CONSUMER SENTINEL NETWORK

DATA BOOK

for January – December 2015

Federal Trade Commission

February 2016

TABLE OF CONTENTS

Leading Data Contributors

The Consumer Sentinel Network (CSN) is a secure online database of millions of consumer complaints available only to law enforcement. In addition to storing complaints received by the FTC, the CSN also includes complaints filed with state law enforcement organizations such as the Hawaii Office of Consumer Protection, the Montana, North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for Alaska, California, Colorado, Idaho, Indiana, Iowa, Louisiana, Maine, Massachusetts, Michigan, Mississippi, Nevada, Ohio and Washington. Federal agencies, including the Consumer Financial Protection Bureau and the Internal Revenue Service, contribute data. The Commission also receives complaints from the Canadian Anti-Fraud Centre. Non-governmental organizations also provide complaint data to the FTC. The Council of Better Business Bureaus, consisting of all North American BBBs, is a major contributor of complaint data. Other organizations include PrivacyStar and the National Consumers League.

Law enforcement partners - whether they are down the street, across the nation, or around the world - can use information in the database to enhance and coordinate investigations. Non-government organizations that contribute complaint data cannot see CSN complaints. Access to CSN is limited to law enforcement organizations.

Begun in 1997 to collect fraud and identity theft complaints, the CSN now has almost 12 million complaints on a wide variety of subjects. The CSN has a five-year data retention policy; complaints older than five years are purged biannually. Between January and December 2015, the CSN received more than 3 million consumer complaints, which the FTC has sorted into 30 complaint categories. Some organizations transfer their complaints to the CSN after the end of the calendar year, and new data providers, added to the system each year, are contributing complaints from prior years. As a result, the total number of complaints for 2015 will increase during the next few months, and totals from previous years may differ from prior CSN annual reports.

The 2015 Consumer Sentinel Network Data Book is based on unverified complaints reported by consumers. The data is not based on a consumer survey.

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

Better Business Bureaus	*Consumer Financial Protection Bureau*
Internal Revenue Service	*National Consumers League*
PrivacyStar	*Publishers Clearing House*
Canadian Anti-Fraud Centre	*Ohio Attorney General*
North Carolina Department of Justice	*Washington Attorney General*
Massachusetts Attorney General	*Maine Attorney General*
California Attorney General	*Indiana Attorney General*

For a detailed description of the CSN and a complete list of our data contributors, see Appendices A1 through A4.

Executive Summary
Consumer Sentinel Network Data Book
January – December 2015

- The Consumer Sentinel Network (CSN) contains almost 12 million complaints dating from calendar year 2011 through calendar year 2015. (In addition, the CSN contains over 16 million do-not-call complaints from this same time period. We report on do-not-call complaints after the end of each fiscal year. See http://www.ftc.gov/system/files/documents/reports/national-do-not-call-registry-data-book-fiscal-year-2015/dncdatabookfy2015.pdf for the 2015 National Do Not Call Registry Data Book.)

- The CSN received over 3 million complaints (excluding do-not-call) during calendar year 2015: 40% fraud complaints; 16% identity theft complaints; and 44% other types of complaints.

- Debt Collection was the number one complaint category in the CSN for calendar year 2015 with 29% of the overall complaints, followed by Identity Theft (16%); Impostor Scams (11%); Telephone and Mobile Services (9%); Prizes, Sweepstakes and Lotteries (5%); Banks and Lenders (4%); Shop-at-Home and Catalog Sales (3%); Auto-Related Complaints (3%); and Television and Electronic Media (2%). The complete ranking of all 30 complaint categories is listed on page six of this report.

- Debt collection moved to the number one complaint category in 2015 due to a large increase in complaints from one data contributor.

- For military consumers, Identity Theft was the number one complaint category in the CSN, followed by Impostor Scams at number two.

Fraud

- Over 1.2 million complaints were fraud-related. Consumers reported paying over $765 million in those fraud complaints; the median amount paid was $400. Fifty-three percent of the consumers who reported a fraud-related complaint also reported an amount paid.

- Fifty-two percent of all fraud-related complaints reported the method of initial contact. Of those complaints, 75% said the telephone and 8% said e-mail. Only 4% of those consumers reported mail as the initial point of contact.

- Florida is the state with the highest per capita rate of reported fraud and other types of complaints, followed by Georgia and Michigan.

Identity Theft

- Tax- or wage-related fraud (45%) was the most common form of reported identity theft, followed by credit card fraud (16%), phone or utilities fraud (10%), and bank fraud (6%). Other significant categories of identity theft reported by victims were loan fraud (4%) and employment-related fraud (3%).

- Thirty-seven percent of identity theft complainants reported they contacted law enforcement. Of those victims, 89% indicated a report was taken.

- Missouri is the state with the highest per capita rate of reported identity theft complaints, followed by Connecticut and Florida.

Consumer Sentinel Network
Complaint Type Percentages[1]
Calendar Years 2013 through 2015

Complaint Types

- ■ - **Identity Theft Complaints**
- ■ - **Other Complaints**
- ■ - **Fraud Complaints**

2,175,355

13%	
31%	
56%	

CY-2013

2,629,987

13%	
27%	
60%	

CY-2014

3,083,379

16%	
44%	
40%	

CY-2015
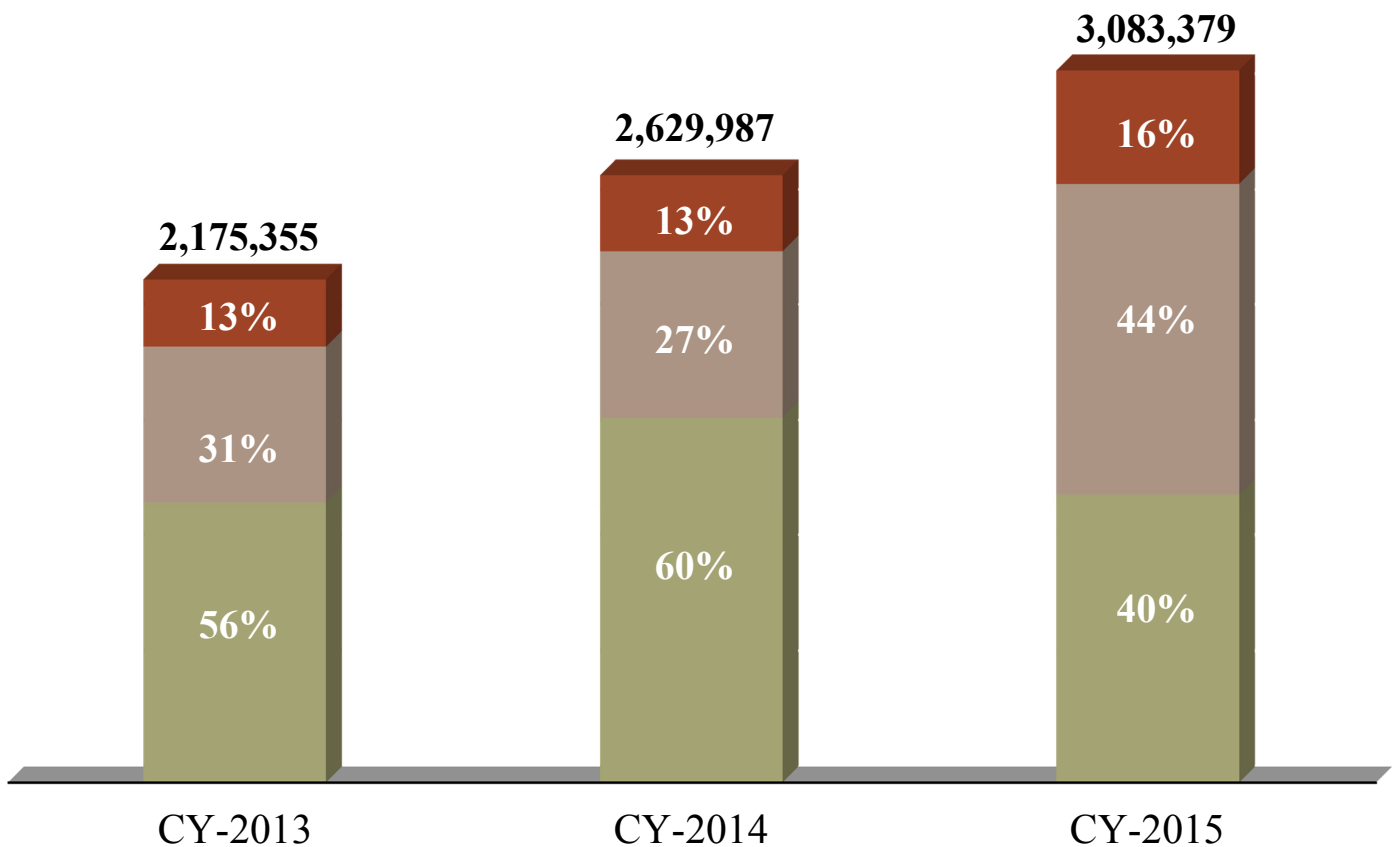
[1]Percentages are based on the total number of Consumer Sentinel Network complaints by calendar year.

Consumer Sentinel Network
Complaint Count[1]
Calendar Years 2001 through 2015
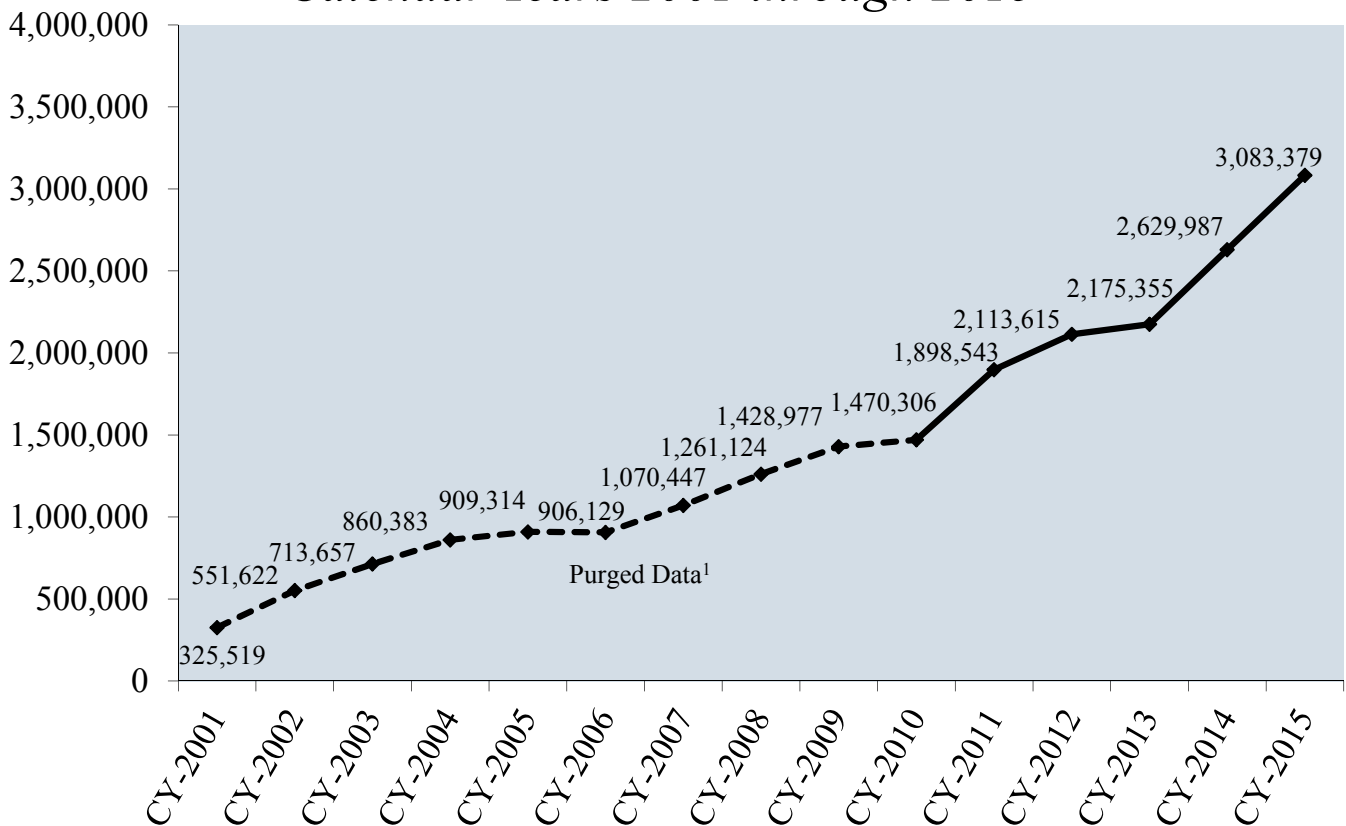
Consumer Sentinel Network
Complaint Type Count[1]
Calendar Years 2001 through 2015

Calendar Year	Consumer Sentinel Network Complaint Count			Total Complaints
	Fraud	**Identity Theft**	**Other**	
2001	137,306	86,250	101,963	325,519
2002	242,783	161,977	146,862	551,622
2003	331,366	215,240	167,051	713,657
2004	410,298	246,909	203,176	860,383
2005	437,585	255,687	216,042	909,314
2006	423,672	246,214	236,243	906,129
2007	505,563	259,314	305,570	1,070,447
2008	620,832	314,587	325,705	1,261,124
2009	708,781	278,360	441,836	1,428,977
2010	820,072	251,074	399,160	1,470,306
2011	1,041,517	279,191	577,835	1,898,543
2012	1,112,627	369,145	631,843	2,113,615
2013	1,212,719	290,102	672,534	2,175,355
2014	1,578,565	332,647	718,775	2,629,987
2015	1,246,849	490,220	1,346,310	3,083,379

[1]Complaint counts from CY-2001 to CY-2010 represent historical figures as per the Consumer Sentinel Network's five-year data retention policy. These complaint figures exclude National Do Not Call Registry complaints.

Consumer Sentinel Network
Complaint Categories[1]

January 1 – December 31, 2015

Rank	Category	No. of Complaints	Percentages[1]
1	Debt Collection	897,655	29%
2	Identity Theft	490,220	16%
3	Impostor Scams	353,770	11%
4	Telephone and Mobile Services	275,754	9%
5	Prizes, Sweepstakes and Lotteries	140,136	5%
6	Banks and Lenders	131,875	4%
7	Shop-at-Home and Catalog Sales	96,363	3%
8	Auto-Related Complaints	93,917	3%
9	Television and Electronic Media	47,728	2%
10	Credit Bureaus, Information Furnishers and Report Users	43,939	1%
11	Internet Services	40,106	1%
12	Credit Cards	37,750	1%
13	Health Care	34,669	1%
14	Investment-Related Complaints	26,453	1%
15	Foreign Money Offers and Counterfeit Check Scams	25,324	1%
16	Advance Payments for Credit Services	24,433	1%
17	Travel, Vacations and Timeshare Plans	24,171	1%
18	Business and Job Opportunities	17,314	1%
19	Office Supplies and Services	10,287	<1%
20	Mortgage Foreclosure Relief and Debt Management	10,210	<1%
21	Magazines and Books	8,866	<1%
22	Home Repair, Improvement and Products	8,364	<1%
23	Computer Equipment and Software	8,119	<1%
24	Education	6,973	<1%
25	Grants	4,077	<1%
26	Tax Preparers	2,991	<1%
27	Charitable Solicitations	2,747	<1%
28	Internet Auction	2,430	<1%
29	Buyers' Clubs	1,168	<1%
30	Funeral Services	1,123	<1%

[1]Percentages are based on the total number of CSN complaints (3,083,379) received by the FTC between January 1 and December 31, 2015. Four percent (126,482) of the CSN complaints received by the FTC were coded "Other (Note in Comments)." For CSN category descriptions, details and three-year figures, see Appendices B1 through B3.

Consumer Sentinel Network
Total Number of Fraud Complaints & Amount Paid
Calendar Years 2013 through 2015

| CY | Complaint Count | | Percentage Reporting Amount Paid | Amount Paid | | |
	Total	Reporting Amount Paid		Reported[1]	Average[2]	Median[3]
2013	1,212,719	731,386	60%	$1,648,853,682	$2,254	$388
2014	1,578,565	865,905	55%	$1,713,769,260	$1,979	$499
2015	1,246,849	662,952	53%	$765,256,827	$1,154	$400

[1]The decrease in reported amount paid between 2014 and 2015 is due primarily to the loss of a significant data contributor.

[2]Average is based on the total number of consumers who reported an amount paid for each calendar year: CY-2013 = 731,386; CY-2014 = 865,905; and CY-2015 = 662,952. The amount paid is based on complaints with reported values from $0 to $999,999.

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

Note: See Appendix C for fraud complaints and amount paid figures by State and the District of Columbia.

Consumer Sentinel Network
Distribution of Fraud Complaints by Amount Paid
Calendar Years 2013 through 2015

| Amount Paid | CY - 2013 | | CY - 2014 | | CY - 2015 | |
	Complaints	Percentages[4]	Complaints	Percentages[4]	Complaints	Percentages[4]
$0	314,771	43%	420,648	49%	376,231	57%
$1 - 25	15,489	2%	14,958	2%	9,592	1%
$26 - 50	21,260	3%	20,148	2%	13,677	2%
$51 - 75	13,974	2%	13,595	2%	10,031	2%
$76 - 100	24,444	3%	23,717	3%	14,556	2%
$101 - 250	86,144	12%	83,320	10%	60,025	9%
$251 - 500	91,209	12%	125,215	14%	58,520	9%
$501 - 1,000	53,213	7%	54,659	6%	46,255	7%
$1,001 - 5,000	81,889	11%	80,090	9%	58,989	9%
More than $5,000	28,993	4%	29,555	3%	15,076	2%

[4]Percentages are based on the total number of consumers who reported amount paid for each calendar year: CY-2013 = 731,386; CY-2014 = 865,905; and CY-2015 = 662,952.

Consumer Sentinel Network Fraud Complaints
by Method of Consumer Payment[1]
January 1 – December 31, 2015
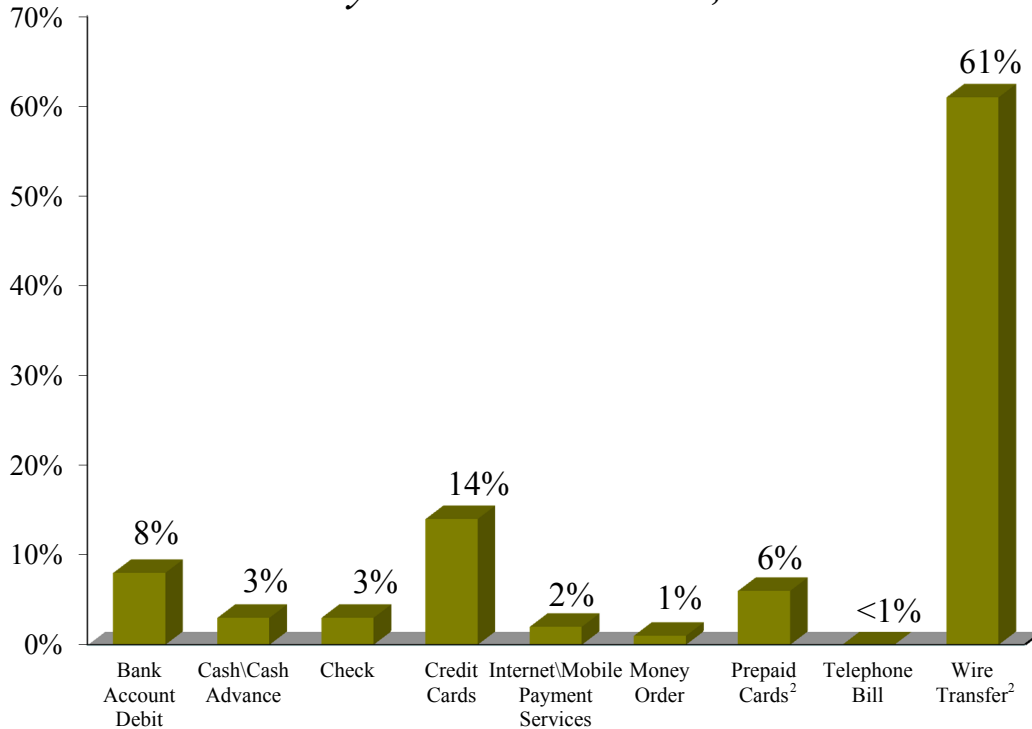
Consumer Sentinel Network Fraud Complaints
by Method of Consumer Payment
Calendar Years 2013 through 2015

Payment Method	CY - 2013			CY - 2014			CY - 2015		
	Complaints	Percentages[1]	Amount Paid[3]	Complaints	Percentages[1]	Amount Paid[3]	Complaints	Percentages[1]	Amount Paid[3]
Bank Account Debit	35,378	11%	$94,673,776	38,541	11%	$85,430,891	18,858	8%	$39,946,501
Cash\Cash Advance	16,389	5%	$170,591,441	17,337	5%	$168,986,988	7,851	3%	$45,030,742
Check	12,905	4%	$73,095,617	12,921	4%	$88,636,754	7,600	3%	$65,490,095
Credit Cards	38,420	12%	$89,845,976	46,770	13%	$96,462,148	34,315	14%	$45,478,104
Internet\Mobile	4,506	1%	$4,110,480	5,738	2%	$9,402,354	5,686	2%	$9,016,254
Money Order	9,308	3%	$57,996,260	8,712	2%	$56,275,452	3,298	1%	$12,428,774
Prepaid Cards[2]	98,211	30%	$47,184,062	129,209	35%	$85,147,208	14,565	6%	$19,046,485
Telephone Bill	733	<1%	$342,137	1,029	<1%	$870,511	1,101	<1%	$714,428
Wire Transfer[2]	107,225	33%	$510,831,644	106,506	29%	$501,184,749	145,726	61%	$283,175,122
Total Reporting Payment Method	323,075		$1,048,671,393	366,763		$1,092,397,056	239,000		$520,326,505

[1]Percentages are based on the total number of CSN fraud complaints for each calendar year where consumers reported the method of payment: CY-2013 = 323,075; CY-2014 = 366,763; and CY-2015 = 239,000. Of the total, 19% reported this information during CY-2015, 23% in CY-2014 and 27% in CY-2013.

[2]Prepaid Cards includes a significant number of complaints from data contributor Green Dot and Wire Transfer includes a significant number of complaints from data contributors MoneyGram International and Western Union. This may affect the distribution of the reported methods of payment.

[3]The amount paid is based on complaints reporting values from $0 to $999,999.

Consumer Sentinel Network Fraud Complaints by Company's Method of Contacting Consumers[1]

January 1 – December 31, 2015

Phone	**75%**
E-mail	**8%**
Internet - Web Site\Others	**6%**
Mail	**4%**
Other	**7%**
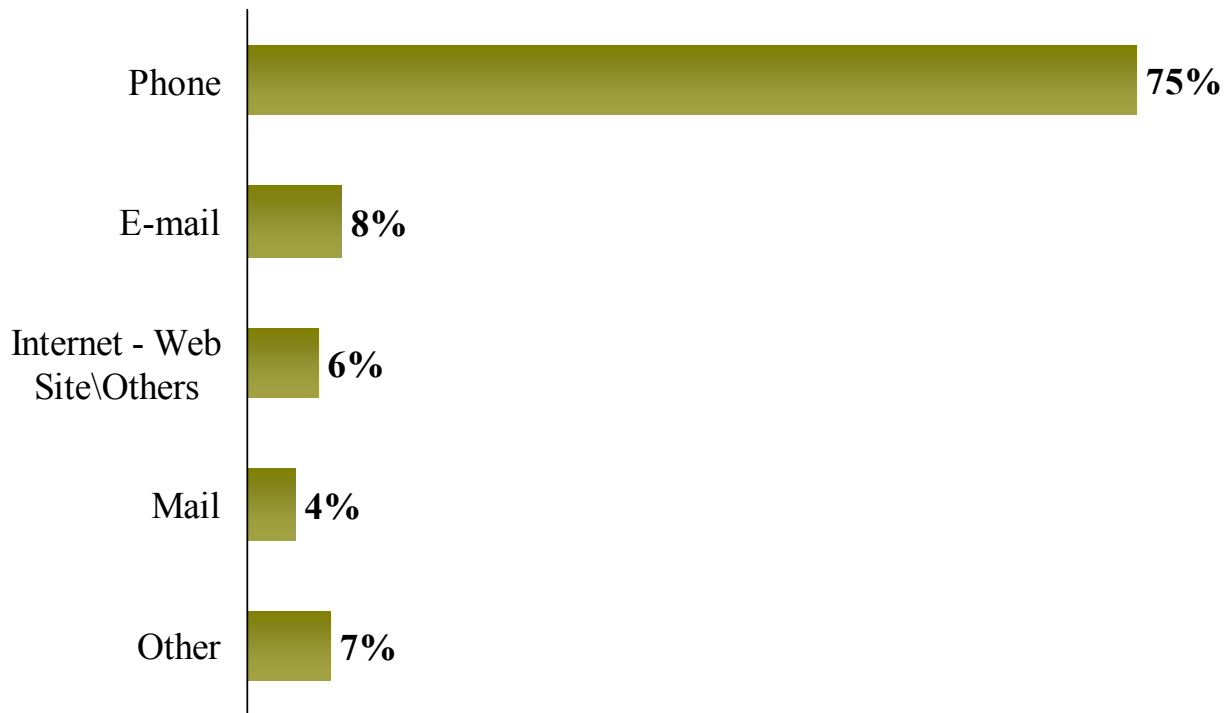
Consumer Sentinel Network Fraud Complaints by Company's Method of Contacting Consumers

Calendar Years 2013 through 2015

Contact Method	CY - 2013		CY - 2014		CY - 2015	
	Complaints	Percentages[1]	Complaints	Percentages[1]	Complaints	Percentages[1]
Phone	230,462	41%	386,807	54%	485,481	75%
E-mail	184,469	32%	166,545	23%	54,089	8%
Internet - Web Site\Others	82,757	15%	79,900	11%	39,728	6%
Mail	29,089	5%	29,113	4%	28,127	4%
Other	41,878	7%	48,143	7%	43,392	7%
Total Reporting Contact Method	568,655		710,508		650,817	

[1]Percentages are based on the total number of CSN fraud complaints for each calendar year where consumers reported the company's method of initial contact: CY-2013 = 568,655; CY-2014 = 710,508; and CY-2015 = 650,817. Of the total, 52% reported this information during CY-2015, 45% in CY-2014 and 47% for CY-2013.

Consumer Sentinel Network Fraud Complaints
by Consumer Age[1]
January 1 – December 31, 2015

Age	Percentage
19 and Under	1%
20-29	11%
30-39	15%
40-49	16%
50-59	20%
60-69	21%
70 and Over	16%
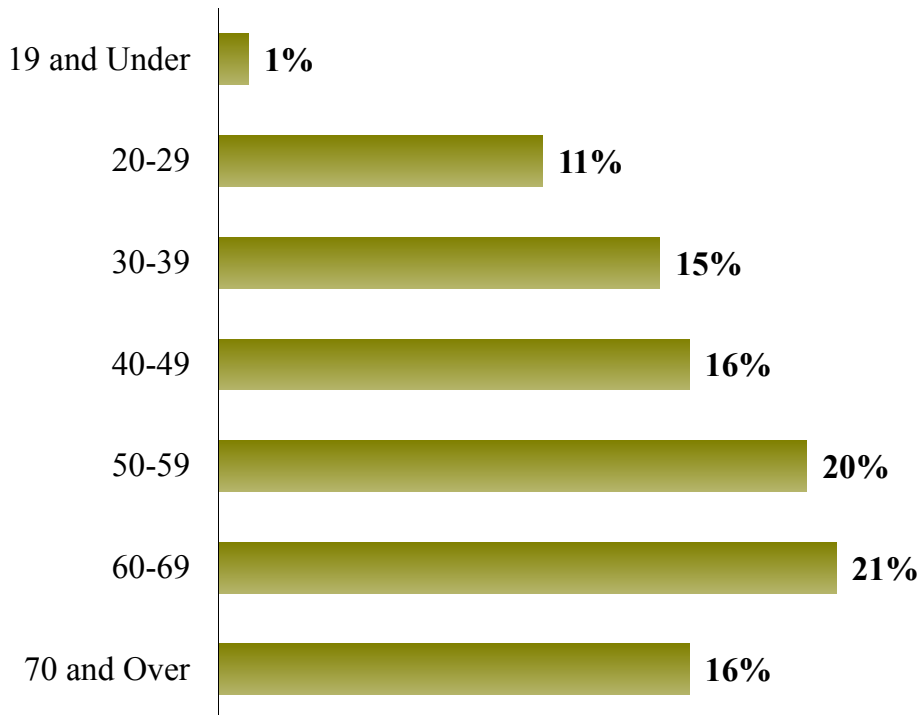
Consumer Sentinel Network Fraud Complaints
by Consumer Age[1]
Calendar Years 2013 through 2015

Consumer Age	CY - 2013		CY - 2014		CY - 2015	
	Complaints	Percentages[1]	Complaints	Percentages[1]	Complaints	Percentages[1]
19 and Under	11,093	2%	12,656	2%	6,339	1%
20-29	67,608	15%	83,398	14%	50,926	11%
30-39	77,124	17%	102,108	17%	68,393	15%
40-49	86,648	19%	111,126	18%	75,350	16%
50-59	94,509	20%	127,742	21%	95,377	20%
60-69	74,580	16%	110,973	18%	96,860	21%
70 and Over	49,952	11%	59,862	10%	75,144	16%
Total Reporting Age	461,514		607,865		468,389	

[1]Percentages are based on the total number of consumers reporting their age for CSN fraud complaints each calendar year: CY-2013 = 461,514; CY-2014 = 607,865; and CY-2015 = 468,389. Of the total, 38% of consumers reported this information during CY-2015, 39% in CY-2014 and 38% for CY-2013.

