

CONSUMER SENTINEL NETWORK

**DATA
BOOK
2021**

Federal Trade Commission
February 2022



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Introduction

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

Since 1997, Sentinel has collected tens of millions of consumer reports about fraud, identity theft, and other consumer protection topics. During 2021, Sentinel received over 5.7 million consumer reports, which the FTC has sorted into 29 top categories. The 2021 Consumer Sentinel Network Data Book (Sentinel Data Book) has aggregated information about what consumers told us last year on the full range of fraud, identity theft and other consumer protection topics. The Consumer Sentinel data is also available online in an interactive format at [ftc.gov/exploredata](https://www.ftc.gov/exploredata), with updates provided quarterly. The Sentinel Data Book is based on unverified reports filed by consumers. The data is not based on a consumer survey. Sentinel has a five-year data retention policy, with reports older than five years purged biannually.

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

In 2021, the FTC was pleased to welcome the data contributions of the Social Security Administration Office of the Inspector General and the Australian Competition & Consumer Commission. A full listing of data contributors is available in Appendices A3 and A4. Non-government organizations that contribute reports do not have access to Sentinel reports, as access is limited to law enforcement agencies.

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



Inside the Numbers

Sentinel sorts consumer reports into 29 top categories. Appendices B1 – B3 describe the categories, providing details, and three year figures. The launch of [ReportFraud.ftc.gov](https://www.ftc.gov/report-fraud) in 2020 modernized online complaint collection. For example, the site captures more specific information about the topic of unwanted text messages and simplifies categorization. A new category was created for Privacy, Data Security, and Cyber Threats, and the category Internet Auctions was retired. Some subcategories were renamed, retired, or consolidated, and Appendix B3 identifies these changes.

The Consumer Sentinel Network Data Book excludes the National Do Not Call Registry. A separate report about these complaint statistics is available at: www.ftc.gov/exploredata. Unspecified reports relating to unwanted contacts, such as unsolicited emails and text messages, are catalogued in Appendix B3.

Consumers can report as much or as little detail as they wish when they file a report. For the Sentinel Data Book graphics, percentages are based on the total number of Sentinel fraud, identity theft, and other report types in 2021 in which consumers provided the information displayed on each chart.

Reports to Sentinel sometimes indicate money was lost, and sometimes indicate no money was lost. Often, people make these reports after they experience something problematic in the marketplace, avoid losing any money, and wish to alert others. Except where otherwise stated, numbers are based on reports both from people who indicated a loss and people who did not.

Calculations of dollar amounts lost are based on reports in which consumers indicated they lost between \$1 and \$999,999.

States and Metropolitan Areas are ranked based on the number of reports per 100,000 population. State rankings are based on 2019 U.S. Census population estimates (Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2019). Metropolitan Area rankings are based on 2019 U.S. Census population estimates (Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2019).

This Sentinel Data Book identifies Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of 100,000 or more except where otherwise noted. Metropolitan areas are defined by Office of Management and Budget Bulletin No. 18-04, “Revised Delineations of Metropolitan Statistical Areas, Micropolitan Statistical Areas, and Combined Statistical Areas, and Guidance on Uses of the Delineations of These Areas” (September 14, 2018).

Numbers change over time. The Sentinel Data Book sorts consumer reports by year, based on the date of the consumer’s report. Some data contributors transfer their complaints to Sentinel after the end of the calendar year, and new data providers often contribute reports from prior years. As a result, the total number of reports for 2021 will likely change during the next few months, and totals from previous years may differ from prior Consumer Sentinel Network Data Books. The most up to date information can be found online at [ftc.gov/exploredata](https://www.ftc.gov/exploredata). The identity theft subtype "Government Documents or Benefits Fraud" includes data reported from the U.S. Department of Justice's National Center for Disaster Fraud (NCDF).

Executive Summary

Overview

In 2021, the Consumer Sentinel Network took in over 5.7 million reports, an increase from 2020.

- Fraud: 2.8 million (49% of all reports)
- Identity theft: 1.4 million (25%)
- Other: 1.5 million (27%)

In 2021, people filed more reports about Identity Theft (25.0% of all reports), in all its various forms, than any other type of complaint. Imposter Scams, a subset of Fraud reports, followed with 984,756 reports from consumers in 2021 (17.2% of all reports). Credit Bureaus, Information Furnishers and Report Users (10.3% of all reports) rounded out the top three reports to Sentinel.

Fraud

There were over 984,000 imposter scam reports to Sentinel. Seventeen percent of those reported a dollar loss, totaling over \$2.3 billion lost to imposter scams in 2021. These scams include, for example, romance scams, people falsely claiming to be the government, a relative in distress, a well-known business, or a technical support expert, to get a consumer's money.

Of the nearly 2.8 million fraud reports, 25% indicated money was lost. In 2021, people reported losing more than \$5.8 billion to fraud – an increase of \$2.4 billion over 2020.

The median loss for all fraud reports in 2021 is \$500. Among the top 10 frauds reported, the median individual losses were highest in these categories:

- Investment Related (\$3,000)
- Foreign Money Offers and Counterfeit Check Scams (\$2,000)
- Business and Job Opportunities (\$1,991)

Telephone was the method of contact for 36% of fraud reports with a contact method identified. Nine percent of those reports indicated a money loss – but that 9% reported an aggregate loss of nearly \$692 million, and a \$1,200 median loss.

Bank transfers and payments accounted for the highest aggregate losses reported in 2021 (\$756 million), followed closely by Cryptocurrency (\$750 million), while credit cards were most frequently identified as the payment method in fraud reports.

Of people who reported their age, those aged 20-29 reported losing money to fraud in 41% of reports filed with the FTC, while people aged 70 – 79 reported losing money in 18% of their reports and people 80 and over reported it in 17% of their reports. But when they did experience a loss, people aged 70 and older reported much higher median losses than any other age group.

Identity Theft

Government Documents or Benefits Fraud tops the list of identity theft types reported in 2021. The FTC received 395,948 reports from people who said their information was misused to apply for a government document or benefit, such as unemployment insurance.

Military

Military consumers reported over 110,000 fraud complaints, including 44,039 imposter scams that reportedly cost them over \$103 million in 2021.

Top States

The states with the highest per capita rates of reported fraud in 2021 were Georgia, Maryland, Delaware, Nevada, and Florida. For reported identity theft, the top states in 2021 were Rhode Island, Kansas, Illinois, Louisiana, and Georgia.

SNAPSHOT

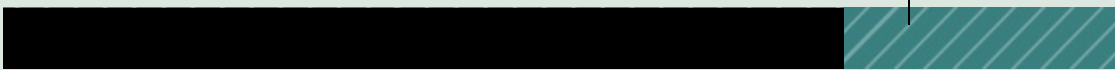
5.7
MILLION
REPORTS

TOP THREE CATEGORIES

- 1 Identity Theft
- 2 Imposter Scams
- 3 Credit Bureaus, Info Furnishers and Report Users

2.8 million fraud reports

25% reported a loss



\$5.9 billion
total fraud losses

\$500
median loss

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

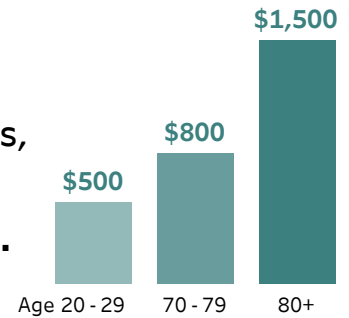
41%

Age 20-29

18%

Age 70-79

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



Imposter Scams



ABOUT
1 in 5
PEOPLE
LOST MONEY

\$2,331 million
reported lost

\$1,000 median loss

Identity Theft Reports

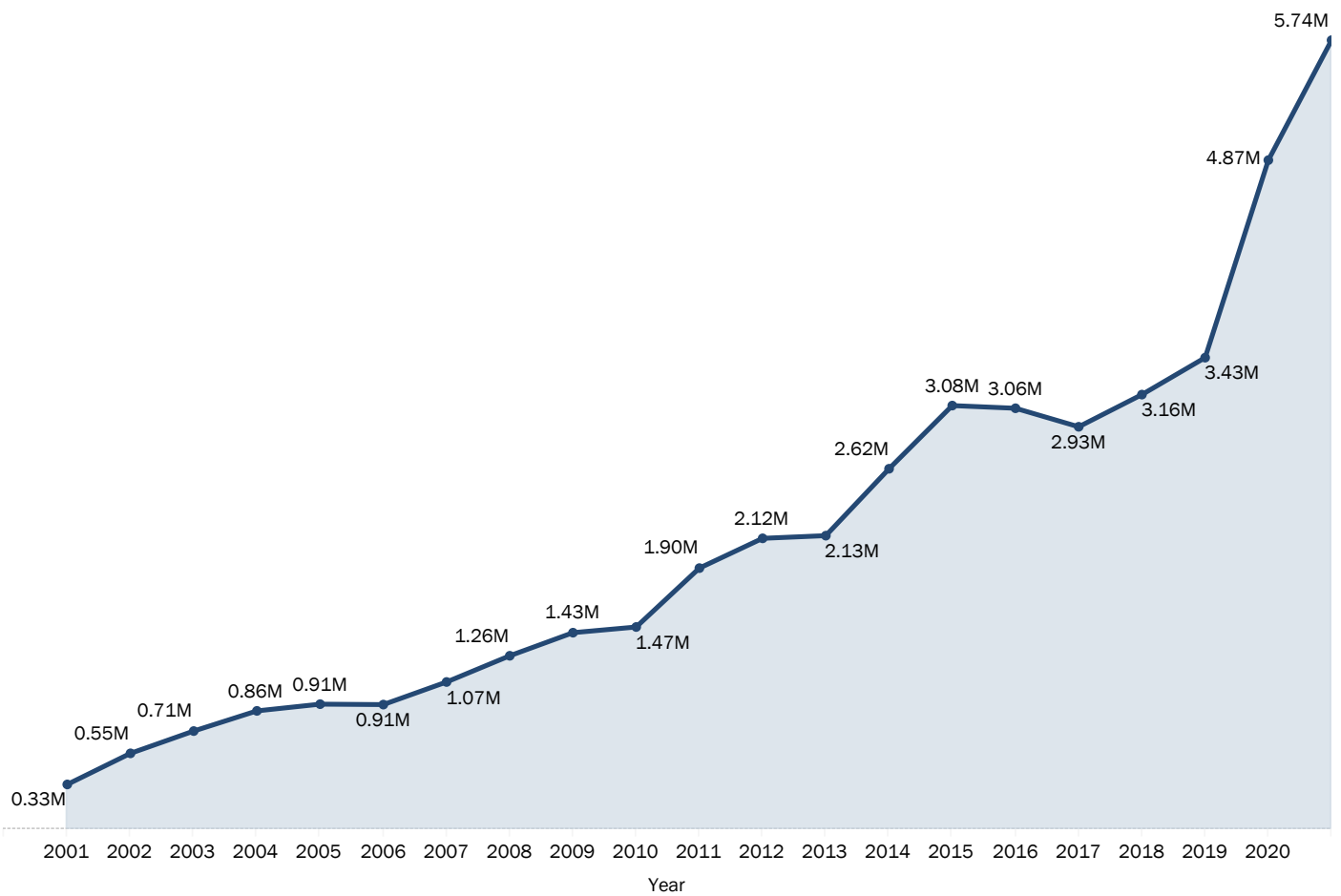
64% ↑

Checking\Savings
Account - New

22% ↓

Mobile
Telephone -
New Accounts

Number of Fraud, Identity Theft and Other Reports by Year



Year	# of Reports
2001	325,519
2002	551,622
2003	713,657
2004	860,383
2005	909,314
2006	906,129
2007	1,070,447
2008	1,261,124
2009	1,428,977
2010	1,470,306
2011	1,898,543
2012	2,115,079
2013	2,134,565
2014	2,620,931
2015	3,080,378
2016	3,060,824
2017	2,926,167
2018	3,160,199
2019	3,428,818
2020	4,865,023
2021	5,737,265

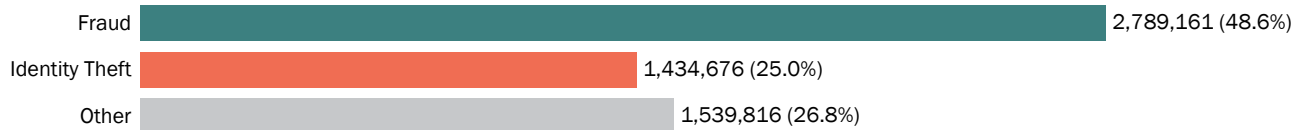
The reported figures exclude National Do Not Call Registry complaints.

Report Categories

Rank	Category	# of Reports	%
1	Identity Theft	1,434,676	25.01%
2	Imposter Scams	984,756	17.16%
3	Credit Bureaus, Information Furnishers and Report Users	592,928	10.33%
4	Online Shopping and Negative Reviews	398,283	6.94%
5	Banks and Lenders	195,370	3.41%
6	Debt Collection	151,335	2.64%
7	Prizes, Sweepstakes and Lotteries	148,243	2.58%
8	Auto Related	137,468	2.40%
9	Internet Services	121,445	2.12%
10	Business and Job Opportunities	104,019	1.81%
11	Telephone and Mobile Services	92,802	1.62%
12	Health Care	89,801	1.57%
13	Investment Related	78,988	1.38%
14	Home Repair, Improvement and Products	70,612	1.23%
15	Privacy, Data Security, and Cyber Threats	70,177	1.22%
16	Credit Cards	65,173	1.14%
17	Travel, Vacations and Timeshare Plans	53,891	0.94%
18	Television and Electronic Media	41,905	0.73%
19	Foreign Money Offers and Fake Check Scams	39,139	0.68%
20	Advance Payments for Credit Services	24,152	0.42%
21	Education	22,810	0.40%
22	Mortgage Foreclosure Relief and Debt Management	21,258	0.37%
23	Computer Equipment and Software	15,701	0.27%
24	Charitable Solicitations	9,270	0.16%
25	Magazines and Books	5,541	0.10%
26	Tax Preparers	5,424	0.09%
27	Grants	4,254	0.07%
28	Office Supplies and Services	3,609	0.06%
29	Funeral Services	1,310	0.02%

Percentages are based on the total number of 2021 Sentinel reports (5,737,265). 9% of the total were coded "Other Misc." See Appendix B3.

Report Type



Top 10 Fraud Categories

Rank	Category	# of Reports	% Reporting \$ Loss	Total \$ Loss	Median \$ Loss
1	Imposter Scams	984,756	17%	\$2,331M	\$1,000
2	Online Shopping and Negative Reviews	397,826	52%	\$392M	\$150
3	Prizes, Sweepstakes and Lotteries	148,243	12%	\$255M	\$968
4	Internet Services	103,501	23%	\$216M	\$500
5	Business and Job Opportunities	103,003	25%	\$206M	\$1,991
6	Telephone and Mobile Services	92,716	12%	\$21M	\$250
7	Investment Related	78,988	73%	\$1,679M	\$3,000
8	Health Care	63,333	13%	\$17M	\$197
9	Travel, Vacations and Timeshare Plans	53,891	24%	\$95M	\$1,112
10	Foreign Money Offers and Fake Check Scams	39,139	26%	\$78M	\$2,000

Identity Theft Types

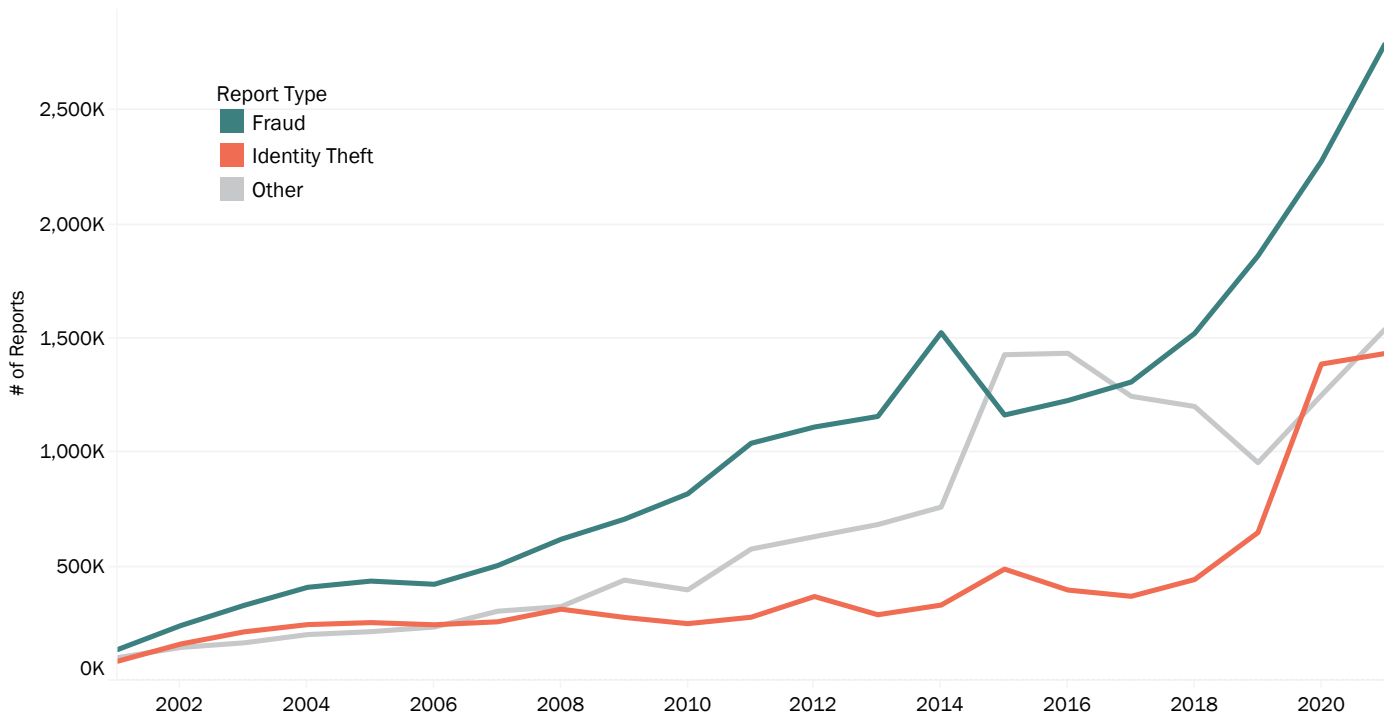
Rank	Theft Type	# of Reports
1	Government Documents or Benefits Fraud	395,948
2	Credit Card Fraud	389,737
3	Other Identity Theft	377,102
4	Loan or Lease Fraud	197,914
5	Bank Fraud	124,388
6	Employment or Tax-Related Fraud	111,723
7	Phone or Utilities Fraud	88,813

Top 10 Other Categories

Rank	Category	# of Reports
1	Credit Bureaus, Information Furnishers and Report Users	592,928
2	Banks and Lenders	195,370
3	Debt Collection	151,335
4	Auto Related	137,468
5	Home Repair, Improvement and Products	70,612
6	Credit Cards	65,173
7	Television and Electronic Media	41,905
8	Education	22,810
9	Privacy, Data Security, and Cyber Threats	18,724
10	Computer Equipment and Software	15,701

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

Number of Reports by Type

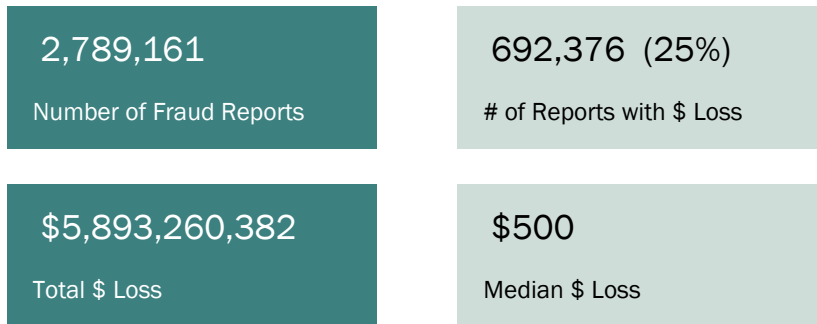


Number of Reports by Type

Year	Fraud	Identity Theft	Other
2001	137,306	86,250	101,963
2002	242,783	161,977	146,862
2003	331,366	215,240	167,051
2004	410,298	246,909	203,176
2005	437,585	255,687	216,042
2006	423,672	246,214	236,243
2007	505,563	259,314	305,570
2008	620,832	314,587	325,705
2009	708,781	278,360	441,836
2010	820,072	251,074	399,160
2011	1,041,517	279,191	577,835
2012	1,112,693	369,958	632,428
2013	1,159,115	290,098	685,352
2014	1,526,365	332,545	762,021
2015	1,165,393	490,085	1,429,676
2016	1,228,865	398,356	1,435,874
2017	1,310,003	370,915	1,247,309
2018	1,522,834	444,339	1,202,864
2019	1,862,871	650,523	956,682
2020	2,277,130	1,388,540	1,251,666
2021	2,789,161	1,434,676	1,539,816

The reported figures exclude National Do Not Call Registry complaints.

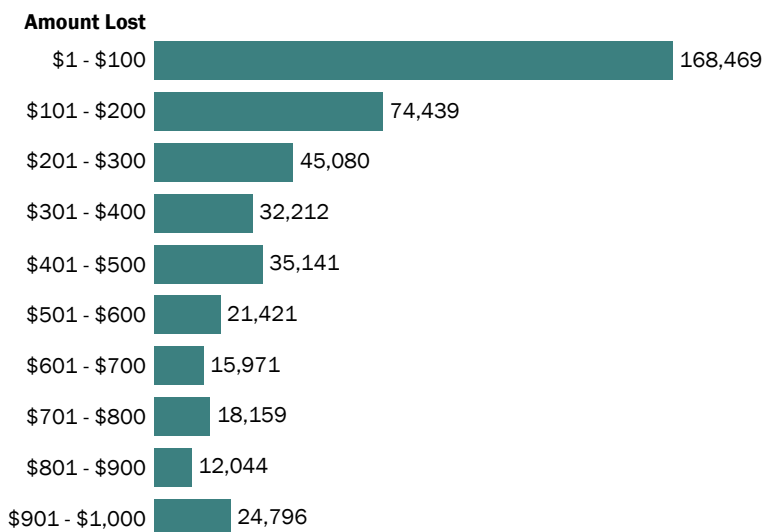
Fraud Reports by Amount Lost



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

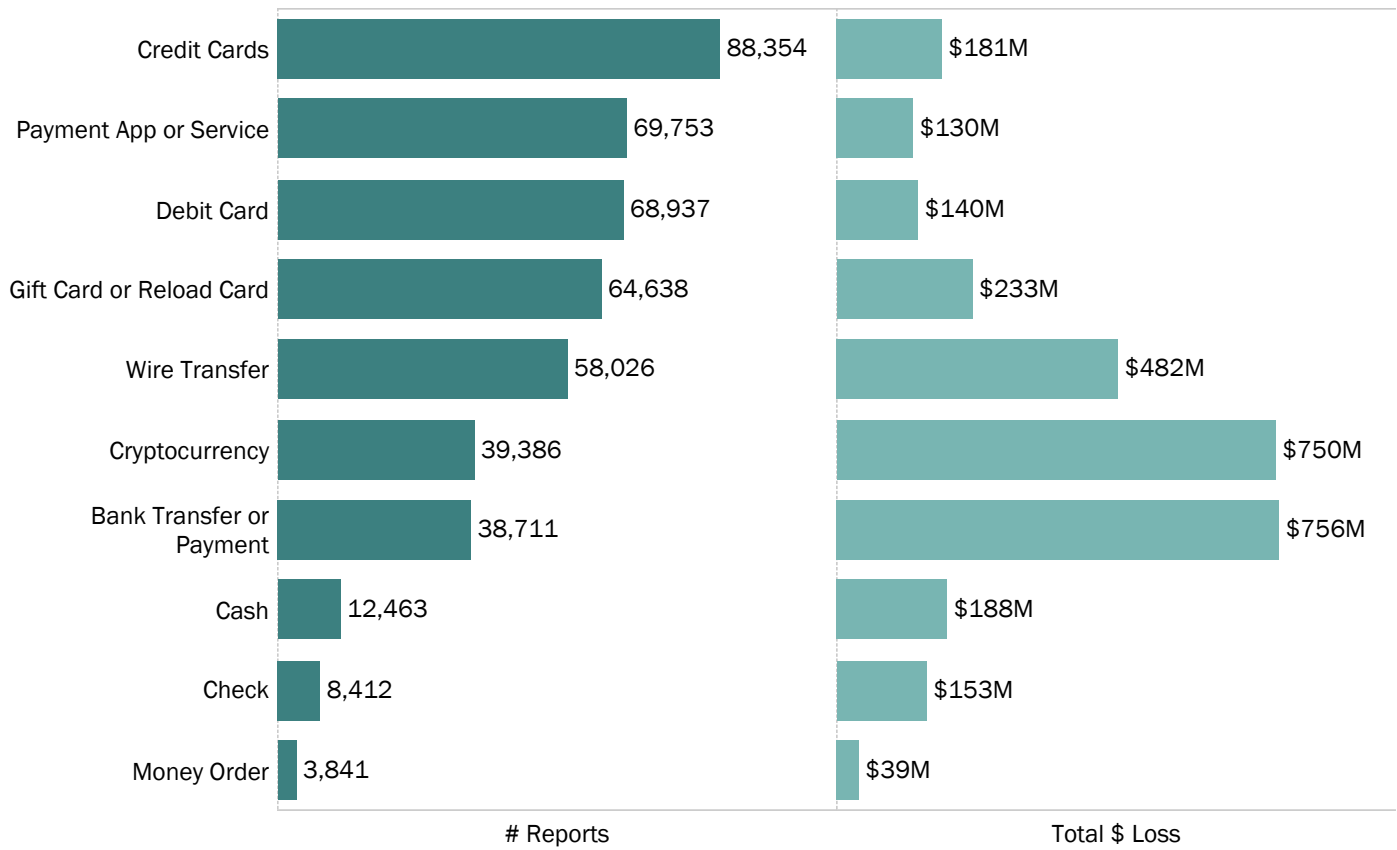
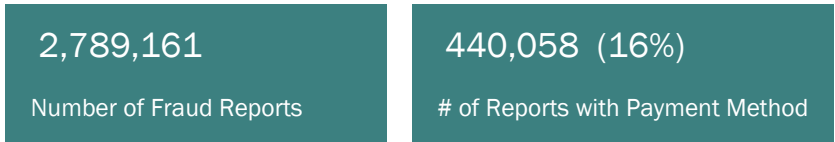
Amount Lost	# of Reports
\$1 - \$1,000	447,732
\$1,001 - \$2,000	74,179
\$2,001 - \$3,000	35,101
\$3,001 - \$4,000	19,743
\$4,001 - \$5,000	16,112
\$5,001 - \$6,000	9,425
\$6,001 - \$7,000	6,804
\$7,001 - \$8,000	6,034
\$8,001 - \$9,000	4,215
\$9,001 - \$10,000	7,496
More than \$10,000	65,535

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



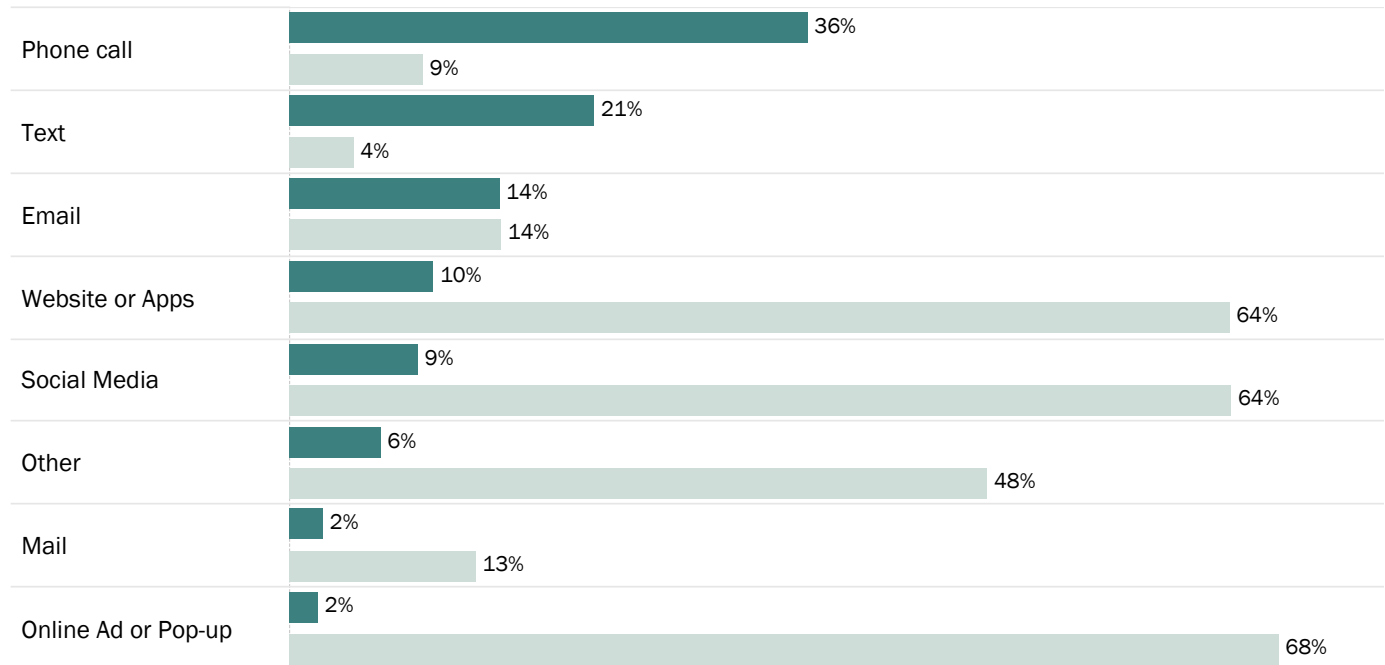
The amount lost is based on reports in which consumers indicated they lost between \$1 and \$999,999.

Fraud Reports by Payment Method



Fraud Reports by Contact Method

<p style="font-size: 24px; margin: 0;">2,789,161</p> <p style="margin: 0;">Number of Fraud Reports</p>	<p style="font-size: 24px; margin: 0;">1,813,832 (65%)</p> <p style="margin: 0;"># of Reports with Contact Method</p>
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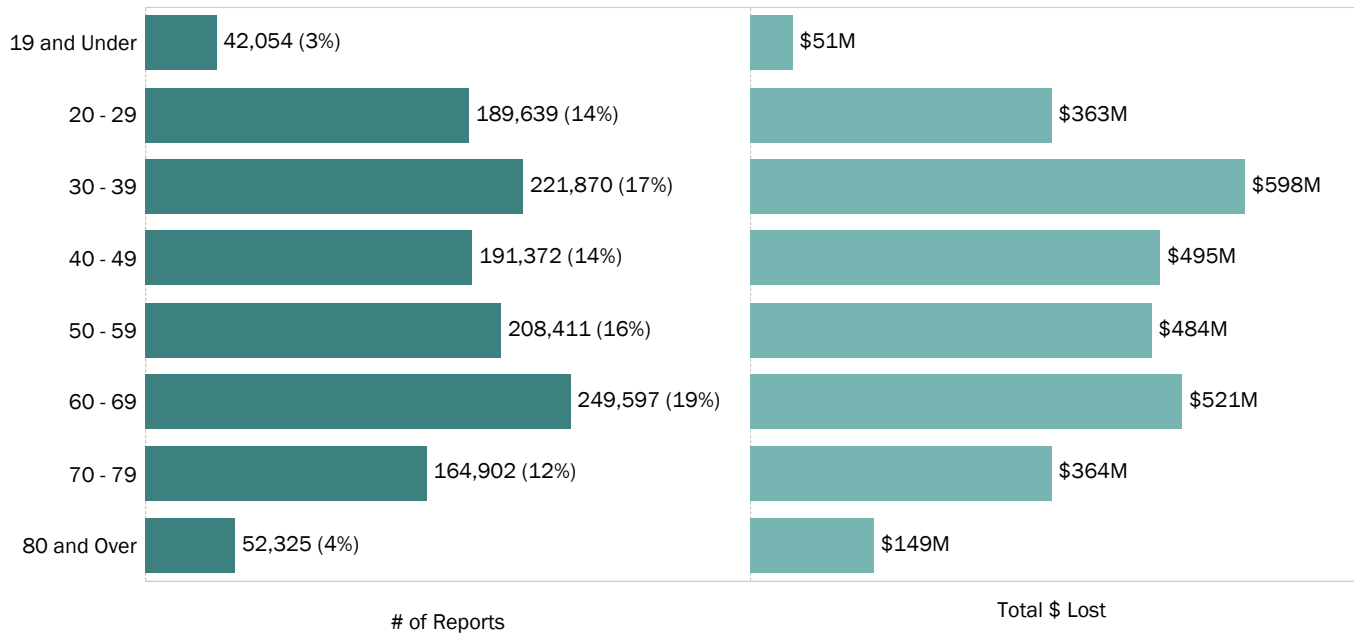
■ Percentage of all Fraud Reports with a Contact Method identified
■ Of those reports, the percentage with a dollar loss reported

Number of Reports and Amount Lost by Contact Method

Contact Method	# of Reports	Total \$ Lost	Median \$ Lost
Phone call	644,048	\$692M	\$1,200
Text	377,840	\$131M	\$900
Email	260,818	\$323M	\$800
Website or Apps	177,777	\$649M	\$300
Social Media	159,423	\$796M	\$400
Other	114,354	\$677M	\$622
Mail	42,842	\$65M	\$823
Online Ad or Pop-up	36,730	\$96M	\$181

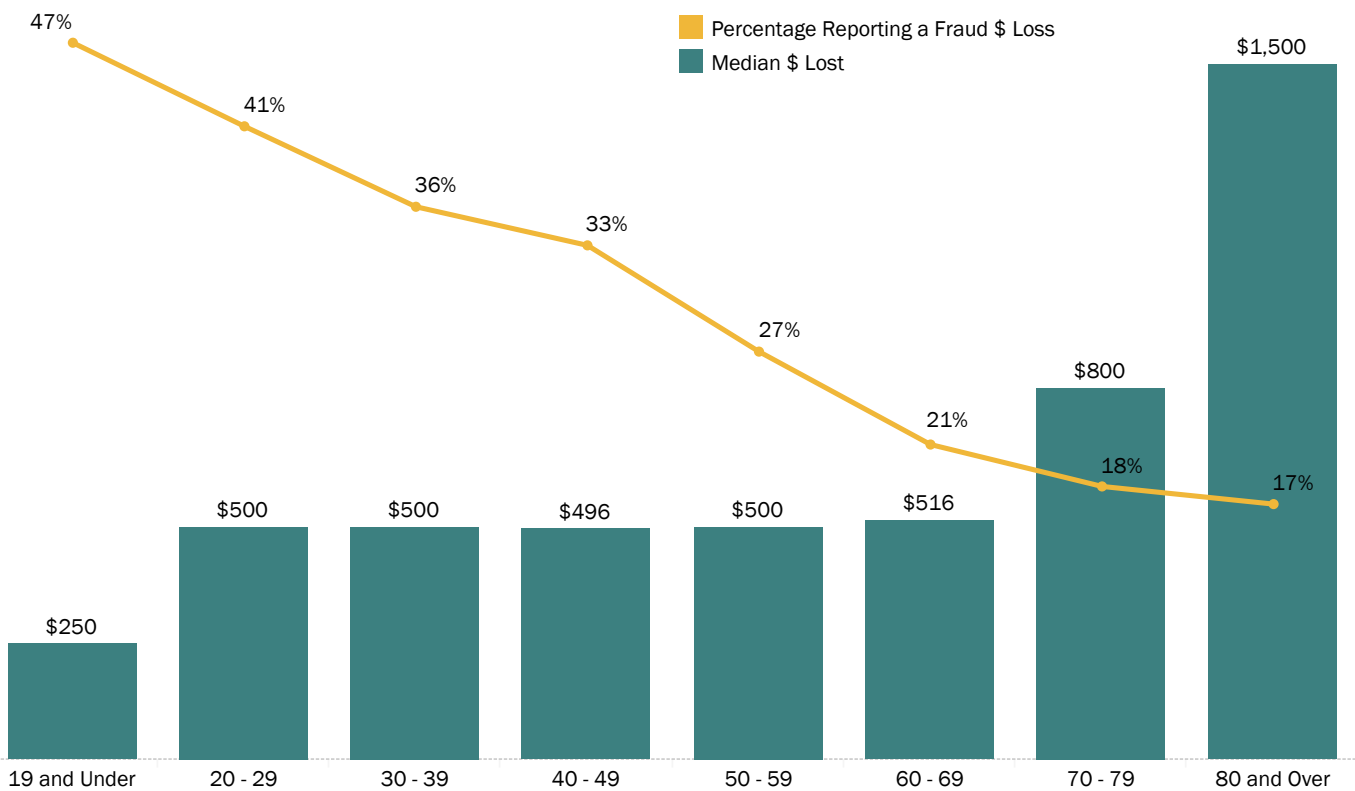
Other contact methods includes TV or radio, print, fax, in person, consumer initiated contact, and other methods consumers write in or that cannot be otherwise categorized.

Reported Frauds and Losses by Age



Percentages are based on the total number of 2021 fraud reports in which consumers provided their age: 1,320,170.

Percentage Reporting a Fraud Loss and Median Loss by Age



Of the 2,789,161 total fraud reports in 2021, 47% included useable consumer age information.

Identity Theft Reports by Type

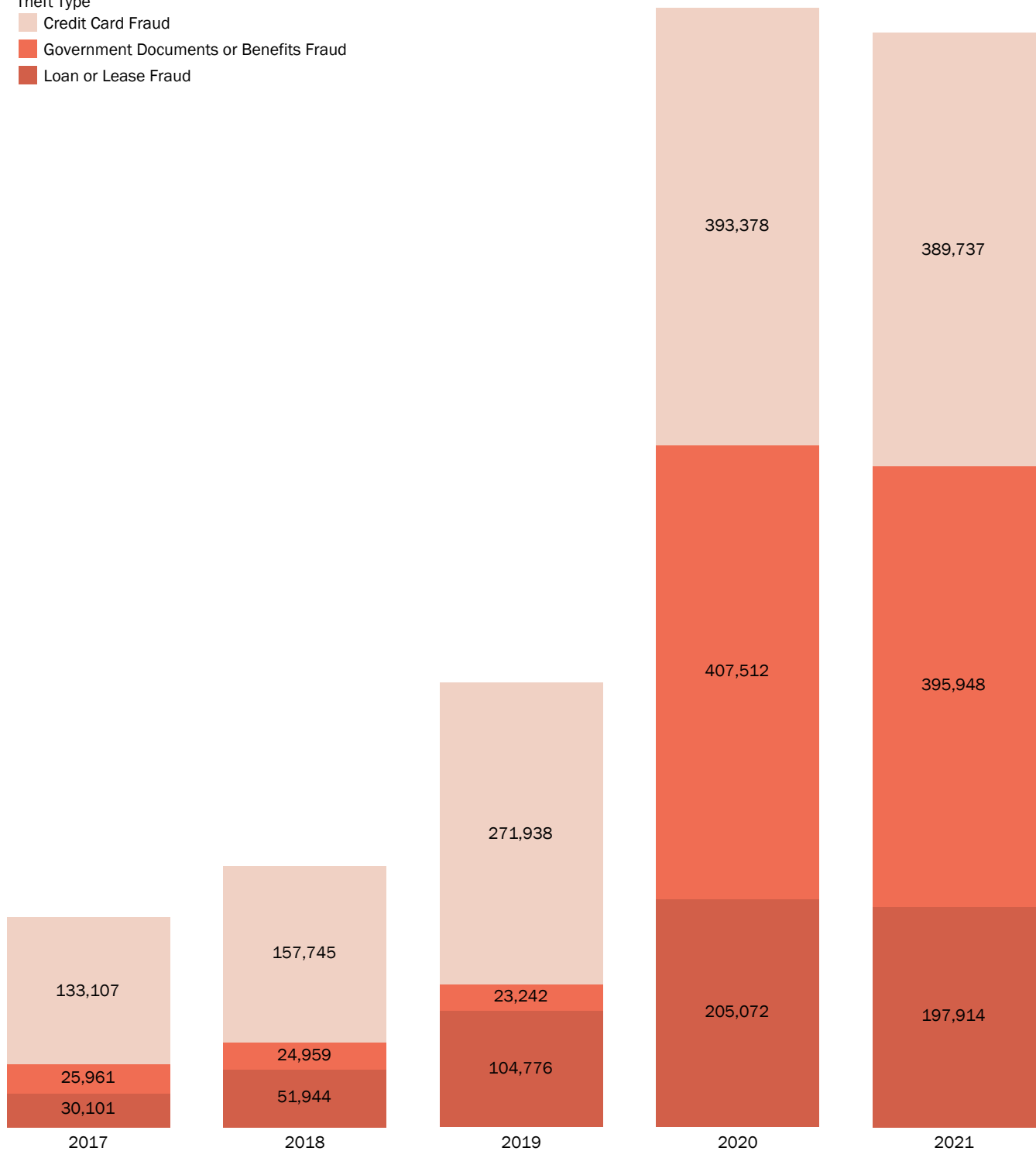
Theft Type	Theft Subtype	# of Reports	% Difference from Previous Year
Credit Card Fraud	New Accounts	363,092	-1%
	Existing Accounts	32,204	-5%
Loan or Lease Fraud	Apartment or House Rented	13,166	-3%
	Auto Loan\Lease	70,710	-3%
	Business\Personal Loan	105,711	+6%
	Federal Student Loan	18,202	-34%
	Non-Federal Student Loan	13,897	-19%
	Real Estate Loan	9,087	-23%
Phone or Utilities Fraud	Landline Telephone – Existing Accounts	2,140	+2%
	Landline Telephone – New Accounts	11,503	-6%
	Mobile Telephone – Existing Accounts	5,433	-10%
	Mobile Telephone – New Accounts	37,795	-22%
	Utilities – Existing Accounts	1,642	-27%
	Utilities – New Accounts	41,004	-1%
Bank Fraud	Debit Cards, Electronic Funds Transfer, or ACH	33,248	+8%
	Existing Accounts	14,358	+5%
	New Accounts	83,721	+64%
Employment or Tax-Related Fraud	Employment or Wage-Related Fraud	24,004	-10%
	Tax Fraud	89,649	+0%
Government Documents or Benefits Fraud	Driver's License Issued\Forged	5,506	-11%
	Government Benefits Applied For\Received	385,264	-3%
	Other Government Documents Issued\Forged	8,366	-12%
	Passport Issued\Forged	1,117	-20%
Other Identity Theft	Email or Social Media	15,374	+9%
	Evading the Law	4,740	+1%
	Insurance	10,397	+21%
	Medical Services	42,773	-6%
	Online Shopping or Payment Account	15,207	+3%
	Other	300,244	+7%
	Securities Accounts	8,455	+122%

Consumers can report multiple types of identity theft. In 2021, 14% of identity theft reports included more than one type of identity theft.

