
15	New York	103	20,397
16	Washington	99	7,360
17	Pennsylvania	97	12,468
18	North Carolina	92	9,424
19	New Mexico	91	1,909
20	Virginia	90	7,656
21	South Carolina	90	4,509
22	Oregon	90	3,714
23	Massachusetts	88	6,016
24	Tennessee	83	5,586
25	New Hampshire	82	1,097
26	Missouri	82	4,994

Rank	State	Reports per 100K Population	# of Reports
27	Utah	79	2,452
28	Idaho	79	1,356
29	Ohio	78	9,121
30	Minnesota	78	4,324
31	Indiana	75	5,027
32	Alabama	74	3,609
33	Oklahoma	74	2,901
34	Kansas	72	2,100
35	Louisiana	71	3,340
36	Arkansas	69	2,084
37	Mississippi	69	2,064
38	Kentucky	69	3,060
39	Wyoming	67	389
40	Alaska	67	494
41	Wisconsin	64	3,731
42	Hawaii	62	890
43	North Dakota	62	467
44	Nebraska	61	1,170
45	Montana	61	638
46	Maine	60	806
47	Iowa	59	1,870
48	Vermont	57	354
49	West Virginia	55	1,000
50	South Dakota	46	403
	District of Columbia	192	1,333
	Puerto Rico	61	2,046

The District of Columbia and Puerto Rico are included in the table but are not ranked. States are ranked based on the number of reports per 100,000 populations. Population estimates are based on 2017 U.S. Census population estimates. Ranking excludes state-specific data contributor reports.

Alabama

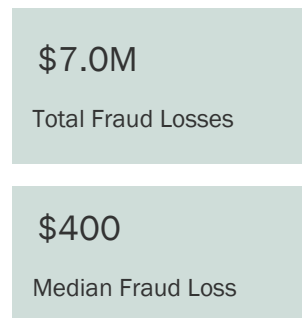
Top Ten Report Categories



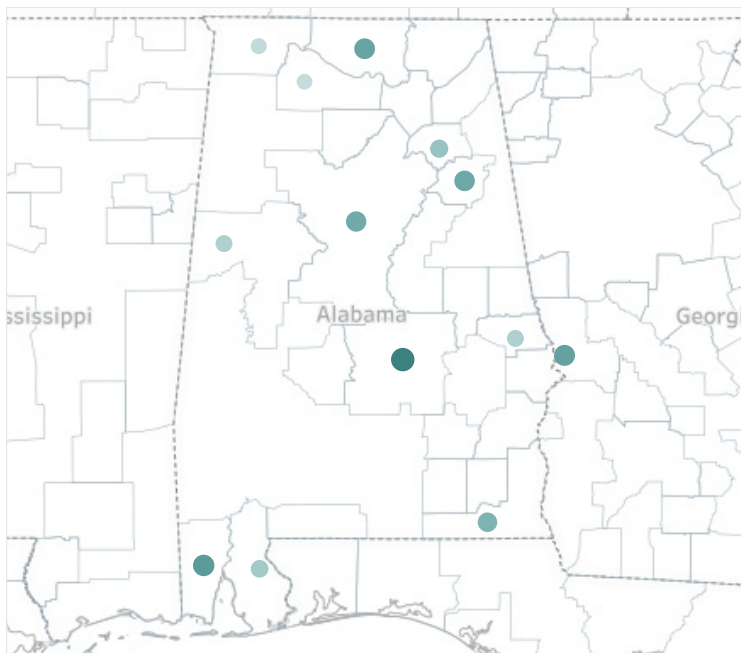
Fraud & Other Reports



Fraud Losses

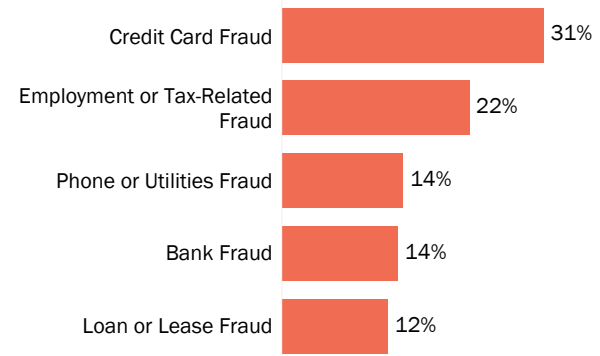


Fraud & Other Reports by Metropolitan Area

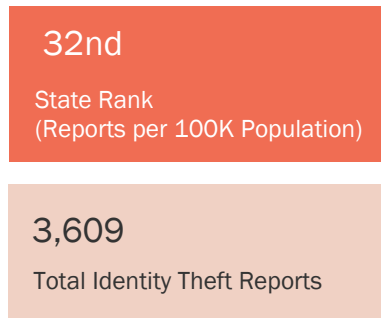


Reports per 100K Population
359 ● 785

Top Identity Theft Types



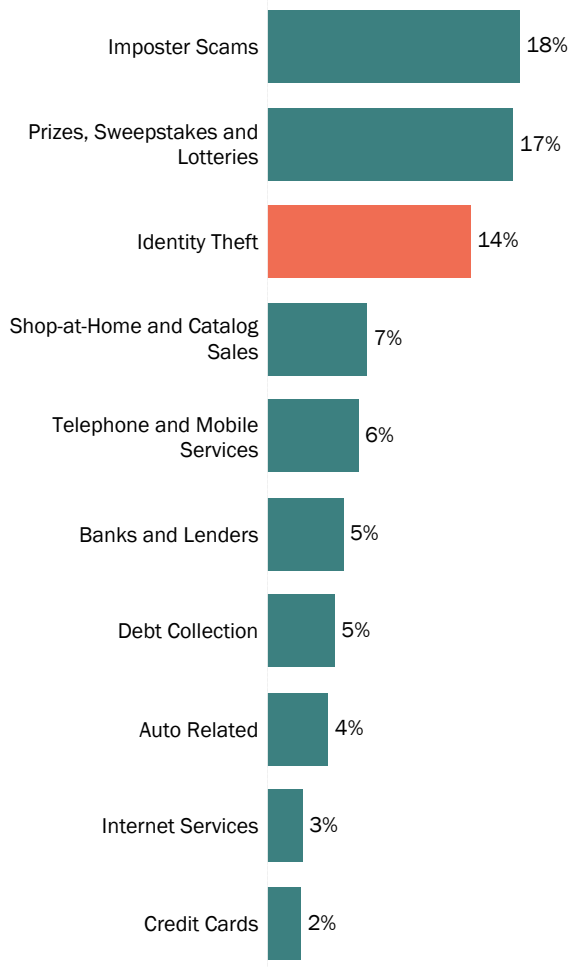
Identity Theft Reports



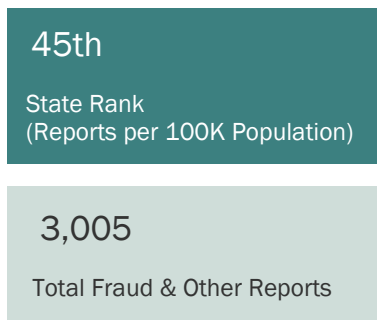
Percentages are based on the total number of relevant 2017 reports from Alabama consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Alaska

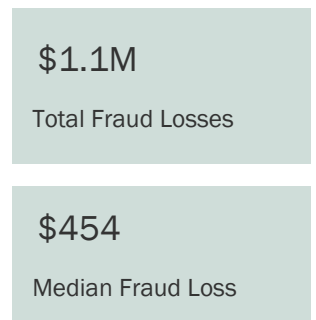
Top Ten Report Categories



Fraud & Other Reports



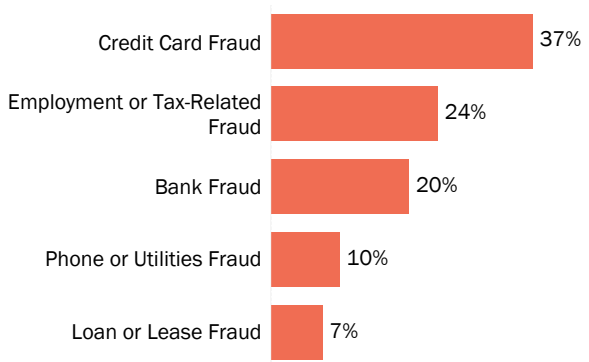
Fraud Losses



Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



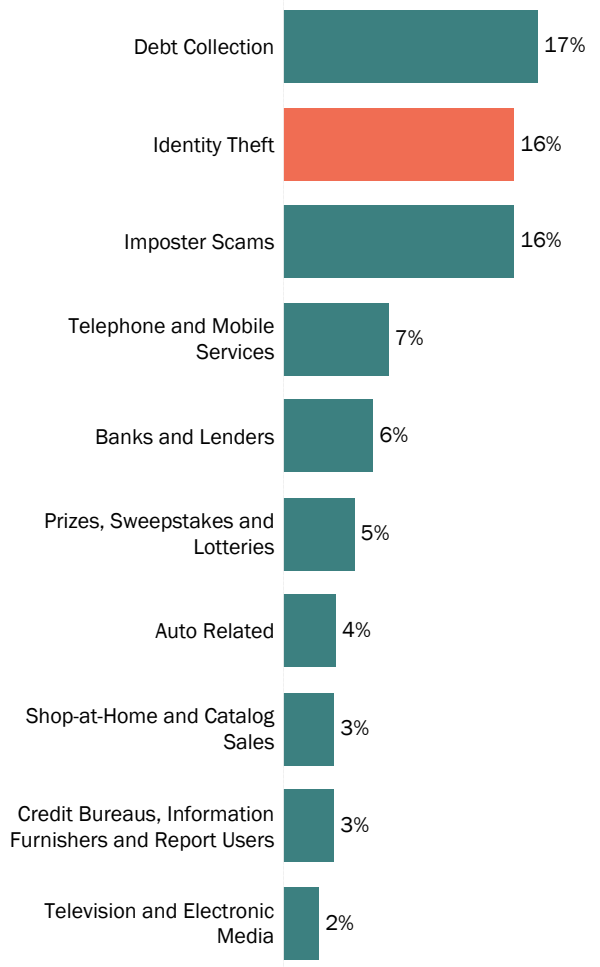
Identity Theft Reports



Percentages are based on the total number of relevant 2017 reports from Alaska consumers, as indicated in the chart title. This page excludes reports provided by the Alaska Attorney General. Consumers can report multiple types of identity theft.

Arizona

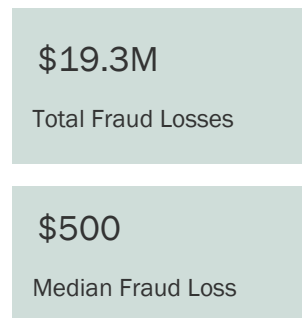
Top Ten Report Categories



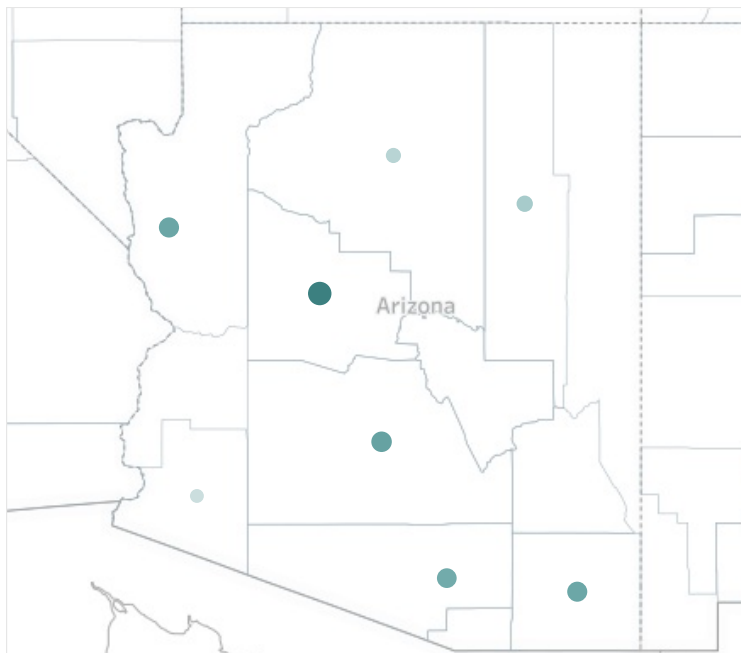
Fraud & Other Reports



Fraud Losses

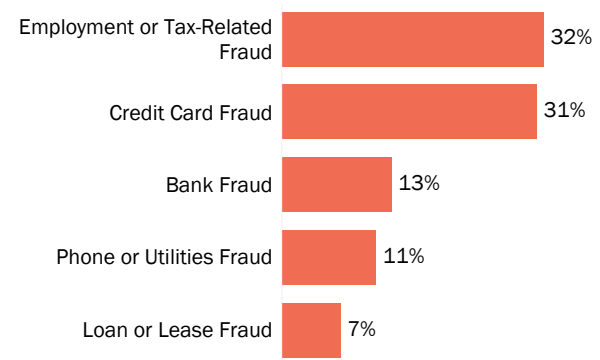


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
269 ● ● ● 770

Top Identity Theft Types



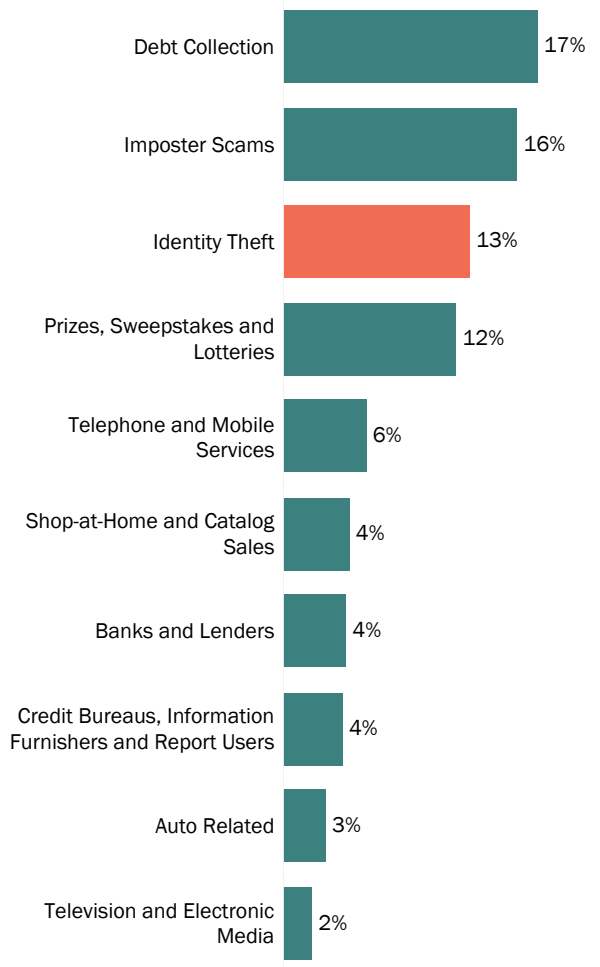
Identity Theft Reports



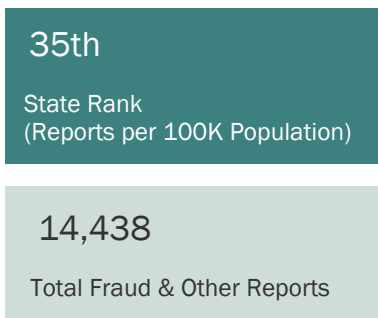
Percentages are based on the total number of relevant 2017 reports from Arizona consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Arkansas

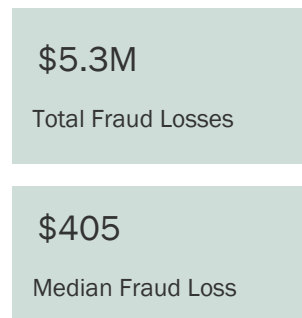
Top Ten Report Categories



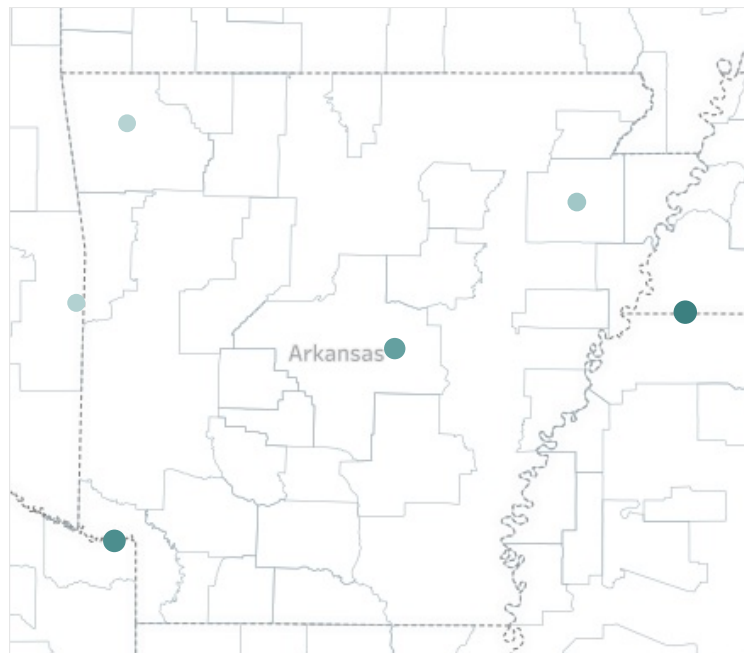
Fraud & Other Reports



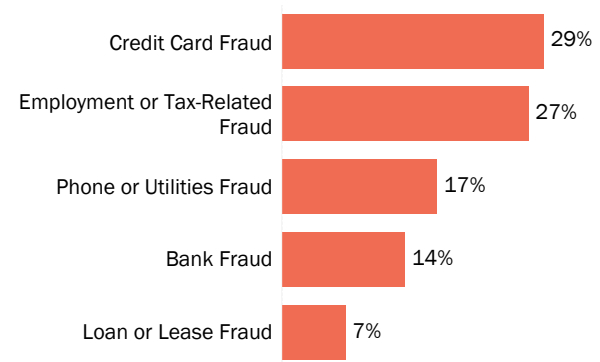
Fraud Losses



Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



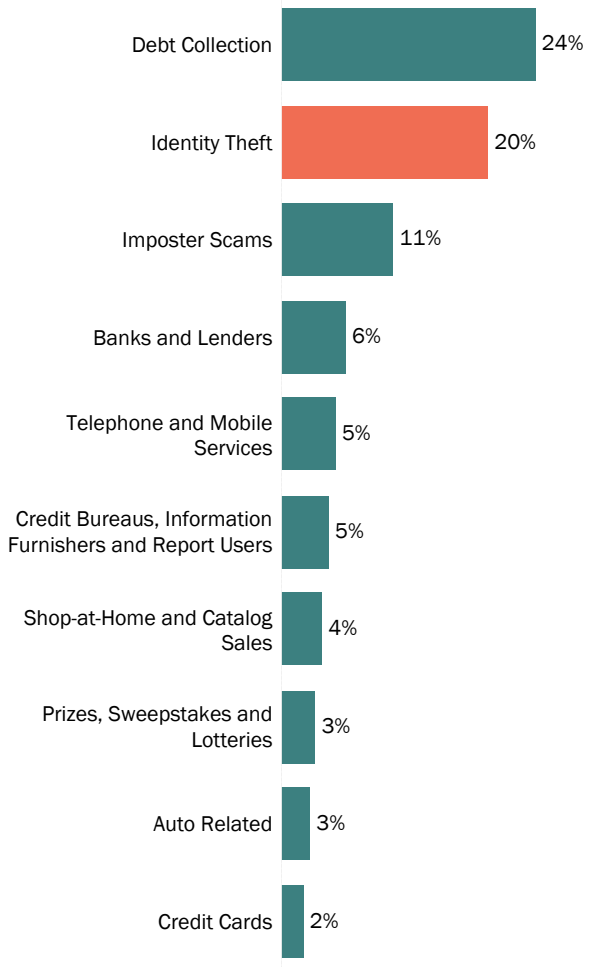
Identity Theft Reports



Percentages are based on the total number of relevant 2017 reports from Arkansas consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

California

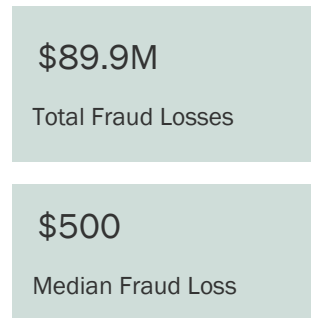
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

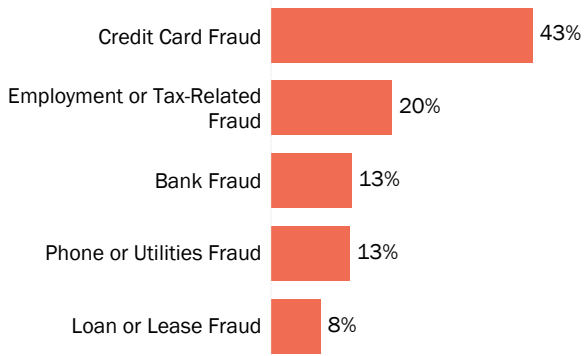


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
192 ● ● ● 623

Top Identity Theft Types



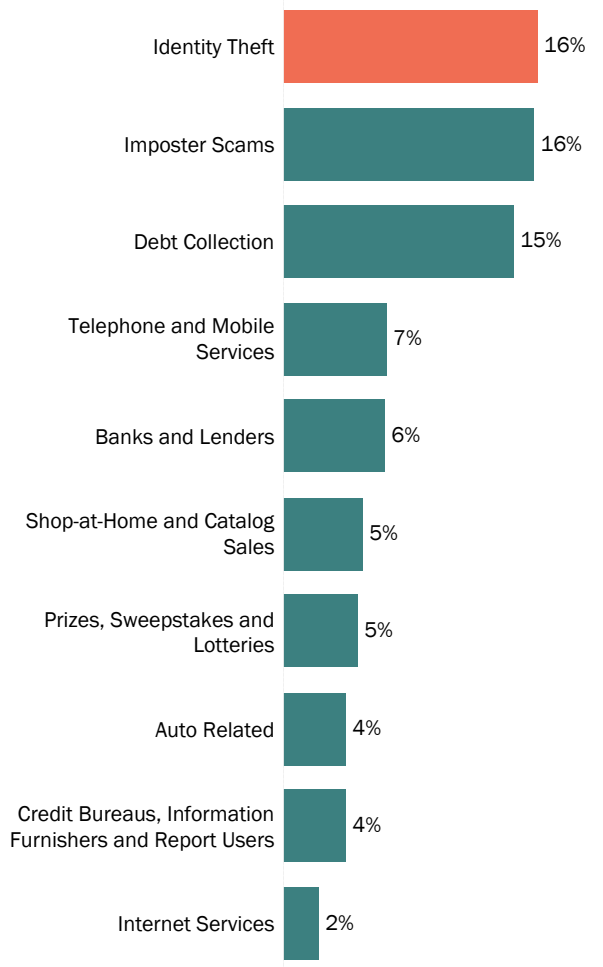
Identity Theft Reports



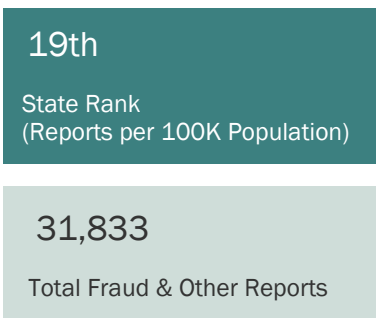
Percentages are based on the total number of relevant 2017 reports from California consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Colorado

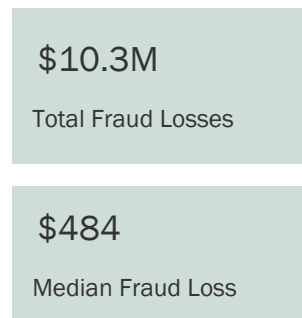
Top Ten Report Categories



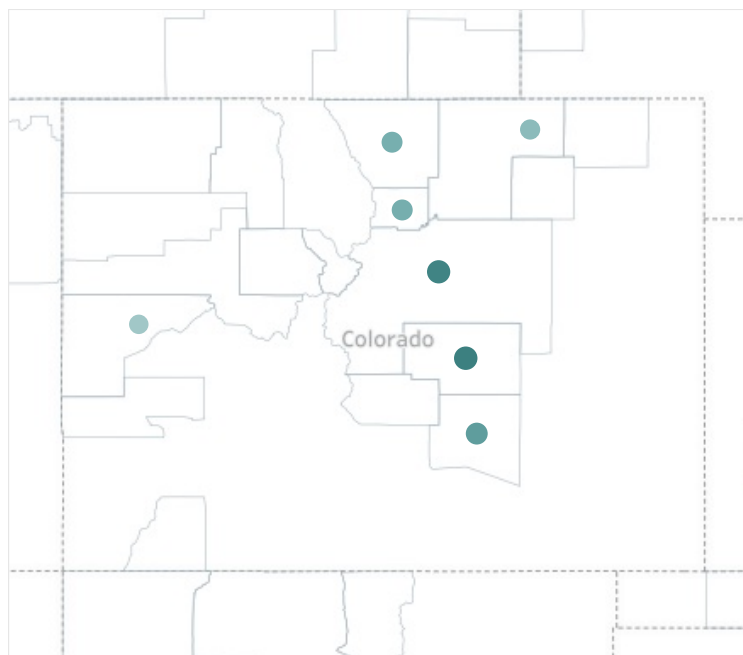
Fraud & Other Reports



Fraud Losses

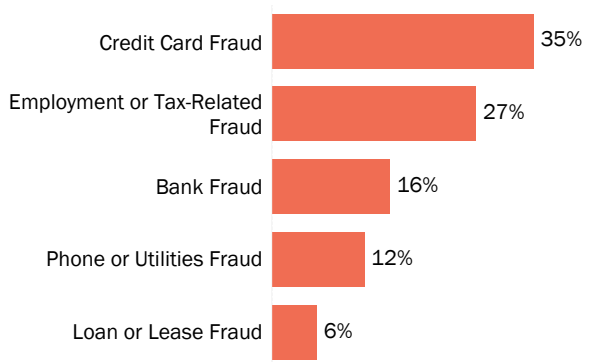


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
380 ● ● ● 552

Top Identity Theft Types



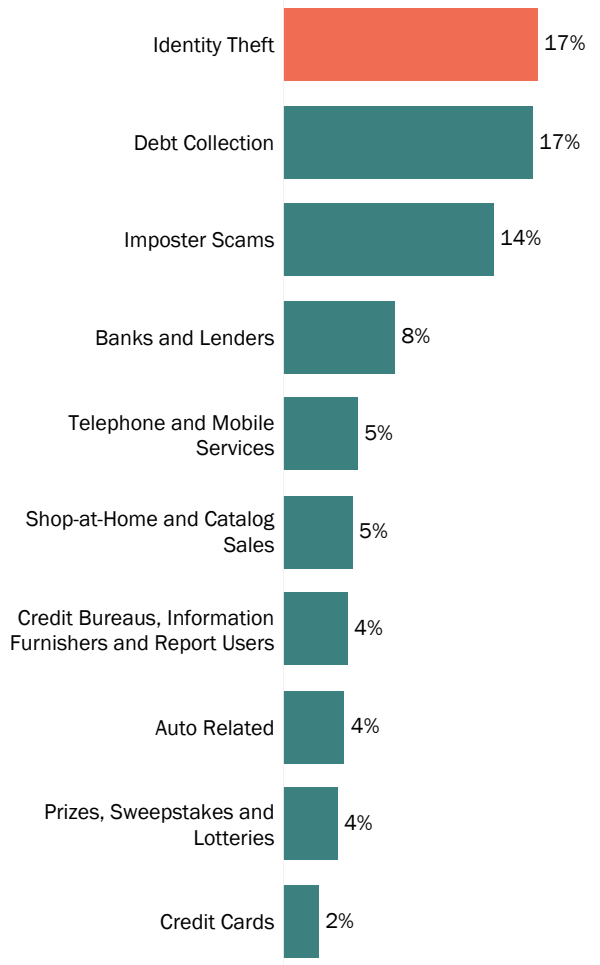
Identity Theft Reports



Percentages are based on the total number of relevant 2017 reports from Colorado consumers, as indicated in the chart title. This page excludes reports provided by the Colorado Attorney General. Consumers can report multiple types of identity theft.

Connecticut

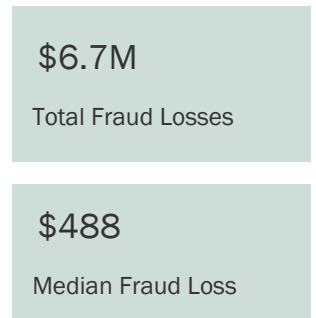
Top Ten Report Categories



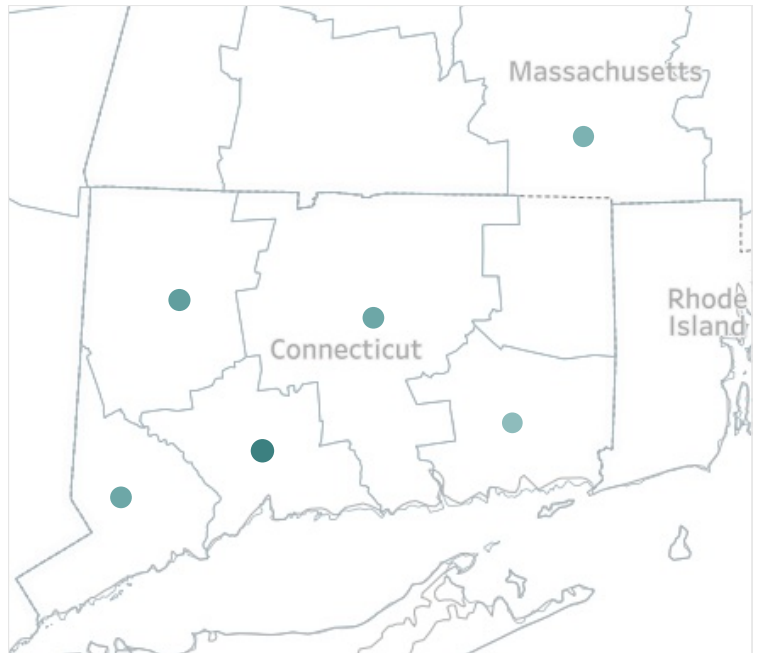
Fraud & Other Reports



Fraud Losses

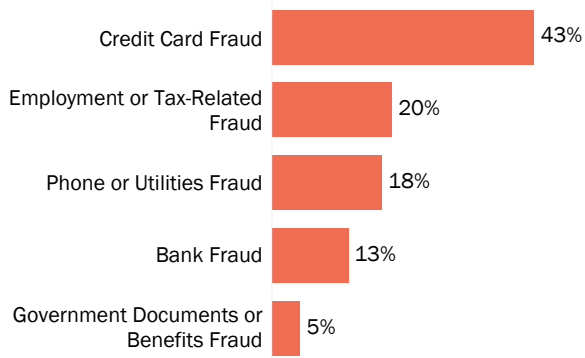


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
408 ● ● ● 523

Top Identity Theft Types



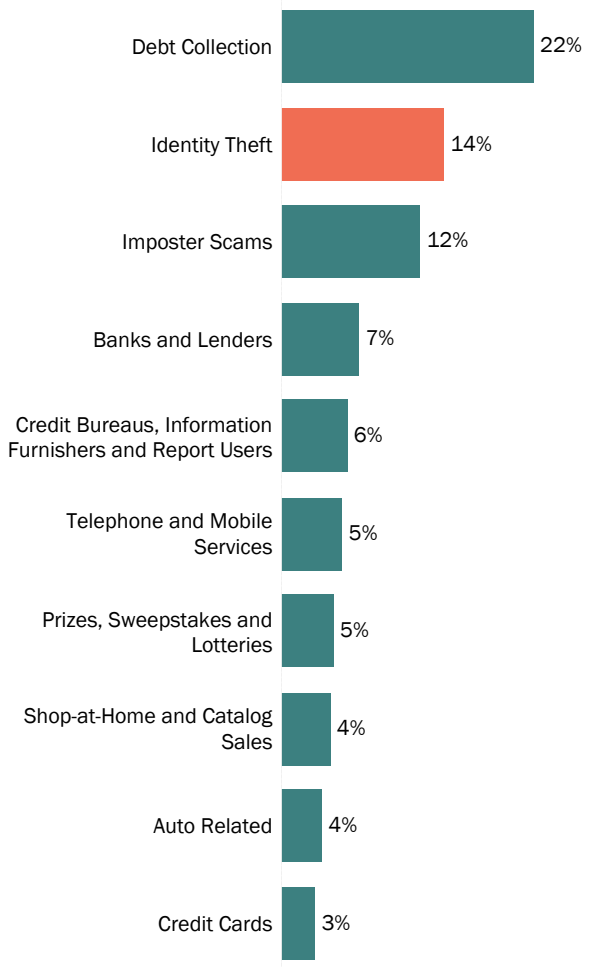
Identity Theft Reports



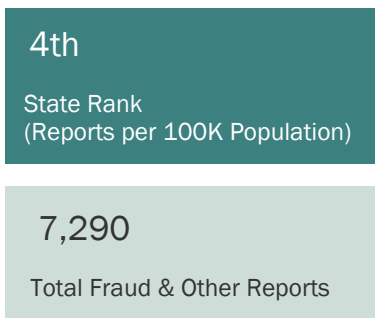
Percentages are based on the total number of relevant 2017 reports from Connecticut consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Delaware

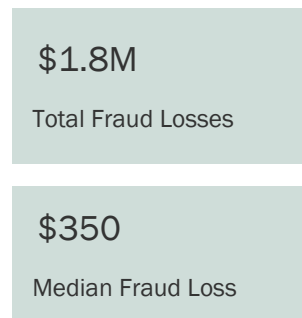
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

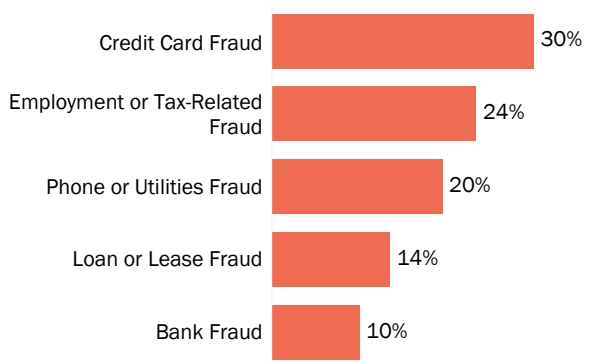


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
483 ● 609

Top Identity Theft Types



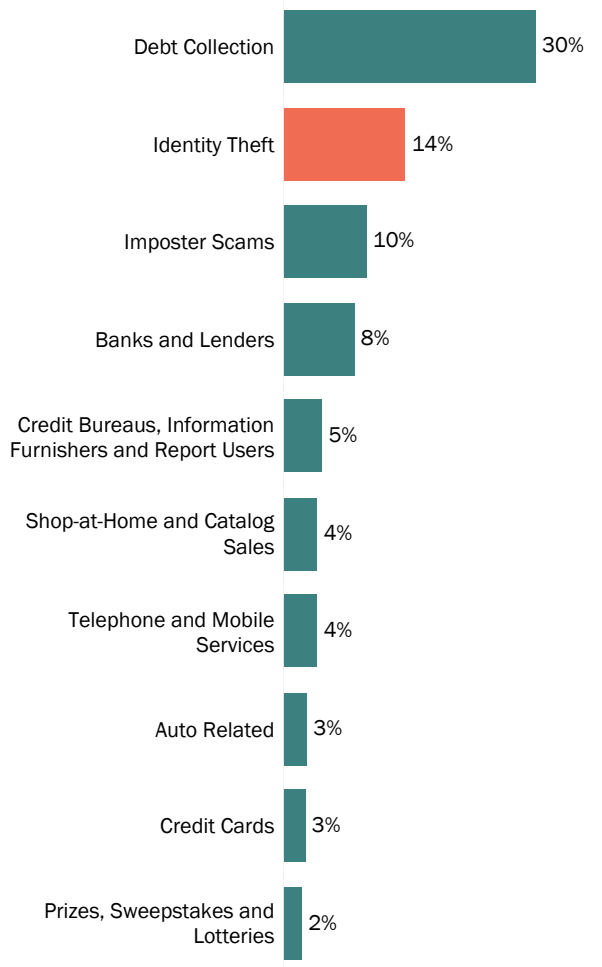
Identity Theft Reports



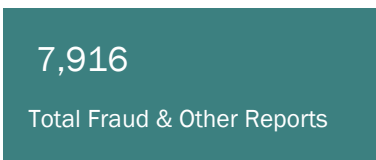
Percentages are based on the total number of relevant 2017 reports from Delaware consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

District of Columbia

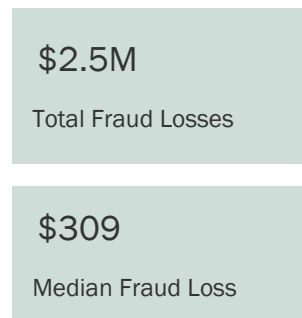
Top Ten Report Categories



Fraud & Other Reports



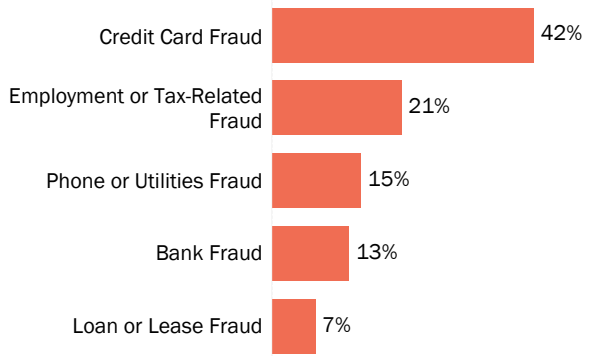
Fraud Losses



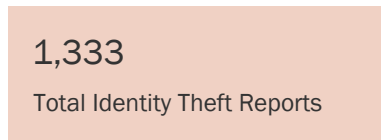
Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



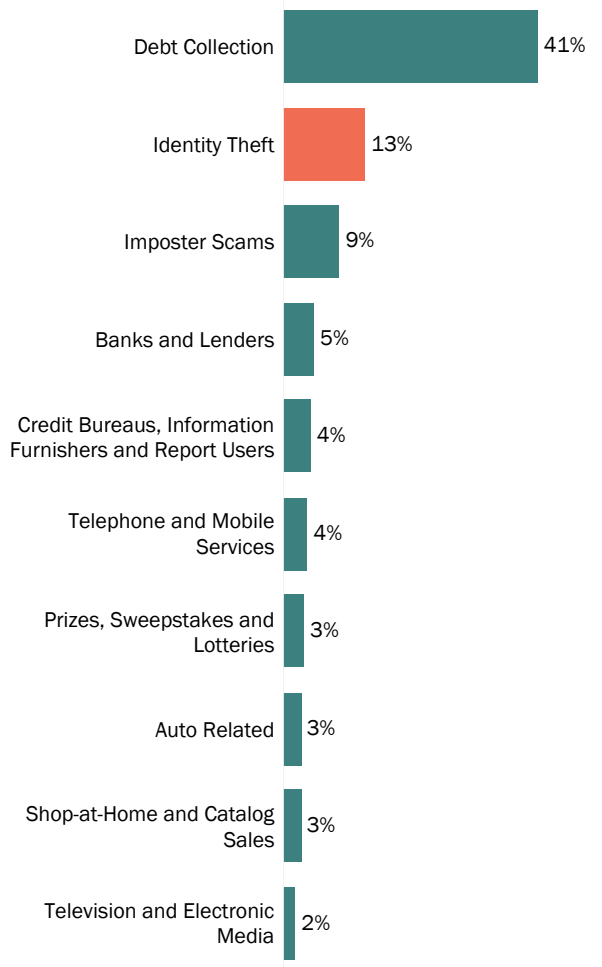
Identity Theft Reports



Percentages are based on the total number of relevant 2017 reports from District of Columbia consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Florida