Consumer Sentinel Network
Top 10 Reported Company Countries
for Fraud Complaints[1]
January 1 – December 31, 2015

Rank	Company Country	Complaints	Percentages[1]
1	United States	1,108,331	96%
2	Canada	17,124	1%
3	United Kingdom	7,591	1%
4	Nigeria	7,501	1%
5	India	7,451	1%
6	Jamaica	6,546	1%
7	China	5,451	<1%
8	Mexico	4,299	<1%
9	Dominican Republic	3,444	<1%
10	Ghana	2,439	<1%

[1]Percentages are based on the number of fraud complaints received by the FTC between January 1 and December 31, 2015, where consumers reported a company country name (1,150,931). Ninety-two percent of CSN fraud complaints received by the FTC during this time period reported the company country name.

Note: Company country names appear as reported by consumers and may not reflect where the company is actually located.

Company's Method of Contacting Consumers for
Fraud Complaints Against Foreign Companies[2]
January 1 – December 31, 2015

Contact Method	Complaints	Percentages[2]
Phone	9,778	36%
E-mail	5,989	22%
Internet - Web Site\Others	5,170	19%
Mail	2,718	13%
Other	3,608	10%

[2]Percentages are based on the 27,263 fraud complaints against foreign companies received by the FTC between January 1 and December 31, 2015, where consumers reported how companies initially contacted them. Complaints which reported a company country other than the United States were considered foreign for these figures.

Consumer Sentinel Network Identity Theft Complaints
How Victims' Information is Misused[1]
Calendar Years 2013 through 2015

Government Documents or Benefits Fraud

Theft Subtype	Percentages CY-2013	Percentages CY-2014	Percentages CY-2015
Tax- or Wage-Related Fraud	30.1%	32.8%	45.3%
Government Benefits Applied For \ Received	2.4%	4.1%	2.5%
Other Government Documents Issued \ Forged	1.0%	1.3%	1.1%
Driver's License Issued \ Forged	0.6%	0.5%	0.3%
Total	**34.1%**	**38.7%**	**49.2%**

Credit Card Fraud

Theft Subtype	Percentages CY-2013	Percentages CY-2014	Percentages CY-2015
New Accounts	11.2%	12.5%	11.6%
Existing Accounts	5.7%	4.9%	4.2%
Total	**16.9%**	**17.4%**	**15.8%**

Phone or Utilities Fraud

Theft Subtype	Percentages CY-2013	Percentages CY-2014	Percentages CY-2015
Utilities - New Accounts	8.9%	7.6%	5.1%
Wireless - New Accounts	3.5%	3.5%	3.7%
Unauthorized Charges to Existing Accounts	0.6%	0.7%	0.6%
Telephone - New Accounts	0.6%	0.7%	0.5%
Total	**13.6%**	**12.5%**	**9.9%**

Bank Fraud

Theft Subtype	Percentages CY-2013	Percentages CY-2014	Percentages CY-2015
Electronic Fund Transfer	3.7%	3.3%	2.3%
New Accounts	2.2%	2.8%	2.0%
Existing Accounts	1.8%	1.5%	1.1%
Other Deposit Accounts[2]	-	0.6%	0.5%
Total	**7.7%**	**8.2%**	**5.9%**

Loan Fraud

Theft Subtype	Percentages CY-2013	Percentages CY-2014	Percentages CY-2015
Business \ Personal \ Student Loan	2.1%	2.6%	2.1%
Auto Loan \ Lease	1.1%	1.1%	0.8%
Real Estate Loan	0.8%	0.7%	0.6%
Total	**4.0%**	**4.4%**	**3.5%**

Employment-Related Fraud

Theft Subtype	Percentages CY-2013	Percentages CY-2014	Percentages CY-2015
Employment-Related Fraud	**5.6%**	**4.9%**	**3.3%**

Other Identity Theft

Theft Subtype	Percentages CY-2013	Percentages CY-2014	Percentages CY-2015
Uncertain	8.5%	11.2%	10.8%
Data Breach	1.3%	2.1%	3.0%
Internet \ Email	1.7%	1.5%	1.2%
Miscellaneous	8.7%	3.3%	1.2%
Medical	1.0%	1.0%	0.8%
Evading the Law	1.0%	0.9%	0.6%
Apartment or House Rented	0.5%	0.6%	0.5%
Insurance	0.3%	0.4%	0.4%
Prepaid Debit Cards[3]	-	0.3%	0.3%
Securities \ Other Investments	0.2%	0.1%	0.1%
Property Rental Fraud	0.1%	0.1%	0.1%
Bankruptcy	0.1%	0.2%	0.1%
Child Support	0.1%	0.1%	0.1%
Magazines	0.1%	<0.1%	<0.1%
Total	**23.6%**	**21.9%**	**19.2%**

Attempted Identity Theft

Theft Subtype	Percentages CY-2013	Percentages CY-2014	Percentages CY-2015
Attempted Identity Theft	**7.2%**	**4.8%**	**3.7%**

[1]Percentages are based on the total number of CSN identity theft complaints for each calendar year: CY-2013 = 290,102; CY-2014 = 332,647; and CY-2015 = 490,220. Note that 14% of identity theft complaints include more than one type of identity theft in CY-2015, 17% in CY-2014 and 16% in CY-2013.

[2]Theft Subtype "Other Deposit Accounts" was added to the database in CY-2014.

[3]Theft Subtype "Prepaid Debit Cards" was added to the database in CY-2014.

Consumer Sentinel Network Identity Theft Complaints
Law Enforcement Contact[1]
January 1 – December 31, 2015
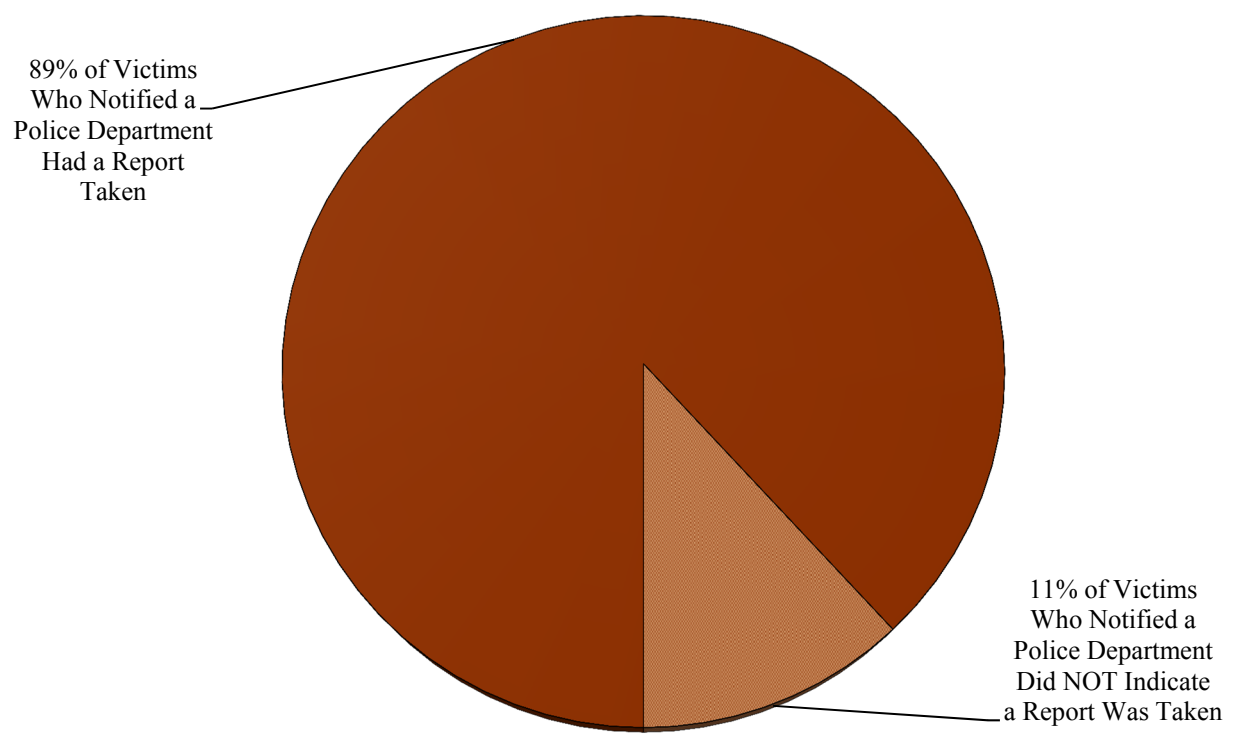
89% of Victims Who Notified a Police Department Had a Report Taken

11% of Victims Who Notified a Police Department Did NOT Indicate a Report Was Taken

[1]Percentages are based on the total number of identity theft complaints where victims indicated they had notified a police department (180,743). Thirty-seven percent of identity theft victims reported law enforcement contact information.

Law Enforcement Contact
Calendar Years 2013 through 2015

	CY-2013		CY-2014		CY-2015	
	Complaints	Percentages[2]	Complaints	Percentages[2]	Complaints	Percentages[2]
Yes	70,812	82%	94,517	88%	160,520	89%
No\Not Reported	15,251	18%	13,338	12%	20,223	11%
Total Who Notified a Police Department	86,063		107,855		180,743	

[2]Percentages are based on the total number of identity theft complaints where victims indicated they had notified a police department: CY-2013 = 86,063; CY-2014 = 107,855; and CY-2015 = 180,743. Of the total, 37% of identity theft victims reported law enforcement contact information in CY-2015, 32% in CY-2014 and 30% in CY-2013.

Consumer Sentinel Network Identity Theft Complaints by Victims' Age[1]
January 1 – December 31, 2015
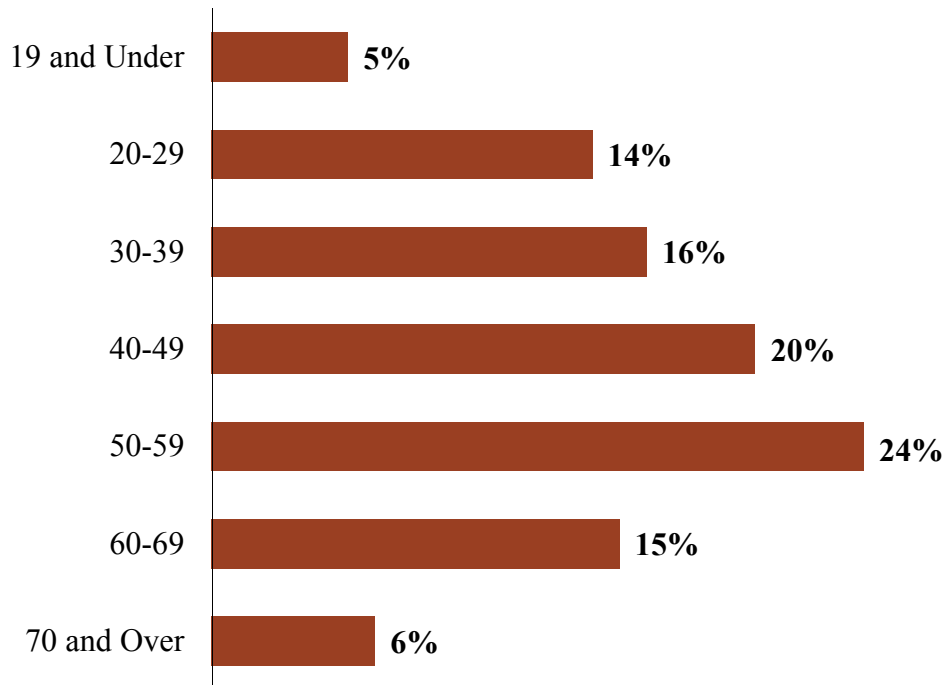
Consumer Sentinel Network Identity Theft Complaints by Victims' Age
Calendar Years 2013 through 2015

Consumer Age	CY - 2013		CY - 2014		CY - 2015	
	Complaints	Percentages[1]	Complaints	Percentages[1]	Complaints	Percentages[1]
19 and Under	15,226	6%	15,511	5%	20,905	5%
20-29	48,697	19%	46,765	17%	55,763	14%
30-39	47,682	19%	49,055	18%	65,850	16%
40-49	45,246	18%	51,569	18%	81,937	20%
50-59	44,084	17%	55,243	20%	97,308	24%
60-69	31,896	12%	38,392	14%	62,060	15%
70 and Over	22,103	9%	21,941	8%	26,305	6%
Total Reporting Age	254,934		278,476		410,128	

[1]Percentages are based on the total number of victims reporting their age in CSN identity theft complaints for each calendar year: CY-2013 = 254,934; CY-2014 = 278,476; and CY-2015 = 410,128. Of the consumers who contacted the FTC, 84% reported their age in CY-2015, 84% in CY-2014 and 88% in CY-2013.

Consumer Sentinel Network State Complaint Rates

January 1 – December 31, 2015

Fraud & Other Complaints

Rank	Consumer State	Complaints Per 100,000 Population[1]	Complaints
1	Florida	1,510.2	306,133
2	Georgia	1,208.3	123,429
3	Michigan	1,143.6	113,474
4	Texas	941.3	258,579
5	Nevada	836.9	24,194
6	Delaware	807.8	7,641
7	Rhode Island	764.7	8,078
8	California	750.2	293,662
9	Maryland	749.0	44,985
10	Alabama	738.1	35,865
11	Tennessee	670.3	44,241
12	Louisiana	663.7	30,999
13	Virginia	645.3	54,093
14	New Jersey	626.5	56,121
15	Pennsylvania	626.3	80,180
16	Arizona	623.5	42,575
17	Missouri	609.3	37,068
18	Ohio	606.8	70,470
19	New Mexico	594.1	12,387
20	Colorado	592.6	32,333
21	New Hampshire	572.0	7,611
22	Massachusetts	557.6	37,884
23	Connecticut	554.1	19,898
24	South Carolina	553.3	27,091
25	North Carolina	550.3	55,266
26	New York	524.9	103,918
27	Illinois	517.2	66,510
28	Mississippi	516.3	15,450
29	Indiana	511.1	33,836
30	Oregon	506.0	20,387
31	Washington	505.7	36,264
32	Oklahoma	493.6	19,307
33	Arkansas	478.4	14,248
34	Kentucky	467.2	20,674
35	Maine	447.1	5,943
36	West Virginia	446.8	8,240
37	Montana	442.6	4,572
37	Wisconsin	442.6	25,544
39	Minnesota	438.2	24,055
40	Kansas	426.9	12,430
41	Idaho	423.1	7,002
42	Wyoming	415.5	2,435
43	Vermont	406.7	2,546
44	Nebraska	403.3	7,648
45	Utah	396.2	11,870
46	Alaska	395.0	2,917
47	Hawaii	371.3	5,315
48	South Dakota	356.0	3,056
49	Iowa	349.2	10,909
50	North Dakota	278.8	2,110

Identity Theft Complaints

Rank	Victim State	Complaints Per 100,000 Population[1]	Complaints
1	Missouri	364.3	22,164
2	Connecticut	225.0	8,078
3	Florida	217.4	44,063
4	Maryland	183.2	11,006
5	Illinois	158.7	20,414
6	Michigan	158.1	15,684
7	Georgia	149.1	15,230
8	Texas	144.3	39,630
9	New Hampshire	142.0	1,890
10	California	141.3	55,305
11	Rhode Island	141.2	1,491
12	Ohio	134.4	15,611
12	Wisconsin	134.4	7,756
14	Arizona	133.8	9,136
15	Washington	126.1	9,043
15	Oregon	126.1	5,081
17	New Jersey	125.8	11,266
18	Massachusetts	125.5	8,530
19	Nevada	125.0	3,613
20	Delaware	124.9	1,181
21	Colorado	123.2	6,724
21	Virginia	123.2	10,329
23	New York	122.0	24,157
24	Oklahoma	120.0	4,695
25	Pennsylvania	116.2	14,877
26	Maine	113.9	1,514
27	Kansas	112.7	3,282
28	Tennessee	107.9	7,121
29	North Carolina	106.0	10,646
30	Alabama	102.3	4,973
30	South Carolina	102.3	5,010
32	Idaho	101.3	1,676
33	New Mexico	101.1	2,109
34	Nebraska	100.5	1,905
35	Mississippi	98.8	2,955
36	Minnesota	97.8	5,368
37	Arkansas	97.7	2,911
38	Wyoming	96.6	566
39	Louisiana	94.4	4,410
40	Alaska	94.3	696
41	Indiana	93.9	6,217
42	Iowa	89.7	2,803
43	Montana	87.2	901
44	Utah	85.7	2,567
45	Vermont	83.9	525
46	Kentucky	80.9	3,581
47	West Virginia	79.9	1,474
48	North Dakota	76.0	575
49	South Dakota	63.1	542
50	Hawaii	62.6	896

[1]Per 100,000 unit of population estimates are based on the 2015 U.S. Census population estimates (Table NST-EST2015-01 -- Annual Estimates of the Resident Population for the United States, Regions, States, and Puerto Rico: April 1, 2010 to July 1, 2015). Numbers for the District of Columbia are: Fraud and Others = 8,928 complaints and 1,328.1 complaints per 100,000 population; Identity Theft = 1,533 victims and 228.0 victims per 100,000 population.

Note: In calculating the State and Metropolitan Areas rankings, we excluded 20 state-specific data contributors' complaints (the Hawaii Office of Consumer Protection, the Montana, North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for Alaska, California, Colorado, Idaho, Indiana, Iowa, Louisiana, Maine, Massachusetts, Michigan, Mississippi, Nevada, Ohio, and Washington).

Consumer Sentinel Network
Largest Metropolitan Areas Ranking for
Fraud and Other Consumer Complaints[1]
January 1 – December 31, 2015

Rank	Metropolitan Area	Complaints Per 100,000 Population[1]	Complaints
1	Homosassa Springs, FL Metropolitan Statistical Area	1,290.0	1,798
2	Weirton-Steubenville, WV-OH Metropolitan Statistical Area	717.0	870
3	Gainesville, FL Metropolitan Statistical Area	641.6	1,754
4	Prescott, AZ Metropolitan Statistical Area	596.8	1,306
5	Dover, DE Metropolitan Statistical Area	592.5	1,019
6	Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	566.6	34,185
7	Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area	551.1	3,069
8	Santa Fe, NM Metropolitan Statistical Area	550.7	816
9	Myrtle Beach-Conway-North Myrtle Beach, SC-NC Metropolitan Statistical Area	538.7	2,250
10	Sierra Vista-Douglas, AZ Metropolitan Statistical Area	529.6	675
11	Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	526.4	3,211
12	Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area	522.6	10,816
13	Jacksonville, FL Metropolitan Statistical Area	521.7	7,404
14	Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	515.2	15,020
15	Sebastian-Vero Beach, FL Metropolitan Statistical Area	511.9	741
16	Baltimore-Columbia-Towson, MD Metropolitan Statistical Area	504.8	14,063
17	Punta Gorda, FL Metropolitan Statistical Area	504.5	850
18	Anniston-Oxford-Jacksonville, AL Metropolitan Statistical Area	496.9	576
19	Wooster, OH Micropolitan Statistical Area	489.9	566
20	Richmond, VA Metropolitan Statistical Area	487.7	6,145
21	Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area	487.5	11,603
22	Winchester, VA-WV Metropolitan Statistical Area	485.7	648
23	Missoula, MT Metropolitan Statistical Area	485.4	547
24	Montgomery, AL Metropolitan Statistical Area	484.8	1,809
25	Miami-Fort Lauderdale-West Palm Beach, FL Metropolitan Statistical Area	482.3	28,598
26	Port St. Lucie, FL Metropolitan Statistical Area	482.2	2,143
27	Pensacola-Ferry Pass-Brent, FL Metropolitan Statistical Area	480.5	2,278
28	North Port-Sarasota-Bradenton, FL Metropolitan Statistical Area	480.2	3,595
29	East Stroudsburg, PA Metropolitan Statistical Area	479.2	797
30	Atlanta-Sandy Springs-Roswell, GA Metropolitan Statistical Area	475.3	26,684
31	Denver-Aurora-Lakewood, CO Metropolitan Statistical Area	471.1	12,974
32	Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	470.4	10,921
33	Ocala, FL Metropolitan Statistical Area	470.0	1,594
34	Phoenix-Mesa-Scottsdale, AZ Metropolitan Statistical Area	467.3	20,978
35	Nashville-Davidson--Murfreesboro--Franklin, TN Metropolitan Statistical Area	467.2	8,376
36	Pueblo, CO Metropolitan Statistical Area	463.9	751
37	Columbus, GA-AL Metropolitan Statistical Area	460.8	1,447
38	Spokane-Spokane Valley, WA Metropolitan Statistical Area	460.7	2,492
39	Colorado Springs, CO Metropolitan Statistical Area	460.5	3,163
39	Memphis, TN-MS-AR Metropolitan Statistical Area	460.5	6,186
41	Trenton, NJ Metropolitan Statistical Area	457.8	1,701
42	Birmingham-Hoover, AL Metropolitan Statistical Area	457.1	5,228
43	Killeen-Temple, TX Metropolitan Statistical Area	454.7	1,932
44	Atlantic City-Hammonton, NJ Metropolitan Statistical Area	452.4	1,245
45	Cleveland-Elyria, OH Metropolitan Statistical Area	451.2	9,310
46	Asheville, NC Metropolitan Statistical Area	450.8	1,994
47	Texarkana, TX-AR Metropolitan Statistical Area	450.3	672
48	Chattanooga, TN-GA Metropolitan Statistical Area	447.3	2,436
49	Bremerton-Silverdale, WA Metropolitan Statistical Area	446.9	1,136
50	Columbia, SC Metropolitan Statistical Area	446.1	3,571

[1]Ranking is based on the number of fraud and other types of complaints per 100,000 inhabitants for each Metropolitan Area. This chart illustrates the top 50 Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. See fraud and other types of complaints figures for all Metropolitan Areas with a population of 100,000 or more in Appendix D1. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2014 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2014 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).

Note: In calculating the State and Metropolitan Areas rankings, we excluded 20 state-specific data contributors' complaints (the Hawaii Office of Consumer Protection, the Montana, North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for Alaska, California, Colorado, Idaho, Indiana, Iowa, Louisiana, Maine, Massachusetts, Michigan, Mississippi, Nevada, Ohio and Washington).

Consumer Sentinel Network
Largest Metropolitan Areas Ranking for
Identity Theft Consumer Complaints[1]
January 1 – December 31, 2015

Rank	Metropolitan Area	Complaints Per 100,000 Population[1]	Complaints
1	St. Louis, MO-IL Metropolitan Statistical Area	684.0	19,195
2	California-Lexington Park, MD Metropolitan Statistical Area	356.9	394
3	Miami-Fort Lauderdale-West Palm Beach, FL Metropolitan Statistical Area	300.7	17,832
4	Iowa City, IA Metropolitan Statistical Area	256.1	421
5	Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area	253.9	2,400
6	Muncie, IN Metropolitan Statistical Area	241.7	283
7	Naples-Immokalee-Marco Island, FL Metropolitan Statistical Area	237.4	828
8	Hartford-West Hartford-East Hartford, CT Metropolitan Statistical Area	235.9	2,865
9	Jefferson City, MO Metropolitan Statistical Area	227.4	343
10	Detroit-Warren-Dearborn, MI Metropolitan Statistical Area	220.4	9,468
11	Columbia, MO Metropolitan Statistical Area	219.4	379
12	Torrington, CT Micropolitan Statistical Area	216.8	401
13	Milwaukee-Waukesha-West Allis, WI Metropolitan Statistical Area	216.6	3,405
14	Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	213.5	6,225
15	Tallahassee, FL Metropolitan Statistical Area	211.8	796
16	Jacksonville, FL Metropolitan Statistical Area	208.4	2,958
17	New Haven-Milford, CT Metropolitan Statistical Area	206.2	1,776
18	Gainesville, FL Metropolitan Statistical Area	203.7	557
19	Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	192.2	13,364
20	Ann Arbor, MI Metropolitan Statistical Area	191.4	683
21	Port St. Lucie, FL Metropolitan Statistical Area	191.3	850
22	Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	191.2	4,439
23	North Port-Sarasota-Bradenton, FL Metropolitan Statistical Area	188.2	1,409
24	Atlanta-Sandy Springs-Roswell, GA Metropolitan Statistical Area	185.6	10,418
25	Baltimore-Columbia-Towson, MD Metropolitan Statistical Area	184.6	5,144
26	Racine, WI Metropolitan Statistical Area	180.4	352
27	Houston-The Woodlands-Sugar Land, TX Metropolitan Statistical Area	179.5	11,652
28	Punta Gorda, FL Metropolitan Statistical Area	179.3	302
29	Homosassa Springs, FL Metropolitan Statistical Area	177.9	248
30	Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	175.6	10,597
31	Sebastian-Vero Beach, FL Metropolitan Statistical Area	174.8	253
32	Cape Coral-Fort Myers, FL Metropolitan Statistical Area	174.1	1,183
33	San Francisco-Oakland-Hayward, CA Metropolitan Statistical Area	173.4	7,968
34	Dayton, OH Metropolitan Statistical Area	170.7	1,367
35	Tulsa, OK Metropolitan Statistical Area	168.9	1,637
36	Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area	167.9	935
36	The Villages, FL Metropolitan Statistical Area	167.9	192
38	Cleveland-Elyria, OH Metropolitan Statistical Area	166.7	3,440
39	Vallejo-Fairfield, CA Metropolitan Statistical Area	165.6	714
40	Gainesville, GA Metropolitan Statistical Area	164.6	314
41	Manchester-Nashua, NH Metropolitan Statistical Area	164.1	665
42	Stockton-Lodi, CA Metropolitan Statistical Area	162.5	1,163
43	Memphis, TN-MS-AR Metropolitan Statistical Area	161.9	2,175
44	Lakeland-Winter Haven, FL Metropolitan Statistical Area	161.8	1,027
44	Springfield, MO Metropolitan Statistical Area	161.8	732
46	Kansas City, MO-KS Metropolitan Statistical Area	161.7	3,348
47	Charlottesville, VA Metropolitan Statistical Area	161.3	366
48	Norwich-New London, CT Metropolitan Statistical Area	158.9	435
49	Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	156.1	952
50	Madison, WI Metropolitan Statistical Area	154.9	982

[1]Ranking is based on the number of identity theft complaints per 100,000 inhabitants for each Metropolitan Area. This chart illustrates the top 50 Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. See identity theft figures for all Metropolitan Areas with a population of 100,000 or more in Appendix D2. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2014 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2014 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).

Consumer Sentinel Network Military Complaints
by Consumer Military Branch
January 1 – December 31, 2015

Military Branch	Complaints	Percentages[1]
U.S. Army	45,976	48%
U.S. Navy	20,559	21%
U.S. Air Force	19,006	20%
U.S. Marines	9,238	10%
U.S. Coast Guard	1,799	2%
Total	96,578	

[1]Percentages are based on the total number of CSN complaints from military consumers reporting their branch of service (96,578) between January 1 and December 31, 2015. Of the 109,934 military consumers, 88% reported this information during CY-2015.

Consumer Sentinel Network
Military Complaints
by Consumer Military Status
January 1 – December 31, 2015

Military Status	Complaints	Percentages[2]
Active Duty Service Member	7,037	7%
Dependent Child\Other - DoD Civilian	1,173	1%
Dependent Child\Other - Service Member	4,015	4%
Dependent Spouse - DoD Civilian	2,577	3%
Dependent Spouse - Service Member	12,854	13%
DoD Civilian	807	1%
Inactive Reserve\National Guard	5,625	6%
Military Retiree\Veteran	64,581	65%
Total	98,669	

[2]Percentages are based on the total number of CSN complaints from military consumers reporting their military status (98,669) between January 1 and December 31, 2015. Of the 109,934 military consumers, 90% reported this information during CY-2015.

Consumer Sentinel Network
Military Complaints
by Consumer Military Pay Grade
January 1 – December 31, 2015

Military Pay Grade	Complaints	Percentages[3]
DoD Civilian	752	2%
E1-E3	8,163	26%
E4	3,871	12%
E5-E6	9,456	30%
E7-E9	3,668	11%
O1-O3	2,056	6%
O4-O6	3,136	10%
O7 and Above	252	1%
W1-W5	621	2%
Total	31,975	

[3]Percentages are based on the total number of CSN complaints from military consumers reporting their pay grade (31,975) between January 1 and December 31, 2015. Of the 109,934 military consumers, 29% reported this information during CY-2015.

Consumer Sentinel Network Military
Complaints by Top Category
January 1 – December 31, 2015

Rank	Category	Complaints	Percentages[1]
1	Identity Theft	32,916	30%
2	Impostor Scams	32,252	29%
3	Debt Collection	8,360	8%
4	Banks and Lenders	6,327	6%
5	Prizes, Sweepstakes and Lotteries	2,325	2%
6	Education	2,194	2%
7	Telephone and Mobile Services	2,098	2%
8	Auto-Related Complaints	1,959	2%
9	Shop-at-Home and Catalog Sales	1,907	2%
10	Credit Bureaus, Information Furnishers and Report Users	1,834	2%
11	Foreign Money Offers and Counterfeit Check Scams	1,381	1%
12	Credit Cards	1,089	1%
13	Internet Services	821	1%
14	Health Care	694	1%
15	Television and Electronic Media	626	1%
16	Business and Job Opportunities	473	<1%
17	Home Repair, Improvement and Products	456	<1%
18	Mortgage Foreclosure Relief and Debt Management	363	<1%
19	Travel, Vacations and Timeshare Plans	345	<1%
20	Advance Payments for Credit Services	305	<1%

[1]Percentages are based on the total number of CSN Military complaints (109,934) received between January 1 and December 31, 2015. Eleven percent of these complaints were coded in the Other category.