Top Three Identity Theft Report Types by Year

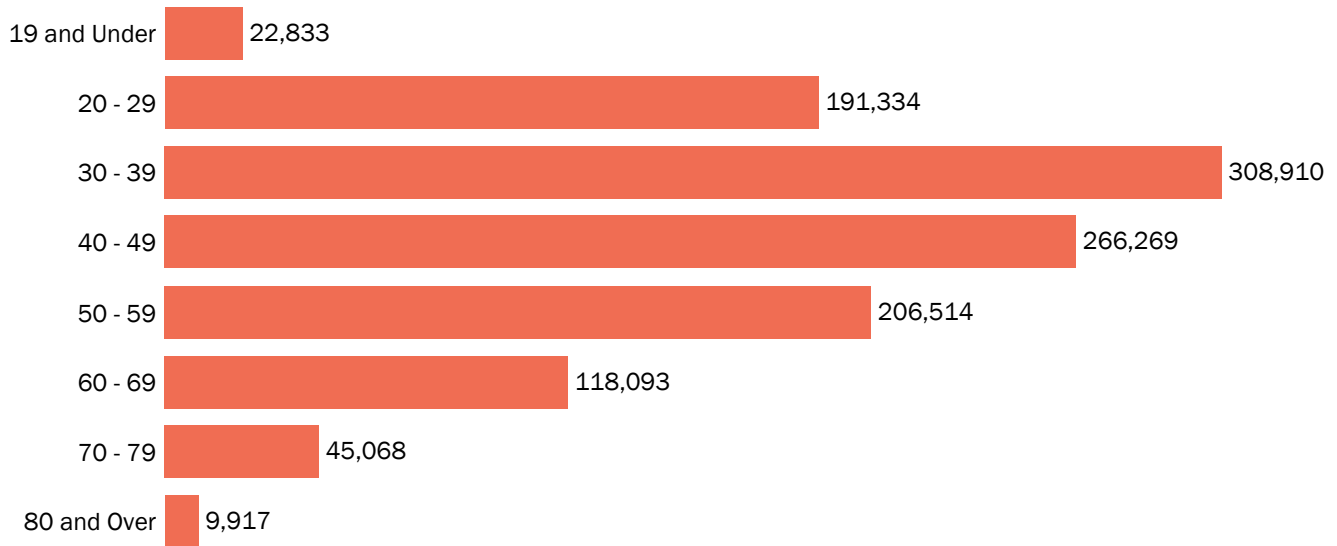
Theft Type

- Credit Card Fraud
- Government Documents or Benefits Fraud
- Loan or Lease Fraud



The top identity theft types can vary by year. This graph depicts the top three types of identity theft reported in 2021 and how those types changed over five years.

Identity Theft Reports by Age



Identity Theft Types by Age

Theft Type	19 and Under	20 - 29	30 - 39	40 - 49	50 - 59	60 - 69	70 - 79	80 and Over
Bank Fraud	1,664	15,333	25,802	25,461	23,795	17,647	7,580	1,961
Credit Card Fraud	1,707	65,269	108,592	76,693	45,741	21,992	7,507	1,954
Employment or Tax-Related Fraud	14,578	21,697	25,027	17,967	13,845	8,824	3,882	1,502
Government Documents or Benefits Fraud	2,467	15,873	32,390	65,693	77,270	49,094	19,153	3,038
Loan or Lease Fraud	1,003	41,239	65,163	41,855	21,936	9,105	2,465	505
Other Identity Theft	2,722	61,910	103,283	74,288	43,581	20,072	6,981	1,710
Phone or Utilities Fraud	696	20,134	27,161	17,330	10,069	5,026	1,839	457

Of the 1,434,676 total identity theft reports in 2021, 81% included consumer age information.

Fraud, Identity Theft, and Other Reports by Military Consumers

Reports by Status

Status	# of Reports	# of Fraud Reports	% Reporting Fraud Loss	Total Fraud Loss	Median Fraud Loss
Active Duty Service Member	18,544	8,670	38%	\$34M	\$881
Military Retiree/Veteran	162,067	87,343	24%	\$177M	\$570
Reserve/National Guard	10,914	6,015	34%	\$25M	\$758
Spouse/Dependent of Active Duty Service Member	14,771	8,799	34%	\$30M	\$536

Reports by Branch

Branch	# of Reports	# of Fraud Reports	% Reporting Fraud Loss	Total Fraud Loss	Median Fraud Loss
U.S. Air Force	38,343	21,353	22%	\$42M	\$550
U.S. Army	89,269	42,966	25%	\$93M	\$583
U.S. Coast Guard	3,128	1,689	28%	\$7M	\$600
U.S. Marines	18,518	9,306	27%	\$21M	\$545
U.S. Navy	40,104	22,127	24%	\$45M	\$550

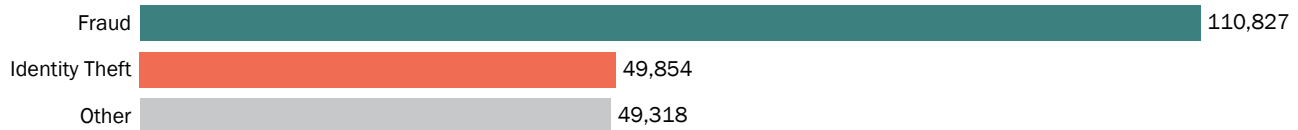
Of the 207,816 total reports from military consumers in 2021, 91% provided military branch information.

Reports by Rank

Rank	# of Reports	# of Fraud Reports	% Reporting Fraud Loss	Total Fraud Loss	Median Fraud Loss
Enlisted	134,015	74,354	26%	\$151M	\$550
Officer	32,175	18,916	23%	\$54M	\$676

Of the 207,816 total reports from military consumers in 2021, 80% provided information about rank.

Reports by Military Consumers



Top 10 Fraud Categories

Rank	Category	# of Reports	% Reporting \$ Loss	Total \$ Loss	Median \$ Loss
1	Imposter Scams	44,039	20%	\$103.9M	\$1,031
2	Online Shopping and Negative Reviews	18,314	63%	\$29.6M	\$178
3	Prizes, Sweepstakes and Lotteries	5,201	19%	\$23.7M	\$2,000
4	Business and Job Opportunities	4,563	22%	\$12.9M	\$2,395
5	Investment Related	3,089	76%	\$49.5M	\$3,000
6	Foreign Money Offers and Fake Check Scams	2,447	28%	\$7.8M	\$2,498
7	Telephone and Mobile Services	2,304	28%	\$2.3M	\$225
8	Internet Services	1,778	16%	\$2.0M	\$500
9	Health Care	1,768	11%	\$1.9M	\$267
10	Mortgage Foreclosure Relief and Debt Management	1,257	24%	\$4.6M	\$1,120

Identity Theft Types

Rank	Theft Type	# of Reports
1	Government Documents or Benefits Fraud	17,407
2	Credit Card Fraud	9,379
3	Other Identity Theft	7,809
4	Bank Fraud	7,782
5	Loan or Lease Fraud	7,488
6	Employment or Tax-Related Fraud	4,295
7	Phone or Utilities Fraud	3,571

110,827
of Fraud Reports

29,081 (26%)
of Reports with \$ Loss

Top 10 Other Categories

Rank	Category	# of Reports
1	Credit Bureaus, Information Furnishers and Report Users	12,315
2	Banks and Lenders	7,502
3	Debt Collection	5,897
4	Auto Related	3,609
5	Credit Cards	2,714
6	Privacy, Data Security, and Cyber Threats	1,306
7	Television and Electronic Media	1,114
8	Home Repair, Improvement and Products	987
9	Education	722
10	Computer Equipment and Software	107

\$267M
Total \$ Loss

\$600
Median \$ Loss

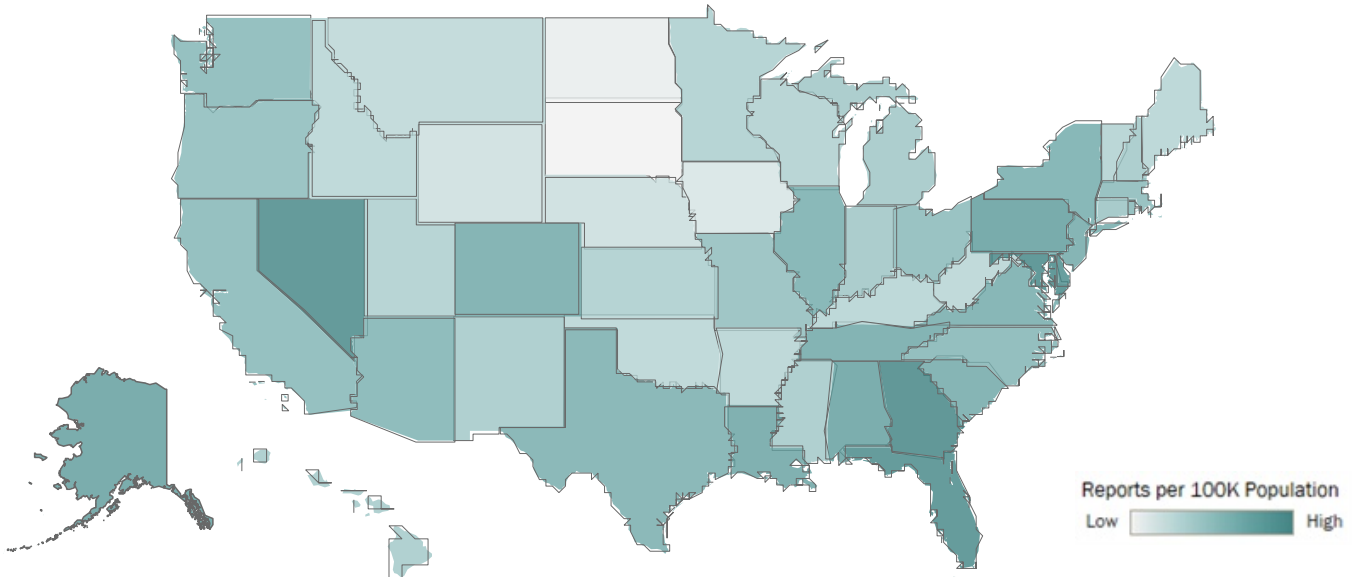
Certain categories are comprised of subcategories that fall in both Fraud and Other report types. See Appendix B3. The Fraud rankings exclude subcategories that are not fraud, and the Other rankings exclude subcategories that are classified as fraud.

Military Consumer Identity Theft Reports by Type

Theft Type	Theft Subtype	# of Reports	% Difference from Previous Year
Credit Card Fraud	New Accounts	7,510	-20%
	Existing Accounts	2,230	-11%
Bank Fraud	New Accounts	5,121	+29%
	Debit Cards, Electronic Funds Transfer, or ACH	2,391	-5%
	Existing Accounts	758	-36%
Phone or Utilities Fraud	Mobile Telephone – New Accounts	1,595	-34%
	Utilities – New Accounts	1,300	-18%
	Landline Telephone – New Accounts	572	-9%
	Mobile Telephone – Existing Accounts	396	-19%
	Landline Telephone – Existing Accounts	168	-7%
	Utilities – Existing Accounts	87	-11%
	Loan or Lease Fraud	Business\Personal Loan	5,607
Auto Loan\Lease		1,184	-11%
Non-Federal Student Loan		370	-5%
Apartment or House Rented		334	-17%
Real Estate Loan		310	-9%
Federal Student Loan		225	-34%
Employment or Tax-Related Fraud	Tax Fraud	3,698	-16%
	Employment or Wage-Related Fraud	664	-43%
Government Documents or Benefits Fraud	Government Benefits Applied For\Received	16,885	-27%
	Other Government Documents Issued\Forged	481	-32%
	Driver's License Issued\Forged	321	-27%
	Passport Issued\Forged	77	+13%
Other Identity Theft	Other	4,787	-14%
	Online Shopping or Payment Account	1,060	-5%
	Email or Social Media	1,025	-6%
	Securities Accounts	667	+114%
	Medical Services	651	-19%
	Evading the Law	294	-19%
	Insurance	279	-4%

Consumers can report multiple types of identity theft. In 2021, 12% of Military identity theft reports included more than one type of identity theft.

State Rankings: Fraud and Other Reports

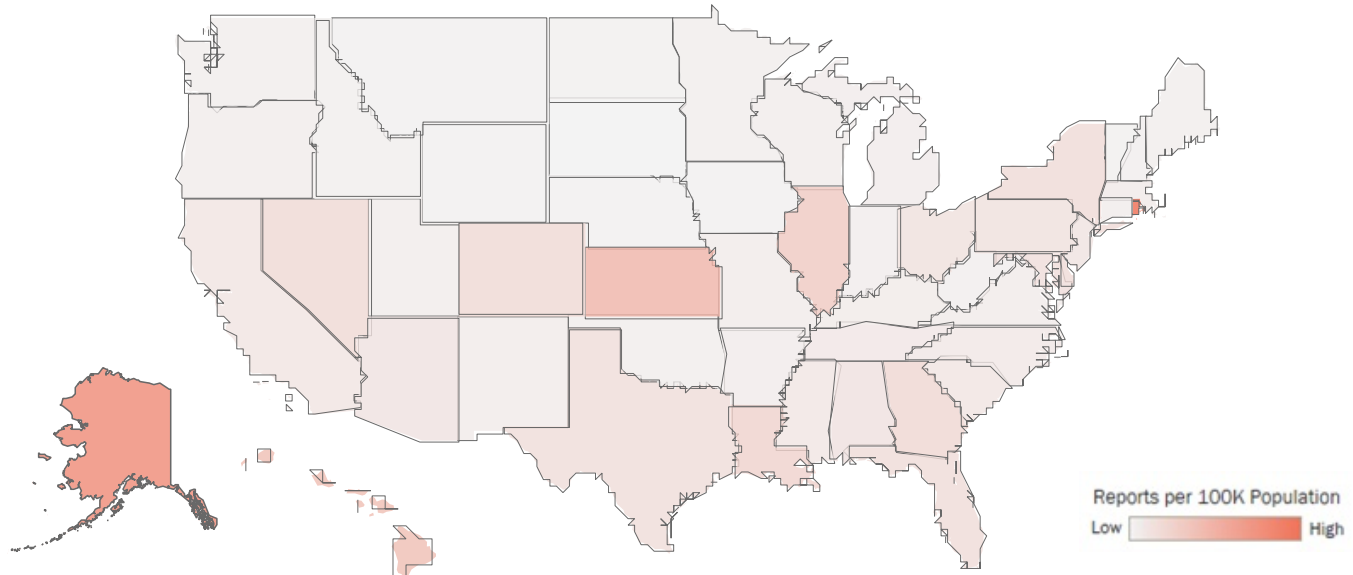


Rank	State	Reports per 100K Population	# of Reports
1	Georgia	1,421	150,898
2	Maryland	1,415	85,568
3	Delaware	1,410	13,726
4	Nevada	1,407	43,339
5	Florida	1,370	294,328
6	Alabama	1,217	59,669
7	Pennsylvania	1,205	154,313
8	Louisiana	1,193	55,456
9	Tennessee	1,157	79,012
10	Alaska	1,156	8,458
11	South Carolina	1,149	59,177
12	Colorado	1,119	64,464
13	New Jersey	1,107	98,316
14	Virginia	1,099	93,763
15	New York	1,083	210,749
16	Texas	1,080	313,044
17	Illinois	1,078	136,640
18	Rhode Island	1,066	11,289
19	Arizona	1,065	77,534
20	North Carolina	1,036	108,698
21	Washington	1,013	77,128
22	California	991	391,517
23	Massachusetts	980	67,515
24	Ohio	976	114,140
25	Oregon	970	40,908
26	Missouri	953	58,485

Rank	State	Reports per 100K Population	# of Reports
27	Connecticut	917	32,686
28	New Hampshire	914	12,429
29	Mississippi	906	26,958
30	New Mexico	888	18,613
31	Michigan	881	87,996
32	Indiana	861	57,988
33	Hawaii	851	12,051
34	Vermont	848	5,292
35	Kansas	845	24,615
36	Utah	823	26,373
37	Maine	821	11,035
38	Idaho	809	14,464
39	Minnesota	809	45,599
40	Montana	806	8,612
41	Wisconsin	803	46,755
42	Arkansas	801	24,176
43	West Virginia	797	14,287
44	Kentucky	796	35,544
45	Oklahoma	783	30,996
46	Wyoming	731	4,230
47	Nebraska	697	13,475
48	Iowa	636	20,071
49	North Dakota	608	4,637
50	South Dakota	549	4,854
	District of Columbia	1,701	12,004
	Puerto Rico	260	8,315

The District of Columbia and Puerto Rico are included in the table but are not ranked. States are ranked based on the number of reports per 100,000 population. Population estimates are based on 2019 U.S. Census population estimates. Ranking excludes state-specific data contributor reports.

State Rankings: Identity Theft Reports

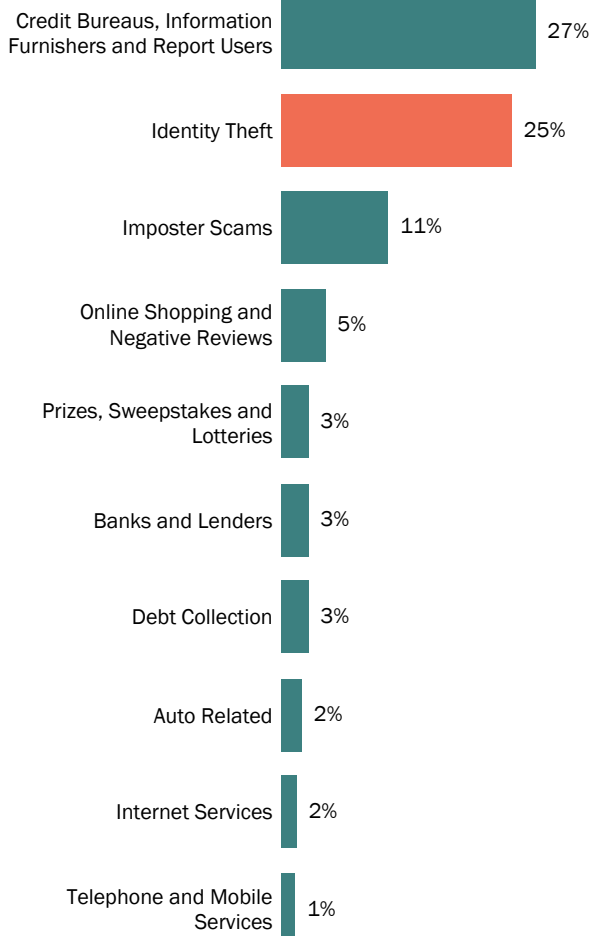


Rank	State	Reports per 100K Population	# of Reports	Rank	State	Reports per 100K Population	# of Reports
1	Rhode Island	2,857	30,270	27	Missouri	218	13,372
2	Kansas	1,355	39,461	28	Hawaii	211	2,993
3	Illinois	924	117,056	29	Arkansas	211	6,358
4	Louisiana	732	34,043	30	Michigan	206	20,556
5	Georgia	618	65,666	31	Wisconsin	193	11,253
6	Nevada	584	17,985	32	Oregon	190	8,016
7	Colorado	583	33,572	33	Utah	189	6,060
8	New York	563	109,466	34	Connecticut	187	6,666
9	Delaware	560	5,449	35	Indiana	176	11,866
10	Florida	515	110,675	36	Oklahoma	173	6,850
11	Texas	504	146,095	37	Washington	170	12,917
12	Maryland	493	29,778	38	Minnesota	168	9,457
13	Ohio	431	50,421	39	Maine	167	2,239
14	Pennsylvania	425	54,460	40	New Hampshire	162	2,205
15	Alabama	402	19,691	41	West Virginia	159	2,845
16	Arizona	386	28,108	42	Idaho	152	2,719
17	New Jersey	359	31,857	43	Vermont	132	825
18	South Carolina	343	17,642	44	North Dakota	131	999
19	California	337	133,119	45	Nebraska	125	2,409
20	Mississippi	333	9,906	46	Alaska	122	896
21	Tennessee	297	20,254	47	Iowa	119	3,758
22	North Carolina	289	30,318	48	Wyoming	107	620
23	Massachusetts	240	16,566	49	Montana	106	1,130
24	Kentucky	233	10,416	50	South Dakota	76	673
25	Virginia	225	19,214		District of Columbia	577	4,072
26	New Mexico	220	4,611		Puerto Rico	44	1,404

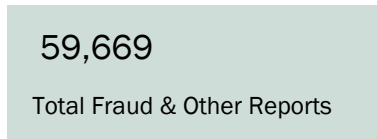
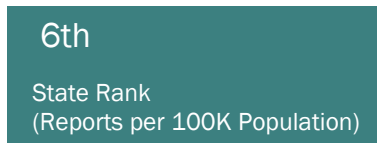
The District of Columbia and Puerto Rico are included in the table but are not ranked. States are ranked based on the number of reports per 100,000 population. Population estimates are based on 2019 U.S. Census population estimates.

Alabama

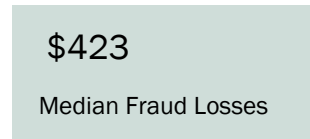
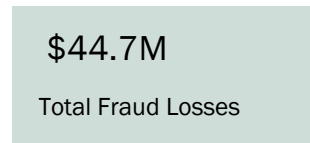
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

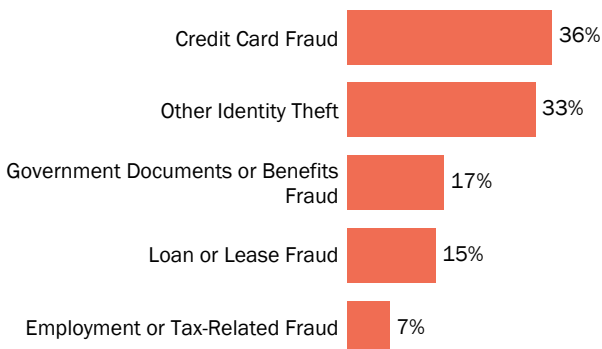


Fraud & Other Reports by Metropolitan Area

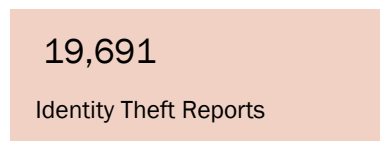
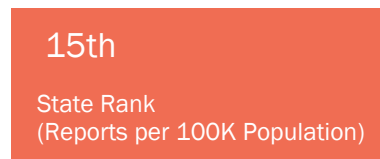


Reports per 100K Population
693 ● 3,691

Top Identity Theft Types



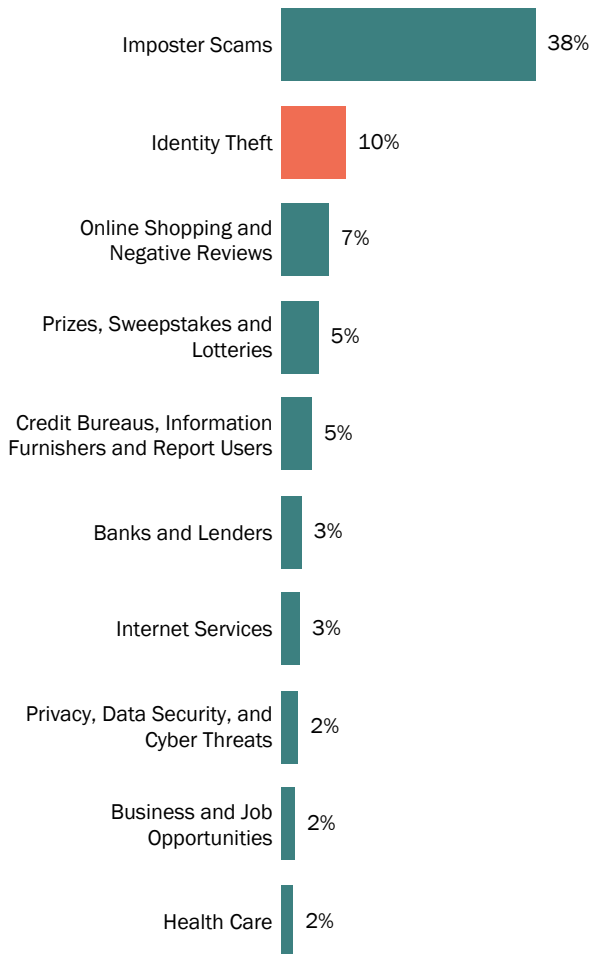
Identity Theft Reports



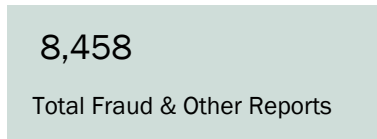
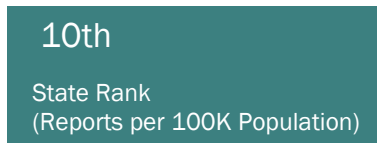
Percentages are based on the total number of relevant 2021 reports from Alabama consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Alaska

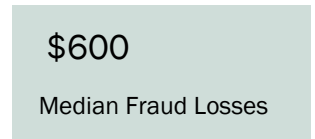
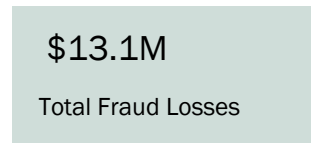
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

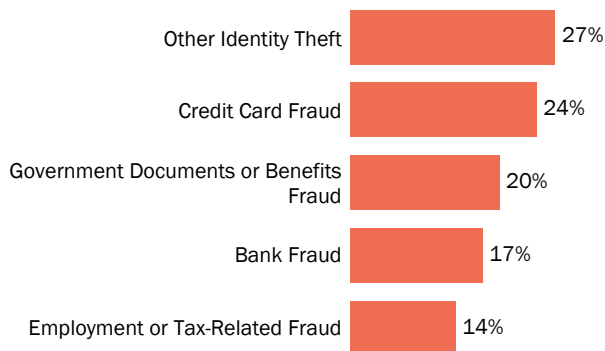


Fraud & Other Reports by Metropolitan Area

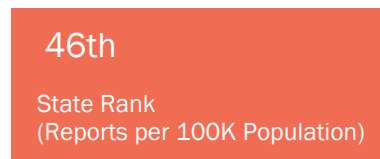


Reports per 100K Population
● 1,251

Top Identity Theft Types



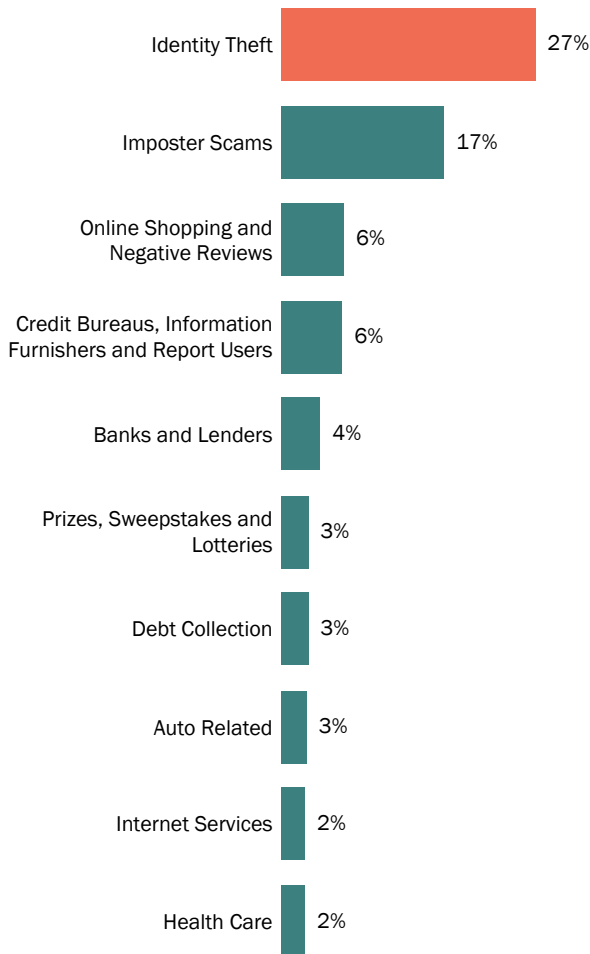
Identity Theft Reports



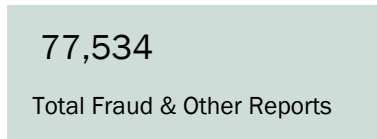
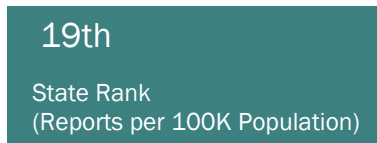
Percentages are based on the total number of relevant 2021 reports from Alaska consumers, as indicated in the chart title. This page excludes reports provided by the Alaska Attorney General. Consumers can report multiple types of identity theft.

Arizona

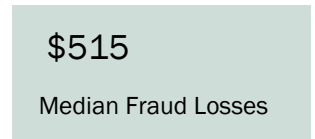
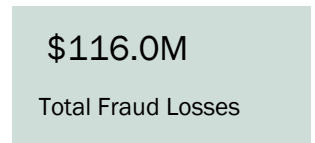
Top Ten Report Categories



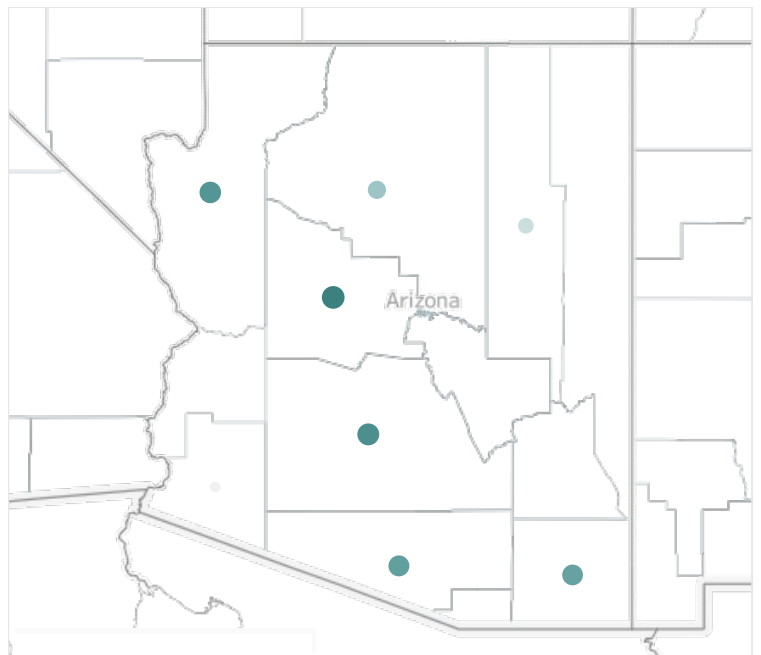
Fraud & Other Reports



Fraud Losses

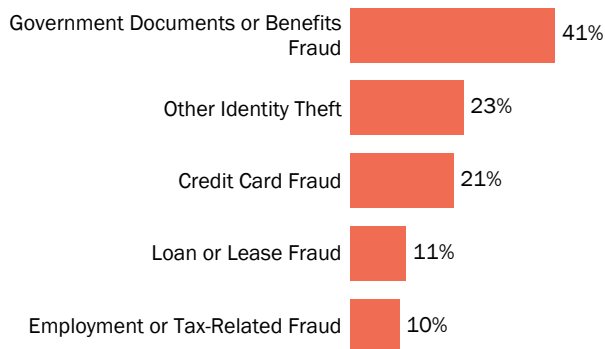


Fraud & Other Reports by Metropolitan Area

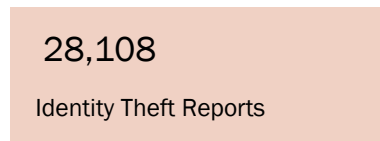
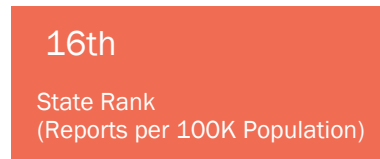


Reports per 100K Population
572 ● 1,186

Top Identity Theft Types



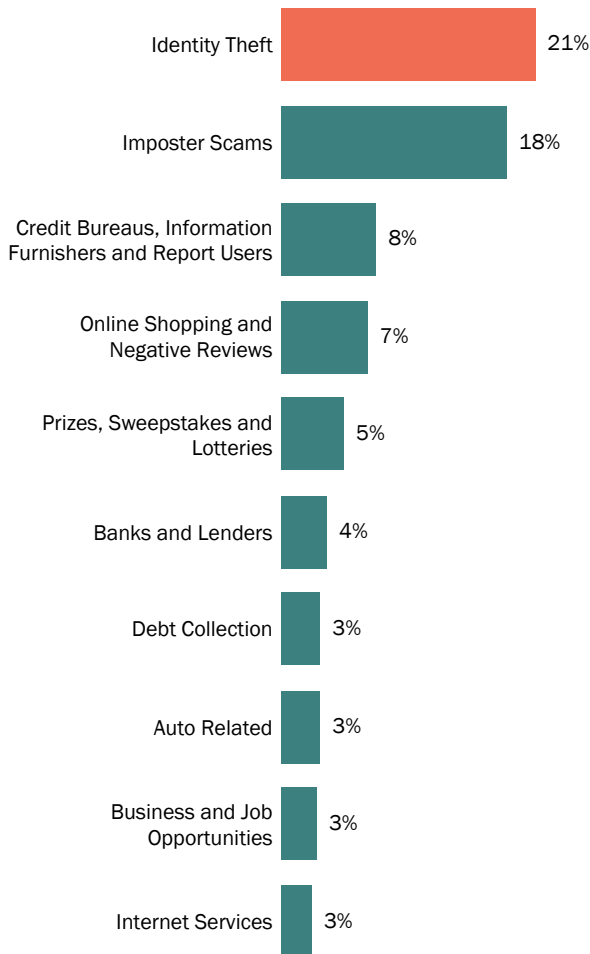
Identity Theft Reports



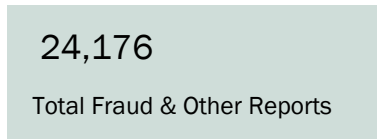
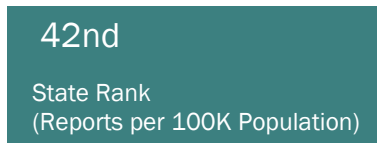
Percentages are based on the total number of relevant 2021 reports from Arizona consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Arkansas

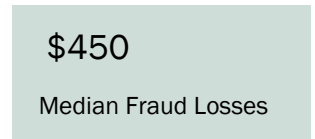
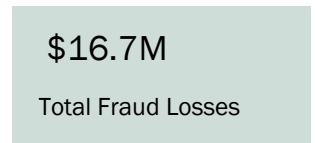
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

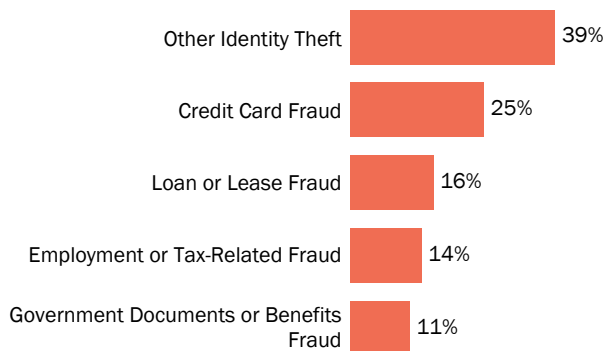


Fraud & Other Reports by Metropolitan Area

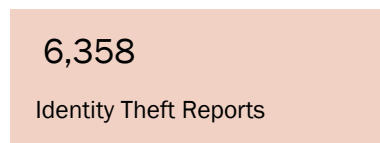
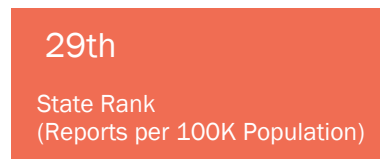


Reports per 100K Population
645 ● 2,170

Top Identity Theft Types



Identity Theft Reports



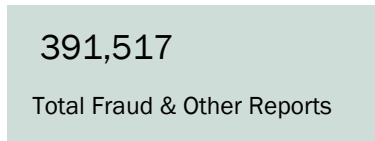
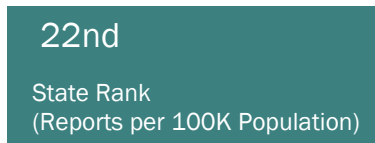
Percentages are based on the total number of relevant 2021 reports from Arkansas consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

California

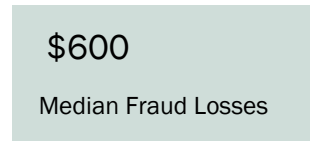
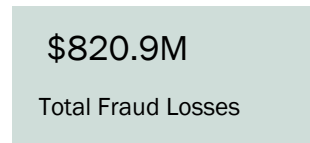
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses



Fraud & Other Reports by Metropolitan Area

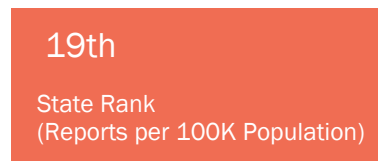


Reports per 100K Population
423 ● 1,179

Top Identity Theft Types



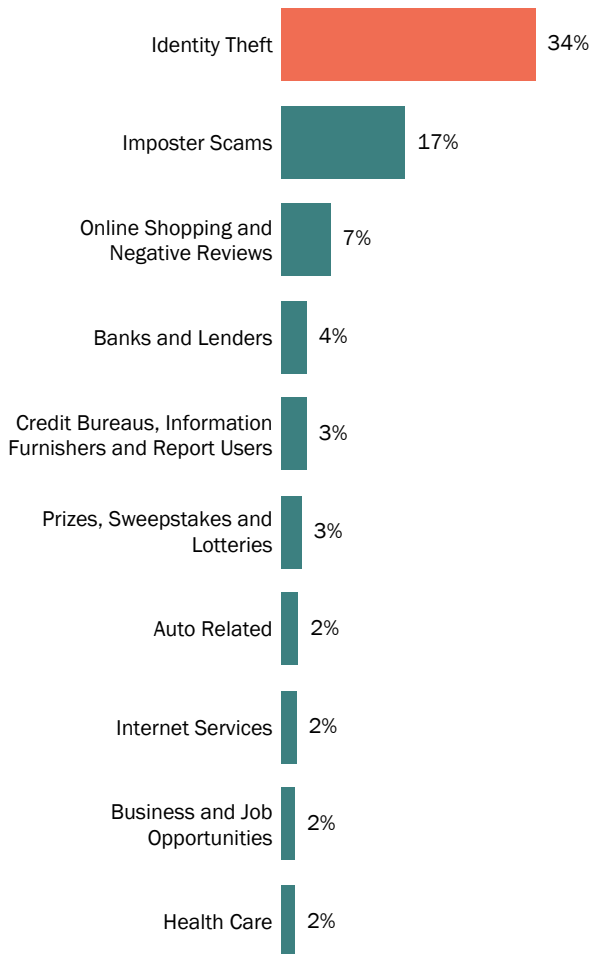
Identity Theft Reports



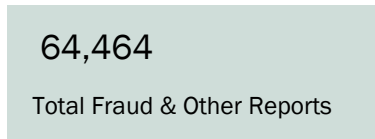
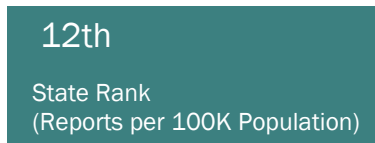
Percentages are based on the total number of relevant 2021 reports from California consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Colorado

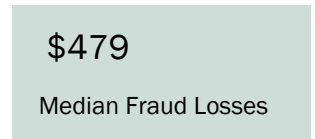
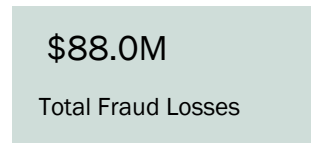
Top Ten Report Categories



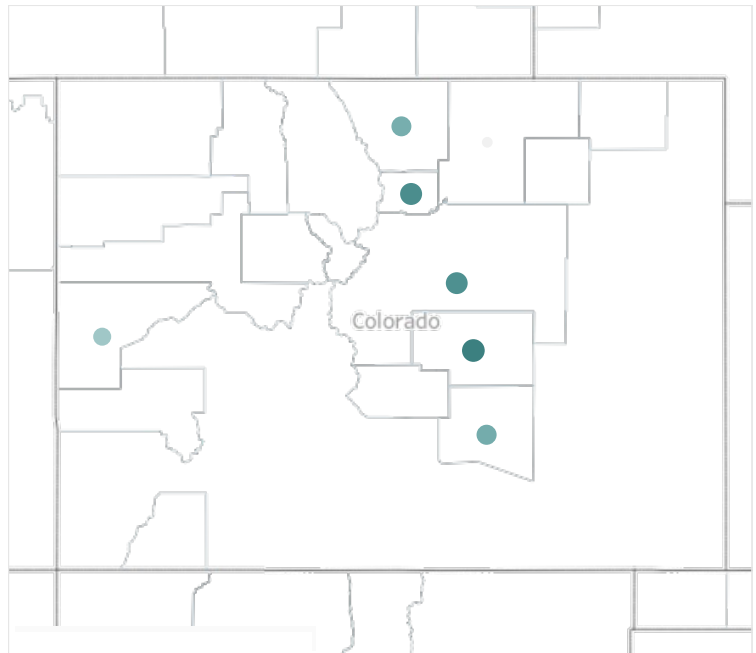
Fraud & Other Reports



Fraud Losses

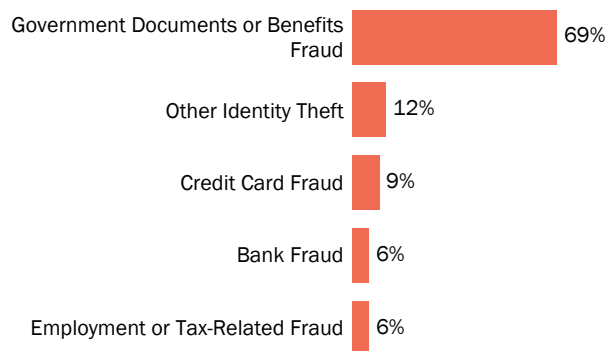


Fraud & Other Reports by Metropolitan Area

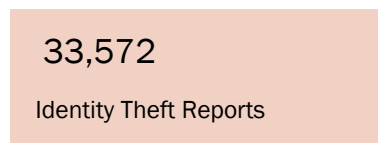
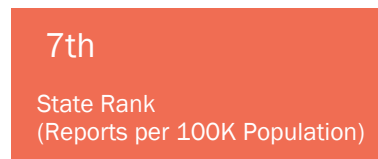


Reports per 100K Population
792 ● ● 1,219

Top Identity Theft Types



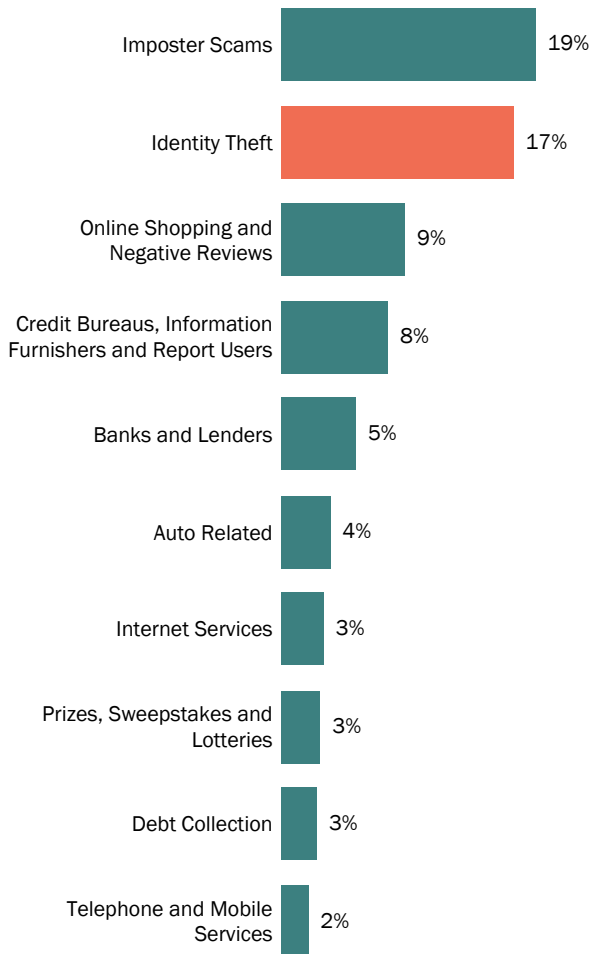
Identity Theft Reports



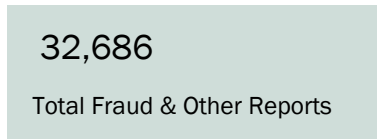
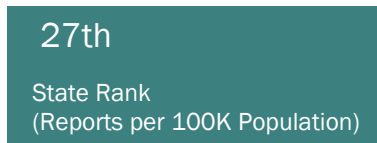
Percentages are based on the total number of relevant 2021 reports from Colorado consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Connecticut

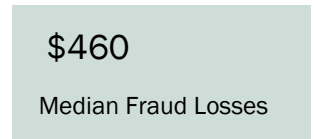
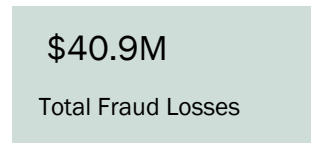
Top Ten Report Categories



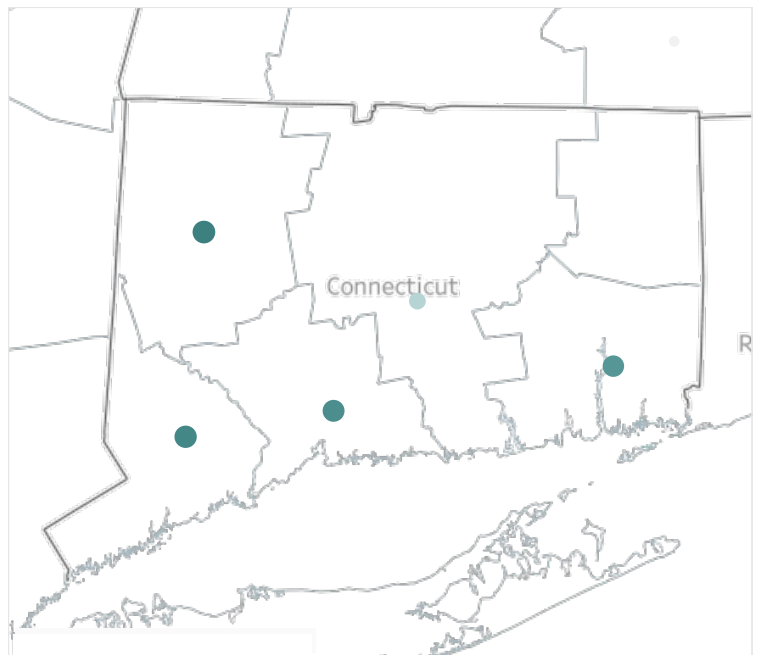
Fraud & Other Reports



Fraud Losses

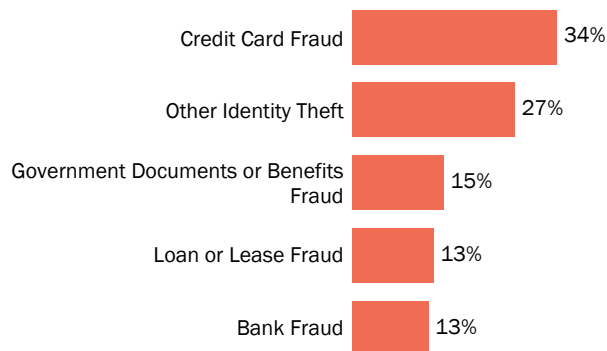


Fraud & Other Reports by Metropolitan Area

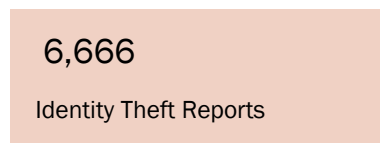
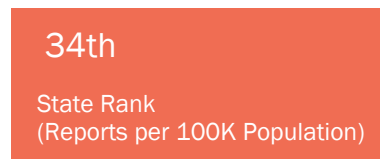


Reports per 100K Population
796 ● 947 ● 947

Top Identity Theft Types



Identity Theft Reports



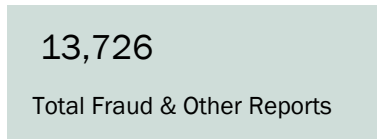
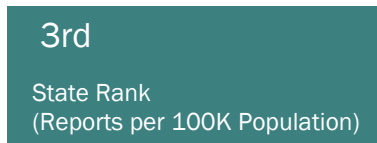
Percentages are based on the total number of relevant 2021 reports from Connecticut consumers, as indicated in the chart title. This page excludes reports provided by the Connecticut Department of Consumer Protection. Consumers can report multiple types of identity theft.