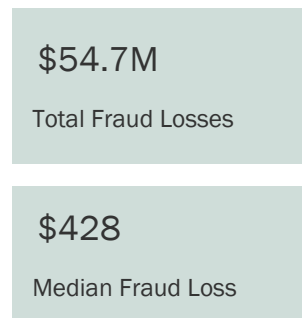
Top Ten Report Categories



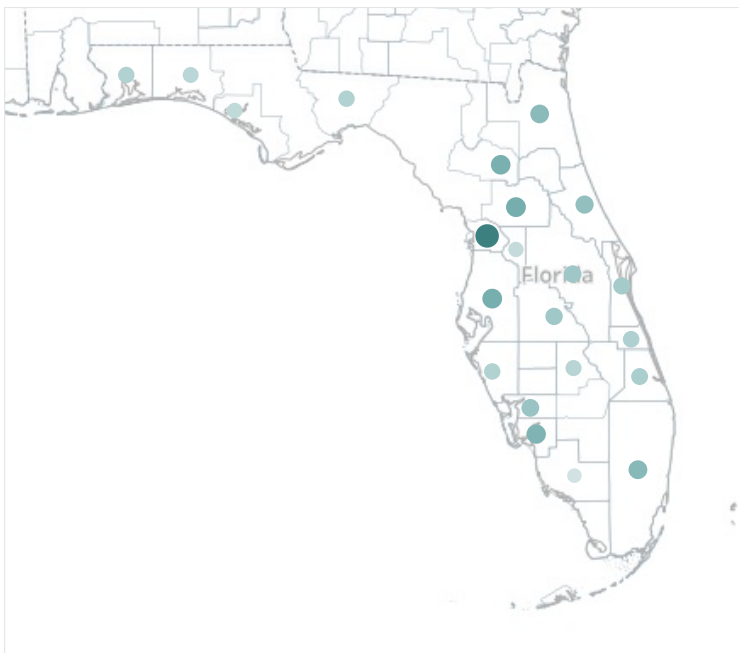
Fraud & Other Reports



Fraud Losses

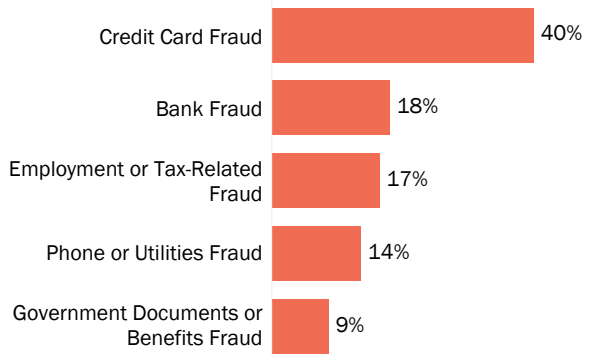


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
447 ● 1,156

Top Identity Theft Types



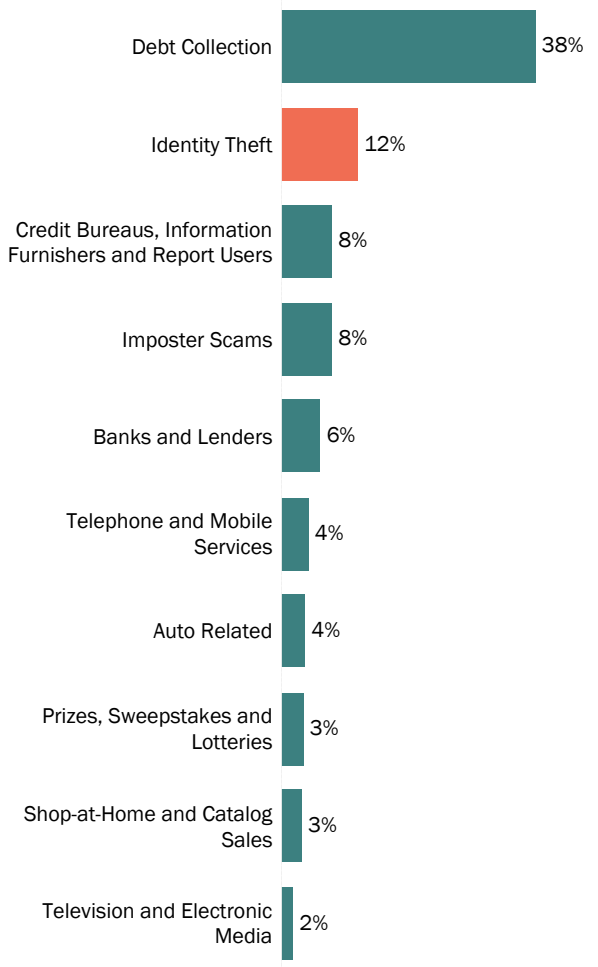
Identity Theft Reports



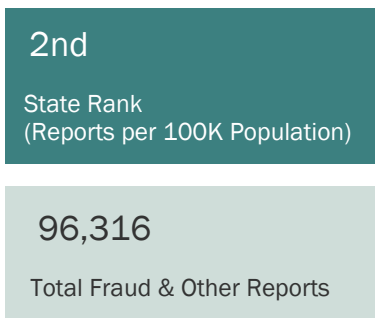
Percentages are based on the total number of relevant 2017 reports from Florida consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Georgia

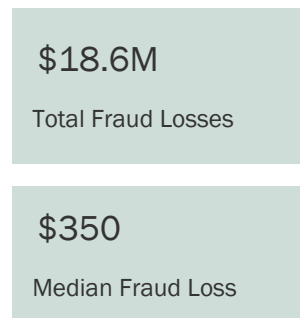
Top Ten Report Categories



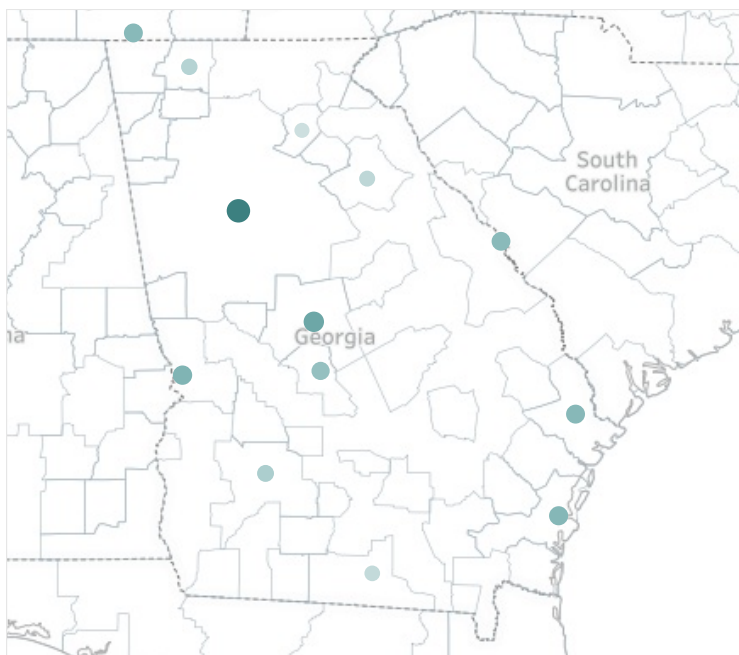
Fraud & Other Reports



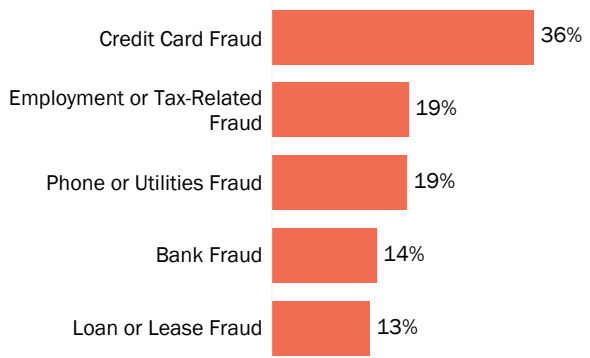
Fraud Losses



Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



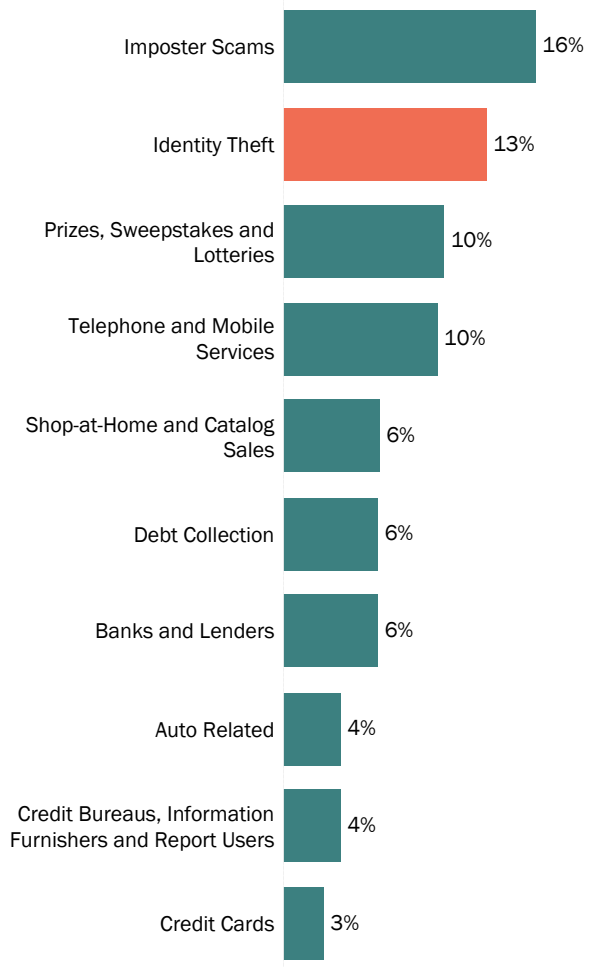
Identity Theft Reports



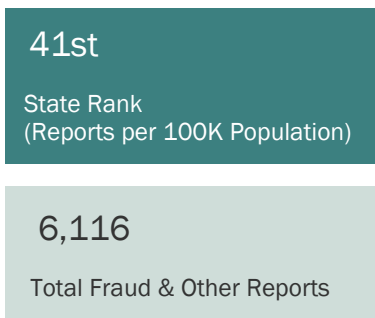
Percentages are based on the total number of relevant 2017 reports from Georgia consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Hawaii

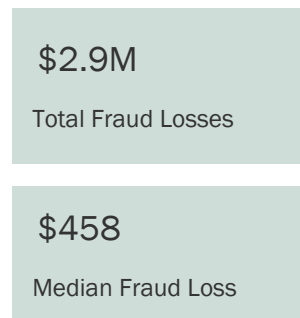
Top Ten Report Categories



Fraud & Other Reports



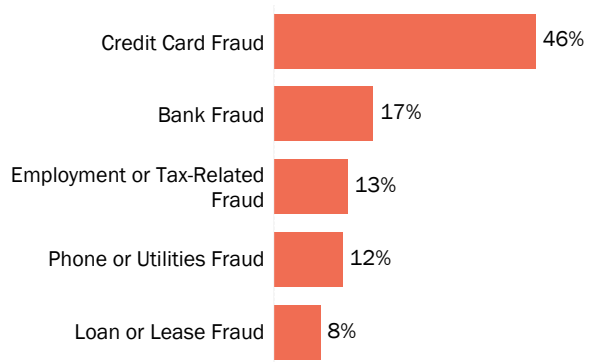
Fraud Losses



Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



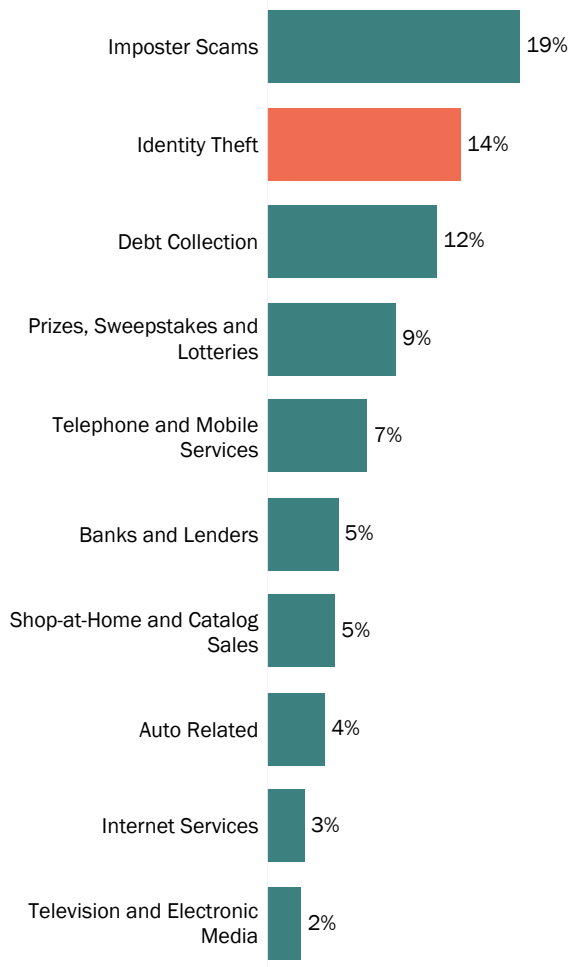
Identity Theft Reports



Percentages are based on the total number of relevant 2017 reports from Hawaii consumers, as indicated in the chart title. This page excludes reports provided by the Hawaii Office of Consumer Protection. Consumers can report multiple types of identity theft.

Idaho

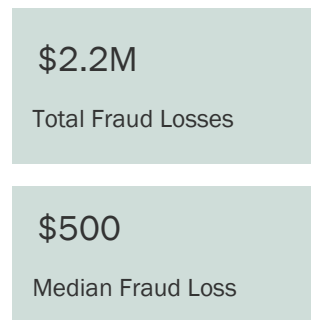
Top Ten Report Categories



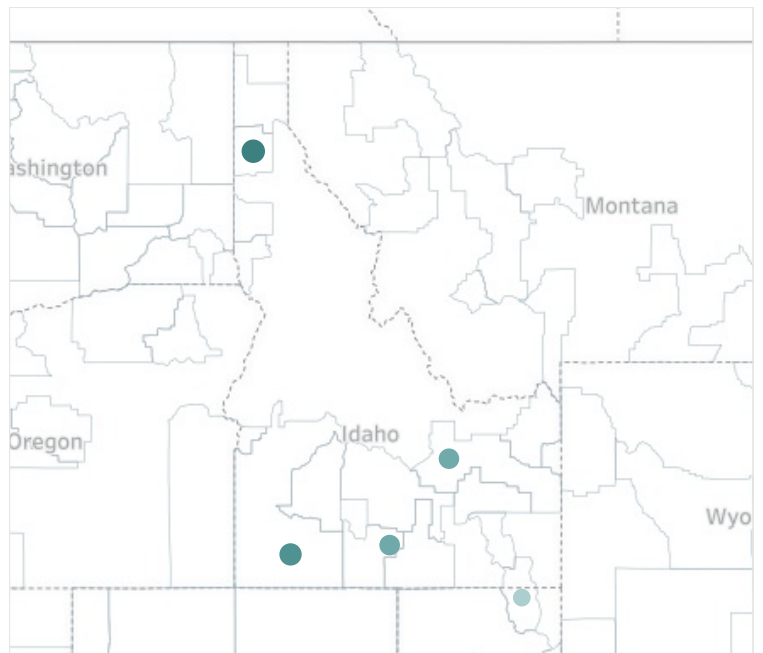
Fraud & Other Reports



Fraud Losses

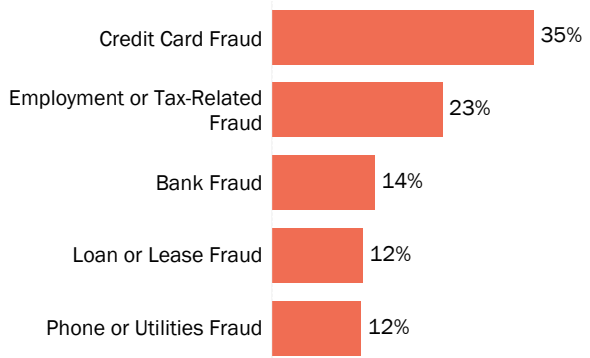


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
294 ● ● ● 515

Top Identity Theft Types



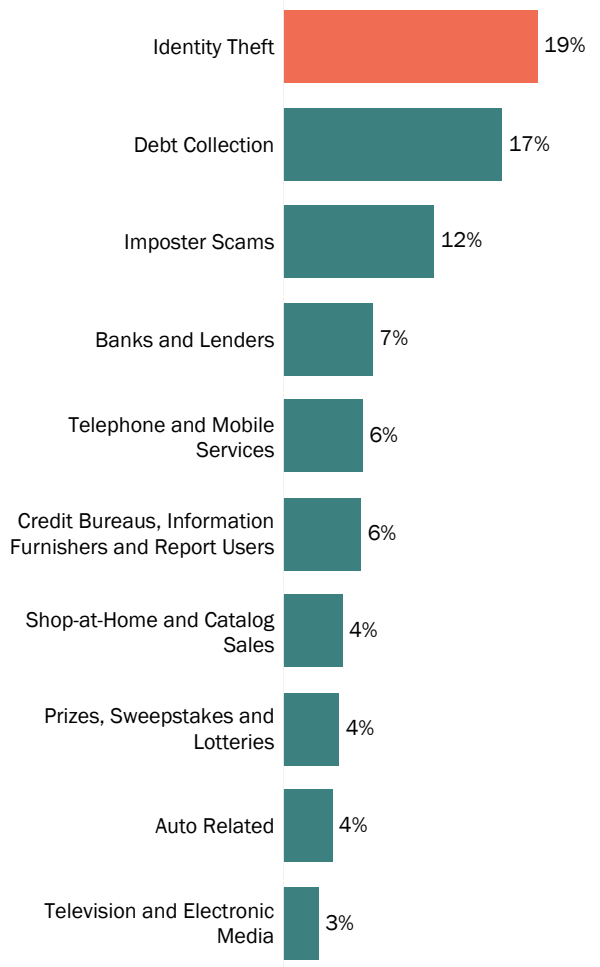
Identity Theft Reports



Percentages are based on the total number of relevant 2017 reports from Idaho consumers, as indicated in the chart title. This page excludes reports provided by the Idaho Attorney General. Consumers can report multiple types of identity theft.

Illinois

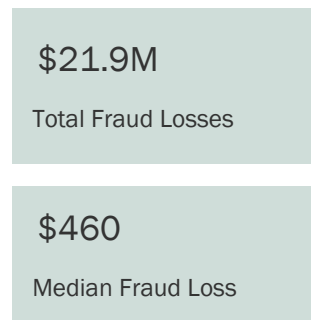
Top Ten Report Categories



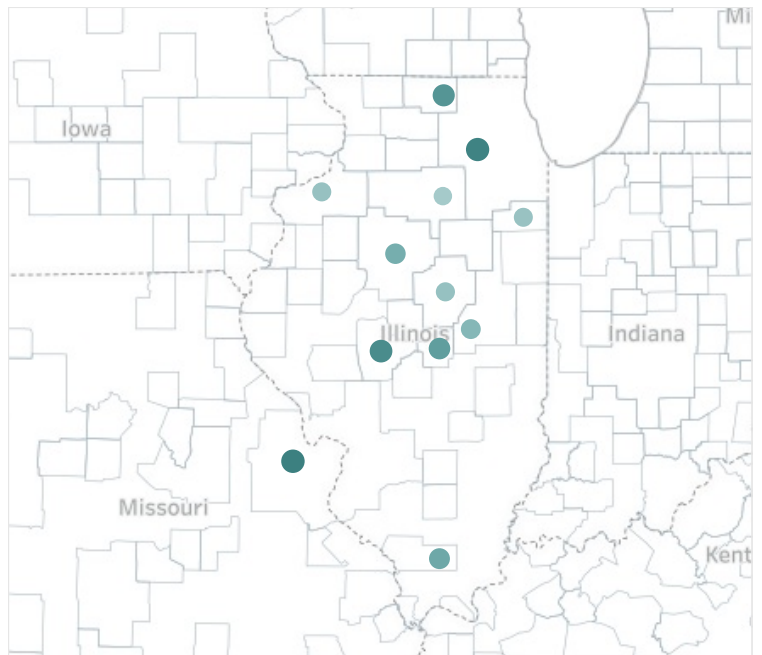
Fraud & Other Reports



Fraud Losses

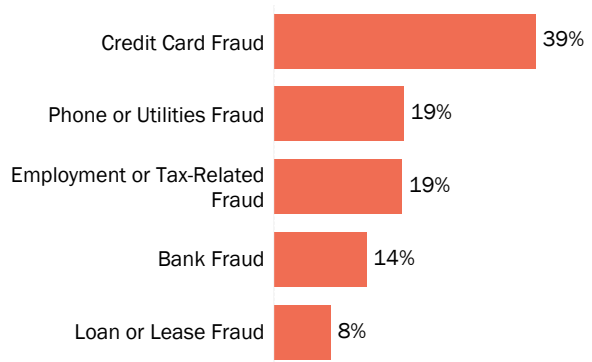


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
308 ● 497

Top Identity Theft Types



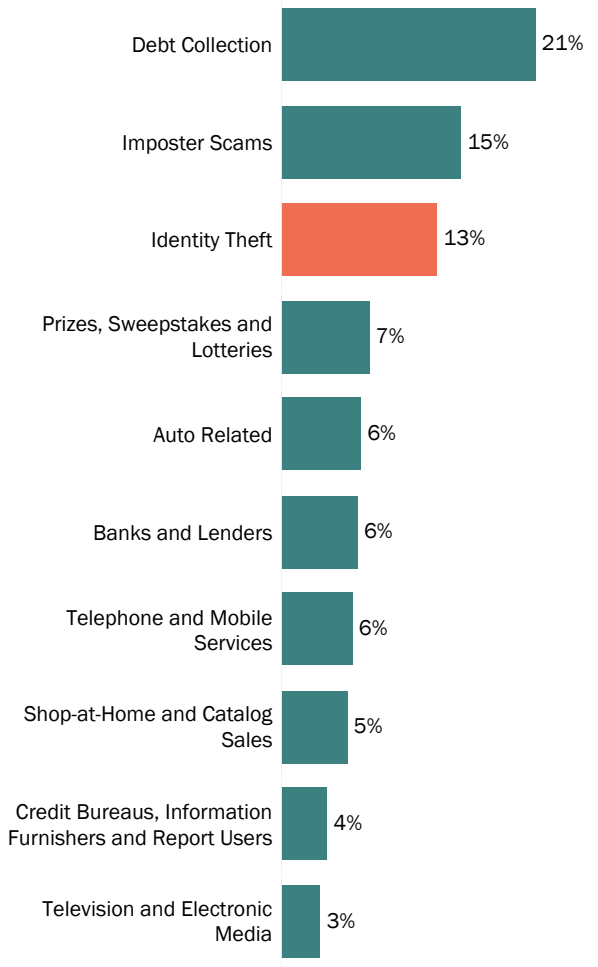
Identity Theft Reports



Percentages are based on the total number of relevant 2017 reports from Illinois consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Indiana

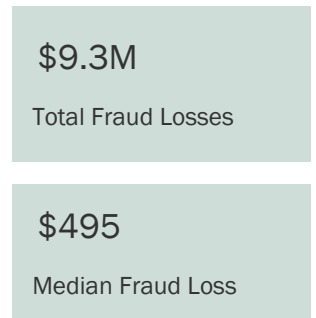
Top Ten Report Categories



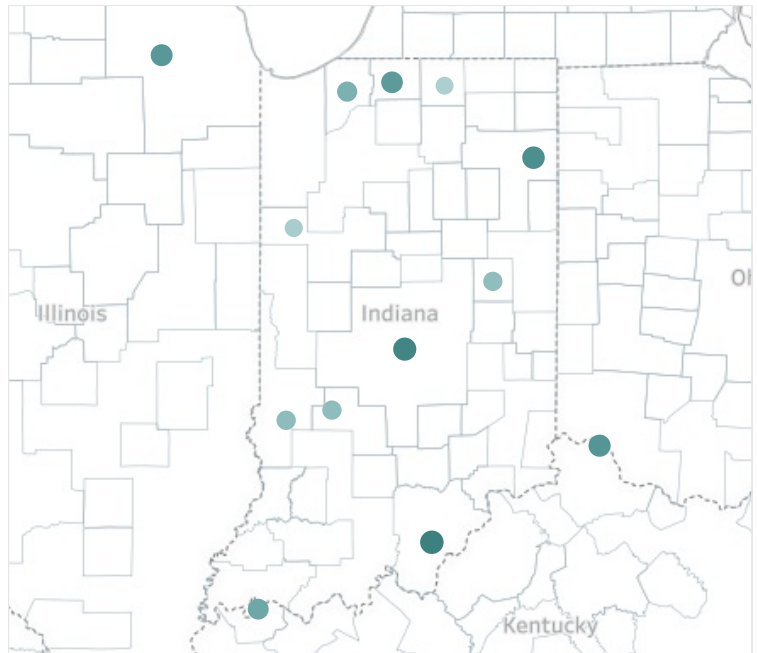
Fraud & Other Reports



Fraud Losses

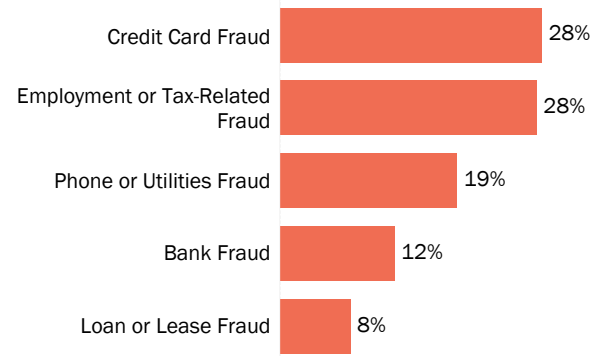


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
328 ● 560

Top Identity Theft Types



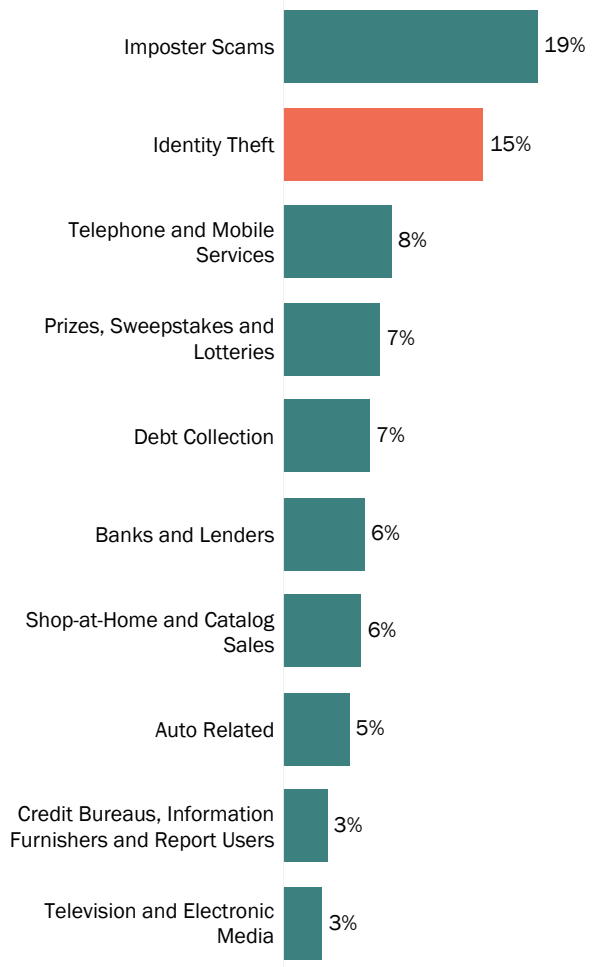
Identity Theft Reports



Percentages are based on the total number of relevant 2017 reports from Indiana consumers, as indicated in the chart title. This page excludes reports provided by the Indiana Attorney General. Consumers can report multiple types of identity theft.

Iowa

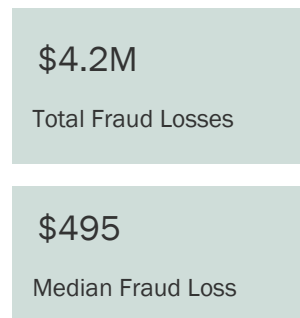
Top Ten Report Categories



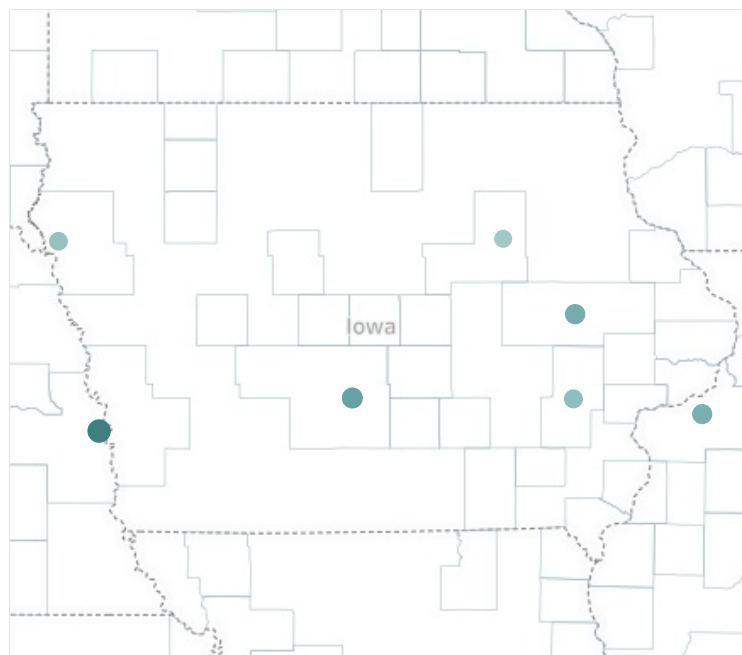
Fraud & Other Reports



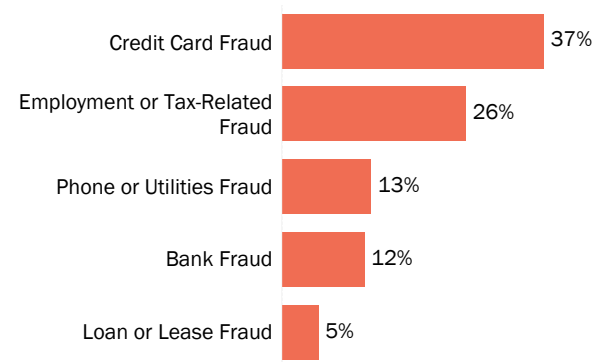
Fraud Losses



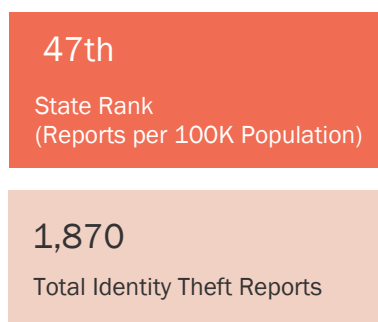
Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



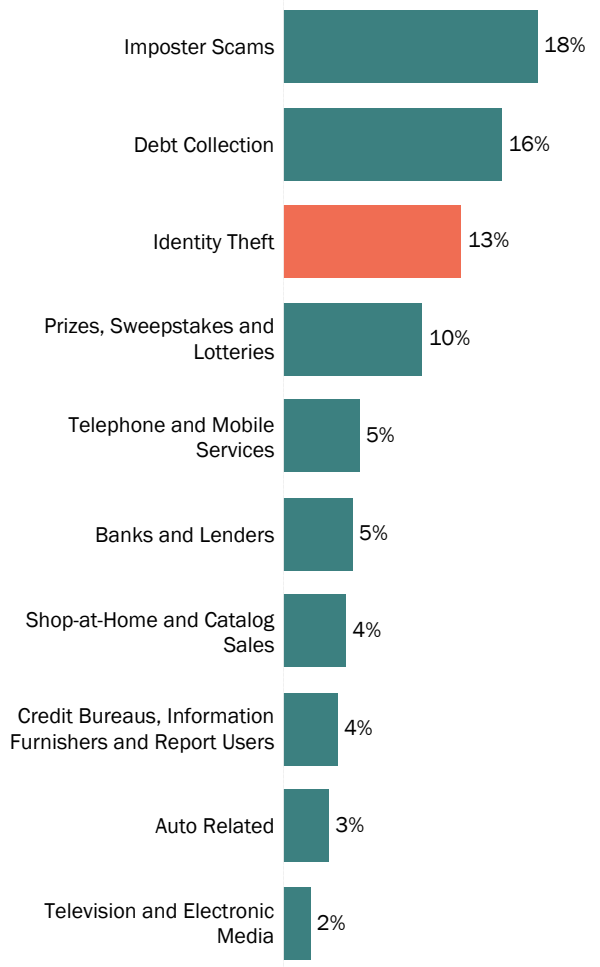
Identity Theft Reports



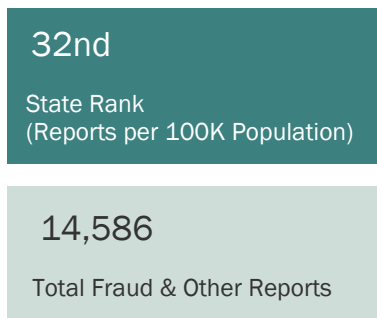
Percentages are based on the total number of relevant 2017 reports from Iowa consumers, as indicated in the chart title. This page excludes reports provided by the Iowa Attorney General. Consumers can report multiple types of identity theft.

Kansas

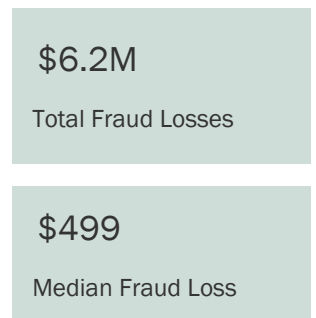
Top Ten Report Categories



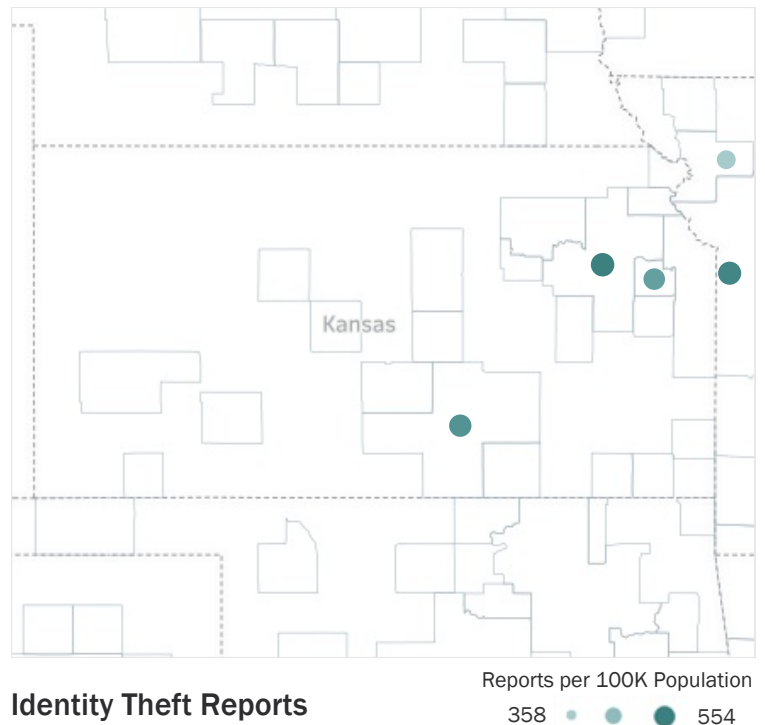
Fraud & Other Reports



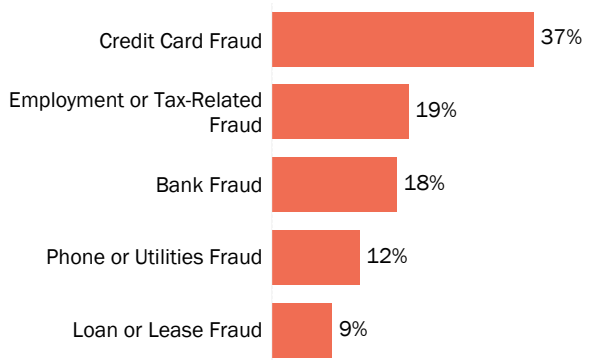
Fraud Losses



Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



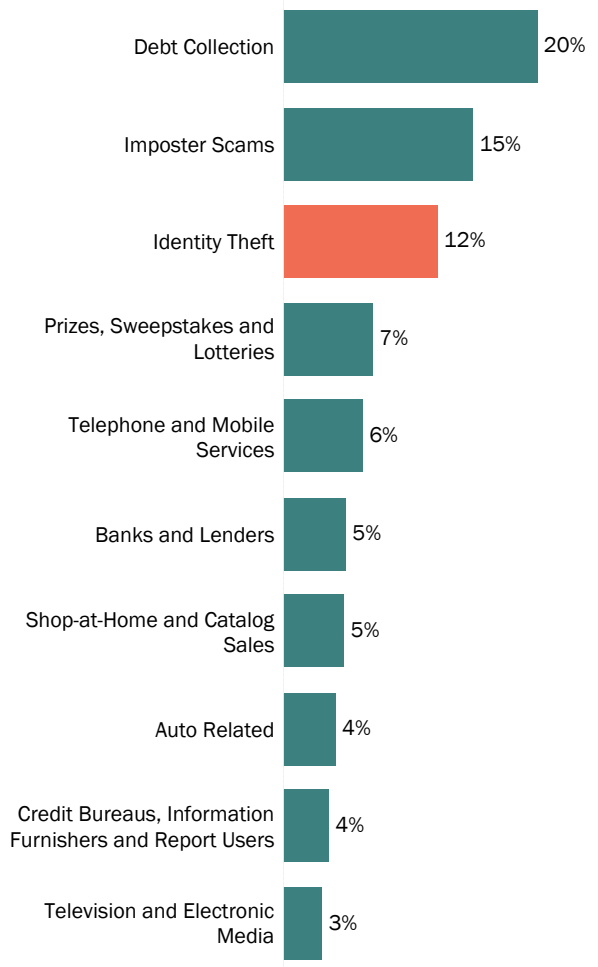
Identity Theft Reports



Percentages are based on the total number of relevant 2017 reports from Kansas consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Kentucky

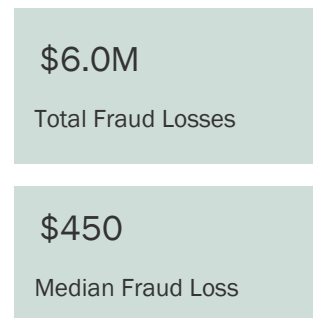
Top Ten Report Categories



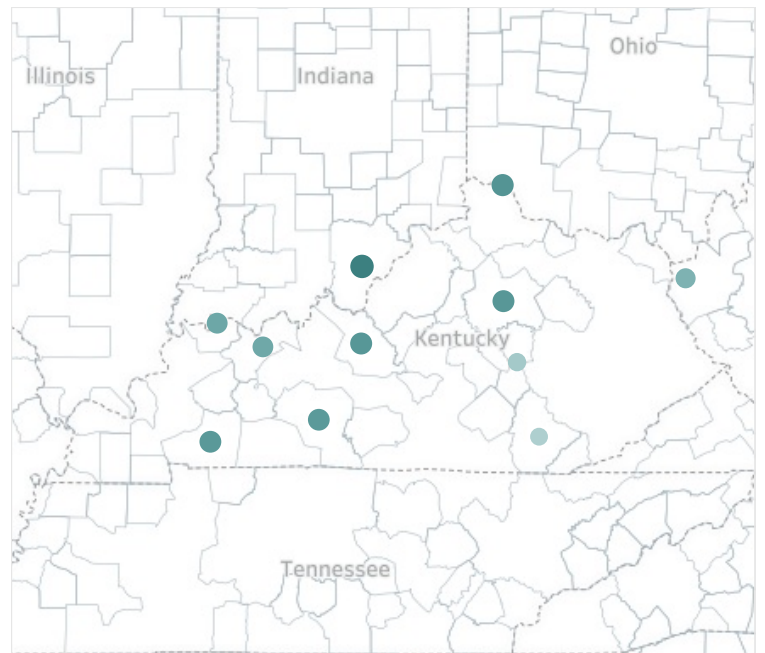
Fraud & Other Reports



Fraud Losses

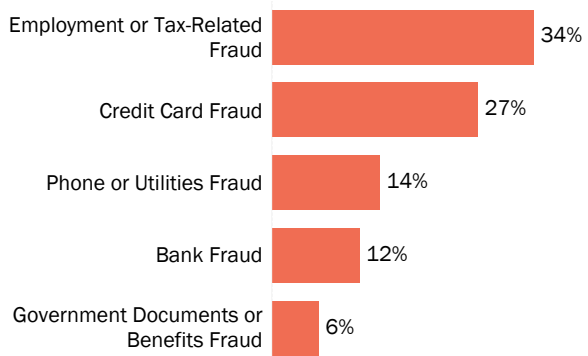


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
325 ● ● ● 560

Top Identity Theft Types



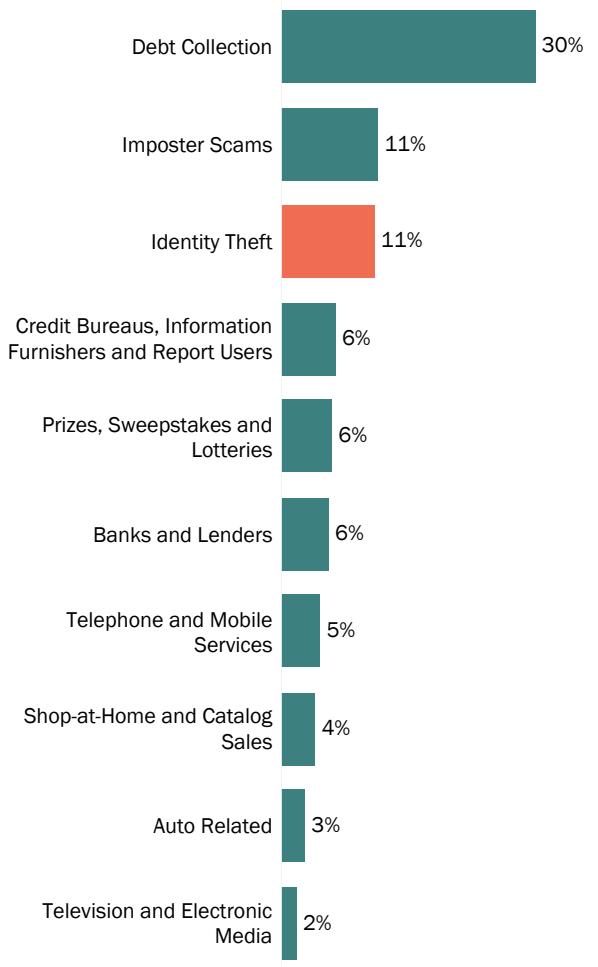
Identity Theft Reports



Percentages are based on the total number of relevant 2017 reports from Kentucky consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Louisiana