Top Categories for Complaints from Enlisted Military Consumers
January 1 – December 31, 2015

Rank	Category	Complaints	Percentages[2]
1	Identity Theft	6,620	26%
2	Debt Collection	4,831	19%
3	Impostor Scams	4,144	16%
4	Banks and Lenders	2,783	11%
5	Credit Bureaus, Information Furnishers and Report Users	1,033	4%
6	Auto-Related Complaints	618	2%
7	Credit Cards	526	2%
8	Shop-at-Home and Catalog Sales	507	2%
8	Telephone and Mobile Services	460	2%
10	Internet Services	275	1%

[2]Percentages are based on the total number of CSN complaints (25,158) from military consumers reporting an enlisted rank received between January 1 and December 31, 2015. Eight percent of these complaints were coded in the Other category.

Top Categories for Complaints from Officer Military Consumers
January 1 – December 31, 2015

Rank	Category	Complaints	Percentages[3]
1	Identity Theft	2,036	34%
2	Impostor Scams	1,407	23%
3	Debt Collection	521	9%
4	Banks and Lenders	447	7%
5	Credit Bureaus, Information Furnishers and Report Users	247	4%
6	Shop-at-Home and Catalog Sales	146	2%
7	Credit Cards	119	2%
8	Telephone and Mobile Services	111	2%
9	Auto-Related Complaints	94	2%
10	Internet Services	74	1%

[3]Percentages are based on the total number of CSN complaints (6,065) from military consumers reporting an officer rank received between January 1 and December 31, 2015. Ten percent of these complaints were coded in the Other category.

Consumer Sentinel Network
Military Identity Theft Complaints
How Victims' Information is Misused
January 1 – December 31, 2015

Identity Theft Types \ Theft Subtypes	Complaints	Percentages[1]
Government Documents or Benefits Fraud		**51.7%**
Tax- or Wage-Related Fraud	15,057	45.7%
Government Benefits Applied For \ Received	1,332	4.0%
Other Government Documents Issued \ Forged	560	1.7%
Driver's License Issued \ Forged	113	0.3%
Credit Card Fraud		**15.9%**
New Accounts	3,673	11.2%
Existing Accounts	1,535	4.7%
Phone or Utilities Fraud		**9.8%**
Utilities - New Accounts	1,807	5.5%
Wireless - New Accounts	1,012	3.1%
Unauthorized Charges to Existing Accounts	225	0.7%
Telephone - New Accounts	157	0.5%
Bank Fraud		**8.1%**
Electronic Fund Transfer	1,199	3.6%
New Accounts	736	2.2%
Existing Accounts	437	1.3%
Other Deposit Accounts	320	1.0%
Loan Fraud		**3.3%**
Business \ Personal \ Student Loan	648	2.0%
Auto Loan \ Lease	229	0.7%
Real Estate Loan	190	0.6%
Employment-Related Fraud		**2.0%**
Employment-Related Fraud	671	2.0%
Other Identity Theft		**16.5%**
Uncertain	2,008	6.1%
Data Breach	1,235	3.8%
Miscellaneous	586	1.8%
Internet \ Email	519	1.6%
Medical	264	0.8%
Evading the Law	191	0.6%
Apartment or House Rented	167	0.5%
Insurance	143	0.4%
Prepaid Debit Cards	135	0.4%
Property Rental Fraud	41	0.1%
Securities \ Other Investments	35	0.1%
Magazines	22	0.1%
Bankruptcy	21	0.1%
Child Support	17	0.1%
Attempted Identity Theft		**5.8%**
Attempted Identity Theft	1,893	5.8%

[1]Percentages are based on the total number of Consumer Sentinel Network (CSN) Military identity theft complaints (32,916) received between January 1 and December 31, 2015. Note that 11% of CSN Military identity theft complaints included more than one type of identity theft.

Consumer Sentinel Network
Detailed State Complaint Information

(One Page per State and the District of Columbia)

Fraud & Other Complaints

▷ Top Fraud & Other Complaint Categories

Identity Theft Complaints

▶ Identity Theft Types Reported by Victims

ALABAMA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 40,838

Fraud and Other Complaints Count from Alabama Consumers = 35,865

Top 10 Fraud and Other Complaint Categories Reported by Alabama Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	13,539	38%
2	Telephone and Mobile Services	4,408	12%
3	Impostor Scams	4,135	12%
4	Prizes, Sweepstakes and Lotteries	3,477	10%
5	Banks and Lenders	1,531	4%
6	Auto-Related Complaints	1,094	3%
7	Shop-at-Home and Catalog Sales	990	3%
8	Television and Electronic Media	743	2%
9	Credit Bureaus, Information Furnishers and Report Users	566	2%
10	Internet Services	404	1%

[1]Percentages are based on the total number of CSN fraud and other complaints from Alabama consumers (35,865).

Identity Theft Complaints Count from Alabama Victims = 4,973

Identity Theft Types Reported by Alabama Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	2,393	48%
2	Credit Card Fraud	666	13%
3	Phone or Utilities Fraud	541	11%
4	Bank Fraud	319	6%
5	Loan Fraud	283	6%
6	Employment-Related Fraud	131	3%
	Other	864	17%
	Attempted Identity Theft	183	4%

[1]Percentages are based on the 4,973 victims reporting from Alabama. Note that CSN identity theft complaints may be coded under multiple theft types.

ALASKA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 3,613

Fraud and Other Complaints Count from Alaska Consumers = 2,917

Top 10 Fraud and Other Complaint Categories Reported by Alaska Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Prizes, Sweepstakes and Lotteries	707	24%
2	Impostor Scams	627	21%
3	Debt Collection	184	6%
4	Shop-at-Home and Catalog Sales	144	5%
5	Telephone and Mobile Services	140	5%
6	Banks and Lenders	126	4%
7	Auto-Related Complaints	120	4%
8	Internet Services	85	3%
9	Foreign Money Offers and Counterfeit Check Scams	76	3%
10	Health Care	65	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Alaska consumers (2,917).
Note: These figures exclude complaints provided by the Alaska Office of Attorney General.

Identity Theft Complaints Count from Alaska Victims = 696

Identity Theft Types Reported by Alaska Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	402	58%
2	Credit Card Fraud	84	12%
3	Phone or Utilities Fraud	43	6%
4	Bank Fraud	33	5%
5	Loan Fraud	15	2%
6	Employment-Related Fraud	11	2%
	Other	135	19%
	Attempted Identity Theft	30	4%

[1]Percentages are based on the 696 victims reporting from Alaska. Note that CSN identity theft complaints may be coded under multiple theft types.

ARIZONA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 51,711

Fraud and Other Complaints Count from Arizona Consumers = 42,575

Top 10 Fraud and Other Complaint Categories Reported by Arizona Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	10,211	24%
2	Impostor Scams	7,805	18%
3	Telephone and Mobile Services	4,372	10%
4	Banks and Lenders	2,918	7%
5	Prizes, Sweepstakes and Lotteries	2,388	6%
6	Auto-Related Complaints	1,975	5%
7	Shop-at-Home and Catalog Sales	1,501	4%
8	Television and Electronic Media	1,117	3%
9	Credit Cards	884	2%
10	Credit Bureaus, Information Furnishers and Report Users	812	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Arizona consumers (42,575).

Identity Theft Complaints Count from Arizona Victims = 9,136

Identity Theft Types Reported by Arizona Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	4,043	44%
2	Credit Card Fraud	1,272	14%
3	Employment-Related Fraud	799	9%
4	Phone or Utilities Fraud	693	8%
5	Bank Fraud	515	6%
6	Loan Fraud	279	3%
	Other	1,944	21%
	Attempted Identity Theft	290	3%

[1]Percentages are based on the 9,136 victims reporting from Arizona. Note that CSN identity theft complaints may be coded under multiple theft types.

ARKANSAS
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 17,159

Fraud and Other Complaints Count from Arkansas Consumers = 14,248

Top 10 Fraud and Other Complaint Categories Reported by Arkansas Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	3,158	22%
2	Prizes, Sweepstakes and Lotteries	2,500	18%
3	Impostor Scams	2,131	15%
4	Telephone and Mobile Services	1,435	10%
5	Banks and Lenders	591	4%
6	Auto-Related Complaints	578	4%
7	Shop-at-Home and Catalog Sales	566	4%
8	Television and Electronic Media	336	2%
9	Credit Bureaus, Information Furnishers and Report Users	243	2%
10	Internet Services	196	1%

[1]Percentages are based on the total number of CSN fraud and other complaints from Arkansas consumers (14,248).

Identity Theft Complaints Count from Arkansas Victims = 2,911

Identity Theft Types Reported by Arkansas Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	1,568	54%
2	Credit Card Fraud	381	13%
3	Phone or Utilities Fraud	263	9%
4	Bank Fraud	180	6%
5	Employment-Related Fraud	96	3%
6	Loan Fraud	83	3%
	Other	460	16%
	Attempted Identity Theft	90	3%

[1]Percentages are based on the 2,911 victims reporting from Arkansas. Note that CSN identity theft complaints may be coded under multiple theft types.

CALIFORNIA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 348,967

Fraud and Other Complaints Count from California Consumers = 293,662

Top 10 Fraud and Other Complaint Categories Reported by California Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	120,166	41%
2	Telephone and Mobile Services	40,090	14%
3	Impostor Scams	33,768	11%
4	Banks and Lenders	17,614	6%
5	Shop-at-Home and Catalog Sales	8,975	3%
6	Prizes, Sweepstakes and Lotteries	8,830	3%
7	Auto-Related Complaints	7,653	3%
8	Credit Bureaus, Information Furnishers and Report Users	5,182	2%
9	Credit Cards	4,567	2%
10	Internet Services	4,460	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from California consumers (293,662).
Note: These figures exclude complaints provided by the California Office of Attorney General.

Identity Theft Complaints Count from California Victims = 55,305

Identity Theft Types Reported by California Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	17,044	31%
2	Credit Card Fraud	12,892	23%
3	Phone or Utilities Fraud	6,870	12%
4	Bank Fraud	4,230	8%
5	Employment-Related Fraud	3,349	6%
6	Loan Fraud	2,595	5%
	Other	11,953	22%
	Attempted Identity Theft	2,749	5%

[1]Percentages are based on the 55,305 victims reporting from California. Note that CSN identity theft complaints may be coded under multiple theft types.

COLORADO
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 39,057

Fraud and Other Complaints Count from Colorado Consumers = 32,333

Top 10 Fraud and Other Complaint Categories Reported by Colorado Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	7,031	22%
2	Impostor Scams	6,283	19%
3	Telephone and Mobile Services	3,075	10%
4	Banks and Lenders	2,234	7%
5	Prizes, Sweepstakes and Lotteries	1,832	6%
6	Auto-Related Complaints	1,616	5%
7	Shop-at-Home and Catalog Sales	1,315	4%
8	Television and Electronic Media	948	3%
9	Internet Services	770	2%
10	Credit Bureaus, Information Furnishers and Report Users	692	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Colorado consumers (32,333).
Note: These figures exclude complaints provided by the Colorado Office of Attorney General.

Identity Theft Complaints Count from Colorado Victims = 6,724

Identity Theft Types Reported by Colorado Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	3,336	50%
2	Credit Card Fraud	1,025	15%
3	Phone or Utilities Fraud	437	6%
4	Employment-Related Fraud	405	6%
5	Bank Fraud	376	6%
6	Loan Fraud	154	2%
	Other	1,252	19%
	Attempted Identity Theft	227	3%

[1]Percentages are based on the 6,724 victims reporting from Colorado. Note that CSN identity theft complaints may be coded under multiple theft types.

CONNECTICUT
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 27,976

Fraud and Other Complaints Count from Connecticut Consumers = 19,898

Top 10 Fraud and Other Complaint Categories Reported by Connecticut Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	5,142	26%
2	Impostor Scams	3,263	16%
3	Telephone and Mobile Services	1,890	9%
4	Banks and Lenders	1,317	7%
5	Auto-Related Complaints	1,118	6%
6	Prizes, Sweepstakes and Lotteries	921	5%
7	Shop-at-Home and Catalog Sales	856	4%
8	Credit Cards	485	2%
9	Credit Bureaus, Information Furnishers and Report Users	393	2%
10	Television and Electronic Media	375	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Connecticut consumers (19,898).

Identity Theft Complaints Count from Connecticut Victims = 8,078

Identity Theft Types Reported by Connecticut Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	5,199	64%
2	Credit Card Fraud	1,011	13%
3	Phone or Utilities Fraud	717	9%
4	Bank Fraud	291	4%
5	Employment-Related Fraud	138	2%
6	Loan Fraud	99	1%
	Other	1,123	14%
	Attempted Identity Theft	208	3%

[1]Percentages are based on the 8,078 victims reporting from Connecticut. Note that CSN identity theft complaints may be coded under multiple theft types.

DELAWARE
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 8,822

Fraud and Other Complaints Count from Delaware Consumers = 7,641

Top 10 Fraud and Other Complaint Categories Reported by Delaware Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	2,279	30%
2	Impostor Scams	1,305	17%
3	Telephone and Mobile Services	729	10%
4	Banks and Lenders	549	7%
5	Prizes, Sweepstakes and Lotteries	410	5%
6	Auto-Related Complaints	271	4%
7	Shop-at-Home and Catalog Sales	236	3%
8	Television and Electronic Media	189	2%
9	Credit Cards	187	2%
10	Credit Bureaus, Information Furnishers and Report Users	174	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Delaware consumers (7,641).

Identity Theft Complaints Count from Delaware Victims = 1,181

Identity Theft Types Reported by Delaware Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	644	55%
2	Credit Card Fraud	174	15%
3	Phone or Utilities Fraud	117	10%
4	Bank Fraud	66	6%
5	Loan Fraud	45	4%
6	Employment-Related Fraud	29	2%
	Other	176	15%
	Attempted Identity Theft	40	3%

[1]Percentages are based on the 1,181 victims reporting from Delaware. Note that CSN identity theft complaints may be coded under multiple theft types.

DISTRICT OF COLUMBIA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 10,461

Fraud and Other Complaints Count from District of Columbia Consumers = 8,928

Top 10 Fraud and Other Complaint Categories Reported by District of Columbia Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	3,370	38%
2	Telephone and Mobile Services	1,179	13%
3	Impostor Scams	948	11%
4	Banks and Lenders	693	8%
5	Shop-at-Home and Catalog Sales	273	3%
6	Auto-Related Complaints	264	3%
7	Credit Cards	223	2%
7	Prizes, Sweepstakes and Lotteries	223	2%
9	Credit Bureaus, Information Furnishers and Report Users	178	2%
10	Internet Services	142	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from District of Columbia consumers (8,928).

Identity Theft Complaints Count from District of Columbia Victims = 1,533

Identity Theft Types Reported by District of Columbia Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	707	46%
2	Credit Card Fraud	189	12%
3	Phone or Utilities Fraud	156	10%
4	Bank Fraud	117	8%
5	Loan Fraud	52	3%
6	Employment-Related Fraud	40	3%
	Other	352	23%
	Attempted Identity Theft	52	3%

[1]Percentages are based on the 1,533 victims reporting from District of Columbia. Note that CSN identity theft complaints may be coded under multiple theft types.

FLORIDA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 350,196

Fraud and Other Complaints Count from Florida Consumers = 306,133

Top 10 Fraud and Other Complaint Categories Reported by Florida Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	180,943	59%
2	Telephone and Mobile Services	35,708	12%
3	Impostor Scams	21,042	7%
4	Banks and Lenders	11,689	4%
5	Prizes, Sweepstakes and Lotteries	7,255	2%
6	Auto-Related Complaints	6,451	2%
7	Shop-at-Home and Catalog Sales	5,163	2%
8	Television and Electronic Media	4,113	1%
9	Credit Bureaus, Information Furnishers and Report Users	3,765	1%
10	Credit Cards	2,871	1%

[1]Percentages are based on the total number of CSN fraud and other complaints from Florida consumers (306,133).

Identity Theft Complaints Count from Florida Victims = 44,063

Identity Theft Types Reported by Florida Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	21,825	50%
2	Credit Card Fraud	7,999	18%
3	Phone or Utilities Fraud	3,739	8%
4	Bank Fraud	3,415	8%
5	Loan Fraud	1,127	3%
6	Employment-Related Fraud	860	2%
	Other	6,886	16%
	Attempted Identity Theft	2,315	5%

[1]Percentages are based on the 44,063 victims reporting from Florida. Note that CSN identity theft complaints may be coded under multiple theft types.

GEORGIA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 138,659

Fraud and Other Complaints Count from Georgia Consumers = 123,429

Top 10 Fraud and Other Complaint Categories Reported by Georgia Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	65,585	53%
2	Telephone and Mobile Services	15,483	13%
3	Impostor Scams	8,000	6%
4	Banks and Lenders	5,473	4%
5	Prizes, Sweepstakes and Lotteries	4,608	4%
6	Auto-Related Complaints	3,785	3%
7	Shop-at-Home and Catalog Sales	2,460	2%
8	Television and Electronic Media	2,420	2%
9	Credit Bureaus, Information Furnishers and Report Users	2,080	2%
10	Credit Cards	1,350	1%

[1]Percentages are based on the total number of CSN fraud and other complaints from Georgia consumers (123,429).

Identity Theft Complaints Count from Georgia Victims = 15,230

Identity Theft Types Reported by Georgia Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	6,494	43%
2	Credit Card Fraud	2,519	17%
3	Phone or Utilities Fraud	2,021	13%
4	Bank Fraud	1,017	7%
5	Loan Fraud	703	5%
6	Employment-Related Fraud	305	2%
	Other	3,356	22%
	Attempted Identity Theft	539	4%

[1]Percentages are based on the 15,230 victims reporting from Georgia. Note that CSN identity theft complaints may be coded under multiple theft types.

HAWAII
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 6,211

Fraud and Other Complaints Count from Hawaii Consumers = 5,315

Top 10 Fraud and Other Complaint Categories Reported by Hawaii Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Impostor Scams	860	16%
2	Prizes, Sweepstakes and Lotteries	824	16%
3	Banks and Lenders	455	9%
4	Debt Collection	447	8%
5	Telephone and Mobile Services	384	7%
6	Shop-at-Home and Catalog Sales	320	6%
7	Auto-Related Complaints	302	6%
8	Internet Services	161	3%
9	Credit Bureaus, Information Furnishers and Report Users	127	2%
10	Credit Cards	126	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Hawaii consumers (5,315).
Note: These figures exclude complaints provided by the Hawaii Office of Consumer Protection.

Identity Theft Complaints Count from Hawaii Victims = 896

Identity Theft Types Reported by Hawaii Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	369	41%
2	Credit Card Fraud	203	23%
3	Bank Fraud	75	8%
4	Phone or Utilities Fraud	60	7%
5	Loan Fraud	29	3%
6	Employment-Related Fraud	13	1%
	Other	188	21%
	Attempted Identity Theft	35	4%

[1]Percentages are based on the 896 victims reporting from Hawaii. Note that CSN identity theft complaints may be coded under multiple theft types.

IDAHO
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 8,678

Fraud and Other Complaints Count from Idaho Consumers = 7,002

Top 10 Fraud and Other Complaint Categories Reported by Idaho Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Impostor Scams	1,519	22%
2	Debt Collection	937	13%
3	Prizes, Sweepstakes and Lotteries	653	9%
4	Telephone and Mobile Services	554	8%
5	Banks and Lenders	445	6%
6	Shop-at-Home and Catalog Sales	364	5%
7	Auto-Related Complaints	322	5%
8	Internet Services	201	3%
9	Credit Bureaus, Information Furnishers and Report Users	193	3%
10	Television and Electronic Media	188	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Idaho consumers (7,002).
Note: These figures exclude complaints provided by the Idaho Office of Attorney General.

Identity Theft Complaints Count from Idaho Victims = 1,676

Identity Theft Types Reported by Idaho Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	1,021	61%
2	Credit Card Fraud	174	10%
3	Phone or Utilities Fraud	97	6%
4	Loan Fraud	78	5%
5	Bank Fraud	67	4%
6	Employment-Related Fraud	40	2%
	Other	244	15%
	Attempted Identity Theft	46	3%

[1]Percentages are based on the 1,676 victims reporting from Idaho. Note that CSN identity theft complaints may be coded under multiple theft types.

ILLINOIS
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 86,924

Fraud and Other Complaints Count from Illinois Consumers = 66,510

Top 10 Fraud and Other Complaint Categories Reported by Illinois Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	16,882	25%
2	Impostor Scams	9,844	15%
3	Telephone and Mobile Services	6,428	10%
4	Banks and Lenders	4,908	7%
5	Prizes, Sweepstakes and Lotteries	3,434	5%
6	Auto-Related Complaints	3,416	5%
7	Shop-at-Home and Catalog Sales	2,560	4%
8	Television and Electronic Media	2,303	3%
9	Credit Bureaus, Information Furnishers and Report Users	1,574	2%
10	Credit Cards	1,484	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Illinois consumers (66,510).

Identity Theft Complaints Count from Illinois Victims = 20,414

Identity Theft Types Reported by Illinois Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	10,129	50%
2	Credit Card Fraud	2,879	14%
3	Phone or Utilities Fraud	2,805	14%
4	Bank Fraud	1,003	5%
5	Employment-Related Fraud	604	3%
6	Loan Fraud	571	3%
	Other	3,495	17%
	Attempted Identity Theft	725	4%

[1]Percentages are based on the 20,414 victims reporting from Illinois. Note that CSN identity theft complaints may be coded under multiple theft types.

INDIANA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 40,053

Fraud and Other Complaints Count from Indiana Consumers = 33,836

Top 10 Fraud and Other Complaint Categories Reported by Indiana Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	8,285	24%
2	Impostor Scams	5,964	18%
3	Telephone and Mobile Services	3,677	11%
4	Prizes, Sweepstakes and Lotteries	3,140	9%
5	Banks and Lenders	1,670	5%
6	Auto-Related Complaints	1,386	4%
7	Shop-at-Home and Catalog Sales	1,273	4%
8	Television and Electronic Media	1,002	3%
9	Internet Services	681	2%
10	Health Care	553	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Indiana consumers (33,836).

Note: These figures exclude complaints provided by the Indiana Office of Attorney General.

Identity Theft Complaints Count from Indiana Victims = 6,217

Identity Theft Types Reported by Indiana Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	3,048	49%
2	Credit Card Fraud	807	13%
3	Phone or Utilities Fraud	804	13%
4	Bank Fraud	309	5%
5	Employment-Related Fraud	179	3%
6	Loan Fraud	169	3%
	Other	1,228	20%
	Attempted Identity Theft	203	3%

[1]Percentages are based on the 6,217 victims reporting from Indiana. Note that CSN identity theft complaints may be coded under multiple theft types.

IOWA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 13,712

Fraud and Other Complaints Count from Iowa Consumers = 10,909

Top 10 Fraud and Other Complaint Categories Reported by Iowa Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Impostor Scams	2,342	21%
2	Debt Collection	1,691	16%
3	Telephone and Mobile Services	1,173	11%
4	Prizes, Sweepstakes and Lotteries	848	8%
5	Banks and Lenders	583	5%
6	Shop-at-Home and Catalog Sales	499	5%
7	Auto-Related Complaints	460	4%
8	Television and Electronic Media	328	3%
9	Internet Services	250	2%
10	Health Care	213	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Iowa consumers (10,909).

Note: These figures exclude complaints provided by the Iowa Office of Attorney General.

Identity Theft Complaints Count from Iowa Victims = 2,803

Identity Theft Types Reported by Iowa Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	1,801	64%
2	Credit Card Fraud	335	12%
3	Phone or Utilities Fraud	166	6%
4	Bank Fraud	127	5%
5	Employment-Related Fraud	51	2%
6	Loan Fraud	45	2%
	Other	352	13%
	Attempted Identity Theft	82	3%

[1]Percentages are based on the 2,803 victims reporting from Iowa. Note that CSN identity theft complaints may be coded under multiple theft types.

KANSAS
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 15,712

Fraud and Other Complaints Count from Kansas Consumers = 12,430

Top 10 Fraud and Other Complaint Categories Reported by Kansas Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Impostor Scams	2,603	21%
2	Debt Collection	2,325	19%
3	Prizes, Sweepstakes and Lotteries	1,163	9%
4	Telephone and Mobile Services	1,038	8%
5	Banks and Lenders	667	5%
6	Shop-at-Home and Catalog Sales	556	4%
7	Auto-Related Complaints	512	4%
8	Television and Electronic Media	281	2%
9	Internet Services	243	2%
10	Credit Cards	213	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Kansas consumers (12,430).

Identity Theft Complaints Count from Kansas Victims = 3,282

Identity Theft Types Reported by Kansas Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	1,645	50%
2	Credit Card Fraud	487	15%
3	Bank Fraud	230	7%
4	Phone or Utilities Fraud	218	7%
5	Loan Fraud	134	4%
6	Employment-Related Fraud	68	2%
	Other	598	18%
	Attempted Identity Theft	141	4%

[1]Percentages are based on the 3,282 victims reporting from Kansas. Note that CSN identity theft complaints may be coded under multiple theft types.

KENTUCKY
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 24,255

Fraud and Other Complaints Count from Kentucky Consumers = 20,674

Top 10 Fraud and Other Complaint Categories Reported by Kentucky Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	4,892	24%
2	Impostor Scams	3,578	17%
3	Telephone and Mobile Services	1,913	9%
4	Prizes, Sweepstakes and Lotteries	1,866	9%
5	Banks and Lenders	1,112	5%
6	Auto-Related Complaints	1,061	5%
7	Shop-at-Home and Catalog Sales	877	4%
8	Television and Electronic Media	554	3%
9	Internet Services	428	2%
10	Health Care	377	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Kentucky consumers (20,674).

Identity Theft Complaints Count from Kentucky Victims = 3,581

Identity Theft Types Reported by Kentucky Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	1,807	50%
2	Credit Card Fraud	496	14%
3	Phone or Utilities Fraud	298	8%
4	Bank Fraud	208	6%
5	Employment-Related Fraud	102	3%
6	Loan Fraud	92	3%
	Other	740	21%
	Attempted Identity Theft	119	3%

[1]Percentages are based on the 3,581 victims reporting from Kentucky. Note that CSN identity theft complaints may be coded under multiple theft types.

LOUISIANA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 35,409

Fraud and Other Complaints Count from Louisiana Consumers = 30,999

Top 10 Fraud and Other Complaint Categories Reported by Louisiana Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	11,576	37%
2	Telephone and Mobile Services	3,832	12%
3	Impostor Scams	3,300	11%
4	Prizes, Sweepstakes and Lotteries	2,581	8%
5	Banks and Lenders	1,391	4%
6	Shop-at-Home and Catalog Sales	1,130	4%
7	Auto-Related Complaints	961	3%
8	Television and Electronic Media	584	2%
9	Credit Bureaus, Information Furnishers and Report Users	563	2%
10	Investment-Related Complaints	457	1%

[1]Percentages are based on the total number of CSN fraud and other complaints from Louisiana consumers (30,999).
Note: These figures exclude complaints provided by the Louisiana Office of Attorney General.

Identity Theft Complaints Count from Louisiana Victims = 4,410

Identity Theft Types Reported by Louisiana Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	2,247	51%
2	Credit Card Fraud	572	13%
3	Phone or Utilities Fraud	374	8%
4	Bank Fraud	265	6%
5	Loan Fraud	236	5%
6	Employment-Related Fraud	90	2%
	Other	836	19%
	Attempted Identity Theft	155	4%

[1]Percentages are based on the 4,410 victims reporting from Louisiana. Note that CSN identity theft complaints may be coded under multiple theft types.

MAINE
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 7,457

Fraud and Other Complaints Count from Maine Consumers = 5,943

Top 10 Fraud and Other Complaint Categories Reported by Maine Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Impostor Scams	1,311	22%
2	Debt Collection	1,016	17%
3	Telephone and Mobile Services	583	10%
4	Prizes, Sweepstakes and Lotteries	459	8%
5	Banks and Lenders	407	7%
6	Shop-at-Home and Catalog Sales	262	4%
7	Auto-Related Complaints	253	4%
8	Credit Cards	178	3%
9	Internet Services	143	2%
10	Television and Electronic Media	135	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Maine consumers (5,943).
Note: These figures exclude complaints provided by the Maine Office of Attorney General.

Identity Theft Complaints Count from Maine Victims = 1,514

Identity Theft Types Reported by Maine Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	938	62%
2	Credit Card Fraud	198	13%
3	Phone or Utilities Fraud	76	5%
4	Bank Fraud	72	5%
5	Loan Fraud	22	1%
6	Employment-Related Fraud	11	1%
	Other	247	16%
	Attempted Identity Theft	43	3%

[1]Percentages are based on the 1,514 victims reporting from Maine. Note that CSN identity theft complaints may be coded under multiple theft types.

MARYLAND
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 55,991

Fraud and Other Complaints Count from Maryland Consumers = 44,985

Top 10 Fraud and Other Complaint Categories Reported by Maryland Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	11,314	25%
2	Impostor Scams	7,392	16%
3	Telephone and Mobile Services	4,330	10%
4	Banks and Lenders	3,957	9%
5	Auto-Related Complaints	2,091	5%
6	Prizes, Sweepstakes and Lotteries	1,875	4%
7	Shop-at-Home and Catalog Sales	1,689	4%
8	Credit Bureaus, Information Furnishers and Report Users	1,234	3%
9	Credit Cards	1,060	2%
10	Television and Electronic Media	1,021	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Maryland consumers (44,985).