Delaware

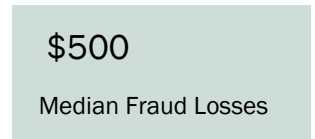
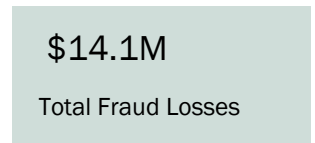
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

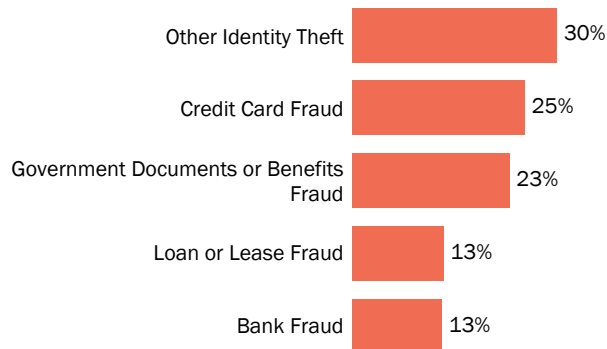


Fraud & Other Reports by Metropolitan Area

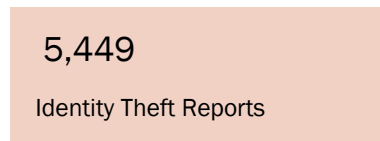
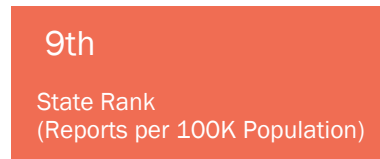


Reports per 100K Population
1,119 ● 1,690

Top Identity Theft Types



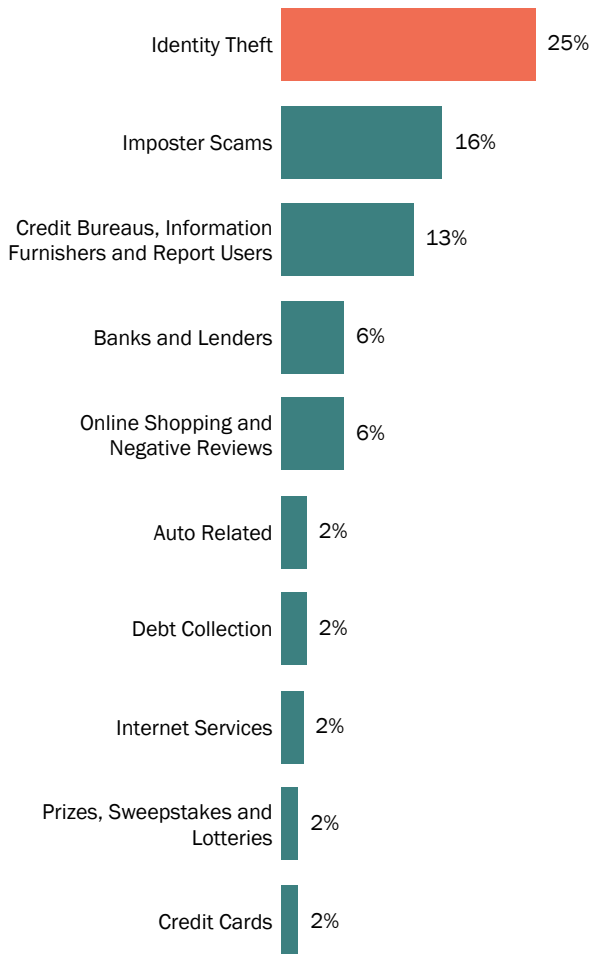
Identity Theft Reports



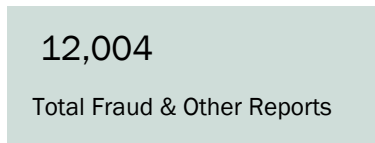
Percentages are based on the total number of relevant 2021 reports from Delaware consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

District of Columbia

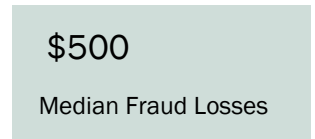
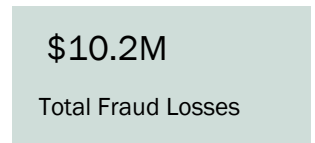
Top Ten Report Categories



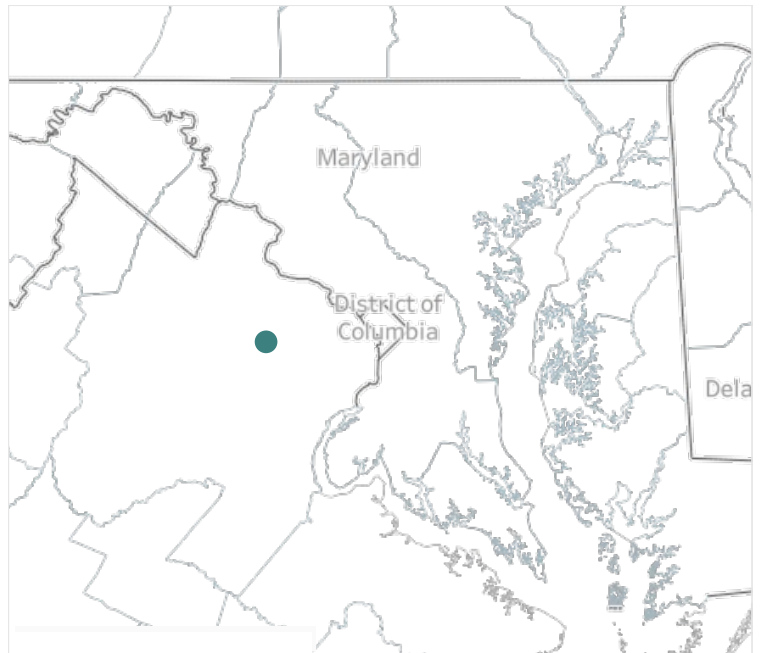
Fraud & Other Reports



Fraud Losses

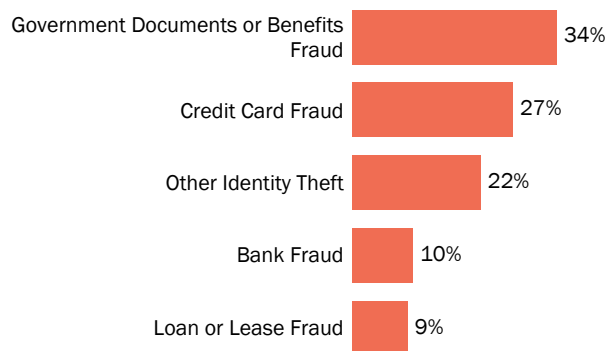


Fraud & Other Reports by Metropolitan Area

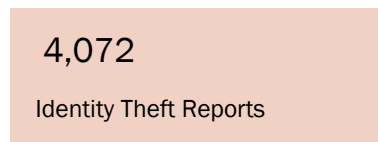


Reports per 100K Population
● 1,328

Top Identity Theft Types



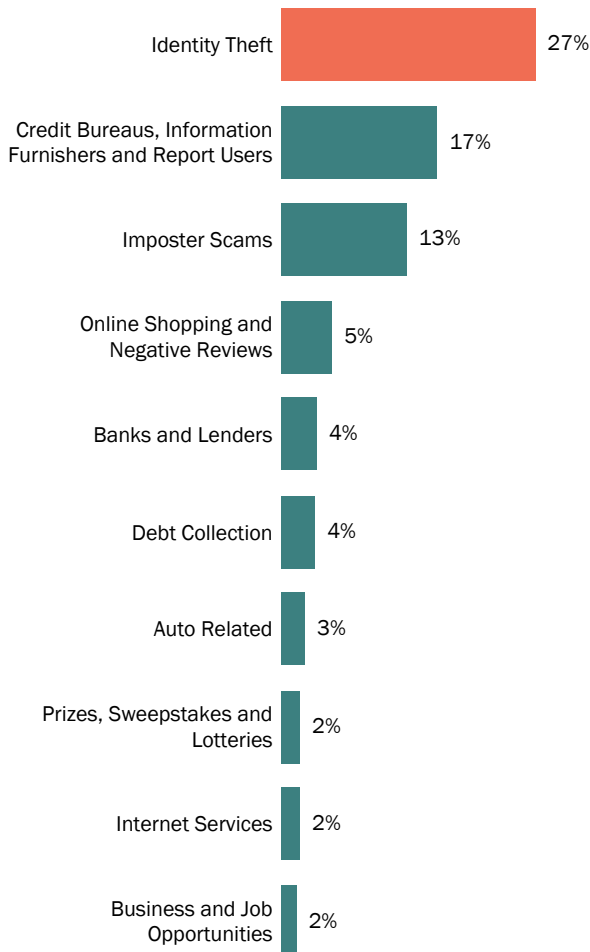
Identity Theft Reports



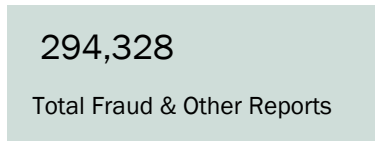
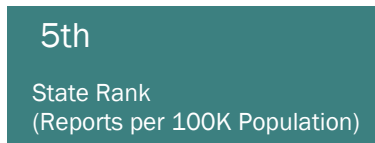
Percentages are based on the total number of relevant 2021 reports from District of Columbia consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Florida

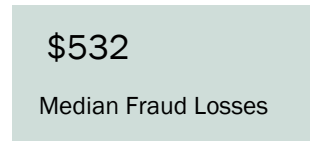
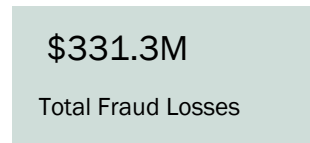
Top Ten Report Categories



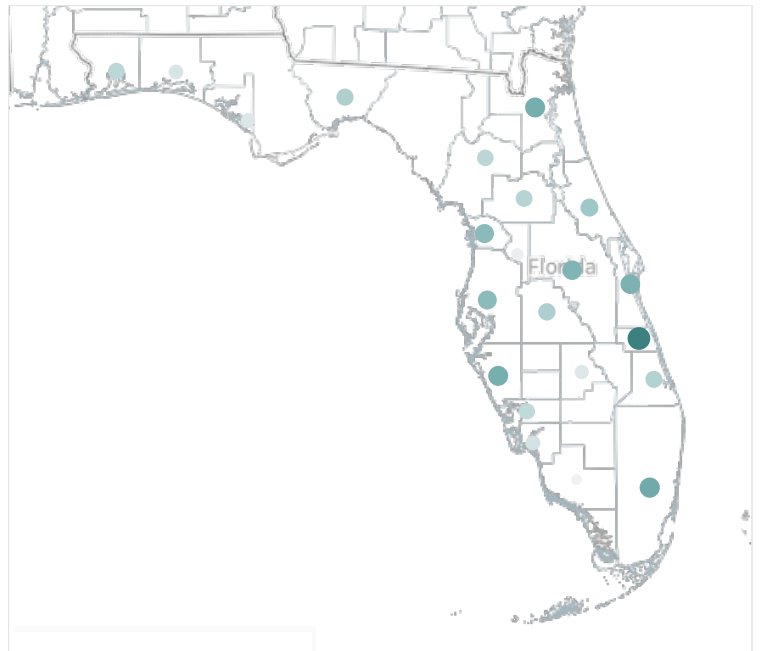
Fraud & Other Reports



Fraud Losses

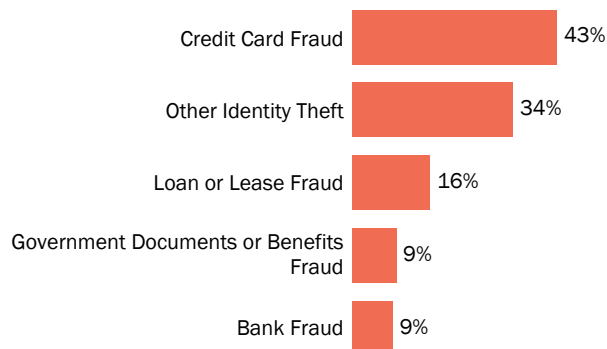


Fraud & Other Reports by Metropolitan Area

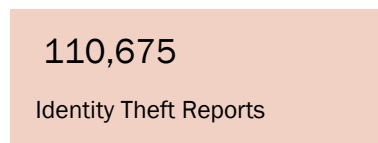
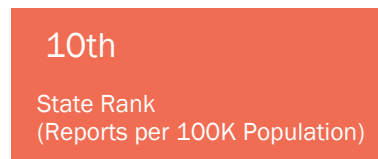


Reports per 100K Population
966 ● 1,812

Top Identity Theft Types



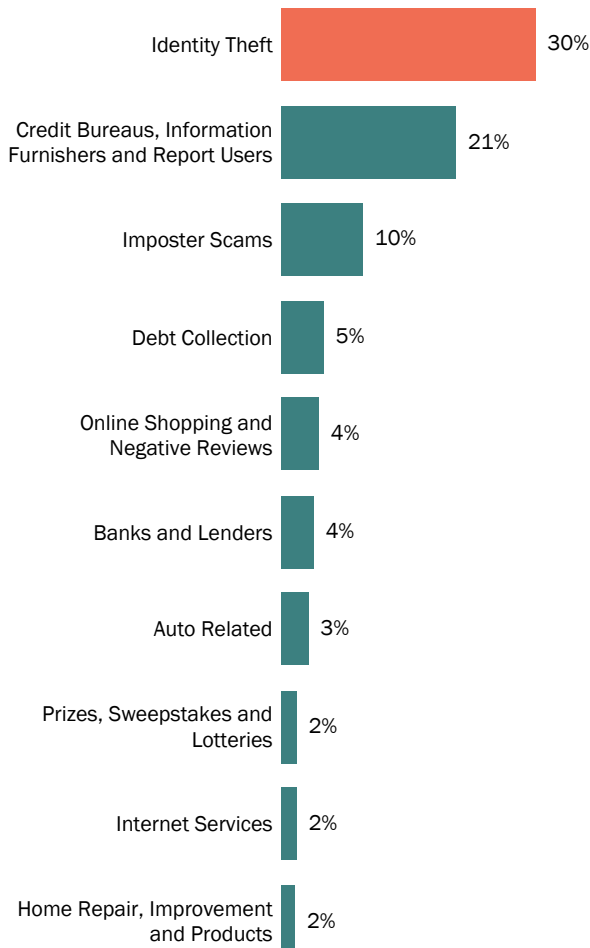
Identity Theft Reports



Percentages are based on the total number of relevant 2021 reports from Florida consumers, as indicated in the chart title. This page excludes reports provided by the Florida Department of Agriculture and Consumer Services. Consumers can report multiple types of identity theft.

Georgia

Top Ten Report Categories



Fraud & Other Reports

1st
State Rank
(Reports per 100K Population)

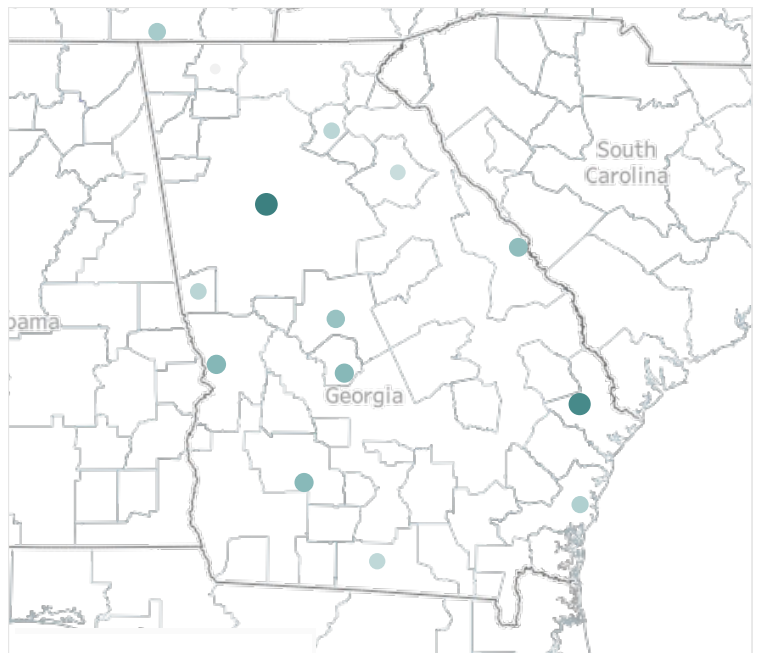
150,898
Total Fraud & Other Reports

Fraud Losses

\$113.0M
Total Fraud Losses

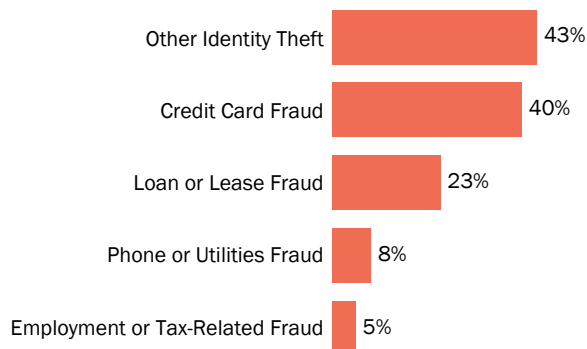
\$500
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
473 ● 1,769

Top Identity Theft Types



Identity Theft Reports

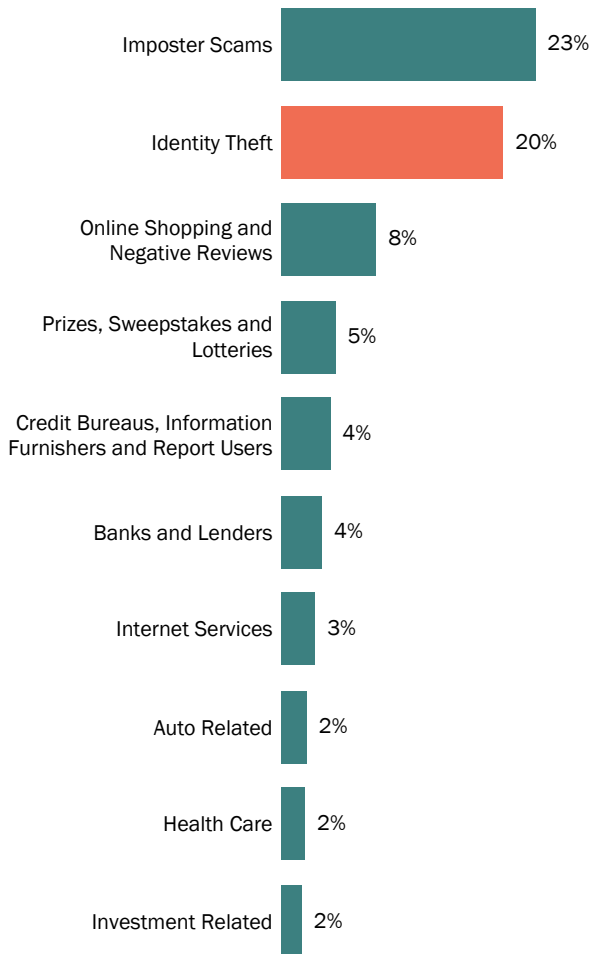
5th
State Rank
(Reports per 100K Population)

65,666
Identity Theft Reports

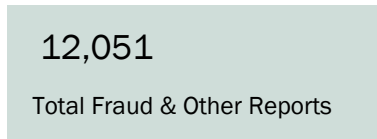
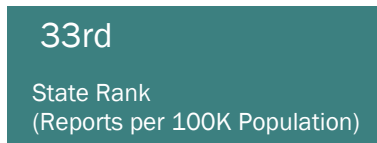
Percentages are based on the total number of relevant 2021 reports from Georgia consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Hawaii

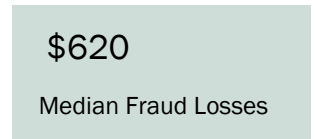
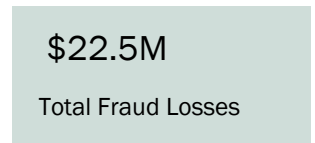
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

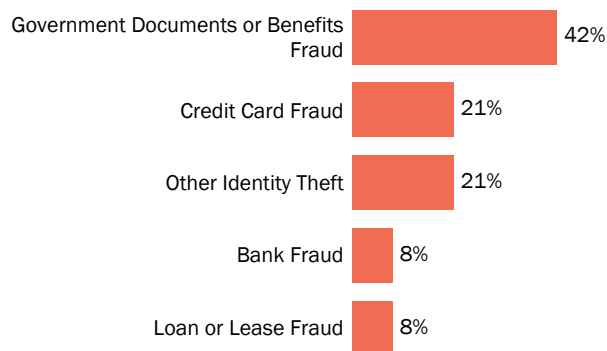


Fraud & Other Reports by Metropolitan Area

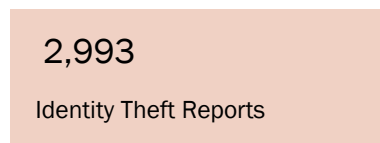
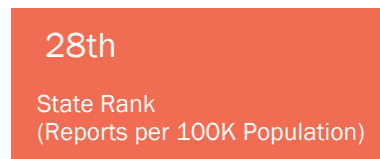


Reports per 100K Population
828 • 884

Top Identity Theft Types



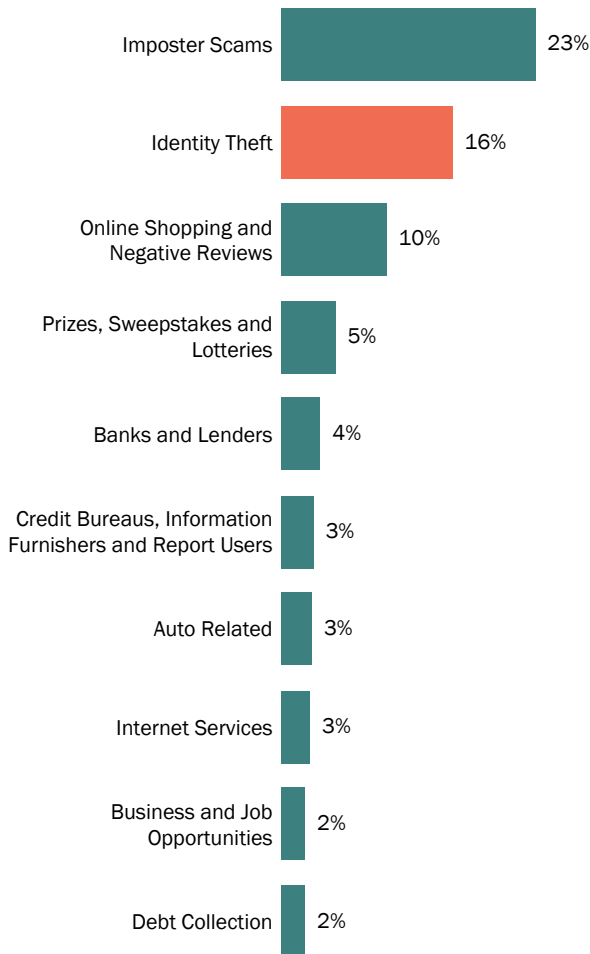
Identity Theft Reports



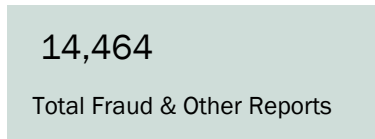
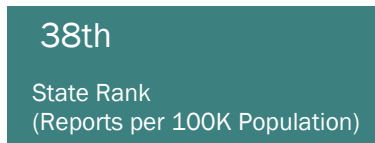
Percentages are based on the total number of relevant 2021 reports from Hawaii consumers, as indicated in the chart title. This page excludes reports provided by the Hawaii Office of Consumer Protection. Consumers can report multiple types of identity theft.

Idaho

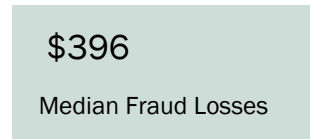
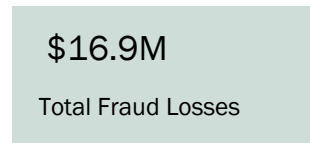
Top Ten Report Categories



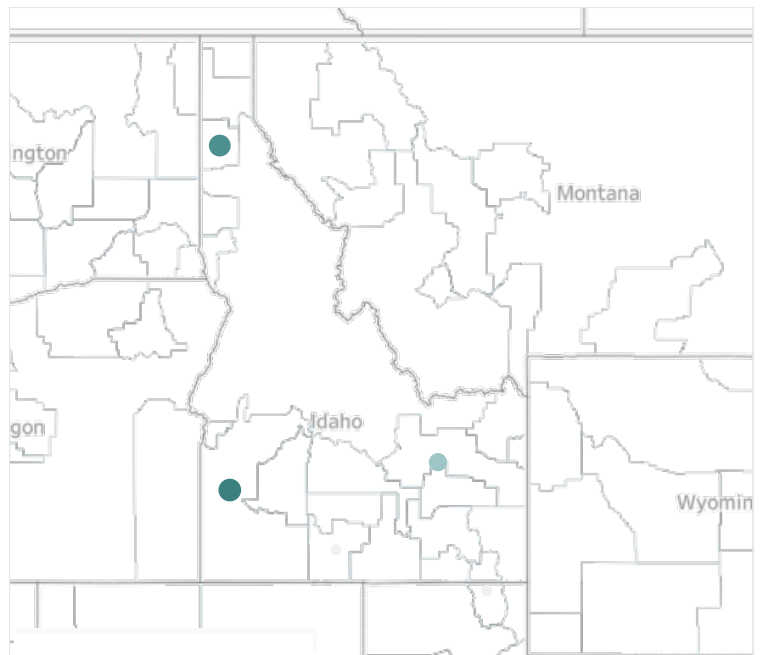
Fraud & Other Reports



Fraud Losses

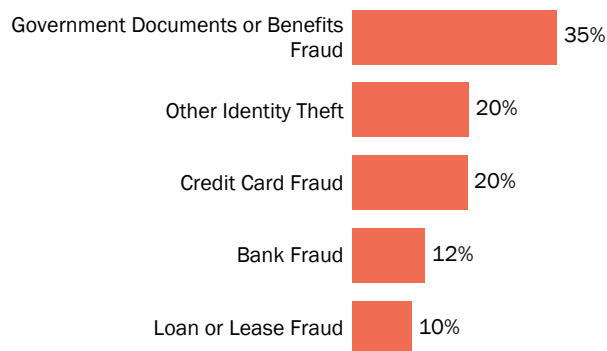


Fraud & Other Reports by Metropolitan Area

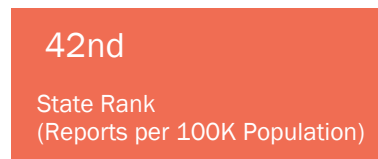


Reports per 100K Population
590 ● 904 ● 904

Top Identity Theft Types



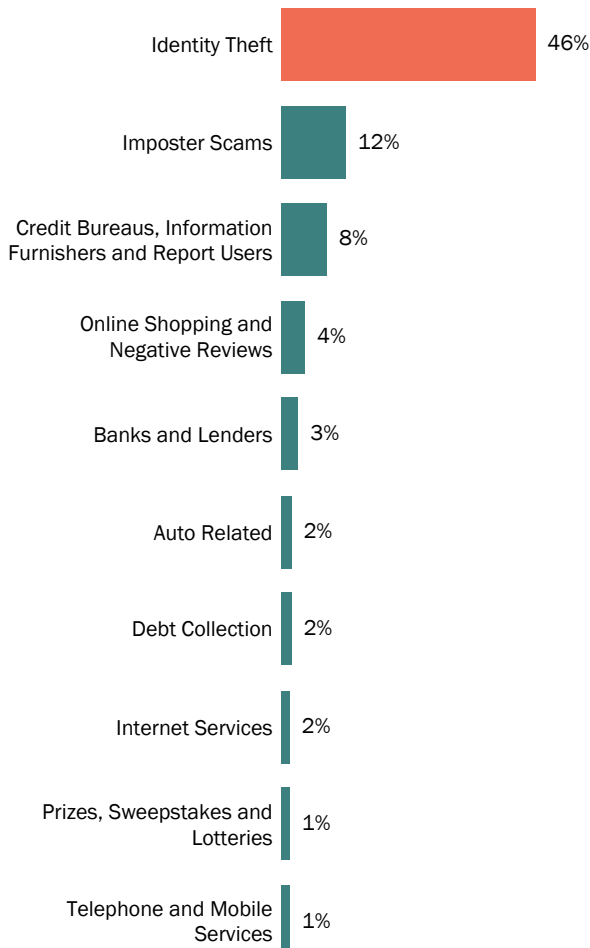
Identity Theft Reports



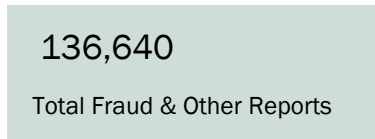
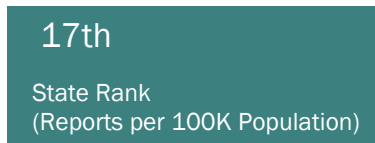
Percentages are based on the total number of relevant 2021 reports from Idaho consumers, as indicated in the chart title. This page excludes reports provided by the Idaho Attorney General. Consumers can report multiple types of identity theft.

Illinois

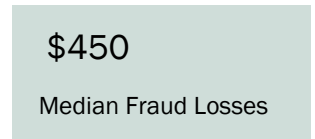
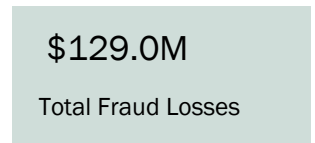
Top Ten Report Categories



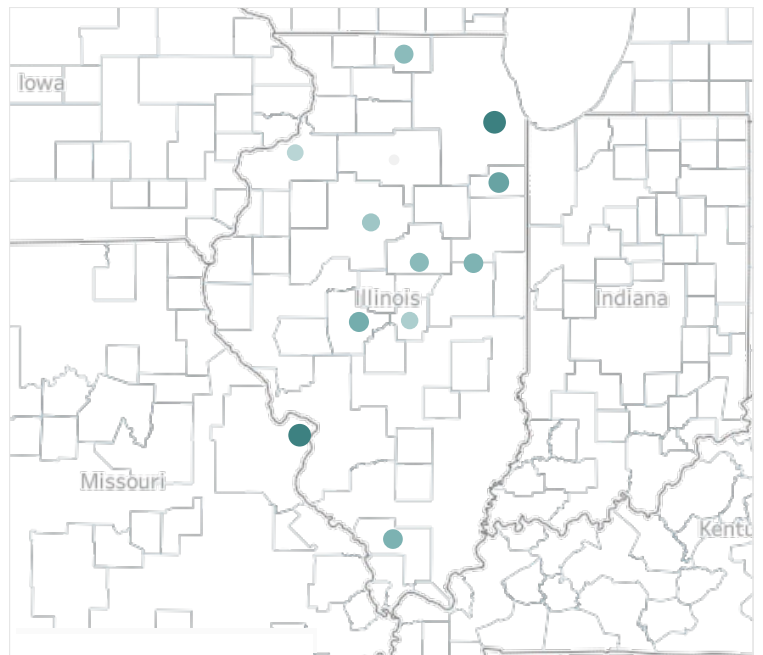
Fraud & Other Reports



Fraud Losses

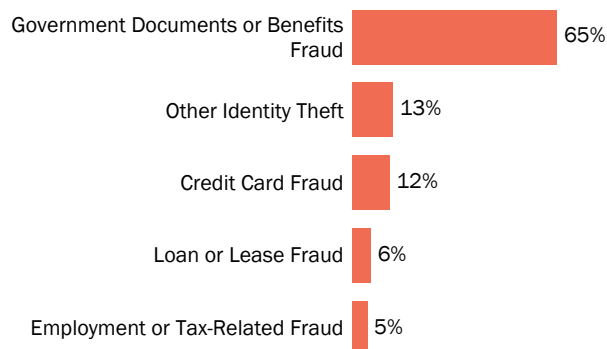


Fraud & Other Reports by Metropolitan Area

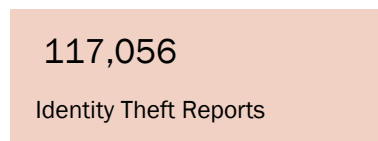
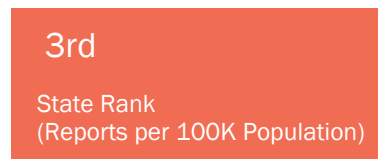


Reports per 100K Population
629 ● 1,153

Top Identity Theft Types



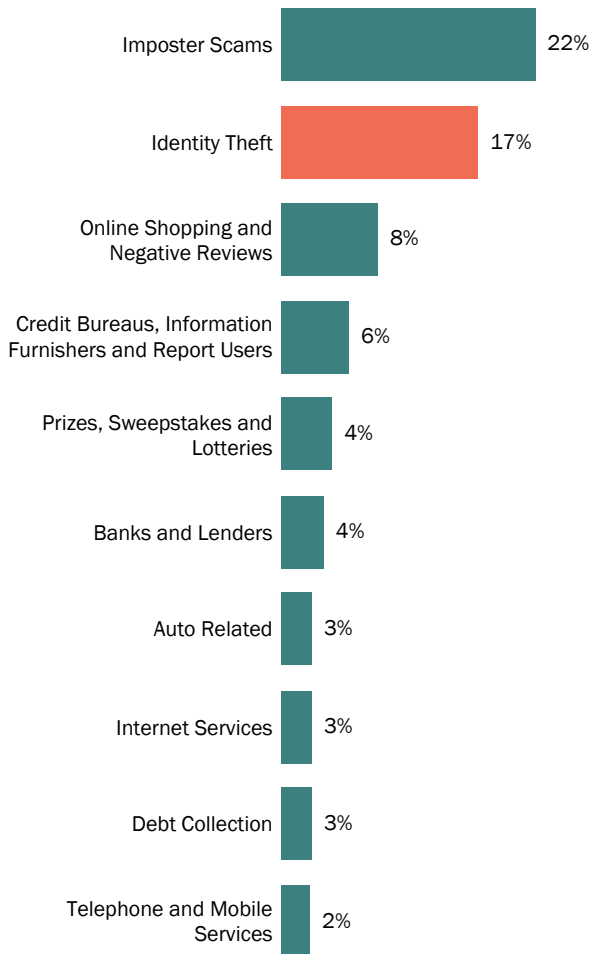
Identity Theft Reports



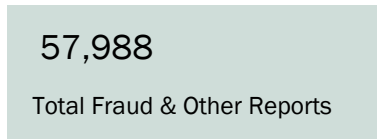
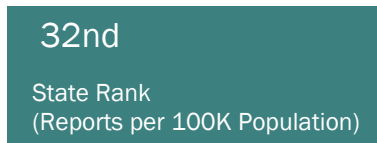
Percentages are based on the total number of relevant 2021 reports from Illinois consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Indiana

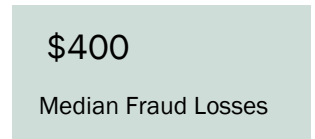
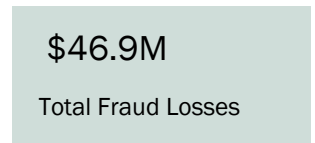
Top Ten Report Categories



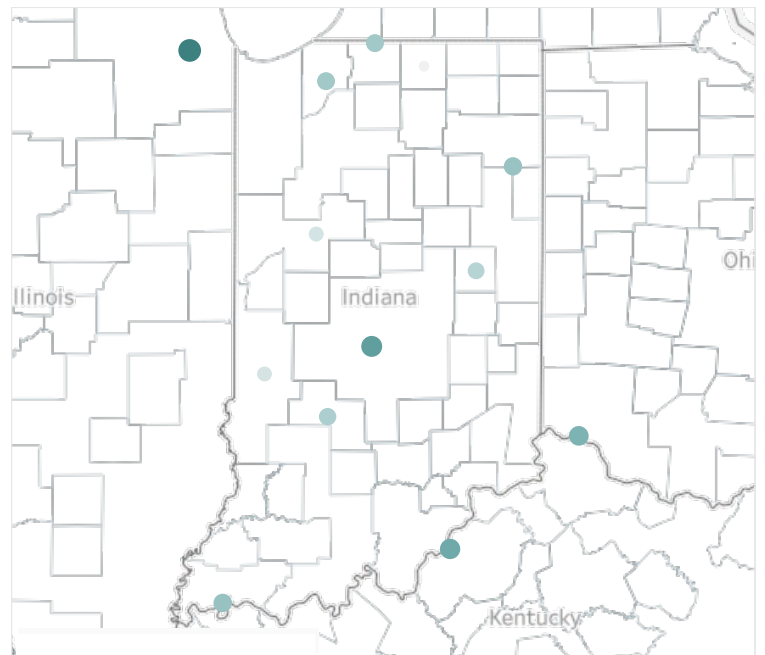
Fraud & Other Reports



Fraud Losses

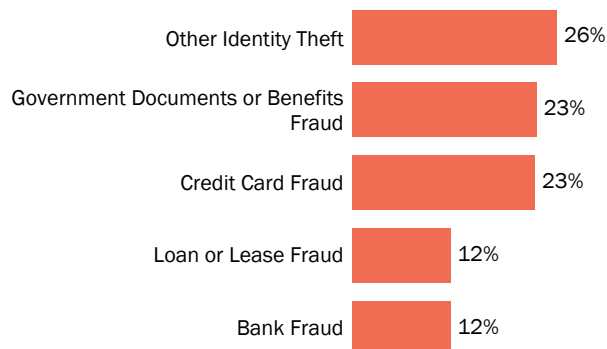


Fraud & Other Reports by Metropolitan Area

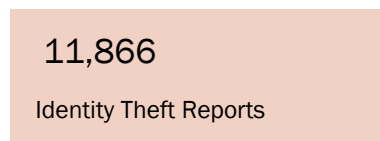
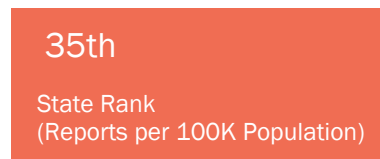


Reports per 100K Population
582 ● 1,153

Top Identity Theft Types



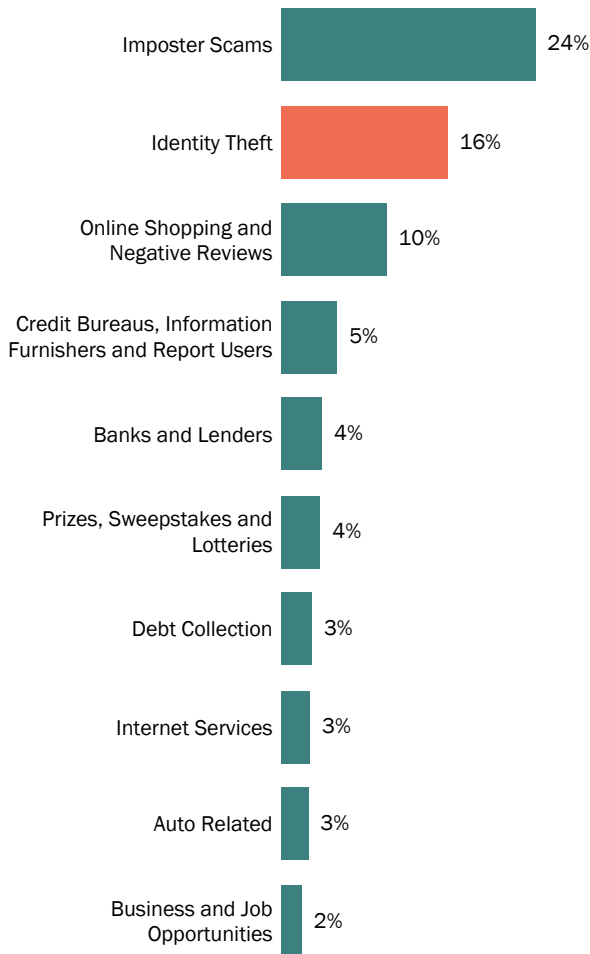
Identity Theft Reports



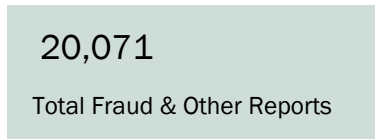
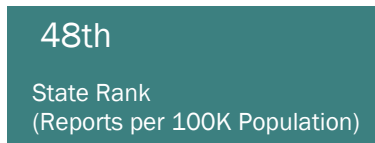
Percentages are based on the total number of relevant 2021 reports from Indiana consumers, as indicated in the chart title. This page excludes reports provided by the Indiana Attorney General. Consumers can report multiple types of identity theft.