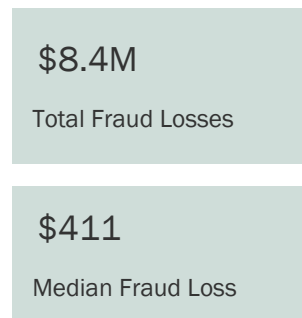
Top Ten Report Categories



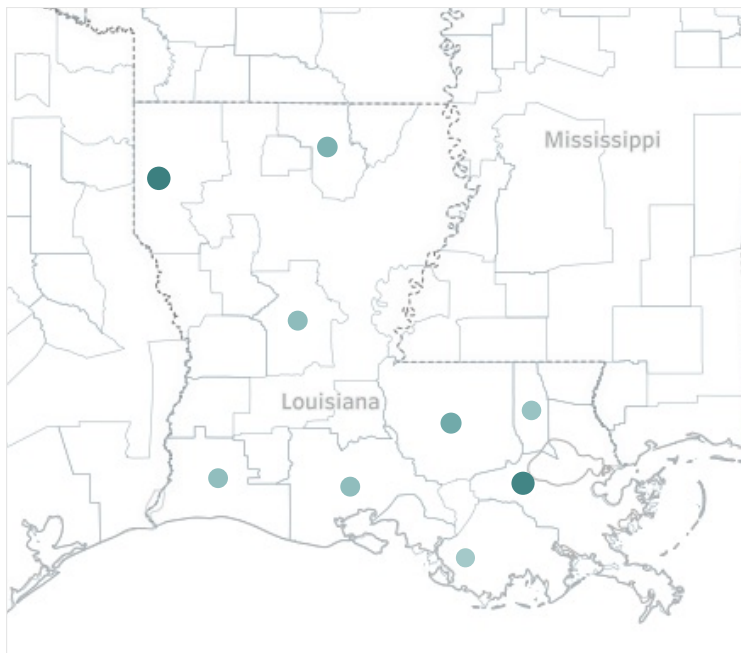
Fraud & Other Reports



Fraud Losses

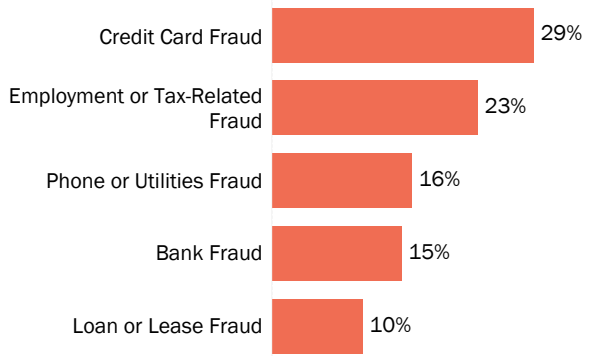


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
367 ● 551

Top Identity Theft Types



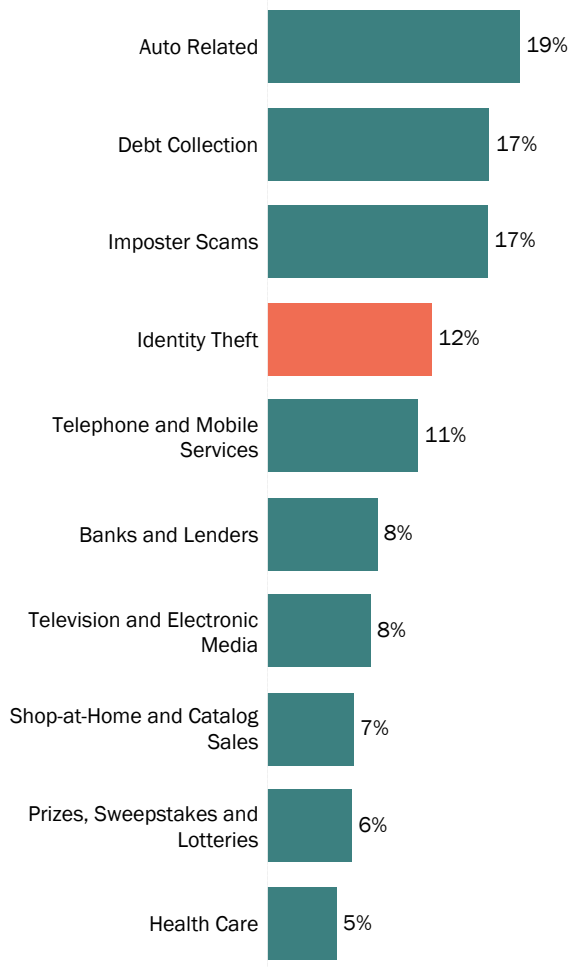
Identity Theft Reports



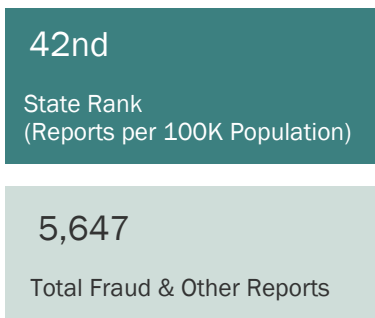
Percentages are based on the total number of relevant 2017 reports from Louisiana consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Maine

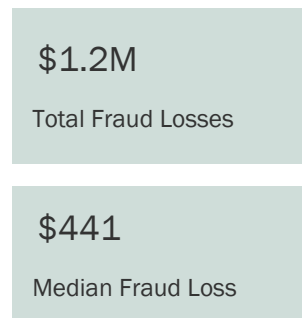
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

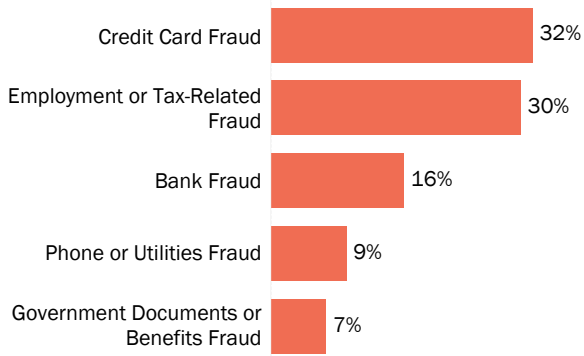


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
339 ● ● ● 510

Top Identity Theft Types



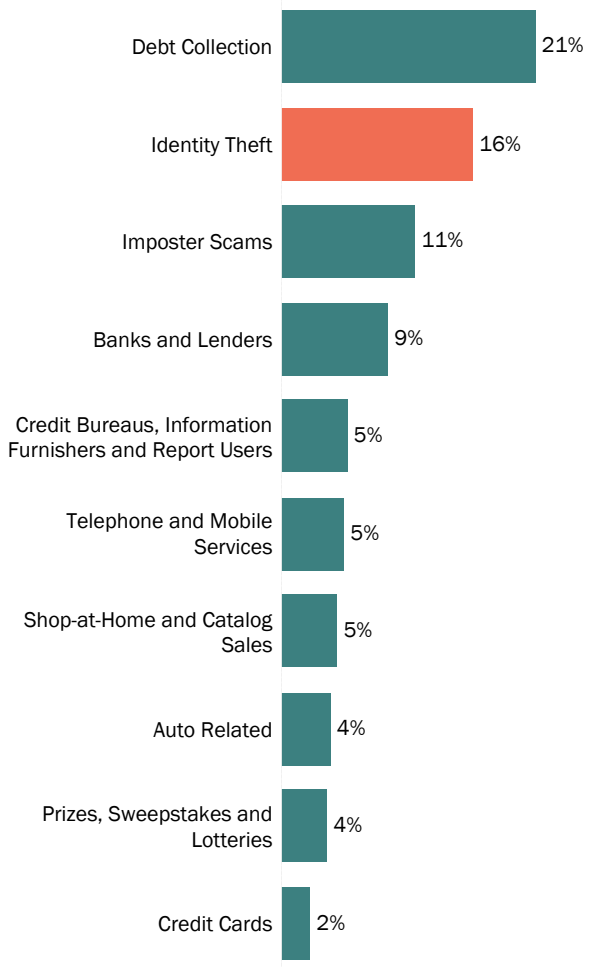
Identity Theft Reports



Percentages are based on the total number of relevant 2017 reports from Maine consumers, as indicated in the chart title. This page excludes reports provided by the Maine Attorney General. Consumers can report multiple types of identity theft.

Maryland

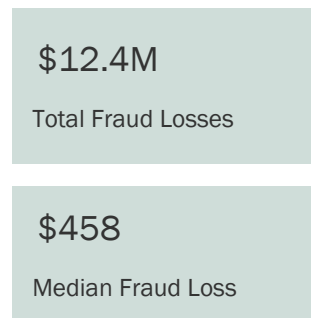
Top Ten Report Categories



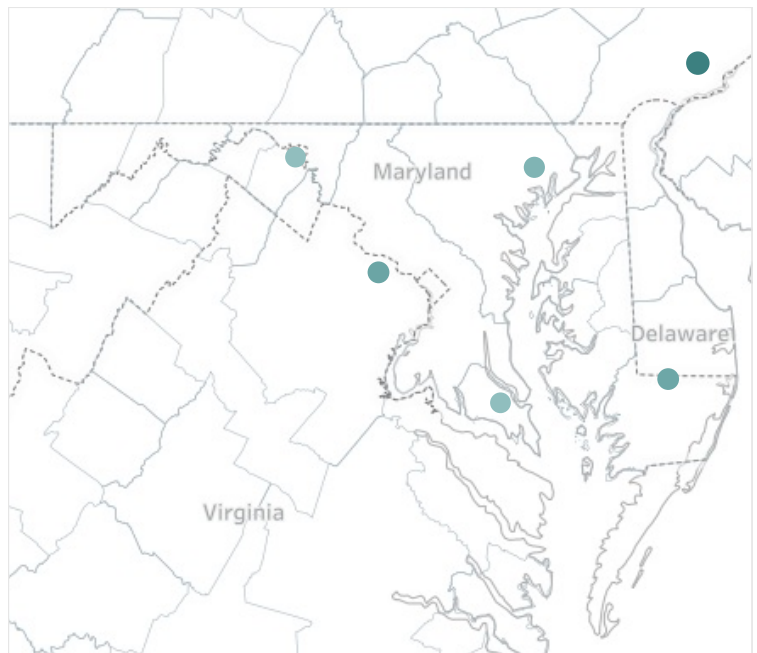
Fraud & Other Reports



Fraud Losses

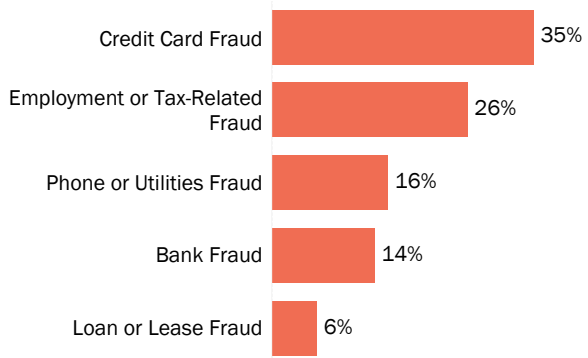


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
437 ● 561 ● 561

Top Identity Theft Types



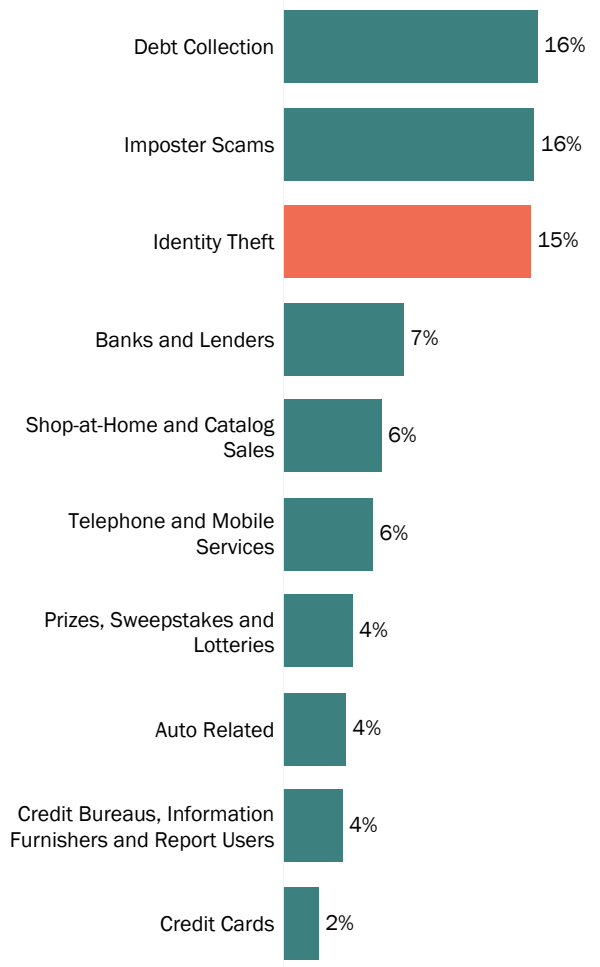
Identity Theft Reports



Percentages are based on the total number of relevant 2017 reports from Maryland consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Massachusetts

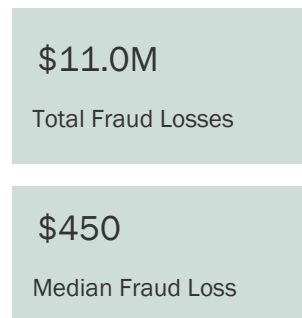
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

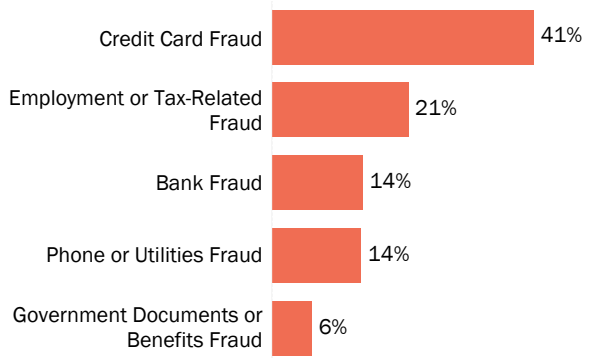


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
404 ● ● ● 448

Top Identity Theft Types



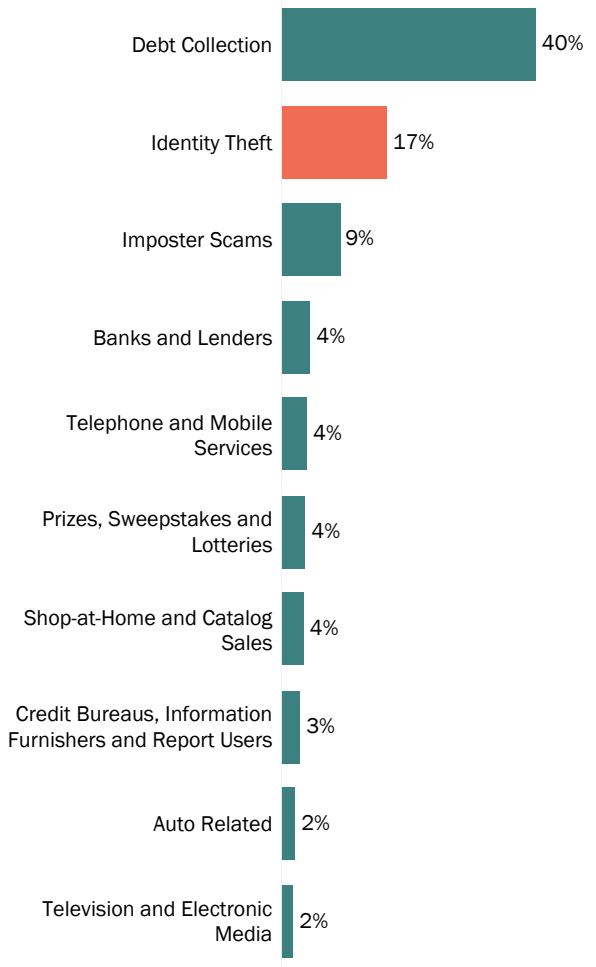
Identity Theft Reports



Percentages are based on the total number of relevant 2017 reports from Massachusetts consumers, as indicated in the chart title. This page excludes reports provided by the Massachusetts Attorney General. Consumers can report multiple types of identity theft.

Michigan

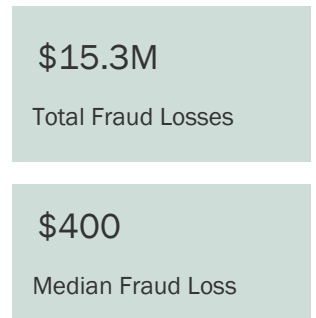
Top Ten Report Categories



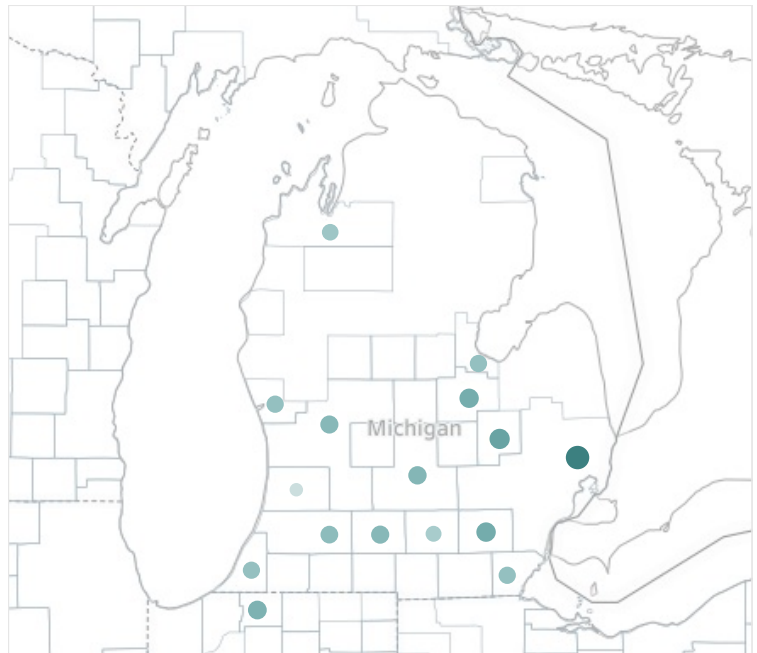
Fraud & Other Reports



Fraud Losses

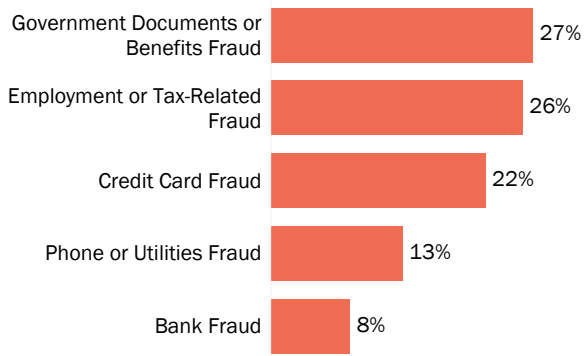


Fraud & Other Reports by Metropolitan Area

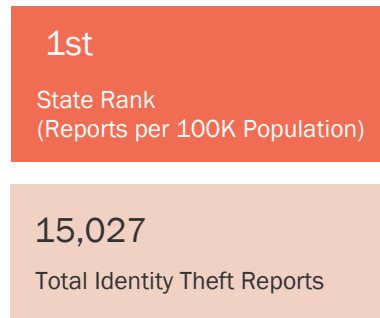


Reports per 100K Population
246 ● ● ● 746

Top Identity Theft Types



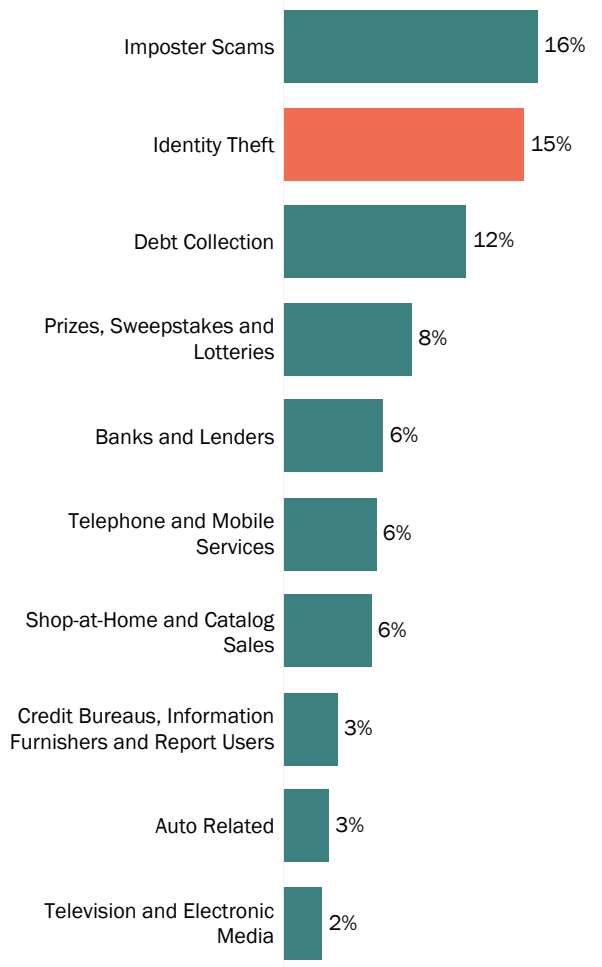
Identity Theft Reports



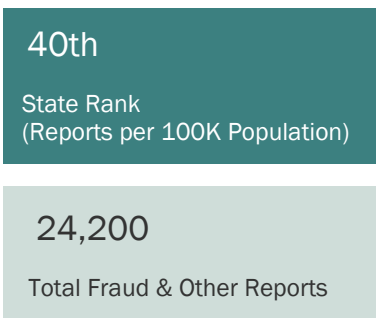
Percentages are based on the total number of relevant 2017 reports from Michigan consumers, as indicated in the chart title. This page excludes reports provided by the Michigan Attorney General. Consumers can report multiple types of identity theft.

Minnesota

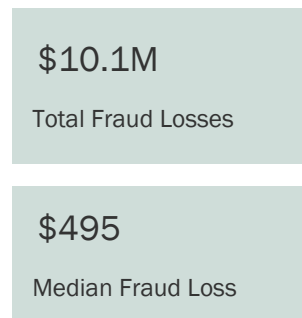
Top Ten Report Categories



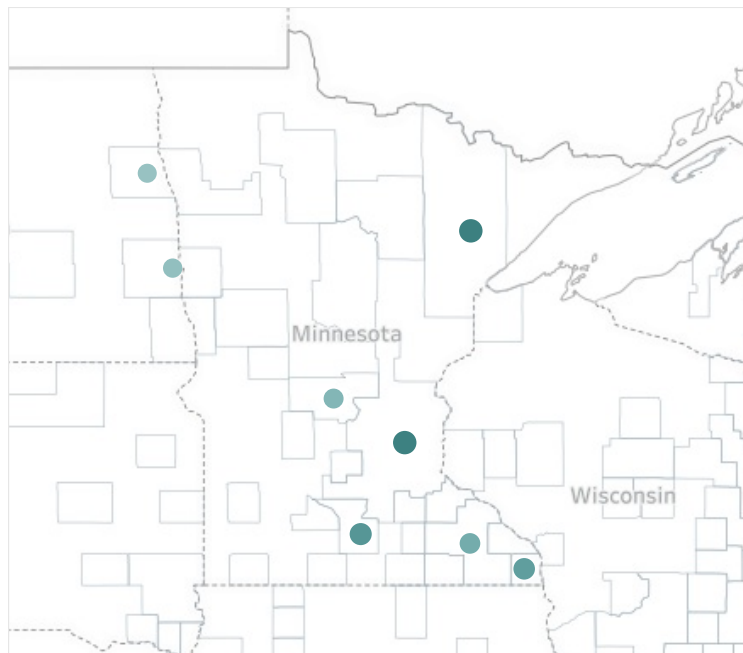
Fraud & Other Reports



Fraud Losses

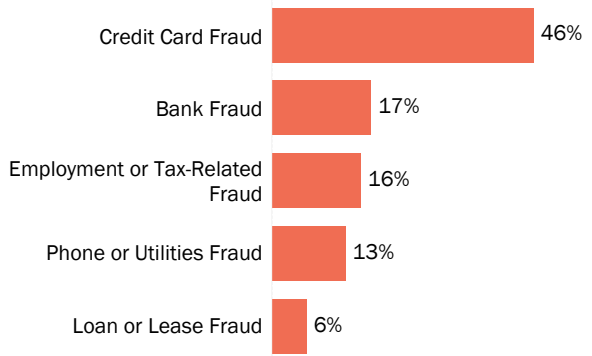


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
277 ● 419

Top Identity Theft Types



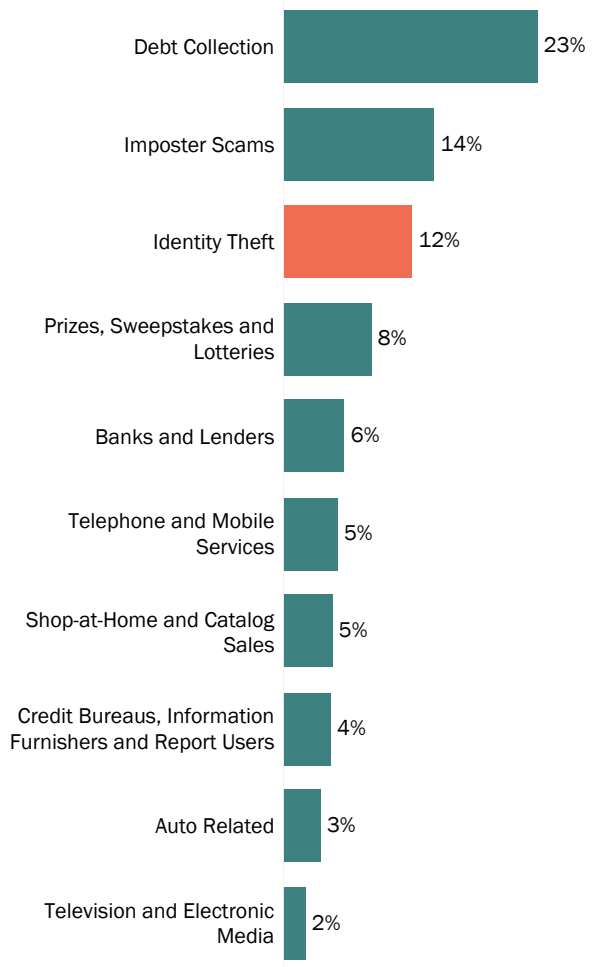
Identity Theft Reports



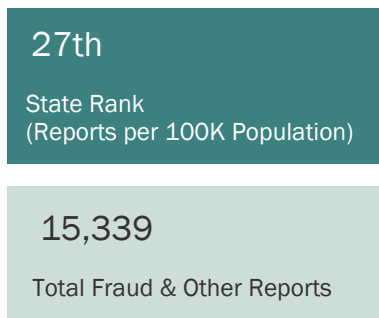
Percentages are based on the total number of relevant 2017 reports from Minnesota consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Mississippi

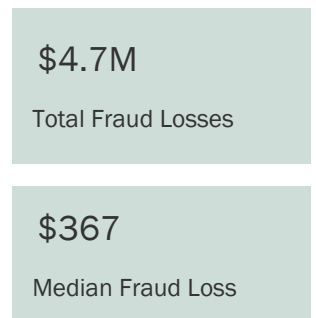
Top Ten Report Categories



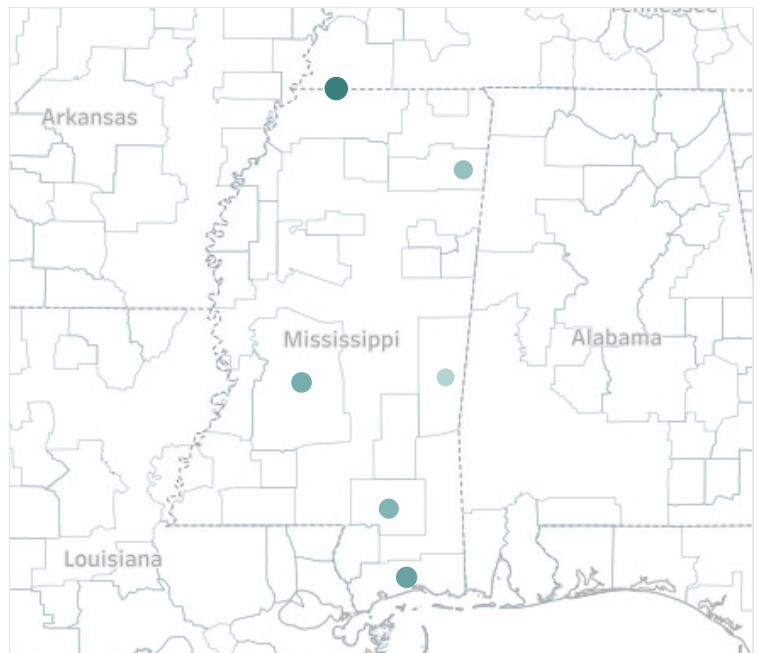
Fraud & Other Reports



Fraud Losses

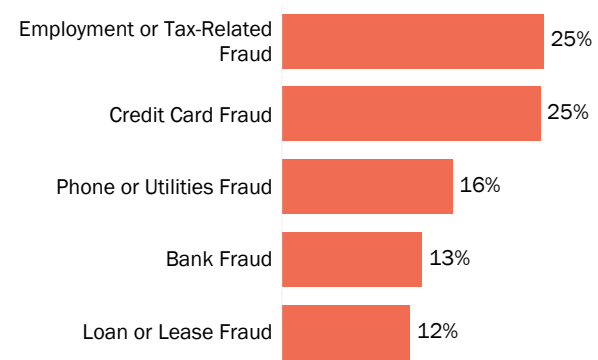


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
387 ● ● ● 660

Top Identity Theft Types



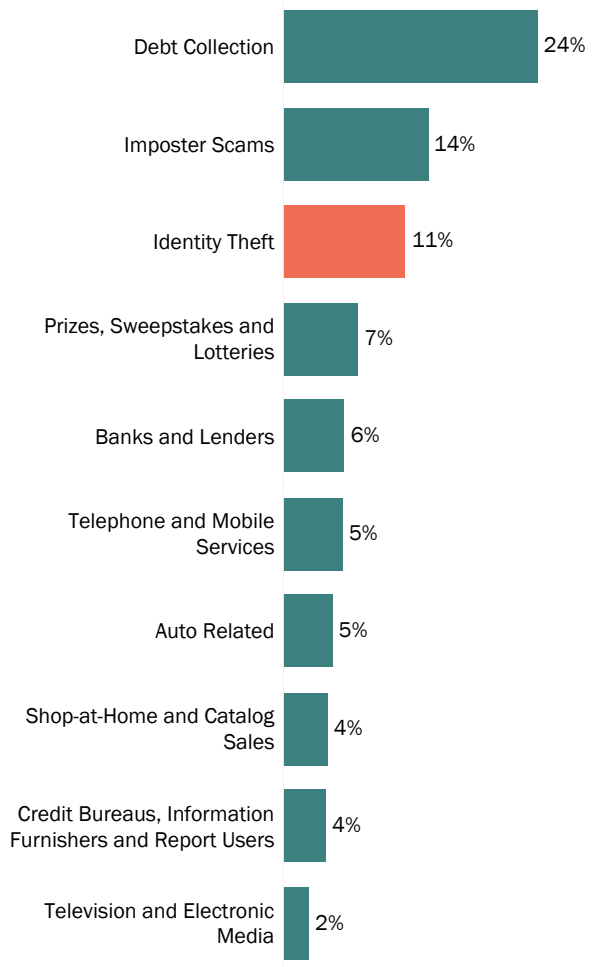
Identity Theft Reports



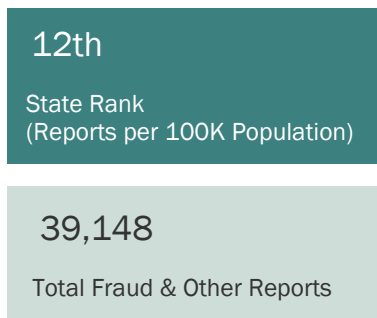
Percentages are based on the total number of relevant 2017 reports from Mississippi consumers, as indicated in the chart title. This page excludes reports provided by the Mississippi Attorney General. Consumers can report multiple types of identity theft.

Missouri

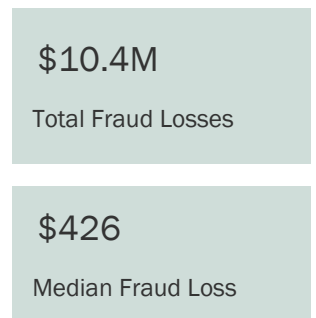
Top Ten Report Categories



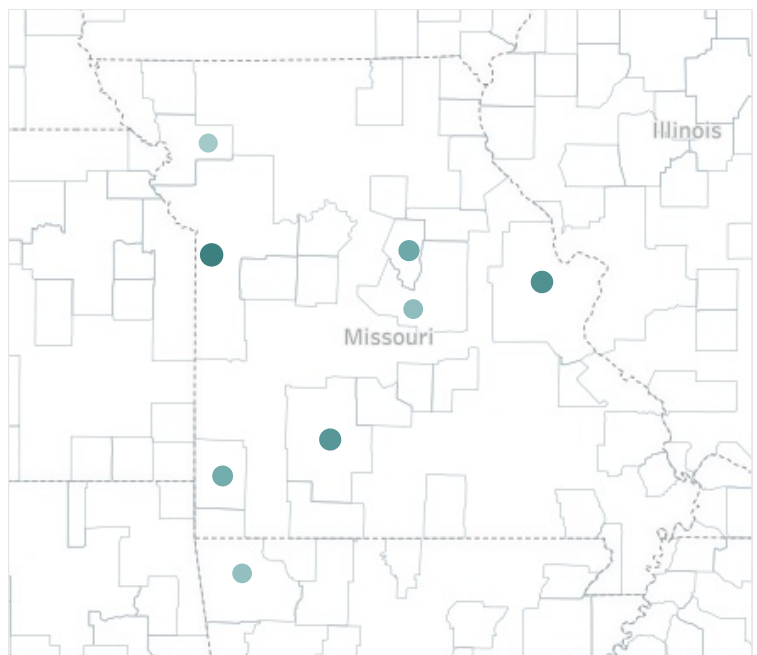
Fraud & Other Reports



Fraud Losses

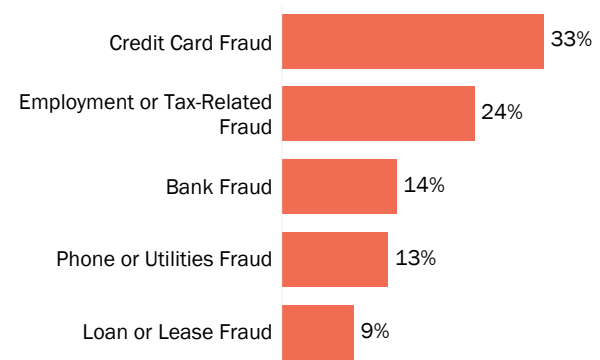


Fraud & Other Reports by Metropolitan Area

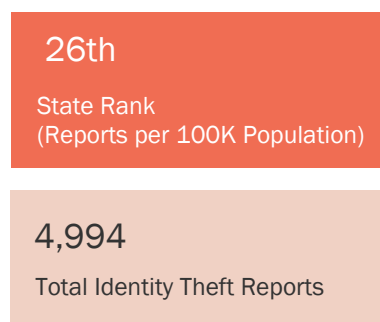


Reports per 100K Population
358 ● ● ● 539

Top Identity Theft Types



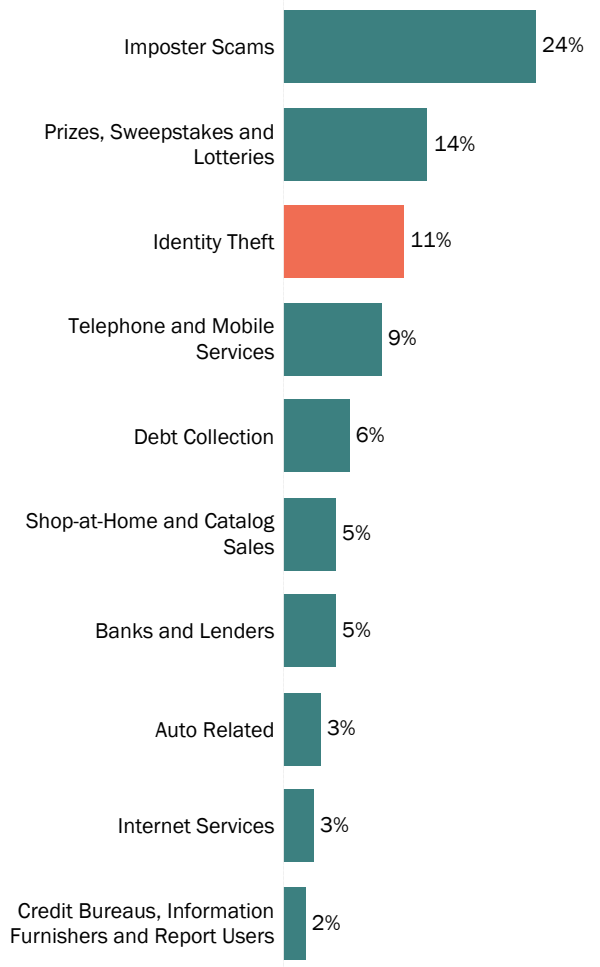
Identity Theft Reports



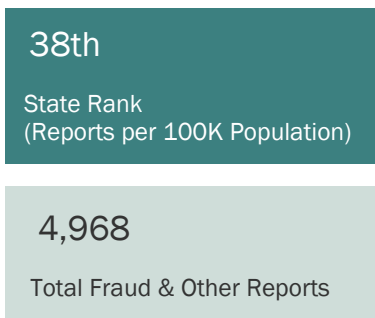
Percentages are based on the total number of relevant 2017 reports from Missouri consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Montana

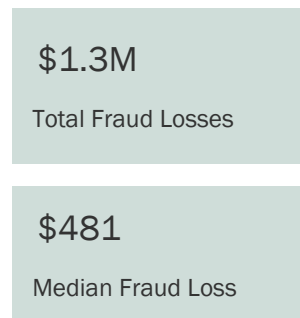
Top Ten Report Categories



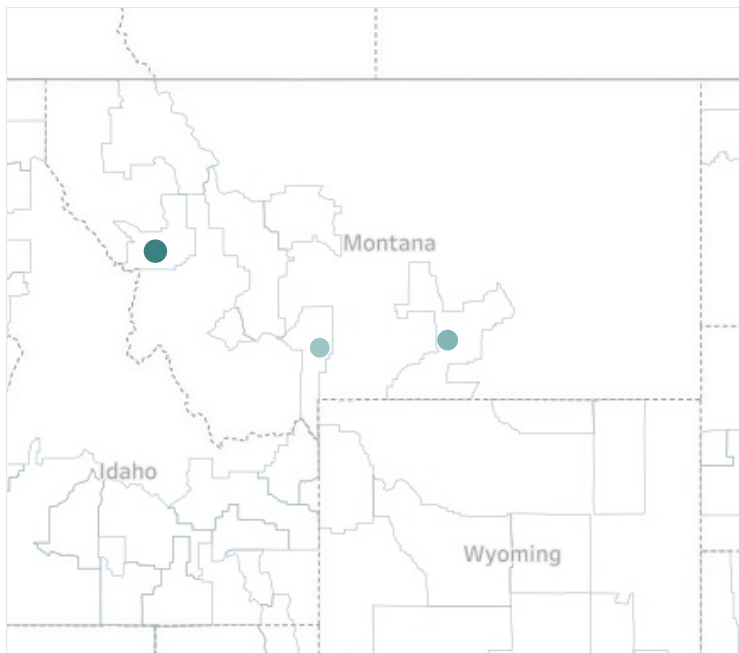
Fraud & Other Reports



Fraud Losses

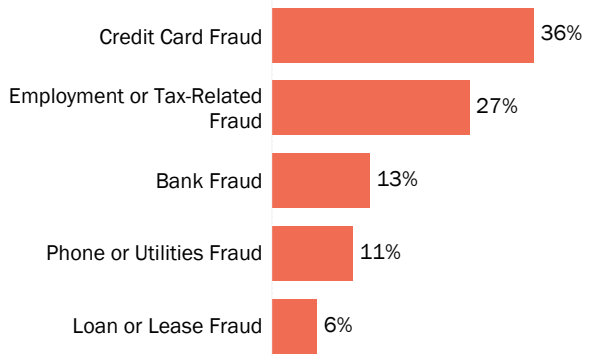


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
418 ● 585

Top Identity Theft Types



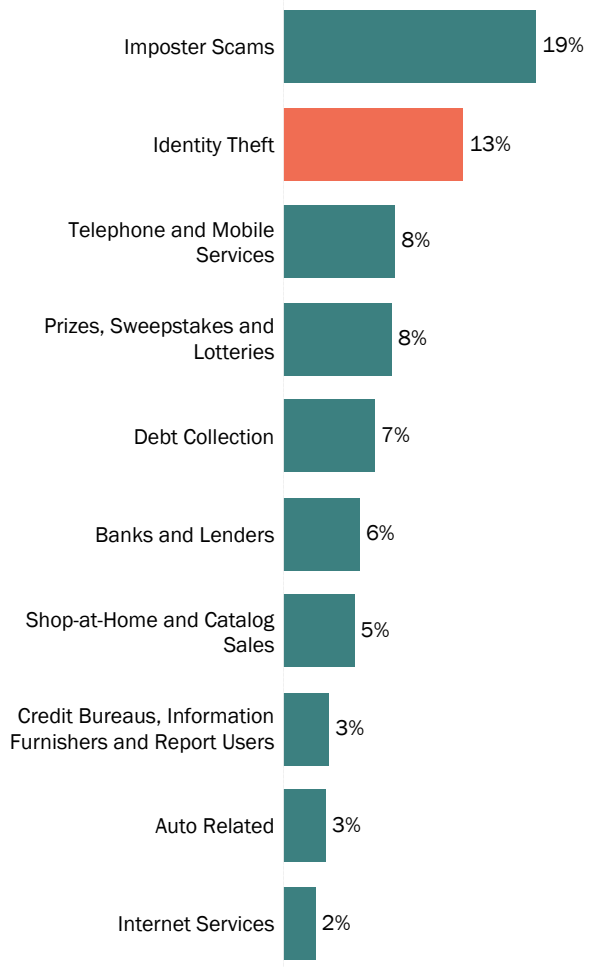
Identity Theft Reports



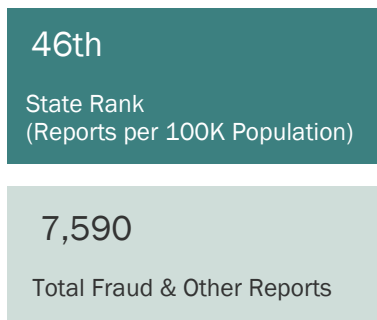
Percentages are based on the total number of relevant 2017 reports from Montana consumers, as indicated in the chart title. This page excludes reports provided by the Montana Attorney General. Consumers can report multiple types of identity theft.