Identity Theft Complaints Count from Maryland Victims = 11,006

Identity Theft Types Reported by Maryland Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	6,239	57%
2	Credit Card Fraud	1,523	14%
3	Phone or Utilities Fraud	899	8%
4	Bank Fraud	597	5%
5	Loan Fraud	283	3%
6	Employment-Related Fraud	193	2%
	Other	1,768	16%
	Attempted Identity Theft	319	3%

[1]Percentages are based on the 11,006 victims reporting from Maryland. Note that CSN identity theft complaints may be coded under multiple theft types.

MASSACHUSETTS
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 46,414

Fraud and Other Complaints Count from Massachusetts Consumers = 37,884

Top 10 Fraud and Other Complaint Categories Reported by Massachusetts Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	9,795	26%
2	Impostor Scams	6,145	16%
3	Telephone and Mobile Services	4,979	13%
4	Banks and Lenders	2,452	6%
5	Shop-at-Home and Catalog Sales	1,659	4%
6	Auto-Related Complaints	1,560	4%
7	Prizes, Sweepstakes and Lotteries	1,527	4%
8	Credit Cards	786	2%
9	Internet Services	746	2%
10	Health Care	665	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Massachusetts consumers (37,884).
Note: These figures exclude complaints provided by the Massachusetts Office of Attorney General.

Identity Theft Complaints Count from Massachusetts Victims = 8,530

Identity Theft Types Reported by Massachusetts Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	4,934	58%
2	Credit Card Fraud	1,151	13%
3	Phone or Utilities Fraud	642	8%
4	Bank Fraud	424	5%
5	Employment-Related Fraud	213	2%
6	Loan Fraud	166	2%
	Other	1,306	15%
	Attempted Identity Theft	320	4%

[1]Percentages are based on the 8,530 victims reporting from Massachusetts. Note that CSN identity theft complaints may be coded under multiple theft types.

MICHIGAN
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 129,158

Fraud and Other Complaints Count from Michigan Consumers = 113,474

Top 10 Fraud and Other Complaint Categories Reported by Michigan Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	65,130	57%
2	Telephone and Mobile Services	15,769	14%
3	Impostor Scams	9,209	8%
4	Prizes, Sweepstakes and Lotteries	3,464	3%
5	Banks and Lenders	3,170	3%
6	Shop-at-Home and Catalog Sales	2,127	2%
7	Auto-Related Complaints	1,665	1%
8	Television and Electronic Media	1,524	1%
9	Credit Cards	962	1%
10	Credit Bureaus, Information Furnishers and Report Users	891	1%

[1]Percentages are based on the total number of CSN fraud and other complaints from Michigan consumers (113,474).
Note: These figures exclude complaints provided by the Michigan Office of Attorney General.

Identity Theft Complaints Count from Michigan Victims = 15,684

Identity Theft Types Reported by Michigan Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	8,087	52%
2	Phone or Utilities Fraud	2,761	18%
3	Credit Card Fraud	1,944	12%
4	Bank Fraud	682	4%
5	Loan Fraud	375	2%
6	Employment-Related Fraud	321	2%
	Other	2,151	14%
	Attempted Identity Theft	574	4%

[1]Percentages are based on the 15,684 victims reporting from Michigan. Note that CSN identity theft complaints may be coded under multiple theft types.

MINNESOTA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 29,423

Fraud and Other Complaints Count from Minnesota Consumers = 24,055

Top 10 Fraud and Other Complaint Categories Reported by Minnesota Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Impostor Scams	5,484	23%
2	Debt Collection	3,406	14%
3	Telephone and Mobile Services	2,150	9%
4	Banks and Lenders	1,665	7%
5	Prizes, Sweepstakes and Lotteries	1,522	6%
6	Shop-at-Home and Catalog Sales	1,189	5%
7	Auto-Related Complaints	969	4%
8	Television and Electronic Media	783	3%
9	Internet Services	588	2%
10	Credit Cards	560	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Minnesota consumers (24,055).

Identity Theft Complaints Count from Minnesota Victims = 5,368

Identity Theft Types Reported by Minnesota Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	2,734	51%
2	Credit Card Fraud	905	17%
3	Phone or Utilities Fraud	420	8%
4	Bank Fraud	335	6%
5	Employment-Related Fraud	137	3%
6	Loan Fraud	115	2%
	Other	897	17%
	Attempted Identity Theft	241	4%

[1]Percentages are based on the 5,368 victims reporting from Minnesota. Note that CSN identity theft complaints may be coded under multiple theft types.

MISSISSIPPI
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 18,405

Fraud and Other Complaints Count from Mississippi Consumers = 15,450

Top 10 Fraud and Other Complaint Categories Reported by Mississippi Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	3,929	25%
2	Impostor Scams	2,272	15%
3	Prizes, Sweepstakes and Lotteries	1,710	11%
4	Telephone and Mobile Services	1,654	11%
5	Banks and Lenders	788	5%
6	Shop-at-Home and Catalog Sales	699	5%
7	Auto-Related Complaints	588	4%
8	Television and Electronic Media	431	3%
9	Credit Bureaus, Information Furnishers and Report Users	265	2%
10	Investment-Related Complaints	234	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Mississippi consumers (15,450).
Note: These figures exclude complaints provided by the Mississippi Office of Attorney General.

Identity Theft Complaints Count from Mississippi Victims = 2,955

Identity Theft Types Reported by Mississippi Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	1,491	50%
2	Phone or Utilities Fraud	390	13%
3	Credit Card Fraud	341	12%
4	Bank Fraud	163	6%
5	Loan Fraud	131	4%
6	Employment-Related Fraud	65	2%
	Other	480	16%
	Attempted Identity Theft	91	3%

[1]Percentages are based on the 2,955 victims reporting from Mississippi. Note that CSN identity theft complaints may be coded under multiple theft types.

MISSOURI
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 59,232

Fraud and Other Complaints Count from Missouri Consumers = 37,068

Top 10 Fraud and Other Complaint Categories Reported by Missouri Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	10,935	29%
2	Impostor Scams	5,336	14%
3	Telephone and Mobile Services	3,375	9%
4	Prizes, Sweepstakes and Lotteries	2,508	7%
5	Auto-Related Complaints	2,333	6%
6	Banks and Lenders	2,148	6%
7	Shop-at-Home and Catalog Sales	1,332	4%
8	Television and Electronic Media	1,103	3%
9	Health Care	765	2%
10	Credit Cards	621	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Missouri consumers (37,068).

Identity Theft Complaints Count from Missouri Victims = 22,164

Identity Theft Types Reported by Missouri Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	17,927	81%
2	Credit Card Fraud	1,060	5%
3	Phone or Utilities Fraud	586	3%
4	Bank Fraud	508	2%
5	Loan Fraud	358	2%
6	Employment-Related Fraud	198	1%
	Other	2,235	10%
	Attempted Identity Theft	358	2%

[1]Percentages are based on the 22,164 victims reporting from Missouri. Note that CSN identity theft complaints may be coded under multiple theft types.

MONTANA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 5,473

Fraud and Other Complaints Count from Montana Consumers = 4,572

Top 10 Fraud and Other Complaint Categories Reported by Montana Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Impostor Scams	1,157	25%
2	Prizes, Sweepstakes and Lotteries	653	14%
3	Debt Collection	621	14%
4	Telephone and Mobile Services	385	8%
5	Shop-at-Home and Catalog Sales	222	5%
6	Banks and Lenders	178	4%
7	Auto-Related Complaints	126	3%
8	Television and Electronic Media	122	3%
9	Internet Services	99	2%
10	Credit Bureaus, Information Furnishers and Report Users	77	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Montana consumers (4,572).
Note: These figures exclude complaints provided by the Montana Department of Justice.

Identity Theft Complaints Count from Montana Victims = 901

Identity Theft Types Reported by Montana Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	544	60%
2	Credit Card Fraud	122	14%
3	Phone or Utilities Fraud	48	5%
4	Bank Fraud	42	5%
5	Employment-Related Fraud	16	2%
6	Loan Fraud	15	2%
	Other	133	15%
	Attempted Identity Theft	37	4%

[1]Percentages are based on the 901 victims reporting from Montana. Note that CSN identity theft complaints may be coded under multiple theft types.

NEBRASKA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 9,553

Fraud and Other Complaints Count from Nebraska Consumers = 7,648

Top 10 Fraud and Other Complaint Categories Reported by Nebraska Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Impostor Scams	1,645	22%
2	Debt Collection	1,258	16%
3	Telephone and Mobile Services	703	9%
4	Prizes, Sweepstakes and Lotteries	591	8%
5	Banks and Lenders	416	5%
6	Auto-Related Complaints	371	5%
7	Shop-at-Home and Catalog Sales	361	5%
8	Internet Services	214	3%
9	Television and Electronic Media	201	3%
10	Health Care	165	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Nebraska consumers (7,648).

Identity Theft Complaints Count from Nebraska Victims = 1,905

Identity Theft Types Reported by Nebraska Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	1,060	56%
2	Credit Card Fraud	245	13%
3	Phone or Utilities Fraud	129	7%
4	Bank Fraud	113	6%
5	Employment-Related Fraud	71	4%
6	Loan Fraud	34	2%
	Other	306	16%
	Attempted Identity Theft	81	4%

[1]Percentages are based on the 1,905 victims reporting from Nebraska. Note that CSN identity theft complaints may be coded under multiple theft types.

NEVADA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 27,807

Fraud and Other Complaints Count from Nevada Consumers = 24,194

Top 10 Fraud and Other Complaint Categories Reported by Nevada Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	8,119	34%
2	Impostor Scams	3,434	14%
3	Telephone and Mobile Services	2,760	11%
4	Banks and Lenders	1,521	6%
5	Prizes, Sweepstakes and Lotteries	1,076	4%
6	Auto-Related Complaints	934	4%
7	Shop-at-Home and Catalog Sales	794	3%
8	Credit Bureaus, Information Furnishers and Report Users	626	3%
9	Credit Cards	424	2%
10	Health Care	372	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Nevada consumers (24,194).
Note: These figures exclude complaints provided by the Nevada Office of Attorney General.

Identity Theft Complaints Count from Nevada Victims = 3,613

Identity Theft Types Reported by Nevada Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	1,182	33%
2	Credit Card Fraud	819	23%
3	Phone or Utilities Fraud	339	9%
4	Bank Fraud	298	8%
5	Loan Fraud	181	5%
6	Employment-Related Fraud	160	4%
	Other	876	24%
	Attempted Identity Theft	169	5%

[1]Percentages are based on the 3,613 victims reporting from Nevada. Note that CSN identity theft complaints may be coded under multiple theft types.

NEW HAMPSHIRE
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 9,501

Fraud and Other Complaints Count from New Hampshire Consumers = 7,611

Top 10 Fraud and Other Complaint Categories Reported by New Hampshire Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	1,749	23%
2	Impostor Scams	1,391	18%
3	Telephone and Mobile Services	809	11%
4	Banks and Lenders	530	7%
5	Auto-Related Complaints	444	6%
6	Prizes, Sweepstakes and Lotteries	442	6%
7	Shop-at-Home and Catalog Sales	308	4%
8	Television and Electronic Media	203	3%
9	Credit Cards	166	2%
10	Internet Services	150	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from New Hampshire consumers (7,611).

Identity Theft Complaints Count from New Hampshire Victims = 1,890

Identity Theft Types Reported by New Hampshire Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	1,266	67%
2	Credit Card Fraud	215	11%
3	Phone or Utilities Fraud	113	6%
4	Bank Fraud	81	4%
5	Loan Fraud	25	1%
6	Employment-Related Fraud	13	1%
	Other	285	15%
	Attempted Identity Theft	34	2%

[1]Percentages are based on the 1,890 victims reporting from New Hampshire. Note that CSN identity theft complaints may be coded under multiple theft types.

NEW JERSEY
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 67,387

Fraud and Other Complaints Count from New Jersey Consumers = 56,121

Top 10 Fraud and Other Complaint Categories Reported by New Jersey Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	15,928	28%
2	Impostor Scams	8,005	14%
3	Telephone and Mobile Services	5,649	10%
4	Banks and Lenders	4,986	9%
5	Auto-Related Complaints	2,537	5%
6	Shop-at-Home and Catalog Sales	2,363	4%
7	Prizes, Sweepstakes and Lotteries	2,125	4%
8	Credit Bureaus, Information Furnishers and Report Users	1,403	2%
9	Credit Cards	1,371	2%
10	Television and Electronic Media	1,072	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from New Jersey consumers (56,121).

Identity Theft Complaints Count from New Jersey Victims = 11,266

Identity Theft Types Reported by New Jersey Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	4,956	44%
2	Credit Card Fraud	2,121	19%
3	Phone or Utilities Fraud	1,325	12%
4	Bank Fraud	658	6%
5	Employment-Related Fraud	408	4%
6	Loan Fraud	309	3%
	Other	2,180	19%
	Attempted Identity Theft	462	4%

[1]Percentages are based on the 11,266 victims reporting from New Jersey. Note that CSN identity theft complaints may be coded under multiple theft types.

NEW MEXICO
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 14,496

Fraud and Other Complaints Count from New Mexico Consumers = 12,387

Top 10 Fraud and Other Complaint Categories Reported by New Mexico Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	3,624	29%
2	Impostor Scams	1,960	16%
3	Telephone and Mobile Services	1,297	10%
4	Prizes, Sweepstakes and Lotteries	1,105	9%
5	Banks and Lenders	591	5%
6	Auto-Related Complaints	464	4%
7	Shop-at-Home and Catalog Sales	416	3%
8	Credit Bureaus, Information Furnishers and Report Users	340	3%
9	Television and Electronic Media	240	2%
10	Health Care	193	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from New Mexico consumers (12,387).

Identity Theft Complaints Count from New Mexico Victims = 2,109

Identity Theft Types Reported by New Mexico Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	795	38%
2	Credit Card Fraud	329	16%
3	Phone or Utilities Fraud	207	10%
4	Bank Fraud	162	8%
5	Employment-Related Fraud	140	7%
6	Loan Fraud	107	5%
	Other	488	23%
	Attempted Identity Theft	87	4%

[1]Percentages are based on the 2,109 victims reporting from New Mexico. Note that CSN identity theft complaints may be coded under multiple theft types.

NEW YORK
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 128,075

Fraud and Other Complaints Count from New York Consumers = 103,918

Top 10 Fraud and Other Complaint Categories Reported by New York Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	25,456	24%
2	Impostor Scams	15,162	15%
3	Telephone and Mobile Services	12,885	12%
4	Banks and Lenders	7,859	8%
5	Shop-at-Home and Catalog Sales	4,688	5%
6	Auto-Related Complaints	4,510	4%
7	Prizes, Sweepstakes and Lotteries	4,471	4%
8	Credit Cards	3,005	3%
9	Credit Bureaus, Information Furnishers and Report Users	2,648	3%
10	Health Care	2,099	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from New York consumers (103,918).

Identity Theft Complaints Count from New York Victims = 24,157

Identity Theft Types Reported by New York Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	9,753	40%
2	Credit Card Fraud	5,063	21%
3	Phone or Utilities Fraud	2,501	10%
4	Bank Fraud	1,810	7%
5	Loan Fraud	749	3%
6	Employment-Related Fraud	658	3%
	Other	5,031	21%
	Attempted Identity Theft	1,175	5%

[1]Percentages are based on the 24,157 victims reporting from New York. Note that CSN identity theft complaints may be coded under multiple theft types.

NORTH CAROLINA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 65,912

Fraud and Other Complaints Count from North Carolina Consumers = 55,266

Top 10 Fraud and Other Complaint Categories Reported by North Carolina Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	12,037	22%
2	Impostor Scams	9,363	17%
3	Prizes, Sweepstakes and Lotteries	4,612	8%
4	Telephone and Mobile Services	4,528	8%
5	Banks and Lenders	3,819	7%
6	Auto-Related Complaints	2,904	5%
7	Shop-at-Home and Catalog Sales	2,325	4%
8	Television and Electronic Media	1,843	3%
9	Credit Bureaus, Information Furnishers and Report Users	1,311	2%
10	Credit Cards	1,212	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from North Carolina consumers (55,266).
Note: These figures exclude complaints provided by the North Carolina Department of Justice.

Identity Theft Complaints Count from North Carolina Victims = 10,646

Identity Theft Types Reported by North Carolina Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	5,656	53%
2	Credit Card Fraud	1,483	14%
3	Phone or Utilities Fraud	1,043	10%
4	Bank Fraud	661	6%
5	Loan Fraud	321	3%
6	Employment-Related Fraud	243	2%
	Other	1,761	17%
	Attempted Identity Theft	321	3%

[1]Percentages are based on the 10,646 victims reporting from North Carolina. Note that CSN identity theft complaints may be coded under multiple theft types.

NORTH DAKOTA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 2,685

Fraud and Other Complaints Count from North Dakota Consumers = 2,110

Top 10 Fraud and Other Complaint Categories Reported by North Dakota Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Impostor Scams	429	20%
2	Prizes, Sweepstakes and Lotteries	269	13%
3	Debt Collection	266	13%
4	Telephone and Mobile Services	197	9%
5	Shop-at-Home and Catalog Sales	143	7%
6	Banks and Lenders	111	5%
7	Auto-Related Complaints	76	4%
8	Television and Electronic Media	60	3%
9	Credit Bureaus, Information Furnishers and Report Users	54	3%
10	Internet Services	38	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from North Dakota consumers (2,110).

Identity Theft Complaints Count from North Dakota Victims = 575

Identity Theft Types Reported by North Dakota Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	324	56%
2	Credit Card Fraud	84	15%
3	Phone or Utilities Fraud	43	7%
4	Loan Fraud	28	5%
5	Bank Fraud	25	4%
6	Employment-Related Fraud	6	1%
	Other	98	17%
	Attempted Identity Theft	12	2%

[1]Percentages are based on the 575 victims reporting from North Dakota. Note that CSN identity theft complaints may be coded under multiple theft types.

OHIO
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 86,081

Fraud and Other Complaints Count from Ohio Consumers = 70,470

Top 10 Fraud and Other Complaint Categories Reported by Ohio Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	23,091	33%
2	Impostor Scams	9,746	14%
3	Telephone and Mobile Services	7,147	10%
4	Banks and Lenders	4,294	6%
5	Prizes, Sweepstakes and Lotteries	3,864	5%
6	Auto-Related Complaints	3,532	5%
7	Shop-at-Home and Catalog Sales	2,382	3%
8	Television and Electronic Media	2,005	3%
9	Credit Cards	1,292	2%
10	Credit Bureaus, Information Furnishers and Report Users	1,246	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Ohio consumers (70,470).
Note: These figures exclude complaints provided by the Ohio Office of Attorney General.

Identity Theft Complaints Count from Ohio Victims = 15,611

Identity Theft Types Reported by Ohio Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	9,334	60%
2	Credit Card Fraud	1,982	13%
3	Phone or Utilities Fraud	1,433	9%
4	Bank Fraud	692	4%
5	Loan Fraud	469	3%
6	Employment-Related Fraud	229	1%
	Other	2,229	14%
	Attempted Identity Theft	497	3%

[1]Percentages are based on the 15,611 victims reporting from Ohio. Note that CSN identity theft complaints may be coded under multiple theft types.

OKLAHOMA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 24,002

Fraud and Other Complaints Count from Oklahoma Consumers = 19,307

Top 10 Fraud and Other Complaint Categories Reported by Oklahoma Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	5,168	27%
2	Impostor Scams	3,029	16%
3	Prizes, Sweepstakes and Lotteries	2,201	11%
4	Telephone and Mobile Services	1,930	10%
5	Banks and Lenders	907	5%
6	Auto-Related Complaints	876	5%
7	Shop-at-Home and Catalog Sales	651	3%
8	Television and Electronic Media	430	2%
9	Credit Bureaus, Information Furnishers and Report Users	329	2%
10	Internet Services	287	1%

[1]Percentages are based on the total number of CSN fraud and other complaints from Oklahoma consumers (19,307).

Identity Theft Complaints Count from Oklahoma Victims = 4,695

Identity Theft Types Reported by Oklahoma Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	2,804	60%
2	Credit Card Fraud	541	12%
3	Phone or Utilities Fraud	292	6%
4	Bank Fraud	234	5%
5	Employment-Related Fraud	147	3%
6	Loan Fraud	137	3%
	Other	737	16%
	Attempted Identity Theft	127	3%

[1]Percentages are based on the 4,695 victims reporting from Oklahoma. Note that CSN identity theft complaints may be coded under multiple theft types.

OREGON
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 25,468

Fraud and Other Complaints Count from Oregon Consumers = 20,387

Top 10 Fraud and Other Complaint Categories Reported by Oregon Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Impostor Scams	4,743	23%
2	Debt Collection	3,212	16%
3	Telephone and Mobile Services	2,151	11%
4	Banks and Lenders	1,518	7%
5	Prizes, Sweepstakes and Lotteries	1,383	7%
6	Shop-at-Home and Catalog Sales	903	4%
7	Auto-Related Complaints	750	4%
8	Internet Services	518	3%
9	Television and Electronic Media	492	2%
10	Credit Cards	432	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Oregon consumers (20,387).
 Note: These figures exclude complaints provided by the Oregon Department of Justice.

Identity Theft Complaints Count from Oregon Victims = 5,081

Identity Theft Types Reported by Oregon Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	2,910	57%
2	Credit Card Fraud	715	14%
3	Phone or Utilities Fraud	313	6%
4	Bank Fraud	280	6%
5	Employment-Related Fraud	115	2%
6	Loan Fraud	82	2%
	Other	800	16%
	Attempted Identity Theft	191	4%

[1]Percentages are based on the 5,081 victims reporting from Oregon. Note that CSN identity theft complaints may be coded under multiple theft types.

PENNSYLVANIA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 95,057

Fraud and Other Complaints Count from Pennsylvania Consumers = 80,180

Top 10 Fraud and Other Complaint Categories Reported by Pennsylvania Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	25,480	32%
2	Impostor Scams	12,146	15%
3	Telephone and Mobile Services	9,100	11%
4	Banks and Lenders	4,981	6%
5	Prizes, Sweepstakes and Lotteries	4,222	5%
6	Shop-at-Home and Catalog Sales	2,869	4%
7	Auto-Related Complaints	2,749	3%
8	Television and Electronic Media	1,890	2%
9	Credit Cards	1,439	2%
10	Internet Services	1,262	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Pennsylvania consumers (80,180).

Identity Theft Complaints Count from Pennsylvania Victims = 14,877

Identity Theft Types Reported by Pennsylvania Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	7,068	48%
2	Credit Card Fraud	2,505	17%
3	Phone or Utilities Fraud	2,047	14%
4	Bank Fraud	761	5%
5	Employment-Related Fraud	428	3%
6	Loan Fraud	322	2%
	Other	2,431	16%
	Attempted Identity Theft	610	4%

[1]Percentages are based on the 14,877 victims reporting from Pennsylvania. Note that CSN identity theft complaints may be coded under multiple theft types.

RHODE ISLAND
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 9,569

Fraud and Other Complaints Count from Rhode Island Consumers = 8,078

Top 10 Fraud and Other Complaint Categories Reported by Rhode Island Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	3,688	46%
2	Telephone and Mobile Services	1,063	13%
3	Impostor Scams	824	10%
4	Banks and Lenders	406	5%
5	Prizes, Sweepstakes and Lotteries	302	4%
6	Shop-at-Home and Catalog Sales	247	3%
7	Auto-Related Complaints	238	3%
8	Credit Cards	135	2%
9	Internet Services	89	1%
10	Health Care	87	1%

[1]Percentages are based on the total number of CSN fraud and other complaints from Rhode Island consumers (8,078).

Identity Theft Complaints Count from Rhode Island Victims = 1,491

Identity Theft Types Reported by Rhode Island Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	893	60%
2	Credit Card Fraud	182	12%
3	Phone or Utilities Fraud	103	7%
4	Loan Fraud	65	4%
5	Bank Fraud	62	4%
6	Employment-Related Fraud	33	2%
	Other	198	13%
	Attempted Identity Theft	46	3%

[1]Percentages are based on the 1,491 victims reporting from Rhode Island. Note that CSN identity theft complaints may be coded under multiple theft types.

SOUTH CAROLINA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 32,101

Fraud and Other Complaints Count from South Carolina Consumers = 27,091

Top 10 Fraud and Other Complaint Categories Reported by South Carolina Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	6,441	24%
2	Impostor Scams	4,513	17%
3	Prizes, Sweepstakes and Lotteries	2,422	9%
4	Telephone and Mobile Services	2,299	8%
5	Banks and Lenders	1,885	7%
6	Auto-Related Complaints	1,221	5%
7	Shop-at-Home and Catalog Sales	1,166	4%
8	Television and Electronic Media	742	3%
9	Credit Bureaus, Information Furnishers and Report Users	699	3%
10	Credit Cards	453	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from South Carolina consumers (27,091).
Note: These figures exclude complaints provided by the South Carolina Department of Consumer Affairs.

Identity Theft Complaints Count from South Carolina Victims = 5,010

Identity Theft Types Reported by South Carolina Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	2,307	46%
2	Credit Card Fraud	743	15%
3	Phone or Utilities Fraud	558	11%
4	Bank Fraud	318	6%
5	Loan Fraud	236	5%
6	Employment-Related Fraud	104	2%
	Other	969	19%
	Attempted Identity Theft	196	4%

[1]Percentages are based on the 5,010 victims reporting from South Carolina. Note that CSN identity theft complaints may be coded under multiple theft types.

SOUTH DAKOTA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 3,598

Fraud and Other Complaints Count from South Dakota Consumers = 3,056

Top 10 Fraud and Other Complaint Categories Reported by South Dakota Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	533	17%
2	Impostor Scams	503	16%
3	Telephone and Mobile Services	391	13%
4	Prizes, Sweepstakes and Lotteries	306	10%
5	Banks and Lenders	195	6%
6	Shop-at-Home and Catalog Sales	163	5%
7	Auto-Related Complaints	129	4%
8	Television and Electronic Media	73	2%
9	Advance Payments for Credit Services	57	2%
10	Internet Services	55	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from South Dakota consumers (3,056).

Identity Theft Complaints Count from South Dakota Victims = 542

Identity Theft Types Reported by South Dakota Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	307	57%
2	Credit Card Fraud	65	12%
3	Phone or Utilities Fraud	31	6%
4	Bank Fraud	27	5%
5	Loan Fraud	25	5%
6	Employment-Related Fraud	12	2%
	Other	90	17%
	Attempted Identity Theft	11	2%

[1]Percentages are based on the 542 victims reporting from South Dakota. Note that CSN identity theft complaints may be coded under multiple theft types.

TENNESSEE
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 51,362

Fraud and Other Complaints Count from Tennessee Consumers = 44,241

Top 10 Fraud and Other Complaint Categories Reported by Tennessee Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	13,384	30%
2	Impostor Scams	6,375	14%
3	Telephone and Mobile Services	4,932	11%
4	Prizes, Sweepstakes and Lotteries	3,349	8%
5	Banks and Lenders	2,291	5%
6	Auto-Related Complaints	1,760	4%
7	Television and Electronic Media	1,561	4%
8	Shop-at-Home and Catalog Sales	1,532	3%
9	Health Care	668	2%
10	Credit Bureaus, Information Furnishers and Report Users	665	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Tennessee consumers (44,241).
Note: These figures exclude complaints provided by the Tennessee Division of Consumer Affairs.

Identity Theft Complaints Count from Tennessee Victims = 7,121

Identity Theft Types Reported by Tennessee Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	3,430	48%
2	Credit Card Fraud	1,037	15%
3	Phone or Utilities Fraud	864	12%
4	Bank Fraud	440	6%
5	Loan Fraud	256	4%
6	Employment-Related Fraud	142	2%
	Other	1,278	18%
	Attempted Identity Theft	258	4%

[1]Percentages are based on the 7,121 victims reporting from Tennessee. Note that CSN identity theft complaints may be coded under multiple theft types.

TEXAS
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 298,209

Fraud and Other Complaints Count from Texas Consumers = 258,579

Top 10 Fraud and Other Complaint Categories Reported by Texas Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	141,945	55%
2	Telephone and Mobile Services	27,981	11%
3	Impostor Scams	19,459	8%
4	Banks and Lenders	8,639	3%
5	Prizes, Sweepstakes and Lotteries	8,039	3%
6	Auto-Related Complaints	7,253	3%
7	Shop-at-Home and Catalog Sales	5,780	2%
8	Credit Bureaus, Information Furnishers and Report Users	5,174	2%
9	Television and Electronic Media	3,204	1%
10	Credit Cards	2,567	1%

[1]Percentages are based on the total number of CSN fraud and other complaints from Texas consumers (258,579).

Identity Theft Complaints Count from Texas Victims = 39,630

Identity Theft Types Reported by Texas Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	18,890	48%
2	Credit Card Fraud	5,641	14%
3	Phone or Utilities Fraud	3,272	8%
4	Loan Fraud	2,363	6%
5	Bank Fraud	2,264	6%
6	Employment-Related Fraud	2,149	5%
	Other	7,195	18%
	Attempted Identity Theft	1,352	3%

[1]Percentages are based on the 39,630 victims reporting from Texas. Note that CSN identity theft complaints may be coded under multiple theft types.

UTAH
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 14,437

Fraud and Other Complaints Count from Utah Consumers = 11,870

Top 10 Fraud and Other Complaint Categories Reported by Utah Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Impostor Scams	2,604	22%
2	Debt Collection	2,248	19%
3	Telephone and Mobile Services	1,050	9%
4	Prizes, Sweepstakes and Lotteries	861	7%
5	Banks and Lenders	748	6%
6	Shop-at-Home and Catalog Sales	532	4%
7	Auto-Related Complaints	448	4%
8	Health Care	293	2%
9	Internet Services	266	2%
10	Television and Electronic Media	258	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Utah consumers (11,870).