Iowa

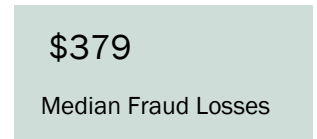
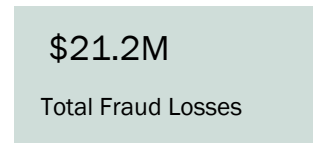
Top Ten Report Categories



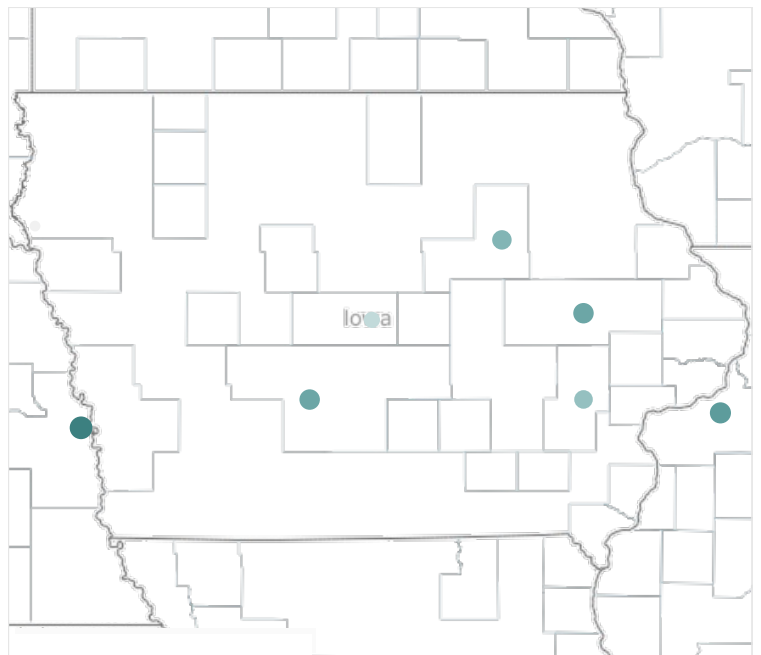
Fraud & Other Reports



Fraud Losses

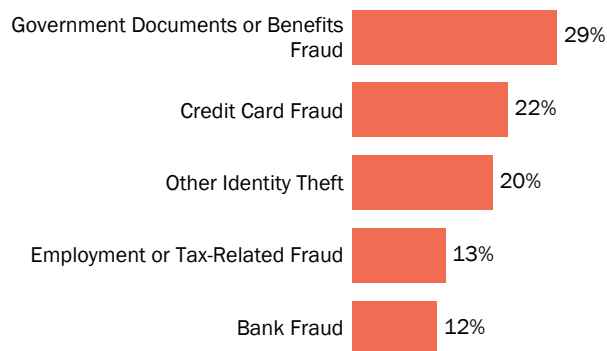


Fraud & Other Reports by Metropolitan Area

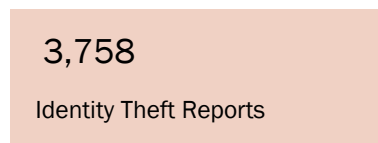
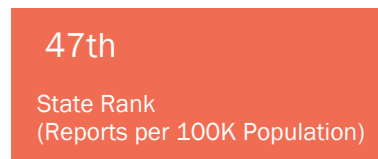


Reports per 100K Population
522 ● 837

Top Identity Theft Types



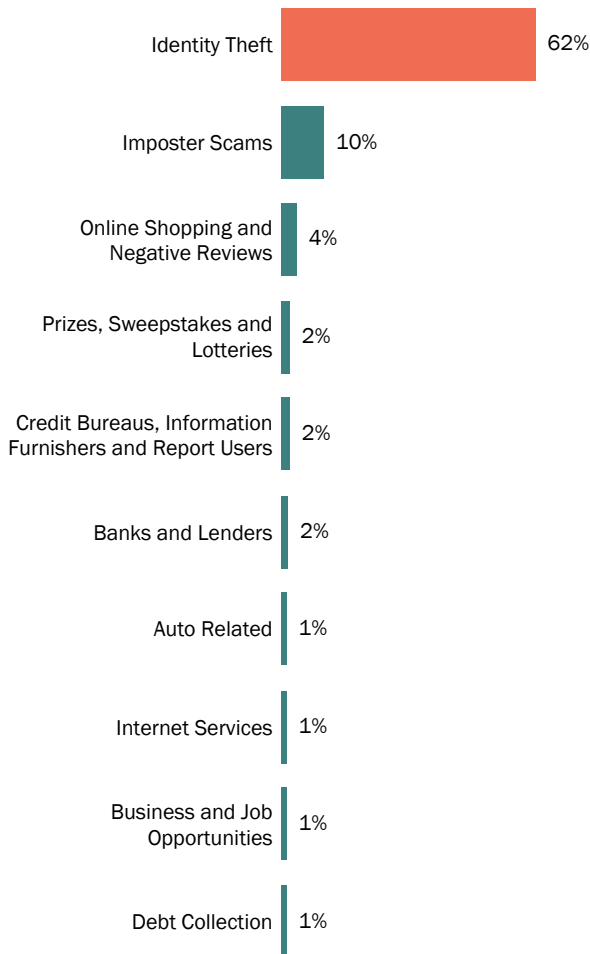
Identity Theft Reports



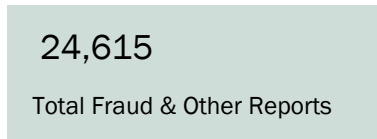
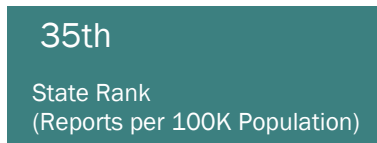
Percentages are based on the total number of relevant 2021 reports from Iowa consumers, as indicated in the chart title. This page excludes reports provided by the Iowa Attorney General. Consumers can report multiple types of identity theft.

Kansas

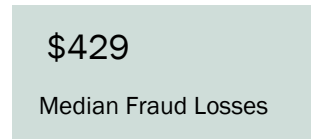
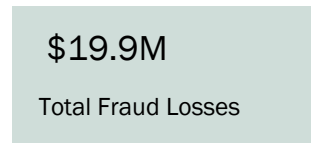
Top Ten Report Categories



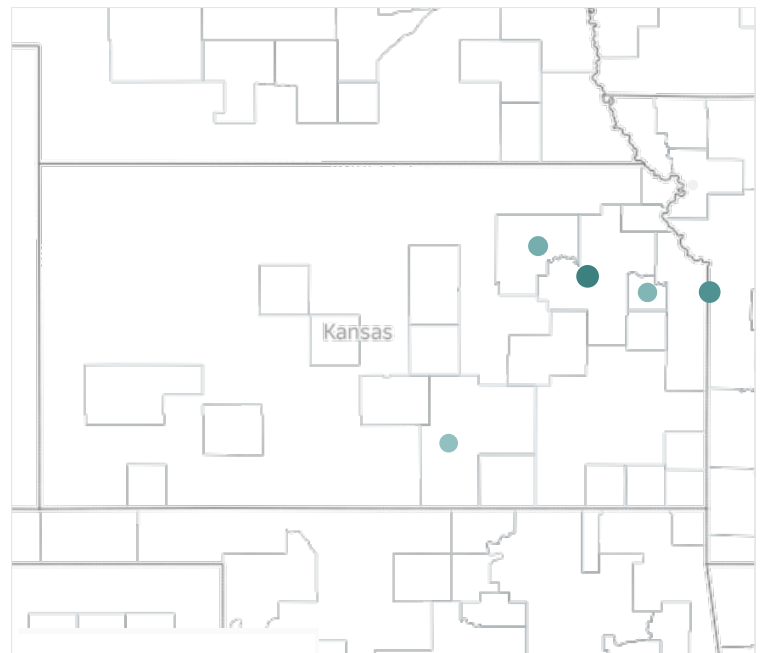
Fraud & Other Reports



Fraud Losses

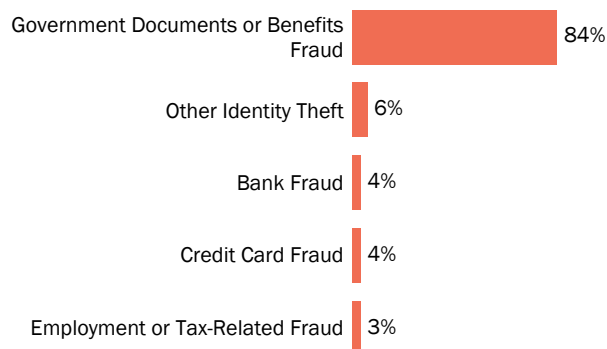


Fraud & Other Reports by Metropolitan Area

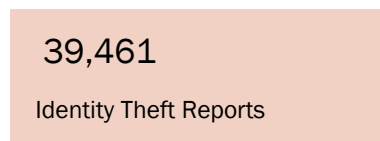
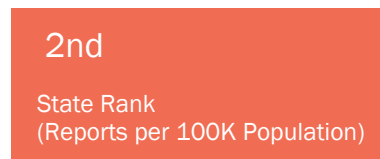


Reports per 100K Population
692 • 1,033

Top Identity Theft Types



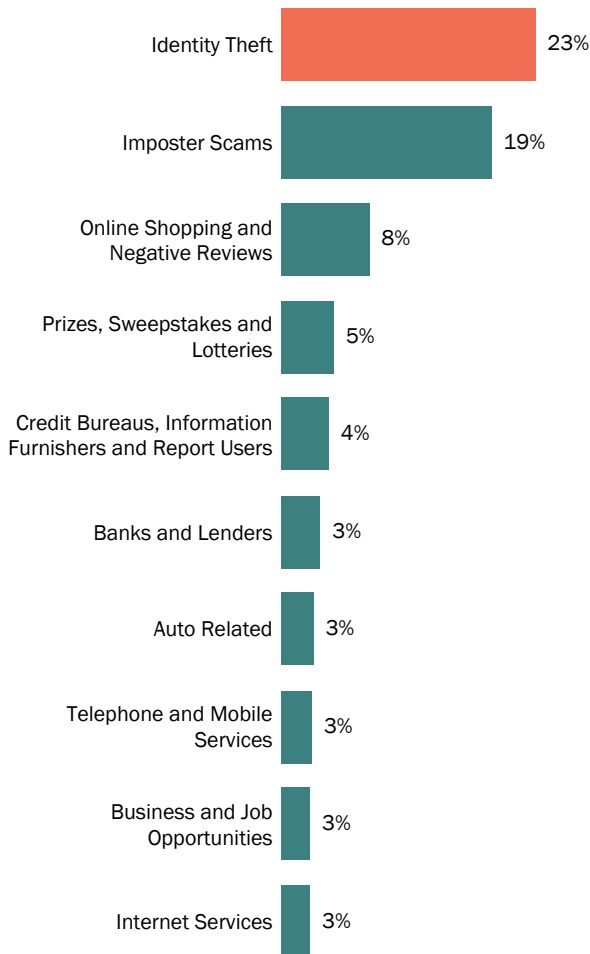
Identity Theft Reports



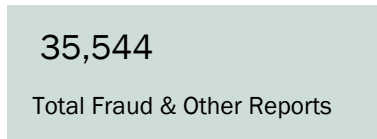
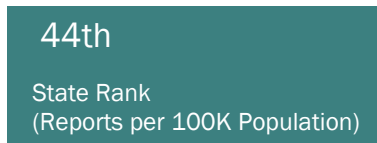
Percentages are based on the total number of relevant 2021 reports from Kansas consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Kentucky

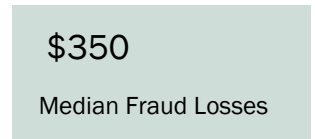
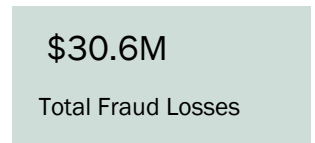
Top Ten Report Categories



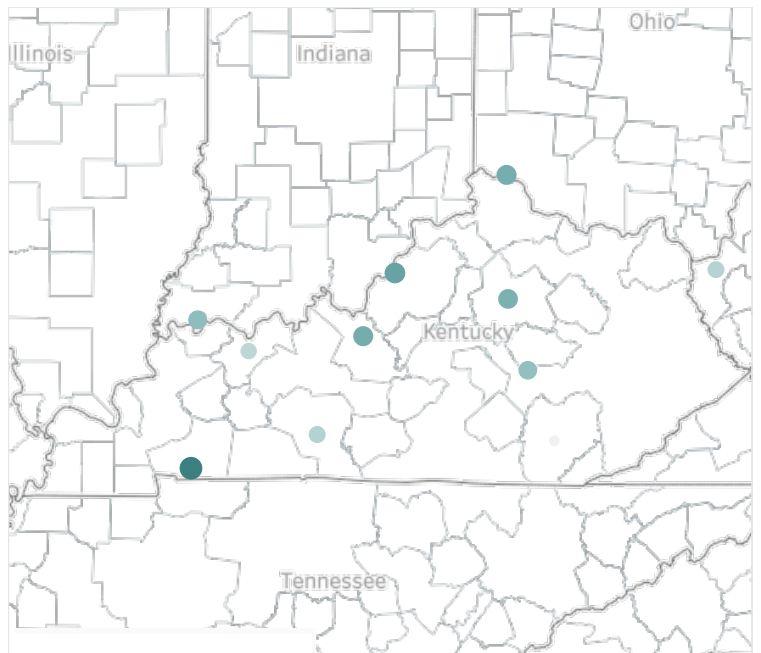
Fraud & Other Reports



Fraud Losses

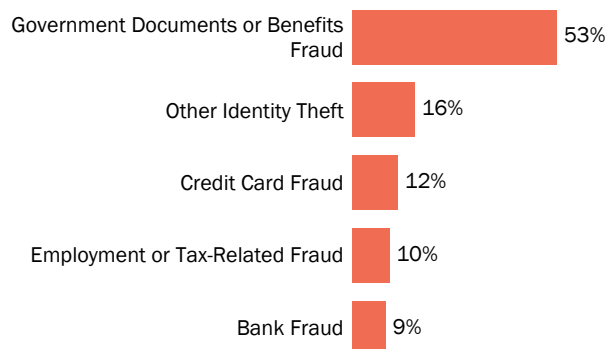


Fraud & Other Reports by Metropolitan Area

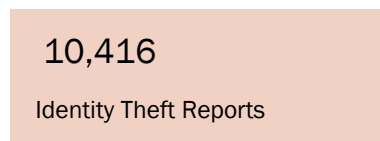
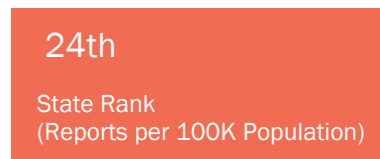


Reports per 100K Population
543 ● 1,133

Top Identity Theft Types



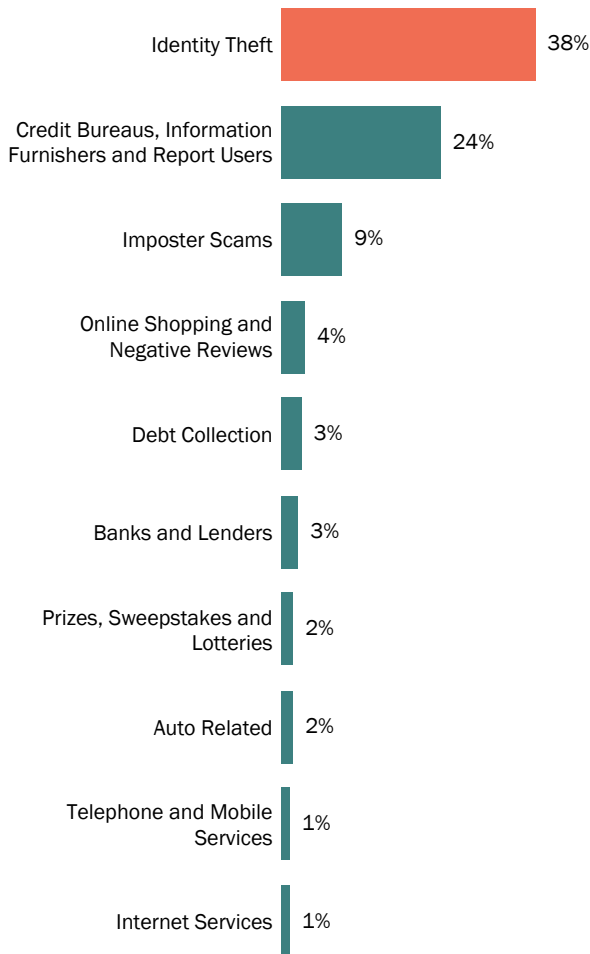
Identity Theft Reports



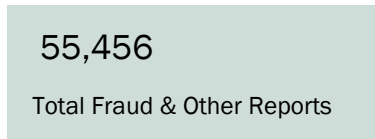
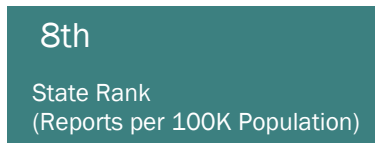
Percentages are based on the total number of relevant 2021 reports from Kentucky consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Louisiana

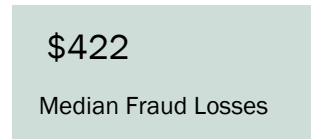
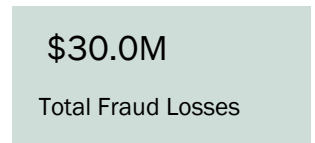
Top Ten Report Categories



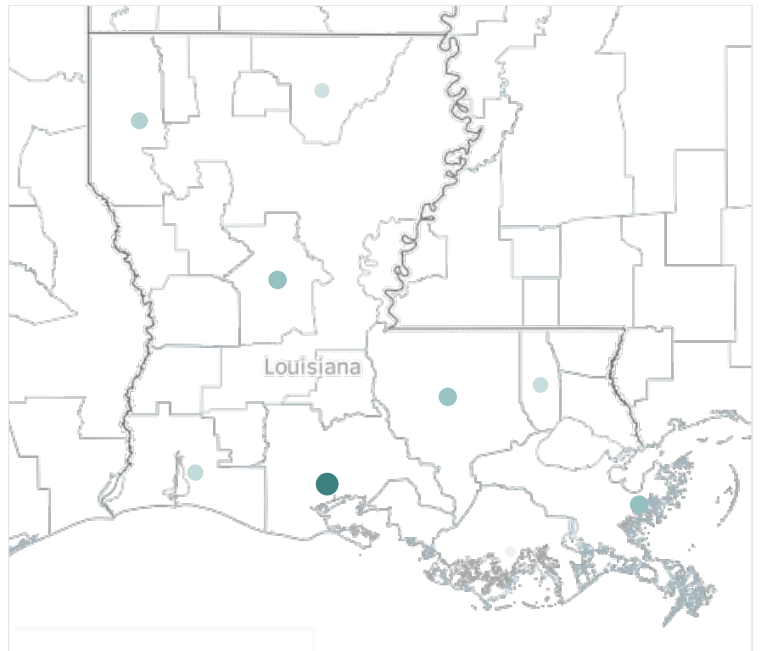
Fraud & Other Reports



Fraud Losses

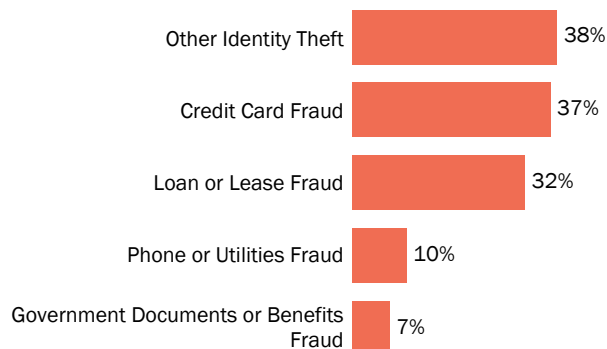


Fraud & Other Reports by Metropolitan Area

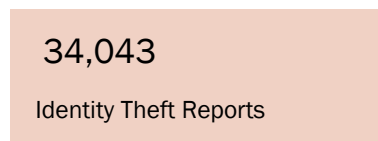
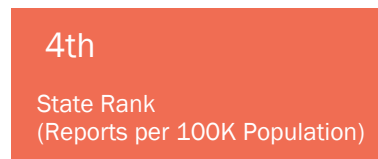


Reports per 100K Population
723 ● 1,908

Top Identity Theft Types



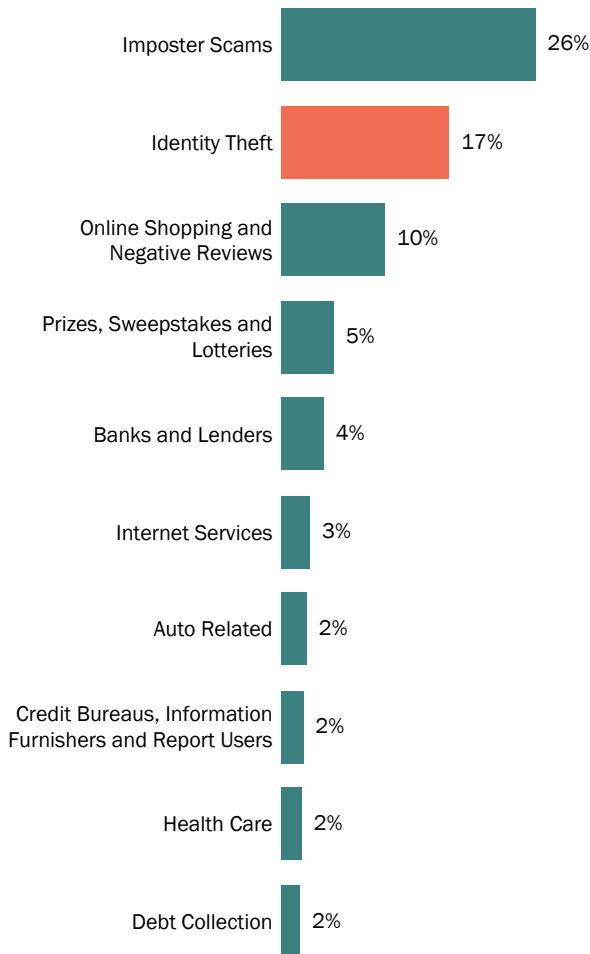
Identity Theft Reports



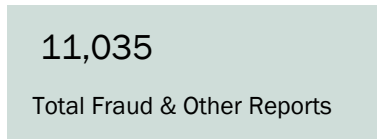
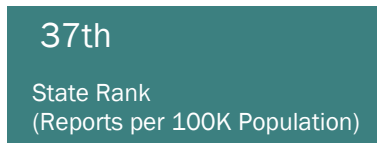
Percentages are based on the total number of relevant 2021 reports from Louisiana consumers, as indicated in the chart title. This page excludes reports provided by the Louisiana Attorney General. Consumers can report multiple types of identity theft.

Maine

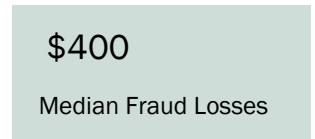
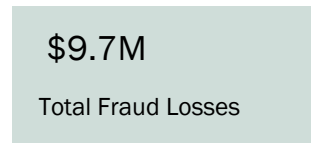
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

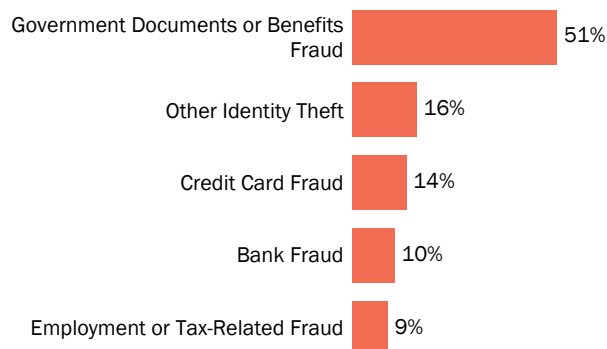


Fraud & Other Reports by Metropolitan Area

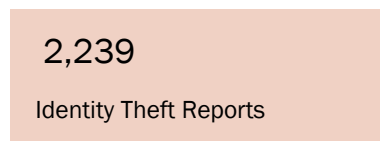
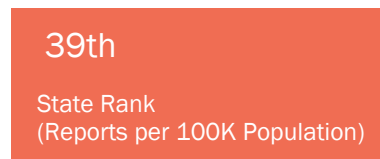


Reports per 100K Population
775 ● 828

Top Identity Theft Types



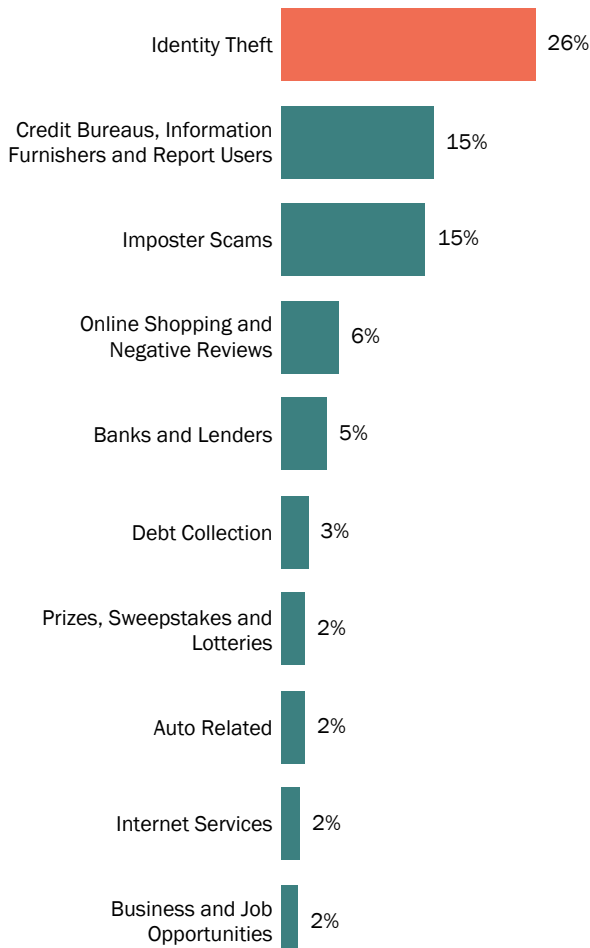
Identity Theft Reports



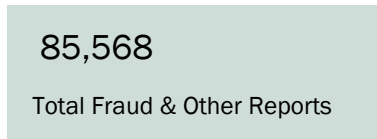
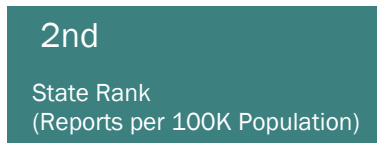
Percentages are based on the total number of relevant 2021 reports from Maine consumers, as indicated in the chart title. This page excludes reports provided by the Maine Attorney General. Consumers can report multiple types of identity theft.

Maryland

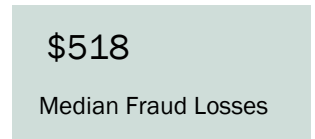
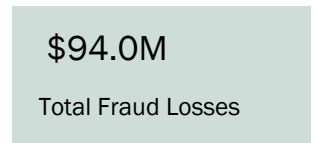
Top Ten Report Categories



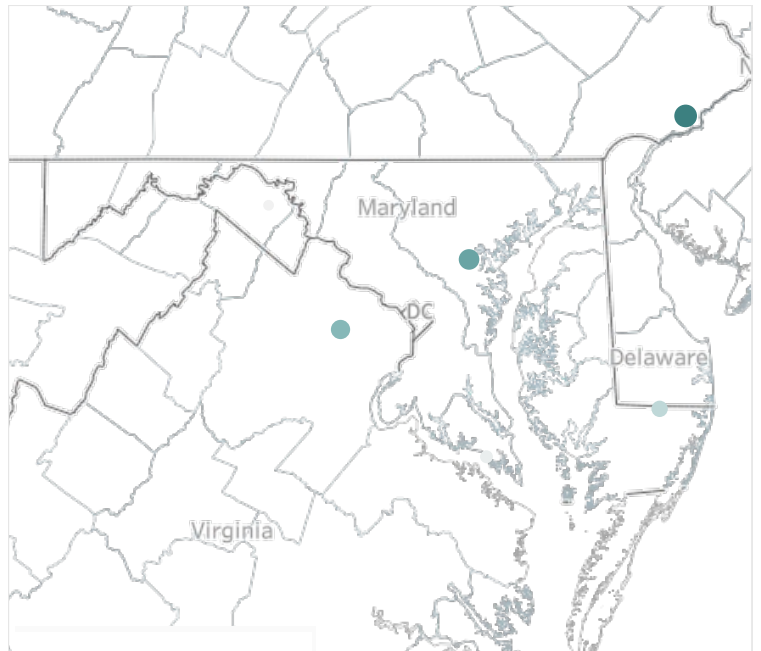
Fraud & Other Reports



Fraud Losses

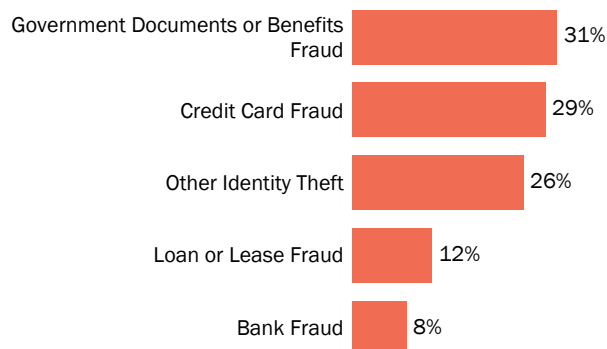


Fraud & Other Reports by Metropolitan Area

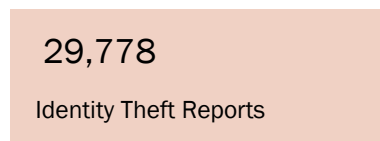
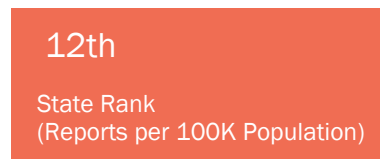


Reports per 100K Population
956 ● 1,690

Top Identity Theft Types



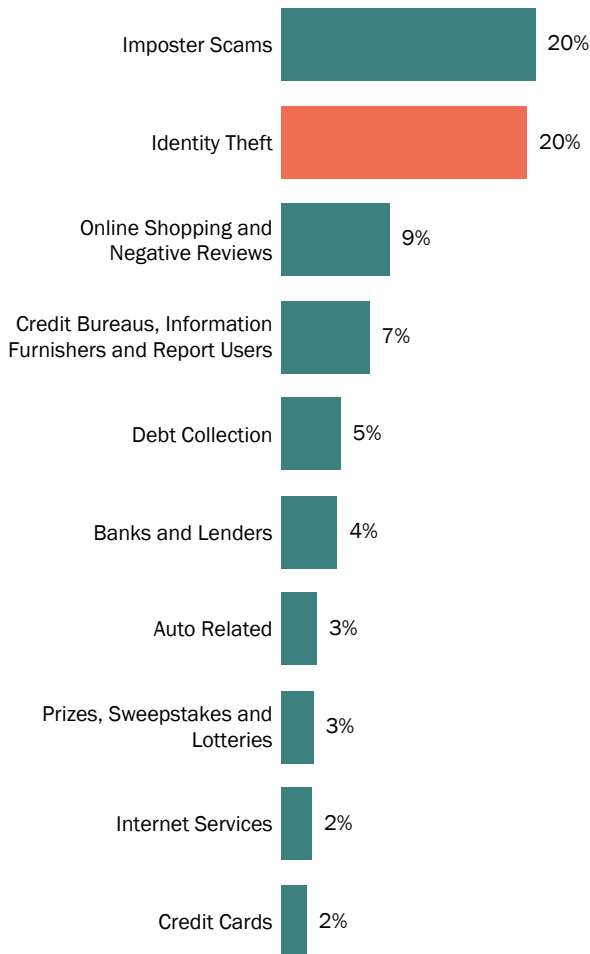
Identity Theft Reports



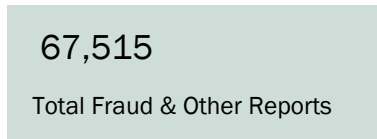
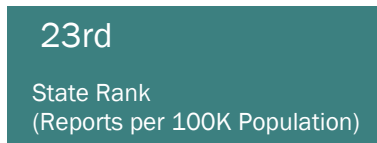
Percentages are based on the total number of relevant 2021 reports from Maryland consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Massachusetts

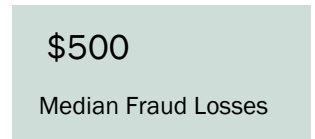
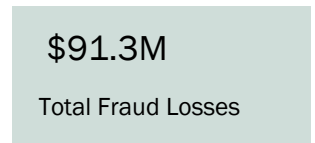
Top Ten Report Categories



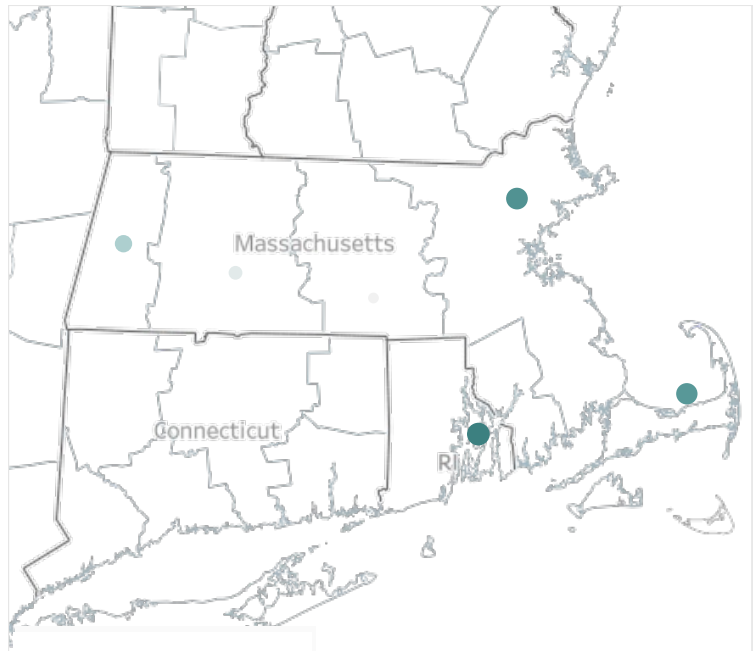
Fraud & Other Reports



Fraud Losses

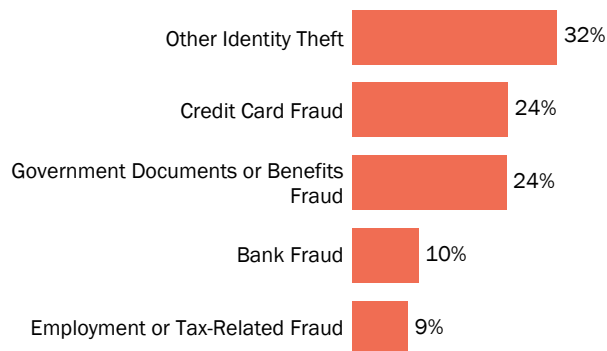


Fraud & Other Reports by Metropolitan Area

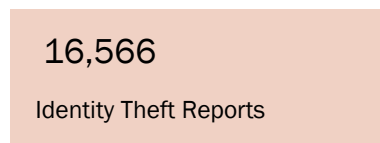
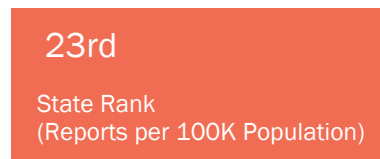


Reports per 100K Population
796 • 1,046

Top Identity Theft Types



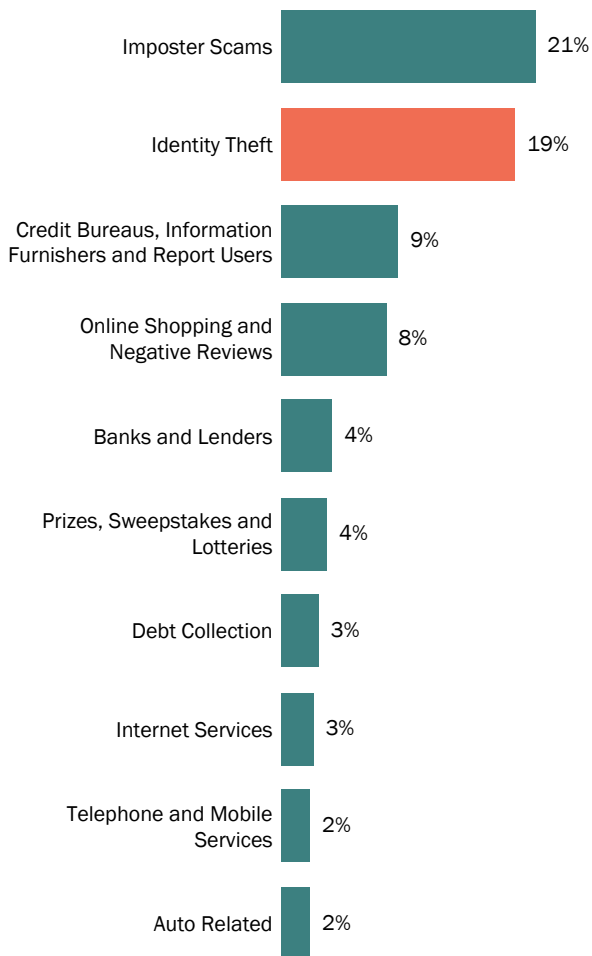
Identity Theft Reports



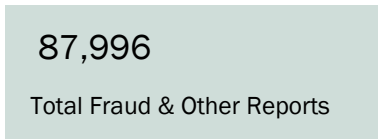
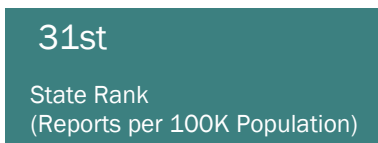
Percentages are based on the total number of relevant 2021 reports from Massachusetts consumers, as indicated in the chart title. This page excludes reports provided by the Massachusetts Attorney General. Consumers can report multiple types of identity theft.

Michigan

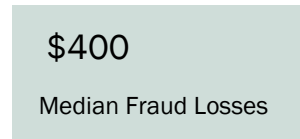
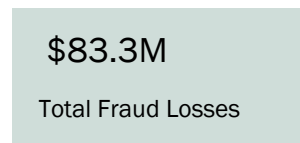
Top Ten Report Categories



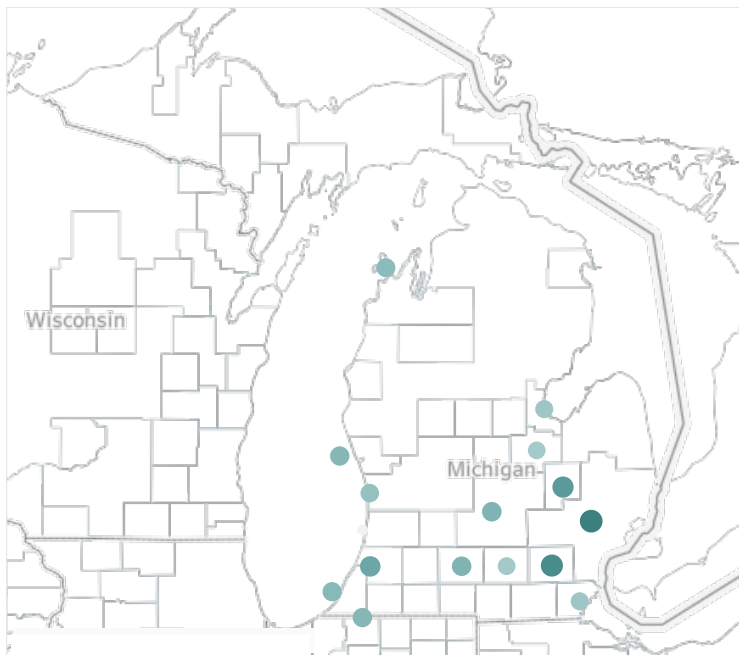
Fraud & Other Reports



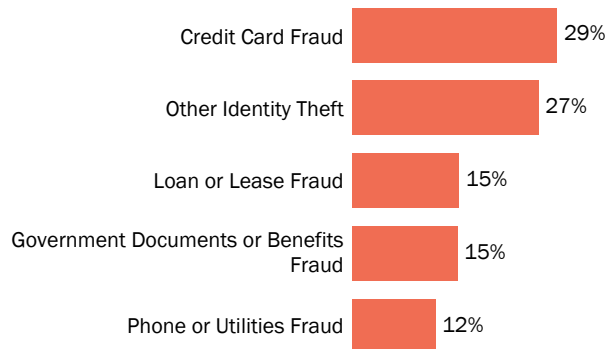
Fraud Losses



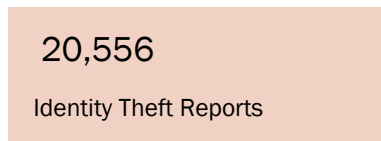
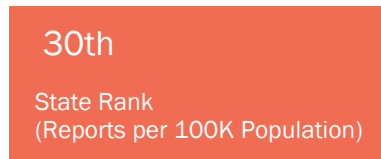
Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



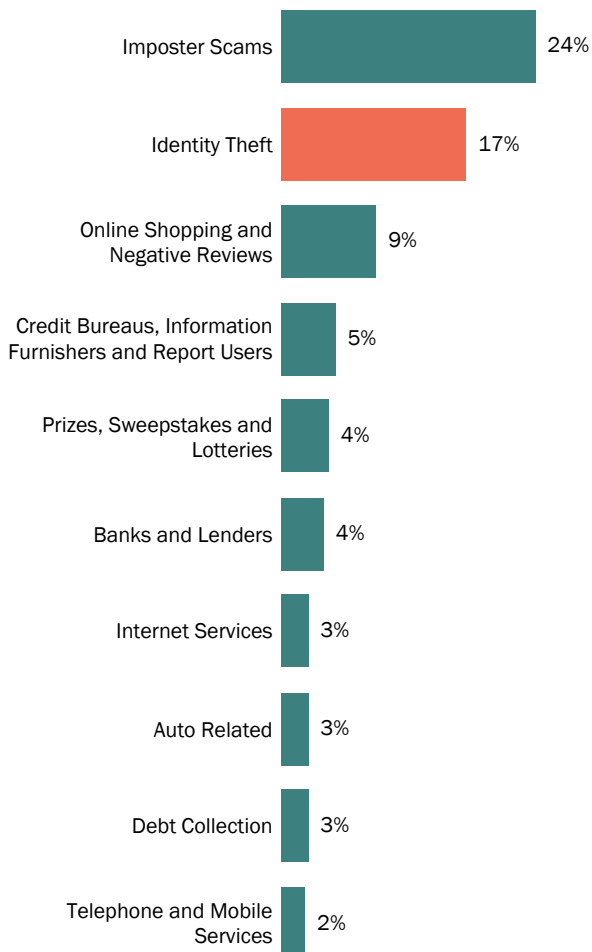
Identity Theft Reports



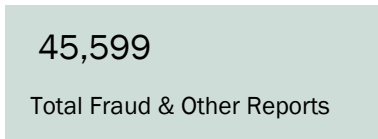
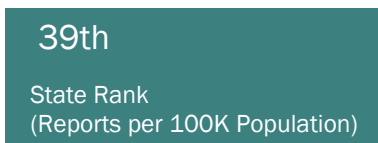
Percentages are based on the total number of relevant 2021 reports from Michigan consumers, as indicated in the chart title. This page excludes reports provided by the Michigan Attorney General. Consumers can report multiple types of identity theft.