Nebraska

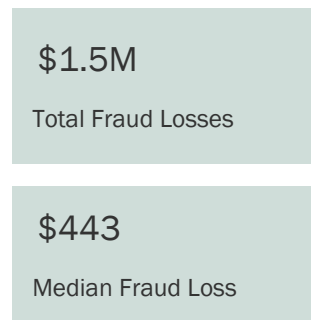
Top Ten Report Categories



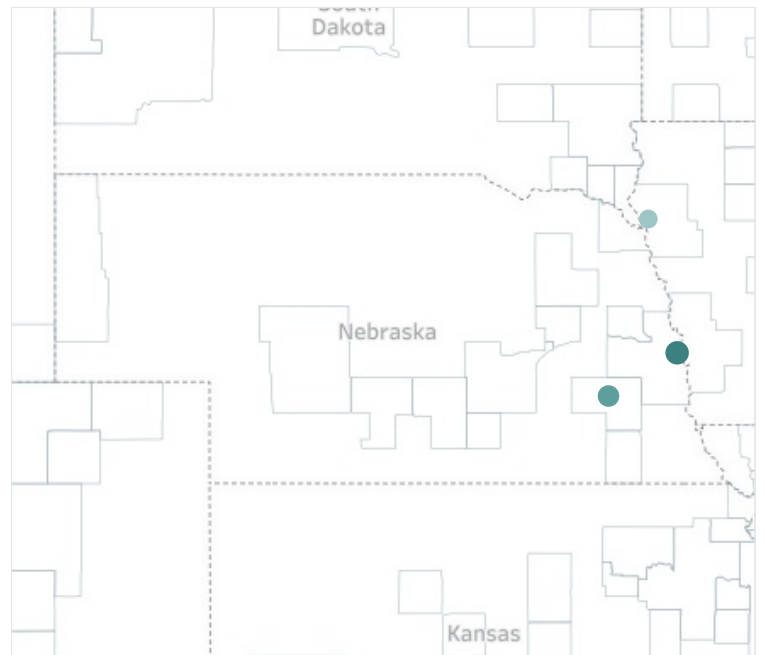
Fraud & Other Reports



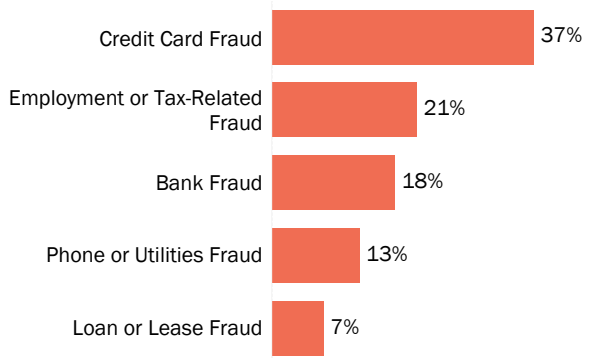
Fraud Losses



Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



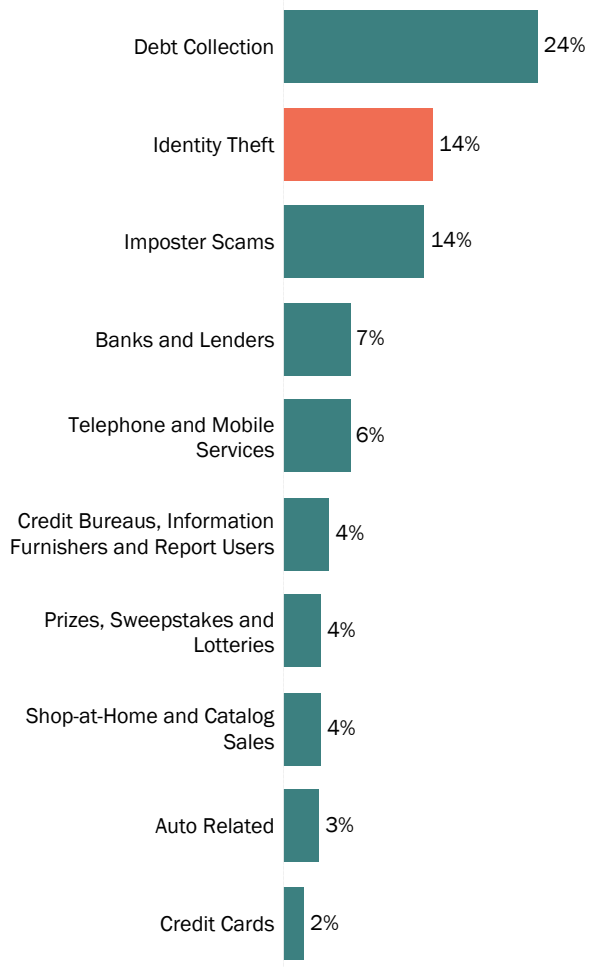
Identity Theft Reports



Percentages are based on the total number of relevant 2017 reports from Nebraska consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Nevada

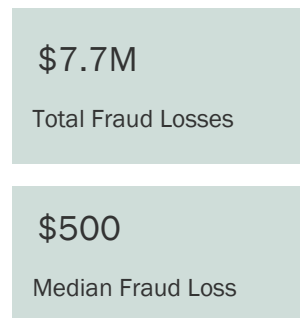
Top Ten Report Categories



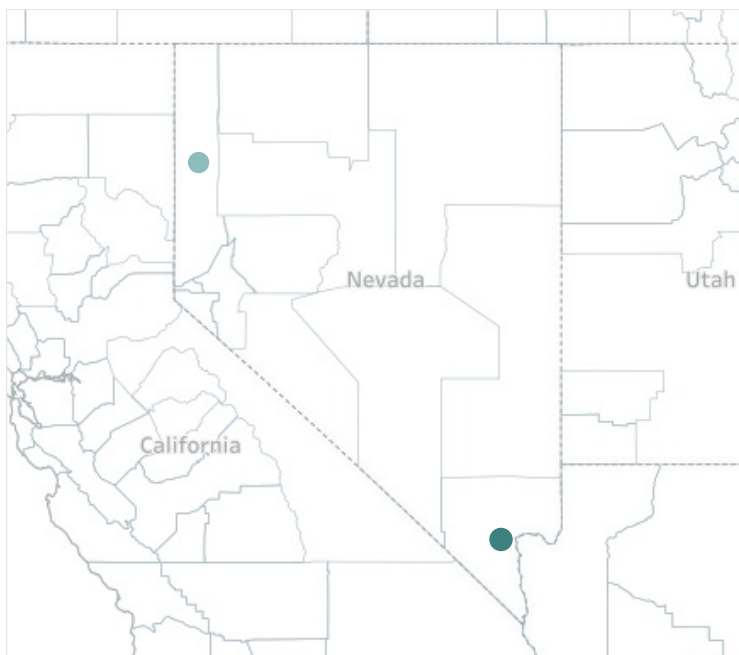
Fraud & Other Reports



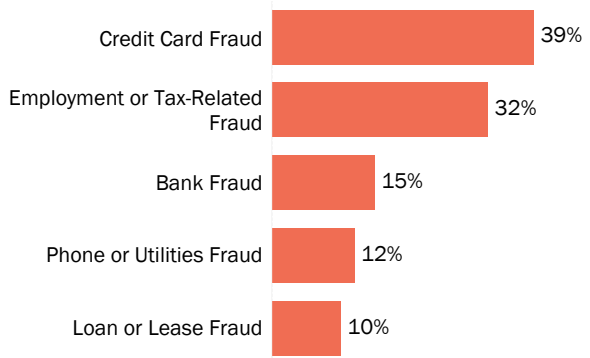
Fraud Losses



Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



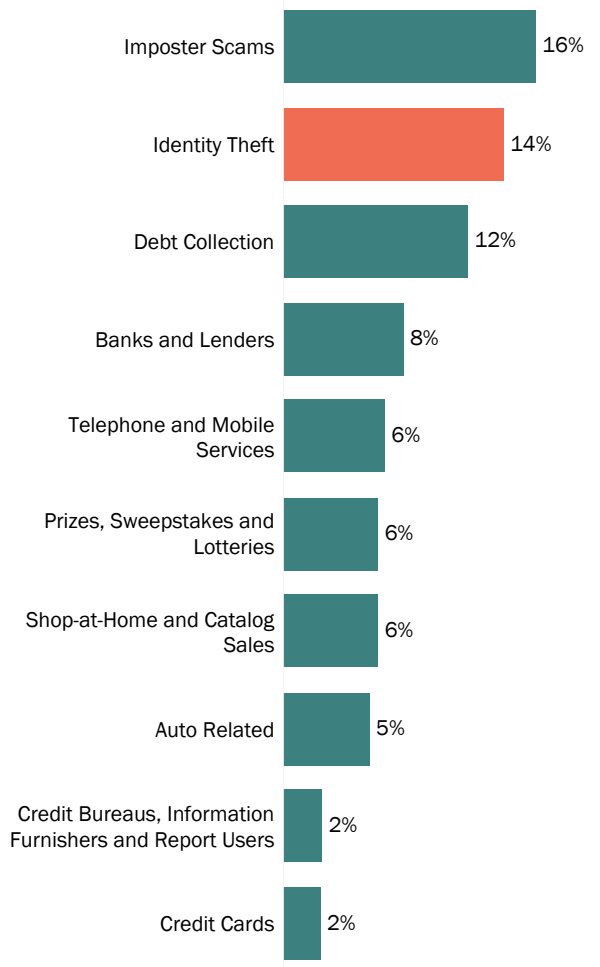
Identity Theft Reports



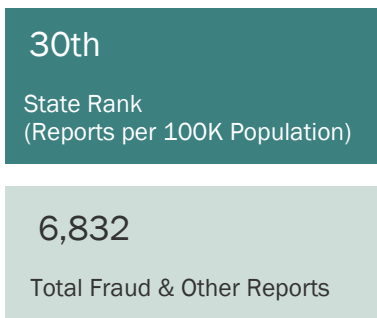
Percentages are based on the total number of relevant 2017 reports from Nevada consumers, as indicated in the chart title. This page excludes reports provided by the Nevada Attorney General. Consumers can report multiple types of identity theft.

New Hampshire

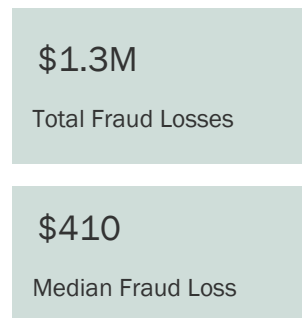
Top Ten Report Categories



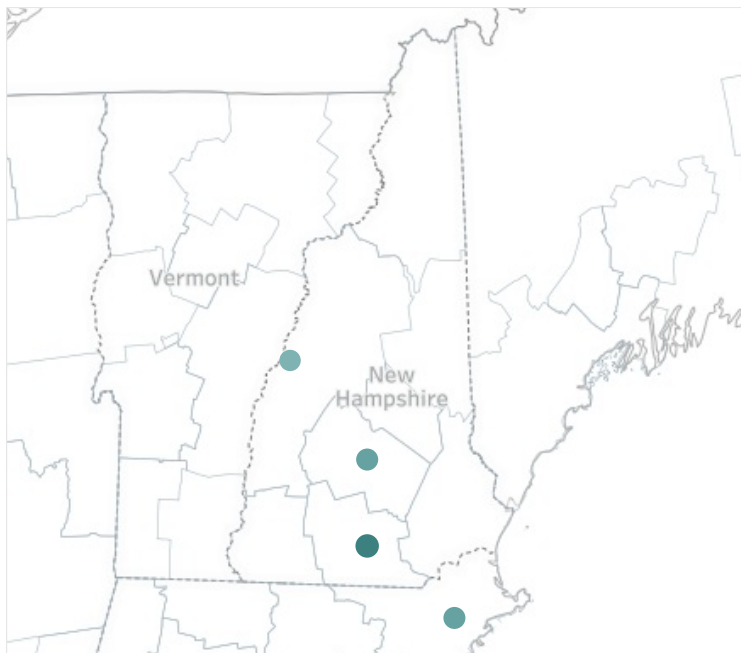
Fraud & Other Reports



Fraud Losses

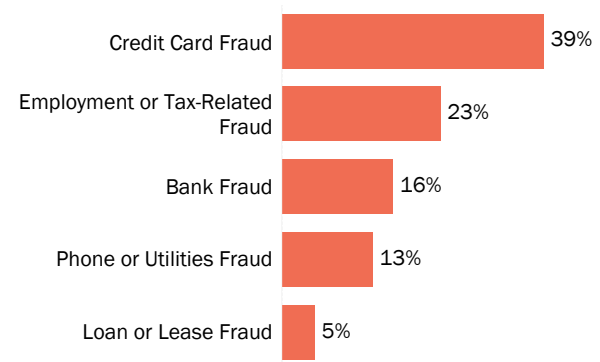


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
401 ● 483 ● 483

Top Identity Theft Types



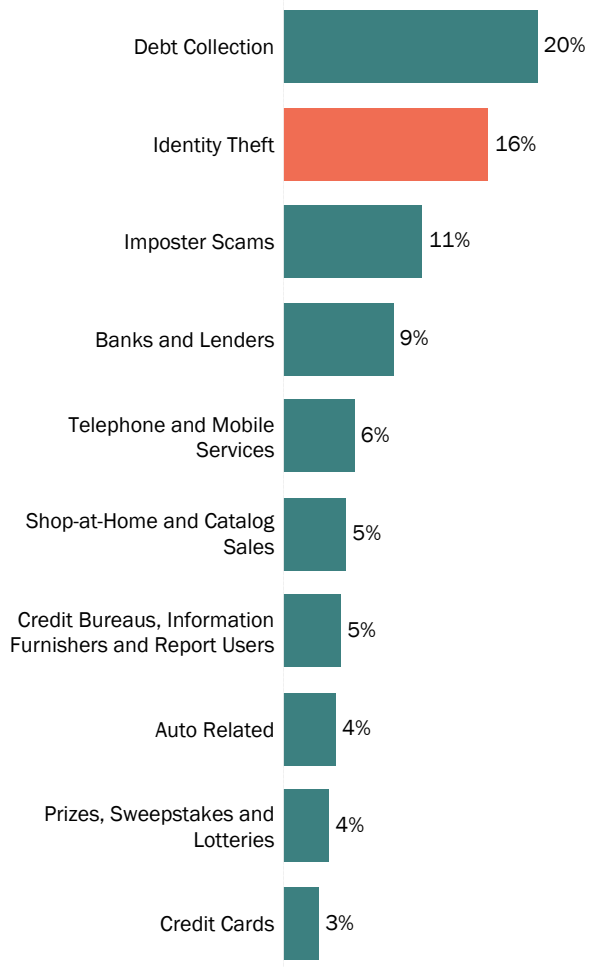
Identity Theft Reports



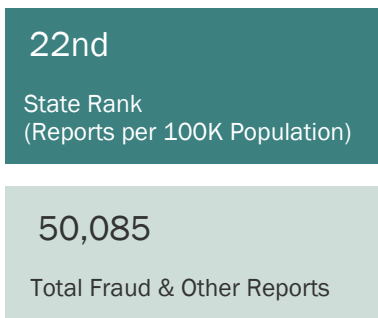
Percentages are based on the total number of relevant 2017 reports from New Hampshire consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

New Jersey

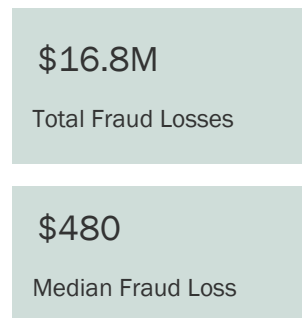
Top Ten Report Categories



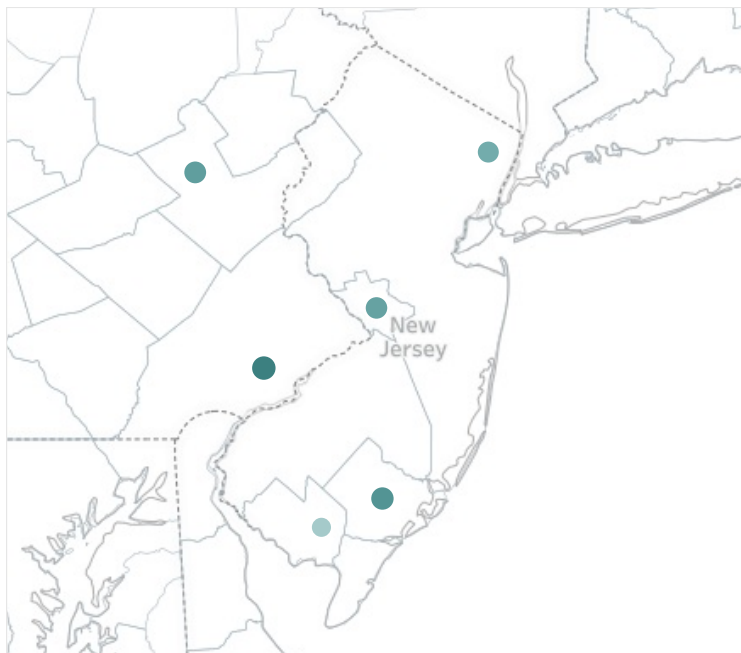
Fraud & Other Reports



Fraud Losses

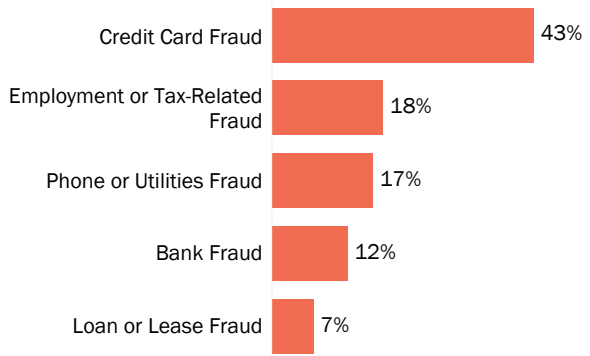


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
373 ● ● ● 561

Top Identity Theft Types



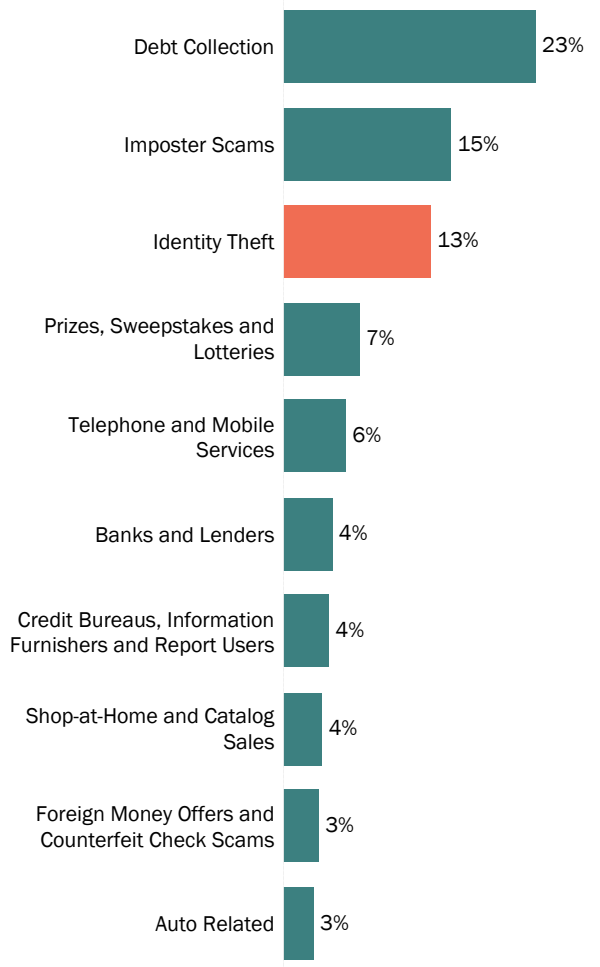
Identity Theft Reports



Percentages are based on the total number of relevant 2017 reports from New Jersey consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

New Mexico

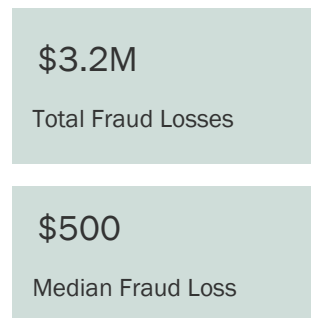
Top Ten Report Categories



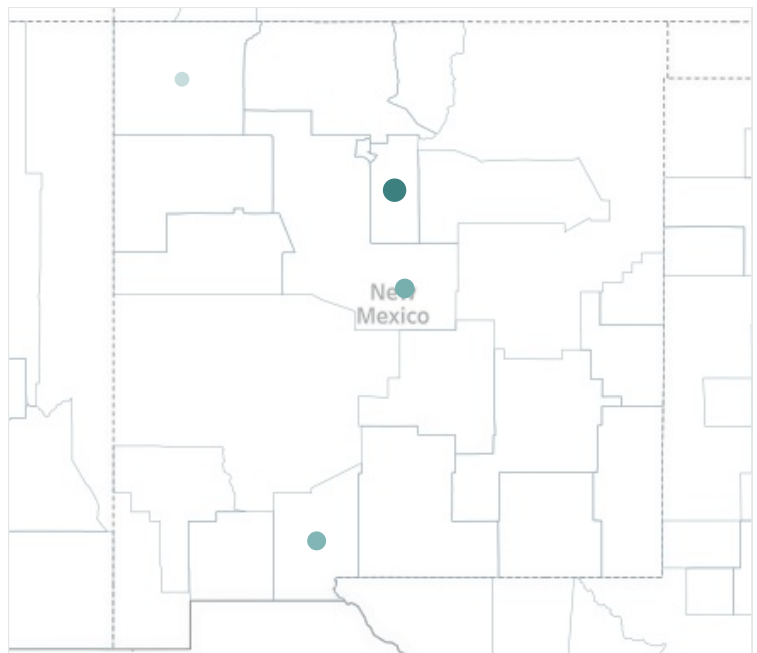
Fraud & Other Reports



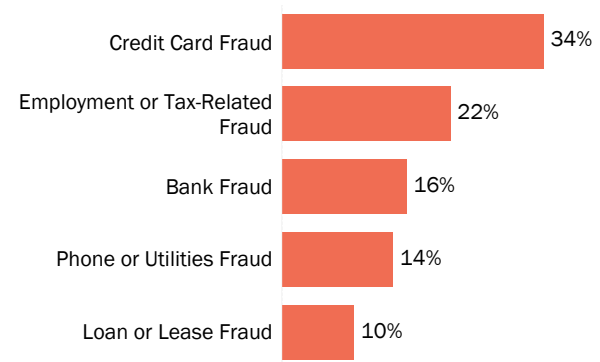
Fraud Losses



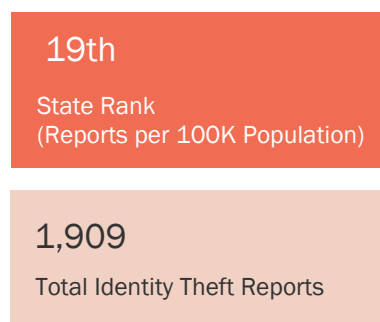
Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



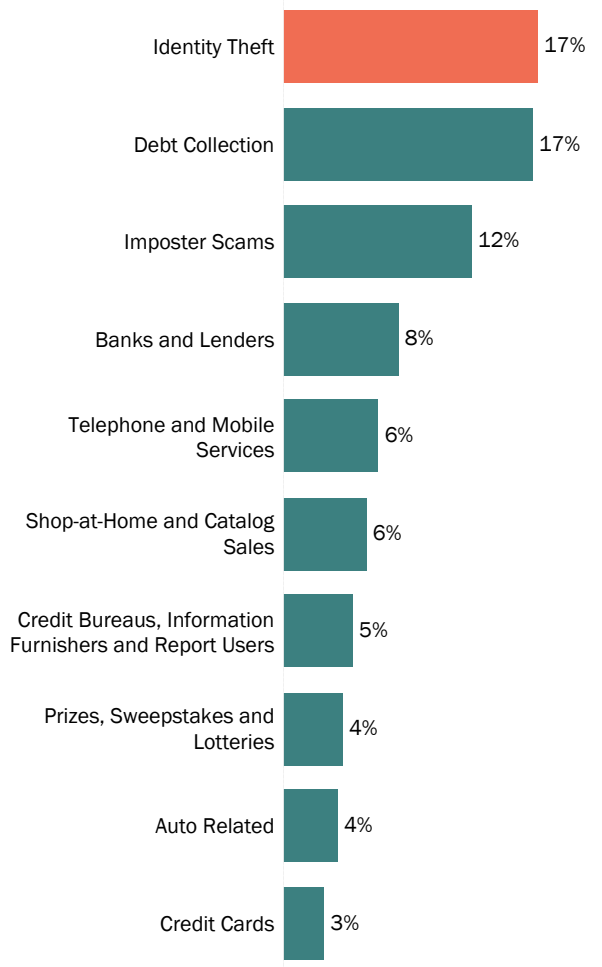
Identity Theft Reports



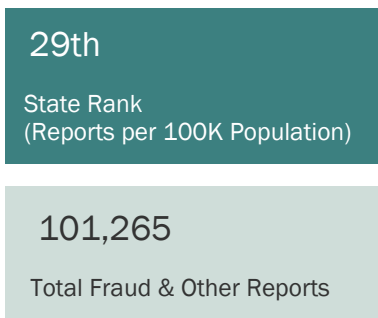
Percentages are based on the total number of relevant 2017 reports from New Mexico consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

New York

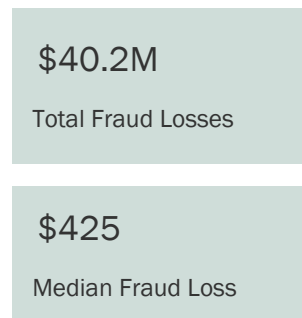
Top Ten Report Categories



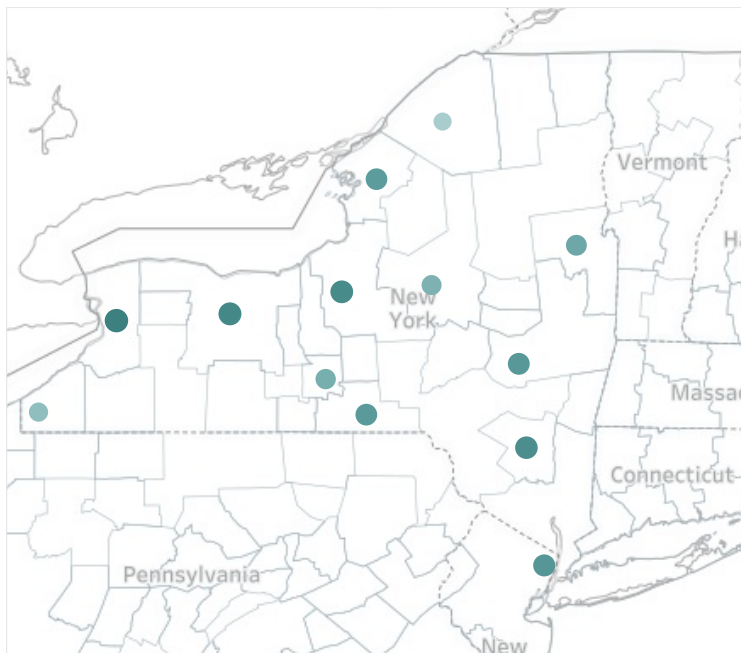
Fraud & Other Reports



Fraud Losses

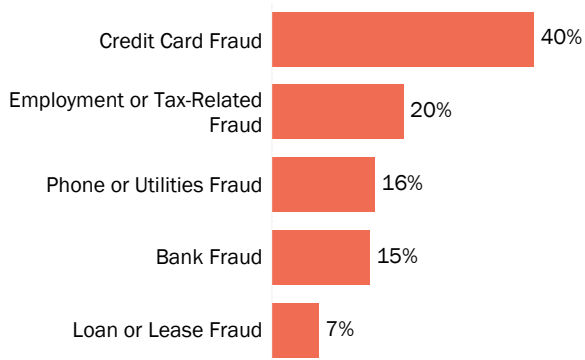


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
303 ● ● ● 509

Top Identity Theft Types



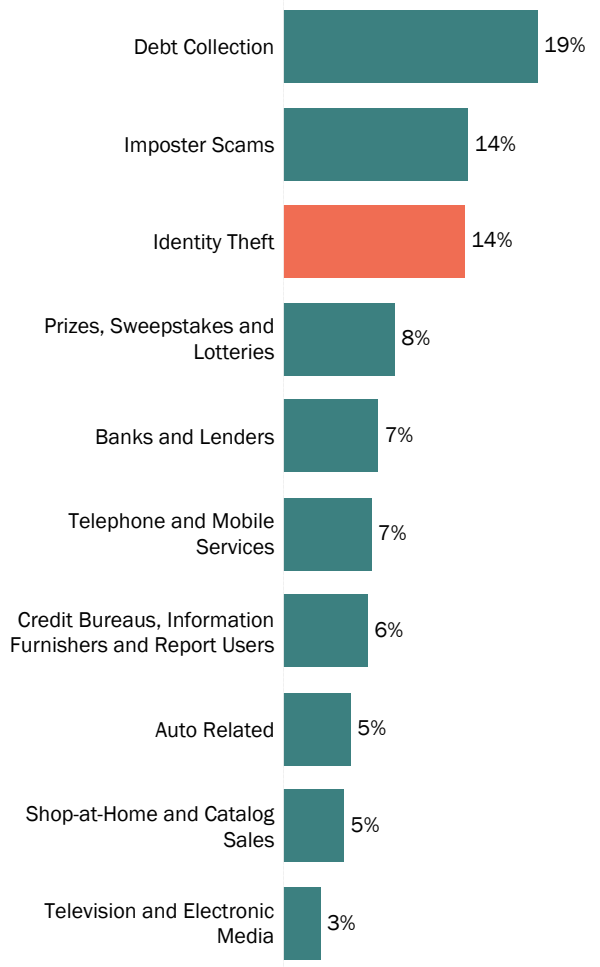
Identity Theft Reports



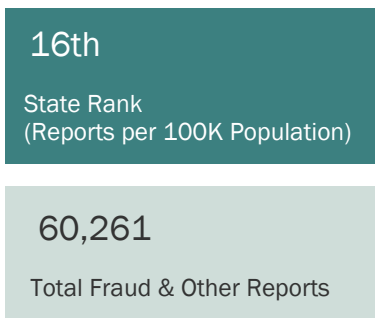
Percentages are based on the total number of relevant 2017 reports from New York consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

North Carolina

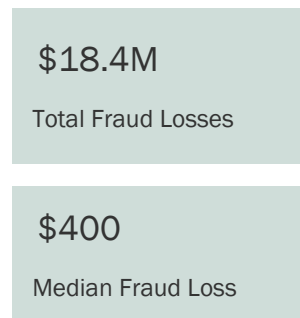
Top Ten Report Categories



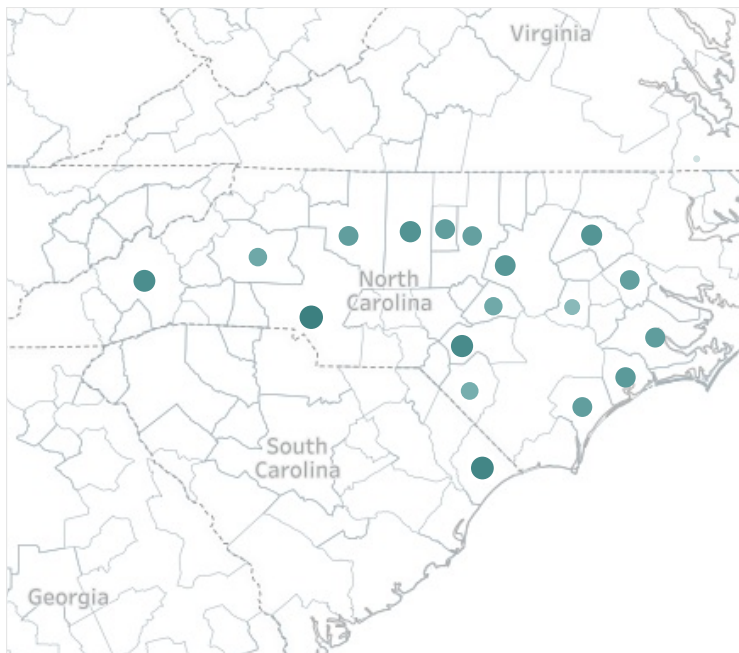
Fraud & Other Reports



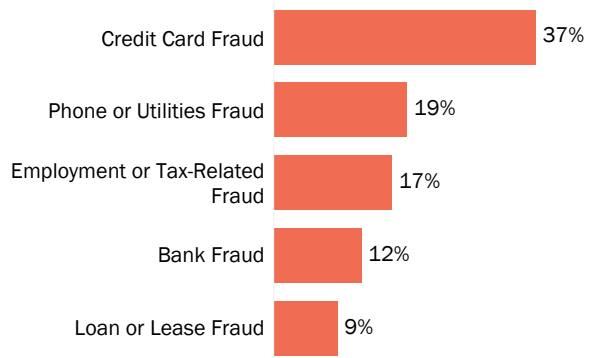
Fraud Losses



Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



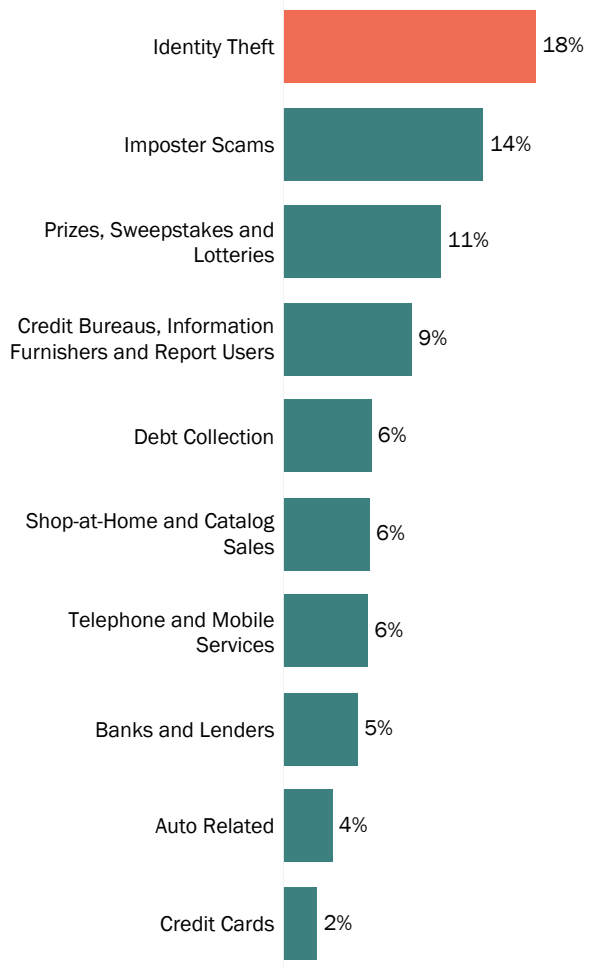
Identity Theft Reports



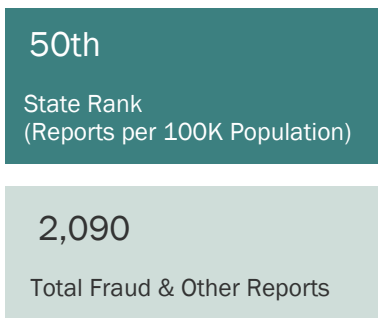
Percentages are based on the total number of relevant 2017 reports from North Carolina consumers, as indicated in the chart title. This page excludes reports provided by the North Carolina Department of Justice. Consumers can report multiple types of identity theft.