Identity Theft Complaints Count from Utah Victims = 2,567

Identity Theft Types Reported by Utah Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	1,216	47%
2	Credit Card Fraud	420	16%
3	Phone or Utilities Fraud	163	6%
4	Bank Fraud	157	6%
5	Loan Fraud	139	5%
6	Employment-Related Fraud	106	4%
	Other	440	17%
	Attempted Identity Theft	110	4%

[1]Percentages are based on the 2,567 victims reporting from Utah. Note that CSN identity theft complaints may be coded under multiple theft types.

VERMONT
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 3,071

Fraud and Other Complaints Count from Vermont Consumers = 2,546

Top 10 Fraud and Other Complaint Categories Reported by Vermont Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Impostor Scams	581	23%
2	Debt Collection	253	10%
3	Banks and Lenders	207	8%
4	Telephone and Mobile Services	205	8%
5	Prizes, Sweepstakes and Lotteries	185	7%
6	Shop-at-Home and Catalog Sales	142	6%
7	Auto-Related Complaints	134	5%
8	Credit Cards	101	4%
9	Internet Services	76	3%
10	Television and Electronic Media	69	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Vermont consumers (2,546).

Identity Theft Complaints Count from Vermont Victims = 525

Identity Theft Types Reported by Vermont Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	301	57%
2	Credit Card Fraud	76	14%
3	Phone or Utilities Fraud	39	7%
4	Bank Fraud	30	6%
5	Loan Fraud	9	2%
6	Employment-Related Fraud	6	1%
	Other	84	16%
	Attempted Identity Theft	15	3%

[1]Percentages are based on the 525 victims reporting from Vermont. Note that CSN identity theft complaints may be coded under multiple theft types.

VIRGINIA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 64,422

Fraud and Other Complaints Count from Virginia Consumers = 54,093

Top 10 Fraud and Other Complaint Categories Reported by Virginia Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	14,176	26%
2	Impostor Scams	9,648	18%
3	Telephone and Mobile Services	4,740	9%
4	Banks and Lenders	3,839	7%
5	Prizes, Sweepstakes and Lotteries	2,548	5%
6	Auto-Related Complaints	2,221	4%
7	Shop-at-Home and Catalog Sales	2,210	4%
8	Credit Bureaus, Information Furnishers and Report Users	1,404	3%
9	Credit Cards	1,185	2%
10	Television and Electronic Media	1,167	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Virginia consumers (54,093).

Identity Theft Complaints Count from Virginia Victims = 10,329

Identity Theft Types Reported by Virginia Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	5,465	53%
2	Credit Card Fraud	1,408	14%
3	Phone or Utilities Fraud	1,029	10%
4	Bank Fraud	619	6%
5	Loan Fraud	261	3%
6	Employment-Related Fraud	130	1%
	Other	1,921	19%
	Attempted Identity Theft	281	3%

[1]Percentages are based on the 10,329 victims reporting from Virginia. Note that CSN identity theft complaints may be coded under multiple theft types.

WASHINGTON
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 45,307

Fraud and Other Complaints Count from Washington Consumers = 36,264

Top 10 Fraud and Other Complaint Categories Reported by Washington Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Impostor Scams	8,046	22%
2	Debt Collection	6,042	17%
3	Telephone and Mobile Services	3,620	10%
4	Banks and Lenders	2,539	7%
5	Prizes, Sweepstakes and Lotteries	1,845	5%
6	Shop-at-Home and Catalog Sales	1,580	4%
7	Auto-Related Complaints	1,529	4%
8	Television and Electronic Media	1,090	3%
9	Internet Services	1,057	3%
10	Credit Bureaus, Information Furnishers and Report Users	1,000	3%

[1]Percentages are based on the total number of CSN fraud and other complaints from Washington consumers (36,264).
Note: These figures exclude complaints provided by the Washington Office of Attorney General.

Identity Theft Complaints Count from Washington Victims = 9,043

Identity Theft Types Reported by Washington Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	4,158	46%
2	Credit Card Fraud	1,665	18%
3	Phone or Utilities Fraud	623	7%
4	Bank Fraud	607	7%
5	Employment-Related Fraud	350	4%
6	Loan Fraud	186	2%
	Other	1,821	20%
	Attempted Identity Theft	402	4%

[1]Percentages are based on the 9,043 victims reporting from Washington. Note that CSN identity theft complaints may be coded under multiple theft types.

WEST VIRGINIA
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 9,714

Fraud and Other Complaints Count from West Virginia Consumers = 8,240

Top 10 Fraud and Other Complaint Categories Reported by West Virginia Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Impostor Scams	1,633	20%
2	Debt Collection	1,069	13%
3	Prizes, Sweepstakes and Lotteries	1,004	12%
4	Telephone and Mobile Services	760	9%
5	Shop-at-Home and Catalog Sales	335	4%
6	Banks and Lenders	327	4%
7	Auto-Related Complaints	324	4%
8	Television and Electronic Media	271	3%
9	Internet Services	164	2%
10	Credit Bureaus, Information Furnishers and Report Users	161	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from West Virginia consumers (8,240).

Identity Theft Complaints Count from West Virginia Victims = 1,474

Identity Theft Types Reported by West Virginia Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	758	51%
2	Credit Card Fraud	196	13%
3	Phone or Utilities Fraud	191	13%
4	Bank Fraud	57	4%
5	Loan Fraud	30	2%
6	Employment-Related Fraud	28	2%
	Other	267	18%
	Attempted Identity Theft	60	4%

[1]Percentages are based on the 1,474 victims reporting from West Virginia. Note that CSN identity theft complaints may be coded under multiple theft types.

WISCONSIN
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 33,300

Fraud and Other Complaints Count from Wisconsin Consumers = 25,544

Top 10 Fraud and Other Complaint Categories Reported by Wisconsin Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Debt Collection	5,344	21%
2	Impostor Scams	4,751	19%
3	Telephone and Mobile Services	2,687	11%
4	Prizes, Sweepstakes and Lotteries	1,822	7%
5	Banks and Lenders	1,606	6%
6	Auto-Related Complaints	1,205	5%
7	Shop-at-Home and Catalog Sales	1,155	5%
8	Television and Electronic Media	581	2%
9	Credit Cards	542	2%
10	Health Care	504	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Wisconsin consumers (25,544).

Identity Theft Complaints Count from Wisconsin Victims = 7,756

Identity Theft Types Reported by Wisconsin Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	4,910	63%
2	Credit Card Fraud	930	12%
3	Phone or Utilities Fraud	361	5%
4	Bank Fraud	326	4%
5	Loan Fraud	216	3%
6	Employment-Related Fraud	152	2%
	Other	1,201	15%
	Attempted Identity Theft	250	3%

[1]Percentages are based on the 7,756 victims reporting from Wisconsin. Note that CSN identity theft complaints may be coded under multiple theft types.

WYOMING
Consumer Sentinel Network Complaint Figures
January 1 - December 31, 2015

Total Number of Identity Theft, Fraud and Other Consumer Complaints = 3,001

Fraud and Other Complaints Count from Wyoming Consumers = 2,435

Top 10 Fraud and Other Complaint Categories Reported by Wyoming Consumers

Rank	Top Categories	Complaints	Percentage[1]
1	Impostor Scams	438	18%
2	Prizes, Sweepstakes and Lotteries	399	16%
3	Debt Collection	341	14%
4	Telephone and Mobile Services	237	10%
5	Shop-at-Home and Catalog Sales	140	6%
6	Banks and Lenders	111	5%
7	Auto-Related Complaints	95	4%
8	Television and Electronic Media	67	3%
9	Internet Services	59	2%
10	Credit Bureaus, Information Furnishers and Report Users	54	2%

[1]Percentages are based on the total number of CSN fraud and other complaints from Wyoming consumers (2,435).

Identity Theft Complaints Count from Wyoming Victims = 566

Identity Theft Types Reported by Wyoming Victims

Rank	Identity Theft Type	Complaints	Percentage[1]
1	Government Documents or Benefits Fraud	321	57%
2	Credit Card Fraud	80	14%
3	Phone or Utilities Fraud	33	6%
4	Bank Fraud	22	4%
5	Loan Fraud	16	3%
6	Employment-Related Fraud	12	2%
	Other	94	17%
	Attempted Identity Theft	20	4%

[1]Percentages are based on the 566 victims reporting from Wyoming. Note that CSN identity theft complaints may be coded under multiple theft types.

Appendix A1: The Consumer Sentinel Network

CONSUMER SENTINEL NETWORK

The Consumer Sentinel Network is a free, online database of consumer complaints available only to law enforcement. It includes complaints 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 complaints provided directly to the FTC, as well as to complaints shared by other data contributors.

www.FTC.gov/Sentinel

FEDERAL TRADE COMMISSION
IdentityTheft.gov

IdentityTheft.gov makes it easier for victims to report identity theft and to recover from it. When a consumer uses IdentityTheft.gov to report a problem, the site asks specific questions about the consumer's situation, and then uses the information to build a personal recovery plan. IdentityTheft.gov is integrated with the FTC's consumer complaint-gathering system. When consumers use IdentityTheft.gov to report a problem, the site makes information about the crime available to Consumer Sentinel Network law enforcement members. The complaint data becomes part of the Identity Theft Data Clearinghouse, the sole national repository of consumer complaints about identity theft.

www.IdentityTheft.gov

Report international scams online!
econsumer
.gov

Econsumer.gov was created in April 2001 to gather and share cross-border e-commerce complaints, 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. Through econsumer.gov, consumers can file cross-border consumer complaints online and learn other steps to take to combat fraud.   The website is available in English, French, German, Japanese, Korean, Polish, Spanish, and Turkish. Using the existing Consumer Sentinel Network, the incoming complaints are accessible to certified foreign law enforcement agencies.

www.econsumer.gov

Appendix A2: Consumer Sentinel Network Major Data Contributors[1]
January 1 – December 31, 2015
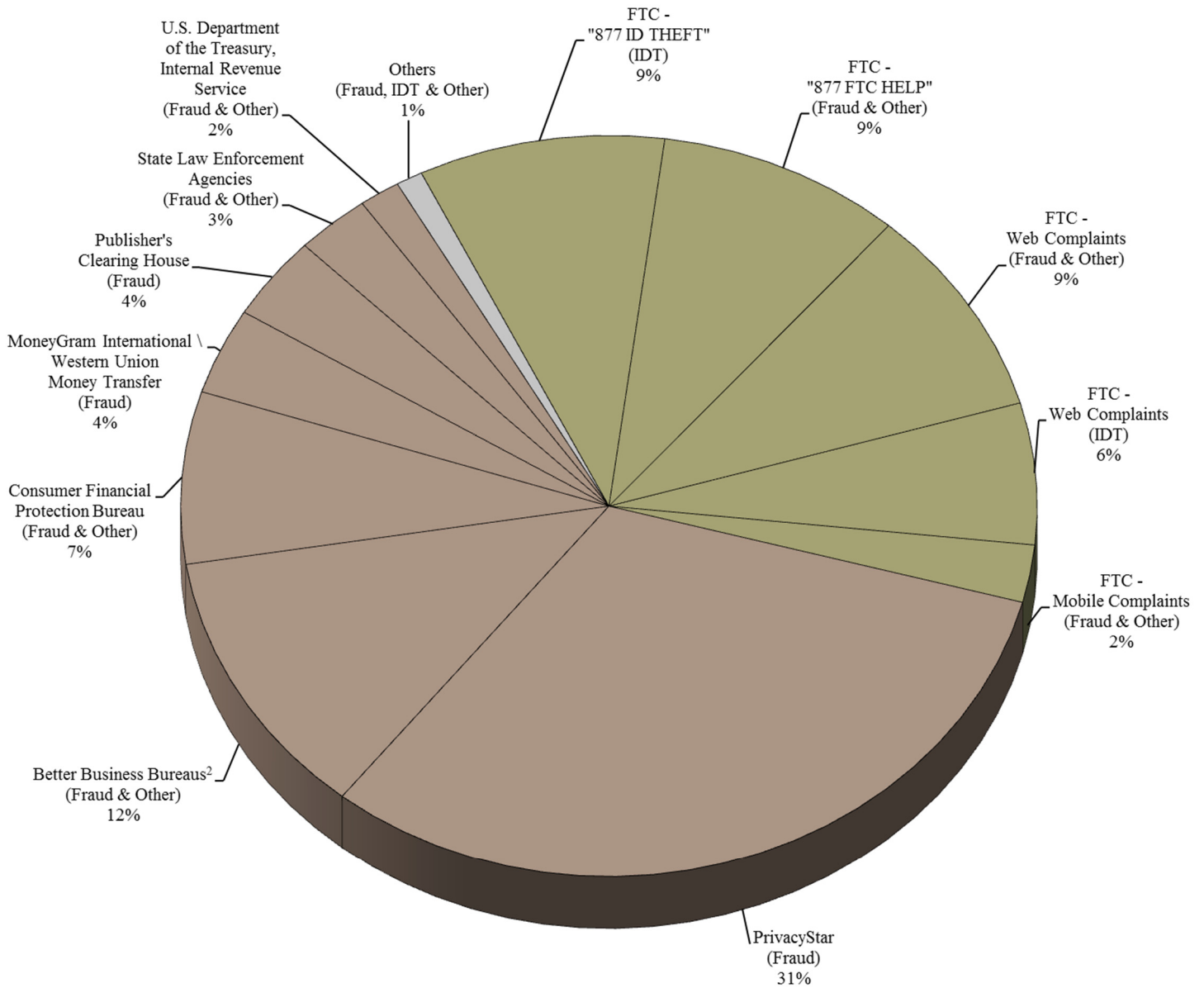
[1]Percentages are based on the total number of Consumer Sentinel Network complaints (3,083,379) received between January 1 and December 31, 2015. The type of complaints provided by the organization is indicated in parentheses.

[2]For a list of Better Business Bureaus contributing to the Consumer Sentinel Network, see Appendix A4.

Appendix A3: Consumer Sentinel Network Data Contributor Details
January 1 – December 31, 2015

Data Contributors	CY - 2013		CY - 2014		CY - 2015	
	Complaints	Percentages[1]	Complaints	Percentages[1]	Complaints	Percentages[1]
FTC - "877 ID THEFT"	199,648	9%	229,826	9%	284,800	9%
FTC - "877 FTC HELP" (Fraud & Other)	220,186	10%	267,733	10%	283,040	9%
FTC - Web Complaints (Fraud & Other)	210,471	10%	210,071	8%	280,468	9%
FTC - Web Complaints IDT	71,731	3%	96,873	4%	188,576	6%
FTC - Mobile Complaints (Fraud & Other)[2]	-	-	38,516	1%	76,678	2%
PrivacyStar	246,498	11%	540,198	21%	964,186	31%
Council of Better Business Bureaus[3]	437,652	20%	406,346	15%	360,604	12%
Consumer Financial Protection Bureau	149,531	7%	218,804	8%	229,611	7%
MoneyGram International \ Western Union[4]	65,935	3%	70,067	3%	115,325	4%
MoneyGram International	*38,253*	*2%*	*41,027*	*2%*	*82,427*	*3%*
Western Union	*27,682*	*1%*	*29,040*	*1%*	*32,898*	*1%*
Publishers Clearing House	56,653	3%	72,733	3%	111,713	4%
State Law Enforcement Agencies	88,012	4%	84,134	3%	85,720	3%
Ohio Attorney General	*18,032*	*1%*	*15,290*	*1%*	*18,847*	*1%*
North Carolina Department of Justice	*16,360*	*1%*	*8,650*	*<1%*	*13,978*	*<1%*
Washington Attorney General	*11,789*	*1%*	*11,275*	*<1%*	*10,825*	*<1%*
Massachusetts Attorney General	*63*	*<1%*	*7,628*	*<1%*	*8,959*	*<1%*
Maine Attorney General	*4815*	*<1%*	*6,755*	*<1%*	*7,042*	*<1%*
California Attorney General	*11,239*	*1%*	*9,718*	*<1%*	*5,767*	*<1%*
Indiana Attorney General	*5,081*	*<1%*	*4,670*	*<1%*	*4,832*	*<1%*
Michigan Attorney General	*4,166*	*<1%*	*4,042*	*<1%*	*3,823*	*<1%*
Oregon Department of Justice	*5,557*	*<1%*	*4,498*	*<1%*	*2,514*	*<1%*
Tennessee Division of Consumer Affairs	*3,077*	*<1%*	*2,841*	*<1%*	*1,914*	*<1%*
Iowa Attorney General	*2,339*	*<1%*	*1,832*	*<1%*	*1,899*	*<1%*
South Carolina Department of Consumer Affairs	*757*	*<1%*	*2,446*	*<1%*	*1,716*	*<1%*
Colorado Attorney General	*829*	*<1%*	*1,237*	*<1%*	*1,096*	*<1%*
Nevada Attorney General	*264*	*<1%*	*423*	*<1%*	*661*	*<1%*
Idaho Attorney General	*855*	*<1%*	*660*	*<1%*	*448*	*<1%*
Montana Department of Justice	*745*	*<1%*	*659*	*<1%*	*445*	*<1%*
Alaska Attorney General	*295*	*<1%*	*262*	*<1%*	*376*	*<1%*
Hawaii Office of Consumer Protection	*86*	*<1%*	*641*	*<1%*	*297*	*<1%*
Mississippi Attorney General	*515*	*<1%*	*482*	*<1%*	*240*	*<1%*
Louisiana Attorney General	*1,148*	*<1%*	*125*	*<1%*	*41*	*<1%*
U.S. Department of the Treasury, Internal Revenue Service	635	<1%	22,136	1%	64,043	2%
Others	395,457	18%	368,580	14%	38,621	1%
National Consumers League	*6,798*	*<1%*	*9,470*	*<1%*	*10,506*	*<1%*
Canadian Anti-Fraud Centre	*17,272*	*1%*	*11,385*	*<1%*	*10,108*	*<1%*
Green Dot	*91,814*	*4%*	*106,353*	*4%*	*7,647*	*<1%*
Lawyers' Committee for Civil Rights	*10,930*	*1%*	*5,000*	*<1%*	*3,184*	*<1%*
U.S. Department of Veterans Affairs	*-*	*-*	*1,583*	*<1%*	*2,047*	*<1%*
Canada Competition Bureau	*2,477*	*<1%*	*1,750*	*<1%*	*1,252*	*<1%*
Scam Detector	*-*	*-*	*-*	*-*	*930*	*<1%*
Los Angeles County Department of Consumer Affairs	*726*	*<1%*	*931*	*<1%*	*810*	*<1%*
Financial Fraud Enforcement Task Force	*629*	*<1%*	*671*	*<1%*	*708*	*<1%*
Iowa Clinton County Sheriff's Office	*40*	*<1%*	*154*	*<1%*	*348*	*<1%*
Nevada Department of Business and Industry	*82*	*<1%*	*402*	*<1%*	*307*	*<1%*
Privacy Rights Clearinghouse	*126*	*<1%*	*317*	*<1%*	*220*	*<1%*
U.S. Department of Education	*59*	*<1%*	*217*	*<1%*	*144*	*<1%*
U.S. Department of Defense	*16*	*<1%*	*333*	*<1%*	*142*	*<1%*
Xerox Corporation	*-*	*-*	*12*	*<1%*	*116*	*<1%*
Other Data Contributors	*37*	*<1%*	*80*	*<1%*	*152*	*<1%*
Identity Theft Assistance Center[5]	*17,741*	*1%*	*4,885*	*<1%*	*-*	*-*
Internet Crime Complaint Center[5]	*246,710*	*11%*	*225,037*	*9%*	*-*	*-*

[1]Percentages are based on the total number of CSN complaints: CY-2013 = 2,175,355; CY-2014 = 2,629,987; and CY-2015 = 3,083,379.

[2]FTC - Mobile Complaint Assistant was activated in CY-2014.

[3]For a list of Better Business Bureaus contributing to the Consumer Sentinel Network, see Appendix A4.

[4]MoneyGram International provides the FTC certain types of complaints that Western Union does not, such as complaints from consumers outside the United States and information about additional transactions that MoneyGram has linked to a consumer fraud complaint after investigating the transaction and contacting the sender. In addition, this chart does not include Western Union complaints from December 2015.

[5]Identity Theft Assistance Center and Internet Crime Complaint Center stopped contributing complaints in CY-2015.

Appendix A4: Consumer Sentinel Network
Better Business Bureau Data Contributors
January 1 – December 31, 2015

Alabama, Birmingham
Alabama, Huntsville
Alberta, Calgary (Canada)
Alberta, Edmonton (Canada)
Arizona, Phoenix
Arizona, Tucson
Arkansas, Little Rock
British Columbia, Vancouver (Canada)
British Columbia, Victoria (Canada)
California, Fresno
California, Oakland
California, Sacramento
California, San Diego
California, San Jose (Silicon Valley)
California, Santa Barbara (Tri-Counties)
Colorado, Colorado Springs
Colorado, Denver
Colorado, Fort Collins
Connecticut, Wallingford
Delaware, Wilmington
District of Columbia, Washington
Florida, Clearwater
Florida, Jacksonville (Northeast Florida)
Florida, Orlando
Florida, Pensacola
Florida, West Palm Beach
Georgia, Atlanta, Athens and Northeast Georgia
Georgia, Columbus
Georgia, Macon
Hawaii, Honolulu
Idaho, Boise
Illinois, Chicago
Illinois, Peoria
Indiana, Evansville
Indiana, Fort Wayne
Indiana, Indianapolis
Iowa, Des Moines
Kentucky, Lexington
Kentucky, Louisville

Louisiana, Baton Rouge
Louisiana, Lafayette (Acadiana)
Louisiana, Lake Charles
Louisiana, Monroe
Louisiana, New Orleans
Louisiana, Shreveport
Manitoba, Winnipeg (Canada)
Maryland, Baltimore
Massachusetts, Boston
Massachusetts, Worchester
Michigan, Detroit (Eastern)
Michigan, Grand Rapids
Minnesota, Saint Paul
Mississippi, Jackson
Missouri, Kansas City
Missouri, Saint Louis
Missouri, Springfield
Nebraska, Omaha
Nevada, Las Vegas
Nevada, Reno
New Hampshire, Concord
New Jersey, Trenton
New Mexico, Albuquerque
New York, Buffalo
New York, New York City
North Carolina, Asheville
North Carolina, Charlotte
North Carolina, Greensboro
North Carolina, Raleigh
North Carolina, Winston-Salem
Nova Scotia, Halifax (Canada)
Ohio, Akron
Ohio, Canton
Ohio, Cincinnati
Ohio, Cleveland
Ohio, Columbus
Ohio, Dayton
Ohio, Toledo
Ohio, Youngstown

Oklahoma, Oklahoma City
Oklahoma, Tulsa
Ontario, Kitchener (Canada)
Ontario, London (Canada)
Ontario, Ottawa (Canada)
Pennsylvania, Pittsburgh
Saskatchewan, Regina (Canada)
South Carolina, Columbia
South Carolina, Greenville
South Carolina, Myrtle Beach
Tennessee, Chattanooga
Tennessee, Knoxville
Tennessee, Memphis
Tennessee, Nashville
Texas, Abilene
Texas, Amarillo
Texas, Austin
Texas, Beaumont
Texas, Brazos Valley (Bryan)
Texas, Dallas
Texas, El Paso
Texas, Fort Worth
Texas, Houston
Texas, Lubbock (South Plains)
Texas, San Angelo
Texas, Tyler
Texas, Wichita Falls
Utah, Salt Lake City
Virginia, Norfolk
Virginia, Richmond
Virginia, Roanoke
Washington, DuPont
Washington, Spokane
Wisconsin, Milwaukee

Appendix B1: Consumer Sentinel Network
Complaint Category Descriptions

1	**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. (Fraud Category)
2	**Auto-Related Complaints:** 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. (Other Category)
3	**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. (Other Category)
4	**Business and Job Opportunities:** Complaints about franchise or business opportunities: promotion of distributing goods and services, provided by the promoter, with assistance in the form of locations, accounts or customers. Also, complaints about work-at-home plans: an offer a consumer may receive or seek out to work directly from home (e.g. stuffing envelopes or processing medical claims), as well as complaints about multi-level marketing schemes, employment agencies or job counseling, overseas work, inventions or idea promotions. (Fraud Category)
5	**Buyers' Clubs:** Complaints involving free trials or discounts on products and services; a buyers' club membership becomes a fraud when consumers are billed for "memberships" they did not agree to purchase. Frequently, consumers are offered a free trial offer and are automatically enrolled and charged fees once the free trial period is over. (Fraud Category)
6	**Charitable Solicitations:** Misleading pitches for donations to benefit local service organizations; solicitations for bogus charity or relief organizations; etc. (Fraud Category)
7	**Computer Equipment and Software:** Problems with computer software, hardware and computer equipment purchases; unwanted or unauthorized software installations and downloads; etc. (Other Category)
8	**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. (Other Category)
9	**Credit Cards:** Account or billing issues, including interest rate changes, late fees, credit disputes and overcharges; fraudulent credit card offers\phishing attempts; etc. (Other Category)
10	**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. (Other Category)
11	**Education:** Complaints about 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, complaints about traditional colleges and universities. (Other Category)
12	**Foreign Money Offers and Counterfeit Check Scams:** Letters or e-mails offering the "opportunity" to share in a percentage of millions of dollars that a self-proclaimed government official is trying to transfer illegally out of a foreign country in return for money, bank account numbers or other identifying information from the victim; fraudulent schemes involving foreign lotteries, mystery shoppers or Internet purchases\classified ads in which a counterfeit check overpayment is received along with a request to wire back the difference immediately after check deposit, leaving the victim responsible for the funds withdrawn; etc. (Fraud Category)
13	**Funeral Services:** Complaints about the quality, services, price, or price disclosures of funeral service providers. (Other Category)
14	**Grants:** Deceptive practices by 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. (Fraud Category)
15	**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. (Fraud Category)

Appendix B1: Consumer Sentinel Network
Complaint Category Descriptions

16	**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; as well as complaints about general housing-related issues; etc. (Other Category)
17	**Identity Theft:** When someone appropriates your personal identifying information (like your Social Security number or credit card account number) to commit fraud or theft. (Identity Theft Category)
18	**Impostor Scams:** Complaints about scammers claiming to be friends, family, a romantic interest, a computer technician, companies or government agencies to induce people to send money or divulge personal information. Complaints include the following: scammers posing as friends or relatives stranded in foreign countries without money; scammers claiming to be working for or affiliated with a government agency; scammers claiming to be a computer technician offering unnecessary software services; and scammers claiming to be affiliated with a private entity (e.g. a charity or company). (Fraud Category)
19	**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. (Fraud Category)
20	**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; as well as general complaints about information or functionality related to websites; etc. (Fraud Category)
21	**Investment-Related Complaints:** Investment opportunities in day trading; gold and gems; art; rare coins; other investment products; as well as complaints about companies that offer advice or seminars on investments; etc. (Fraud Category)
22	**Magazines and Books:** Pitches for "free," "pre-paid," or "special" magazine or book subscription deals; etc. (Fraud Category)
23	**Mortgage Foreclosure Relief and Debt Management:** Complaints about 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. (Fraud Category)
24	**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. (Fraud Category)
25	**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. (Fraud Category)
26	**Shop-at-Home and Catalog Sales:** Problems, such as undisclosed costs, failure to deliver on time, non-delivery and refusal to honor a guarantee, with purchases made via the Internet (not including auction sales), telephone or mail. (Fraud Category)
27	**Tax Preparers:** Complaints about companies that engage in "skimming" consumer tax refunds or charging inflated fees while promising substantial refunds. Also, companies aiding consumers in willfully and intentionally falsifying information on a tax return to limit the amount of tax liability. Complaints include entities pretending to be tax preparers or the IRS in order to obtain funds or information from consumers. (Fraud Category)
28	**Telephone and Mobile Services:** Complaints about 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; as well as complaints about VoIP services; unsolicited faxes; etc. (Fraud Category)
29	**Television and Electronic Media:** Problems with TV reception, installation, billing and promotions for cable/satellite providers; miscellaneous problems with music\DVD\video game purchases; as well as complaints about television programming or advertisements. (Other Category)
30	**Travel, Vacations and Timeshare Plans:** Deceptive offers for "free" or low-cost vacations; cut-rate student travel packages; misleading timeshare offers; etc. (Fraud Category)

Appendix B2: Consumer Sentinel Network Complaint Categories[1]

Calendar Years 2013 through 2015

Category	CY - 2013 Complaints / Percentages[1]		CY - 2014 Complaints / Percentages[1]		CY - 2015 Complaints / Percentages[1]	
Advance Payments for Credit Services	57,690	2.65%	38,853	1.48%	24,433	0.79%
Auto-Related Complaints	89,317	4.11%	93,252	3.55%	93,917	3.05%
Banks and Lenders	160,427	7.37%	134,755	5.12%	131,875	4.28%
Business and Job Opportunities	33,776	1.55%	21,035	0.80%	17,314	0.56%
Buyers' Clubs	1,987	0.09%	1,420	0.05%	1,168	0.04%
Charitable Solicitations	2,727	0.13%	2,741	0.10%	2,747	0.09%
Computer Equipment and Software	14,670	0.67%	13,132	0.50%	8,119	0.26%
Credit Bureaus, Information Furnishers and Report Users	32,635	1.50%	39,416	1.50%	43,939	1.43%
Credit Cards	35,799	1.65%	32,982	1.25%	37,750	1.22%
Debt Collection	207,984	9.56%	283,943	10.80%	897,655	29.11%
Education	3,906	0.18%	5,874	0.22%	6,973	0.23%
Foreign Money Offers and Counterfeit Check Scams	24,930	1.15%	21,453	0.82%	25,324	0.82%
Funeral Services	1,296	0.06%	1,222	0.05%	1,123	0.04%
Grants	8,969	0.41%	8,128	0.31%	4,077	0.13%
Health Care	43,482	2.00%	40,868	1.55%	34,669	1.12%
Home Repair, Improvement and Products	10,296	0.47%	8,376	0.32%	8,364	0.27%
Identity Theft	290,102	13.34%	332,647	12.65%	490,220	15.90%
Impostor Scams	126,263	5.80%	282,625	10.75%	353,770	11.47%
Internet Auction	21,196	0.97%	19,789	0.75%	2,430	0.08%
Internet Services	52,131	2.40%	48,464	1.84%	40,106	1.30%
Investment-Related Complaints	6,534	0.30%	11,199	0.43%	26,453	0.86%
Magazines and Books	15,179	0.70%	12,523	0.48%	8,866	0.29%
Mortgage Foreclosure Relief and Debt Management	21,384	0.98%	12,963	0.49%	10,210	0.33%
Office Supplies and Services	20,663	0.95%	12,882	0.49%	10,287	0.33%
Prizes, Sweepstakes and Lotteries	98,006	4.51%	103,801	3.95%	140,136	4.54%
Shop-at-Home and Catalog Sales	69,648	3.20%	73,260	2.79%	96,363	3.13%
Tax Preparers	682	0.03%	6,421	0.24%	2,991	0.10%
Telephone and Mobile Services	120,766	5.55%	174,558	6.64%	275,754	8.94%
Television and Electronic Media	56,386	2.59%	51,485	1.96%	47,728	1.55%
Travel, Vacations and Timeshare Plans	31,648	1.45%	27,463	1.04%	24,171	0.78%

[1]Percentages are based on the total number of CSN complaints for each calendar year: CY-2013 = 2,175,355; CY-2014 = 2,629,987; CY-2015 = 3,083,379. Note that counts and percentages may not add up to the total in each category because CSN complaints may have multiple product service codes.