Minnesota

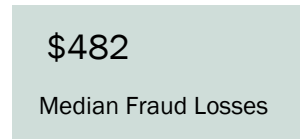
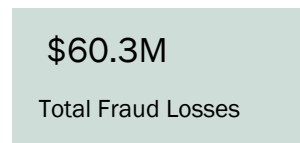
Top Ten Report Categories



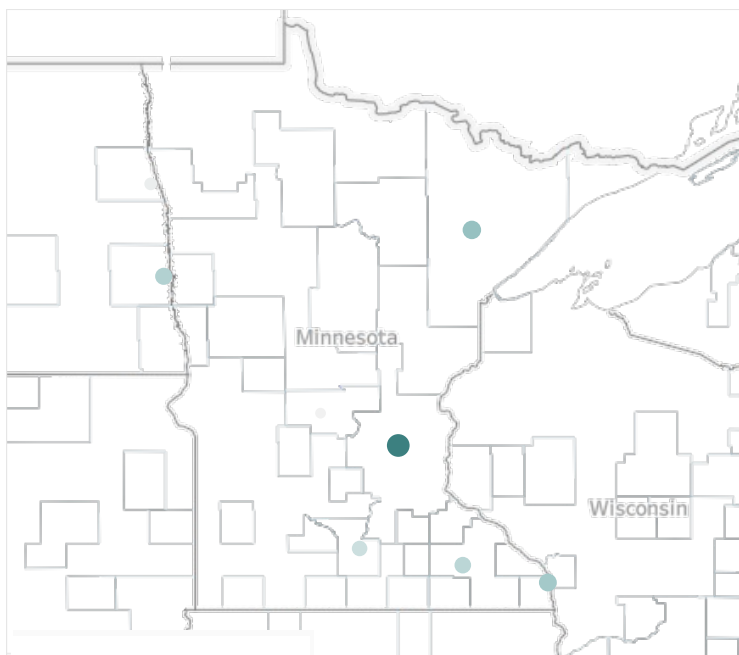
Fraud & Other Reports



Fraud Losses

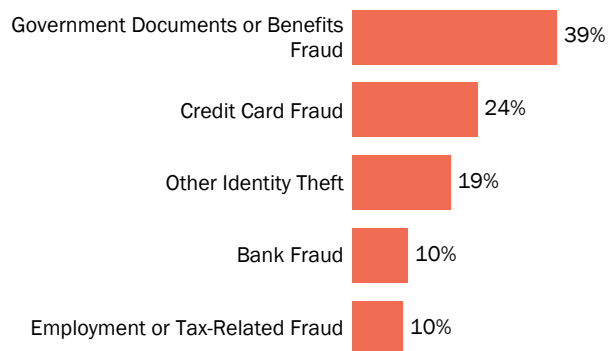


Fraud & Other Reports by Metropolitan Area

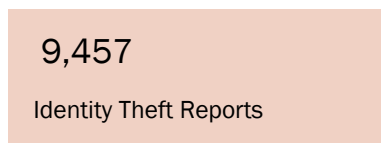
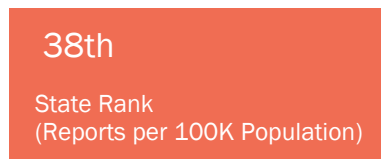


Reports per 100K Population
601 • 898

Top Identity Theft Types



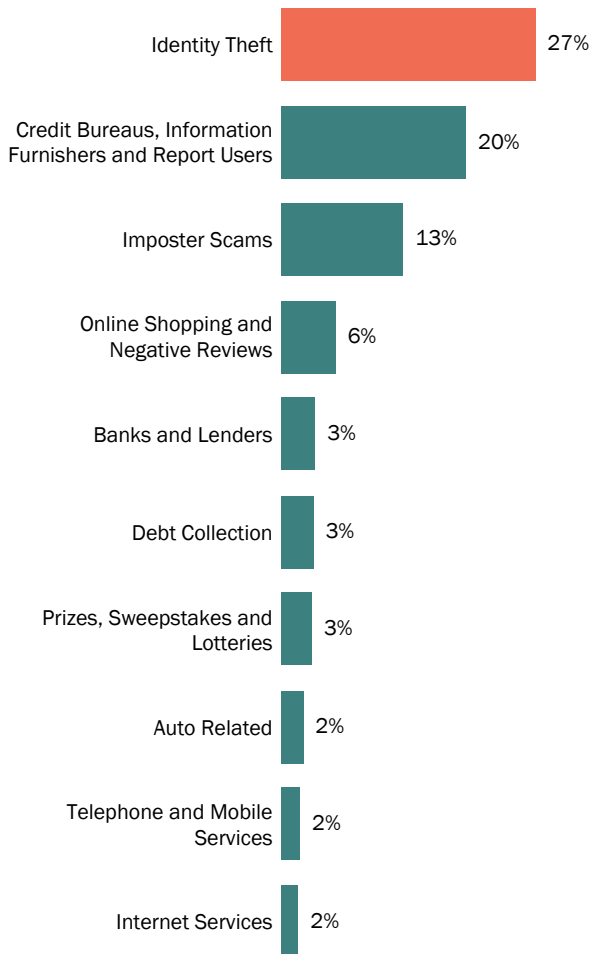
Identity Theft Reports



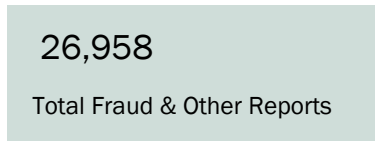
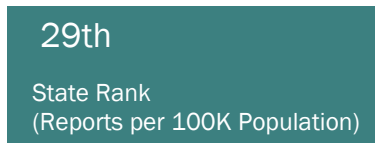
Percentages are based on the total number of relevant 2021 reports from Minnesota consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Mississippi

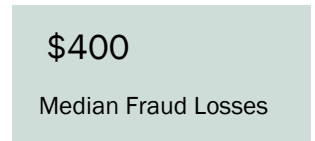
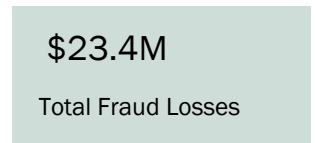
Top Ten Report Categories



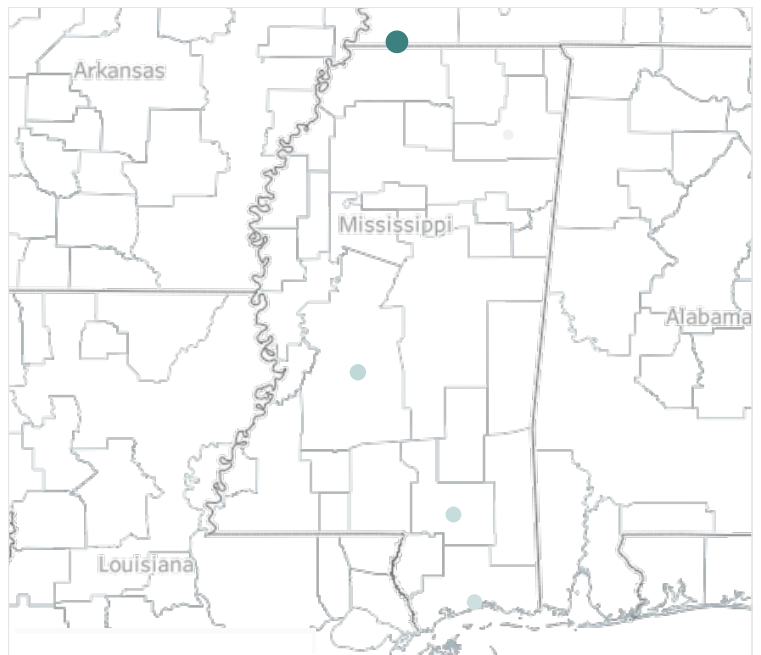
Fraud & Other Reports



Fraud Losses

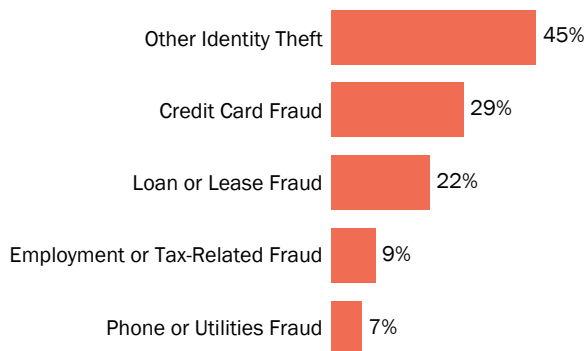


Fraud & Other Reports by Metropolitan Area

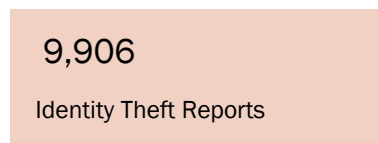
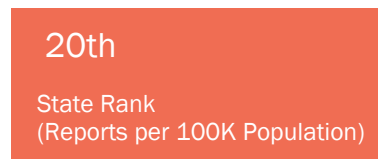


Reports per 100K Population
685 • 1,170 • 2,170

Top Identity Theft Types



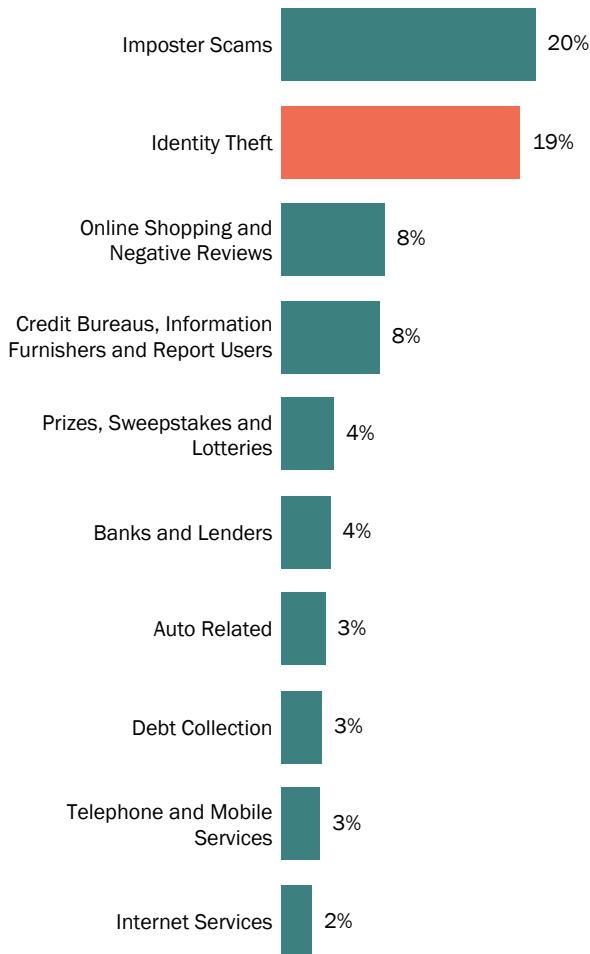
Identity Theft Reports



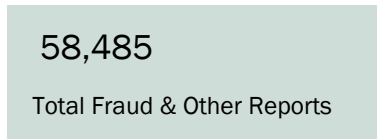
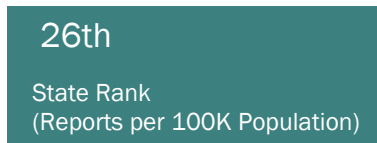
Percentages are based on the total number of relevant 2021 reports from Mississippi consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Missouri

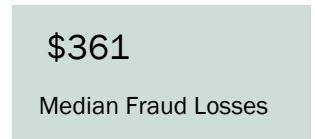
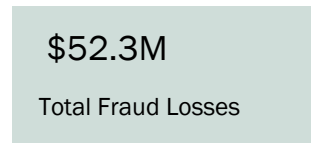
Top Ten Report Categories



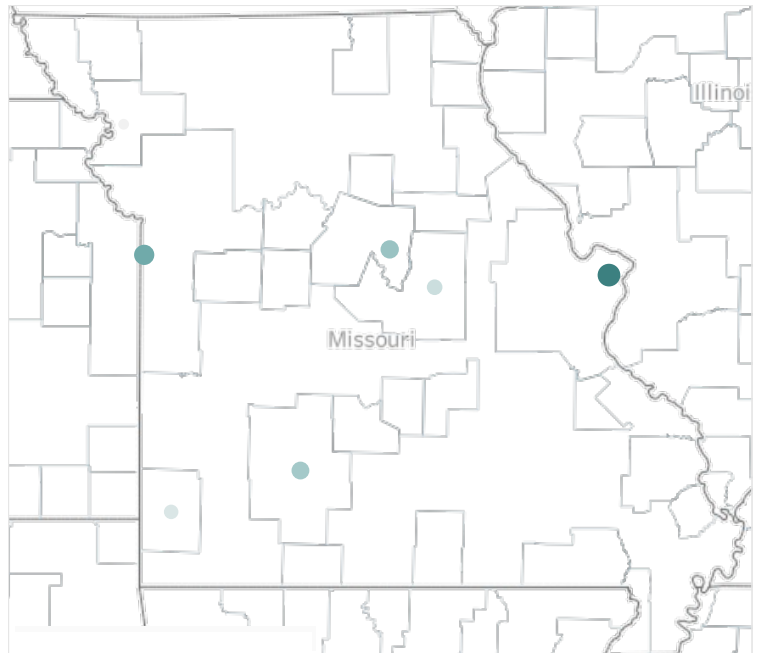
Fraud & Other Reports



Fraud Losses

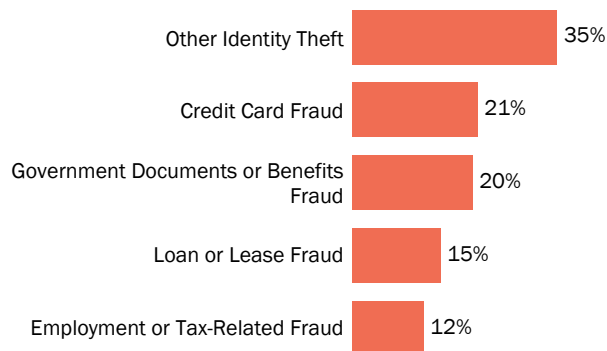


Fraud & Other Reports by Metropolitan Area

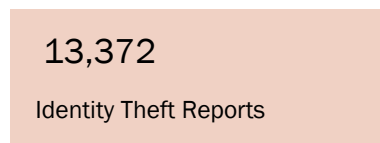
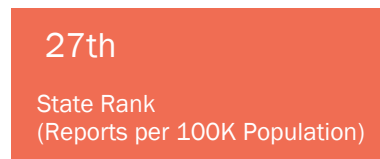


Reports per 100K Population
692 • 1,149

Top Identity Theft Types



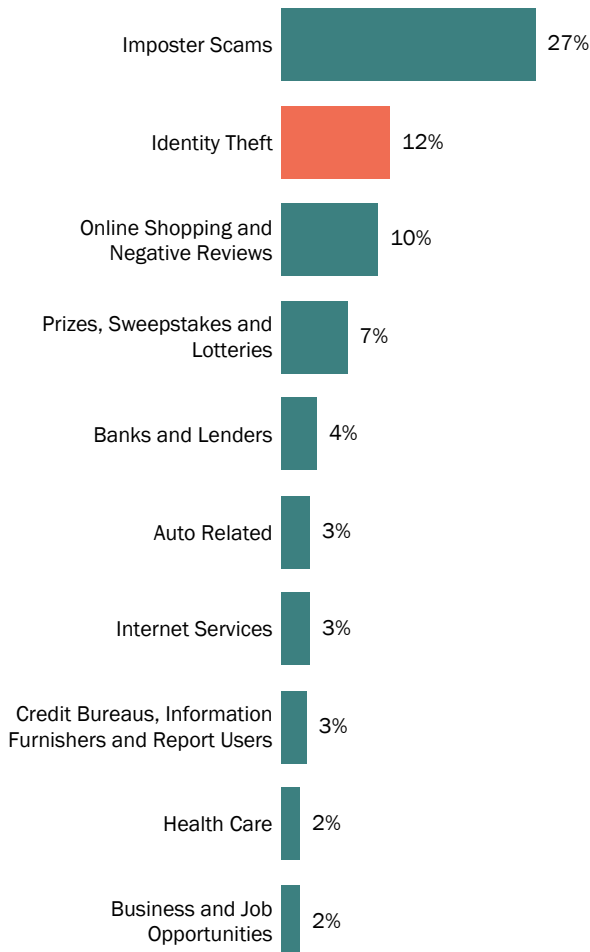
Identity Theft Reports



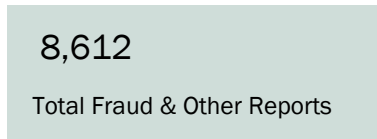
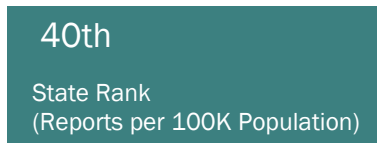
Percentages are based on the total number of relevant 2021 reports from Missouri consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Montana

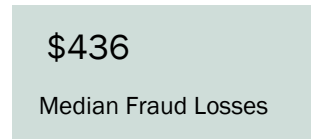
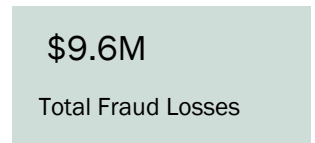
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

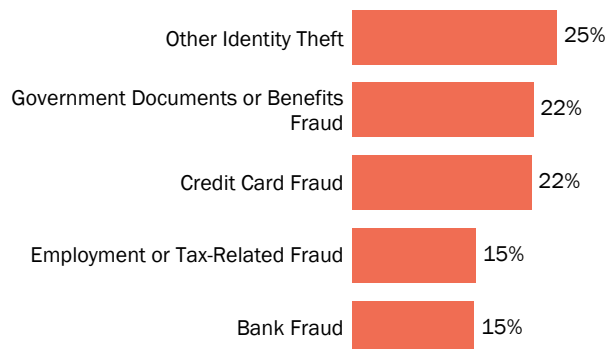


Fraud & Other Reports by Metropolitan Area

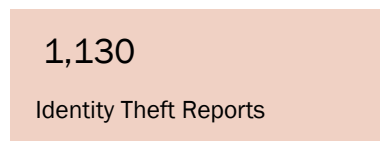
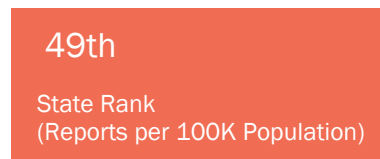


Reports per 100K Population
735 ● 936 ● 936

Top Identity Theft Types



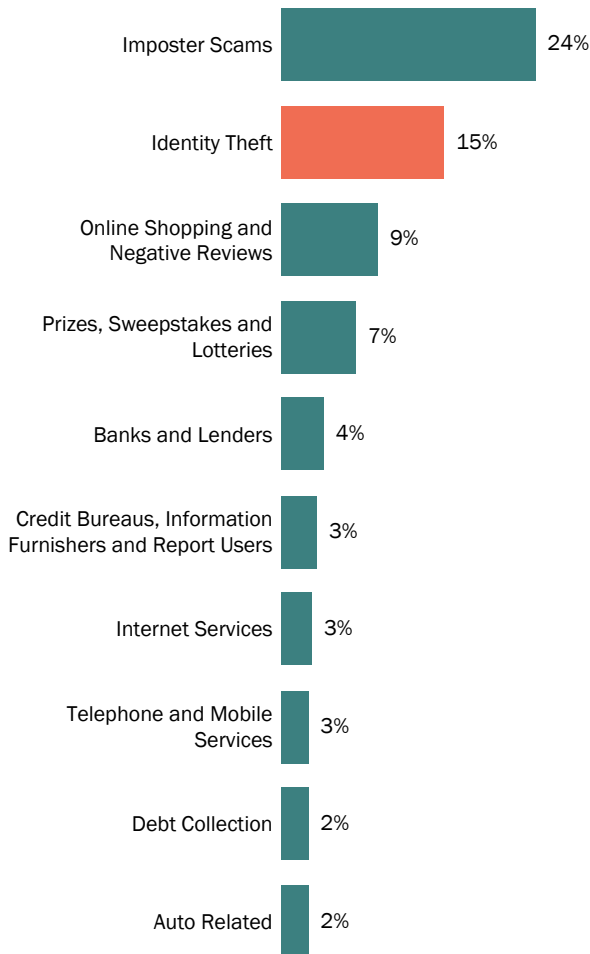
Identity Theft Reports



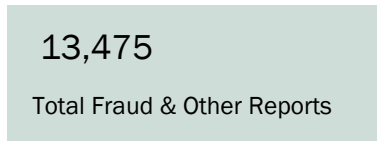
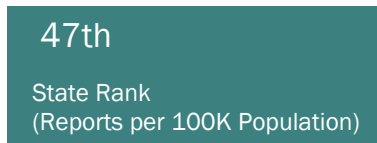
Percentages are based on the total number of relevant 2021 reports from Montana consumers, as indicated in the chart title. This page excludes reports provided by the Montana Attorney General. Consumers can report multiple types of identity theft.

Nebraska

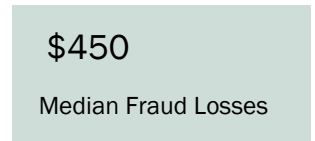
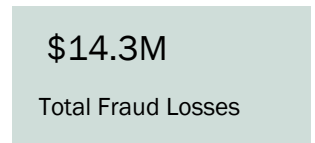
Top Ten Report Categories



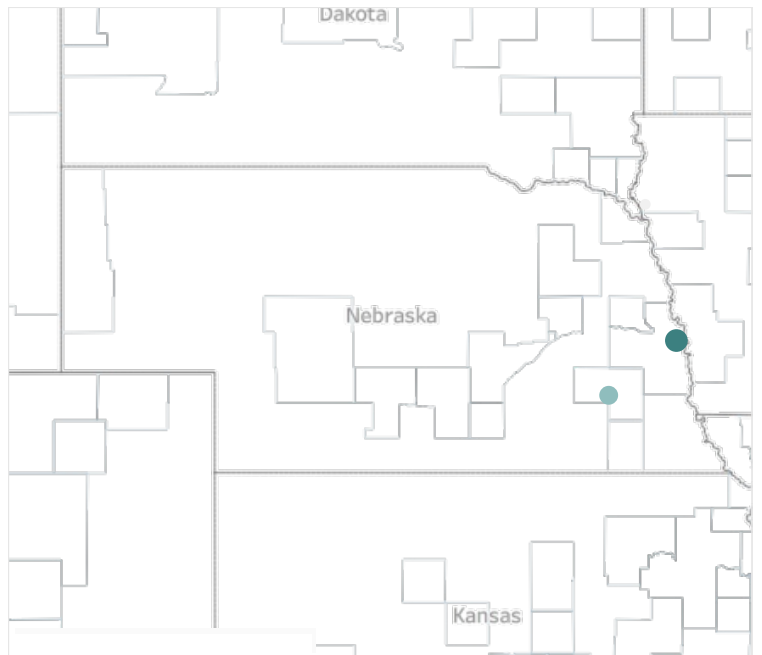
Fraud & Other Reports



Fraud Losses

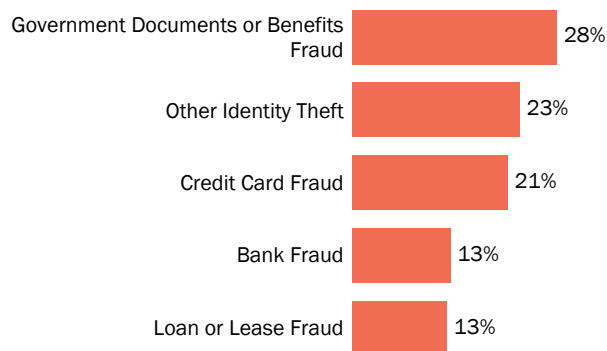


Fraud & Other Reports by Metropolitan Area

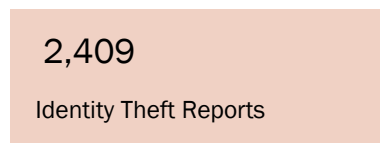
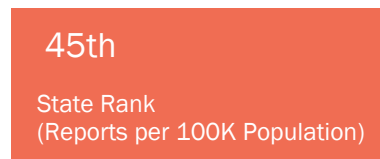


Reports per 100K Population
522 • 837 • 837

Top Identity Theft Types



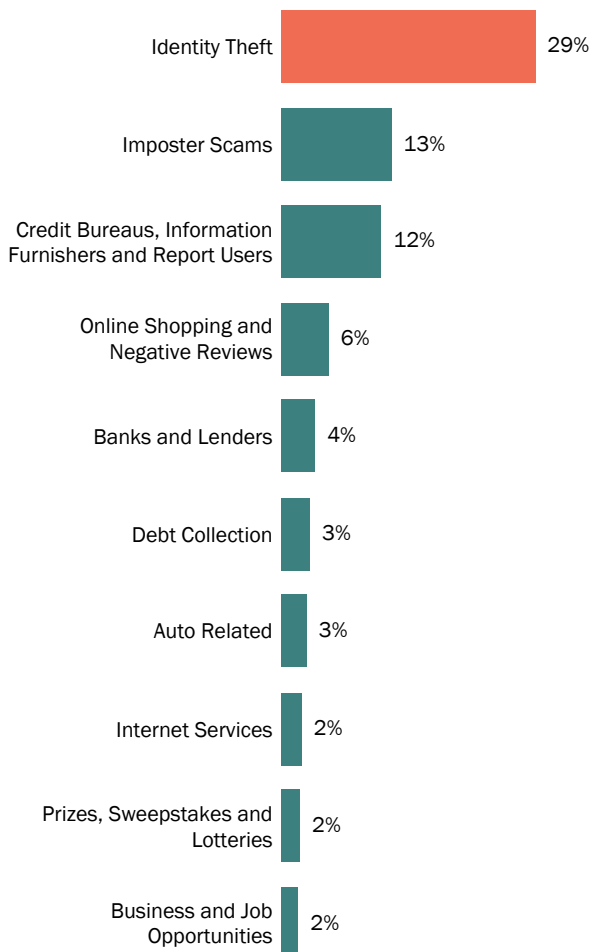
Identity Theft Reports



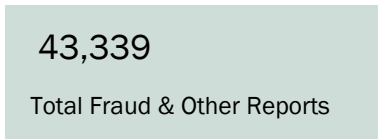
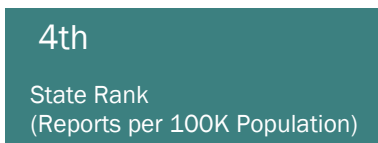
Percentages are based on the total number of relevant 2021 reports from Nebraska consumers, as indicated in the chart title. This page excludes reports provided by the Nebraska Attorney General. Consumers can report multiple types of identity theft.

Nevada

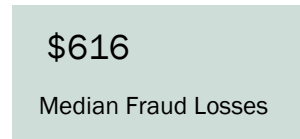
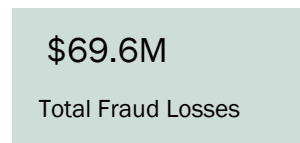
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

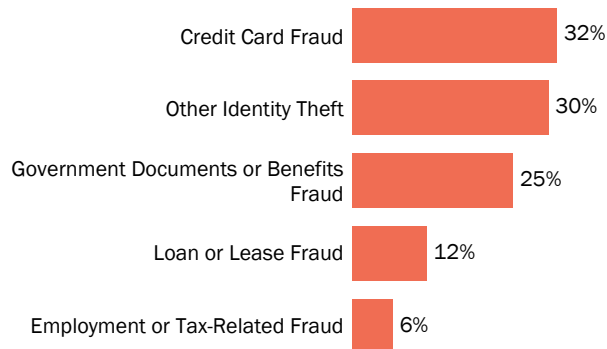


Fraud & Other Reports by Metropolitan Area

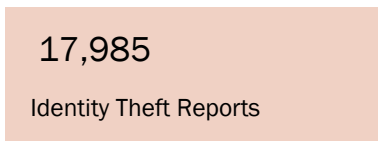
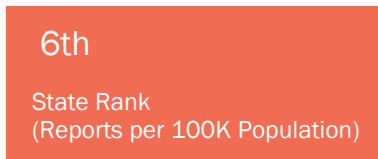


Reports per 100K Population
1,147 ● 1,508

Top Identity Theft Types



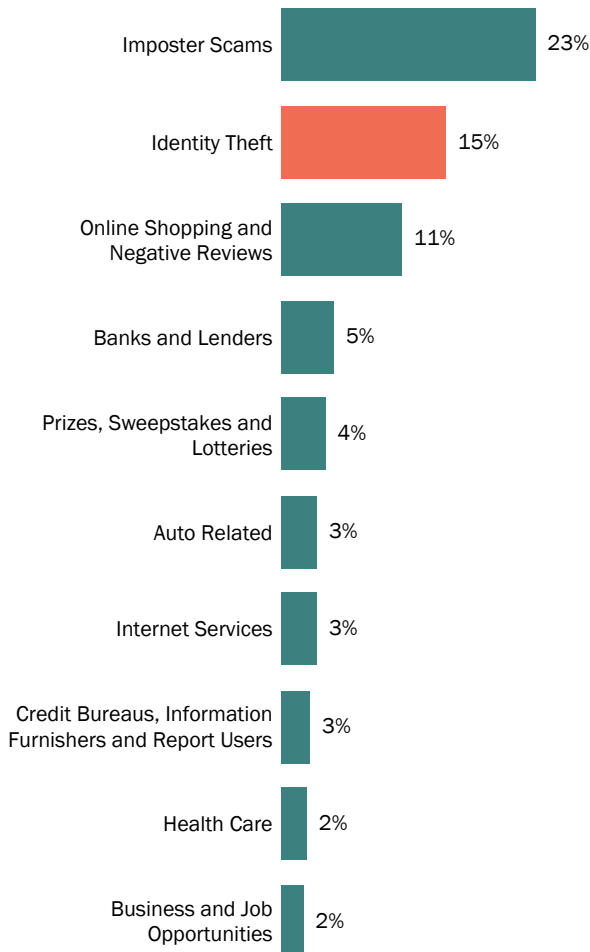
Identity Theft Reports



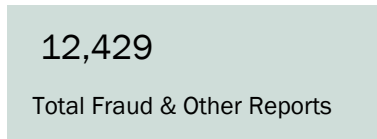
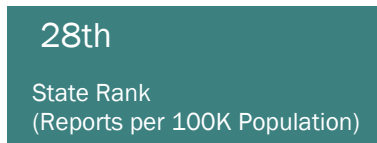
Percentages are based on the total number of relevant 2021 reports from Nevada consumers, as indicated in the chart title. This page excludes reports provided by the Nevada Attorney General. Consumers can report multiple types of identity theft.

New Hampshire

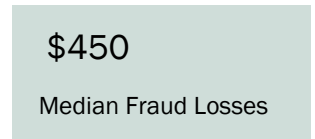
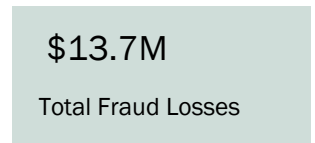
Top Ten Report Categories



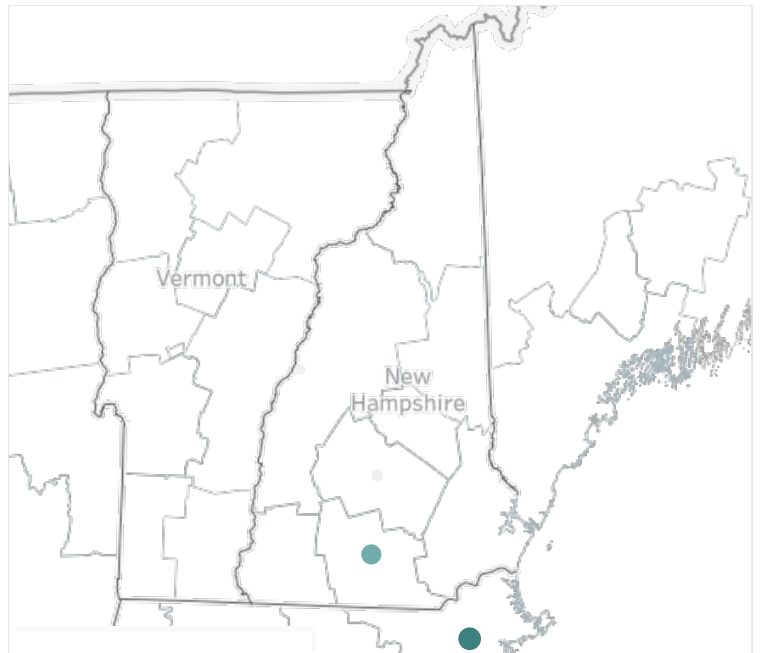
Fraud & Other Reports



Fraud Losses

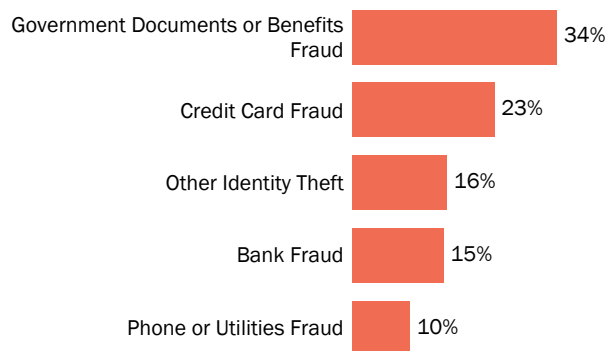


Fraud & Other Reports by Metropolitan Area

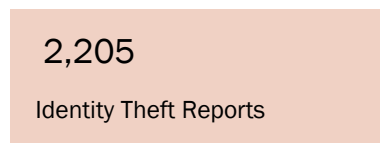
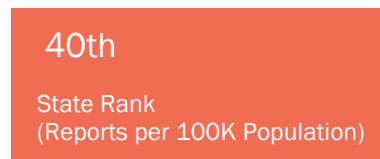


Reports per 100K Population
859 • 1,006

Top Identity Theft Types



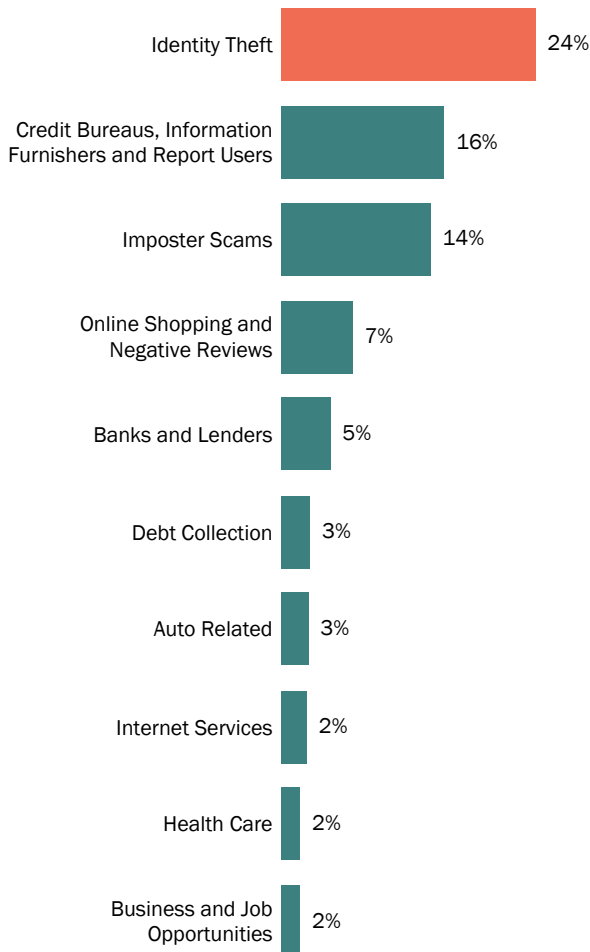
Identity Theft Reports



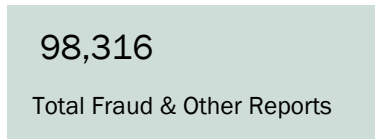
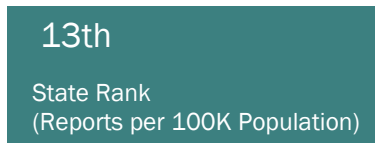
Percentages are based on the total number of relevant 2021 reports from New Hampshire consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

New Jersey

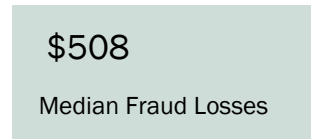
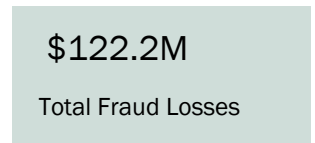
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

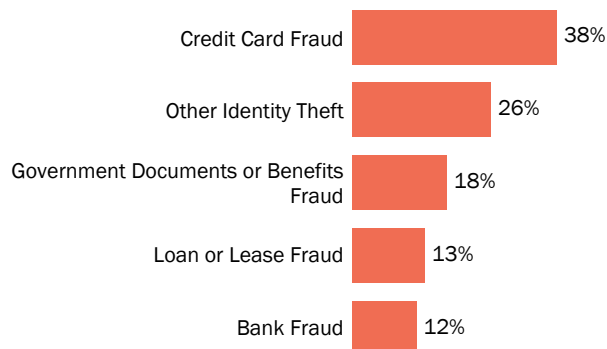


Fraud & Other Reports by Metropolitan Area

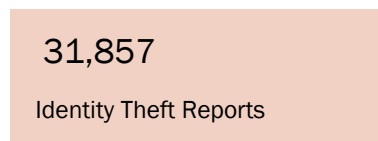
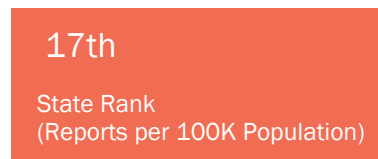


Reports per 100K Population
796 ● 1,690

Top Identity Theft Types



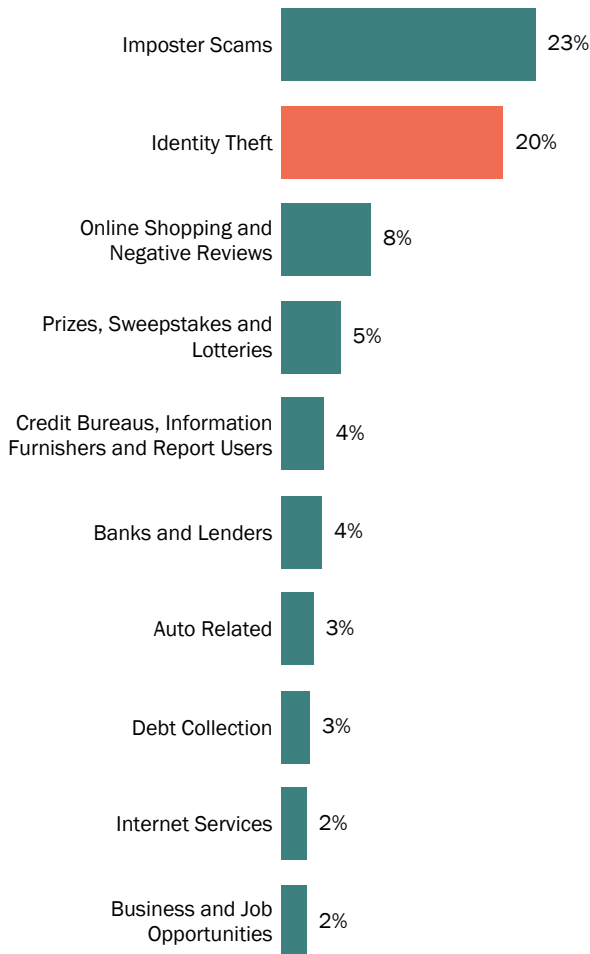
Identity Theft Reports



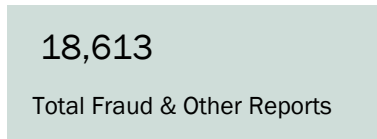
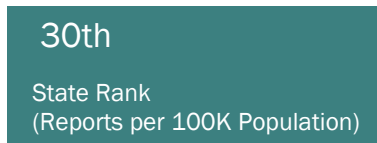
Percentages are based on the total number of relevant 2021 reports from New Jersey consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

New Mexico

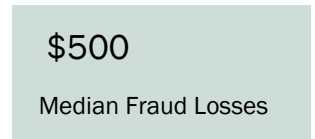
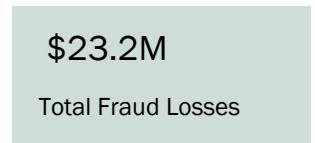
Top Ten Report Categories