North Dakota

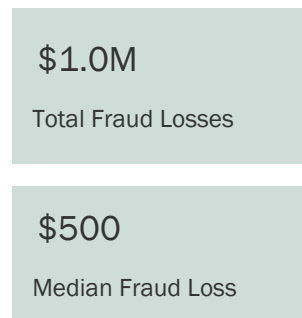
Top Ten Report Categories



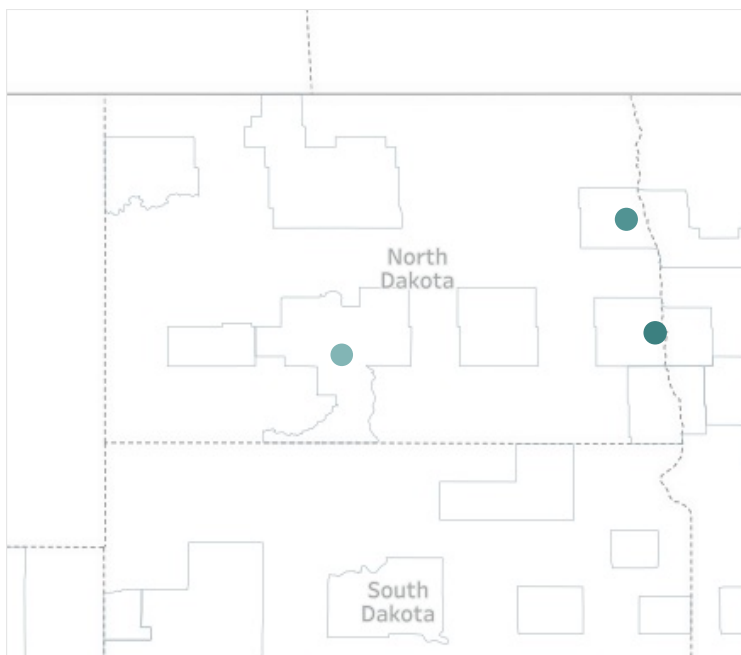
Fraud & Other Reports



Fraud Losses

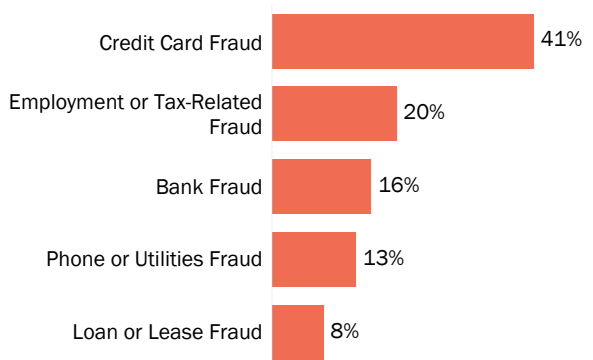


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
264 ● ● ● 285

Top Identity Theft Types



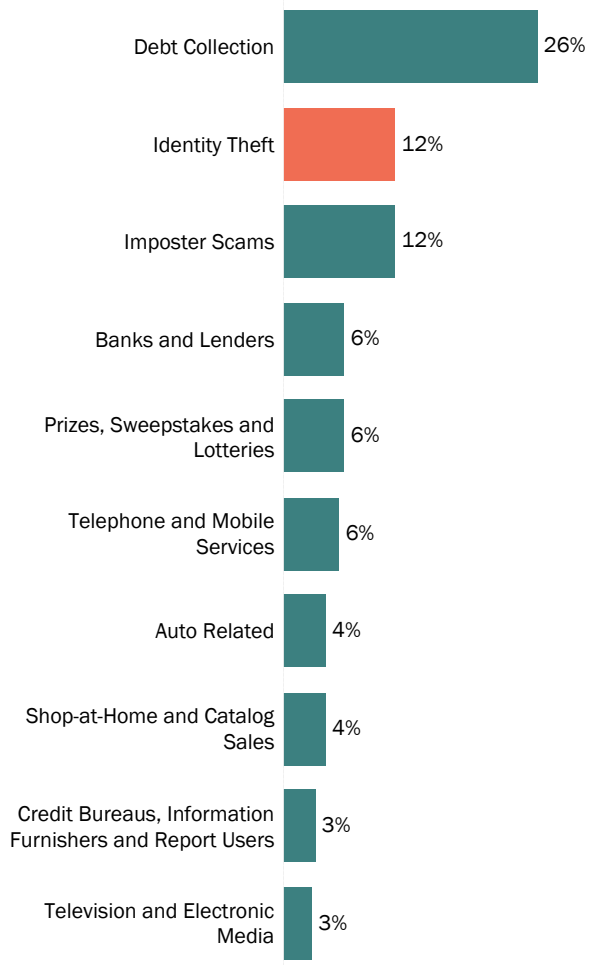
Identity Theft Reports



Percentages are based on the total number of relevant 2017 reports from North Dakota consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Ohio

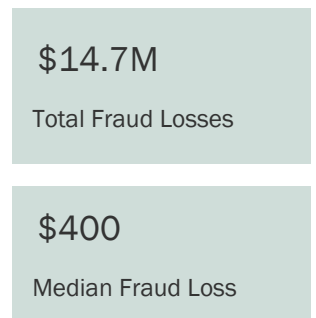
Top Ten Report Categories



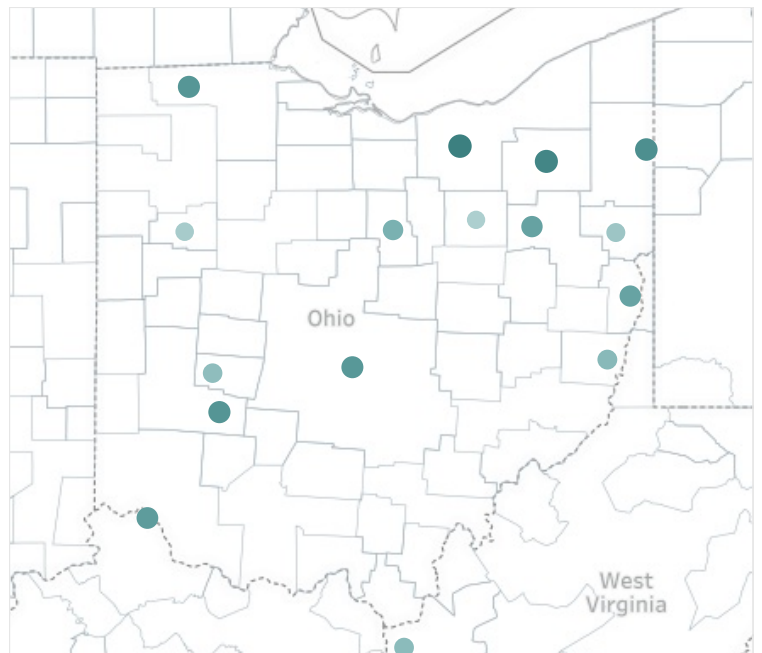
Fraud & Other Reports



Fraud Losses

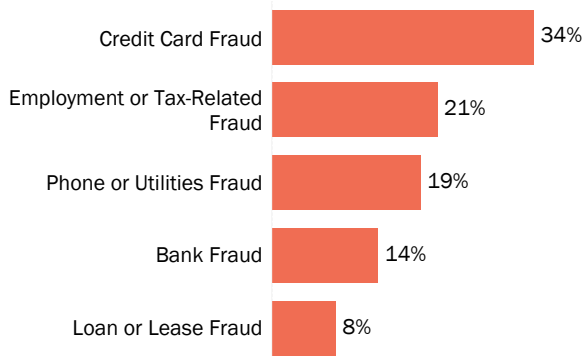


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
355 ● ● ● 581

Top Identity Theft Types



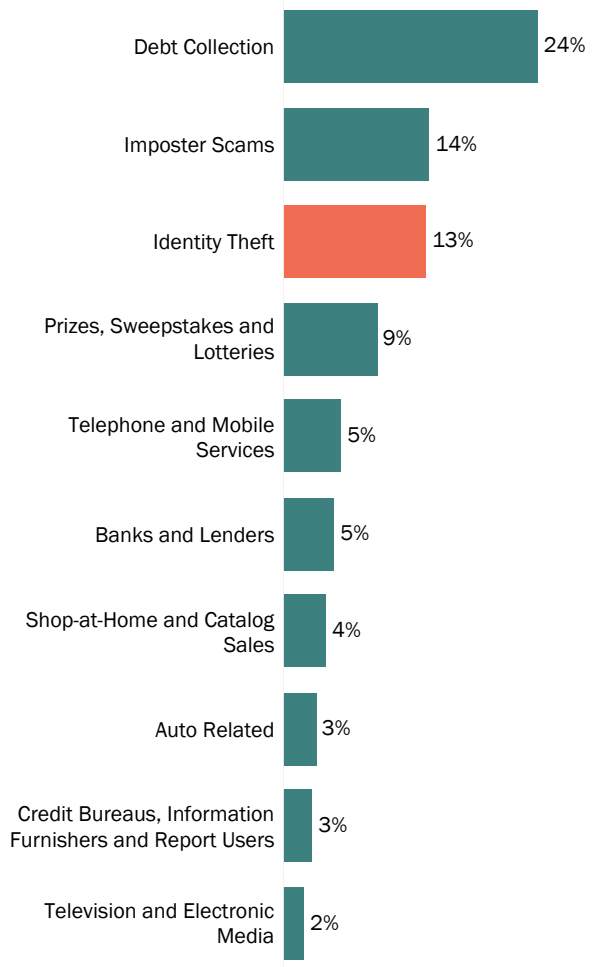
Identity Theft Reports



Percentages are based on the total number of relevant 2017 reports from Ohio consumers, as indicated in the chart title. This page excludes reports provided by the Ohio Attorney General. Consumers can report multiple types of identity theft.

Oklahoma

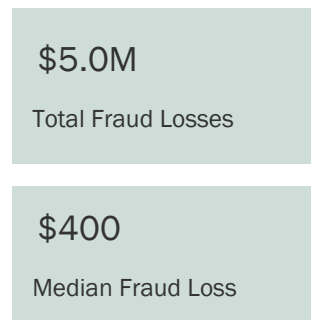
Top Ten Report Categories



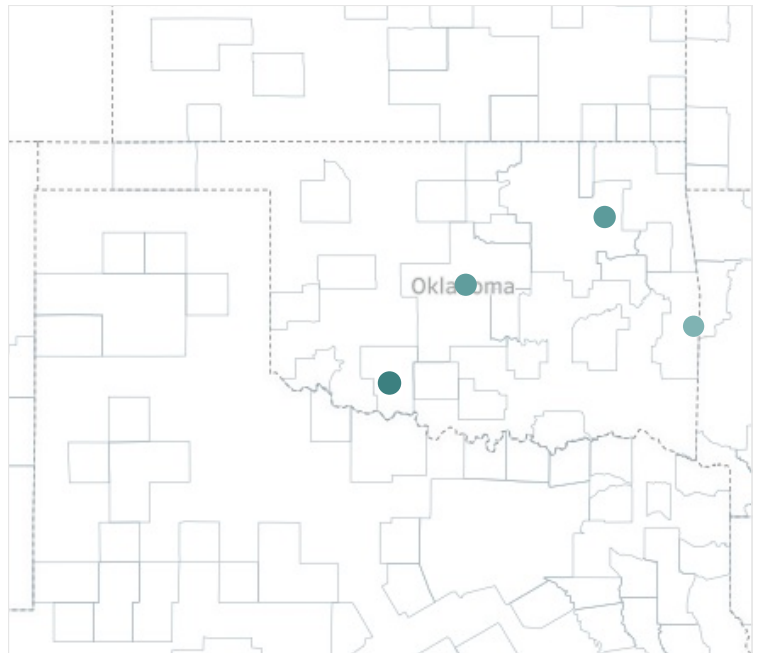
Fraud & Other Reports



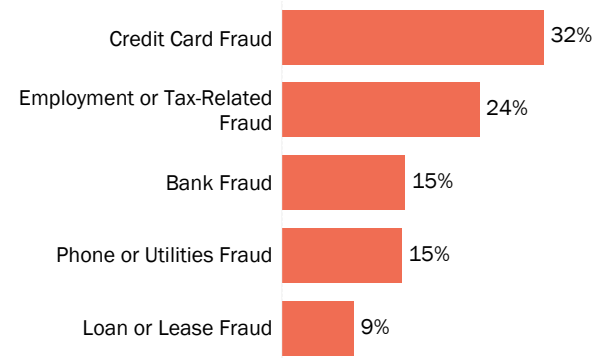
Fraud Losses



Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



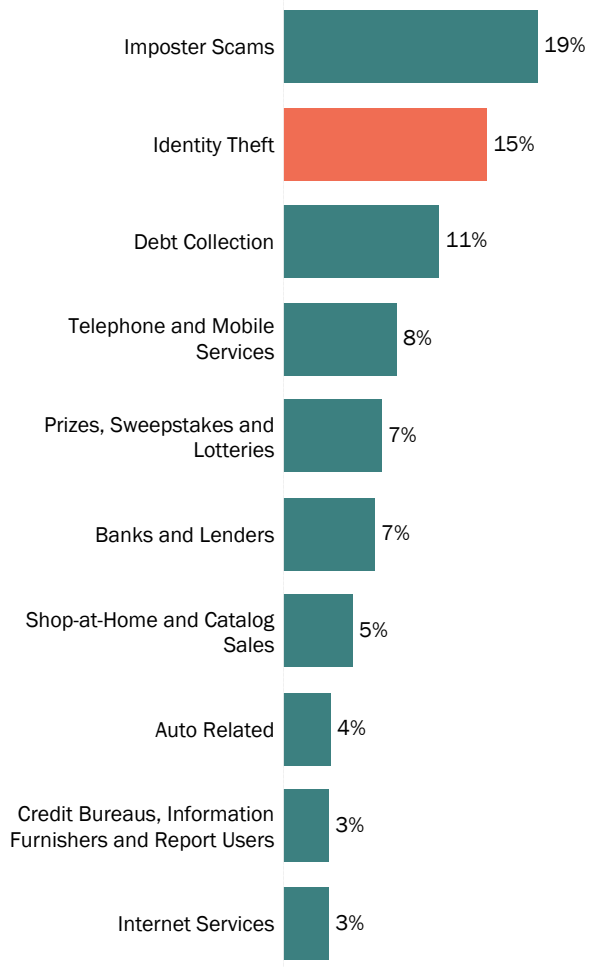
Identity Theft Reports



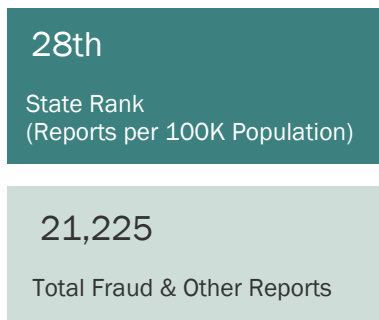
Percentages are based on the total number of relevant 2017 reports from Oklahoma consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Oregon

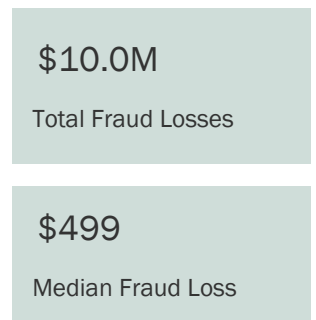
Top Ten Report Categories



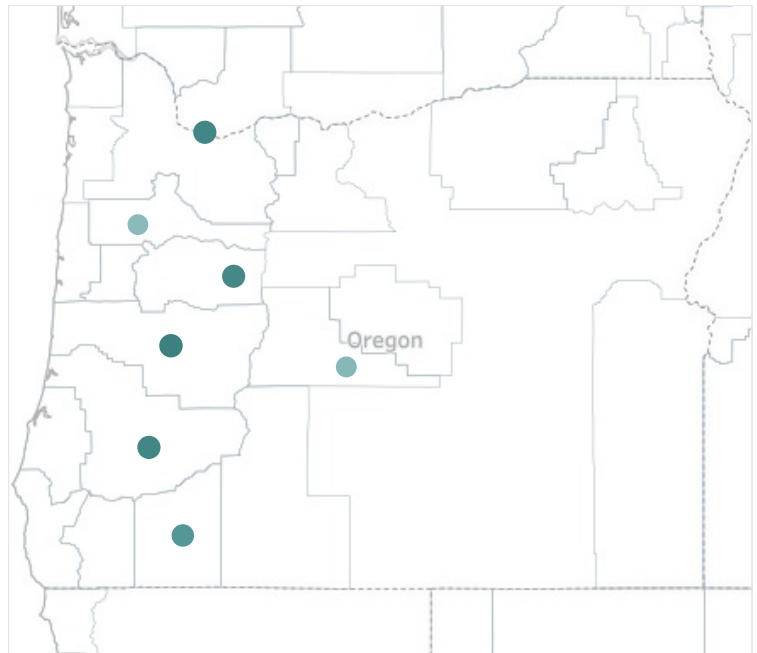
Fraud & Other Reports



Fraud Losses

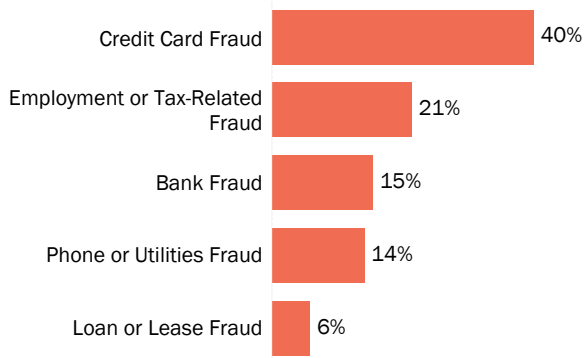


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
383 ● 488

Top Identity Theft Types



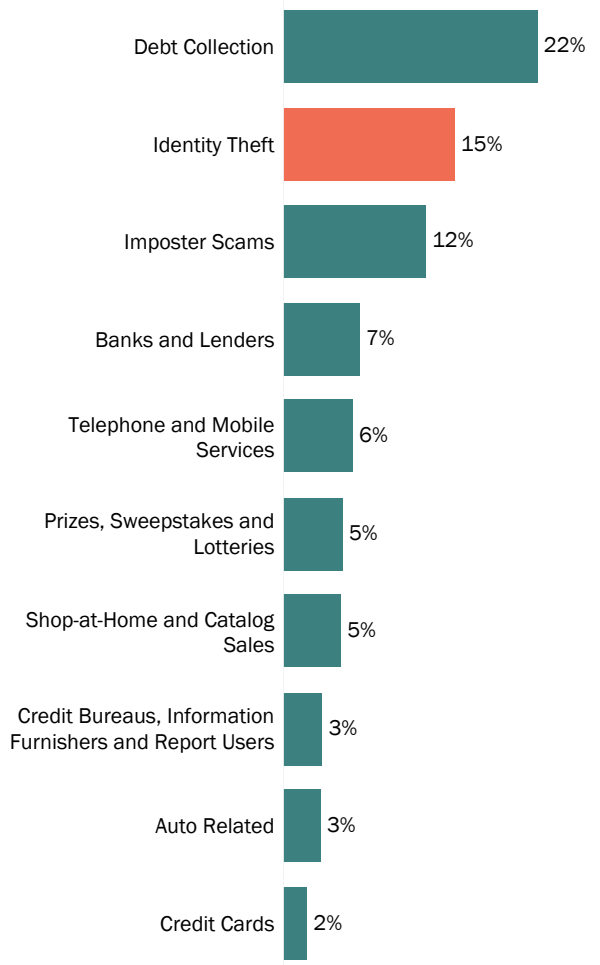
Identity Theft Reports



Percentages are based on the total number of relevant 2017 reports from Oregon consumers, as indicated in the chart title. This page excludes reports provided by the Oregon Department of Justice. Consumers can report multiple types of identity theft.

Pennsylvania

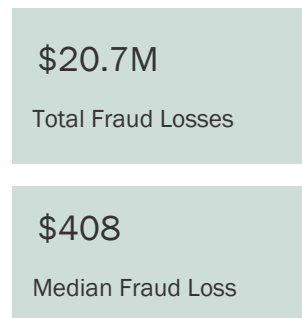
Top Ten Report Categories



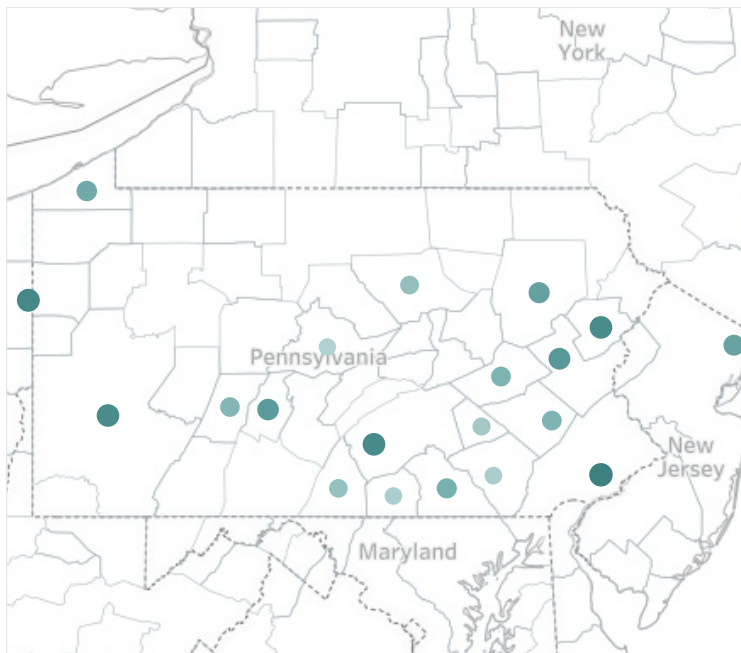
Fraud & Other Reports



Fraud Losses

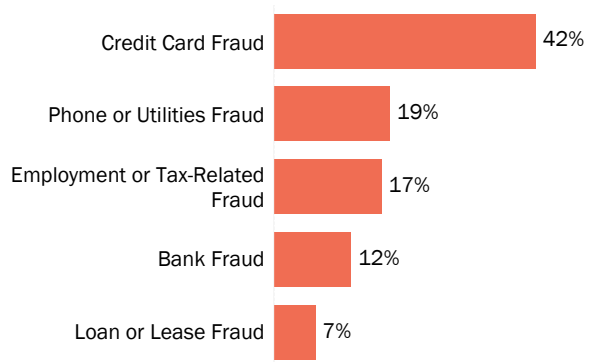


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
306 ● 561

Top Identity Theft Types



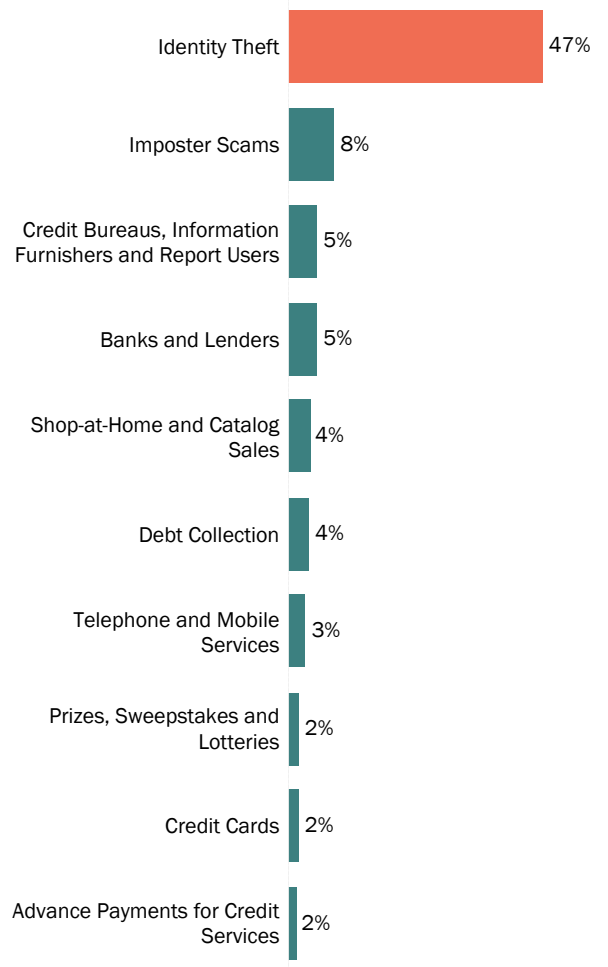
Identity Theft Reports



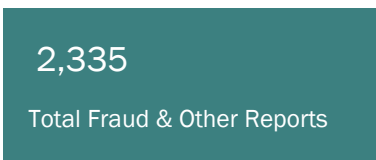
Percentages are based on the total number of relevant 2017 reports from Pennsylvania consumers, as indicated in the chart title. This page excludes reports provided by the Pennsylvania Attorney General. Consumers can report multiple types of identity theft.

Puerto Rico

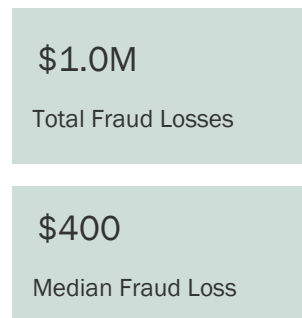
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

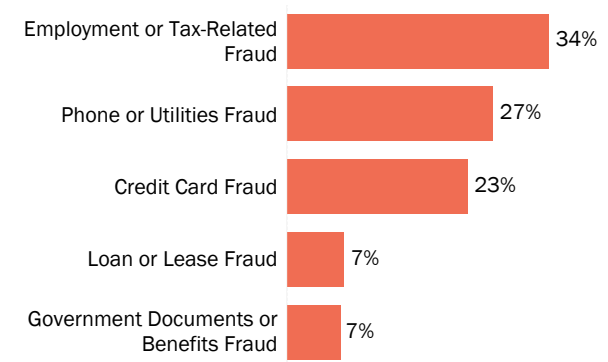


Fraud & Other Reports by Metropolitan Area

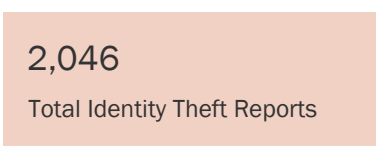


Reports per 100K Population
55 ● ● ● 76

Top Identity Theft Types



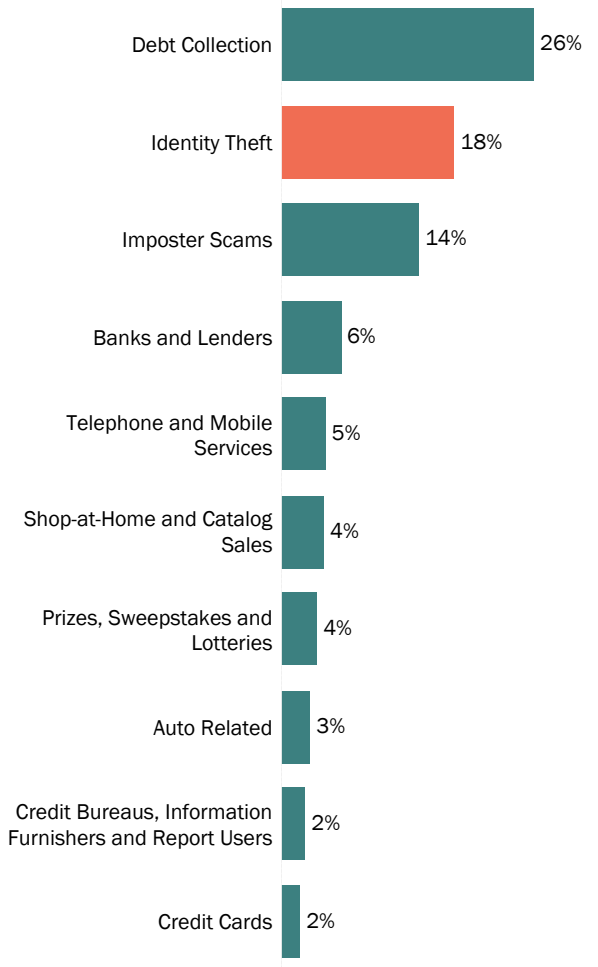
Identity Theft Reports



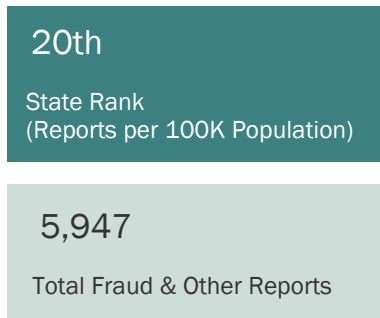
Percentages are based on the total number of relevant 2017 reports from Puerto Rico consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Rhode Island

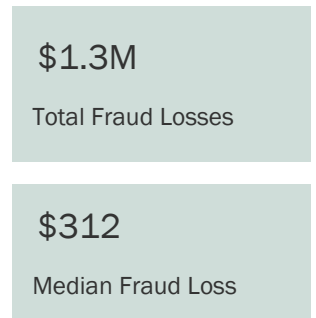
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

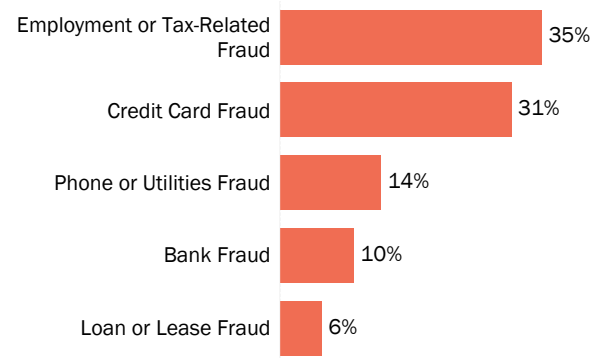


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
● 429

Top Identity Theft Types



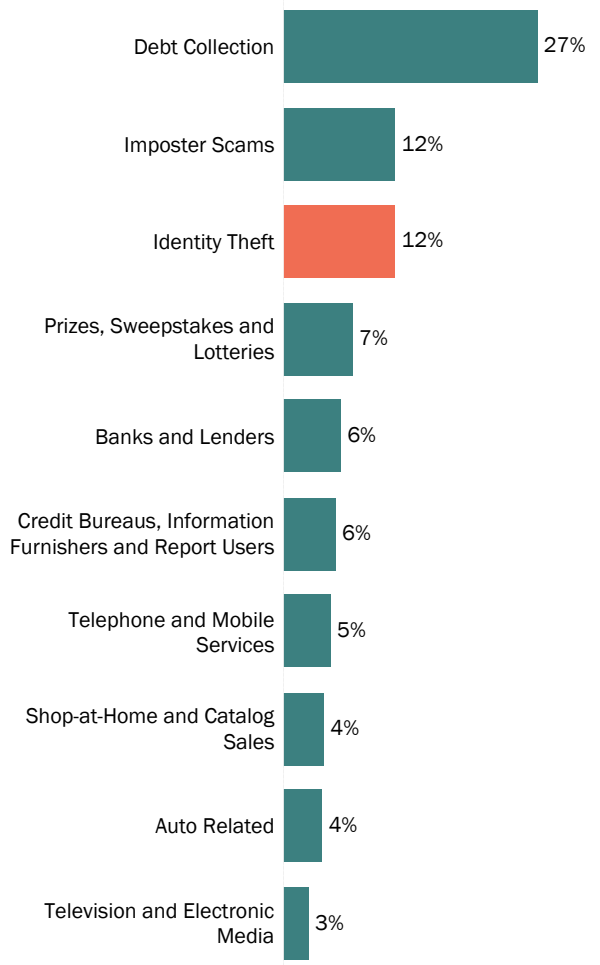
Identity Theft Reports



Percentages are based on the total number of relevant 2017 reports from Rhode Island consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

South Carolina

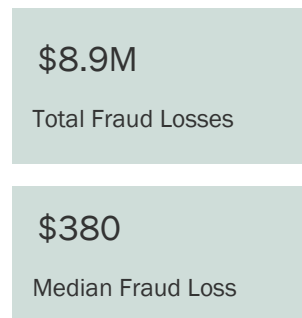
Top Ten Report Categories



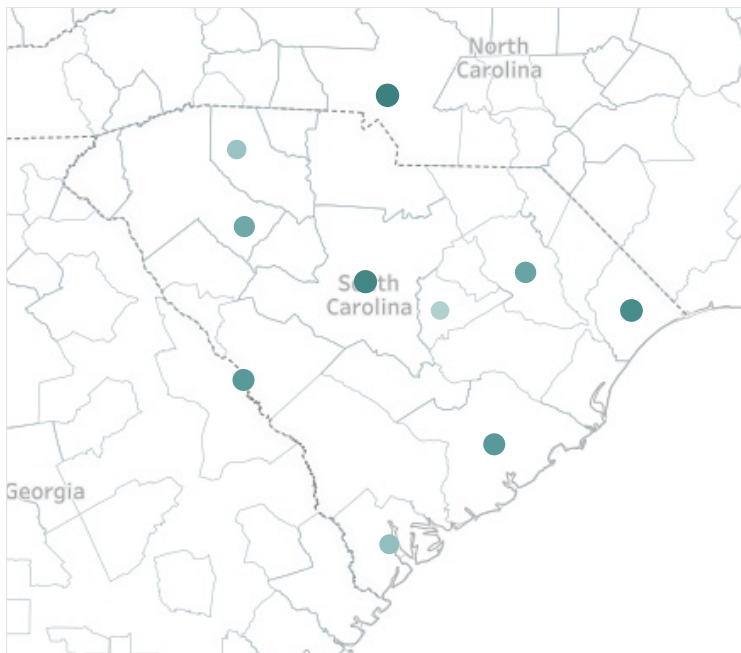
Fraud & Other Reports



Fraud Losses

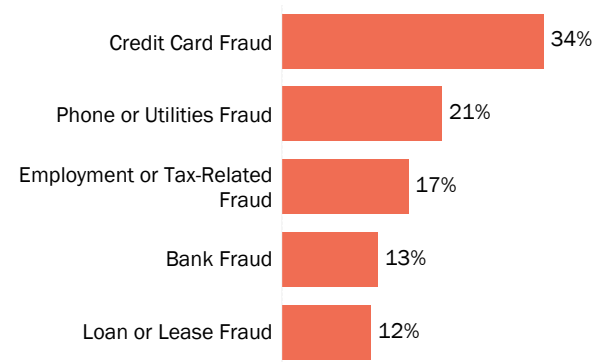


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
426 ● 674

Top Identity Theft Types



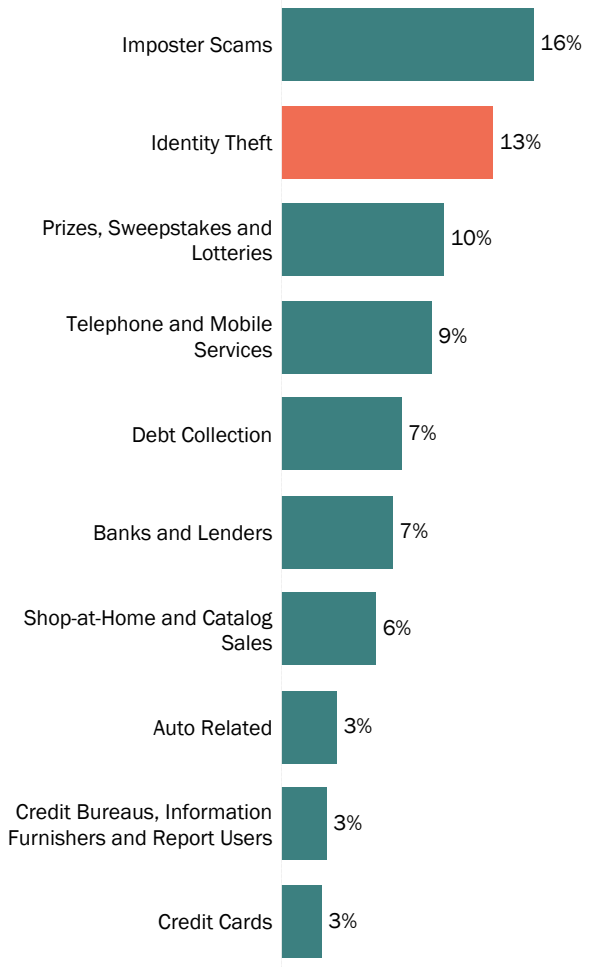
Identity Theft Reports



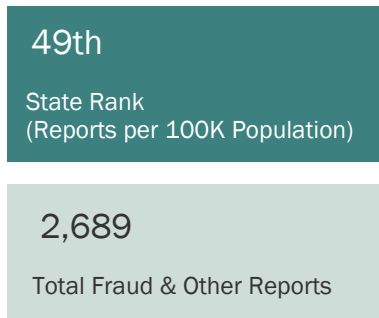
Percentages are based on the total number of relevant 2017 reports from South Carolina consumers, as indicated in the chart title. This page excludes reports provided by the South Carolina Department of Consumer Affairs. Consumers can report multiple types of identity theft.