Appendix B3: Consumer Sentinel Network Complaint Category Details[1]
Calendar Years 2013 through 2015

Advance Payments for Credit Services

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Advance-Fee Loans, Credit Arrangers	53,891	2.48%	34,656	1.32%	19,908	0.65%
Credit Card Loss Protection	938	0.04%	373	0.01%	266	0.01%
Credit Repair	2,017	0.09%	2,261	0.09%	1,751	0.06%
Recovery\Refund Companies	846	0.04%	1,563	0.06%	2,509	0.08%
Count/Percentage:	**57,690**	**2.65%**	**38,853**	**1.48%**	**24,433**	**0.79%**

Auto-Related Complaints

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Auto: Financing	4,100	0.19%	5,573	0.21%	7,209	0.23%
Auto: Gas	2,632	0.12%	1,314	0.05%	241	0.01%
Auto: Parts & Repairs	4,077	0.19%	5,451	0.21%	6,154	0.20%
Auto: Renting & Leasing	8,784	0.40%	10,366	0.39%	11,199	0.36%
Auto: Sales – New	37,554	1.73%	38,090	1.45%	38,081	1.24%
Auto: Sales – Used	29,039	1.33%	29,414	1.12%	27,962	0.91%
Auto: Warranty Plans & Services	4,309	0.20%	4,477	0.17%	4,387	0.14%
Count/Percentage:	**89,317**	**4.11%**	**93,252**	**3.55%**	**93,917**	**3.05%**

Banks and Lenders

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Banks, Savings & Loans, and Credit Unions	41,563	1.91%	40,941	1.56%	42,712	1.39%
Lending: Auto Title Loans	183	0.01%	491	0.02%	827	0.03%
Lending: Banks & Credit Unions	3,295	0.15%	1,733	0.07%	640	0.02%
Lending: Finance Company	7,925	0.36%	7,695	0.29%	7,259	0.24%
Lending: Mortgage	79,717	3.66%	58,606	2.23%	57,428	1.86%
Lending: Other Institutions	12,635	0.58%	7,838	0.30%	6,233	0.20%
Lending: Payday Loans	10,487	0.48%	10,408	0.40%	8,706	0.28%
Lending: Student Loans	4,752	0.22%	7,162	0.27%	8,142	0.26%
Count/Percentage:	**160,427**	**7.37%**	**134,755**	**5.12%**	**131,875**	**4.28%**

Business and Job Opportunities

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Business Opportunities\Work-At-Home Plans	11,638	0.53%	10,136	0.39%	8,379	0.27%
Employ Agencies\Job Counsel\Overseas Work	20,139	0.93%	8,708	0.33%	6,648	0.22%
Franchises\Distributorships	283	0.01%	391	0.01%	367	0.01%
Inventions\Idea Promotions	600	0.03%	555	0.02%	592	0.02%
Multi-Level Mktg\Pyramids\Chain Letters	1,896	0.09%	1,790	0.07%	1,680	0.05%
Count/Percentage:	**33,776**	**1.55%**	**21,035**	**0.80%**	**17,314**	**0.56%**

Buyers' Clubs

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Buyers Clubs (not travel or lottery)	1,987	0.09%	1,420	0.05%	1,168	0.04%
Count/Percentage:	**1,987**	**0.09%**	**1,420**	**0.05%**	**1,168**	**0.04%**

Charitable Solicitations

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Charitable Solicitations	2,727	0.13%	2,741	0.10%	2,747	0.09%
Count/Percentage:	**2,727**	**0.13%**	**2,741**	**0.10%**	**2,747**	**0.09%**

[1]Percentages are based on the total number of CSN complaints for each calendar year: CY-2013 = 2,175,355; CY-2014 = 2,629,987; CY-2015 = 3,083,379. Note that counts and percentages may not add up to the total in each category because CSN complaints may have multiple product service codes.

Computer Equipment and Software

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Computers: Equipment\Software	14,670	0.67%	13,132	0.50%	8,119	0.26%
Count/Percentage:	**14,670**	**0.67%**	**13,132**	**0.50%**	**8,119**	**0.26%**

Credit Bureaus, Information Furnishers and Report Users

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Credit Bureaus	29,601	1.36%	38,904	1.48%	43,302	1.40%
Credit Information Furnishers	3,557	0.16%	1,166	0.04%	1,295	0.04%
Credit Report Users	508	0.02%	184	0.01%	203	0.01%
Count/Percentage:	**32,635**	**1.50%**	**39,416**	**1.50%**	**43,939**	**1.43%**

Credit Cards

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Credit Cards	35,799	1.65%	32,982	1.25%	37,750	1.22%
Count/Percentage:	**35,799**	**1.65%**	**32,982**	**1.25%**	**37,750**	**1.22%**

Debt Collection

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Creditor Debt Collection	13,356	0.61%	1,353	0.05%	2,511	0.08%
Third Party Debt Collection	195,403	8.98%	282,611	10.75%	895,158	29.03%
Count/Percentage:	**207,984**	**9.56%**	**283,943**	**10.80%**	**897,655**	**29.11%**

Education

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Education: Colleges and Universities	287	0.01%	2,325	0.09%	4,168	0.14%
Education: Trade\Vocational Schools	3,669	0.17%	3,607	0.14%	2,872	0.09%
Count/Percentage:	**3,906**	**0.18%**	**5,874**	**0.22%**	**6,973**	**0.23%**

Foreign Money Offers and Counterfeit Check Scams

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Counterfeit Check Scams	15,035	0.69%	12,776	0.49%	14,424	0.47%
Nigerian\Other Foreign Money Offers (not prizes)	9,914	0.46%	8,678	0.33%	10,902	0.35%
Count/Percentage:	**24,930**	**1.15%**	**21,453**	**0.82%**	**25,324**	**0.82%**

Funeral Services

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Funeral Services	1,296	0.06%	1,222	0.05%	1,123	0.04%
Count/Percentage:	**1,296**	**0.06%**	**1,222**	**0.05%**	**1,123**	**0.04%**

Grants

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Grants: Non-Educational	7,091	0.33%	6,375	0.24%	2,997	0.10%
Scholarships\Educational Grants	1,891	0.09%	1,754	0.07%	1,080	0.04%
Count/Percentage:	**8,969**	**0.41%**	**8,128**	**0.31%**	**4,077**	**0.13%**

[1]Percentages are based on the total number of CSN complaints for each calendar year: CY-2013 = 2,175,355; CY-2014 = 2,629,987; CY-2015 = 3,083,379. Note that counts and percentages may not add up to the total in each category because CSN complaints may have multiple product service codes.

Appendix B3: Consumer Sentinel Network Complaint Category Details[1]
Calendar Years 2013 through 2015

Health Care

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Health Care: Diet Products\Centers\Plans	20,603	0.95%	20,601	0.78%	15,980	0.52%
Health Care: Dietary Supplements\Herbal Remedies	2,931	0.13%	3,506	0.13%	2,569	0.08%
Health Care: Drugs-OTC\Prescription	1,162	0.05%	941	0.04%	950	0.03%
Health Care: Eye Care	3,370	0.15%	3,181	0.12%	3,150	0.10%
Health Care: Medical Discount Plans\Cards\Insurance	3,751	0.17%	3,170	0.12%	3,256	0.11%
Health Care: Other Medical Treatments	2,813	0.13%	2,447	0.09%	2,459	0.08%
Health Care: Other Products\Supplies	8,920	0.41%	7,076	0.27%	6,350	0.21%
Count/Percentage:	**43,482**	**2.00%**	**40,868**	**1.55%**	**34,669**	**1.12%**

Home Repair, Improvement and Products

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Home Appliances	1,779	0.08%	1,685	0.06%	1,613	0.05%
Home Furnishings	1,571	0.07%	1,004	0.04%	1,170	0.04%
Home Protection Devices	1,324	0.06%	837	0.03%	957	0.03%
Home Repair	2,321	0.11%	1,886	0.07%	2,096	0.07%
Housing	3,338	0.15%	2,997	0.11%	2,542	0.08%
Count/Percentage:	**10,296**	**0.47%**	**8,376**	**0.32%**	**8,364**	**0.27%**

Identity Theft

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Identity Theft	290,102	13.34%	332,647	12.65%	490,220	15.90%
Count/Percentage:	**290,102**	**13.34%**	**332,647**	**12.65%**	**490,220**	**15.90%**

Impostor Scams

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Impostor: Business	39,813	1.83%	102,867	3.91%	68,604	2.22%
Impostor: Family\Friend	12,404	0.57%	14,525	0.55%	10,565	0.34%
Impostor: Government	64,814	2.98%	160,770	6.11%	228,066	7.40%
Romance Scams	9,833	0.45%	5,241	0.20%	8,315	0.27%
Tech Support Scams	16	<0.01%	103	<0.01%	39,924	1.29%
Count/Percentage:	**126,263**	**5.80%**	**282,625**	**10.75%**	**353,770**	**11.47%**

Internet Auction

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Internet Auction	21,196	0.97%	19,789	0.75%	2,430	0.08%
Count/Percentage:	**21,196**	**0.97%**	**19,789**	**0.75%**	**2,430**	**0.08%**

Internet Services

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Internet Access Services	7,260	0.33%	7,082	0.27%	7,029	0.23%
Internet Gaming	3,140	0.14%	3,099	0.12%	2,707	0.09%
Internet Information Services	31,335	1.44%	27,644	1.05%	22,818	0.74%
Internet Web Site Design\Promotion	4,436	0.20%	3,956	0.15%	3,412	0.11%
Social Networking Service	1,693	0.08%	1,272	0.05%	1,335	0.04%
Spyware\Adware\Malware	4,392	0.20%	5,445	0.21%	2,825	0.09%
Count/Percentage:	**52,131**	**2.40%**	**48,464**	**1.84%**	**40,106**	**1.30%**

[1]Percentages are based on the total number of CSN complaints for each calendar year: CY-2013 = 2,175,355; CY-2014 = 2,629,987; CY-2015 = 3,083,379. Note that counts and percentages may not add up to the total in each category because CSN complaints may have multiple product service codes.

Appendix B3: Consumer Sentinel Network Complaint Category Details[1]
Calendar Years 2013 through 2015

Investment-Related Complaints

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Invest: Advice, Seminars	1,997	0.09 %	5,516	0.21%	6,880	0.22 %
Invest: Art\Gems\Rare Coins	1,036	0.05 %	586	0.02%	475	0.02%
Invest: Other (note in comments)	2,604	0.12 %	4,197	0.16%	18,049	0.59 %
Invest: Stocks\Commodity Futures Trading	898	0.04 %	904	0.03%	1,050	0.03 %
Count/Percentage:	**6,534**	**0.30%**	**11,199**	**0.43%**	**26,453**	**0.86%**

Magazines and Books

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Books	3,440	0.16 %	3,014	0.11%	2,182	0.07 %
Magazines	12,024	0.55 %	9,806	0.37%	6,900	0.22 %
Count/Percentage:	**15,179**	**0.70%**	**12,523**	**0.48%**	**8,866**	**0.29%**

Mortgage Foreclosure Relief and Debt Management

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Debt Management\Credit Counseling	5,217	0.24 %	5,136	0.20%	5,399	0.18 %
Mortgage Modification\Foreclosure Relief	16,169	0.74 %	7,829	0.30%	4,811	0.16 %
Count/Percentage:	**21,384**	**0.98%**	**12,963**	**0.49%**	**10,210**	**0.33%**

Office Supplies and Services

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Office Supplies and Services	6,070	0.28 %	4,302	0.16%	3,528	0.11 %
Office: Ad Space\Directory Listings	14,596	0.67 %	8,581	0.33%	6,759	0.22 %
Count/Percentage:	**20,663**	**0.95%**	**12,882**	**0.49%**	**10,287**	**0.33%**

Prizes, Sweepstakes and Lotteries

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Prizes\Sweepstakes\Lotteries	98,006	4.51 %	103,801	3.95%	140,136	4.54 %
Count/Percentage:	**98,006**	**4.51%**	**103,801**	**3.95%**	**140,136**	**4.54%**

Shop-at-Home and Catalog Sales

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Shop-at-Home\Catalog Sales	69,648	3.20 %	73,260	2.79%	96,363	3.13 %
Count/Percentage:	**69,648**	**3.20%**	**73,260**	**2.79%**	**96,363**	**3.13%**

Tax Preparers

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Tax Preparers	682	0.03 %	6,421	0.24%	2,991	0.10 %
Count/Percentage:	**682**	**0.03%**	**6,421**	**0.24%**	**2,991**	**0.10%**

[1]Percentages are based on the total number of CSN complaints for each calendar year: CY-2013 = 2,175,355; CY-2014 = 2,629,987; CY-2015 = 3,083,379. Note that counts and percentages may not add up to the total in each category because CSN complaints may have multiple product service codes.

Appendix B3: Consumer Sentinel Network Complaint Category Details[1]
Calendar Years 2013 through 2015

Telephone and Mobile Services

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Mobile: Applications\Other Downloads	554	0.03 %	1,505	0.06%	1,174	0.04 %
Mobile: Carrier Rates\Plans	2,482	0.11 %	6,426	0.24%	6,727	0.22%
Mobile: Other	53,361	2.45 %	49,391	1.88%	45,937	1.49 %
Mobile: Text Messages	54,806	2.52 %	106,451	4.05%	206,865	6.71 %
Mobile: Unauthorized Charges or Debits	366	0.02 %	1,677	0.06%	1,913	0.06%
Telephone: Carrier Switching	331	0.02 %	482	0.02%	467	0.02%
Telephone: Other	8,009	0.37 %	8,277	0.31%	12,733	0.41 %
Telephone: Prepaid Phone Cards	1,799	0.08 %	2,406	0.09%	1,828	0.06%
Telephone: Unauthorized Charges or Debits	1,048	0.05 %	900	0.03%	909	0.03%
Telephone: VoIP Services	788	0.04 %	875	0.03%	776	0.03%
Unsolicited Faxes	175	0.01 %	2	<0.01%	-	-
Count/Percentage:	**120,766**	**5.55%**	**174,558**	**6.64%**	**275,754**	**8.94%**

Television and Electronic Media

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
DVD\Video\Film	235	0.01 %	141	0.01%	116	<0.01%
Music: All Formats	438	0.02 %	325	0.01%	186	0.01 %
Television (Programming and Advertisements)	1,354	0.06 %	1,978	0.08%	1,312	0.04 %
Television: Satellite & Cable	50,605	2.33 %	46,537	1.77%	44,195	1.43 %
Video Games	3,757	0.17 %	2,506	0.10%	1,923	0.06%
Count/Percentage:	**56,386**	**2.59%**	**51,485**	**1.96%**	**47,728**	**1.55%**

Travel, Vacations and Timeshare Plans

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Timeshare Resales	3,816	0.18 %	2,827	0.11%	1,936	0.06 %
Timeshare Sales	6,534	0.30 %	6,349	0.24%	5,418	0.18 %
Travel\Vacations	21,380	0.98 %	18,327	0.70%	16,833	0.55 %
Count/Percentage:	**31,648**	**1.45%**	**27,463**	**1.04%**	**24,171**	**0.78%**

[1]Percentages are based on the total number of CSN complaints for each calendar year: CY-2013 = 2,175,355; CY-2014 = 2,629,987; CY-2015 = 3,083,379. Note that counts and percentages may not add up to the total in each category because CSN complaints may have multiple product service codes.

Appendix B3: Consumer Sentinel Network Complaint Category Details[1]
Calendar Years 2013 through 2015

Miscellaneous Complaints

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Children's Products	1,542	0.07%	1,476	0.06%	1,267	0.04%
Food	747	0.03%	799	0.03%	728	0.02%
Garments, Wool, Leather Goods & Textiles	864	0.04%	328	0.01%	333	0.01%
Health Care Provider Billing	772	0.04%	641	0.02%	736	0.02%
Immigration Services	908	0.04%	1,196	0.05%	959	0.03%
Insurance (Other than Medical)	2,235	0.10%	1,910	0.07%	2,004	0.06%
Jewelry\Watches	885	0.04%	496	0.02%	399	0.01%
Leasing: Business	424	0.02%	527	0.02%	352	0.01%
Modeling Agencies\Services	793	0.04%	611	0.02%	358	0.01%
Personal Care Products	524	0.02%	399	0.02%	436	0.01%
Property\Inheritance Tracers	1,269	0.06%	785	0.03%	1,169	0.04%
Real Estate (not Timeshares)	18,282	0.84%	5,016	0.19%	595	0.02%
Tobacco Products	1,268	0.06%	1,070	0.04%	611	0.02%
Utilities	1,903	0.09%	1,892	0.07%	2,244	0.07%

Unspecified Complaints

Product Service	CY-2013	Percentage[1]	CY-2014	Percentage[1]	CY-2015	Percentage[1]
Other (Note in Comments)	298,525	13.72%	334,036	12.70%	126,482	4.10%
Telemarketing Practices	185,801	8.54%	364,190	13.85%	74,623	2.42%
Unauthorized Debits or Charges for Unknown Products	2,013	0.09%	1,575	0.06%	1,796	0.06%
Unsolicited Email	11,424	0.53%	9,190	0.35%	12,712	0.41%

[1]Percentages are based on the total number of CSN complaints for each calendar year: CY-2013 = 2,175,355; CY-2014 = 2,629,987; CY-2015 = 3,083,379. Note that counts and percentages may not add up to the total in each category because CSN complaints may have multiple product service codes.

Appendix C: Consumer Sentinel Network Fraud Complaints & Amount Paid Reported by State and the District of Columbia

January 1 – December 31, 2015

State Name	Total Fraud Complaints	Total Amount Paid Reported	Complaints Reporting Amount Paid	Percentages Reporting Amount Paid	Average Amount Paid[1]
Alabama	17,133	$7,516,909	8,196	48%	$917
Alaska	2,231	$1,285,372	1,252	56%	$1,027
Arizona	22,857	$14,831,592	13,606	60%	$1,090
Arkansas	8,692	$3,320,677	4,424	51%	$751
California	126,489	$90,553,043	61,674	49%	$1,468
Colorado	17,897	$10,504,018	10,412	58%	$1,009
Connecticut	10,330	$7,175,251	6,068	59%	$1,182
Delaware	3,775	$1,236,744	2,203	58%	$561
District of Columbia	3,789	$2,716,022	1,923	51%	$1,412
Florida	90,026	$41,198,652	39,242	44%	$1,050
Georgia	40,319	$14,676,725	16,810	42%	$873
Hawaii	3,497	$5,320,392	2,082	60%	$2,555
Idaho	4,471	$2,609,623	2,774	62%	$941
Illinois	33,439	$17,107,752	18,871	56%	$907
Indiana	19,323	$9,226,179	10,673	55%	$864
Iowa	7,058	$4,490,905	3,872	55%	$1,160
Kansas	7,778	$4,927,452	4,776	61%	$1,032
Kentucky	11,649	$4,611,905	6,532	56%	$706
Louisiana	14,783	$7,160,457	7,512	51%	$953
Maine	3,565	$1,055,300	2,106	59%	$501
Maryland	22,649	$12,531,708	12,882	57%	$973
Massachusetts	20,584	$10,816,583	11,458	56%	$944
Michigan	38,290	$12,767,593	15,564	41%	$820
Minnesota	15,278	$13,692,360	9,756	64%	$1,403
Mississippi	8,753	$5,585,265	4,910	56%	$1,138
Missouri	18,223	$9,274,904	9,963	55%	$931
Montana	3,211	$2,454,134	1,922	60%	$1,277
Nebraska	4,839	$3,967,979	2,900	60%	$1,368
Nevada	11,408	$8,270,489	6,180	54%	$1,338
New Hampshire	4,119	$2,599,169	2,235	54%	$1,163
New Jersey	26,781	$14,233,375	15,331	57%	$928
New Mexico	6,487	$5,206,417	3,638	56%	$1,431
New York	54,008	$31,510,374	29,780	55%	$1,058
North Carolina	30,036	$15,960,685	17,063	57%	$935
North Dakota	1,422	$895,379	822	58%	$1,089
Ohio	32,758	$12,562,571	17,568	54%	$715
Oklahoma	10,709	$4,965,754	5,701	53%	$871
Oregon	12,713	$11,050,765	7,343	58%	$1,505
Pennsylvania	39,457	$19,249,752	21,436	54%	$898
Rhode Island	3,280	$1,314,453	1,546	47%	$850
South Carolina	14,773	$8,202,928	8,615	58%	$952
South Dakota	1,915	$871,222	1,041	54%	$837
Tennessee	22,620	$12,405,465	12,130	54%	$1,023
Texas	84,767	$47,044,491	40,668	48%	$1,157
Utah	7,285	$5,526,770	4,483	62%	$1,233
Vermont	1,618	$796,600	969	60%	$822
Virginia	27,953	$17,283,751	16,300	58%	$1,060
Washington	21,670	$15,788,185	12,694	59%	$1,244
West Virginia	5,648	$2,216,281	3,507	62%	$632
Wisconsin	14,904	$9,291,873	8,358	56%	$1,112
Wyoming	1,654	$950,697	860	52%	$1,105

[1]Average amount paid is based on the total number of fraud complaints where amount paid was reported by consumers from the respective states. The amount paid is based on complaints reporting values from $0 to $999,999.

Note: This appendix excludes 20 state-specific data contributors (the Hawaii Office of Consumer Protection, the Montana, North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for Alaska, California, Colorado, Idaho, Indiana, Iowa, Louisiana, Maine, Massachusetts, Michigan, Mississippi, Nevada, Ohio and Washington).

Appendix D1: Fraud and Other Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)[1]

January 1 – December 31, 2015

Metropolitan Area	Complaints	Complaints Per 100,000 Population[1]	Rank
Abilene, TX Metropolitan Statistical Area	521	309.0	298
Akron, OH Metropolitan Statistical Area	2,689	382.1	141
Albany, GA Metropolitan Statistical Area	529	341.5	226
Albany, OR Metropolitan Statistical Area	493	413.1	86
Albany-Schenectady-Troy, NY Metropolitan Statistical Area	3,330	378.3	152
Albuquerque, NM Metropolitan Statistical Area	3,850	425.6	68
Alexandria, LA Metropolitan Statistical Area	516	333.2	243
Allentown-Bethlehem-Easton, PA-NJ Metropolitan Statistical Area	3,092	372.6	163
Altoona, PA Metropolitan Statistical Area	451	358.1	198
Amarillo, TX Metropolitan Statistical Area	779	299.7	310
Anchorage, AK Metropolitan Statistical Area	1,586	397.6	109
Ann Arbor, MI Metropolitan Statistical Area	1,378	386.1	137
Anniston-Oxford-Jacksonville, AL Metropolitan Statistical Area	576	496.9	18
Appleton, WI Metropolitan Statistical Area	593	256.2	360
Asheville, NC Metropolitan Statistical Area	1,994	450.8	46
Athens-Clarke County, GA Metropolitan Statistical Area	633	318.1	275
Atlanta-Sandy Springs-Roswell, GA Metropolitan Statistical Area	26,684	475.3	30
Atlantic City-Hammonton, NJ Metropolitan Statistical Area	1,245	452.4	44
Auburn-Opelika, AL Metropolitan Statistical Area	544	352.7	211
Augusta-Richmond County, GA-SC Metropolitan Statistical Area	2,388	409.2	92
Augusta-Waterville, ME Micropolitan Statistical Area	377	311.3	290
Austin-Round Rock, TX Metropolitan Statistical Area	8,172	420.5	76
Bakersfield, CA Metropolitan Statistical Area	2,644	302.3	307
Baltimore-Columbia-Towson, MD Metropolitan Statistical Area	14,063	504.8	16
Bangor, ME Metropolitan Statistical Area	597	389.1	127
Barnstable Town, MA Metropolitan Statistical Area	792	368.5	178
Baton Rouge, LA Metropolitan Statistical Area	3,098	375.3	157
Battle Creek, MI Metropolitan Statistical Area	426	315.8	278
Bay City, MI Metropolitan Statistical Area	330	310.8	292
Beaumont-Port Arthur, TX Metropolitan Statistical Area	1,379	340.1	231
Beckley, WV Metropolitan Statistical Area	404	327.5	255
Bellingham, WA Metropolitan Statistical Area	760	364.8	185
Bend-Redmond, OR Metropolitan Statistical Area	628	368.6	177
Billings, MT Metropolitan Statistical Area	560	335.6	238
Binghamton, NY Metropolitan Statistical Area	899	363.6	188
Birmingham-Hoover, AL Metropolitan Statistical Area	5,228	457.1	42
Bismarck, ND Metropolitan Statistical Area	263	207.7	373
Blacksburg-Christiansburg-Radford, VA Metropolitan Statistical Area	616	339.2	234
Bloomington, IL Metropolitan Statistical Area	620	325.7	260
Bloomington, IN Metropolitan Statistical Area	517	314.7	281
Bluefield, WV-VA Micropolitan Statistical Area	396	376.3	156
Boise City, ID Metropolitan Statistical Area	2,707	407.4	94
Boston-Cambridge-Newton, MA-NH Metropolitan Statistical Area	16,631	351.4	213
Boulder, CO Metropolitan Statistical Area	1,251	399.3	106
Bowling Green, KY Metropolitan Statistical Area	597	360.2	192
Bremerton-Silverdale, WA Metropolitan Statistical Area	1,136	446.9	49
Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area	3,152	333.4	242
Brownsville-Harlingen, TX Metropolitan Statistical Area	640	152.2	378

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2014 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2014 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).

Note: In calculating the State and Metropolitan Areas rankings, we excluded 20 state-specific data contributors' complaints (the Hawaii Office of Consumer Protection, the Montana, North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for Alaska, California, Colorado, Idaho, Indiana, Iowa, Louisiana, Maine, Massachusetts, Michigan, Mississippi, Nevada, Ohio and Washington).