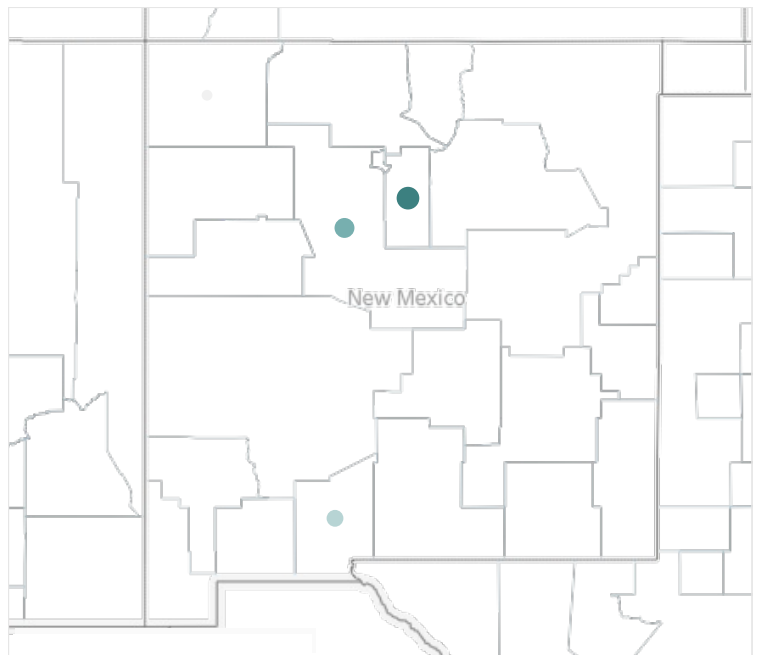
Fraud & Other Reports



Fraud Losses

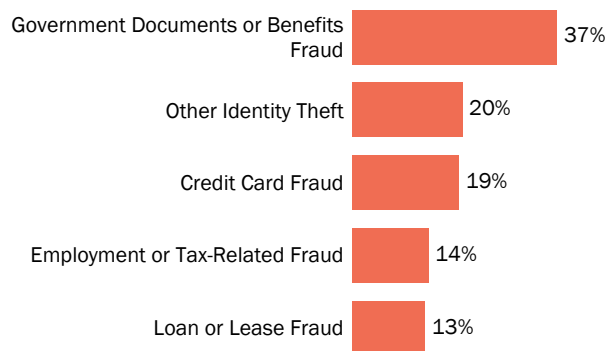


Fraud & Other Reports by Metropolitan Area

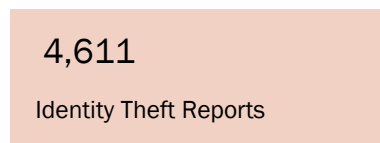
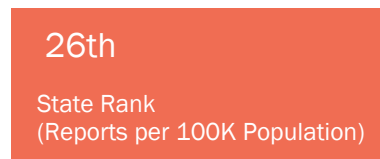


Reports per 100K Population
609 ● 1,262

Top Identity Theft Types



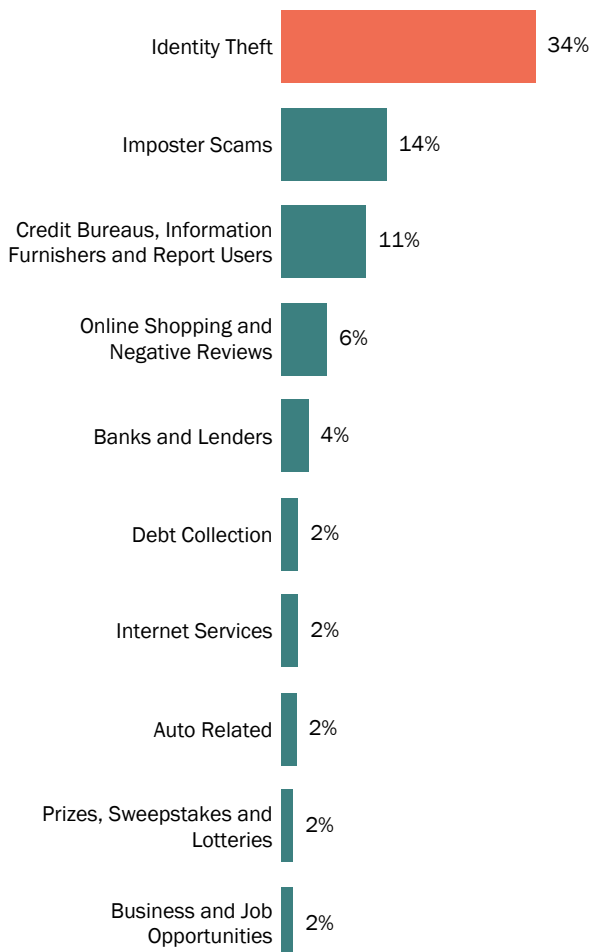
Identity Theft Reports



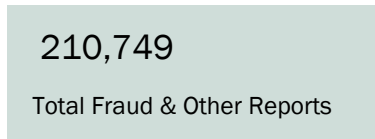
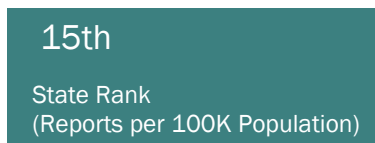
Percentages are based on the total number of relevant 2021 reports from New Mexico consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

New York

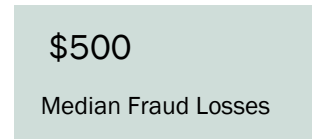
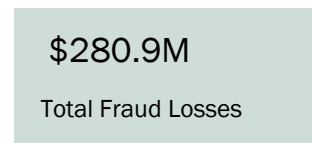
Top Ten Report Categories



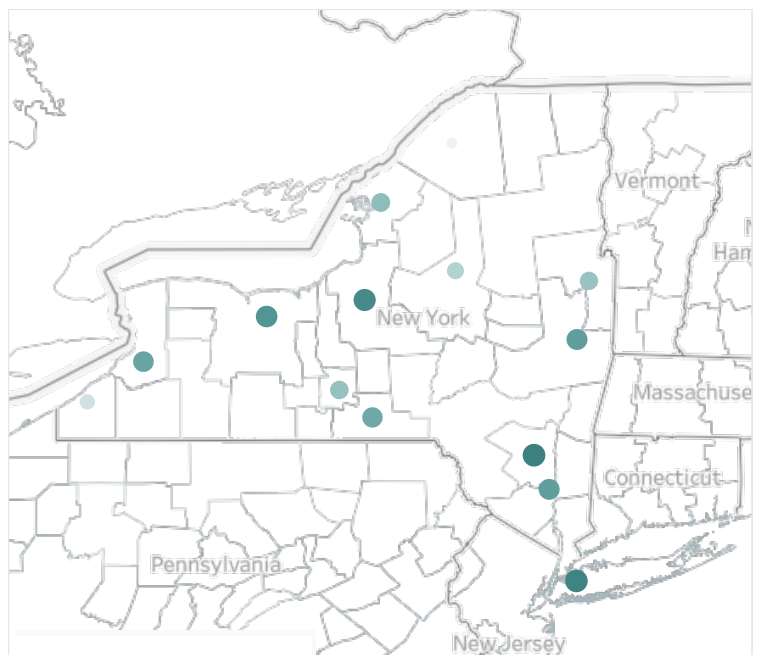
Fraud & Other Reports



Fraud Losses

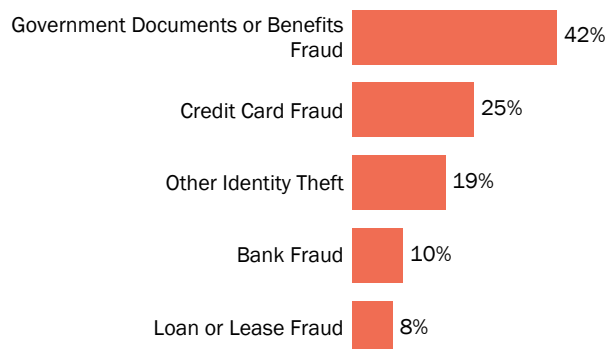


Fraud & Other Reports by Metropolitan Area

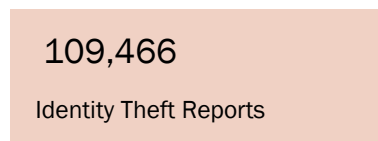
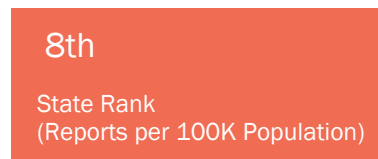


Reports per 100K Population
653 ● 1,125

Top Identity Theft Types



Identity Theft Reports



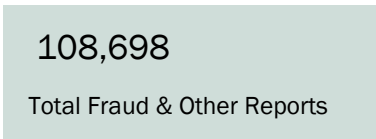
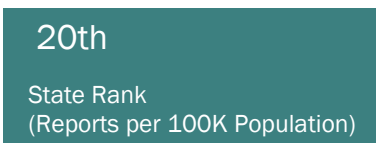
Percentages are based on the total number of relevant 2021 reports from New York consumers, as indicated in the chart title. This page excludes reports provided by the New York Attorney General. Consumers can report multiple types of identity theft.

North Carolina

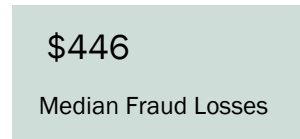
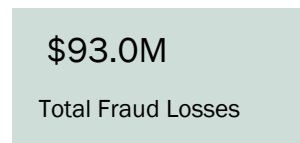
Top Ten Report Categories



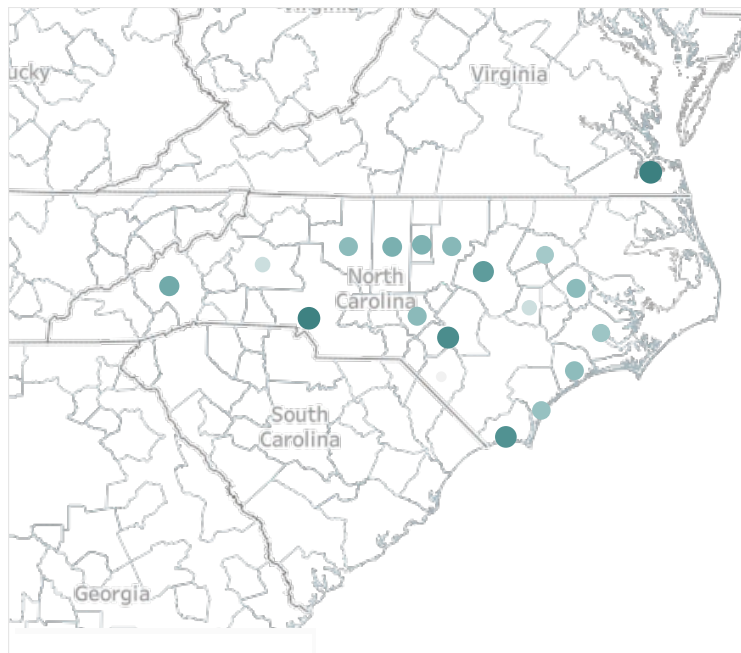
Fraud & Other Reports



Fraud Losses

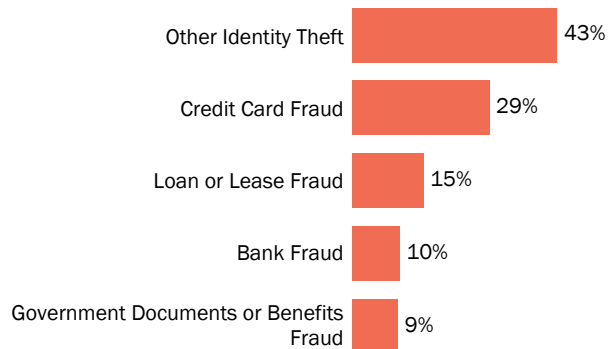


Fraud & Other Reports by Metropolitan Area

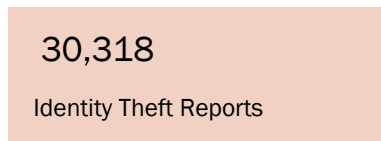
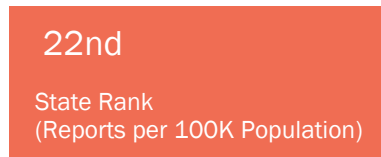


Reports per 100K Population
621 ● 1,292

Top Identity Theft Types



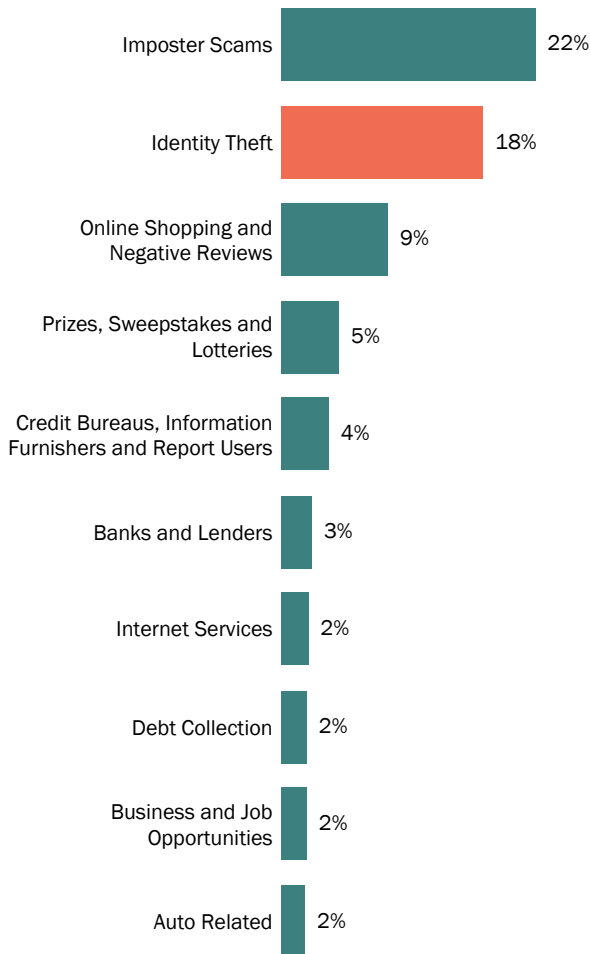
Identity Theft Reports



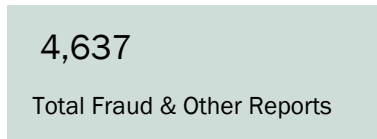
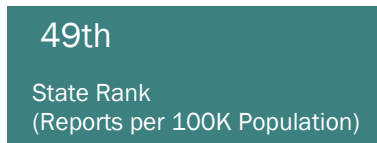
Percentages are based on the total number of relevant 2021 reports from North Carolina consumers, as indicated in the chart title. This page excludes reports provided by the North Carolina Department of Justice. Consumers can report multiple types of identity theft.

North Dakota

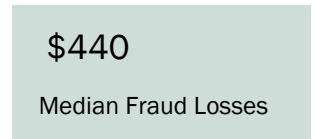
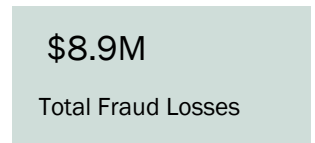
Top Ten Report Categories



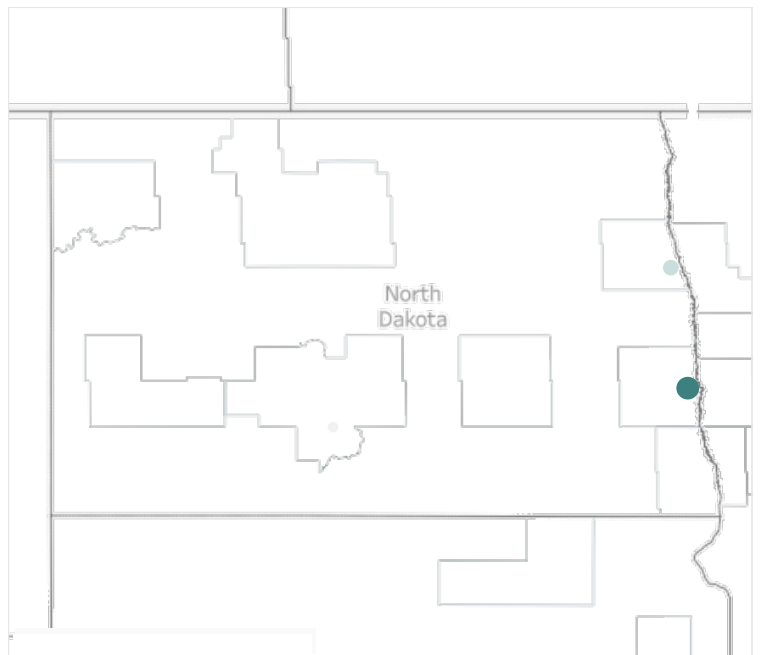
Fraud & Other Reports



Fraud Losses

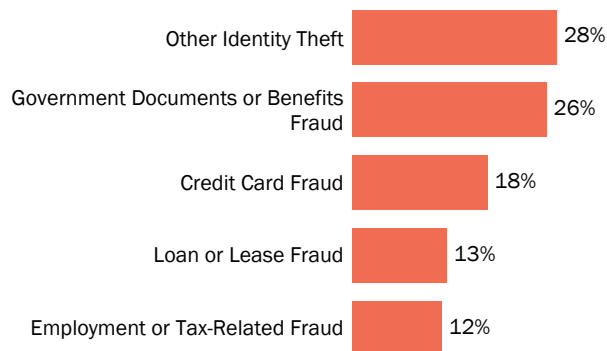


Fraud & Other Reports by Metropolitan Area

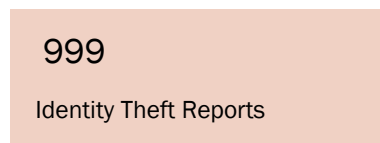
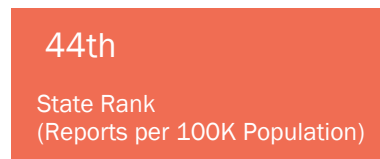


Reports per 100K Population
593 • 686

Top Identity Theft Types



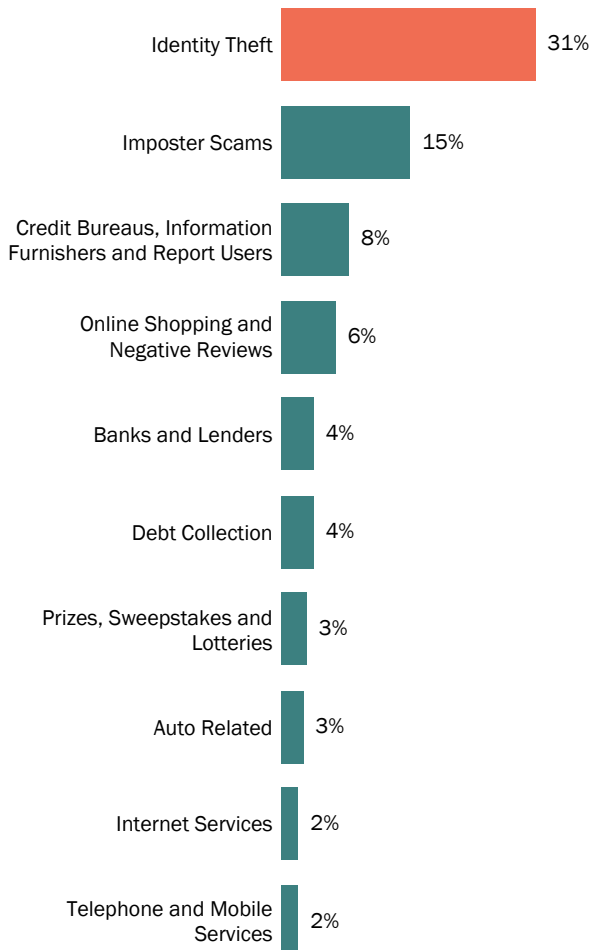
Identity Theft Reports



Percentages are based on the total number of relevant 2021 reports from North Dakota consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Ohio

Top Ten Report Categories



Fraud & Other Reports

24th
State Rank
(Reports per 100K Population)

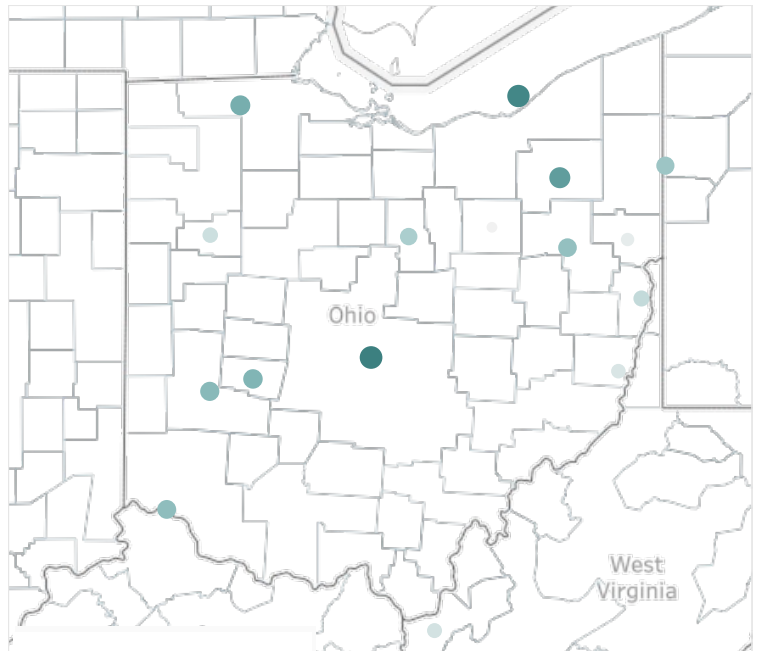
114,140
Total Fraud & Other Reports

Fraud Losses

\$86.3M
Total Fraud Losses

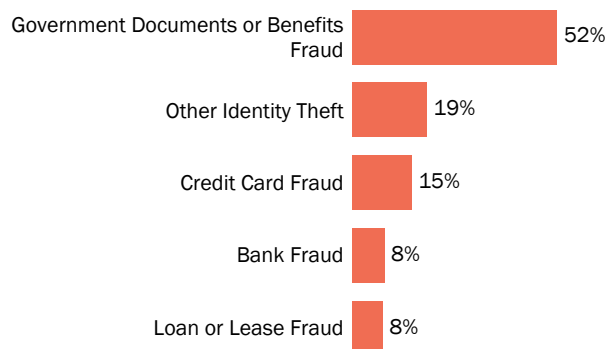
\$375
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
625 ● 1,219

Top Identity Theft Types



Identity Theft Reports

13th
State Rank
(Reports per 100K Population)

50,421
Identity Theft Reports

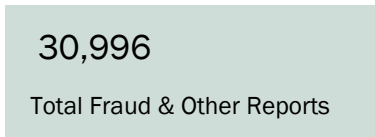
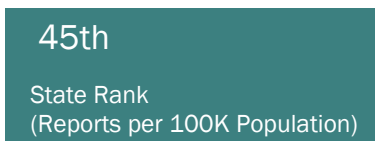
Percentages are based on the total number of relevant 2021 reports from Ohio consumers, as indicated in the chart title. This page excludes reports provided by the Ohio Attorney General. Consumers can report multiple types of identity theft.

Oklahoma

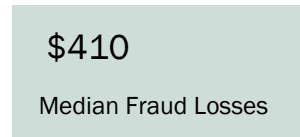
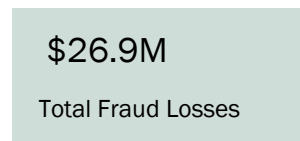
Top Ten Report Categories



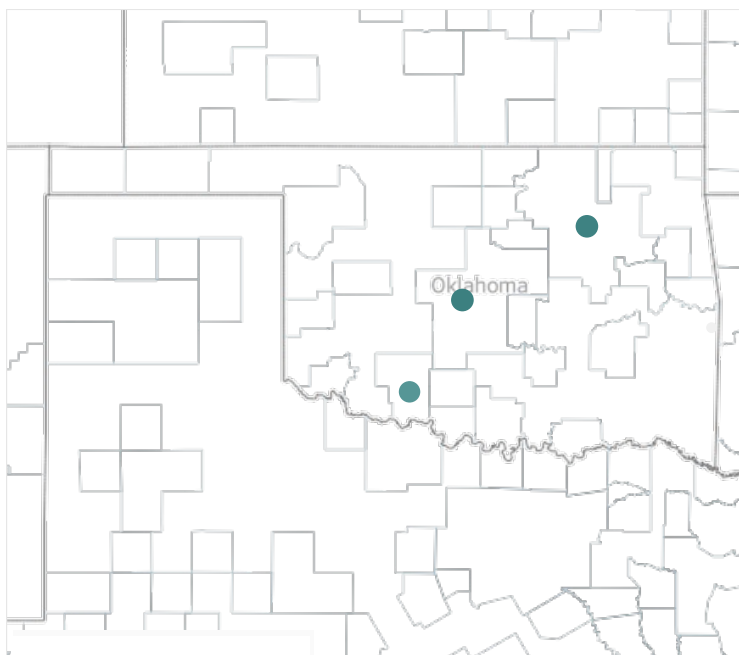
Fraud & Other Reports



Fraud Losses

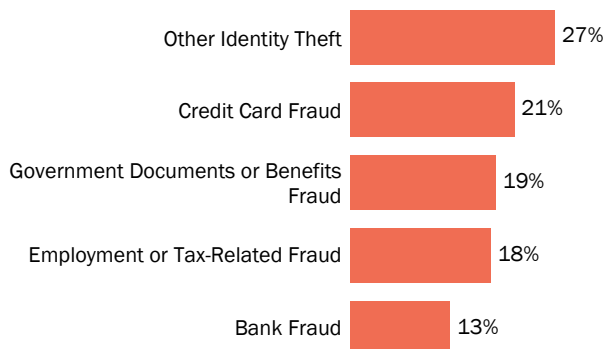


Fraud & Other Reports by Metropolitan Area

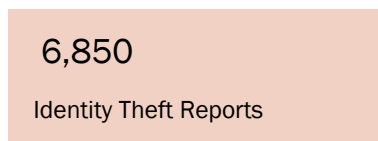
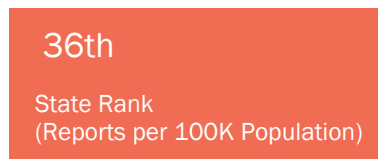


Reports per 100K Population
645 ● 864 ● 864

Top Identity Theft Types



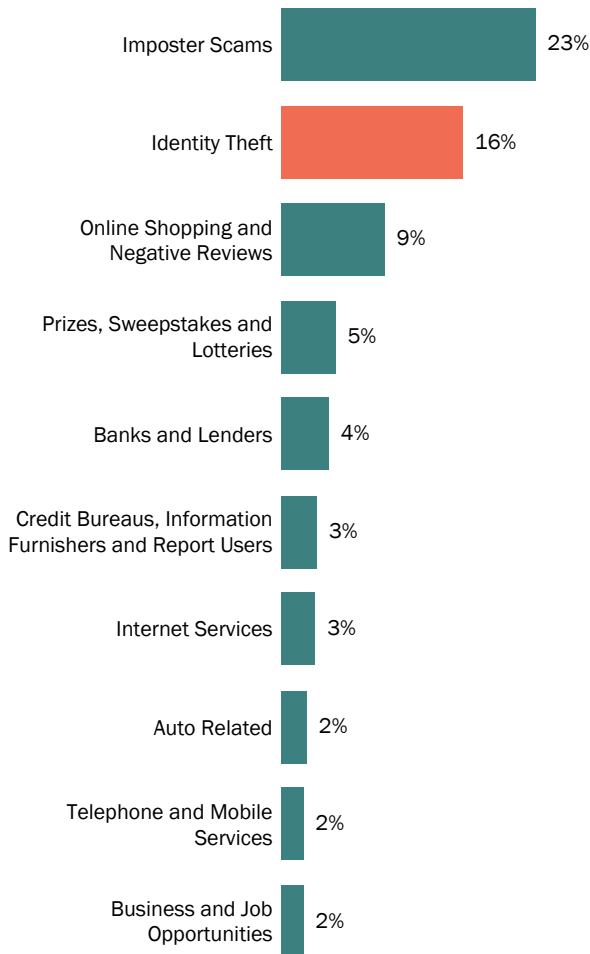
Identity Theft Reports



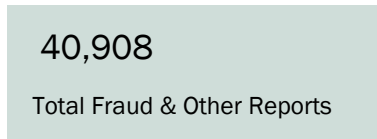
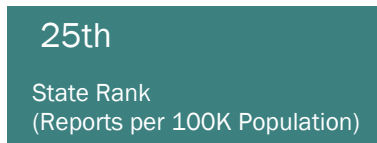
Percentages are based on the total number of relevant 2021 reports from Oklahoma consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Oregon

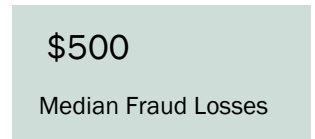
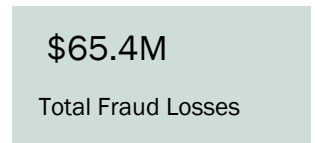
Top Ten Report Categories



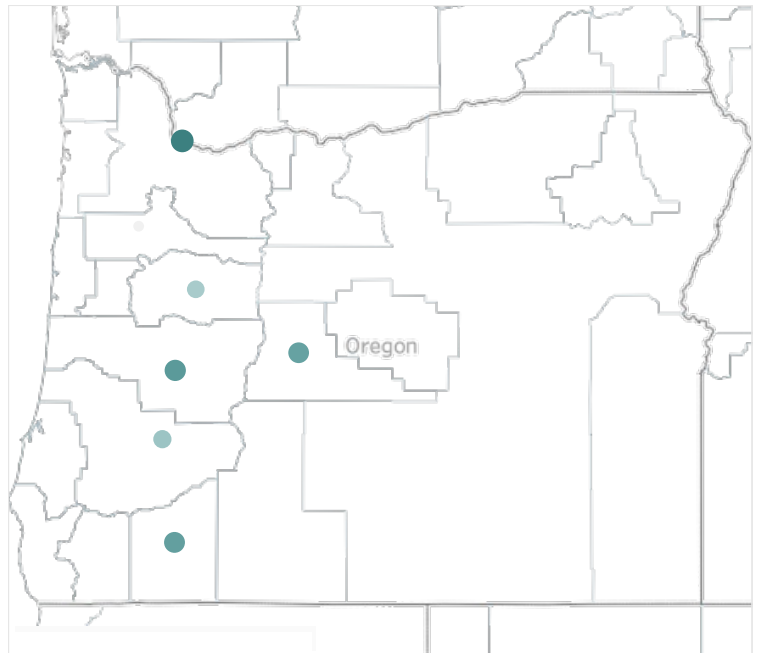
Fraud & Other Reports



Fraud Losses

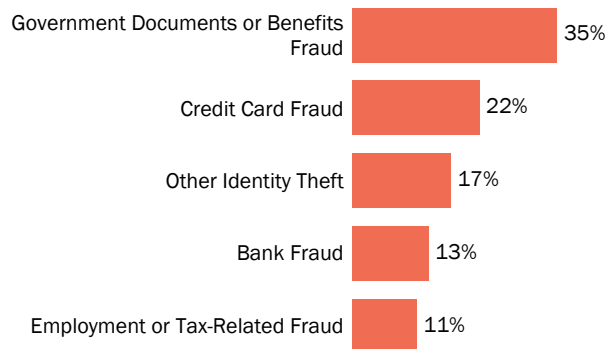


Fraud & Other Reports by Metropolitan Area

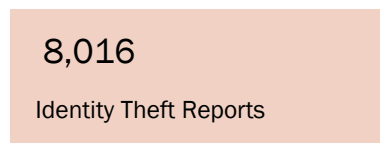
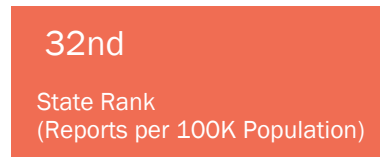


Reports per 100K Population
786 ● 1,022

Top Identity Theft Types



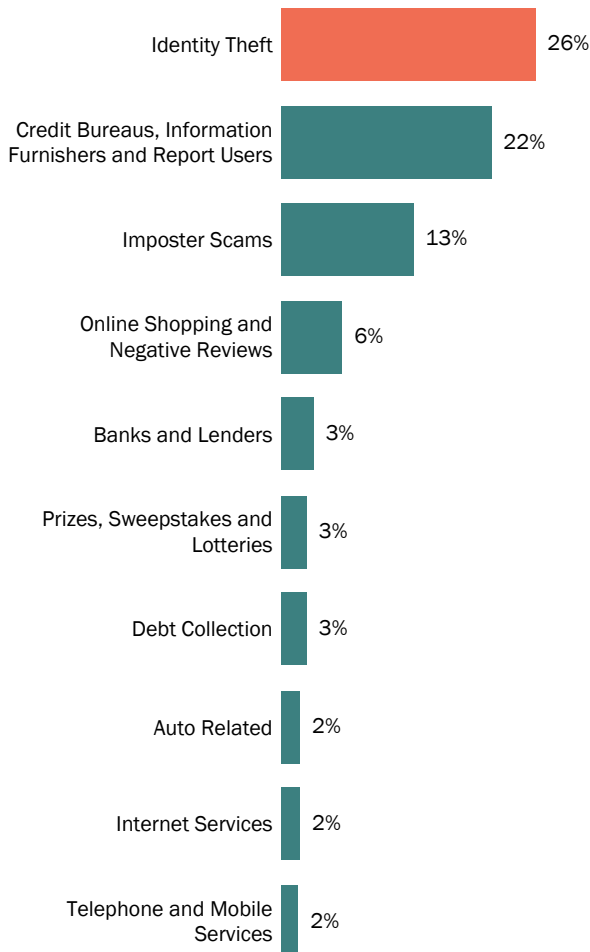
Identity Theft Reports



Percentages are based on the total number of relevant 2021 reports from Oregon consumers, as indicated in the chart title. This page excludes reports provided by the Oregon Department of Justice. Consumers can report multiple types of identity theft.

Pennsylvania

Top Ten Report Categories



Fraud & Other Reports

7th
State Rank
(Reports per 100K Population)

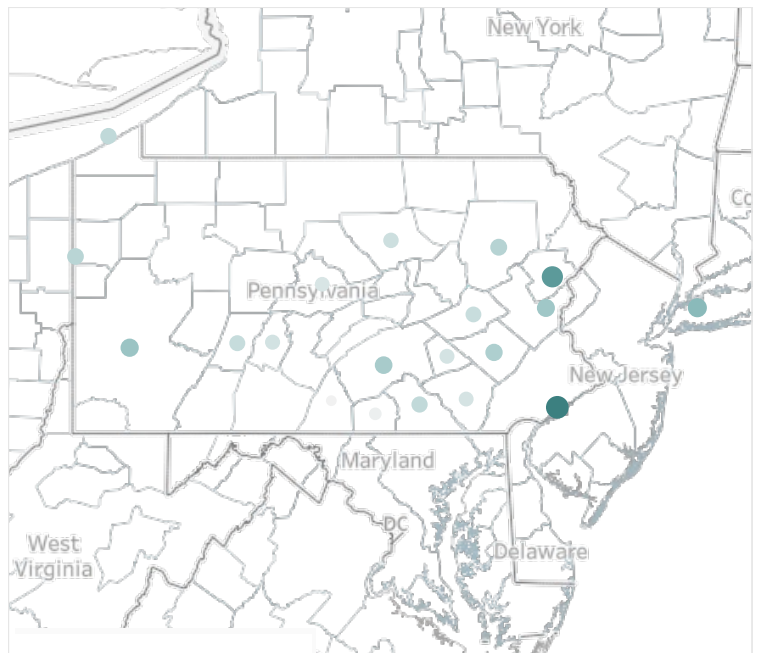
154,313
Total Fraud & Other Reports

Fraud Losses

\$120.9M
Total Fraud Losses

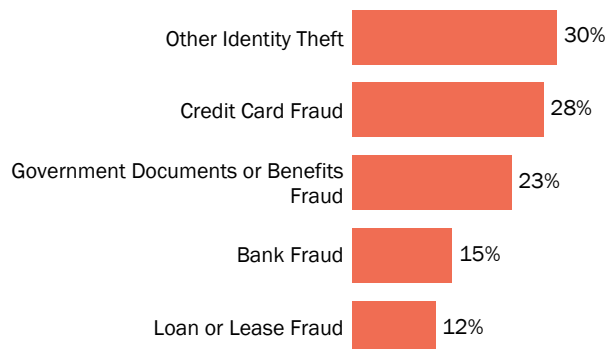
\$400
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
575 ● 1,690

Top Identity Theft Types



Identity Theft Reports

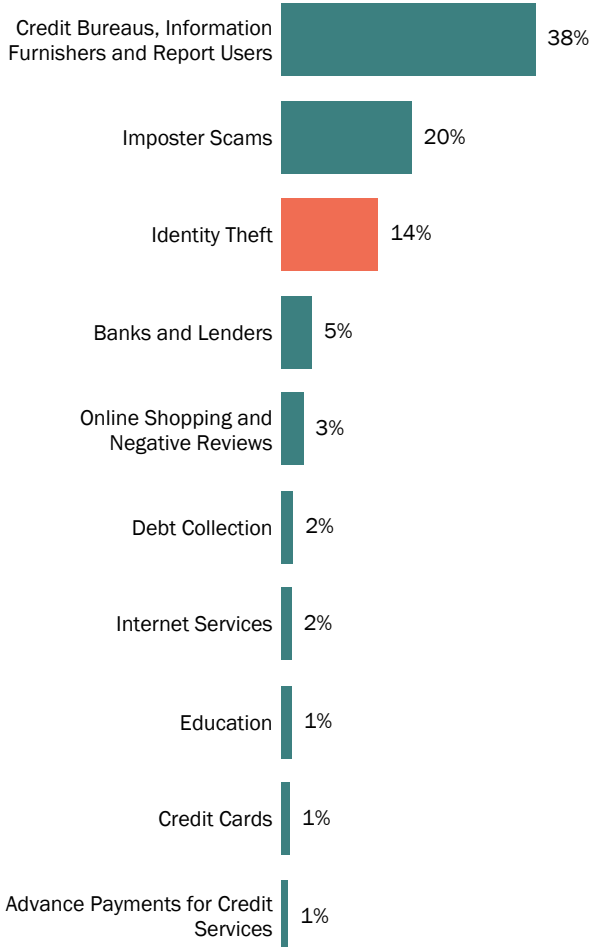
14th
State Rank
(Reports per 100K Population)

54,460
Identity Theft Reports

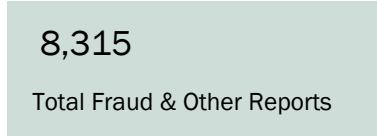
Percentages are based on the total number of relevant 2021 reports from Pennsylvania consumers, as indicated in the chart title. This page excludes reports provided by the Pennsylvania Attorney General. Consumers can report multiple types of identity theft.

Puerto Rico

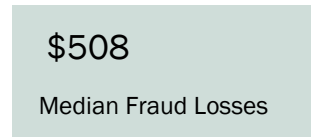
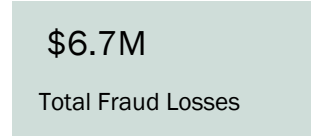
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

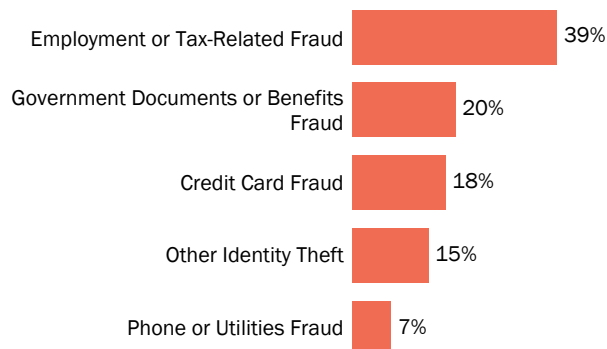


Fraud & Other Reports by Metropolitan Area

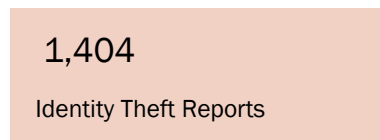


Reports per 100K Population
123 ● 246 ● 314

Top Identity Theft Types



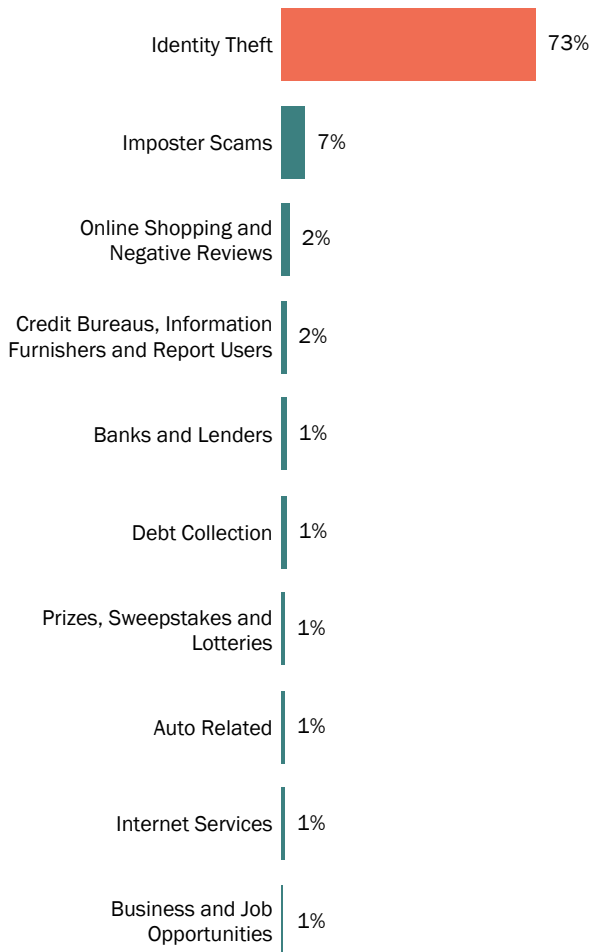
Identity Theft Reports



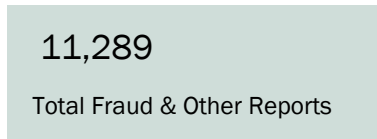
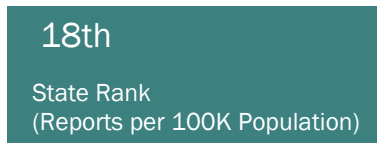
Percentages are based on the total number of relevant 2021 reports from Puerto Rico consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Rhode Island

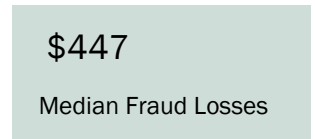
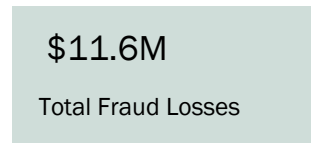
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

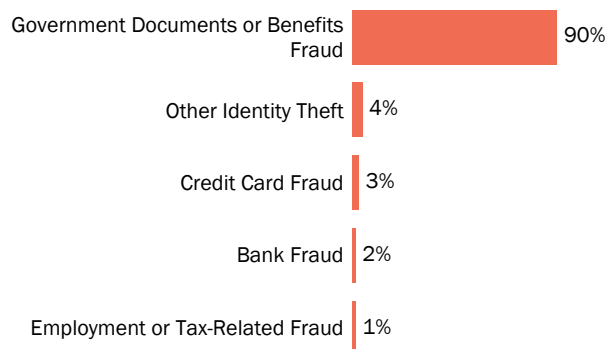


Fraud & Other Reports by Metropolitan Area

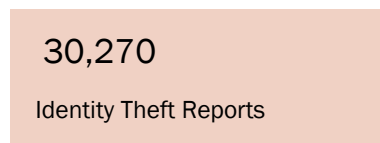
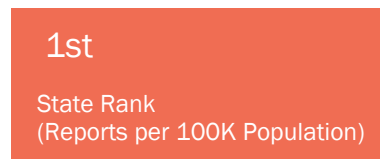


Reports per 100K Population
● 1,046

Top Identity Theft Types



Identity Theft Reports



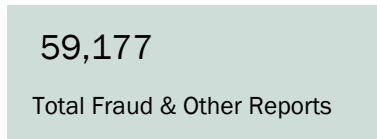
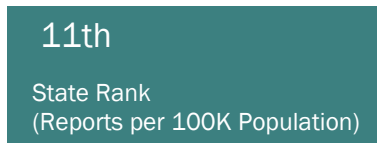
Percentages are based on the total number of relevant 2021 reports from Rhode Island consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

South Carolina

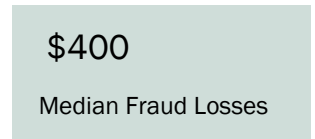
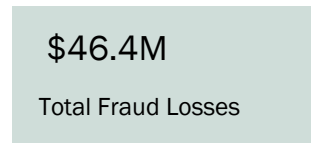
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

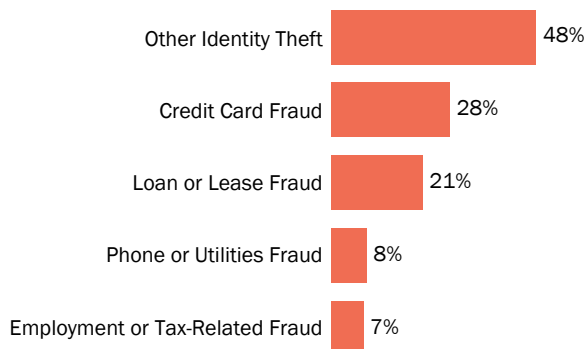


Fraud & Other Reports by Metropolitan Area

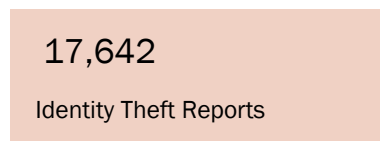
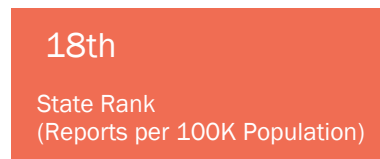


Reports per 100K Population
973 ● 1,477

Top Identity Theft Types



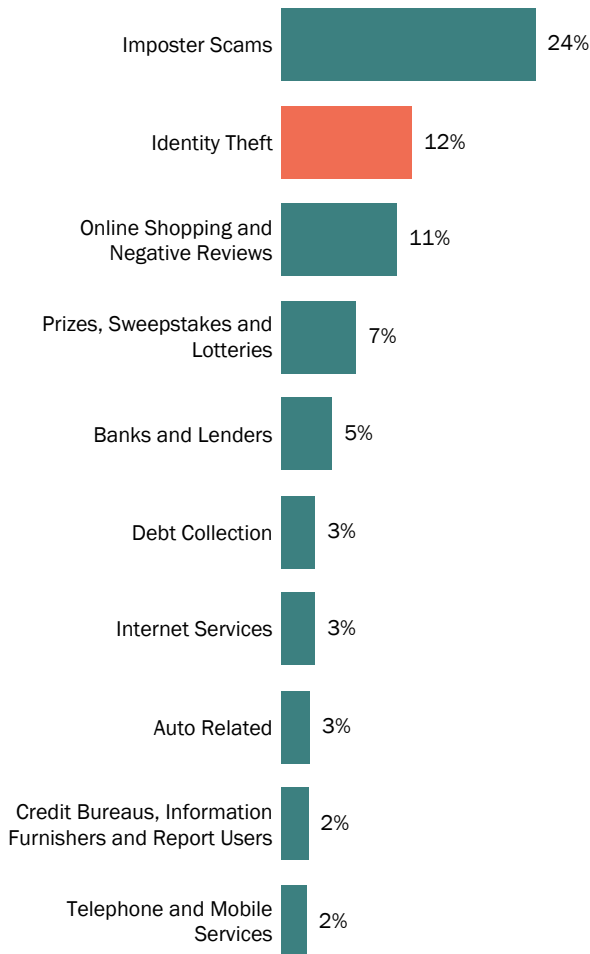
Identity Theft Reports



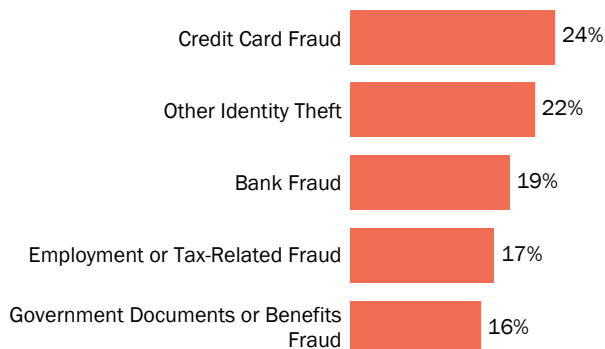
Percentages are based on the total number of relevant 2021 reports from South Carolina consumers, as indicated in the chart title. This page excludes reports provided by the South Carolina Department of Consumer Affairs. Consumers can report multiple types of identity theft.