South Dakota

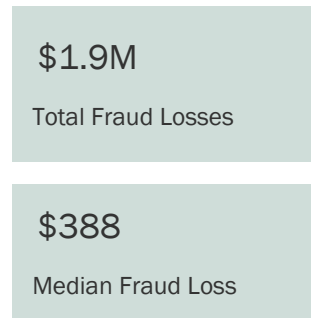
Top Ten Report Categories



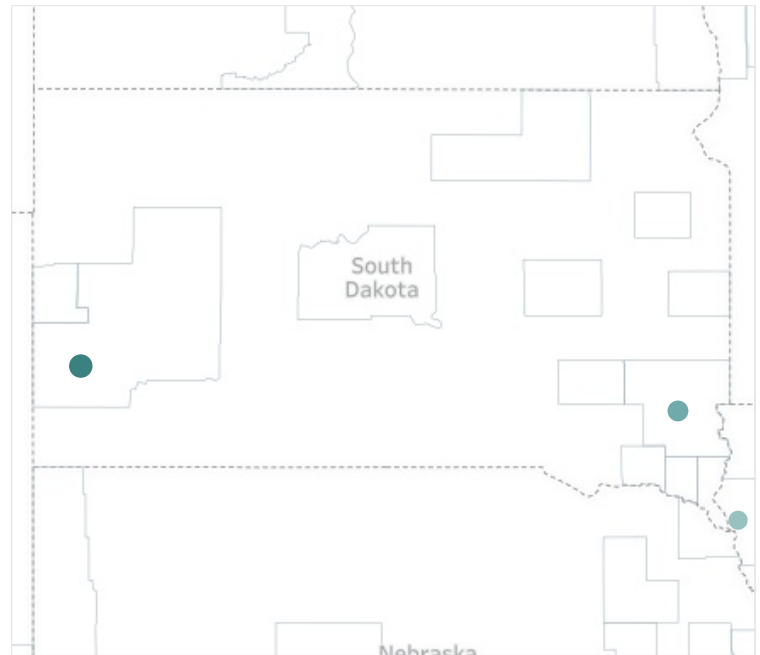
Fraud & Other Reports



Fraud Losses

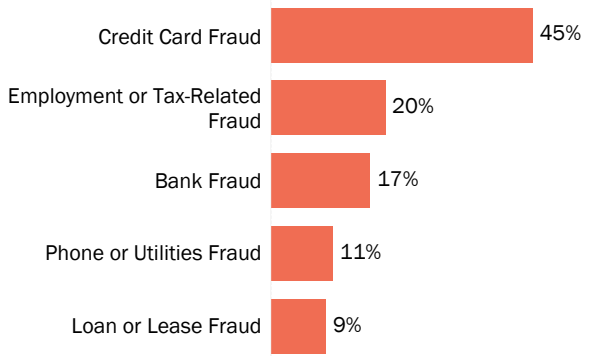


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
284 ● 427 ● 427

Top Identity Theft Types



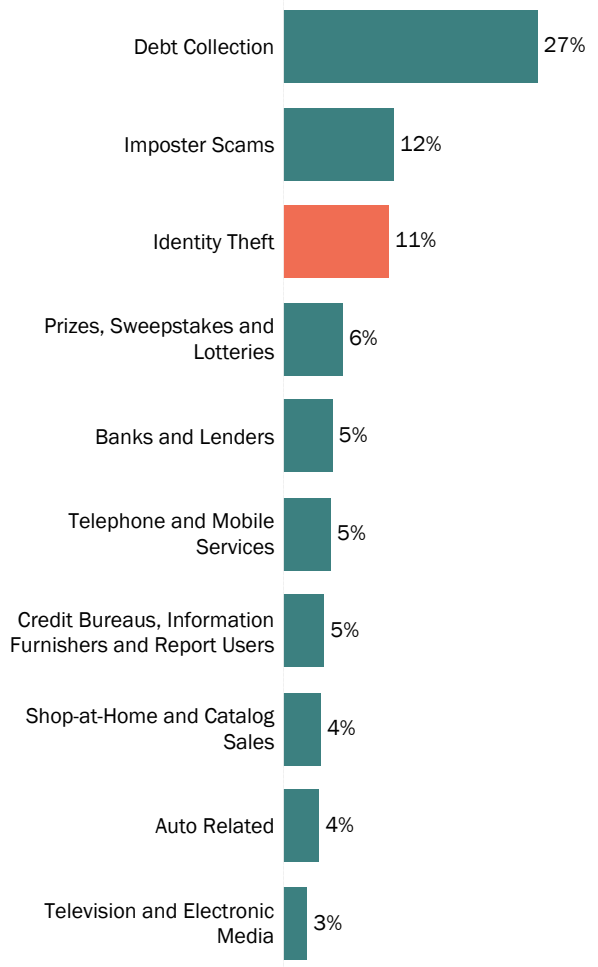
Identity Theft Reports



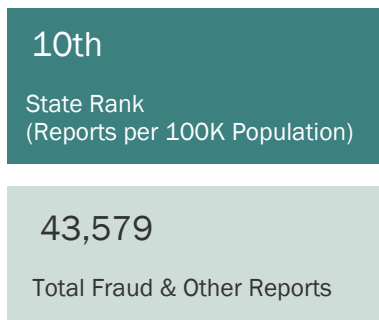
Percentages are based on the total number of relevant 2017 reports from South Dakota consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Tennessee

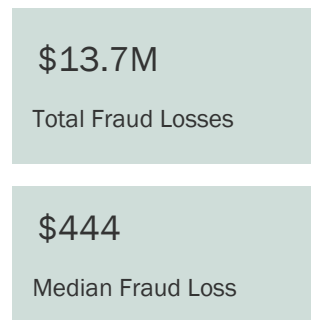
Top Ten Report Categories



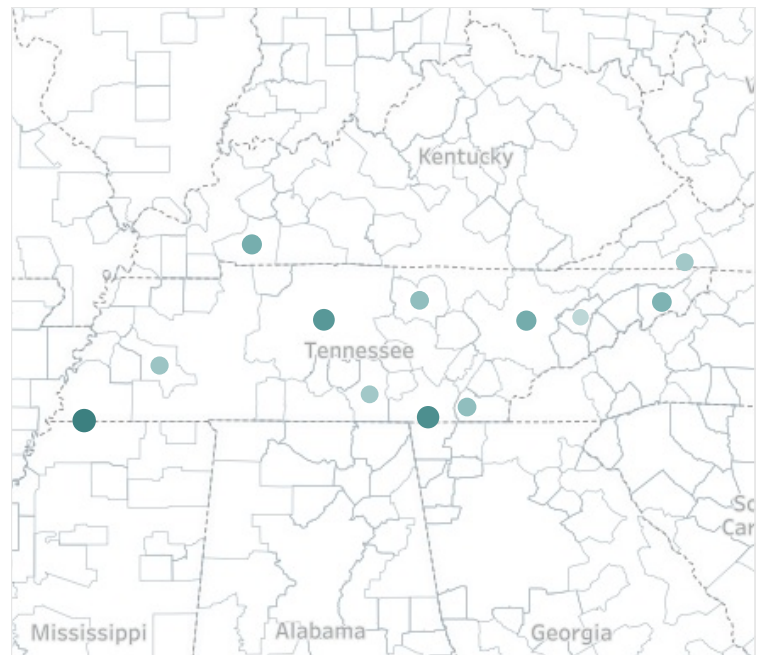
Fraud & Other Reports



Fraud Losses

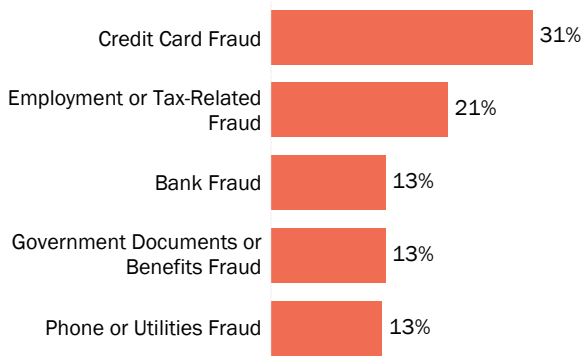


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
326 ● 660

Top Identity Theft Types



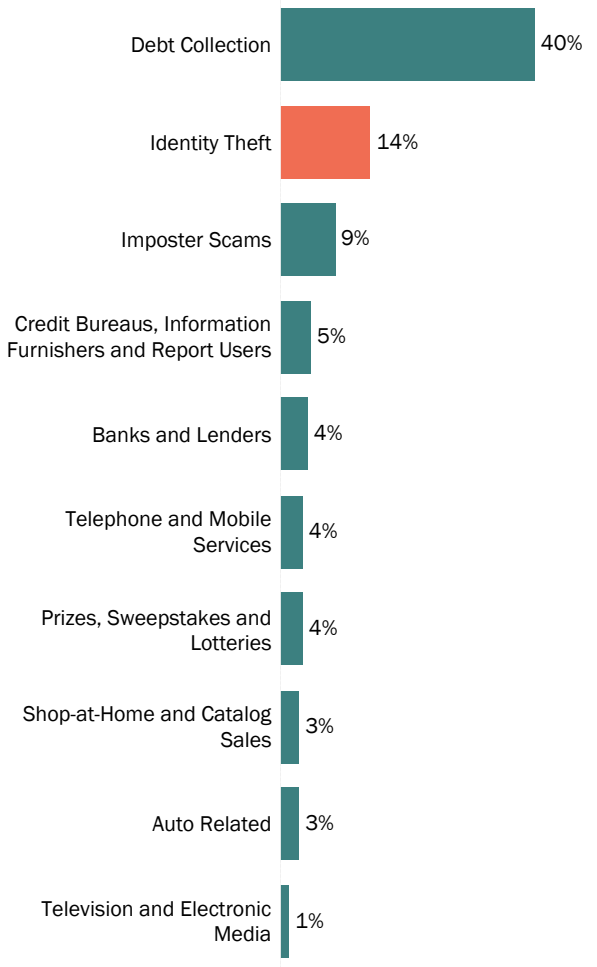
Identity Theft Reports



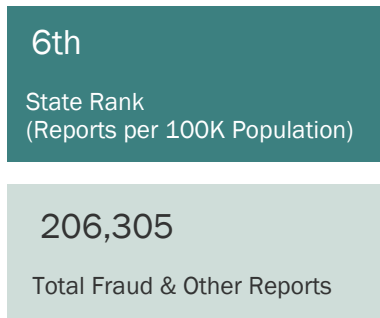
Percentages are based on the total number of relevant 2017 reports from Tennessee consumers, as indicated in the chart title. This page excludes reports provided by the Tennessee Department of Commerce and Insurance, Consumer Affairs Division. Consumers can report multiple types of identity theft.

Texas

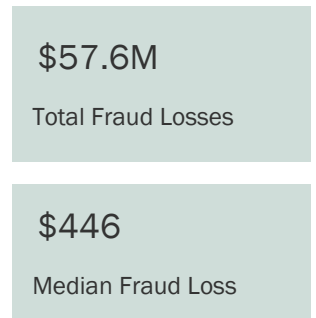
Top Ten Report Categories



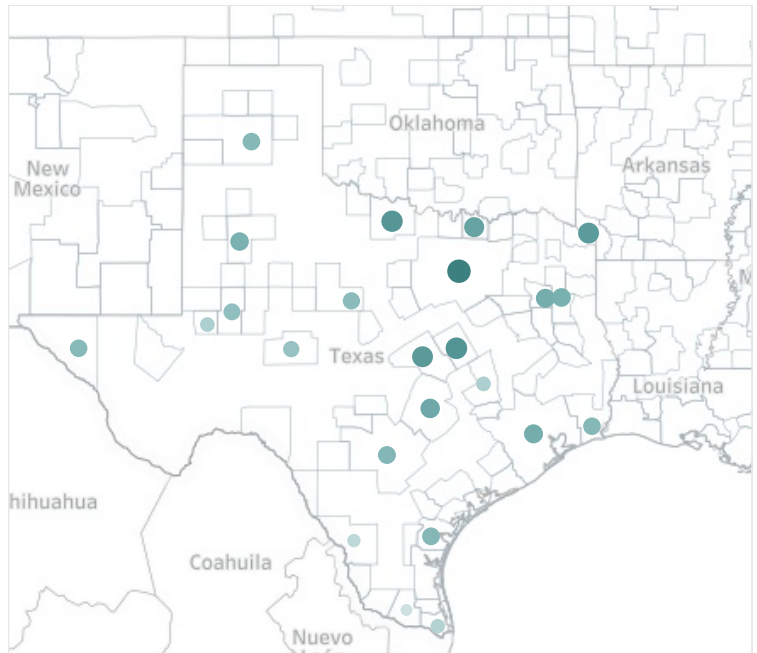
Fraud & Other Reports



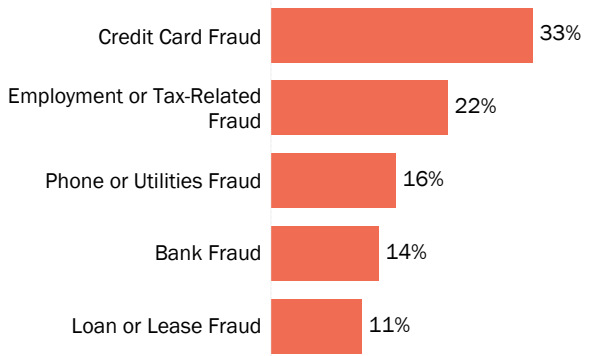
Fraud Losses



Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



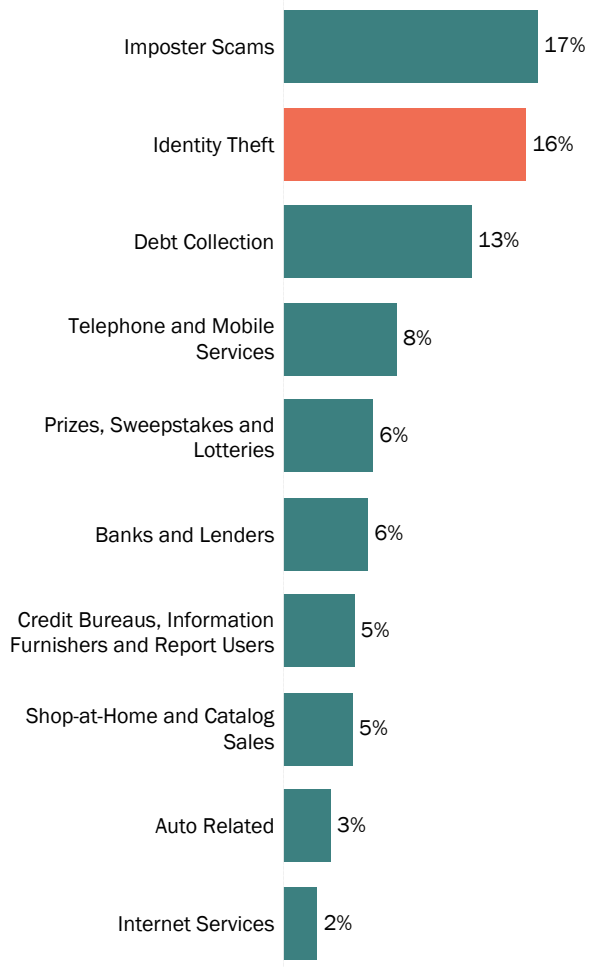
Identity Theft Reports



Percentages are based on the total number of relevant 2017 reports from Texas consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Utah

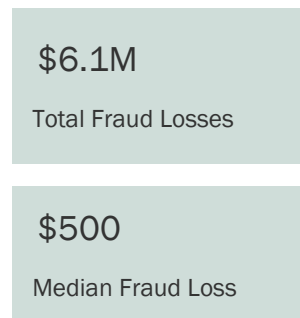
Top Ten Report Categories



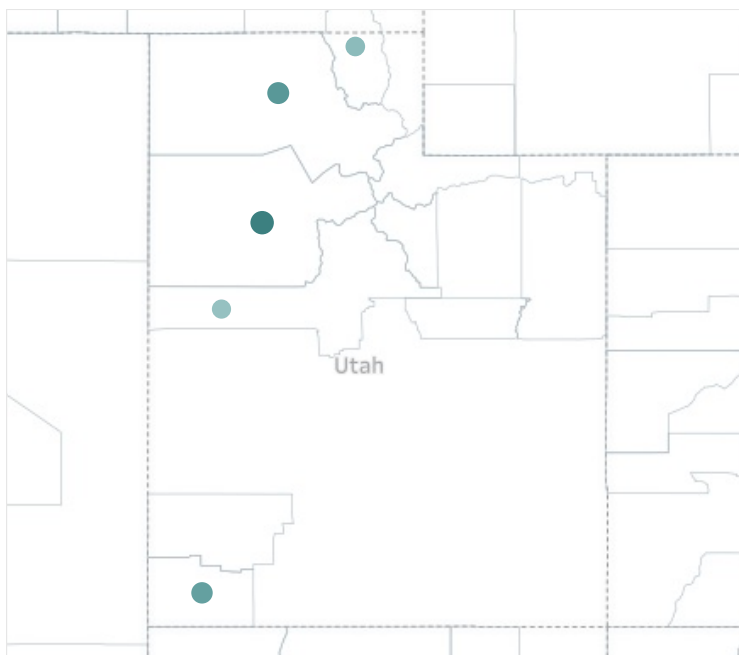
Fraud & Other Reports



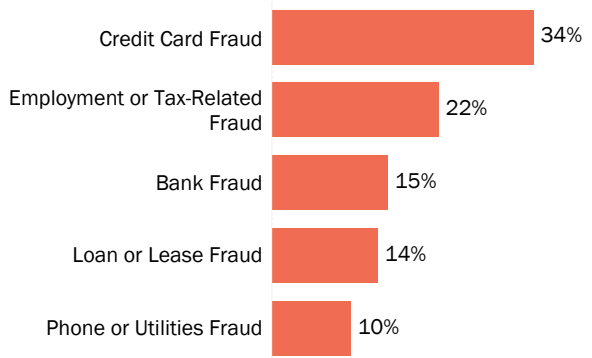
Fraud Losses



Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



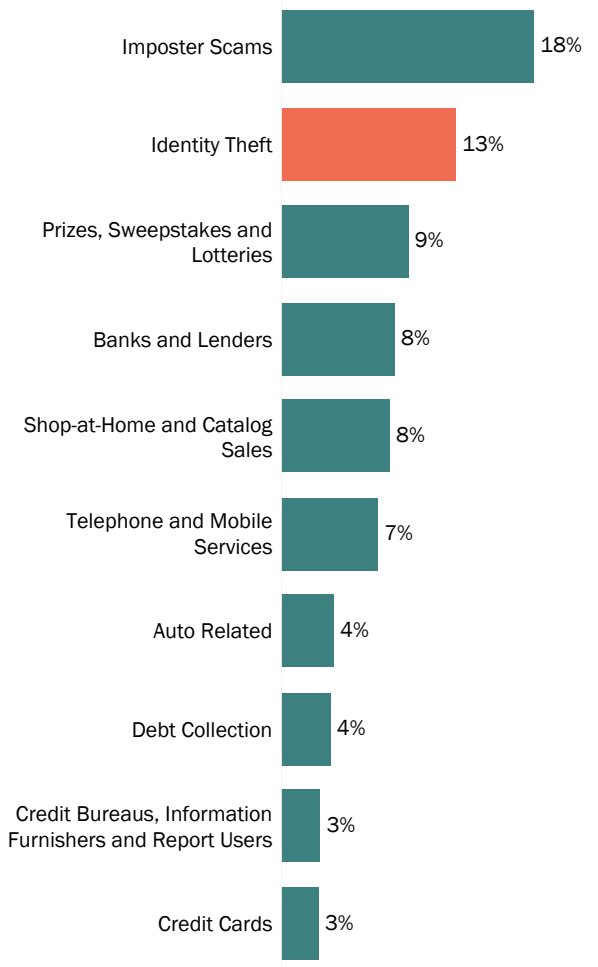
Identity Theft Reports



Percentages are based on the total number of relevant 2017 reports from Utah consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Vermont

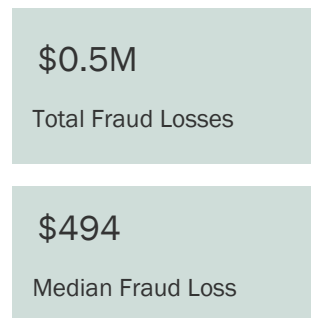
Top Ten Report Categories



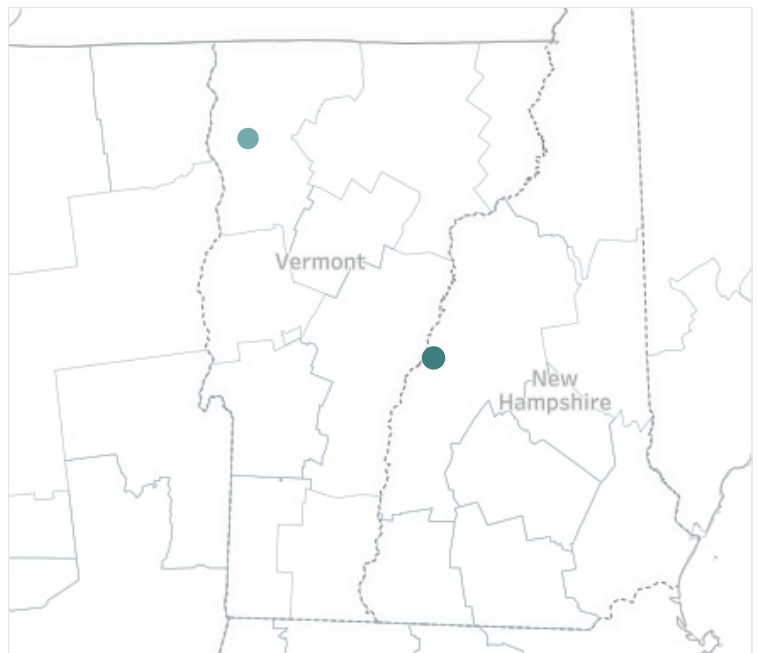
Fraud & Other Reports



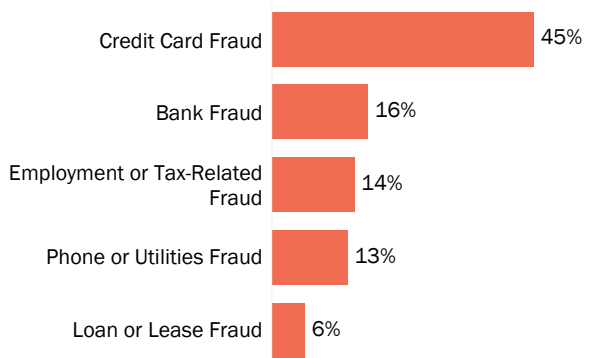
Fraud Losses



Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



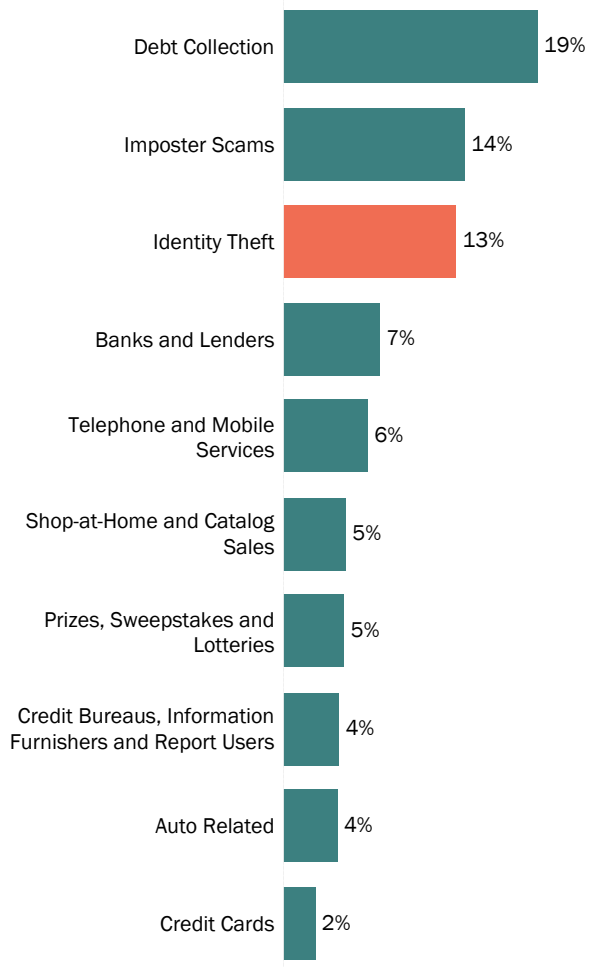
Identity Theft Reports



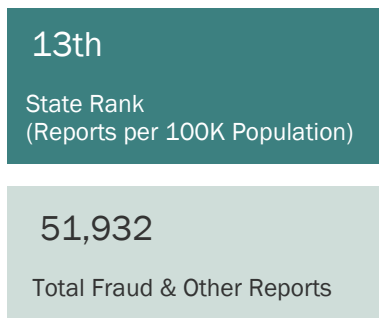
Percentages are based on the total number of relevant 2017 reports from Vermont consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Virginia

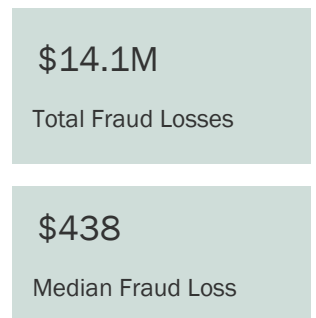
Top Ten Report Categories



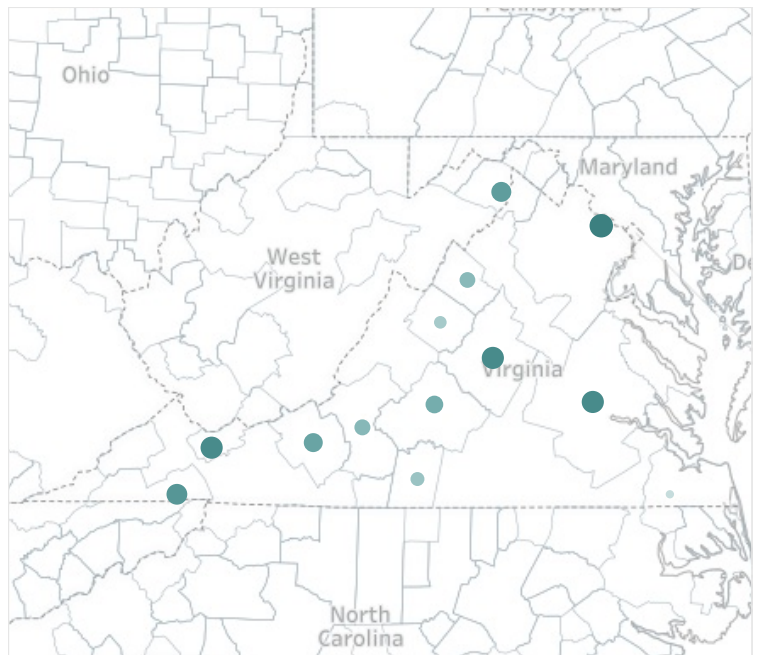
Fraud & Other Reports



Fraud Losses

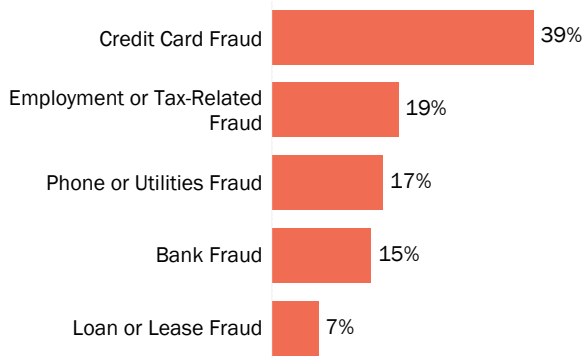


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
61 ● 487

Top Identity Theft Types



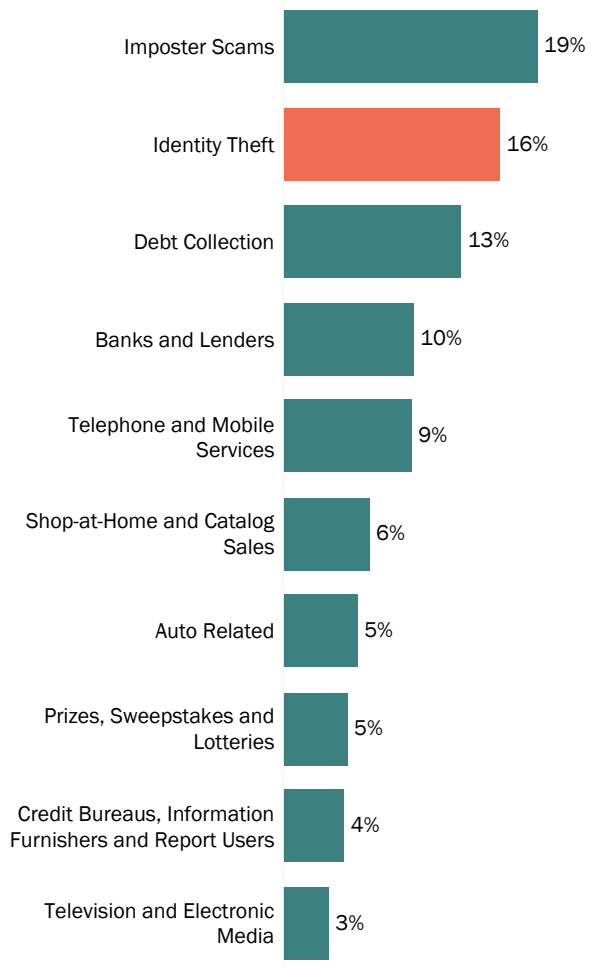
Identity Theft Reports



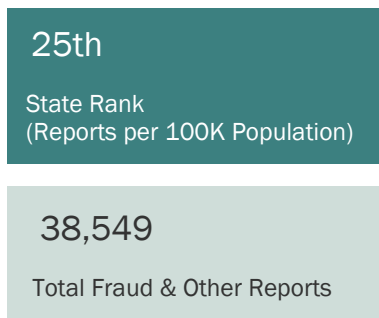
Percentages are based on the total number of relevant 2017 reports from Virginia consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Washington

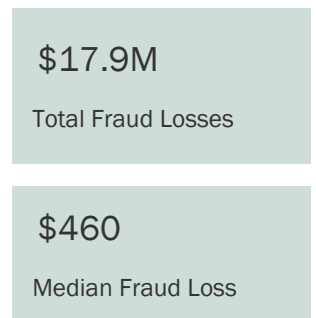
Top Ten Report Categories



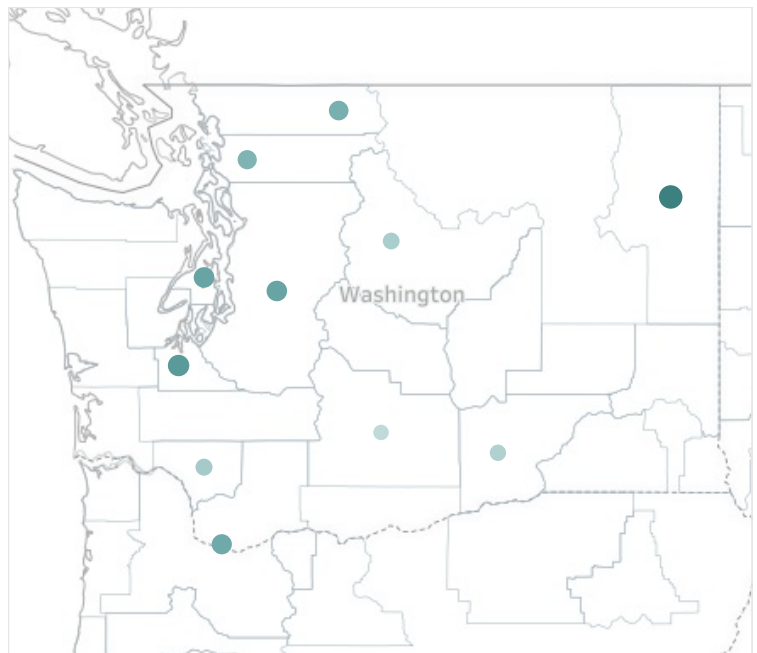
Fraud & Other Reports



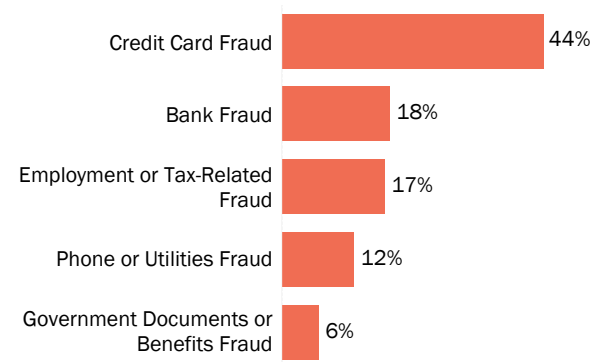
Fraud Losses



Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



Identity Theft Reports

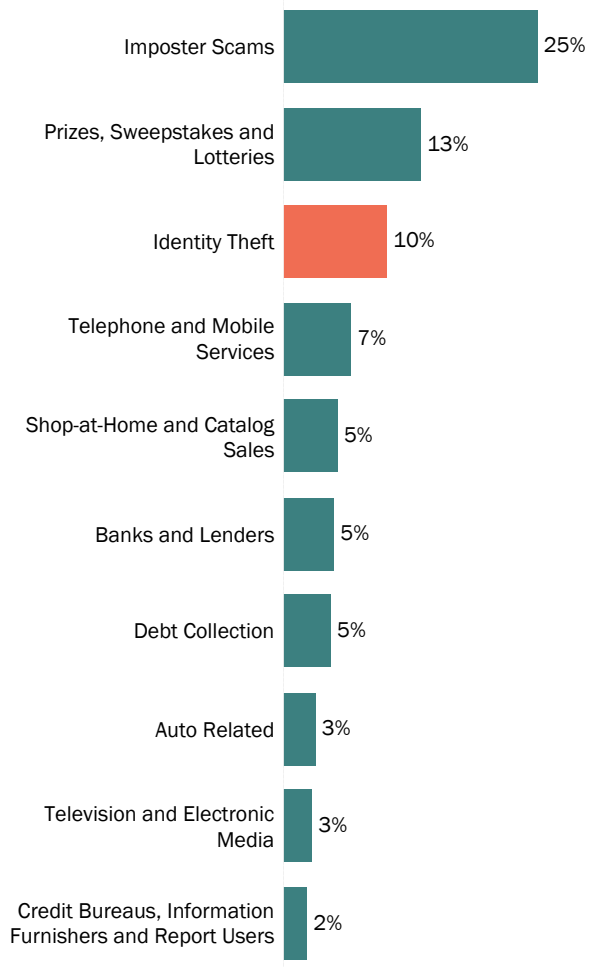


Reports per 100K Population
282 ● ● ● 646

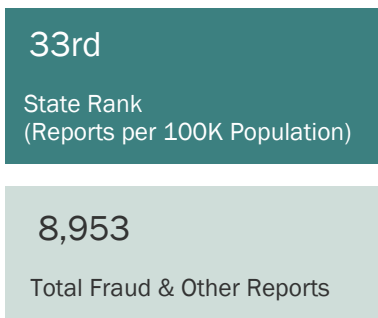
Percentages are based on the total number of relevant 2017 reports from Washington consumers, as indicated in the chart title. This page excludes reports provided by the Washington Attorney General. Consumers can report multiple types of identity theft.

West Virginia

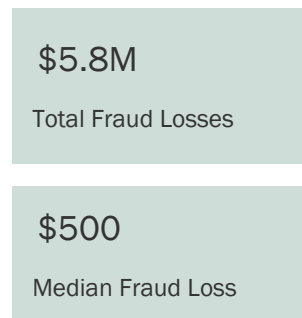
Top Ten Report Categories



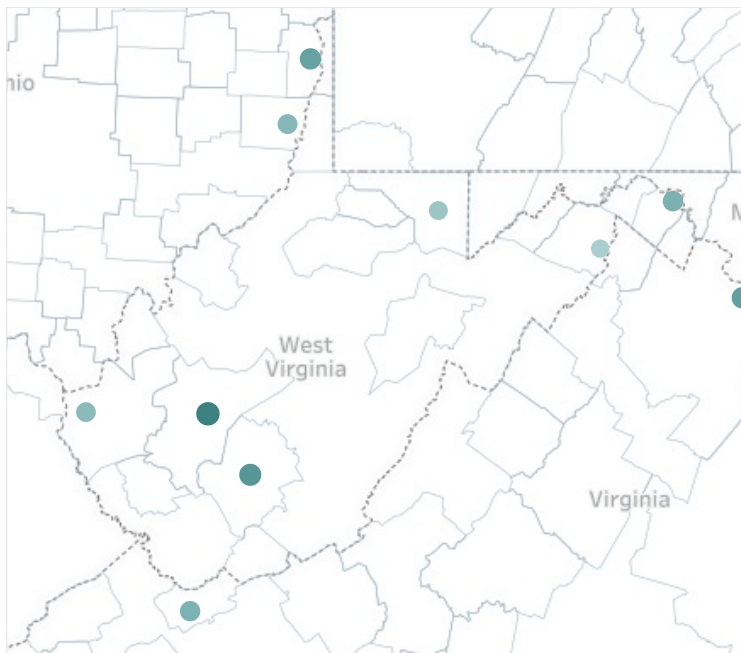
Fraud & Other Reports



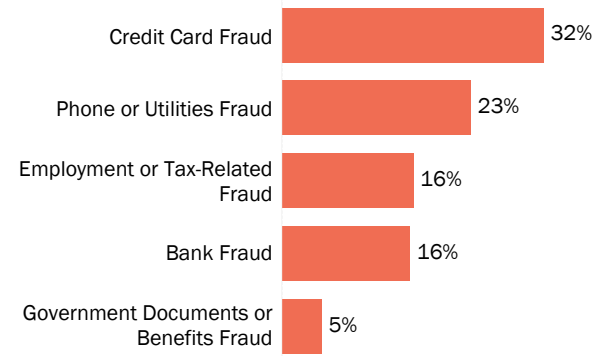
Fraud Losses



Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



Identity Theft Reports

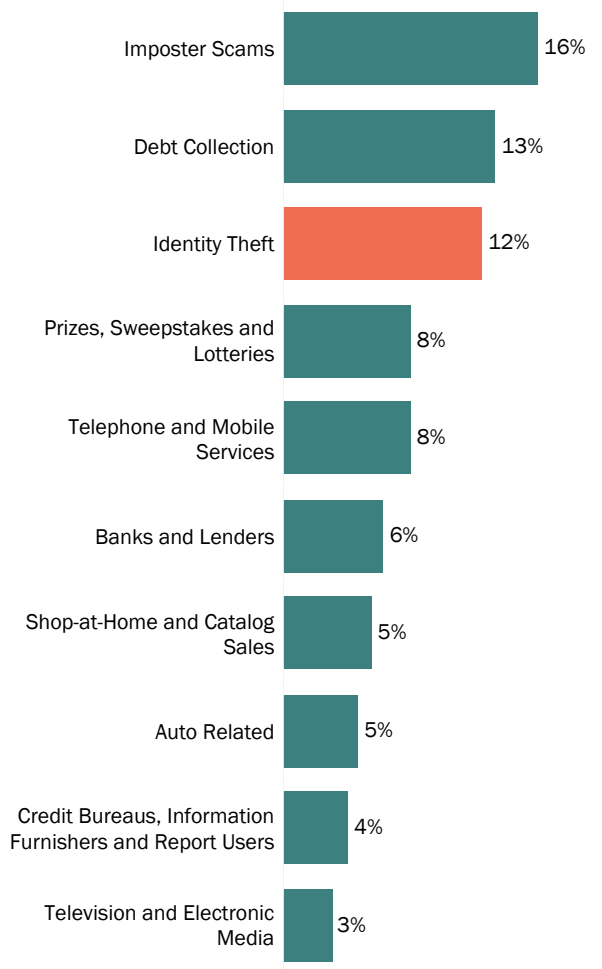


Reports per 100K Population
353 ● ● ● 576

Percentages are based on the total number of relevant 2017 reports from West Virginia consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Wisconsin

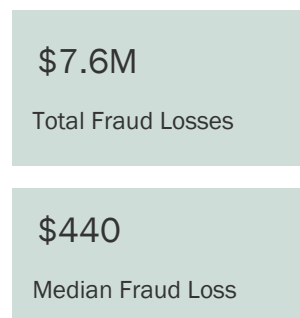
Top Ten Report Categories



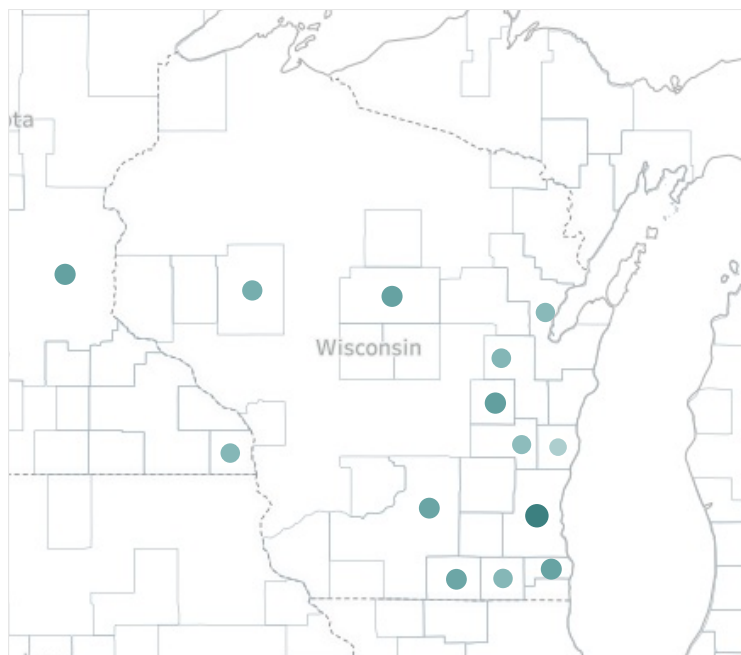
Fraud & Other Reports



Fraud Losses

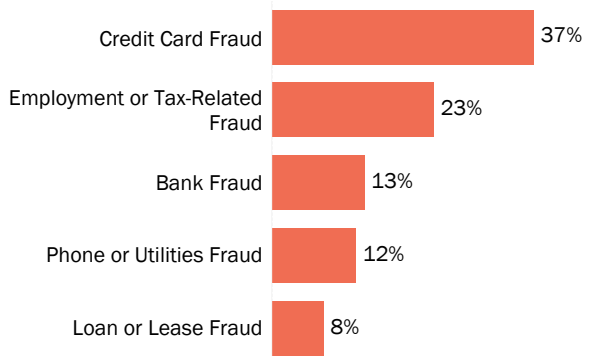


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
289 ● ● ● 514

Top Identity Theft Types



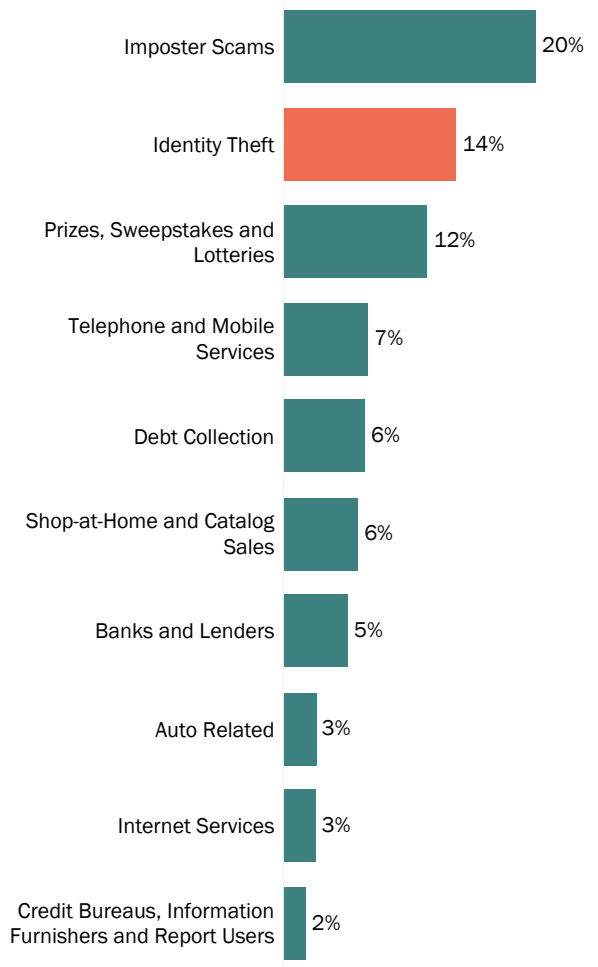
Identity Theft Reports



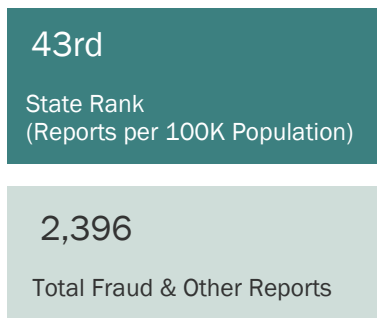
Percentages are based on the total number of relevant 2017 reports from Wisconsin consumers, as indicated in the chart title. This page excludes reports provided by the Wisconsin Department of Agriculture, Trade, and Consumer Protection. Consumers can report multiple types of identity theft.