Appendix D1: Fraud and Other Consumer Complaints
by Largest Metropolitan Areas (in alphabetical order)[1]
January 1 – December 31, 2015

Metropolitan Area	Complaints	Complaints Per 100,000 Population[1]	Rank
Brunswick, GA Metropolitan Statistical Area	478	416.4	81
Buffalo-Cheektowaga-Niagara Falls, NY Metropolitan Statistical Area	4,739	417.0	80
Burlington, NC Metropolitan Statistical Area	608	390.3	124
Burlington-South Burlington, VT Metropolitan Statistical Area	675	312.3	284
California-Lexington Park, MD Metropolitan Statistical Area	435	394.1	115
Canton-Massillon, OH Metropolitan Statistical Area	1,536	380.3	147
Cape Coral-Fort Myers, FL Metropolitan Statistical Area	2,845	418.7	79
Carbondale-Marion, IL Metropolitan Statistical Area	418	330.0	248
Cedar Rapids, IA Metropolitan Statistical Area	802	303.9	304
Chambersburg-Waynesboro, PA Metropolitan Statistical Area	504	329.6	250
Champaign-Urbana, IL Metropolitan Statistical Area	759	319.9	273
Charleston, WV Metropolitan Statistical Area	770	345.5	220
Charleston-North Charleston, SC Metropolitan Statistical Area	2,908	399.6	104
Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area	11,603	487.5	21
Charlottesville, VA Metropolitan Statistical Area	902	397.4	110
Chattanooga, TN-GA Metropolitan Statistical Area	2,436	447.3	48
Chicago-Naperville-Elgin, IL-IN-WI Metropolitan Statistical Area	35,300	369.5	171
Chico, CA Metropolitan Statistical Area	707	315.3	279
Cincinnati, OH-KY-IN Metropolitan Statistical Area	8,175	380.3	147
Claremont-Lebanon, NH-VT Micropolitan Statistical Area	772	354.7	205
Clarksville, TN-KY Metropolitan Statistical Area	1,238	444.8	51
Cleveland, TN Metropolitan Statistical Area	486	406.0	95
Cleveland-Elyria, OH Metropolitan Statistical Area	9,310	451.2	45
Coeur d'Alene, ID Metropolitan Statistical Area	590	400.5	100
College Station-Bryan, TX Metropolitan Statistical Area	676	278.3	342
Colorado Springs, CO Metropolitan Statistical Area	3,163	460.5	39
Columbia, MO Metropolitan Statistical Area	557	322.5	269
Columbia, SC Metropolitan Statistical Area	3,571	446.1	50
Columbus, GA-AL Metropolitan Statistical Area	1,447	460.8	37
Columbus, OH Metropolitan Statistical Area	8,165	409.4	90
Concord, NH Micropolitan Statistical Area	554	376.4	155
Cookeville, TN Micropolitan Statistical Area	352	326.6	258
Corpus Christi, TX Metropolitan Statistical Area	1,255	280.1	338
Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area	997	386.4	135
Cumberland, MD-WV Metropolitan Statistical Area	421	418.8	78
Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	29,810	428.7	66
Dalton, GA Metropolitan Statistical Area	380	265.8	353
Danville, VA Micropolitan Statistical Area	373	355.8	203
Daphne-Fairhope-Foley, AL Metropolitan Statistical Area	749	374.3	158
Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area	1,082	282.5	336
Dayton, OH Metropolitan Statistical Area	3,144	392.6	120
Decatur, AL Metropolitan Statistical Area	421	275.0	347
Decatur, IL Metropolitan Statistical Area	262	241.8	368
Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	3,211	526.4	11
Denver-Aurora-Lakewood, CO Metropolitan Statistical Area	12,974	471.1	31
Des Moines-West Des Moines, IA Metropolitan Statistical Area	1,843	301.4	309
Detroit-Warren-Dearborn, MI Metropolitan Statistical Area	16,371	381.0	145
Dothan, AL Metropolitan Statistical Area	468	316.0	276

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2014 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2014 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).

Note: In calculating the State and Metropolitan Areas rankings, we excluded 20 state-specific data contributors' complaints (the Hawaii Office of Consumer Protection, the Montana, North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for Alaska, California, Colorado, Idaho, Indiana, Iowa, Louisiana, Maine, Massachusetts, Michigan, Mississippi, Nevada, Ohio and Washington).

Appendix D1: Fraud and Other Consumer Complaints
by Largest Metropolitan Areas (in alphabetical order)[1]
January 1 – December 31, 2015

Metropolitan Area	Complaints	Complaints Per 100,000 Population[1]	Rank
Dover, DE Metropolitan Statistical Area	1,019	592.5	5
Duluth, MN-WI Metropolitan Statistical Area	1,004	358.3	196
Dunn, NC Micropolitan Statistical Area	407	321.3	271
Durham-Chapel Hill, NC Metropolitan Statistical Area	1,905	351.0	215
East Stroudsburg, PA Metropolitan Statistical Area	797	479.2	29
Eau Claire, WI Metropolitan Statistical Area	480	290.9	326
El Centro, CA Metropolitan Statistical Area	307	171.4	377
El Paso, TX Metropolitan Statistical Area	2,221	265.4	354
Elizabethtown-Fort Knox, KY Metropolitan Statistical Area	601	396.5	112
Elkhart-Goshen, IN Metropolitan Statistical Area	535	264.9	355
Erie, PA Metropolitan Statistical Area	1,000	359.1	195
Eugene, OR Metropolitan Statistical Area	1,363	380.4	146
Eureka-Arcata-Fortuna, CA Micropolitan Statistical Area	486	360.5	191
Evansville, IN-KY Metropolitan Statistical Area	1,158	367.4	181
Fargo, ND-MN Metropolitan Statistical Area	584	255.8	361
Farmington, NM Metropolitan Statistical Area	333	269.0	351
Fayetteville, NC Metropolitan Statistical Area	1,567	414.6	83
Fayetteville-Springdale-Rogers, AR-MO Metropolitan Statistical Area	1,648	328.5	252
Flagstaff, AZ Metropolitan Statistical Area	454	329.7	249
Flint, MI Metropolitan Statistical Area	1,477	357.7	200
Florence, SC Metropolitan Statistical Area	706	341.0	229
Florence-Muscle Shoals, AL Metropolitan Statistical Area	427	289.2	328
Fond du Lac, WI Metropolitan Statistical Area	325	319.4	274
Fort Collins, CO Metropolitan Statistical Area	1,409	434.7	59
Fort Smith, AR-OK Metropolitan Statistical Area	867	310.1	296
Fort Wayne, IN Metropolitan Statistical Area	1,507	352.8	210
Fresno, CA Metropolitan Statistical Area	3,006	311.2	291
Gadsden, AL Metropolitan Statistical Area	371	358.3	196
Gainesville, FL Metropolitan Statistical Area	1,754	641.6	3
Gainesville, GA Metropolitan Statistical Area	522	273.6	348
Gettysburg, PA Metropolitan Statistical Area	297	292.0	325
Glens Falls, NY Metropolitan Statistical Area	464	364.4	187
Goldsboro, NC Metropolitan Statistical Area	319	256.3	359
Grand Forks, ND-MN Metropolitan Statistical Area	207	203.3	375
Grand Junction, CO Metropolitan Statistical Area	479	323.1	266
Grand Rapids-Wyoming, MI Metropolitan Statistical Area	3,246	315.9	277
Greeley, CO Metropolitan Statistical Area	1,073	386.4	135
Green Bay, WI Metropolitan Statistical Area	990	314.8	280
Greensboro-High Point, NC Metropolitan Statistical Area	2,929	392.3	122
Greenville, NC Metropolitan Statistical Area	550	313.7	283
Greenville-Anderson-Mauldin, SC Metropolitan Statistical Area	3,567	413.6	84
Gulfport-Biloxi-Pascagoula, MS Metropolitan Statistical Area	1,422	368.3	179
Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area	1,090	419.1	77
Hammond, LA Metropolitan Statistical Area	438	344.7	222
Hanford-Corcoran, CA Metropolitan Statistical Area	420	279.5	341
Harrisburg-Carlisle, PA Metropolitan Statistical Area	2,246	400.5	100
Harrisonburg, VA Metropolitan Statistical Area	363	277.8	343
Hartford-West Hartford-East Hartford, CT Metropolitan Statistical Area	4,428	364.7	186

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2014 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2014 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).

Note: In calculating the State and Metropolitan Areas rankings, we excluded 20 state-specific data contributors' complaints (the Hawaii Office of Consumer Protection, the Montana, North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for Alaska, California, Colorado, Idaho, Indiana, Iowa, Louisiana, Maine, Massachusetts, Michigan, Mississippi, Nevada, Ohio and Washington).

Appendix D1: Fraud and Other Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)[1]

January 1 – December 31, 2015

Metropolitan Area	Complaints	Complaints Per 100,000 Population[1]	Rank
Hattiesburg, MS Metropolitan Statistical Area	577	388.1	129
Hickory-Lenoir-Morganton, NC Metropolitan Statistical Area	1,205	332.1	245
Hilo, HI Micropolitan Statistical Area	741	381.6	142
Hilton Head Island-Bluffton-Beaufort, SC Metropolitan Statistical Area	772	380.3	147
Holland, MI Micropolitan Statistical Area	336	295.1	319
Homosassa Springs, FL Metropolitan Statistical Area	1,798	1,290.0	1
Houma-Thibodaux, LA Metropolitan Statistical Area	600	283.9	334
Houston-The Woodlands-Sugar Land, TX Metropolitan Statistical Area	23,746	365.9	183
Huntington-Ashland, WV-KY-OH Metropolitan Statistical Area	1,122	308.8	299
Huntsville, AL Metropolitan Statistical Area	1,710	387.7	130
Idaho Falls, ID Metropolitan Statistical Area	423	305.9	301
Indianapolis-Carmel-Anderson, IN Metropolitan Statistical Area	7,750	393.1	119
Iowa City, IA Metropolitan Statistical Area	483	293.9	321
Ithaca, NY Metropolitan Statistical Area	327	312.3	284
Jackson, MI Metropolitan Statistical Area	492	308.0	300
Jackson, MS Metropolitan Statistical Area	2,364	409.3	91
Jackson, TN Metropolitan Statistical Area	461	354.0	207
Jacksonville, FL Metropolitan Statistical Area	7,404	521.7	13
Jacksonville, NC Metropolitan Statistical Area	794	423.3	72
Jamestown-Dunkirk-Fredonia, NY Micropolitan Statistical Area	377	285.5	331
Janesville-Beloit, WI Metropolitan Statistical Area	503	312.1	286
Jefferson City, MO Metropolitan Statistical Area	425	281.7	337
Johnson City, TN Metropolitan Statistical Area	737	366.5	182
Johnstown, PA Metropolitan Statistical Area	496	360.1	193
Jonesboro, AR Metropolitan Statistical Area	360	284.0	333
Joplin, MO Metropolitan Statistical Area	553	314.0	282
Kahului-Wailuku-Lahaina, HI Metropolitan Statistical Area	527	323.1	266
Kalamazoo-Portage, MI Metropolitan Statistical Area	1,241	371.5	165
Kankakee, IL Metropolitan Statistical Area	307	275.6	346
Kansas City, MO-KS Metropolitan Statistical Area	8,239	397.8	108
Kennewick-Richland, WA Metropolitan Statistical Area	767	279.6	340
Killeen-Temple, TX Metropolitan Statistical Area	1,932	454.7	43
Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area	912	296.0	316
Kingston, NY Metropolitan Statistical Area	741	410.7	87
Knoxville, TN Metropolitan Statistical Area	3,564	415.6	82
La Crosse-Onalaska, WI-MN Metropolitan Statistical Area	369	269.8	350
Lafayette, LA Metropolitan Statistical Area	1,389	286.4	329
Lafayette-West Lafayette, IN Metropolitan Statistical Area	628	296.7	315
Lake Charles, LA Metropolitan Statistical Area	762	373.7	159
Lake Havasu City-Kingman, AZ Metropolitan Statistical Area	817	401.7	98
Lakeland-Winter Haven, FL Metropolitan Statistical Area	2,604	410.3	89
Lancaster, PA Metropolitan Statistical Area	1,517	284.4	332
Lansing-East Lansing, MI Metropolitan Statistical Area	1,558	331.2	247
Laredo, TX Metropolitan Statistical Area	547	205.1	374
Las Cruces, NM Metropolitan Statistical Area	729	341.2	228
Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area	10,816	522.6	12
Lawrence, KS Metropolitan Statistical Area	384	329.4	251
Lawton, OK Metropolitan Statistical Area	500	381.1	144

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2014 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2014 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).

Note: In calculating the State and Metropolitan Areas rankings, we excluded 20 state-specific data contributors' complaints (the Hawaii Office of Consumer Protection, the Montana, North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for Alaska, California, Colorado, Idaho, Indiana, Iowa, Louisiana, Maine, Massachusetts, Michigan, Mississippi, Nevada, Ohio and Washington).

Appendix D1: Fraud and Other Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)[1]

January 1 – December 31, 2015

Metropolitan Area	Complaints	Complaints Per 100,000 Population[1]	Rank
Lebanon, PA Metropolitan Statistical Area	453	332.2	244
Lewiston-Auburn, ME Metropolitan Statistical Area	321	298.8	313
Lexington-Fayette, KY Metropolitan Statistical Area	1,593	322.3	270
Lima, OH Metropolitan Statistical Area	294	279.9	339
Lincoln, NE Metropolitan Statistical Area	1,030	322.9	268
Little Rock-North Little Rock-Conway, AR Metropolitan Statistical Area	2,870	393.6	116
Logan, UT-ID Metropolitan Statistical Area	317	241.3	369
London, KY Micropolitan Statistical Area	321	252.1	365
Longview, TX Metropolitan Statistical Area	770	354.1	206
Longview, WA Metropolitan Statistical Area	327	320.2	272
Los Angeles-Long Beach-Anaheim, CA Metropolitan Statistical Area	48,981	369.3	172
Louisville/Jefferson County, KY-IN Metropolitan Statistical Area	5,372	423.1	73
Lubbock, TX Metropolitan Statistical Area	1,312	429.3	64
Lumberton, NC Micropolitan Statistical Area	409	303.5	305
Lynchburg, VA Metropolitan Statistical Area	992	384.7	138
Macon, GA Metropolitan Statistical Area	904	392.3	122
Madera, CA Metropolitan Statistical Area	387	250.4	366
Madison, WI Metropolitan Statistical Area	2,132	336.4	236
Manchester-Nashua, NH Metropolitan Statistical Area	1,729	426.7	67
Mansfield, OH Metropolitan Statistical Area	364	298.5	314
McAllen-Edinburg-Mission, TX Metropolitan Statistical Area	1,115	134.2	379
Medford, OR Metropolitan Statistical Area	813	386.6	133
Memphis, TN-MS-AR Metropolitan Statistical Area	6,186	460.5	39
Merced, CA Metropolitan Statistical Area	628	235.8	371
Meridian, MS Micropolitan Statistical Area	363	341.8	224
Miami-Fort Lauderdale-West Palm Beach, FL Metropolitan Statistical Area	28,598	482.3	25
Michigan City-La Porte, IN Metropolitan Statistical Area	470	421.7	75
Midland, TX Metropolitan Statistical Area	445	275.9	345
Milwaukee-Waukesha-West Allis, WI Metropolitan Statistical Area	5,827	370.6	168
Minneapolis-St. Paul-Bloomington, MN-WI Metropolitan Statistical Area	13,758	393.6	116
Missoula, MT Metropolitan Statistical Area	547	485.4	23
Mobile, AL Metropolitan Statistical Area	1,535	369.8	170
Modesto, CA Metropolitan Statistical Area	1,590	298.9	312
Monroe, LA Metropolitan Statistical Area	707	395.3	113
Monroe, MI Metropolitan Statistical Area	533	355.8	203
Montgomery, AL Metropolitan Statistical Area	1,809	484.8	24
Morgantown, WV Metropolitan Statistical Area	461	335.9	237
Morristown, TN Metropolitan Statistical Area	384	331.9	246
Mount Vernon-Anacortes, WA Metropolitan Statistical Area	393	326.5	259
Muncie, IN Metropolitan Statistical Area	379	323.7	263
Muskegon, MI Metropolitan Statistical Area	510	295.9	317
Myrtle Beach-Conway-North Myrtle Beach, SC-NC Metropolitan Statistical Area	2,250	538.7	9
Napa, CA Metropolitan Statistical Area	548	386.8	132
Naples-Immokalee-Marco Island, FL Metropolitan Statistical Area	1,302	373.3	161
Nashville-Davidson--Murfreesboro--Franklin, TN Metropolitan Statistical Area	8,376	467.2	35
New Bern, NC Metropolitan Statistical Area	415	325.4	261
New Haven-Milford, CT Metropolitan Statistical Area	3,334	387.1	131
New Orleans-Metairie, LA Metropolitan Statistical Area	5,175	413.4	85

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2014 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2014 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).

Note: In calculating the State and Metropolitan Areas rankings, we excluded 20 state-specific data contributors' complaints (the Hawaii Office of Consumer Protection, the Montana, North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for Alaska, California, Colorado, Idaho, Indiana, Iowa, Louisiana, Maine, Massachusetts, Michigan, Mississippi, Nevada, Ohio and Washington).

Appendix D1: Fraud and Other Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)[1]

January 1 – December 31, 2015

Metropolitan Area	Complaints	Complaints Per 100,000 Population[1]	Rank
New York-Newark-Jersey City, NY-NJ-PA Metropolitan Statistical Area	74,212	369.3	172
Niles-Benton Harbor, MI Metropolitan Statistical Area	573	369.1	174
North Port-Sarasota-Bradenton, FL Metropolitan Statistical Area	3,595	480.2	28
Norwich-New London, CT Metropolitan Statistical Area	1,035	378.2	153
Ocala, FL Metropolitan Statistical Area	1,594	470.0	33
Odessa, TX Metropolitan Statistical Area	478	310.6	294
Ogden-Clearfield, UT Metropolitan Statistical Area	1,963	310.5	295
Ogdensburg-Massena, NY Micropolitan Statistical Area	285	255.8	361
Oklahoma City, OK Metropolitan Statistical Area	4,811	359.9	194
Olympia-Tumwater, WA Metropolitan Statistical Area	1,169	439.7	55
Omaha-Council Bluffs, NE-IA Metropolitan Statistical Area	3,449	381.3	143
Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	10,921	470.4	32
Oshkosh-Neenah, WI Metropolitan Statistical Area	501	295.6	318
Ottawa-Peru, IL Micropolitan Statistical Area	396	262.4	357
Owensboro, KY Metropolitan Statistical Area	343	294.4	320
Oxnard-Thousand Oaks-Ventura, CA Metropolitan Statistical Area	3,580	423.1	73
Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area	3,069	551.1	7
Panama City, FL Metropolitan Statistical Area	746	382.7	140
Pensacola-Ferry Pass-Brent, FL Metropolitan Statistical Area	2,278	480.5	27
Peoria, IL Metropolitan Statistical Area	1,297	341.3	227
Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	26,145	432.1	62
Phoenix-Mesa-Scottsdale, AZ Metropolitan Statistical Area	20,978	467.3	34
Pittsburgh, PA Metropolitan Statistical Area	10,008	424.8	69
Pittsfield, MA Metropolitan Statistical Area	489	379.9	150
Port St. Lucie, FL Metropolitan Statistical Area	2,143	482.2	26
Portland-South Portland, ME Metropolitan Statistical Area	1,875	358.1	198
Portland-Vancouver-Hillsboro, OR-WA Metropolitan Statistical Area	9,961	424.2	71
Pottsville, PA Micropolitan Statistical Area	551	377.9	154
Prescott, AZ Metropolitan Statistical Area	1,306	596.8	4
Providence-Warwick, RI-MA Metropolitan Statistical Area	5,022	312.0	287
Provo-Orem, UT Metropolitan Statistical Area	1,511	264.4	356
Pueblo, CO Metropolitan Statistical Area	751	463.9	36
Punta Gorda, FL Metropolitan Statistical Area	850	504.5	17
Racine, WI Metropolitan Statistical Area	639	327.4	256
Raleigh, NC Metropolitan Statistical Area	4,804	386.5	134
Rapid City, SD Metropolitan Statistical Area	499	347.4	219
Reading, PA Metropolitan Statistical Area	1,460	352.9	209
Redding, CA Metropolitan Statistical Area	719	399.9	103
Reno, NV Metropolitan Statistical Area	1,971	443.9	52
Richmond, VA Metropolitan Statistical Area	6,145	487.7	20
Richmond-Berea, KY Micropolitan Statistical Area	338	324.5	262
Riverside-San Bernardino-Ontario, CA Metropolitan Statistical Area	16,116	362.8	190
Roanoke, VA Metropolitan Statistical Area	1,166	372.1	164
Rochester, MN Metropolitan Statistical Area	625	293.7	322
Rochester, NY Metropolitan Statistical Area	4,022	371.2	166
Rockford, IL Metropolitan Statistical Area	1,121	327.4	256
Rocky Mount, NC Metropolitan Statistical Area	451	302.1	308
Roseburg, OR Micropolitan Statistical Area	422	394.5	114

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2014 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2014 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).

Note: In calculating the State and Metropolitan Areas rankings, we excluded 20 state-specific data contributors' complaints (the Hawaii Office of Consumer Protection, the Montana, North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for Alaska, California, Colorado, Idaho, Indiana, Iowa, Louisiana, Maine, Massachusetts, Michigan, Mississippi, Nevada, Ohio and Washington).

Appendix D1: Fraud and Other Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)[1]

January 1 – December 31, 2015

Metropolitan Area	Complaints	Complaints Per 100,000 Population[1]	Rank
Sacramento--Roseville--Arden-Arcade, CA Metropolitan Statistical Area	9,923	442.1	53
Saginaw, MI Metropolitan Statistical Area	571	292.8	324
Salem, OH Micropolitan Statistical Area	320	302.8	306
Salem, OR Metropolitan Statistical Area	1,325	327.9	254
Salinas, CA Metropolitan Statistical Area	1,128	261.5	358
Salisbury, MD-DE Metropolitan Statistical Area	1,591	408.0	93
Salt Lake City, UT Metropolitan Statistical Area	4,075	353.3	208
San Angelo, TX Metropolitan Statistical Area	347	293.6	323
San Antonio-New Braunfels, TX Metropolitan Statistical Area	8,308	356.8	202
San Diego-Carlsbad, CA Metropolitan Statistical Area	12,996	398.2	107
San Francisco-Oakland-Hayward, CA Metropolitan Statistical Area	18,411	400.8	99
San Jose-Sunnyvale-Santa Clara, CA Metropolitan Statistical Area	6,862	351.4	213
San Luis Obispo-Paso Robles-Arroyo Grande, CA Metropolitan Statistical Area	983	352.2	212
Santa Cruz-Watsonville, CA Metropolitan Statistical Area	911	335.2	240
Santa Fe, NM Metropolitan Statistical Area	816	550.7	8
Santa Maria-Santa Barbara, CA Metropolitan Statistical Area	1,369	310.7	293
Santa Rosa, CA Metropolitan Statistical Area	1,865	372.8	162
Savannah, GA Metropolitan Statistical Area	1,611	432.2	61
Scranton--Wilkes-Barre--Hazleton, PA Metropolitan Statistical Area	2,197	392.5	121
Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area	15,596	424.8	69
Sebastian-Vero Beach, FL Metropolitan Statistical Area	741	511.9	15
Sheboygan, WI Metropolitan Statistical Area	412	357.4	201
Sherman-Denison, TX Metropolitan Statistical Area	507	410.4	88
Show Low, AZ Micropolitan Statistical Area	313	289.5	327
Shreveport-Bossier City, LA Metropolitan Statistical Area	1,801	404.6	97
Sierra Vista-Douglas, AZ Metropolitan Statistical Area	675	529.6	10
Sioux City, IA-NE-SD Metropolitan Statistical Area	401	237.6	370
Sioux Falls, SD Metropolitan Statistical Area	847	341.0	229
South Bend-Mishawaka, IN-MI Metropolitan Statistical Area	1,083	339.3	233
Spartanburg, SC Metropolitan Statistical Area	1,183	368.1	180
Spokane-Spokane Valley, WA Metropolitan Statistical Area	2,492	460.7	38
Springfield, IL Metropolitan Statistical Area	847	400.3	102
Springfield, MA Metropolitan Statistical Area	2,120	337.0	235
Springfield, MO Metropolitan Statistical Area	1,677	370.8	167
Springfield, OH Metropolitan Statistical Area	542	396.9	111
St. Cloud, MN Metropolitan Statistical Area	489	254.1	364
St. George, UT Metropolitan Statistical Area	421	277.1	344
St. Joseph, MO-KS Metropolitan Statistical Area	341	267.6	352
St. Louis, MO-IL Metropolitan Statistical Area	10,939	389.8	126
State College, PA Metropolitan Statistical Area	388	244.4	367
Staunton-Waynesboro, VA Metropolitan Statistical Area	410	342.3	223
Stockton-Lodi, CA Metropolitan Statistical Area	2,189	305.9	301
Sumter, SC Metropolitan Statistical Area	354	328.0	253
Syracuse, NY Metropolitan Statistical Area	2,601	393.2	118
Tallahassee, FL Metropolitan Statistical Area	1,654	440.2	54
Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	15,020	515.2	14
Terre Haute, IN Metropolitan Statistical Area	531	309.7	297
Texarkana, TX-AR Metropolitan Statistical Area	672	450.3	47

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2014 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2014 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).

Note: In calculating the State and Metropolitan Areas rankings, we excluded 20 state-specific data contributors' complaints (the Hawaii Office of Consumer Protection, the Montana, North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for Alaska, California, Colorado, Idaho, Indiana, Iowa, Louisiana, Maine, Massachusetts, Michigan, Mississippi, Nevada, Ohio and Washington).

Appendix D1: Fraud and Other Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)[1]

January 1 – December 31, 2015

Metropolitan Area	Complaints	Complaints Per 100,000 Population[1]	Rank
The Villages, FL Metropolitan Statistical Area	446	390.0	125
Toledo, OH Metropolitan Statistical Area	2,118	348.7	218
Topeka, KS Metropolitan Statistical Area	1,009	431.6	63
Torrington, CT Micropolitan Statistical Area	709	383.3	139
Traverse City, MI Micropolitan Statistical Area	422	285.9	330
Trenton, NJ Metropolitan Statistical Area	1,701	457.8	41
Tucson, AZ Metropolitan Statistical Area	4,311	429.2	65
Tullahoma-Manchester, TN Micropolitan Statistical Area	340	335.5	239
Tulsa, OK Metropolitan Statistical Area	3,386	349.4	217
Tupelo, MS Micropolitan Statistical Area	612	438.0	56
Tuscaloosa, AL Metropolitan Statistical Area	950	399.6	104
Twin Falls, ID Micropolitan Statistical Area	347	334.5	241
Tyler, TX Metropolitan Statistical Area	850	388.4	128
Urban Honolulu, HI Metropolitan Statistical Area	3,205	323.2	265
Utica-Rome, NY Metropolitan Statistical Area	959	323.3	264
Valdosta, GA Metropolitan Statistical Area	543	378.9	151
Vallejo-Fairfield, CA Metropolitan Statistical Area	1,872	434.2	60
Vineland-Bridgeton, NJ Metropolitan Statistical Area	543	345.0	221
Virginia Beach-Norfolk-Newport News, VA-NC Metropolitan Statistical Area	7,469	435.1	58
Visalia-Porterville, CA Metropolitan Statistical Area	1,060	231.3	372
Waco, TX Metropolitan Statistical Area	953	365.9	183
Warner Robins, GA Metropolitan Statistical Area	821	437.8	57
Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	34,185	566.6	6
Waterloo-Cedar Falls, IA Metropolitan Statistical Area	460	270.6	349
Watertown-Fort Drum, NY Metropolitan Statistical Area	357	299.7	310
Wausau, WI Metropolitan Statistical Area	501	369.0	176
Weirton-Steubenville, WV-OH Metropolitan Statistical Area	870	717.0	2
Wenatchee, WA Metropolitan Statistical Area	291	254.4	363
Wheeling, WV-OH Metropolitan Statistical Area	453	312.0	287
Whitewater-Elkhorn, WI Micropolitan Statistical Area	293	283.0	335
Wichita Falls, TX Metropolitan Statistical Area	566	373.5	160
Wichita, KS Metropolitan Statistical Area	1,999	311.8	289
Williamsport, PA Metropolitan Statistical Area	396	339.9	232
Wilmington, NC Metropolitan Statistical Area	1,010	370.6	168
Winchester, VA-WV Metropolitan Statistical Area	648	485.7	22
Winston-Salem, NC Metropolitan Statistical Area	2,659	405.9	96
Wooster, OH Micropolitan Statistical Area	566	489.9	19
Worcester, MA-CT Metropolitan Statistical Area	3,255	349.8	216
Yakima, WA Metropolitan Statistical Area	846	341.6	225
York-Hanover, PA Metropolitan Statistical Area	1,601	363.2	189
Youngstown-Warren-Boardman, OH-PA Metropolitan Statistical Area	2,042	369.1	174
Yuba City, CA Metropolitan Statistical Area	518	305.0	303
Yuma, AZ Metropolitan Statistical Area	404	198.8	376

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2014 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2014 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).

Note: In calculating the State and Metropolitan Areas rankings, we excluded 20 state-specific data contributors' complaints (the Hawaii Office of Consumer Protection, the Montana, North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for Alaska, California, Colorado, Idaho, Indiana, Iowa, Louisiana, Maine, Massachusetts, Michigan, Mississippi, Nevada, Ohio and Washington).