South Dakota

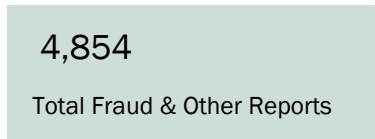
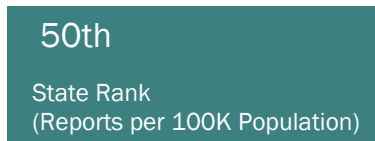
Top Ten Report Categories



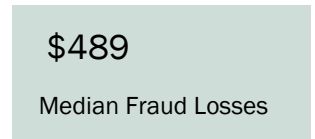
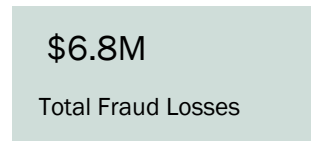
Top Identity Theft Types



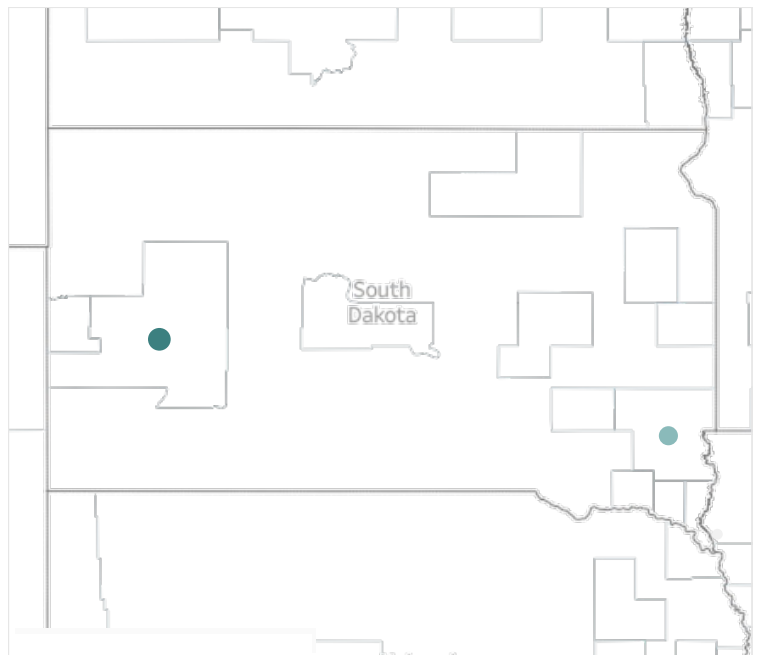
Fraud & Other Reports



Fraud Losses

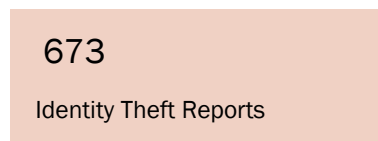
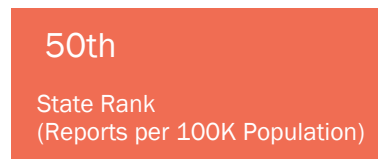


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
522 ● 761

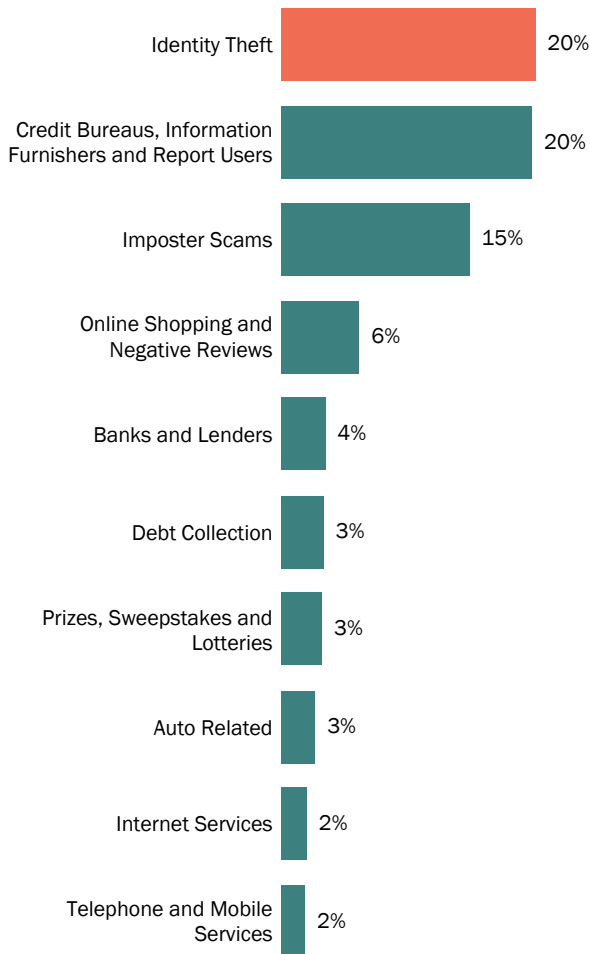
Identity Theft Reports



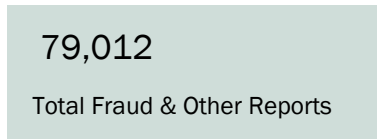
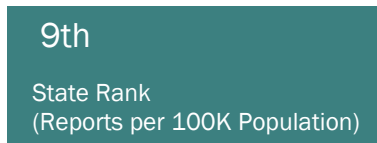
Percentages are based on the total number of relevant 2021 reports from South Dakota consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Tennessee

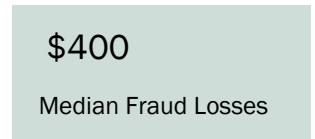
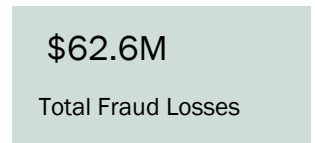
Top Ten Report Categories



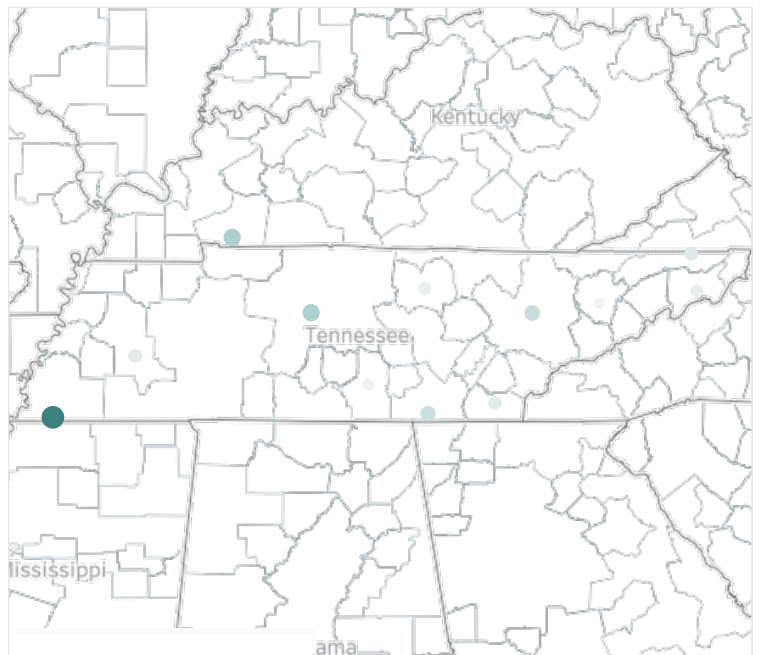
Fraud & Other Reports



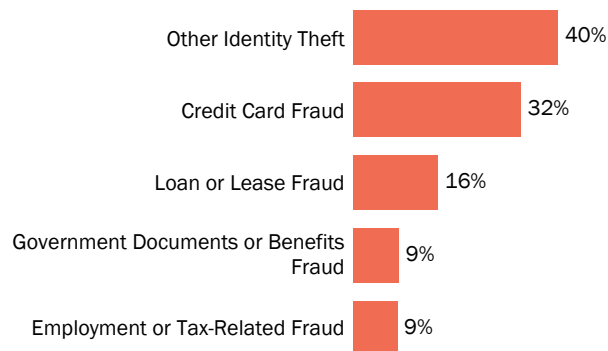
Fraud Losses



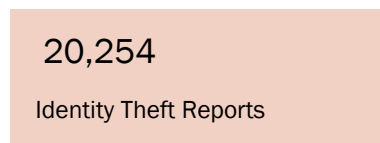
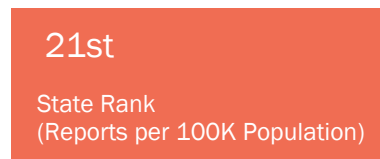
Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



Identity Theft Reports



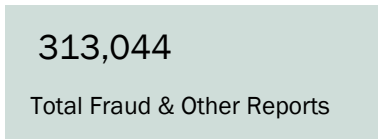
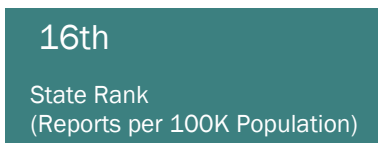
Percentages are based on the total number of relevant 2021 reports from Tennessee consumers, as indicated in the chart title. This page excludes reports provided by the Tennessee Department of Commerce and Insurance, Consumer Affairs Division. Consumers can report multiple types of identity theft.

Texas

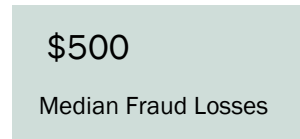
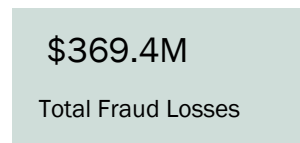
Top Ten Report Categories



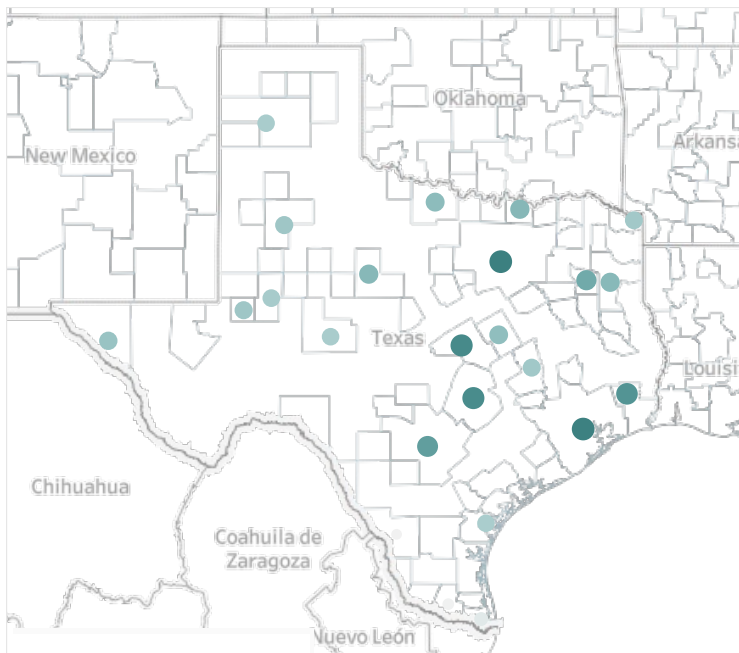
Fraud & Other Reports



Fraud Losses

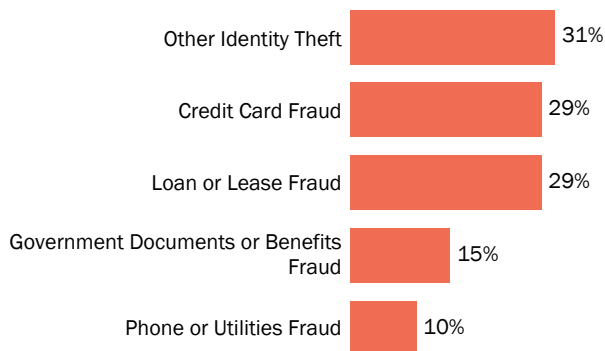


Fraud & Other Reports by Metropolitan Area

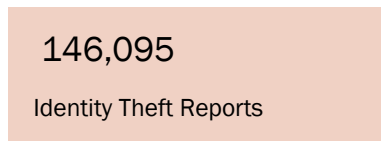
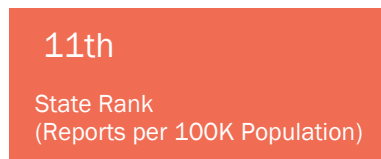


Reports per 100K Population
415 ● 1,283

Top Identity Theft Types



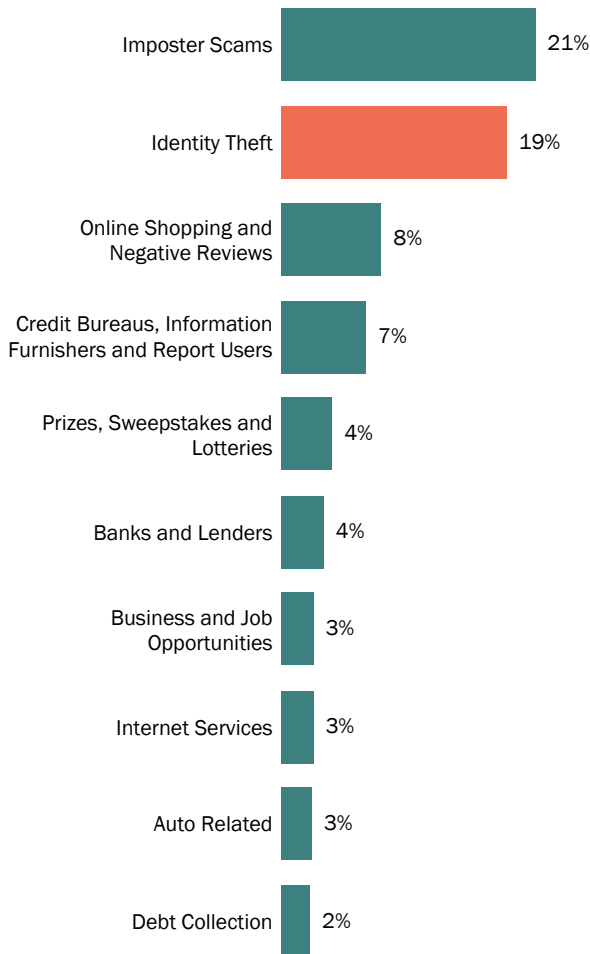
Identity Theft Reports



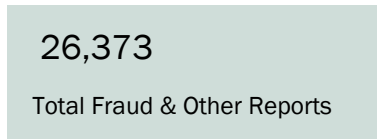
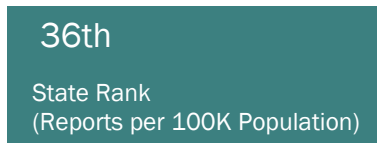
Percentages are based on the total number of relevant 2021 reports from Texas consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Utah

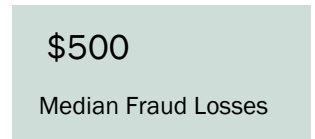
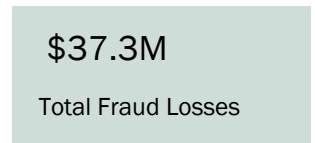
Top Ten Report Categories



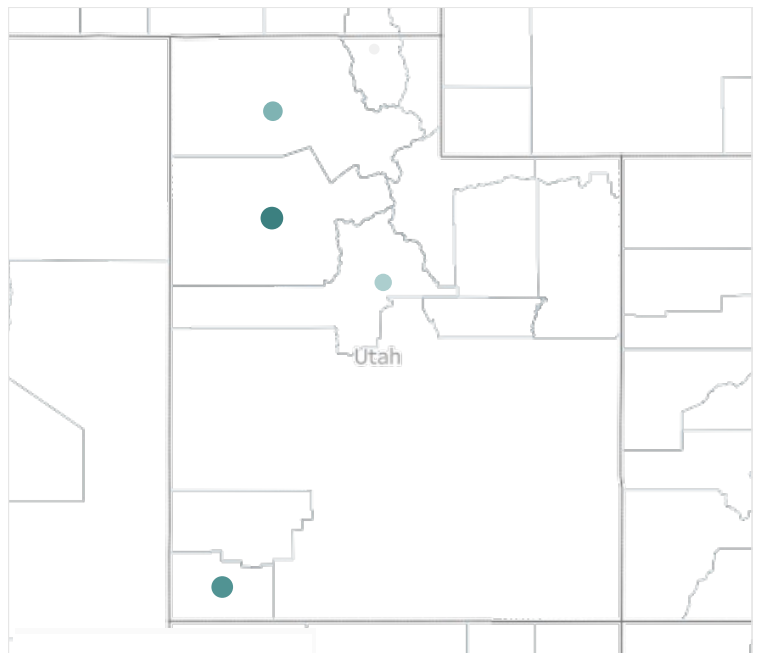
Fraud & Other Reports



Fraud Losses

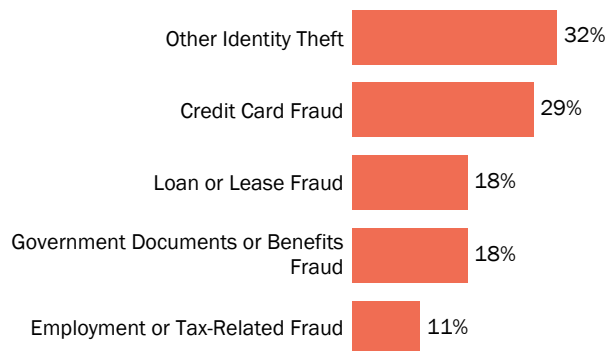


Fraud & Other Reports by Metropolitan Area

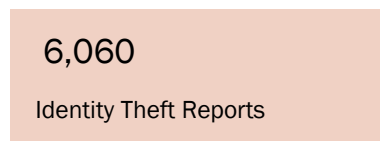
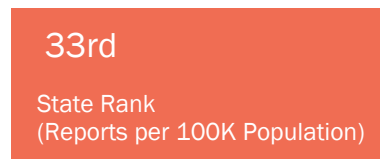


Reports per 100K Population
591 • 916 • 916

Top Identity Theft Types



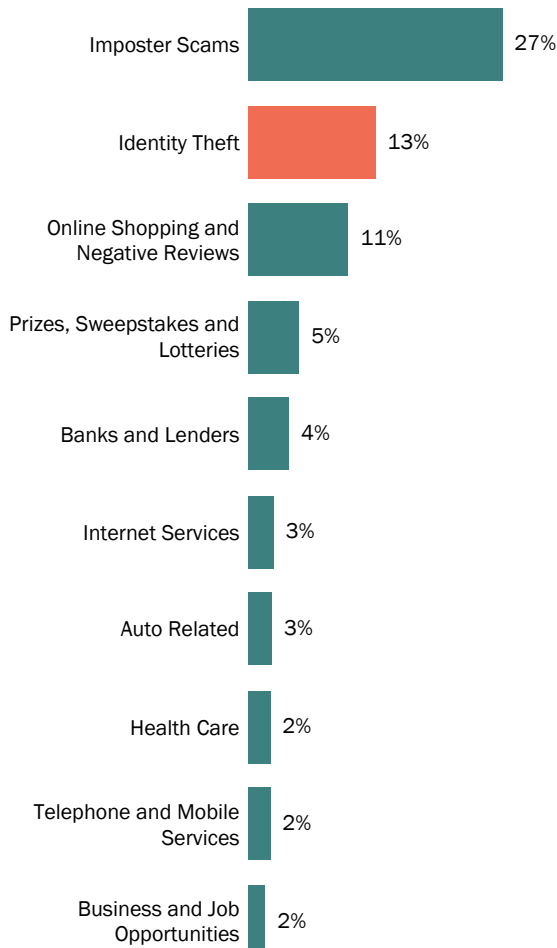
Identity Theft Reports



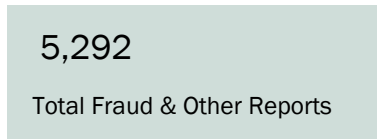
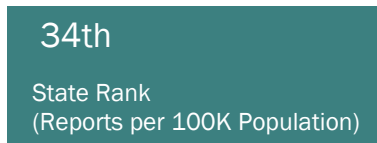
Percentages are based on the total number of relevant 2021 reports from Utah consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Vermont

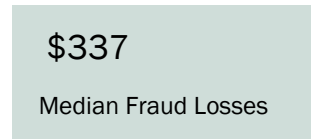
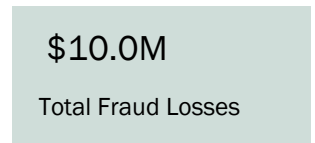
Top Ten Report Categories



Fraud & Other Reports



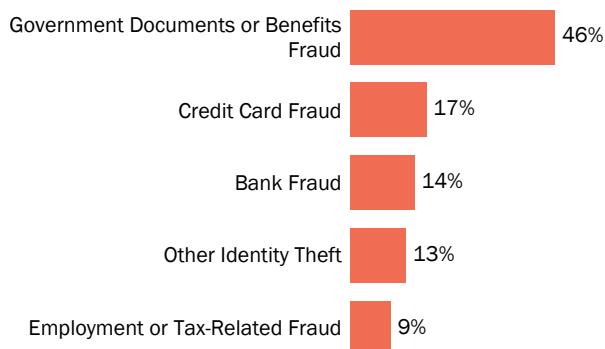
Fraud Losses



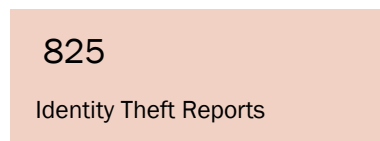
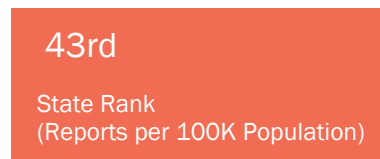
Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



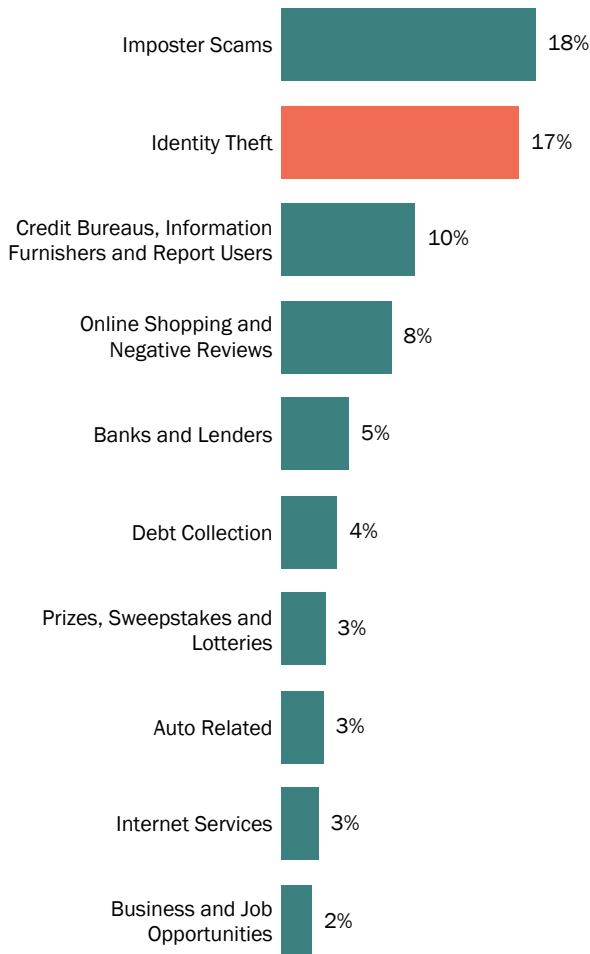
Identity Theft Reports



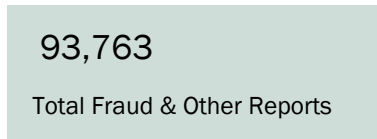
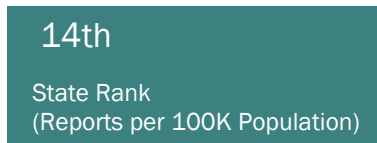
Percentages are based on the total number of relevant 2021 reports from Vermont consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Virginia

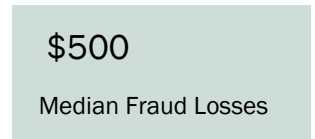
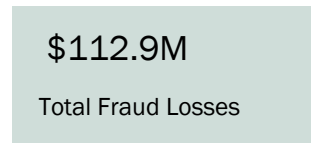
Top Ten Report Categories



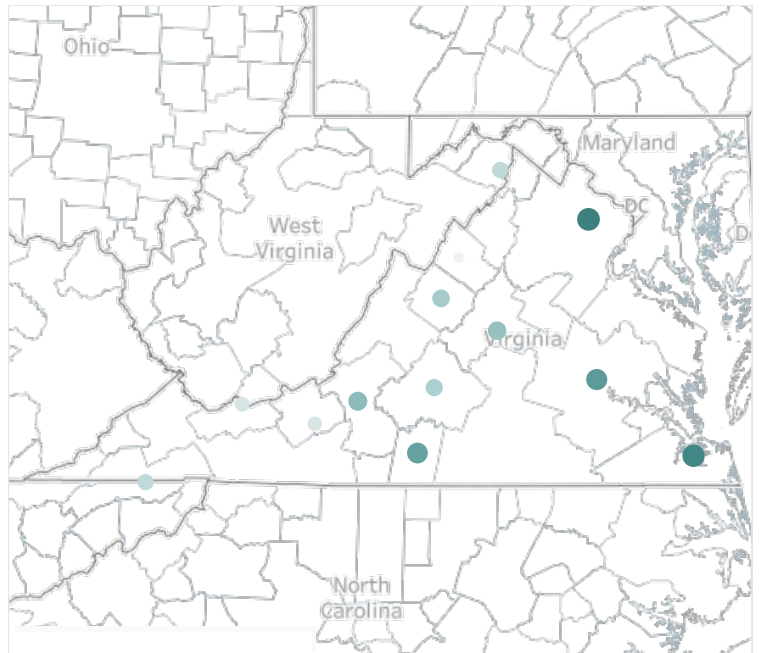
Fraud & Other Reports



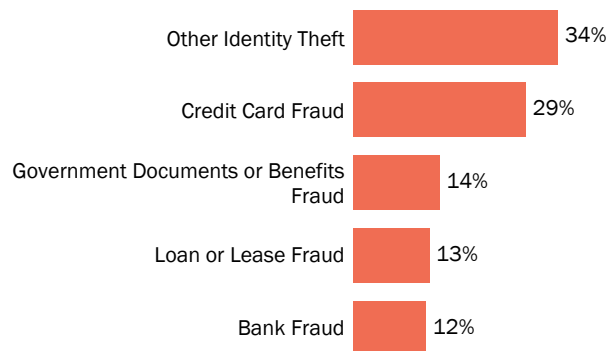
Fraud Losses



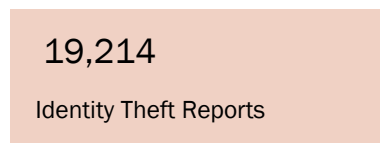
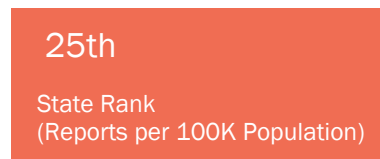
Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



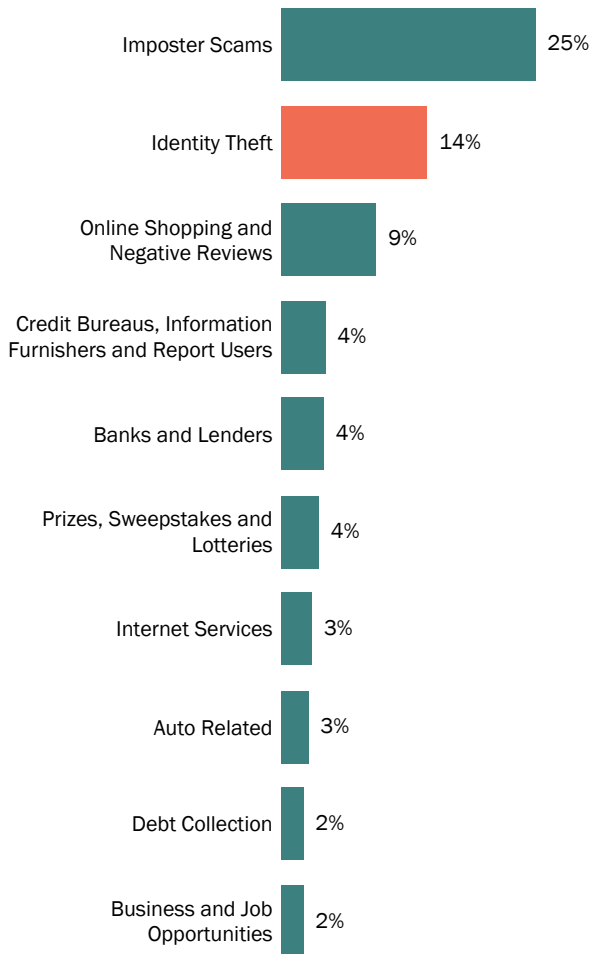
Identity Theft Reports



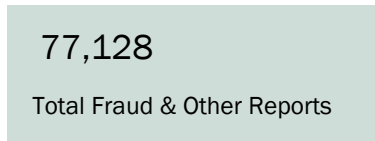
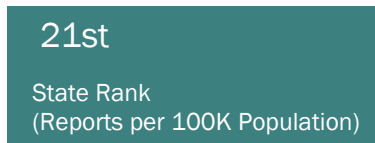
Percentages are based on the total number of relevant 2021 reports from Virginia consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Washington

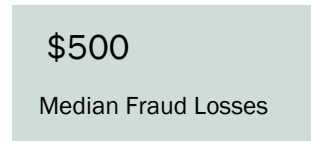
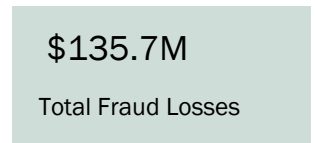
Top Ten Report Categories



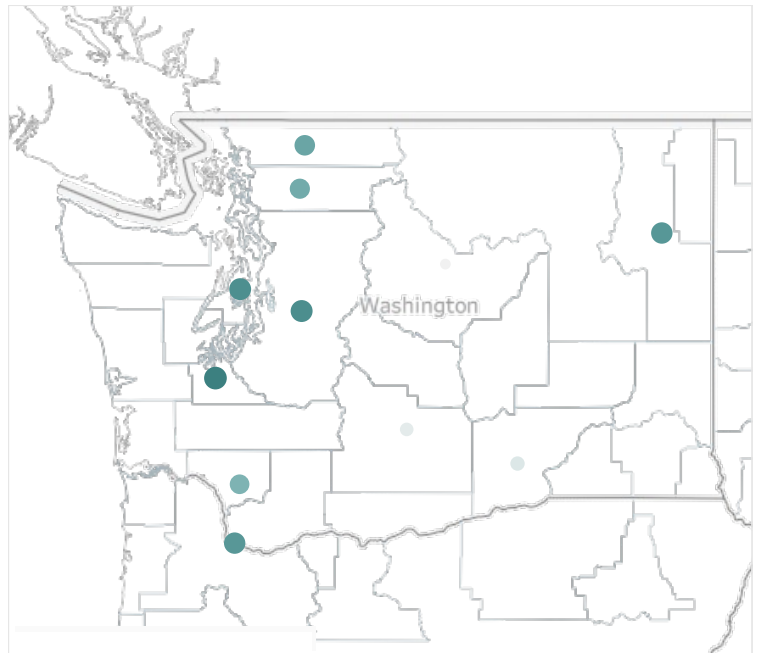
Fraud & Other Reports



Fraud Losses

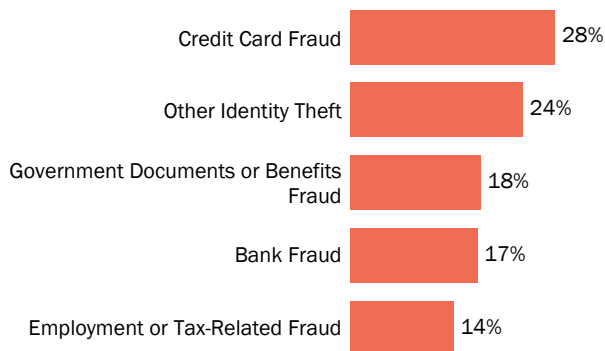


Fraud & Other Reports by Metropolitan Area

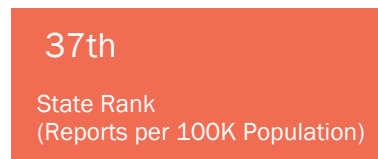


Reports per 100K Population
652 ● 1,119

Top Identity Theft Types



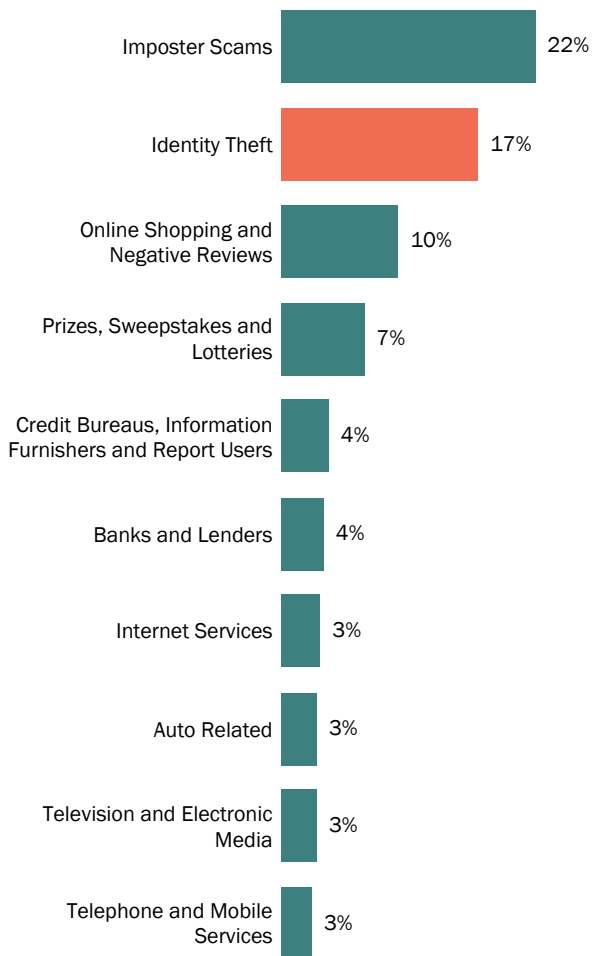
Identity Theft Reports



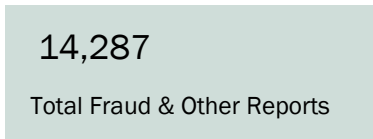
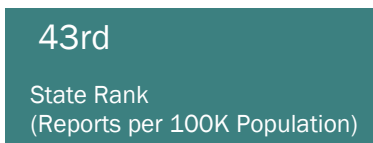
Percentages are based on the total number of relevant 2021 reports from Washington consumers, as indicated in the chart title. This page excludes reports provided by the Washington Attorney General. Consumers can report multiple types of identity theft.