Wyoming

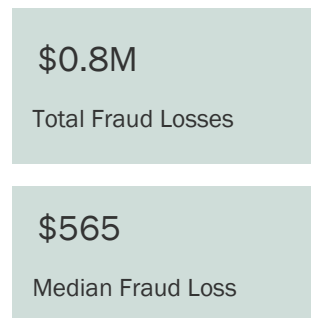
Top Ten Report Categories



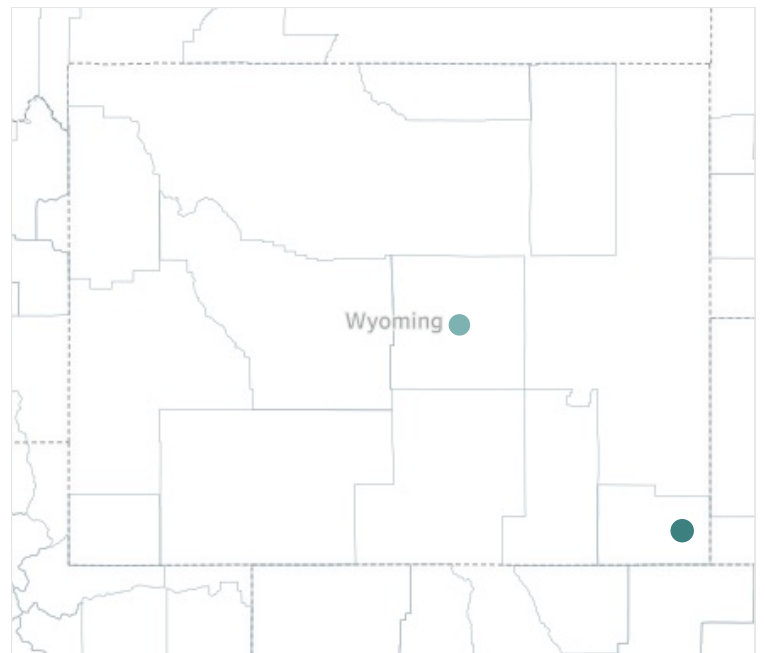
Fraud & Other Reports



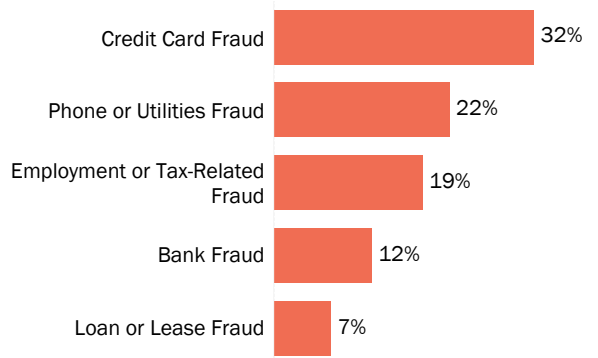
Fraud Losses



Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



Identity Theft Reports



Percentages are based on the total number of relevant 2017 reports from Wyoming consumers, as indicated in the chart title. Consumers can report multiple types of identity theft. The identified Metropolitan Areas in Wyoming have a population of 81,000 or more.

Top 50 Metropolitan Areas: Fraud and Other Reports

Rank	Metropolitan Area	Reports per 100K Population	# of Reports
1	Homosassa Springs, FL Metropolitan Statistical Area	1,156	1,660
2	Atlanta-Sandy Springs-Roswell, GA Metropolitan Statistical Area	927	53,680
3	Ocala, FL Metropolitan Statistical Area	827	2,885
4	Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	824	24,972
5	Gainesville, FL Metropolitan Statistical Area	807	2,265
6	Montgomery, AL Metropolitan Statistical Area	785	2,935
7	Cape Coral-Fort Myers, FL Metropolitan Statistical Area	781	5,639
8	Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	773	55,938
9	Prescott, AZ Metropolitan Statistical Area	770	1,737
10	Detroit-Warren-Dearborn, MI Metropolitan Statistical Area	746	32,052
11	Santa Fe, NM Metropolitan Statistical Area	745	1,107
12	Miami-Fort Lauderdale-West Palm Beach, FL Metropolitan Statistical Area	743	45,051
13	Jacksonville, FL Metropolitan Statistical Area	737	10,889
14	Macon-Bibb County, GA Metropolitan Statistical Area	702	1,610
15	Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	696	4,437
16	Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area	674	16,666
17	Punta Gorda, FL Metropolitan Statistical Area	666	1,189
18	Memphis, TN-MS-AR Metropolitan Statistical Area	660	8,865
19	Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area	657	14,159
20	Columbia, SC Metropolitan Statistical Area	657	5,367
21	Mobile, AL Metropolitan Statistical Area	656	2,722
22	Waco, TX Metropolitan Statistical Area	654	1,735
23	Spokane-Spokane Valley, WA Metropolitan Statistical Area	646	3,598
24	Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	641	15,655
25	Wichita Falls, TX Metropolitan Statistical Area	640	964
26	Lakeland-Winter Haven, FL Metropolitan Statistical Area	637	4,241
27	Myrtle Beach-Conway-North Myrtle Beach, SC-NC Metropolitan Statistical Area	636	2,859
28	Columbus, GA-AL Metropolitan Statistical Area	631	1,947
29	Sacramento-Roseville-Arden-Arcade, CA Metropolitan Statistical Area	623	14,306
30	Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area	623	3,606
31	Huntsville, AL Metropolitan Statistical Area	616	2,772
32	Brunswick, GA Metropolitan Statistical Area	616	719
33	Killeen-Temple, TX Metropolitan Statistical Area	615	2,682
34	Texarkana, TX-AR Metropolitan Statistical Area	614	921
35	Dover, DE Metropolitan Statistical Area	609	1,064
36	Savannah, GA Metropolitan Statistical Area	606	2,327
37	Chattanooga, TN-GA Metropolitan Statistical Area	603	3,326
38	Anniston-Oxford-Jacksonville, AL Metropolitan Statistical Area	603	691
39	Fayetteville, NC Metropolitan Statistical Area	603	2,293
40	Port St. Lucie, FL Metropolitan Statistical Area	600	2,793
41	Augusta-Richmond County, GA-SC Metropolitan Statistical Area	597	3,549
42	Charleston-North Charleston, SC Metropolitan Statistical Area	596	4,534
43	Birmingham-Hoover, AL Metropolitan Statistical Area	592	6,789
44	Phoenix-Mesa-Scottsdale, AZ Metropolitan Statistical Area	589	27,458
45	Asheville, NC Metropolitan Statistical Area	589	2,662
46	Missoula, MT Metropolitan Statistical Area	585	679
47	Sebastian-Vero Beach, FL Metropolitan Statistical Area	583	883
48	Cleveland-Elyria, OH Metropolitan Statistical Area	581	11,933
49	Charleston, WV Metropolitan Statistical Area	576	1,256
50	Lake Havasu City-Kingman, AZ Metropolitan Statistical Area	569	1,168

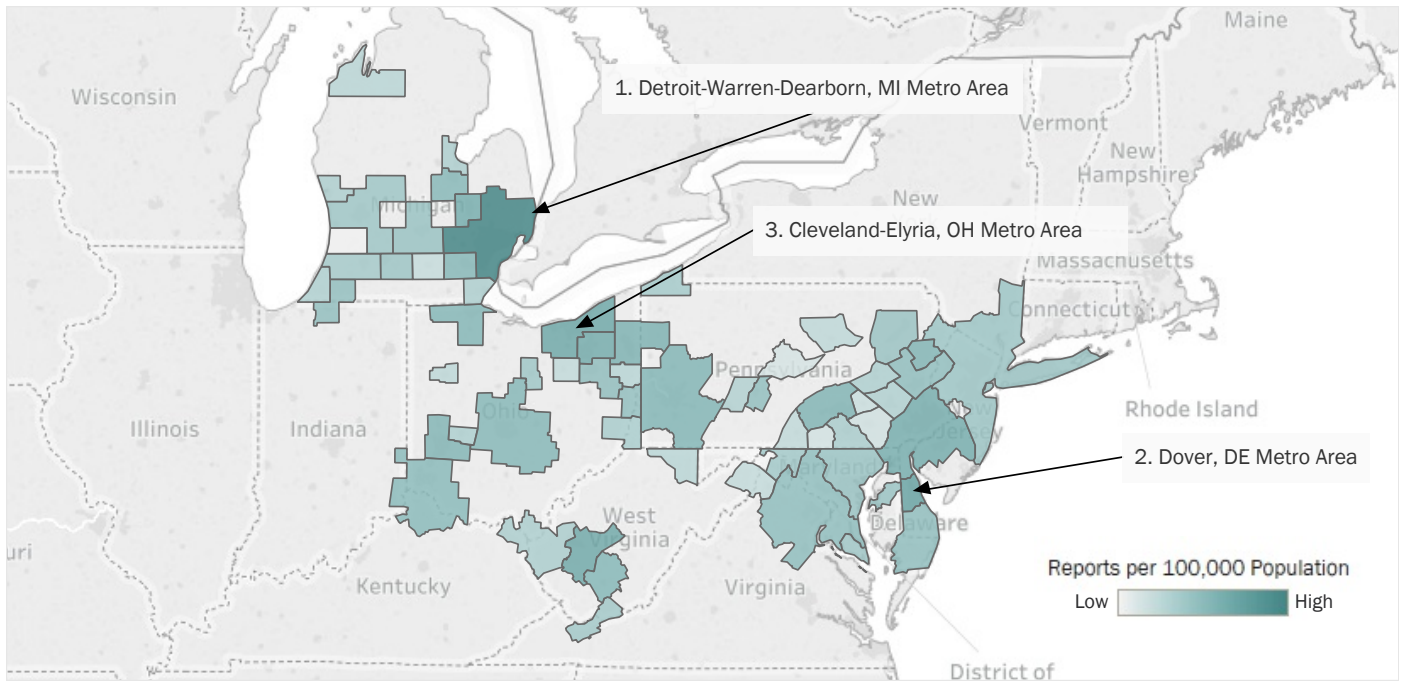
Metropolitan Areas are defined by the Office of Management and Budget, and population estimates are based on 2016 U.S. Census figures. Metropolitan Areas are ranked based on the number of reports per 100,000 population. Reports exclude state-specific data contributor reports.

Top 50 Metropolitan Areas: Identity Theft Reports

Rank	Metropolitan Area	Reports per 100K Population	# of Reports
1	Ann Arbor, MI Metropolitan Statistical Area	256	932
2	Sebastian-Vero Beach, FL Metropolitan Statistical Area	196	297
3	Sumter, SC Metropolitan Statistical Area	192	206
4	Miami-Fort Lauderdale-West Palm Beach, FL Metropolitan Statistical Area	191	11,606
5	Detroit-Warren-Dearborn, MI Metropolitan Statistical Area	184	7,917
6	Los Angeles-Long Beach-Anaheim, CA Metropolitan Statistical Area	162	21,564
7	Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	161	3,938
8	San Jose-Sunnyvale-Santa Clara, CA Metropolitan Statistical Area	161	3,192
9	Naples-Immokalee-Marco Island, FL Metropolitan Statistical Area	160	583
10	San Francisco-Oakland-Hayward, CA Metropolitan Statistical Area	159	7,450
11	Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	159	11,506
12	Atlanta-Sandy Springs-Roswell, GA Metropolitan Statistical Area	156	9,010
13	Grand Rapids-Wyoming, MI Metropolitan Statistical Area	155	1,628
14	Ponce, PR Metropolitan Statistical Area	155	479
15	Punta Gorda, FL Metropolitan Statistical Area	154	275
16	Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area	145	3,122
17	Bakersfield, CA Metropolitan Statistical Area	145	1,279
18	Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	142	4,317
19	Jacksonville, FL Metropolitan Statistical Area	142	2,104
20	Chicago-Naperville-Elgin, IL-IN-WI Metropolitan Statistical Area	141	13,412
21	Napa, CA Metropolitan Statistical Area	141	200
22	Tallahassee, FL Metropolitan Statistical Area	140	530
23	Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	139	8,444
24	Lansing-East Lansing, MI Metropolitan Statistical Area	137	653
25	Niles-Benton Harbor, MI Metropolitan Statistical Area	137	211
26	Kalamazoo-Portage, MI Metropolitan Statistical Area	137	461
27	California-Lexington Park, MD Metropolitan Statistical Area	137	154
28	Cape Coral-Fort Myers, FL Metropolitan Statistical Area	137	988
29	North Port-Sarasota-Bradenton, FL Metropolitan Statistical Area	137	1,077
30	Gainesville, FL Metropolitan Statistical Area	136	382
31	Houston-The Woodlands-Sugar Land, TX Metropolitan Statistical Area	136	9,180
32	Vallejo-Fairfield, CA Metropolitan Statistical Area	135	593
33	Sacramento-Roseville-Arden-Arcade, CA Metropolitan Statistical Area	135	3,090
34	Fresno, CA Metropolitan Statistical Area	133	1,305
35	San Diego-Carlsbad, CA Metropolitan Statistical Area	132	4,395
36	Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	132	844
37	Flint, MI Metropolitan Statistical Area	132	539
38	Phoenix-Mesa-Scottsdale, AZ Metropolitan Statistical Area	131	6,098
39	Wichita Falls, TX Metropolitan Statistical Area	131	197
40	Durham-Chapel Hill, NC Metropolitan Statistical Area	130	730
41	Stockton-Lodi, CA Metropolitan Statistical Area	128	942
42	Santa Rosa, CA Metropolitan Statistical Area	128	644
43	Jackson, MI Metropolitan Statistical Area	127	202
44	Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area	126	731
45	Boulder, CO Metropolitan Statistical Area	124	401
46	Macon-Bibb County, GA Metropolitan Statistical Area	124	285
47	Riverside-San Bernardino-Ontario, CA Metropolitan Statistical Area	123	5,580
48	Sebring, FL Metropolitan Statistical Area	123	124
49	Columbus, GA-AL Metropolitan Statistical Area	123	379
50	Hartford-West Hartford-East Hartford, CT Metropolitan Statistical Area	122	1,471

Metropolitan Areas are defined by the Office of Management and Budget, and population estimates are based on 2016 U.S. Census figures. Metropolitan Areas are ranked based on the number of reports per 100,000 population. Reports exclude state-specific data contributor reports.

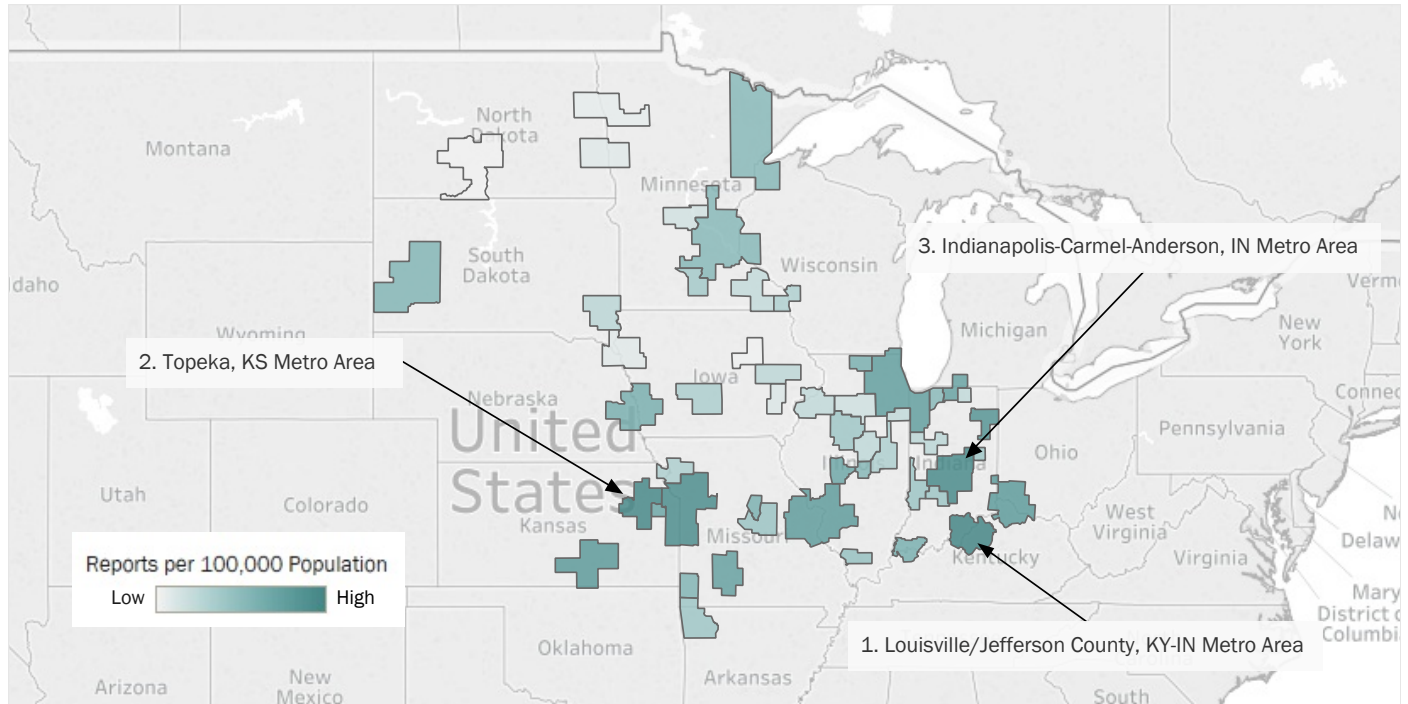
Top 15 Metropolitan Areas: Fraud and Other Reports in the East Central Region



Rank	Metropolitan Area	Reports per 100K Population	# of Reports
1	Detroit-Warren-Dearborn, MI Metropolitan Statistical Area	746	32,052
2	Dover, DE Metropolitan Statistical Area	609	1,064
3	Cleveland-Elyria, OH Metropolitan Statistical Area	581	11,933
4	Charleston, WV Metropolitan Statistical Area	576	1,256
5	Akron, OH Metropolitan Statistical Area	563	3,956
6	Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	561	34,068
7	Flint, MI Metropolitan Statistical Area	556	2,273
8	Youngstown-Warren-Boardman, OH-PA Metropolitan Statistical Area	537	2,926
9	Harrisburg-Carlisle, PA Metropolitan Statistical Area	526	2,986
10	East Stroudsburg, PA Metropolitan Statistical Area	524	871
11	Pittsburgh, PA Metropolitan Statistical Area	523	12,250
12	Dayton, OH Metropolitan Statistical Area	519	4,156
13	Toledo, OH Metropolitan Statistical Area	516	3,123
14	Beckley, WV Metropolitan Statistical Area	514	621
15	Ann Arbor, MI Metropolitan Statistical Area	512	1,869

Metropolitan Areas are defined by the Office of Management and Budget, and population estimates are based on 2016 U.S. Census figures. Metropolitan Areas are ranked based on the number of reports per 100,000 population. Reports exclude state-specific data contributor reports.

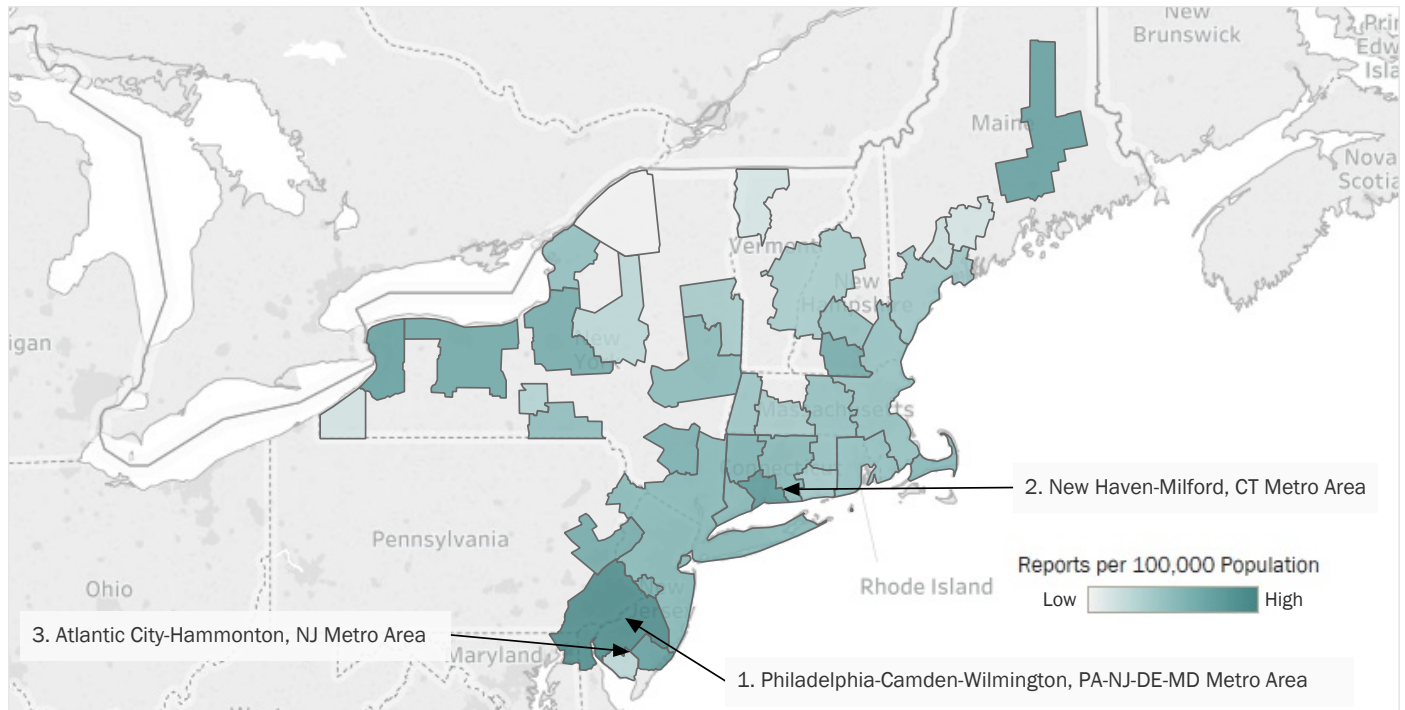
Top 15 Metropolitan Areas: Fraud and Other Reports in the Midwest Region



Rank	Metropolitan Area	Reports per 100K Population	# of Reports
1	Louisville/Jefferson County, KY-IN Metropolitan Statistical Area	560	7,191
2	Topeka, KS Metropolitan Statistical Area	554	1,291
3	Indianapolis-Carmel-Anderson, IN Metropolitan Statistical Area	547	10,957
4	Kansas City, MO-KS Metropolitan Statistical Area	539	11,340
5	Fort Wayne, IN Metropolitan Statistical Area	518	2,235
6	Wichita, KS Metropolitan Statistical Area	503	3,242
7	Cincinnati, OH-KY-IN Metropolitan Statistical Area	499	10,808
8	St. Louis, MO-IL Metropolitan Statistical Area	497	13,942
9	Chicago-Naperville-Elgin, IL-IN-WI Metropolitan Statistical Area	490	46,610
10	Springfield, MO Metropolitan Statistical Area	482	2,213
11	South Bend-Mishawaka, IN-MI Metropolitan Statistical Area	479	1,535
12	Lawrence, KS Metropolitan Statistical Area	468	559
13	Springfield, IL Metropolitan Statistical Area	466	978
14	Omaha-Council Bluffs, NE-IA Metropolitan Statistical Area	445	4,111
15	Evansville, IN-KY Metropolitan Statistical Area	444	1,402

Metropolitan Areas are defined by the Office of Management and Budget, and population estimates are based on 2016 U.S. Census figures. Metropolitan Areas are ranked based on the number of reports per 100,000 population. Reports exclude state-specific data contributor reports.

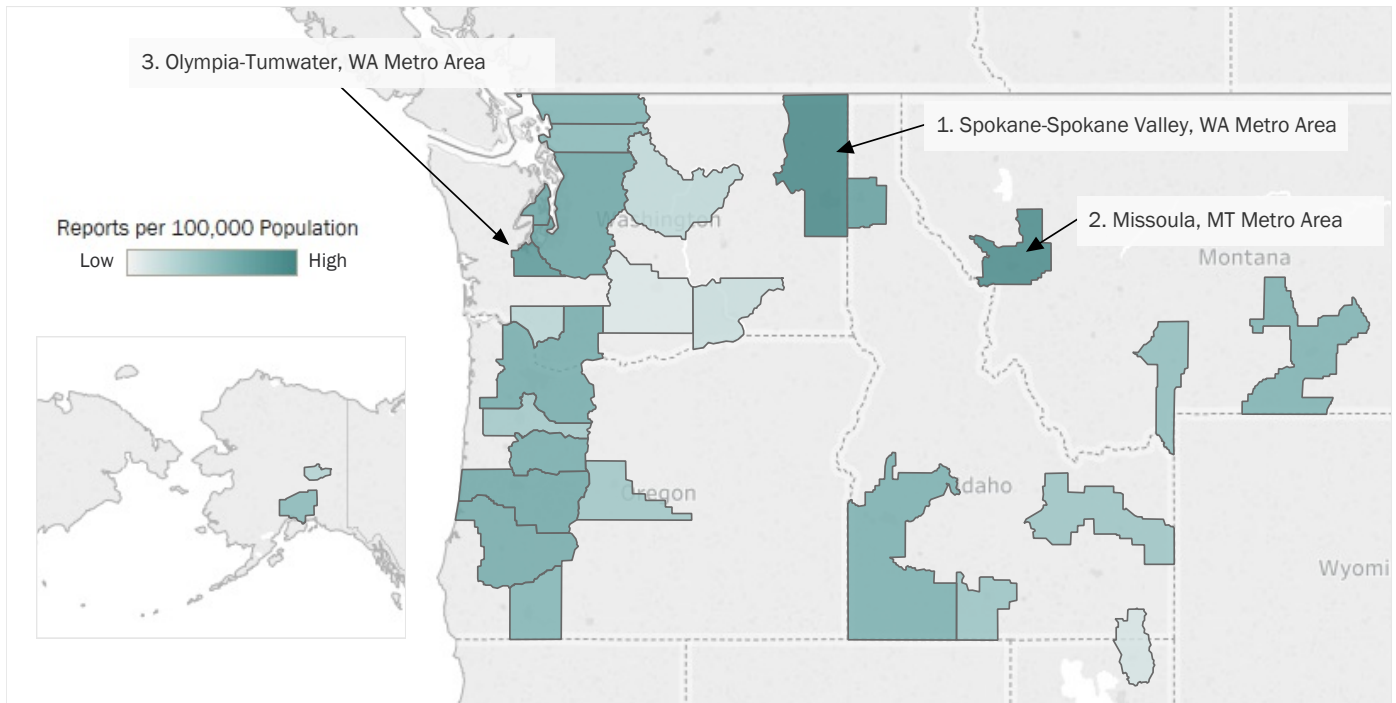
Top 15 Metropolitan Areas: Fraud and Other Reports in the Northeast Region



Rank	Metropolitan Area	Reports per 100K Population	# of Reports
1	Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	561	34,068
2	New Haven-Milford, CT Metropolitan Statistical Area	523	4,484
3	Atlantic City-Hammonton, NJ Metropolitan Statistical Area	511	1,385
4	Bangor, ME Metropolitan Statistical Area	510	774
5	Buffalo-Cheektowaga-Niagara Falls, NY Metropolitan Statistical Area	509	5,766
6	Rochester, NY Metropolitan Statistical Area	488	5,262
7	Allentown-Bethlehem-Easton, PA-NJ Metropolitan Statistical Area	485	4,050
8	Manchester-Nashua, NH Metropolitan Statistical Area	483	1,971
9	Syracuse, NY Metropolitan Statistical Area	480	3,149
10	Trenton, NJ Metropolitan Statistical Area	473	1,754
11	Kingston, NY Metropolitan Statistical Area	471	844
12	Torrington, CT Micropolitan Statistical Area	466	850
13	New York-Newark-Jersey City, NY-NJ-PA Metropolitan Statistical Area	449	90,589
14	Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area	449	4,239
15	Hartford-West Hartford-East Hartford, CT Metropolitan Statistical Area	449	5,417

Metropolitan Areas are defined by the Office of Management and Budget, and population estimates are based on 2016 U.S. Census figures. Metropolitan Areas are ranked based on the number of reports per 100,000 population. Reports exclude state-specific data contributor reports.

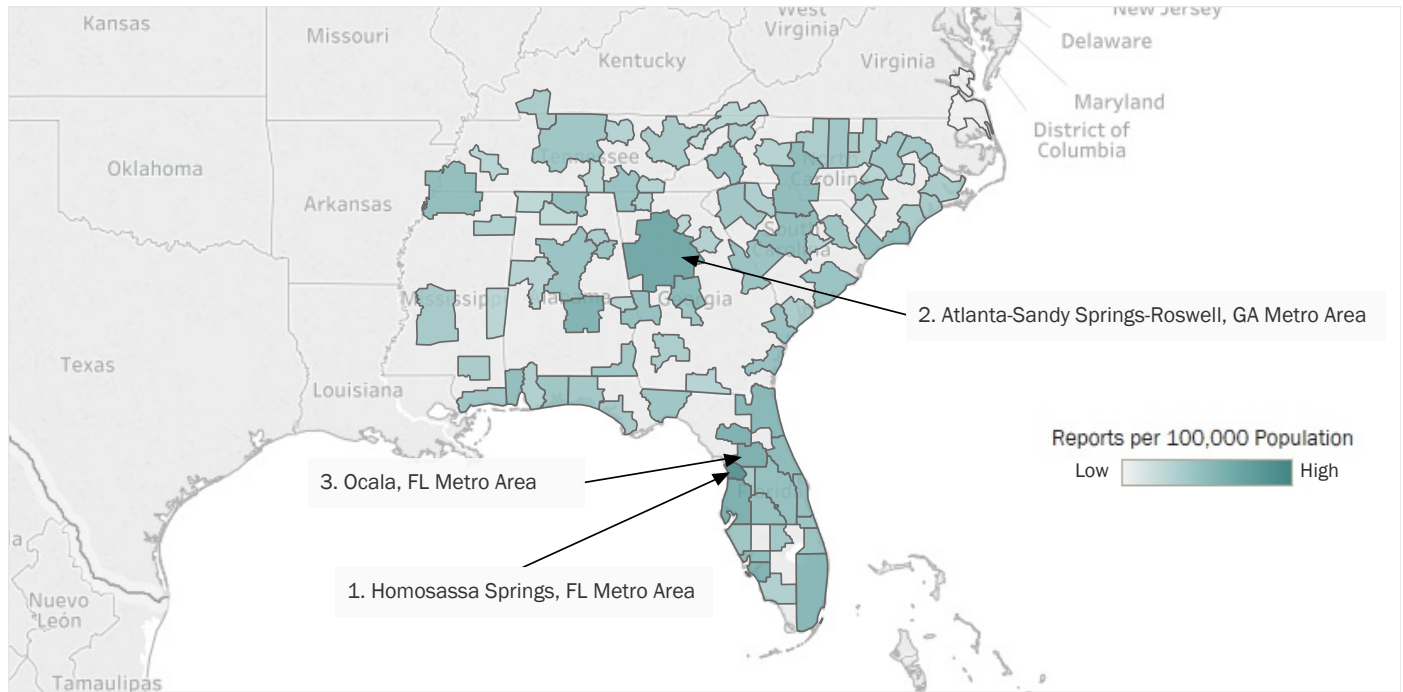
Top 15 Metropolitan Areas: Fraud and Other Reports in the Northwest Region



Rank	Metropolitan Area	Reports per 100K Population	# of Reports
1	Spokane-Spokane Valley, WA Metropolitan Statistical Area	646	3,598
2	Missoula, MT Metropolitan Statistical Area	585	679
3	Olympia-Tumwater, WA Metropolitan Statistical Area	539	1,484
4	Coeur d'Alene, ID Metropolitan Statistical Area	515	795
5	Cheyenne, WY Metropolitan Statistical Area	508	499
6	Bremerton-Silverdale, WA Metropolitan Statistical Area	497	1,317
7	Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area	496	18,825
8	Eugene, OR Metropolitan Statistical Area	488	1,804
9	Roseburg, OR Micropolitan Statistical Area	479	519
10	Portland-Vancouver-Hillsboro, OR-WA Metropolitan Statistical Area	478	11,584
11	Albany, OR Metropolitan Statistical Area	475	583
12	Boise City, ID Metropolitan Statistical Area	466	3,222
13	Billings, MT Metropolitan Statistical Area	460	780
14	Bellingham, WA Metropolitan Statistical Area	453	983
15	Medford, OR Metropolitan Statistical Area	449	972

Metropolitan Areas are defined by the Office of Management and Budget, and population estimates are based on 2016 U.S. Census figures. Metropolitan Areas are ranked based on the number of reports per 100,000 population. Reports exclude state-specific data contributor reports.

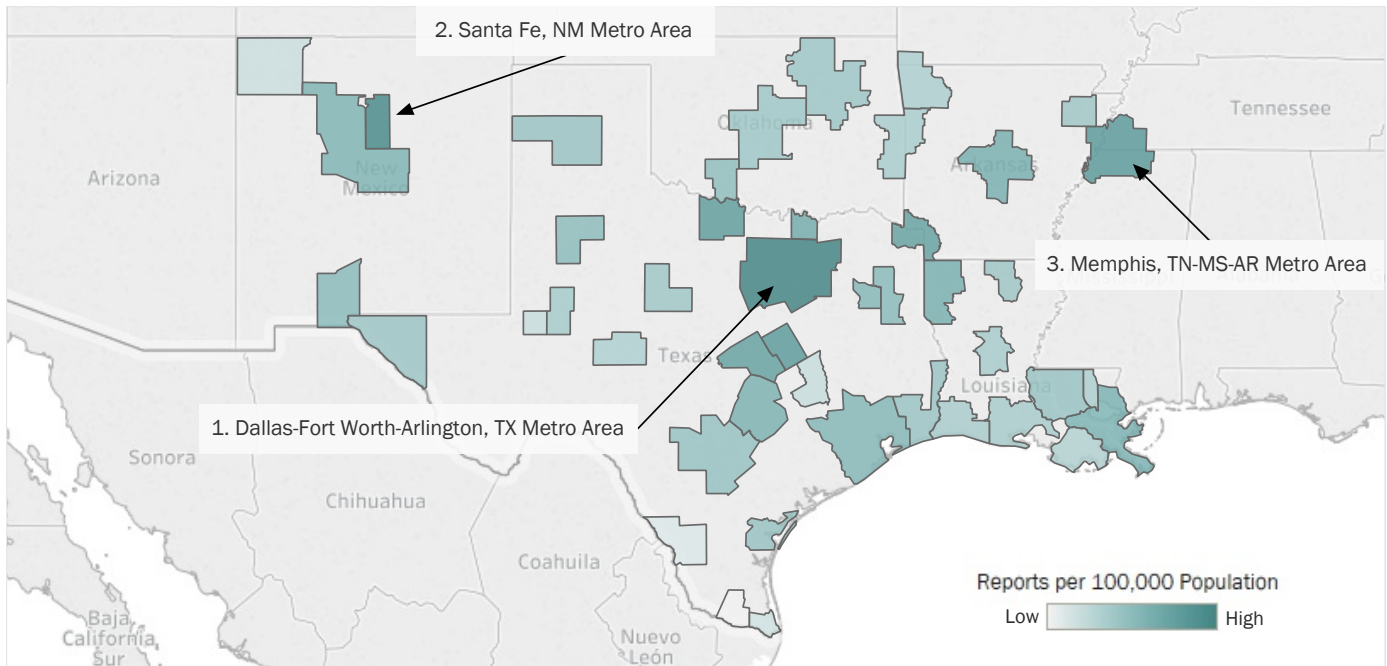
Top 15 Metropolitan Areas: Fraud and Other Reports in the Southeast Region



Rank	Metropolitan Area	Reports per 100K Population	# of Reports
1	Homosassa Springs, FL Metropolitan Statistical Area	1,156	1,660
2	Atlanta-Sandy Springs-Roswell, GA Metropolitan Statistical Area	927	53,680
3	Ocala, FL Metropolitan Statistical Area	827	2,885
4	Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	824	24,972
5	Gainesville, FL Metropolitan Statistical Area	807	2,265
6	Montgomery, AL Metropolitan Statistical Area	785	2,935
7	Cape Coral-Fort Myers, FL Metropolitan Statistical Area	781	5,639
8	Miami-Fort Lauderdale-West Palm Beach, FL Metropolitan Statistical Area	743	45,051
9	Jacksonville, FL Metropolitan Statistical Area	737	10,889
10	Macon-Bibb County, GA Metropolitan Statistical Area	702	1,610
11	Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	696	4,437
12	Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area	674	16,666
13	Punta Gorda, FL Metropolitan Statistical Area	666	1,189
14	Memphis, TN-MS-AR Metropolitan Statistical Area	660	8,865
15	Columbia, SC Metropolitan Statistical Area	657	5,367

Metropolitan Areas are defined by the Office of Management and Budget, and population estimates are based on 2016 U.S. Census figures. Metropolitan Areas are ranked based on the number of reports per 100,000 population. Reports exclude state-specific data contributor reports.