Appendix D2: Identity Theft Consumer Complaints
by Largest Metropolitan Areas (in alphabetical order)[1]
January 1 – December 31, 2015

Metropolitan Area	Complaints	Complaints Per 100,000 Population[1]	Rank
Abilene, TX Metropolitan Statistical Area	127	75.3	335
Akron, OH Metropolitan Statistical Area	1,066	151.5	51
Albany, GA Metropolitan Statistical Area	161	103.9	183
Albany, OR Metropolitan Statistical Area	143	119.8	125
Albany-Schenectady-Troy, NY Metropolitan Statistical Area	838	95.2	230
Albuquerque, NM Metropolitan Statistical Area	1,225	135.4	81
Alexandria, LA Metropolitan Statistical Area	119	76.8	330
Allentown-Bethlehem-Easton, PA-NJ Metropolitan Statistical Area	962	115.9	140
Altoona, PA Metropolitan Statistical Area	98	77.8	322
Amarillo, TX Metropolitan Statistical Area	275	105.8	179
Anchorage, AK Metropolitan Statistical Area	463	116.1	139
Ann Arbor, MI Metropolitan Statistical Area	683	191.4	20
Anniston-Oxford-Jacksonville, AL Metropolitan Statistical Area	99	85.4	283
Appleton, WI Metropolitan Statistical Area	246	106.3	177
Asheville, NC Metropolitan Statistical Area	406	91.8	247
Athens-Clarke County, GA Metropolitan Statistical Area	176	88.4	266
Atlanta-Sandy Springs-Roswell, GA Metropolitan Statistical Area	10,418	185.6	24
Atlantic City-Hammonton, NJ Metropolitan Statistical Area	311	113.0	155
Auburn-Opelika, AL Metropolitan Statistical Area	139	90.1	257
Augusta-Richmond County, GA-SC Metropolitan Statistical Area	660	113.1	154
Augusta-Waterville, ME Micropolitan Statistical Area	134	110.6	163
Austin-Round Rock, TX Metropolitan Statistical Area	2,900	149.2	55
Bakersfield, CA Metropolitan Statistical Area	1,171	133.9	85
Baltimore-Columbia-Towson, MD Metropolitan Statistical Area	5,144	184.6	25
Bangor, ME Metropolitan Statistical Area	153	99.7	207
Barnstable Town, MA Metropolitan Statistical Area	222	103.3	187
Baton Rouge, LA Metropolitan Statistical Area	835	101.2	201
Battle Creek, MI Metropolitan Statistical Area	157	116.4	135
Bay City, MI Metropolitan Statistical Area	113	106.4	175
Beaumont-Port Arthur, TX Metropolitan Statistical Area	437	107.8	167
Beckley, WV Metropolitan Statistical Area	161	130.5	94
Bellingham, WA Metropolitan Statistical Area	179	85.9	278
Bend-Redmond, OR Metropolitan Statistical Area	147	86.3	274
Billings, MT Metropolitan Statistical Area	151	90.5	255
Binghamton, NY Metropolitan Statistical Area	206	83.3	303
Birmingham-Hoover, AL Metropolitan Statistical Area	1,207	105.5	180
Bismarck, ND Metropolitan Statistical Area	103	81.4	310
Blacksburg-Christiansburg-Radford, VA Metropolitan Statistical Area	132	72.7	347
Bloomington, IL Metropolitan Statistical Area	190	99.8	206
Bloomington, IN Metropolitan Statistical Area	141	85.8	279
Bluefield, WV-VA Micropolitan Statistical Area	85	80.8	313
Boise City, ID Metropolitan Statistical Area	903	135.9	79
Boston-Cambridge-Newton, MA-NH Metropolitan Statistical Area	6,507	137.5	75
Boulder, CO Metropolitan Statistical Area	420	134.0	84
Bowling Green, KY Metropolitan Statistical Area	158	95.3	228
Bremerton-Silverdale, WA Metropolitan Statistical Area	245	96.4	225
Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area	2,400	253.9	5
Brownsville-Harlingen, TX Metropolitan Statistical Area	424	100.9	204

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of identity theft complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2014 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2014 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).

Appendix D2: Identity Theft Consumer Complaints
by Largest Metropolitan Areas (in alphabetical order)[1]
January 1 – December 31, 2015

Metropolitan Area	Complaints	Complaints Per 100,000 Population[1]	Rank
Brunswick, GA Metropolitan Statistical Area	110	95.8	226
Buffalo-Cheektowaga-Niagara Falls, NY Metropolitan Statistical Area	1,014	89.2	261
Burlington, NC Metropolitan Statistical Area	138	88.6	265
Burlington-South Burlington, VT Metropolitan Statistical Area	219	101.3	200
California-Lexington Park, MD Metropolitan Statistical Area	394	356.9	2
Canton-Massillon, OH Metropolitan Statistical Area	471	116.6	134
Cape Coral-Fort Myers, FL Metropolitan Statistical Area	1,183	174.1	32
Carbondale-Marion, IL Metropolitan Statistical Area	123	97.1	221
Cedar Rapids, IA Metropolitan Statistical Area	249	94.4	234
Chambersburg-Waynesboro, PA Metropolitan Statistical Area	123	80.4	316
Champaign-Urbana, IL Metropolitan Statistical Area	243	102.4	195
Charleston, WV Metropolitan Statistical Area	187	83.9	297
Charleston-North Charleston, SC Metropolitan Statistical Area	808	111.0	162
Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area	3,202	134.5	83
Charlottesville, VA Metropolitan Statistical Area	366	161.3	47
Chattanooga, TN-GA Metropolitan Statistical Area	519	95.3	228
Chicago-Naperville-Elgin, IL-IN-WI Metropolitan Statistical Area	14,252	149.2	55
Chico, CA Metropolitan Statistical Area	316	140.9	67
Cincinnati, OH-KY-IN Metropolitan Statistical Area	2,692	125.2	110
Claremont-Lebanon, NH-VT Micropolitan Statistical Area	233	107.1	171
Clarksville, TN-KY Metropolitan Statistical Area	270	97.0	222
Cleveland, TN Metropolitan Statistical Area	90	75.2	336
Cleveland-Elyria, OH Metropolitan Statistical Area	3,440	166.7	38
Coeur d'Alene, ID Metropolitan Statistical Area	146	99.1	211
College Station-Bryan, TX Metropolitan Statistical Area	272	112.0	160
Colorado Springs, CO Metropolitan Statistical Area	938	136.6	76
Columbia, MO Metropolitan Statistical Area	379	219.4	11
Columbia, SC Metropolitan Statistical Area	831	103.8	184
Columbus, GA-AL Metropolitan Statistical Area	354	112.7	157
Columbus, OH Metropolitan Statistical Area	2,926	146.7	61
Concord, NH Micropolitan Statistical Area	216	146.8	60
Cookeville, TN Micropolitan Statistical Area	70	65.0	360
Corpus Christi, TX Metropolitan Statistical Area	515	114.9	144
Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area	326	126.3	107
Cumberland, MD-WV Metropolitan Statistical Area	84	83.6	300
Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	13,364	192.2	19
Dalton, GA Metropolitan Statistical Area	117	81.8	307
Danville, VA Micropolitan Statistical Area	78	74.4	341
Daphne-Fairhope-Foley, AL Metropolitan Statistical Area	188	93.9	237
Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area	330	86.2	275
Dayton, OH Metropolitan Statistical Area	1,367	170.7	34
Decatur, AL Metropolitan Statistical Area	129	84.3	295
Decatur, IL Metropolitan Statistical Area	67	61.8	368
Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	952	156.1	49
Denver-Aurora-Lakewood, CO Metropolitan Statistical Area	3,648	132.4	90
Des Moines-West Des Moines, IA Metropolitan Statistical Area	645	105.5	180
Detroit-Warren-Dearborn, MI Metropolitan Statistical Area	9,468	220.4	10
Dothan, AL Metropolitan Statistical Area	146	98.6	214

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of identity theft complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2014 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2014 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).

Appendix D2: Identity Theft Consumer Complaints
by Largest Metropolitan Areas (in alphabetical order)[1]
January 1 – December 31, 2015

Metropolitan Area	Complaints	Complaints Per 100,000 Population[1]	Rank
Dover, DE Metropolitan Statistical Area	196	114.0	150
Duluth, MN-WI Metropolitan Statistical Area	266	94.9	231
Dunn, NC Micropolitan Statistical Area	119	93.9	237
Durham-Chapel Hill, NC Metropolitan Statistical Area	612	112.8	156
East Stroudsburg, PA Metropolitan Statistical Area	145	87.2	269
Eau Claire, WI Metropolitan Statistical Area	209	126.6	104
El Centro, CA Metropolitan Statistical Area	136	75.9	332
El Paso, TX Metropolitan Statistical Area	956	114.3	148
Elizabethtown-Fort Knox, KY Metropolitan Statistical Area	128	84.4	293
Elkhart-Goshen, IN Metropolitan Statistical Area	143	70.8	350
Erie, PA Metropolitan Statistical Area	284	102.0	196
Eugene, OR Metropolitan Statistical Area	395	110.2	165
Eureka-Arcata-Fortuna, CA Micropolitan Statistical Area	132	97.9	218
Evansville, IN-KY Metropolitan Statistical Area	211	66.9	357
Fargo, ND-MN Metropolitan Statistical Area	193	84.5	291
Farmington, NM Metropolitan Statistical Area	66	53.3	377
Fayetteville, NC Metropolitan Statistical Area	402	106.4	175
Fayetteville-Springdale-Rogers, AR-MO Metropolitan Statistical Area	376	75.0	339
Flagstaff, AZ Metropolitan Statistical Area	167	121.3	121
Flint, MI Metropolitan Statistical Area	589	142.7	65
Florence, SC Metropolitan Statistical Area	178	86.0	277
Florence-Muscle Shoals, AL Metropolitan Statistical Area	99	67.1	356
Fond du Lac, WI Metropolitan Statistical Area	82	80.6	314
Fort Collins, CO Metropolitan Statistical Area	391	120.6	123
Fort Smith, AR-OK Metropolitan Statistical Area	237	84.8	287
Fort Wayne, IN Metropolitan Statistical Area	402	94.1	236
Fresno, CA Metropolitan Statistical Area	1,421	147.1	59
Gadsden, AL Metropolitan Statistical Area	87	84.0	296
Gainesville, FL Metropolitan Statistical Area	557	203.7	18
Gainesville, GA Metropolitan Statistical Area	314	164.6	40
Gettysburg, PA Metropolitan Statistical Area	87	85.5	281
Glens Falls, NY Metropolitan Statistical Area	94	73.8	342
Goldsboro, NC Metropolitan Statistical Area	122	98.0	217
Grand Forks, ND-MN Metropolitan Statistical Area	126	123.7	113
Grand Junction, CO Metropolitan Statistical Area	108	72.8	346
Grand Rapids-Wyoming, MI Metropolitan Statistical Area	968	94.2	235
Greeley, CO Metropolitan Statistical Area	353	127.1	102
Green Bay, WI Metropolitan Statistical Area	266	84.6	290
Greensboro-High Point, NC Metropolitan Statistical Area	759	101.7	198
Greenville, NC Metropolitan Statistical Area	157	89.5	260
Greenville-Anderson-Mauldin, SC Metropolitan Statistical Area	1,081	125.3	109
Gulfport-Biloxi-Pascagoula, MS Metropolitan Statistical Area	316	81.8	307
Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area	306	117.7	132
Hammond, LA Metropolitan Statistical Area	113	88.9	262
Hanford-Corcoran, CA Metropolitan Statistical Area	127	84.5	291
Harrisburg-Carlisle, PA Metropolitan Statistical Area	635	113.2	153
Harrisonburg, VA Metropolitan Statistical Area	80	61.2	371
Hartford-West Hartford-East Hartford, CT Metropolitan Statistical Area	2,865	235.9	8

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of identity theft complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2014 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2014 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).

Appendix D2: Identity Theft Consumer Complaints
by Largest Metropolitan Areas (in alphabetical order)[1]
January 1 – December 31, 2015

Metropolitan Area	Complaints	Complaints Per 100,000 Population [1]	Rank
Hattiesburg, MS Metropolitan Statistical Area	160	107.6	168
Hickory-Lenoir-Morganton, NC Metropolitan Statistical Area	297	81.8	307
Hilo, HI Micropolitan Statistical Area	112	57.7	375
Hilton Head Island-Bluffton-Beaufort, SC Metropolitan Statistical Area	246	121.2	122
Holland, MI Micropolitan Statistical Area	81	71.1	348
Homosassa Springs, FL Metropolitan Statistical Area	248	177.9	29
Houma-Thibodaux, LA Metropolitan Statistical Area	253	119.7	126
Houston-The Woodlands-Sugar Land, TX Metropolitan Statistical Area	11,652	179.5	27
Huntington-Ashland, WV-KY-OH Metropolitan Statistical Area	223	61.4	369
Huntsville, AL Metropolitan Statistical Area	519	117.7	132
Idaho Falls, ID Metropolitan Statistical Area	126	91.1	252
Indianapolis-Carmel-Anderson, IN Metropolitan Statistical Area	2,277	115.5	141
Iowa City, IA Metropolitan Statistical Area	421	256.1	4
Ithaca, NY Metropolitan Statistical Area	104	99.3	209
Jackson, MI Metropolitan Statistical Area	189	118.3	130
Jackson, MS Metropolitan Statistical Area	737	127.6	100
Jackson, TN Metropolitan Statistical Area	100	76.8	330
Jacksonville, FL Metropolitan Statistical Area	2,958	208.4	16
Jacksonville, NC Metropolitan Statistical Area	141	75.2	336
Jamestown-Dunkirk-Fredonia, NY Micropolitan Statistical Area	81	61.3	370
Janesville-Beloit, WI Metropolitan Statistical Area	139	86.2	275
Jefferson City, MO Metropolitan Statistical Area	343	227.4	9
Johnson City, TN Metropolitan Statistical Area	263	130.8	93
Johnstown, PA Metropolitan Statistical Area	95	69.0	353
Jonesboro, AR Metropolitan Statistical Area	119	93.9	237
Joplin, MO Metropolitan Statistical Area	216	122.6	116
Kahului-Wailuku-Lahaina, HI Metropolitan Statistical Area	79	48.4	379
Kalamazoo-Portage, MI Metropolitan Statistical Area	357	106.9	173
Kankakee, IL Metropolitan Statistical Area	125	112.2	159
Kansas City, MO-KS Metropolitan Statistical Area	3,348	161.7	46
Kennewick-Richland, WA Metropolitan Statistical Area	230	83.9	297
Killeen-Temple, TX Metropolitan Statistical Area	543	127.8	99
Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area	258	83.7	299
Kingston, NY Metropolitan Statistical Area	165	91.4	251
Knoxville, TN Metropolitan Statistical Area	726	84.7	288
La Crosse-Onalaska, WI-MN Metropolitan Statistical Area	106	77.5	325
Lafayette, LA Metropolitan Statistical Area	367	75.7	333
Lafayette-West Lafayette, IN Metropolitan Statistical Area	164	77.5	325
Lake Charles, LA Metropolitan Statistical Area	172	84.4	293
Lake Havasu City-Kingman, AZ Metropolitan Statistical Area	193	94.9	231
Lakeland-Winter Haven, FL Metropolitan Statistical Area	1,027	161.8	44
Lancaster, PA Metropolitan Statistical Area	484	90.8	253
Lansing-East Lansing, MI Metropolitan Statistical Area	618	131.4	92
Laredo, TX Metropolitan Statistical Area	272	102.0	196
Las Cruces, NM Metropolitan Statistical Area	157	73.5	344
Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area	2,768	133.7	87
Lawrence, KS Metropolitan Statistical Area	131	112.4	158
Lawton, OK Metropolitan Statistical Area	104	79.3	318

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of identity theft complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2014 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2014 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).

Appendix D2: Identity Theft Consumer Complaints
by Largest Metropolitan Areas (in alphabetical order)[1]
January 1 – December 31, 2015

Metropolitan Area	Complaints	Complaints Per 100,000 Population[1]	Rank
Lebanon, PA Metropolitan Statistical Area	108	79.2	319
Lewiston-Auburn, ME Metropolitan Statistical Area	87	81.0	312
Lexington-Fayette, KY Metropolitan Statistical Area	410	83.0	304
Lima, OH Metropolitan Statistical Area	106	100.9	204
Lincoln, NE Metropolitan Statistical Area	314	98.4	215
Little Rock-North Little Rock-Conway, AR Metropolitan Statistical Area	1,043	143.0	64
Logan, UT-ID Metropolitan Statistical Area	77	58.6	374
London, KY Micropolitan Statistical Area	87	68.3	355
Longview, TX Metropolitan Statistical Area	186	85.5	281
Longview, WA Metropolitan Statistical Area	82	80.3	317
Los Angeles-Long Beach-Anaheim, CA Metropolitan Statistical Area	19,791	149.2	55
Louisville/Jefferson County, KY-IN Metropolitan Statistical Area	1,149	90.5	255
Lubbock, TX Metropolitan Statistical Area	259	84.7	288
Lumberton, NC Micropolitan Statistical Area	121	89.8	258
Lynchburg, VA Metropolitan Statistical Area	229	88.8	264
Macon, GA Metropolitan Statistical Area	283	122.8	115
Madera, CA Metropolitan Statistical Area	206	133.3	88
Madison, WI Metropolitan Statistical Area	982	154.9	50
Manchester-Nashua, NH Metropolitan Statistical Area	665	164.1	41
Mansfield, OH Metropolitan Statistical Area	140	114.8	145
McAllen-Edinburg-Mission, TX Metropolitan Statistical Area	670	80.6	314
Medford, OR Metropolitan Statistical Area	249	118.4	129
Memphis, TN-MS-AR Metropolitan Statistical Area	2,175	161.9	43
Merced, CA Metropolitan Statistical Area	264	99.1	211
Meridian, MS Micropolitan Statistical Area	74	69.7	352
Miami-Fort Lauderdale-West Palm Beach, FL Metropolitan Statistical Area	17,832	300.7	3
Michigan City-La Porte, IN Metropolitan Statistical Area	113	101.4	199
Midland, TX Metropolitan Statistical Area	160	99.2	210
Milwaukee-Waukesha-West Allis, WI Metropolitan Statistical Area	3,405	216.6	13
Minneapolis-St. Paul-Bloomington, MN-WI Metropolitan Statistical Area	3,988	114.1	149
Missoula, MT Metropolitan Statistical Area	116	102.9	190
Mobile, AL Metropolitan Statistical Area	478	115.1	142
Modesto, CA Metropolitan Statistical Area	683	128.4	98
Monroe, LA Metropolitan Statistical Area	159	88.9	262
Monroe, MI Metropolitan Statistical Area	202	134.8	82
Montgomery, AL Metropolitan Statistical Area	521	139.6	70
Morgantown, WV Metropolitan Statistical Area	126	91.8	247
Morristown, TN Metropolitan Statistical Area	73	63.1	365
Mount Vernon-Anacortes, WA Metropolitan Statistical Area	124	103.0	188
Muncie, IN Metropolitan Statistical Area	283	241.7	6
Muskegon, MI Metropolitan Statistical Area	150	87.0	271
Myrtle Beach-Conway-North Myrtle Beach, SC-NC Metropolitan Statistical Area	358	85.7	280
Napa, CA Metropolitan Statistical Area	199	140.5	68
Naples-Immokalee-Marco Island, FL Metropolitan Statistical Area	828	237.4	7
Nashville-Davidson--Murfreesboro--Franklin, TN Metropolitan Statistical Area	2,087	116.4	135
New Bern, NC Metropolitan Statistical Area	88	69.0	353
New Haven-Milford, CT Metropolitan Statistical Area	1,776	206.2	17
New Orleans-Metairie, LA Metropolitan Statistical Area	1,391	111.1	161

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of identity theft complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2014 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2014 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).

Appendix D2: Identity Theft Consumer Complaints
by Largest Metropolitan Areas (in alphabetical order)[1]
January 1 – December 31, 2015

Metropolitan Area	Complaints	Complaints Per 100,000 Population[1]	Rank
New York-Newark-Jersey City, NY-NJ-PA Metropolitan Statistical Area	27,397	136.4	77
Niles-Benton Harbor, MI Metropolitan Statistical Area	195	125.6	108
North Port-Sarasota-Bradenton, FL Metropolitan Statistical Area	1,409	188.2	23
Norwich-New London, CT Metropolitan Statistical Area	435	158.9	48
Ocala, FL Metropolitan Statistical Area	440	129.7	95
Odessa, TX Metropolitan Statistical Area	144	93.6	241
Ogden-Clearfield, UT Metropolitan Statistical Area	537	84.9	286
Ogdensburg-Massena, NY Micropolitan Statistical Area	59	53.0	378
Oklahoma City, OK Metropolitan Statistical Area	1,864	139.4	72
Olympia-Tumwater, WA Metropolitan Statistical Area	362	136.2	78
Omaha-Council Bluffs, NE-IA Metropolitan Statistical Area	1,090	120.5	124
Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	4,439	191.2	22
Oshkosh-Neenah, WI Metropolitan Statistical Area	157	92.6	244
Ottawa-Peru, IL Micropolitan Statistical Area	118	78.2	320
Owensboro, KY Metropolitan Statistical Area	70	60.1	372
Oxnard-Thousand Oaks-Ventura, CA Metropolitan Statistical Area	1,200	141.8	66
Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area	935	167.9	36
Panama City, FL Metropolitan Statistical Area	248	127.2	101
Pensacola-Ferry Pass-Brent, FL Metropolitan Statistical Area	698	147.2	58
Peoria, IL Metropolitan Statistical Area	436	114.7	146
Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	9,168	151.5	51
Phoenix-Mesa-Scottsdale, AZ Metropolitan Statistical Area	6,534	145.6	62
Pittsburgh, PA Metropolitan Statistical Area	2,380	101.0	203
Pittsfield, MA Metropolitan Statistical Area	106	82.4	305
Port St. Lucie, FL Metropolitan Statistical Area	850	191.3	21
Portland-South Portland, ME Metropolitan Statistical Area	759	145.0	63
Portland-Vancouver-Hillsboro, OR-WA Metropolitan Statistical Area	3,536	150.6	53
Pottsville, PA Micropolitan Statistical Area	86	59.0	373
Prescott, AZ Metropolitan Statistical Area	227	103.7	186
Providence-Warwick, RI-MA Metropolitan Statistical Area	2,003	124.5	111
Provo-Orem, UT Metropolitan Statistical Area	428	74.9	340
Pueblo, CO Metropolitan Statistical Area	209	129.1	97
Punta Gorda, FL Metropolitan Statistical Area	302	179.3	28
Racine, WI Metropolitan Statistical Area	352	180.4	26
Raleigh, NC Metropolitan Statistical Area	1,571	126.4	106
Rapid City, SD Metropolitan Statistical Area	78	54.3	376
Reading, PA Metropolitan Statistical Area	471	113.9	151
Redding, CA Metropolitan Statistical Area	166	92.3	246
Reno, NV Metropolitan Statistical Area	516	116.2	138
Richmond, VA Metropolitan Statistical Area	1,687	133.9	85
Richmond-Berea, KY Micropolitan Statistical Area	87	83.5	301
Riverside-San Bernardino-Ontario, CA Metropolitan Statistical Area	5,891	132.6	89
Roanoke, VA Metropolitan Statistical Area	297	94.8	233
Rochester, MN Metropolitan Statistical Area	259	121.7	120
Rochester, NY Metropolitan Statistical Area	1,154	106.5	174
Rockford, IL Metropolitan Statistical Area	418	122.1	117
Rocky Mount, NC Metropolitan Statistical Area	160	107.2	170
Roseburg, OR Micropolitan Statistical Area	91	85.1	284

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of identity theft complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2014 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2014 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).

Appendix D2: Identity Theft Consumer Complaints
by Largest Metropolitan Areas (in alphabetical order)[1]
January 1 – December 31, 2015

Metropolitan Area	Complaints	Complaints Per 100,000 Population[1]	Rank
Sacramento--Roseville--Arden-Arcade, CA Metropolitan Statistical Area	3,133	139.6	70
Saginaw, MI Metropolitan Statistical Area	231	118.5	128
Salem, OH Micropolitan Statistical Area	104	98.4	215
Salem, OR Metropolitan Statistical Area	428	105.9	178
Salinas, CA Metropolitan Statistical Area	306	70.9	349
Salisbury, MD-DE Metropolitan Statistical Area	357	91.6	249
Salt Lake City, UT Metropolitan Statistical Area	1,184	102.7	193
San Angelo, TX Metropolitan Statistical Area	87	73.6	343
San Antonio-New Braunfels, TX Metropolitan Statistical Area	3,014	129.4	96
San Diego-Carlsbad, CA Metropolitan Statistical Area	4,301	131.8	91
San Francisco-Oakland-Hayward, CA Metropolitan Statistical Area	7,968	173.4	33
San Jose-Sunnyvale-Santa Clara, CA Metropolitan Statistical Area	2,693	137.9	74
San Luis Obispo-Paso Robles-Arroyo Grande, CA Metropolitan Statistical Area	300	107.5	169
Santa Cruz-Watsonville, CA Metropolitan Statistical Area	323	118.8	127
Santa Fe, NM Metropolitan Statistical Area	168	113.4	152
Santa Maria-Santa Barbara, CA Metropolitan Statistical Area	480	108.9	166
Santa Rosa, CA Metropolitan Statistical Area	679	135.7	80
Savannah, GA Metropolitan Statistical Area	427	114.6	147
Scranton--Wilkes-Barre--Hazleton, PA Metropolitan Statistical Area	507	90.6	254
Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area	5,514	150.2	54
Sebastian-Vero Beach, FL Metropolitan Statistical Area	253	174.8	31
Sheboygan, WI Metropolitan Statistical Area	107	92.8	243
Sherman-Denison, TX Metropolitan Statistical Area	127	102.8	191
Show Low, AZ Micropolitan Statistical Area	99	91.6	249
Shreveport-Bossier City, LA Metropolitan Statistical Area	426	95.7	227
Sierra Vista-Douglas, AZ Metropolitan Statistical Area	131	102.8	191
Sioux City, IA-NE-SD Metropolitan Statistical Area	147	87.1	270
Sioux Falls, SD Metropolitan Statistical Area	215	86.6	273
South Bend-Mishawaka, IN-MI Metropolitan Statistical Area	312	97.7	219
Spartanburg, SC Metropolitan Statistical Area	248	77.2	327
Spokane-Spokane Valley, WA Metropolitan Statistical Area	579	107.0	172
Springfield, IL Metropolitan Statistical Area	258	121.9	119
Springfield, MA Metropolitan Statistical Area	694	110.3	164
Springfield, MO Metropolitan Statistical Area	732	161.8	44
Springfield, OH Metropolitan Statistical Area	138	101.1	202
St. Cloud, MN Metropolitan Statistical Area	145	75.4	334
St. George, UT Metropolitan Statistical Area	98	64.5	361
St. Joseph, MO-KS Metropolitan Statistical Area	123	96.5	224
St. Louis, MO-IL Metropolitan Statistical Area	19,195	684.0	1
State College, PA Metropolitan Statistical Area	100	63.0	366
Staunton-Waynesboro, VA Metropolitan Statistical Area	117	97.7	219
Stockton-Lodi, CA Metropolitan Statistical Area	1,163	162.5	42
Sumter, SC Metropolitan Statistical Area	112	103.8	184
Syracuse, NY Metropolitan Statistical Area	513	77.6	324
Tallahassee, FL Metropolitan Statistical Area	796	211.8	15
Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	6,225	213.5	14
Terre Haute, IN Metropolitan Statistical Area	132	77.0	329
Texarkana, TX-AR Metropolitan Statistical Area	109	73.0	345

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of identity theft complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2014 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2014 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).

Appendix D2: Identity Theft Consumer Complaints
by Largest Metropolitan Areas (in alphabetical order)[1]
January 1 – December 31, 2015

Metropolitan Area	Complaints	Complaints Per 100,000 Population[1]	Rank
The Villages, FL Metropolitan Statistical Area	192	167.9	36
Toledo, OH Metropolitan Statistical Area	771	126.9	103
Topeka, KS Metropolitan Statistical Area	296	126.6	104
Torrington, CT Micropolitan Statistical Area	401	216.8	12
Traverse City, MI Micropolitan Statistical Area	130	88.1	268
Trenton, NJ Metropolitan Statistical Area	519	139.7	69
Tucson, AZ Metropolitan Statistical Area	1,399	139.3	73
Tullahoma-Manchester, TN Micropolitan Statistical Area	64	63.2	364
Tulsa, OK Metropolitan Statistical Area	1,637	168.9	35
Tupelo, MS Micropolitan Statistical Area	115	82.3	306
Tuscaloosa, AL Metropolitan Statistical Area	221	93.0	242
Twin Falls, ID Micropolitan Statistical Area	73	70.4	351
Tyler, TX Metropolitan Statistical Area	178	81.3	311
Urban Honolulu, HI Metropolitan Statistical Area	652	65.7	359
Utica-Rome, NY Metropolitan Statistical Area	190	64.1	362
Valdosta, GA Metropolitan Statistical Area	169	117.9	131
Vallejo-Fairfield, CA Metropolitan Statistical Area	714	165.6	39
Vineland-Bridgeton, NJ Metropolitan Statistical Area	134	85.1	284
Virginia Beach-Norfolk-Newport News, VA-NC Metropolitan Statistical Area	2,096	122.1	117
Visalia-Porterville, CA Metropolitan Statistical Area	424	92.5	245
Waco, TX Metropolitan Statistical Area	259	99.5	208
Warner Robins, GA Metropolitan Statistical Area	176	93.9	237
Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	10,597	175.6	30
Waterloo-Cedar Falls, IA Metropolitan Statistical Area	142	83.5	301
Watertown-Fort Drum, NY Metropolitan Statistical Area	74	62.1	367
Wausau, WI Metropolitan Statistical Area	106	78.1	321
Weirton-Steubenville, WV-OH Metropolitan Statistical Area	81	66.8	358
Wenatchee, WA Metropolitan Statistical Area	89	77.8	322
Wheeling, WV-OH Metropolitan Statistical Area	112	77.1	328
Whitewater-Elkhorn, WI Micropolitan Statistical Area	93	89.8	258
Wichita Falls, TX Metropolitan Statistical Area	114	75.2	336
Wichita, KS Metropolitan Statistical Area	798	124.5	111
Williamsport, PA Metropolitan Statistical Area	101	86.7	272
Wilmington, NC Metropolitan Statistical Area	241	88.4	266
Winchester, VA-WV Metropolitan Statistical Area	132	98.9	213
Winston-Salem, NC Metropolitan Statistical Area	753	115.0	143
Wooster, OH Micropolitan Statistical Area	112	96.9	223
Worcester, MA-CT Metropolitan Statistical Area	1,082	116.3	137
Yakima, WA Metropolitan Statistical Area	255	103.0	188
York-Hanover, PA Metropolitan Statistical Area	461	104.6	182
Youngstown-Warren-Boardman, OH-PA Metropolitan Statistical Area	681	123.1	114
Yuba City, CA Metropolitan Statistical Area	174	102.5	194
Yuma, AZ Metropolitan Statistical Area	130	64.0	363

[1]This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of identity theft complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and per 100,000 unit of population estimates are based on the 2014 U.S. Census population estimates (Table GCT-PEPANNRES-Geography-United States: Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2014 - United States -- Metropolitan and Micropolitan Statistical Area; and for Puerto Rico).