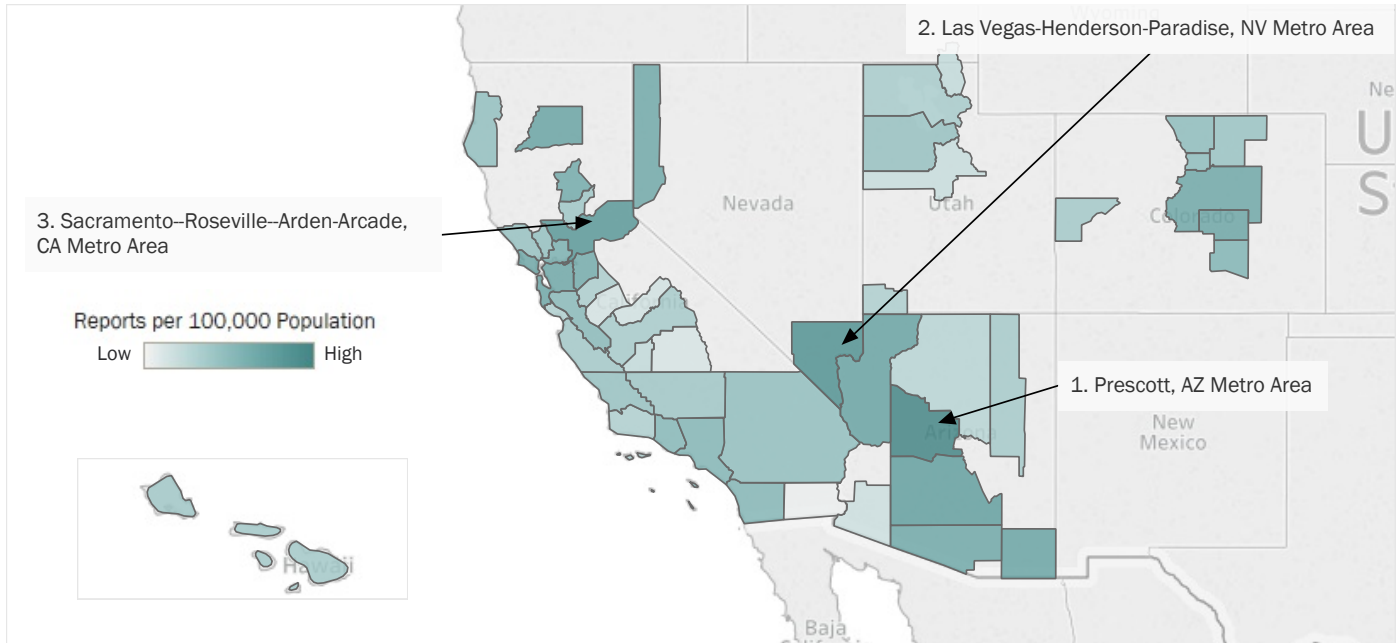
Top 15 Metropolitan Areas: Fraud and Other Reports in the Southwest Region



Rank	Metropolitan Area	Reports per 100K Population	# of Reports
1	Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	773	55,938
2	Santa Fe, NM Metropolitan Statistical Area	745	1,107
3	Memphis, TN-MS-AR Metropolitan Statistical Area	660	8,865
4	Waco, TX Metropolitan Statistical Area	654	1,735
5	Wichita Falls, TX Metropolitan Statistical Area	640	964
6	Killeen-Temple, TX Metropolitan Statistical Area	615	2,682
7	Texarkana, TX-AR Metropolitan Statistical Area	614	921
8	Sherman-Denison, TX Metropolitan Statistical Area	565	724
9	Shreveport-Bossier City, LA Metropolitan Statistical Area	551	2,432
10	Little Rock-North Little Rock-Conway, AR Metropolitan Statistical Area	550	4,040
11	New Orleans-Metairie, LA Metropolitan Statistical Area	538	6,830
12	Austin-Round Rock, TX Metropolitan Statistical Area	534	10,984
13	Albuquerque, NM Metropolitan Statistical Area	522	4,754
14	Tyler, TX Metropolitan Statistical Area	507	1,142
15	Houston-The Woodlands-Sugar Land, TX Metropolitan Statistical Area	506	34,244

Metropolitan Areas are defined by the Office of Management and Budget, and population estimates are based on 2016 U.S. Census figures. Metropolitan Areas are ranked based on the number of reports per 100,000 population. Reports exclude state-specific data contributor reports.

Top 15 Metropolitan Areas: Fraud and Other Reports in the Western Region



Rank	Metropolitan Area	Reports per 100K Population	# of Reports
1	Prescott, AZ Metropolitan Statistical Area	770	1,737
2	Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area	657	14,159
3	Sacramento-Roseville-Arden-Arcade, CA Metropolitan Statistical Area	623	14,306
4	Phoenix-Mesa-Scottsdale, AZ Metropolitan Statistical Area	589	27,458
5	Lake Havasu City-Kingman, AZ Metropolitan Statistical Area	569	1,168
6	Redding, CA Metropolitan Statistical Area	564	1,013
7	Sierra Vista-Douglas, AZ Metropolitan Statistical Area	564	709
8	Colorado Springs, CO Metropolitan Statistical Area	552	3,929
9	San Francisco-Oakland-Hayward, CA Metropolitan Statistical Area	545	25,509
10	Tucson, AZ Metropolitan Statistical Area	544	5,533
11	Denver-Aurora-Lakewood, CO Metropolitan Statistical Area	543	15,501
12	Reno, NV Metropolitan Statistical Area	541	2,475
13	Chico, CA Metropolitan Statistical Area	531	1,205
14	Stockton-Lodi, CA Metropolitan Statistical Area	526	3,862
15	Vallejo-Fairfield, CA Metropolitan Statistical Area	500	2,202

Metropolitan Areas are defined by the Office of Management and Budget, and population estimates are based on 2016 U.S. Census figures. Metropolitan Areas are ranked based on the number of reports per 100,000 population. Reports exclude state-specific data contributor reports.

Appendix A1: The Consumer Sentinel Network

Consumer Sentinel Network

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

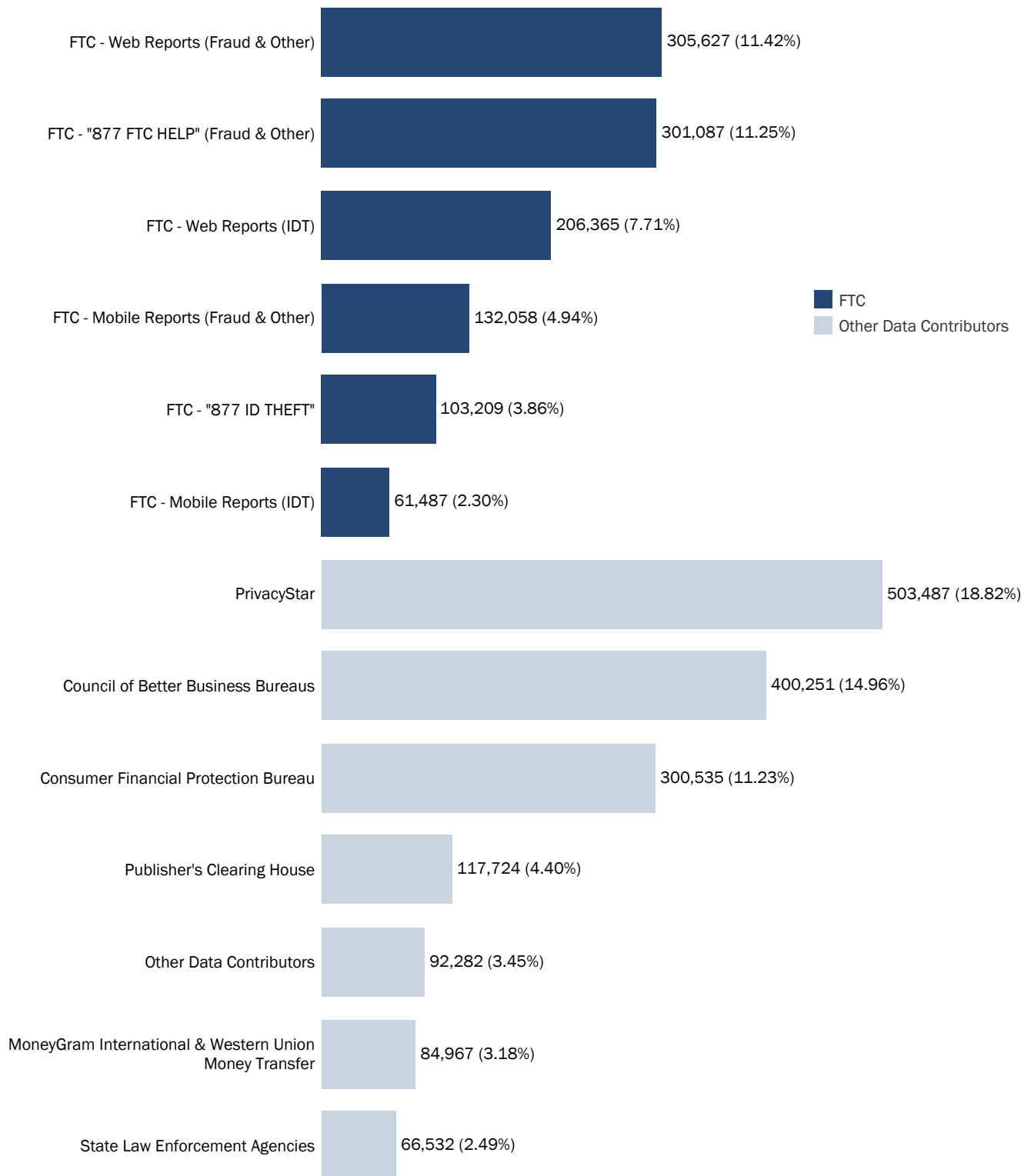
IdentityTheft.gov

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

Econsumer.gov

[Econsumer.gov](https://www.econsumer.gov) was created in April 2001 to gather and share cross-border e-commerce reports, to respond to the challenges of multinational internet fraud, and to improve consumer confidence in e-commerce. Today, consumer protection agencies in 36 countries participate in [econsumer.gov](https://www.econsumer.gov). Through [econsumer.gov](https://www.econsumer.gov), consumers can file cross-border consumer reports online and learn other steps to take to combat fraud. The website is available in English, French, German, Japanese, Korean, Polish, Spanish, and Turkish. The reports into [econsumer.gov](https://www.econsumer.gov) are accessible to Consumer Sentinel members and certified foreign law enforcement agencies.

Appendix A2: Major Data Contributors



Percentages are based on the total number of 2017 Sentinel reports (2,675,611). Where appropriate, the type of report provided by the organization is indicated in parentheses.

Appendix A3: Data Contributors

FTC

Data Contributor	2015		2016		2017	
	# of Reports	%	# of Reports	%	# of Reports	%
FTC - Web Reports (Fraud & Other)	280,467	9.24%	325,304	10.90%	305,627	11.42%
FTC - "877 FTC HELP" (Fraud & Other)	283,044	9.32%	287,376	9.63%	301,087	11.25%
FTC - Web Reports (IDT)	188,576	6.21%	234,763	7.87%	206,365	7.71%
FTC - Mobile Reports (Fraud & Other)	76,678	2.53%	115,984	3.89%	132,058	4.94%
FTC - "877 ID THEFT"	284,806	9.38%	119,192	3.99%	103,209	3.86%
FTC - Mobile Reports (IDT)			44,982	1.51%	61,487	2.30%

Top Data Contributors

Data Contributor	2015		2016		2017	
	# of Reports	%	# of Reports	%	# of Reports	%
PrivacyStar	787,904	25.96%	756,382	25.35%	503,487	18.82%
Council of Better Business Bureaus	439,461	14.48%	423,153	14.18%	400,251	14.96%
Consumer Financial Protection Bureau	232,759	7.67%	244,872	8.21%	300,535	11.23%
Publisher's Clearing House	111,713	3.68%	126,080	4.23%	117,724	4.40%
MoneyGram International & Western Union Money Transfer	118,120	3.89%	110,199	3.69%	84,967	3.18%

Other Data Contributors

Data Contributor	2015		2016		2017	
	# of Reports	%	# of Reports	%	# of Reports	%
U.S. Postal Inspection Service	30,779	1.01%	31,442	1.05%	29,828	1.11%
U.S. Department of the Treasury, Internal Revenue Service	64,043	2.11%	47,480	1.59%	22,435	0.84%
U.S. Department of Education	176	0.01%	7,765	0.26%	21,547	0.81%
Green Dot	9,752	0.32%	1,938	0.06%	5,616	0.21%
Others	15,855	0.52%	15,454	0.52%	4,665	0.17%
Scam Detector	930	0.03%	3,288	0.11%	4,556	0.17%
National Consumer League	10,506	0.35%	6,632	0.22%	3,635	0.14%
Canadian Anti-Fraud Centre (Phonebusters)	10,108	0.33%				

Percentages are based on the total number of Sentinel reports in 2015 (3,035,625), 2016 (2,984,043), and 2017 (2,675,611). The Canadian Anti-Fraud Centre stopped contributing reports in 2016.

Appendix A3: Data Contributors

State Law Enforcement Agencies

Data Contributor	2015		2016		2017	
	# of Reports	%	# of Reports	%	# of Reports	%
Ohio, Attorney General	18,847	0.62%	16,230	0.54%	12,995	0.49%
Washington, Attorney General	10,825	0.36%	10,220	0.34%	10,485	0.39%
North Carolina, Department of Justice	15,070	0.50%	12,773	0.43%	8,526	0.32%
Pennsylvania, Attorney General	7,546	0.25%	6,516	0.22%	6,134	0.23%
Wisconsin, Department of Agriculture, Trade, and Consumer Protection			5,702	0.19%	6,000	0.22%
Maine, Attorney General	7,042	0.23%	7,385	0.25%	5,936	0.22%
Indiana, Attorney General	4,832	0.16%	4,800	0.16%	3,550	0.13%
Michigan, Attorney General	3,834	0.13%	3,271	0.11%	3,183	0.12%
Oregon, Department of Justice	2,514	0.08%	2,767	0.09%	1,979	0.07%
South Carolina, Department of Consumer Affairs	2,291	0.08%	1,762	0.06%	1,808	0.07%
Tennessee, Department of Commerce and Insurance, Consumer Affairs Division	1,952	0.06%	1,585	0.05%	1,553	0.06%
Iowa, Attorney General	1,899	0.06%	2,030	0.07%	1,025	0.04%
Massachusetts, Attorney General	9,431	0.31%	4,095	0.14%	720	0.03%
Colorado, Attorney General	1,096	0.04%	868	0.03%	700	0.03%
Idaho, Attorney General	601	0.02%	429	0.01%	588	0.02%
Montana, Attorney General	555	0.02%	305	0.01%	407	0.02%
Nevada, Attorney General	661	0.02%	343	0.01%	386	0.01%
Alaska, Attorney General	382	0.01%	329	0.01%	299	0.01%
Hawaii, Office of Consumer Protection	330	0.01%	225	0.01%	168	0.01%
Mississippi, Attorney General	240	0.01%	122	0.00%	90	0.00%

Percentages are based on the total number of Sentinel reports in 2015 (3,035,625), 2016 (2,984,043), and 2017 (2,675,611). The Canadian Anti-Fraud Centre stopped contributing reports in 2016.

Appendix A4: Better Business Bureau Data Contributors

United States

BBB of... Abilene
 Akron
 Amarillo
 Arkansas
 Canton Region & Greater West Virginia
 Central & Eastern Kentucky
 Central California and Inland Empire Counties
 Central Florida
 Central Illinois
 Central Indiana
 Central North Carolina
 Central Ohio
 Central Oklahoma
 Central, Northern & Western Arizona
 Chicago & Northern Illinois
 Coastal Carolina
 Dayton and Miami Valley
 Detroit & Eastern Michigan
 E. & SW Missouri & S. Illinois
 Eastern North Carolina
 El Paso
 Greater East Tennessee
 Greater Hampton Roads
 Greater Houston and South Texas
 Greater Kansas City
 Greater Maryland
 Greater New Orleans Area
 Hawaii
 Los Angeles and Silicon Valley
 Louisville, Southern Indiana & Western Kentucky
 Mahoning Valley
 Metro Atlanta, Athens & NE Georgia
 Middle Tennessee
 Minnesota and North Dakota
 North Alabama
 Northeast & Central Louisiana & the Ark-La-Tex
 Northeast California
 Northeast Florida and the Southeast Atlantic
 Northern Indiana
 Northwest Florida
 Northwest Florida and the Southeast Atlantic
 Northwest North Carolina
 NW Ohio and SE Michigan
 South Central Louisiana
 Southeast Florida & the Caribbean
 Southeast Tennessee & Northwest Georgia
 Southern Arizona
 Southern Colorado
 Southern Nevada
 Southwest Louisiana
 the Mid-South
 the South Plains
 the Tri-Counties
 the Upstate South Carolina
 Upstate New York
 Western Pennsylvania
 Western Virginia

BBB Northwest
 BBB Serving... Acadiana
 Central & South Alabama
 Central and Western MA and Northeastern CT
 Central East Texas
 Central South Carolina & Charleston
 Central Virginia
 Connecticut
 Delaware
 Denver and Boulder
 Eastern MA, ME, RI & VT
 Eastern Oklahoma
 Evansville and the Tri-State
 Greater Cleveland
 Greater Iowa, Quad Cities and Siouxland Region
 Metro Washington DC & Eastern Pennsylvania
 Metropolitan New York
 Mississippi
 Nebraska, South Dakota, Kansas Plains & SW Iowa
 New Hampshire
 New Jersey
 New Mexico and Southwest Colorado
 North Central Texas
 Northern Colorado and Wyoming
 Northern Nevada
 San Diego, Orange & Imperial Counties
 Southeast Texas
 Southern Piedmont and Western North Carolina
 the Cincinnati Area, Southern Ohio, Northern Kentucky, Southeast Indiana
 the Fall Line Corridor
 the Heart of Texas
 the San Francisco Bay Area and Northern Coastal California
 Utah
 West Florida
 Western Michigan
 Wisconsin

Canada

BBB of... Central & Northern Alberta
 Eastern & Northern Ontario & the Outaouais
 Mainland B.C.
 Saskatchewan
 Vancouver Island

BBB Serving... Central Ontario
 Manitoba & N.W. Ontario
 Southern Alberta and East Kootenay
 the Atlantic Provinces
 Western Ontario

Mexico

BBB Mexico

Scam Detector

Appendix B1: Descriptions of Report Categories

Fraud Report Categories

Advance Payments for Credit Services:

The promise of a loan or credit card that requires you to pay a fee first; worthless credit card loss protection and insurance programs; the promise that accurate negative information can be removed from your credit file for a fee; services offering to recover government refunds or unclaimed funds; etc.

Business and Job Opportunities:

Franchise or business opportunities (e.g., offers to start a new business); work-at-home plans, (e.g., stuffing envelopes or processing medical claims); multi-level marketing schemes, employment agencies or job counseling, overseas work, inventions or idea promotions.

Buyers' Clubs:

Free trials or discounts on products and services. A buyers' club membership becomes a fraud when someone is billed for "memberships" they did not agree to. People can be offered a free trial but automatically enrolled and charged fees once the free trial period is over.

Charitable Solicitations:

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

Foreign Money Offers and Counterfeit Check Scams:

Letters or e-mails promising a percentage of millions of dollars that from a foreign country in return for money, bank account numbers or other identifying information from the victim; fraudulent schemes involving foreign lotteries, mystery shoppers or internet purchases\classified ads in which someone is overpaid with a counterfeit check and asked to wire back the difference immediately after check deposit, leaving the victim responsible for the funds withdrawn; etc.

Grants:

Businesses or individuals marketing either government grant opportunities or financial aid assistance services; problems with student loan processors, debt collectors collecting on defaulted student loans, diploma mills and other unaccredited educational institutions; etc.

Health Care:

Fraudulent, misleading or deceptive claims for: vision correction procedures; dietary supplements; weight loss products or services; impotency treatments; health spas and equipments; infertility services; sunscreens; HIV test kits; medical discount plans; as well as complaints about over-the-counter or prescription drugs; other medical products, supplies or treatments; etc.

Imposter Scams:

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

Internet Auction:

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

Internet Services:

Problems with trial offers from Internet Service Providers ("ISPs"); difficulty canceling an ISP account; issues with Internet entertainment services, Internet gaming and social networking services; undisclosed charges; website design and hosting services; spyware, adware and malware issues; general reports about information or functionality related to websites; etc.

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

Appendix B1: Descriptions of Report Categories

Investment Related:

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

Magazines and Books:

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

Mortgage Foreclosure Relief and Debt Management:

Mortgage lenders, brokers and other entities making false promises to save consumers' homes from foreclosure; mortgage refinancing, mortgage term modifications and debt management issues; credit organizations charging excessive fees, making false promises to provide free services, pay creditors or reduce interest rates.

Office Supplies and Services:

Fraudulent or deceptive offers for toner, copier paper, maintenance supplies, equipment maintenance contracts; classified advertising and yellow page invoice scams; website cramming schemes; etc.

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 and Catalog Sales:

Undisclosed costs, failure to deliver on time, non-delivery and refusal to honor a guarantee, purchases made online (not including auction sales), telephone or mail.

Tax Preparers:

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

Telephone and Mobile Services:

Advertising related to mobile plans, rates or coverage areas; unsolicited mobile text messages; problems with mobile applications or downloads; other mobile device problems; charges for calls to "toll-free" numbers; unauthorized charges, such as charges for calls consumers did not make; unauthorized switching of consumers' phone service provider; misleading pre-paid phone card offers; VoIP service problems; unsolicited faxes; etc.

Travel, Vacations and Timeshare Plans:

Deceptive offers for "free" or low-cost vacations; cut-rate student travel packages; misleading timeshare offers; etc.

Identity Theft

Identity Theft:

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

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

Appendix B1: Descriptions of Report Categories

Other Report Categories

Auto Related:

Misleading or deceptive claims regarding auto prices, financing, leasing or warranties; repair\maintenance issues with newly purchased used or new cars, including dissatisfaction with service provided by auto mechanics; price fixing and price gouging concerns against gas stations and oil companies; etc.

Banks and Lenders:

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

Computer Equipment and Software:

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

Credit Bureaus, Information Furnishers and Report Users:

Credit Reporting Agency (CRA) or furnisher provides inaccurate information or fails to reinvestigate disputed information; CRA provides inadequate phone help; difficulties ordering free annual credit reports; impermissible access to\inquiry on credit reports; etc.

Credit Cards:

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

Debt Collection:

Debt collector calls repeatedly or continuously, falsely represents the amount or status of debt, fails to send written notice of debt, falsely threatens suit, uses profane language, fails to identify self as debt collector and\or violates other provisions of the Fair Debt Collection Practices Act.

Education:

Problems with trade or vocational school services, including issues related to accreditation, billing and collection, or institutional advertising claims related to usefulness of the degree or job prospects after graduation. Also, reports about traditional colleges and universities.

Funeral Services:

Quality, services, price, or price disclosures of funeral service providers.

Home Repair, Improvement and Products:

Defective furniture or appliances; service or warranty-related issues; furniture or appliance delivery problems, including receiving wrong or incomplete products; problems with home repair services and contractors; issues with home protection devices or services; reports about general housing-related issues; etc.

Television and Electronic Media:

Problems with TV reception, installation, billing and promotions for cable\satellite providers; miscellaneous problems with music\DVD\video game purchases; reports about television programming or advertisements.

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

Appendix B2: Report Categories over Three Years

Category	2015		2016		2017	
	# of Reports	%	# of Reports	%	# of Reports	%
Advance Payments for Credit Services	26,040	0.86%	19,440	0.65%	17,762	0.66%
Auto Related	105,672	3.48%	98,697	3.31%	86,289	3.23%
Banks and Lenders	140,312	4.62%	148,139	4.96%	149,316	5.58%
Business and Job Opportunities	20,706	0.68%	18,764	0.63%	19,082	0.71%
Buyers' Clubs	1,661	0.05%	774	0.03%	542	0.02%
Charitable Solicitations	3,174	0.10%	3,483	0.12%	3,703	0.14%
Computer Equipment and Software	10,146	0.33%	10,459	0.35%	9,762	0.36%
Credit Bureaus, Information Furnishers and Report Users	44,185	1.46%	49,920	1.67%	107,473	4.02%
Credit Cards	39,983	1.32%	43,656	1.46%	45,428	1.70%
Debt Collection	903,234	29.75%	864,162	28.96%	608,535	22.74%
Education	7,889	0.26%	9,159	0.31%	7,791	0.29%
Foreign Money Offers and Counterfeit Check Scams	29,249	0.96%	31,880	1.07%	31,980	1.20%
Funeral Services	1,245	0.04%	1,264	0.04%	1,109	0.04%
Grants	4,735	0.16%	6,179	0.21%	5,786	0.22%
Health Care	38,144	1.26%	27,527	0.92%	27,660	1.03%
Home Repair, Improvement and Products	8,573	0.28%	6,107	0.20%	5,816	0.22%
Identity Theft	490,226	16.15%	399,222	13.38%	371,061	13.87%
Imposter Scams	358,422	11.81%	412,711	13.83%	347,829	13.00%
Internet Auction	2,727	0.09%	2,411	0.08%	2,267	0.08%
Internet Services	45,525	1.50%	42,047	1.41%	45,093	1.69%
Investment Related	28,036	0.92%	22,227	0.74%	15,079	0.56%
Magazines and Books	10,662	0.35%	7,928	0.27%	5,390	0.20%
Miscellaneous Reports	13,157	0.43%	9,262	0.31%	9,416	0.35%
Mortgage Foreclosure Relief and Debt Management	10,969	0.36%	9,243	0.31%	8,973	0.34%
Office Supplies and Services	11,818	0.39%	9,201	0.31%	7,083	0.26%
Prizes, Sweepstakes and Lotteries	150,674	4.96%	159,019	5.33%	142,870	5.34%
Shop-at-Home and Catalog Sales	103,090	3.40%	116,468	3.90%	126,387	4.72%
Tax Preparers	3,652	0.12%	4,045	0.14%	3,360	0.13%
Telephone and Mobile Services	101,963	3.36%	115,336	3.87%	149,578	5.59%
Television and Electronic Media	60,075	1.98%	56,970	1.91%	47,456	1.77%
Travel, Vacations and Timeshare Plans	25,869	0.85%	19,192	0.64%	22,264	0.83%
Unspecified Reports	247,389	8.15%	269,580	9.03%	254,217	9.50%

Percentages are based on the total number of Sentinel reports in 2015 (3,035,625), 2016 (2,984,043), and 2017 (2,675,611). Consumers can report more than one category or subcategory.

Appendix B3: Detailed Report Categories over Three Years

Category	Subcategory	2015		2016		2017	
		# of Reports	%	# of Reports	%	# of Reports	%
Advance Payments for Credit Services	Advance-Fee Loans, Credit Arrangers	21,111	0.70%	15,517	0.52%	14,758	0.55%
	Credit Card Loss Protection	275	0.01%	223	0.01%	178	0.01%
	Credit Repair	2,115	0.07%	2,147	0.07%	2,303	0.09%
	Recovery\Refund Companies	2,540	0.08%	1,555	0.05%	523	0.02%
Auto Related	Auto: Financing	7,344	0.24%	8,231	0.28%	8,900	0.33%
	Auto: Gas	246	0.01%	165	0.01%	137	0.01%
	Auto: Parts & Repairs	6,172	0.20%	4,391	0.15%	3,629	0.14%
	Auto: Renting & Leasing	14,116	0.47%	12,348	0.41%	9,906	0.37%
	Auto: Sales - New	42,576	1.40%	39,672	1.33%	34,070	1.27%
	Auto: Sales - Used	30,896	1.02%	29,602	0.99%	26,008	0.97%
	Auto: Warranty Plans & Services	5,666	0.19%	5,683	0.19%	5,094	0.19%
Banks and Lenders	Banks, Savings & Loans, and Credit Unions	45,281	1.49%	47,859	1.60%	44,041	1.65%
	Lending: Auto Title Loans	893	0.03%	711	0.02%	826	0.03%
	Lending: Banks & Credit Unions	654	0.02%	677	0.02%	268	0.01%
	Lending: Finance Company	8,214	0.27%	8,673	0.29%	6,750	0.25%
	Lending: Mortgage	58,741	1.94%	54,702	1.83%	41,969	1.57%
	Lending: Other Institutions	8,914	0.29%	12,009	0.40%	9,027	0.34%
	Lending: Payday Loans	9,477	0.31%	6,910	0.23%	6,851	0.26%
	Lending: Student Loans	8,210	0.27%	16,692	0.56%	39,664	1.48%
Business and Job Opportunities	Business Opportunities\Work-At-Home Plans	10,526	0.35%	9,181	0.31%	8,569	0.32%
	Employ Agencies\Job Counsel\Overseas Work	7,713	0.25%	7,172	0.24%	7,781	0.29%
	Franchises\Distributorships*	445	0.01%	445	0.01%	384	0.01%
	Inventions\Idea Promotions	612	0.02%	553	0.02%	947	0.04%
	Multi-Level Mktg\Pyramids\Chain Letters	1,793	0.06%	1,698	0.06%	1,561	0.06%
Buyers' Clubs	Buyers Clubs (not travel or lottery)	1,661	0.05%	774	0.03%	542	0.02%
Charitable Solicitations	Charitable Solicitations	3,174	0.10%	3,483	0.12%	3,703	0.14%
Computer Equipment and Software	Computers: Equipment\Software	10,146	0.33%	10,459	0.35%	9,762	0.36%
Credit Bureaus, Information Furnishers and Report Users	Credit Bureaus	43,547	1.43%	49,367	1.65%	107,042	4.00%
	Credit Information Furnishers	1,297	0.04%	963	0.03%	700	0.03%
	Credit Report Users	203	0.01%	207	0.01%	160	0.01%
Credit Cards	Credit Cards	39,983	1.32%	43,656	1.46%	45,428	1.70%
Debt Collection	Creditor Debt Collection	2,560	0.08%	2,203	0.07%	26,164	0.98%
	Third Party Debt Collection	900,688	29.67%	861,969	28.89%	582,889	21.79%
Education	Education: Colleges and Universities	4,802	0.16%	6,462	0.22%	5,536	0.21%
	Education: Trade\Vocational Schools	3,154	0.10%	2,795	0.09%	2,330	0.09%
Foreign Money Offers and Counterfeit Check Scams	Counterfeit Check Scams	17,923	0.59%	20,954	0.70%	24,437	0.91%
	Nigerian\Other Foreign Money Offers (not prizes)	11,328	0.37%	10,929	0.37%	7,545	0.28%
Funeral Services	Funeral Services	1,245	0.04%	1,264	0.04%	1,109	0.04%
Grants	Grants: Non-Educational	3,573	0.12%	5,226	0.18%	5,034	0.19%
	Scholarships\Educational Grants	1,162	0.04%	953	0.03%	753	0.03%

Percentages are based on the total number of Sentinel reports in 2015 (3,035,625), 2016 (2,984,043), and 2017 (2,675,611). Consumers can report more than one category or subcategory.

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

Appendix B3: Detailed Report Categories over Three Years

Category	Subcategory	2015		2016		2017	
		# of Reports	%	# of Reports	%	# of Reports	%
Health Care	Health Care: Diet Products\Centers\Plans	17,710	0.58%	8,160	0.27%	6,758	0.25%
	Health Care: Dietary Supplements\Herbal Remedies	2,904	0.10%	2,539	0.09%	2,661	0.10%
	Health Care: Drugs-OTC\Prescription	967	0.03%	883	0.03%	754	0.03%
	Health Care: Eye Care*	3,409	0.11%	2,522	0.08%	3,269	0.12%
	Health Care: Medical Discount Plans\Cards\Insurance*	3,405	0.11%	3,662	0.12%	3,410	0.13%
	Health Care: Other Medical Treatments*	2,764	0.09%	2,778	0.09%	3,004	0.11%
	Health Care: Other Products\Supplies*	7,040	0.23%	7,038	0.24%	7,866	0.29%
Home Repair, Improvement and Products	Home Appliances	1,644	0.05%	1,487	0.05%	1,446	0.05%
	Home Furnishings	1,195	0.04%	842	0.03%	849	0.03%
	Home Protection Devices	997	0.03%	687	0.02%	590	0.02%
	Home Repair	2,138	0.07%	1,544	0.05%	1,546	0.06%
	Housing	2,614	0.09%	1,555	0.05%	1,387	0.05%
Identity Theft	Identity Theft	490,226	16.15%	399,222	13.38%	371,061	13.87%
Imposter Scams	Imposter: Business	70,182	2.31%	65,742	2.20%	81,796	3.06%
	Imposter: Family\Friend	10,912	0.36%	15,076	0.51%	18,912	0.71%
	Imposter: Government	230,238	7.58%	276,456	9.26%	188,879	7.06%
	Romance Scams	8,526	0.28%	11,244	0.38%	16,903	0.63%
	Tech Support Scams	40,446	1.33%	46,329	1.55%	42,905	1.60%
Internet Auction	Internet Auction	2,727	0.09%	2,411	0.08%	2,267	0.08%
Internet Services	Internet Access Services	7,572	0.25%	7,102	0.24%	5,970	0.22%
	Internet Gaming	3,624	0.12%	2,883	0.10%	2,125	0.08%
	Internet Information Services	26,336	0.87%	23,196	0.78%	21,216	0.79%
	Internet Web Site Design\Promotion	3,742	0.12%	3,291	0.11%	3,113	0.12%
	Online Payment Systems					3,963	0.15%
	Social Networking Service	1,361	0.04%	3,900	0.13%	6,892	0.26%
	Spyware\Adware\Malware	2,910	0.10%	1,691	0.06%	1,830	0.07%
Investment Related	Invest: Advice, Seminars	8,067	0.27%	7,206	0.24%	6,228	0.23%
	Invest: Art\Gems\Rare Coins	555	0.02%	554	0.02%	570	0.02%
	Invest: Other (note in comments)	18,179	0.60%	13,471	0.45%	6,987	0.26%
	Invest: Stocks\Commodity Futures Trading	1,236	0.04%	996	0.03%	1,297	0.05%
Magazines and Books	Books*	2,358	0.08%	1,527	0.05%	476	0.02%
	Magazines	8,524	0.28%	6,598	0.22%	5,098	0.19%

Percentages are based on the total number of Sentinel reports in 2015 (3,035,625), 2016 (2,984,043), and 2017 (2,675,611). Consumers can report more than one category or subcategory.

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

Appendix B3: Detailed Report Categories over Three Years

Category	Subcategory	2015		2016		2017	
		# of Reports	%	# of Reports	%	# of Reports	%
Miscellaneous Reports	Children's Products	1,502	0.05%	1,097	0.04%	1,051	0.04%
	Food	746	0.02%	563	0.02%	633	0.02%
	Garments, Wool, Leather Goods & Textiles	337	0.01%	251	0.01%	284	0.01%
	Health Care Provider Billing	970	0.03%	1,191	0.04%	972	0.04%
	Immigration Services	1,006	0.03%	1,124	0.04%	1,272	0.05%
	Insurance (Other than Medical)	2,140	0.07%	1,419	0.05%	1,185	0.04%
	Jewelry\Watches	403	0.01%	230	0.01%	473	0.02%
	Leasing: Business	354	0.01%	308	0.01%	280	0.01%
	Modeling Agencies\Services	394	0.01%	332	0.01%	216	0.01%
	Personal Care Products	440	0.01%	409	0.01%	540	0.02%
	Property\Inheritance Tracers	1,169	0.04%	93	0.00%	176	0.01%
	Real Estate (not Timeshares)	644	0.02%	612	0.02%	947	0.04%
	Tobacco Products	736	0.02%	357	0.01%	433	0.02%
	Utilities	2,319	0.08%	1,278	0.04%	957	0.04%
Mortgage Foreclosure Relief and Debt Management	Debt Management\Credit Counseling	6,025	0.20%	5,894	0.20%	6,749	0.25%
	Mortgage Modification\Foreclosure Relief	4,944	0.16%	3,349	0.11%	2,230	0.08%
Office Supplies and Services	Office Supplies and Services	3,932	0.13%	3,098	0.10%	2,134	0.08%
	Office: Ad Space\Directory Listings	7,886	0.26%	6,104	0.20%	4,949	0.18%
Prizes, Sweepstakes and Lotteries	Prizes\Sweepstakes\Lotteries	150,674	4.96%	159,019	5.33%	142,870	5.34%
Shop-at-Home and Catalog Sales	Shop-at-Home\Catalog Sales	103,090	3.40%	116,468	3.90%	126,387	4.72%
Tax Preparers	Tax Preparers	3,652	0.12%	4,045	0.14%	3,360	0.13%
Telephone and Mobile Services	Mobile: Applications\Other Downloads	1,344	0.04%	1,355	0.05%	1,586	0.06%
	Mobile: Carrier Rates\Plans	6,830	0.22%	5,087	0.17%	4,971	0.19%
	Mobile: Other	47,897	1.58%	44,914	1.51%	49,369	1.85%
	Mobile: Text Messages**	30,585	1.01%	49,549	1.66%	71,774	2.68%
	Mobile: Unauthorized Charges or Debits	1,928	0.06%	1,238	0.04%	1,353	0.05%
	Telephone: Carrier Switching	467	0.02%	374	0.01%	398	0.01%
	Telephone: Other	12,815	0.42%	12,691	0.43%	21,211	0.79%
	Telephone: Prepaid Phone Cards	1,951	0.06%	1,778	0.06%	1,390	0.05%
	Telephone: Rates\Advertising			59	0.00%	48	0.00%
	Telephone: Unauthorized Charges or Debits	921	0.03%	641	0.02%	461	0.02%
Television and Electronic Media	Telephone: VoIP Services	800	0.03%	684	0.02%	543	0.02%
	DVD\Video\Film	125	0.00%	177	0.01%	78	0.00%
	Music: All Formats	190	0.01%	147	0.00%	159	0.01%
	Television (Programming and Advertisements)	1,370	0.05%	1,463	0.05%	1,705	0.06%
	Television: Satellite & Cable	55,885	1.84%	52,837	1.77%	43,717	1.63%
	Video Games	2,509	0.08%	2,351	0.08%	1,802	0.07%
Travel, Vacations and Timeshare Plans	Timeshare Resales	2,162	0.07%	2,316	0.08%	2,289	0.09%
	Timeshare Sales	5,818	0.19%	6,702	0.22%	6,137	0.23%
	Travel\Vacations	17,909	0.59%	10,203	0.34%	13,858	0.52%
Unspecified Reports	Other (Note in Comments)	158,281	5.21%	179,523	6.02%	156,422	5.85%
	Telemarketing Practices	74,878	2.47%	73,989	2.48%	80,530	3.01%
	Unauthorized Debits or Charges for Unknown Products	1,796	0.06%	1,258	0.04%	1,170	0.04%
	Unsolicited Email	12,780	0.42%	15,015	0.50%	16,265	0.61%

Percentages are based on the total number of Sentinel reports in 2015 (3,035,625), 2016 (2,984,043), and 2017 (2,675,611). Consumers can report more than one category or subcategory.

**In 2017, the FTC identified a technical problem with complaint submissions that resulted in artificially high complaint counts in the "Mobile: Text Messages" subcategory. The FTC addressed the issue by eliminating the problematic data from Sentinel.

Appendix C: Fraud Reports and Reported Amount Lost by State

State	# of Reports	% Reporting \$ Loss	Total \$ Loss	Median \$ Loss
Alabama	14,756	19%	\$7,005,503	\$400
Alaska	2,187	18%	\$1,123,694	\$454
Arizona	24,287	15%	\$19,284,844	\$500
Arkansas	8,515	18%	\$5,319,578	\$405
California	97,228	21%	\$89,928,878	\$500
Colorado	17,551	18%	\$10,320,817	\$484
Connecticut	9,577	19%	\$6,672,807	\$488
Delaware	3,283	19%	\$1,757,570	\$350
District of Columbia	2,902	22%	\$2,472,017	\$309
Florida	66,175	20%	\$54,695,859	\$428
Georgia	29,352	21%	\$18,585,493	\$350
Hawaii	4,098	18%	\$2,932,199	\$458
Idaho	5,251	14%	\$2,150,981	\$500
Illinois	31,685	19%	\$21,933,752	\$460
Indiana	18,156	18%	\$9,319,096	\$495
Iowa	6,984	19%	\$4,169,575	\$495
Kansas	8,687	17%	\$6,231,928	\$499
Kentucky	11,827	16%	\$5,959,371	\$450
Louisiana	11,443	23%	\$8,442,584	\$411
Maine	3,475	17%	\$1,178,173	\$441
Maryland	18,347	21%	\$12,370,283	\$458
Massachusetts	18,033	21%	\$10,961,979	\$450
Michigan	26,094	18%	\$15,322,302	\$400
Minnesota	14,657	17%	\$10,119,466	\$495
Mississippi	7,601	22%	\$4,696,572	\$367
Missouri	18,947	16%	\$10,444,147	\$426
Montana	3,687	14%	\$1,301,517	\$481
Nebraska	5,103	16%	\$1,477,280	\$443
Nevada	10,707	19%	\$7,653,255	\$500
New Hampshire	3,953	18%	\$1,258,043	\$410
New Jersey	22,603	22%	\$16,787,764	\$480
New Mexico	6,479	18%	\$3,183,059	\$500
New York	50,602	21%	\$40,166,605	\$425
North Carolina	30,481	19%	\$18,356,048	\$400
North Dakota	1,390	21%	\$967,570	\$500
Ohio	32,050	17%	\$14,698,221	\$400
Oklahoma	9,687	17%	\$4,972,544	\$400
Oregon	13,351	16%	\$9,970,135	\$499
Pennsylvania	34,984	19%	\$20,708,109	\$408
Puerto Rico	1,304	44%	\$972,505	\$400
Rhode Island	2,731	20%	\$1,276,753	\$312
South Carolina	14,959	20%	\$8,895,987	\$380
South Dakota	1,754	17%	\$1,913,100	\$388
Tennessee	19,996	18%	\$13,715,621	\$444
Texas	68,641	21%	\$57,626,803	\$446
Utah	7,681	17%	\$6,068,447	\$500
Vermont	1,637	19%	\$461,302	\$494
Virginia	26,052	18%	\$14,115,290	\$438
Washington	22,939	17%	\$17,883,315	\$460
West Virginia	6,586	15%	\$5,785,258	\$500
Wisconsin	15,382	17%	\$7,634,601	\$440
Wyoming	1,712	20%	\$803,853	\$565

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