West Virginia

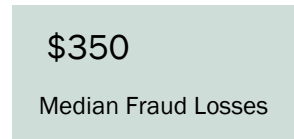
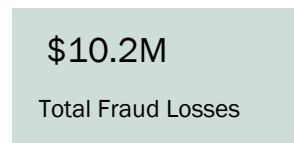
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

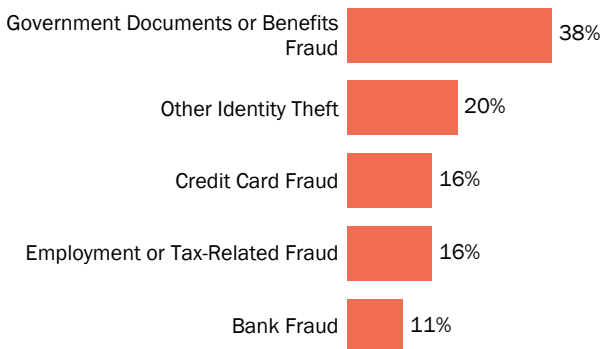


Fraud & Other Reports by Metropolitan Area

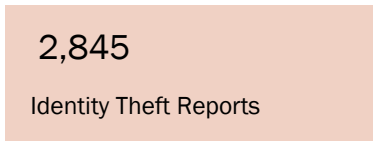
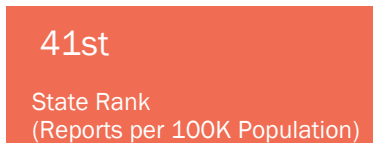


Reports per 100K Population
687 • 1,328

Top Identity Theft Types



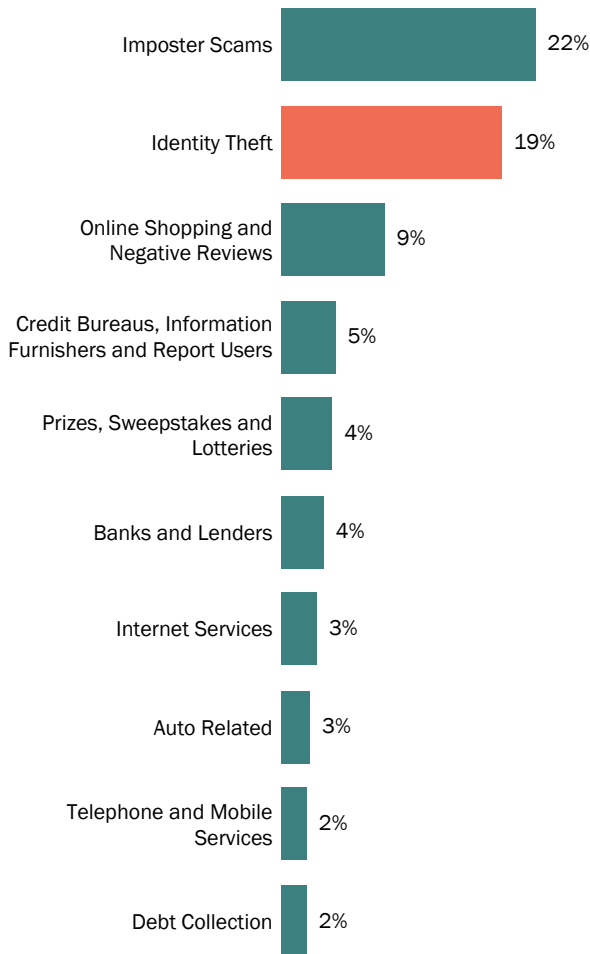
Identity Theft Reports



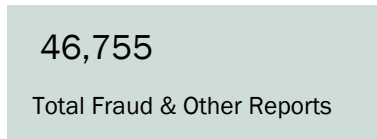
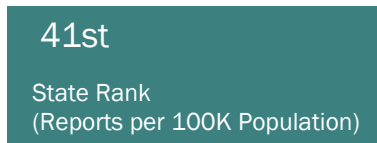
Percentages are based on the total number of relevant 2021 reports from West Virginia consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Wisconsin

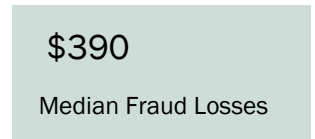
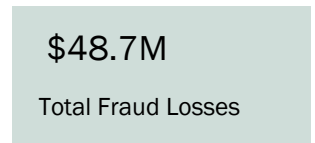
Top Ten Report Categories



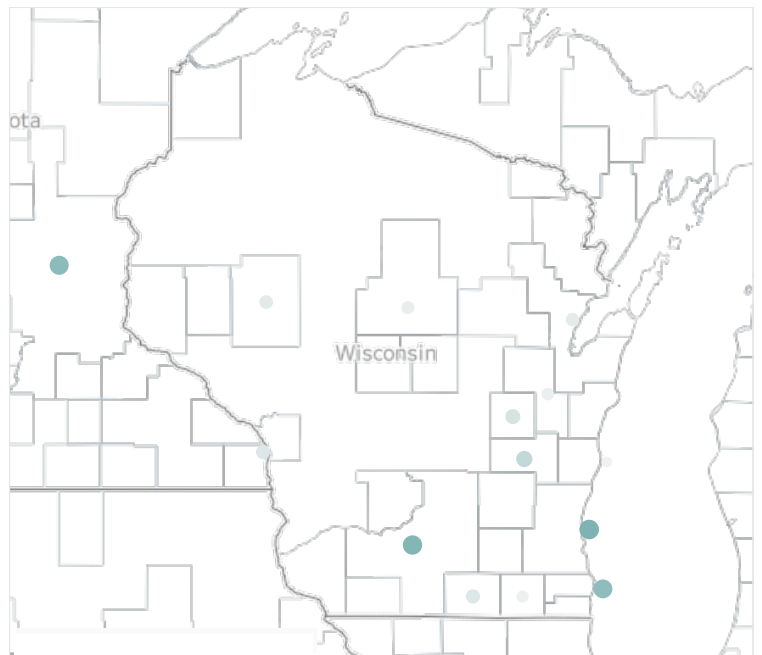
Fraud & Other Reports



Fraud Losses

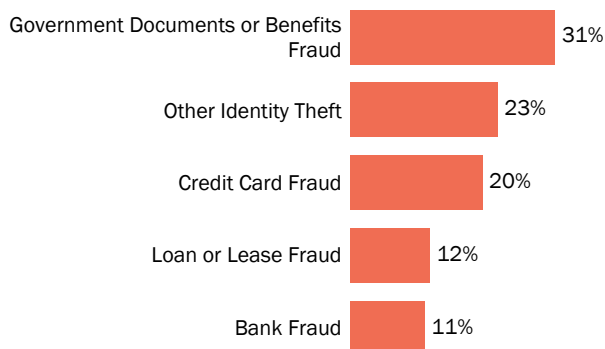


Fraud & Other Reports by Metropolitan Area

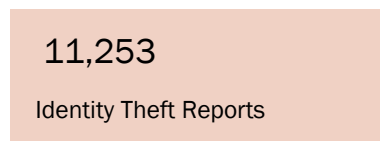
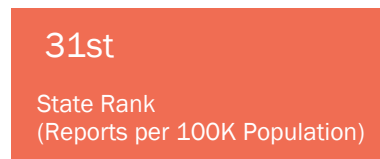


Reports per 100K Population
664 • 1,153

Top Identity Theft Types



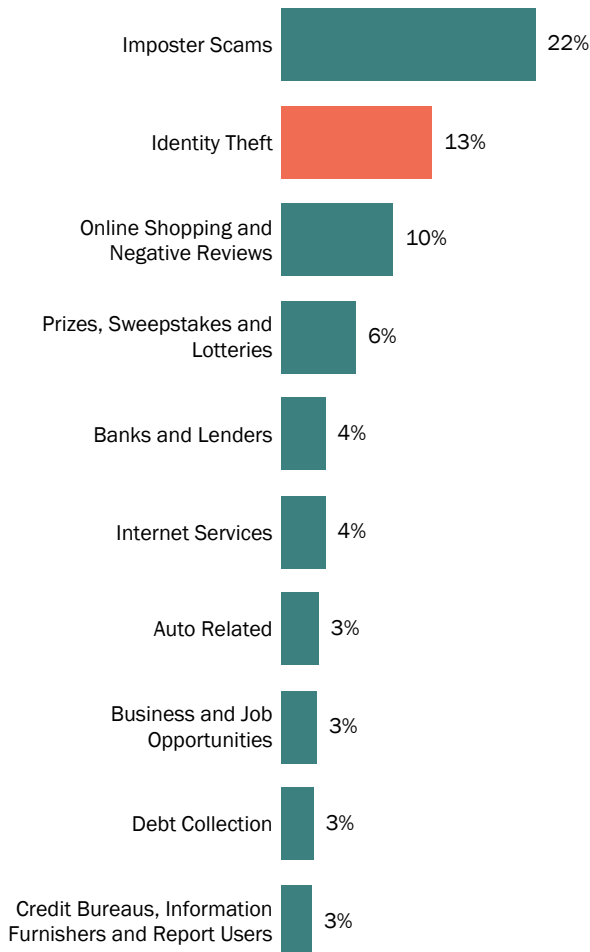
Identity Theft Reports



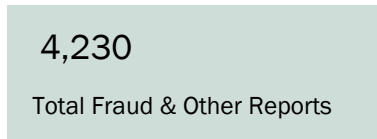
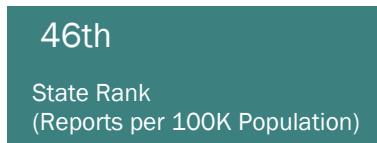
Percentages are based on the total number of relevant 2021 reports from Wisconsin consumers, as indicated in the chart title. This page excludes reports provided by the Wisconsin Department of Agriculture, Trade, and Consumer Protection. Consumers can report multiple types of identity theft.

Wyoming

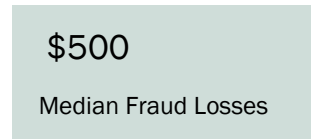
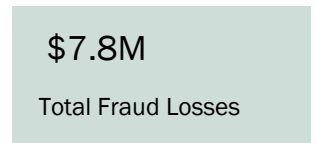
Top Ten Report Categories



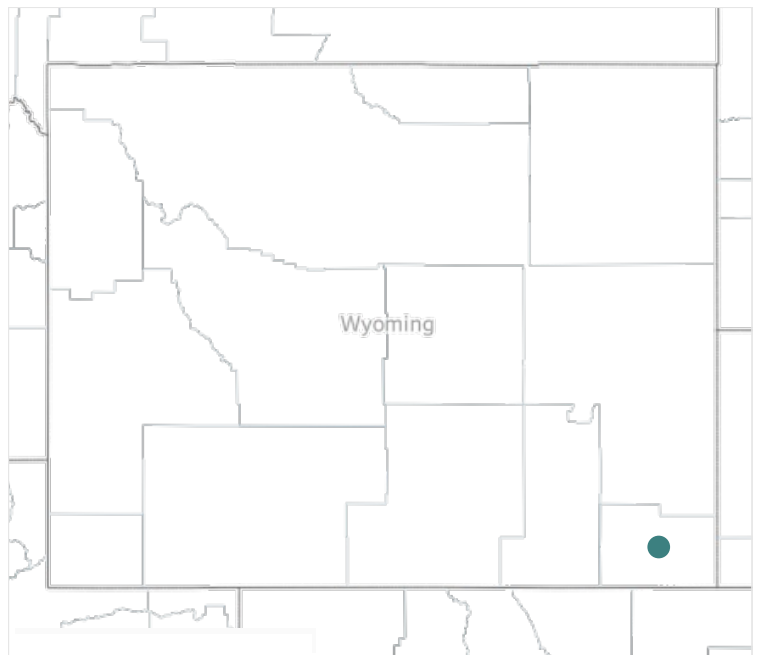
Fraud & Other Reports



Fraud Losses

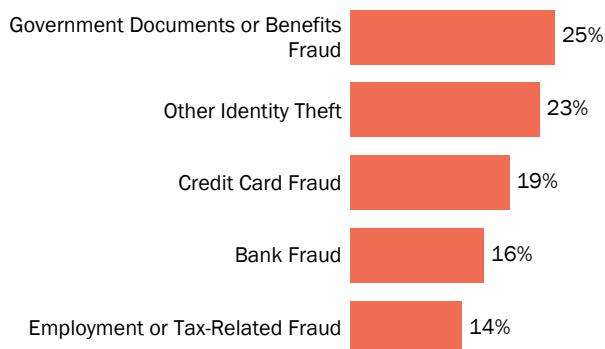


Fraud & Other Reports by Metropolitan Area

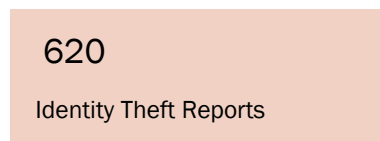
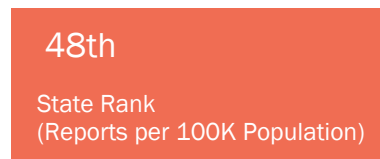


Reports per 100K Population
● 814

Top Identity Theft Types



Identity Theft Reports



Percentages are based on the total number of relevant 2021 reports from Wyoming consumers, as indicated in the chart title. Consumers can report multiple types of identity theft. The identified Metropolitan Areas in Wyoming have a population of 99,000 or more.

Top 50 Metropolitan Areas: Fraud and Other Reports

Rank	Metropolitan Area	Reports per 100K Population	# of Reports
1	Tuscaloosa, AL Metropolitan Statistical Area	3,691	9,303
2	Memphis, TN-MS-AR Metropolitan Statistical Area	2,170	29,208
3	Lafayette, LA Metropolitan Statistical Area	1,908	9,333
4	Sebastian-Vero Beach, FL Metropolitan Statistical Area	1,812	2,898
5	Atlanta-Sandy Springs-Alpharetta, GA Metropolitan Statistical Area	1,769	106,521
6	Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	1,690	103,131
7	Savannah, GA Metropolitan Statistical Area	1,657	6,516
8	Montgomery, AL Metropolitan Statistical Area	1,623	6,058
9	Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area	1,508	34,173
10	Miami-Fort Lauderdale-Pompano Beach, FL Metropolitan Statistical Area	1,497	92,338
11	Florence, SC Metropolitan Statistical Area	1,477	3,027
12	Jacksonville, FL Metropolitan Statistical Area	1,470	22,928
13	North Port-Sarasota-Bradenton, FL Metropolitan Statistical Area	1,467	12,280
14	Baltimore-Columbia-Towson, MD Metropolitan Statistical Area	1,454	40,722
15	Charleston-North Charleston, SC Metropolitan Statistical Area	1,448	11,612
16	Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area	1,437	8,647
17	East Stroudsburg, PA Metropolitan Statistical Area	1,429	2,434
18	Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	1,421	37,055
19	Homosassa Springs, FL Metropolitan Statistical Area	1,376	2,060
20	Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	1,369	43,726
21	Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	1,328	83,429
22	Virginia Beach-Norfolk-Newport News, VA-NC Metropolitan Statistical Area	1,292	22,850
23	Dover, DE Metropolitan Statistical Area	1,289	2,330
24	Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area	1,284	33,852
25	Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	1,283	97,143
26	Houston-The Woodlands-Sugar Land, TX Metropolitan Statistical Area	1,283	90,625
27	Gadsden, AL Metropolitan Statistical Area	1,282	1,311
28	Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	1,280	8,555
29	Santa Fe, NM Metropolitan Statistical Area	1,262	1,897
30	Anchorage, AK Metropolitan Statistical Area	1,251	4,958
31	New Orleans-Metairie, LA Metropolitan Statistical Area	1,236	15,706
32	Huntsville, AL Metropolitan Statistical Area	1,233	5,816
33	Columbia, SC Metropolitan Statistical Area	1,228	10,299
34	Lakeland-Winter Haven, FL Metropolitan Statistical Area	1,225	8,877
35	Alexandria, LA Metropolitan Statistical Area	1,223	1,860
36	Columbus, OH Metropolitan Statistical Area	1,219	25,877
37	Colorado Springs, CO Metropolitan Statistical Area	1,219	9,090
38	Trenton-Princeton, NJ Metropolitan Statistical Area	1,218	4,477
39	Fayetteville, NC Metropolitan Statistical Area	1,214	6,397
40	Tallahassee, FL Metropolitan Statistical Area	1,213	4,697
41	Killeen-Temple, TX Metropolitan Statistical Area	1,205	5,545
42	Port St. Lucie, FL Metropolitan Statistical Area	1,203	5,888
43	Baton Rouge, LA Metropolitan Statistical Area	1,201	10,265
44	Birmingham-Hoover, AL Metropolitan Statistical Area	1,200	13,086
45	Austin-Round Rock-Georgetown, TX Metropolitan Statistical Area	1,194	26,593
46	Ocala, FL Metropolitan Statistical Area	1,188	4,343
47	Prescott Valley-Prescott, AZ Metropolitan Statistical Area	1,186	2,789
48	Cleveland-Elyria, OH Metropolitan Statistical Area	1,186	24,285
49	Myrtle Beach-Conway-North Myrtle Beach, SC-NC Metropolitan Statistical Area	1,183	5,879
50	Vallejo, CA Metropolitan Statistical Area	1,179	5,276

Metropolitan Areas are defined by the Office of Management and Budget, and population estimates are based on 2019 U.S. Census figures. Metropolitan Areas are ranked based on the number of reports per 100,000 population. Reports exclude state-specific data contributor reports.

Top 50 Metropolitan Areas: Identity Theft Reports

Rank	Metropolitan Area	Reports per 100K Population	# of Reports
1	Providence-Warwick, RI-MA Metropolitan Statistical Area	1,981	32,176
2	Lawrence, KS Metropolitan Statistical Area	1,779	2,175
3	Topeka, KS Metropolitan Statistical Area	1,548	3,591
4	Wichita, KS Metropolitan Statistical Area	1,378	8,825
5	Lafayette, LA Metropolitan Statistical Area	1,212	5,931
6	Baton Rouge, LA Metropolitan Statistical Area	1,184	10,126
7	Tuscaloosa, AL Metropolitan Statistical Area	1,153	2,907
8	Manhattan, KS Metropolitan Statistical Area	1,062	1,384
9	Chicago-Naperville-Elgin, IL-IN-WI Metropolitan Statistical Area	975	92,239
10	Memphis, TN-MS-AR Metropolitan Statistical Area	924	12,434
11	Atlanta-Sandy Springs-Alpharetta, GA Metropolitan Statistical Area	850	51,172
12	Miami-Fort Lauderdale-Pompano Beach, FL Metropolitan Statistical Area	839	51,751
13	Springfield, IL Metropolitan Statistical Area	833	1,723
14	Houston-The Woodlands-Sugar Land, TX Metropolitan Statistical Area	817	57,733
15	Kansas City, MO-KS Metropolitan Statistical Area	801	17,291
16	Kankakee, IL Metropolitan Statistical Area	786	863
17	Bloomington, IL Metropolitan Statistical Area	740	1,269
18	Rockford, IL Metropolitan Statistical Area	712	2,393
19	Syracuse, NY Metropolitan Statistical Area	682	4,423
20	Cleveland-Elyria, OH Metropolitan Statistical Area	675	13,833
21	Decatur, IL Metropolitan Statistical Area	670	697
22	Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area	664	15,055
23	New Orleans-Metairie, LA Metropolitan Statistical Area	654	8,311
24	Rochester, NY Metropolitan Statistical Area	648	6,929
25	Champaign-Urbana, IL Metropolitan Statistical Area	647	1,462
26	Fort Collins, CO Metropolitan Statistical Area	637	2,272
27	Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	636	38,789
28	Denver-Aurora-Lakewood, CO Metropolitan Statistical Area	633	18,786
29	Peoria, IL Metropolitan Statistical Area	633	2,534
30	Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	632	47,825
31	Tallahassee, FL Metropolitan Statistical Area	631	2,444
32	Boulder, CO Metropolitan Statistical Area	627	2,046
33	Albany-Schenectady-Troy, NY Metropolitan Statistical Area	599	5,272
34	Shreveport-Bossier City, LA Metropolitan Statistical Area	597	2,357
35	Poughkeepsie-Newburgh-Middletown, NY Metropolitan Statistical Area	592	4,022
36	Colorado Springs, CO Metropolitan Statistical Area	588	4,385
37	Columbia, SC Metropolitan Statistical Area	567	4,757
38	Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	559	14,591
39	Lakeland-Winter Haven, FL Metropolitan Statistical Area	545	3,949
40	Buffalo-Cheektowaga, NY Metropolitan Statistical Area	541	6,105
41	Columbus, OH Metropolitan Statistical Area	540	11,452
42	Baltimore-Columbia-Towson, MD Metropolitan Statistical Area	536	15,013
43	Sumter, SC Metropolitan Statistical Area	531	746
44	Savannah, GA Metropolitan Statistical Area	526	2,071
45	Greeley, CO Metropolitan Statistical Area	521	1,690
46	Columbus, GA-AL Metropolitan Statistical Area	520	1,669
47	Montgomery, AL Metropolitan Statistical Area	512	1,913
48	Akron, OH Metropolitan Statistical Area	511	3,598
49	Los Angeles-Long Beach-Anaheim, CA Metropolitan Statistical Area	509	67,258
50	Albany, GA Metropolitan Statistical Area	508	746

Metropolitan Areas are defined by the Office of Management and Budget, and population estimates are based on 2019 U.S. Census figures. Metropolitan Areas are ranked based on the number of reports per 100,000 population.

Appendix A1: The Consumer Sentinel Network

Consumer Sentinel Network

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

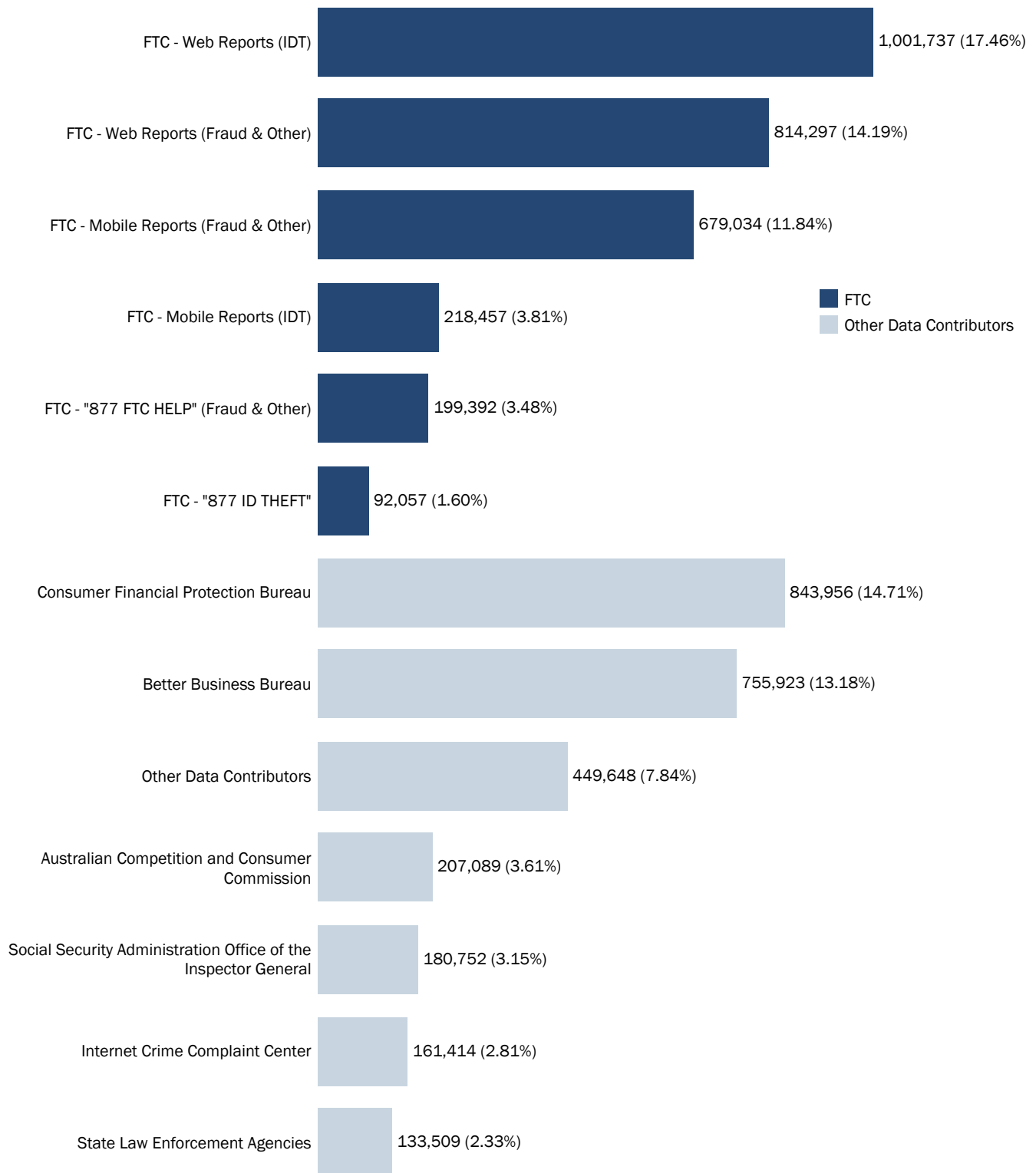
IdentityTheft.gov

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

Econsumer.gov

[Econsumer.gov](https://www.econsumer.gov) was created in April 2001 to gather and share cross-border e-commerce reports, to respond to the challenges of multinational internet fraud, and to improve consumer confidence in e-commerce. Today, consumer protection agencies in 41 countries and the OECD participate in econsumer.gov. Through econsumer.gov, consumers can file cross-border consumer reports online and learn other steps to take to combat fraud. The website is available in English, French, German, Japanese, Korean, Polish, Portuguese, Spanish, and Turkish. The reports into econsumer.gov are accessible to Consumer Sentinel members and certified foreign law enforcement agencies.

Appendix A2: Major Data Contributors



Percentages are based on the total number of 2021 Sentinel reports (5,737,265). Where appropriate, the type of report provided by the organization is indicated in parenthesis.

Appendix A3: Data Contributors

FTC

Data Contributor	2019		2020		2021	
	# of Reports	%	# of Reports	%	# of Reports	%
FTC - Web Reports (IDT)	477,492	13.93%	1,066,274	21.92%	1,001,737	17.46%
FTC - Web Reports (Fraud & Other)	455,546	13.29%	639,779	13.15%	814,297	14.19%
FTC - Mobile Reports (Fraud & Other)	358,136	10.44%	515,048	10.59%	679,034	11.84%
FTC - Mobile Reports (IDT)	101,692	2.97%	216,320	4.45%	218,457	3.81%
FTC - "877 FTC HELP" (Fraud & Other)	342,946	10.00%	232,843	4.79%	199,392	3.48%
FTC - "877 ID THEFT"	71,339	2.08%	105,000	2.16%	92,057	1.60%

Top Data Contributors

Data Contributor	2019		2020		2021	
	# of Reports	%	# of Reports	%	# of Reports	%
Consumer Financial Protection Bureau	353,149	10.30%	525,719	10.81%	843,956	14.71%
Better Business Bureau	675,269	19.69%	885,011	18.19%	755,923	13.18%
Australian Competition and Consumer Commission					207,089	3.61%
Social Security Administration Office of the Inspector General	1	0.00%			180,752	3.15%
Internet Crime Complaint Center	100,574	2.93%	208,090	4.28%	161,414	2.81%

Other Data Contributors

Data Contributor	2019		2020		2021	
	# of Reports	%	# of Reports	%	# of Reports	%
U.S. Department of Justice Disaster Fraud Task Force	129	0.00%	4,164	0.09%	126,187	2.20%
Publishers Clearing House	100,471	2.93%	80,146	1.65%	74,986	1.31%
Microsoft Corporation Cyber Crime Center	77,769	2.27%	63,115	1.30%	58,765	1.02%
U.S. Department of Education	42,698	1.25%	46,786	0.96%	51,268	0.89%
MoneyGram International & Western Union Money Transfer	52,860	1.54%	43,262	0.89%	43,075	0.75%
U.S. Postal Inspection Service	18,452	0.54%	25,990	0.53%	31,937	0.56%
Scam Detector	2,903	0.08%	5,332	0.11%	31,465	0.55%
Others	26,146	0.76%	18,402	0.38%	17,424	0.30%
AARP Fraud Watch Network	10,115	0.29%	9,673	0.20%	9,738	0.17%
PrivacyStar	32,894	0.96%	9,174	0.19%	4,803	0.08%

Percentages are based on the total number of Sentinel reports in 2019 (3,428,818), 2020 (4,865,023), and 2021 (5,737,265).

Appendix A3: Data Contributors

State Law Enforcement Agencies

Data Contributor	2019		2020		2021	
	# of Reports	%	# of Reports	%	# of Reports	%
Ohio, Attorney General	21,050	0.61%	26,967	0.55%	19,086	0.33%
Pennsylvania, Attorney General	12,526	0.37%	16,387	0.34%	17,697	0.31%
New York, Attorney General	12,463	0.36%	19,107	0.39%	14,656	0.26%
Washington, Attorney General	8,406	0.25%	11,849	0.24%	14,547	0.25%
Massachusetts, Attorney General	13,223	0.39%	20,473	0.42%	12,313	0.21%
Wisconsin, Department of Agriculture, Trade, and Consumer Protection	9,456	0.28%	9,547	0.20%	9,194	0.16%
Indiana, Attorney General	3,716	0.11%	5,091	0.10%	7,175	0.13%
North Carolina, Department of Justice	9,229	0.27%	10,135	0.21%	6,691	0.12%
Maine, Attorney General	5,443	0.16%	8,588	0.18%	6,398	0.11%
Michigan, Attorney General	4,996	0.15%	8,880	0.18%	5,983	0.10%
Oregon, Department of Justice	2,540	0.07%	2,910	0.06%	3,103	0.05%
Louisiana, Attorney General	2,740	0.08%	4,129	0.08%	3,050	0.05%
Iowa, Attorney General	2,536	0.07%	2,666	0.05%	2,590	0.05%
South Carolina, Department of Consumer Affairs	2,533	0.07%	2,259	0.05%	2,425	0.04%
Florida Department of Agriculture and Consumer Services	7,142	0.21%	4,179	0.09%	2,089	0.04%
Tennessee, Department of Commerce and Insurance, Consumer Affairs Division	2,022	0.06%	3,148	0.06%	1,755	0.03%
Connecticut, Department of Consumer Protection	1,630	0.05%	1,706	0.04%	1,507	0.03%
Hawaii, Office of Consumer Protection	265	0.01%	637	0.01%	961	0.02%
Idaho, Attorney General	675	0.02%	895	0.02%	808	0.01%
Montana, Attorney General	473	0.01%	676	0.01%	671	0.01%
Nevada, Attorney General	144	0.00%	1,294	0.03%	350	0.01%
Nebraska, Attorney General	3,393	0.10%	3,093	0.06%	228	0.00%
Alaska, Attorney General	301	0.01%	221	0.00%	205	0.00%
Mississippi, Attorney General	735	0.02%	52	0.00%	25	0.00%
North Dakota Attorney General's Office	25	0.00%	6	0.00%	2	0.00%
Colorado, Attorney General	575	0.02%				

Percentages are based on the total number of Sentinel reports in 2019 (3,428,818), 2020 (4,865,023), and 2021 (5,737,265).

Appendix A4: Better Business Bureau Data Contributors

United States

BBB serving... Akron
 Abilene
 Amarillo
 Arkansas
 Acadiana
 Canton Region & Greater West Virginia
 Central & Eastern Kentucky
 Central & South Alabama
 Central and Western MA and Northeastern CT
 Central California and Inland Empire Counties
 Central East Texas
 Central Florida
 Central Illinois
 Central Indiana
 Central and Northwest North Carolina
 Central Ohio
 Central Oklahoma
 Central South Carolina & Charleston
 Central Virginia
 Chicago & Northern Illinois
 Cincinnati Area, Southern Ohio, Northern Kentucky, SE Indiana
 Coastal Carolina
 Concho Valley
 Connecticut
 Dayton and Miami Valley
 Delaware
 Detroit & Eastern Michigan
 E. & SW Missouri & S. Illinois
 Eastern MA, ME, RI & VT
 Eastern North Carolina
 Eastern Oklahoma
 El Paso
 Fall Line Corridor
 Greater Cleveland
 Greater East Tennessee
 Greater Hampton Roads
 Greater Houston and South Texas
 Greater Iowa, Quad Cities and Siouxland Region
 Greater Kansas City
 Greater Maryland
 Greater New Orleans Area
 Heart of Texas
 Los Angeles and Silicon Valley
 Louisville, Southern Indiana & Western Kentucky
 Mahoning Valley
 Metro Atlanta, Athens & NE Georgia
 Metro Washington DC & Eastern Pennsylvania
 Metropolitan New York
 Middle Tennessee
 Mid-South
 Minnesota and North Dakota
 Mississippi
 Nebraska, South Dakota, Kansas Plains & SW Iowa
 New Hampshire
 New Jersey
 New Mexico and Southwest Colorado
 North Alabama
 North Central Texas

BBB serving... Northeast & Central Louisiana & the Ark-La-Tex
 Northeast California
 Northeast Florida and the Southeast Atlantic
 Northern Colorado and Wyoming
 Northern Indiana
 Northern Nevada and Utah
 Northwest + Pacific
 Northwest Florida
 Northwest and West Central Ohio and SE Michigan
 Pacific Southwest
 San Francisco Bay Area and Northern Coastal California
 South Central Louisiana
 South Plains
 Southeast Florida & the Caribbean
 Southeast Tennessee & Northwest Georgia
 Southeast Texas
 Southern Arizona
 Southern Colorado
 Southern Nevada
 Southern Piedmont and Western North Carolina
 Southwest Louisiana
 Tri-Counties
 Tri-State
 Upstate New York
 Upstate South Carolina
 West Florida
 Western Michigan
 Western Pennsylvania
 Western Virginia
 Wisconsin

Canada

Atlantic Provinces
 Central Ontario
 Mainland B.C.
 Manitoba & N.W. Ontario
 Northern Capital Regions and Quebec
 Saskatchewan
 Southern Alberta and East Kootenay
 Vancouver Island
 Western Ontario

Mexico

BBB Mexico

Appendix B1: Descriptions of Report Categories

Fraud Report Categories

Advance Payments for Credit Services:

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

Business and Job Opportunities:

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

Charitable Solicitations:

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

Foreign Money Offers and Fake Check Scams:

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

Grants:

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

Health Care:

Fraudulent, misleading or deceptive claims for: vision correction procedures; dietary supplements; weight loss products or services; impotency treatments; health spas and equipments; infertility services; sunscreens; HIV test kits; medical discount plans; as well as complaints about over-the-counter or prescription drugs; other medical products, supplies or treatments. Also includes reports about eye care and fitness monitors and devices that can connect to the internet and use a processor or sensors to collect consumer information; etc.

Imposter Scams:

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

Internet Services:

Problems with website content, including websites that offer content for a fee or advertise products and services; difficulty canceling an ISP or online account; issues with online payment services, social networking services, internet gaming, and virtual reality; undisclosed charges; website design and promotion services; and problems with broadband internet services and content, including the truthfulness of cost, access, and speed disclosures.

Investment Related:

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

Magazines and Books:

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

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

Appendix B1: Descriptions of Report Categories

Mortgage Foreclosure Relief and Debt Management:

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

Office Supplies and Services:

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

Online Shopping and Negative Reviews:

Undisclosed costs, failure to deliver on time, non-delivery, and refusal to honor a guarantee on purchases made online; internet auctions (starting October 22, 2020); businesses trying to prevent people from giving honest reviews about products or services they purchased.

Prizes, Sweepstakes and Lotteries:

Promotions for "free" prizes for a fee; foreign lotteries and sweepstakes offered through the phone, fax, e-mail or mail; etc.

Tax Preparers:

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

Telephone and Mobile Services:

Advertising related to mobile plans, rates or coverage areas; problems with mobile applications or downloads; other mobile device problems; charges for calls to "toll-free" numbers; unauthorized charges, such as charges for calls consumers did not make; unauthorized switching of consumers' phone service provider; misleading pre-paid phone card offers; VoIP service problems; unsolicited faxes; electronic consumer products such as smart watches and connected-home devices that can connect to the internet and use a processor or sensors to collect consumer information; etc.

Travel, Vacations and Timeshare Plans:

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

Identity Theft

Identity Theft:

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

Other Report Categories

Auto Related:

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

Banks and Lenders:

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

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

Appendix B1: Descriptions of Report Categories

Computer Equipment and Software:

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

Credit Bureaus, Information Furnishers and Report Users:

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

Credit Cards:

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

Debt Collection:

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

Education:

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

Funeral Services:

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

Home Repair, Improvement and Products:

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

Privacy, Data Security, and Cyber Threats:

Reports about data privacy, including children's online privacy. This includes reports about the collection, storage, use, disclosure, or disposal of consumer data; reports about the practices and processes companies use to secure consumer data. Also included are reports about malware and computer exploits, including spyware, malware, denial of service attacks, etc.

Television and Electronic Media:

Reports about television programming and advertisements; miscellaneous problems with digital entertainment, including DVDs, CDs, MP3s, satellite music services, online streaming, and video on demand; issues with TV reception, installation, billing, and promotions of satellite and cable television providers.

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

Appendix B2: Report Categories over Three Years

Category	2019		2020		2021	
	# Reports	%	# Reports	%	# Reports	%
Advance Payments for Credit Services	20,556	0.60%	17,239	0.35%	24,152	0.42%
Auto Related	126,096	3.68%	131,687	2.71%	137,468	2.40%
Banks and Lenders	160,726	4.69%	184,638	3.80%	195,370	3.41%
Business and Job Opportunities	38,451	1.12%	61,501	1.26%	104,019	1.81%
Charitable Solicitations	3,805	0.11%	4,843	0.10%	9,270	0.16%
Computer Equipment and Software	14,681	0.43%	22,471	0.46%	15,701	0.27%
Credit Bureaus, Information Furnishers and Report Users	166,603	4.86%	318,656	6.55%	592,928	10.33%
Credit Cards	55,682	1.62%	68,495	1.41%	65,173	1.14%
Debt Collection	139,193	4.06%	124,309	2.56%	151,335	2.64%
Education	21,611	0.63%	27,474	0.56%	22,810	0.40%
Foreign Money Offers and Fake Check Scams	31,174	0.91%	39,099	0.80%	39,139	0.68%
Funeral Services	1,187	0.03%	1,427	0.03%	1,310	0.02%
Grants	5,303	0.15%	4,162	0.09%	4,254	0.07%
Health Care	66,554	1.94%	90,675	1.86%	89,801	1.57%
Home Repair, Improvement and Products	31,847	0.93%	60,909	1.25%	70,612	1.23%
Identity Theft	650,523	18.97%	1,388,540	28.54%	1,434,676	25.01%
Imposter Scams	663,930	19.36%	503,058	10.34%	984,756	17.16%
Internet Services	88,156	2.57%	148,505	3.05%	121,445	2.12%
Investment Related	18,230	0.53%	26,912	0.55%	78,988	1.38%
Magazines and Books	7,828	0.23%	6,835	0.14%	5,541	0.10%
Miscellaneous Reports	55,231	1.61%	52,182	1.07%	44,033	0.77%
Mortgage Foreclosure Relief and Debt Management	10,847	0.32%	11,075	0.23%	21,258	0.37%
Office Supplies and Services	5,718	0.17%	5,762	0.12%	3,609	0.06%
Online Shopping and Negative Reviews	181,297	5.29%	370,045	7.61%	398,283	6.94%
Privacy, Data Security, and Cyber Threats	26,950	0.79%	76,531	1.57%	70,177	1.22%
Prizes, Sweepstakes and Lotteries	125,127	3.65%	116,454	2.39%	148,243	2.58%
Tax Preparers	4,345	0.13%	4,901	0.10%	5,424	0.09%
Telephone and Mobile Services	110,726	3.23%	110,976	2.28%	92,802	1.62%
Television and Electronic Media	58,929	1.72%	54,388	1.12%	41,905	0.73%
Travel, Vacations and Timeshare Plans	37,891	1.11%	77,602	1.60%	53,891	0.94%
Unspecified Reports	724,353	21.13%	972,125	19.98%	1,159,827	20.22%

Percentages are based on the total number of Sentinel reports in 2019 (3,428,818), 2020 (4,865,023), and 2021 (5,737,265). Consumers can report more than one category or subcategory.

Appendix B3: Detailed Report Categories over Three Years

Category	Subcategory	2019		2020		2021	
		# of Reports	% of Reports	# of Reports	% of Reports	# of Reports	% of Reports
Advance Payments for Credit Services	Advance-Fee Credit	15,807	0.46%	13,237	0.27%	20,540	0.36%
	Credit Card Loss Protection	176	0.01%	219	0.00%	124	0.00%
	Credit Repair	4,097	0.12%	3,432	0.07%	3,151	0.05%
	Refund Scams	476	0.01%	351	0.01%	339	0.01%
Auto Related	Auto Financing	9,877	0.29%	9,802	0.20%	10,206	0.18%
	Auto Parts & Repairs	27,442	0.80%	28,916	0.59%	26,071	0.45%
	Auto Renting & Leasing	11,176	0.33%	11,926	0.25%	14,082	0.25%
	Auto Service & Warranties	8,712	0.25%	11,553	0.24%	14,011	0.24%
	Gasoline	311	0.01%	704	0.01%	493	0.01%
	New Auto Sales	39,213	1.14%	37,259	0.77%	37,074	0.65%
	Used Auto Sales	31,209	0.91%	33,439	0.69%	37,392	0.65%
Banks and Lenders	Auto Title Lending	969	0.03%	1,014	0.02%	833	0.01%
	Bank & Credit Union Lending	370	0.01%	615	0.01%	763	0.01%
	Banks, Credit Unions & S&Ls	58,323	1.70%	70,331	1.45%	74,812	1.30%
	Finance Company Lending	7,984	0.23%	10,118	0.21%	10,331	0.18%
	Misc. Institution Lending	12,344	0.36%	16,817	0.35%	17,509	0.31%
	Mortgage Lending	36,304	1.06%	41,747	0.86%	44,848	0.78%
	Payday Loans	7,803	0.23%	6,459	0.13%	5,942	0.10%
	Student Loans	36,849	1.07%	37,774	0.78%	40,474	0.71%
Business and Job Opportunities	Business & Work-at-Home Opportunities	15,706	0.46%	18,778	0.39%	15,252	0.27%
	Franchises & Distributorships*	757	0.02%	919	0.02%	1,017	0.02%
	Invention Promotion	856	0.02%	1,054	0.02%	565	0.01%
	Job Scams & Employment Agencies	19,429	0.57%	36,727	0.75%	79,226	1.38%
	Pyramids & Multi-Level Marketing	1,747	0.05%	4,055	0.08%	8,022	0.14%
Charitable Solicitations	Charitable Solicitations	3,805	0.11%	4,843	0.10%	9,270	0.16%
Computer Equipment and Software	Computer Equipment & Software	14,681	0.43%	22,471	0.46%	15,701	0.27%
Credit Bureaus, Information Furnishers and Report Users	Credit Bureaus	165,986	4.84%	317,757	6.53%	591,386	10.31%
	Credit Information Furnishers	648	0.02%	876	0.02%	1,141	0.02%
	Credit Report Users	348	0.01%	353	0.01%	748	0.01%
Credit Cards	Credit Cards	55,682	1.62%	68,495	1.41%	65,173	1.14%
Debt Collection	Creditor Debt Collection	37,448	1.09%	40,095	0.82%	58,019	1.01%
	Third Party Debt Collection	102,041	2.98%	84,395	1.73%	93,417	1.63%
Education	Colleges & Universities	18,989	0.55%	24,525	0.50%	19,859	0.35%
	Trade & Vocational Schools	2,718	0.08%	3,035	0.06%	3,000	0.05%

Percentages are based on the total number of Sentinel reports in 2019 (3,428,818), 2020 (4,865,023), and 2021 (5,737,265). Consumers can report more than one category or subcategory.

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

† This subcategory is counted as Fraud even though the broader category assigned is Other.

‡ These categories or subcategories were added on October 22, 2020.

§ These categories or subcategories were retired on October 22, 2020. Reports about internet auctions submitted after this date are included in the Online Shopping subcategory.

Appendix B3: Detailed Report Categories over Three Years

Category	Subcategory	2019		2020		2021	
		# of Reports	% of Reports	# of Reports	% of Reports	# of Reports	% of Reports
Foreign Money Offers and Fake Check Scams	Fake Check Scams	27,352	0.80%	36,672	0.75%	36,752	0.64%
	Foreign Money & Inheritance Scams	3,907	0.11%	2,487	0.05%	2,400	0.04%
Funeral Services	Funeral Services	1,187	0.03%	1,427	0.03%	1,310	0.02%
Grants	Non-Educational Grants	4,462	0.13%	3,532	0.07%	4,003	0.07%
	Scholarships & Educational Grants	869	0.03%	639	0.01%	281	0.00%
Health Care	Connected Wearable Devices*	109	0.00%	136	0.00%	53	0.00%
	Diet Products, Plans & Centers	16,075	0.47%	32,133	0.66%	26,235	0.46%
	Eye Care*	4,998	0.15%	6,239	0.13%	4,881	0.09%
	Health Care Billing	1,300	0.04%	1,485	0.03%	1,599	0.03%
	Health Care: Dietary Supplements\Herbal Remedies§	3,362	0.10%	3,814	0.08%		
	Health Care: Drugs-OTC\Prescription§	2,594	0.08%	2,466	0.05%		
	Health Care: Other Medical Treatments*§	17,370	0.51%	13,118	0.27%		
	Health Care: Other Products\Supplies*§	12,517	0.37%	9,024	0.19%		
	Medical Insurance & Discount Plans	6,762	0.20%	6,198	0.13%	5,485	0.10%
	Medical Treatments & Cures‡	1,258	0.04%	10,834	0.22%	31,617	0.55%
	Misc. Medical*‡	471	0.01%	5,518	0.11%	20,070	0.35%
Home Repair, Improvement and Products	Home Appliances	2,972	0.09%	4,189	0.09%	3,957	0.07%
	Home Furnishings	2,278	0.07%	3,274	0.07%	4,976	0.09%
	Home Protection Devices	1,189	0.03%	1,139	0.02%	1,037	0.02%
	Home Repair	12,635	0.37%	32,029	0.66%	16,486	0.29%
	Home Warranties‡	700	0.02%	1,567	0.03%	16,909	0.29%
	Housing	12,091	0.35%	18,792	0.39%	27,301	0.48%
Identity Theft	Identity Theft	650,523	18.97%	1,388,540	28.54%	1,434,676	25.01%
Imposter Scams	Business Imposters	106,732	3.11%	156,929	3.23%	394,742	6.88%
	Family & Friend Imposters	20,138	0.59%	25,444	0.52%	35,940	0.63%
	Government Imposters	391,819	11.43%	179,267	3.68%	396,302	6.91%
	Romance Scams	39,874	1.16%	54,209	1.11%	77,280	1.35%
	Tech Support Scams	108,259	3.16%	98,159	2.02%	113,612	1.98%
Internet Auction	Internet Auction§	1,832	0.05%	1,823	0.04%		

Percentages are based on the total number of Sentinel reports in 2019 (3,428,818), 2020 (4,865,023), and 2021 (5,737,265). Consumers can report more than one category or subcategory.

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§ These categories or subcategories were retired on October 22, 2020. Reports about internet auctions submitted after this date are included in the Online Shopping subcategory.

Appendix B3: Detailed Report Categories over Three Years

Category	Subcategory	2019		2020		2021	
		# of Reports	% of Reports	# of Reports	% of Reports	# of Reports	% of Reports
Internet Services	Broadband Internet Access*	3,785	0.11%	5,075	0.10%	5,419	0.09%
	Broadband Internet Cost*	2,917	0.09%	5,246	0.11%	7,189	0.13%
	Broadband Internet Speed*	1,115	0.03%	1,699	0.03%	1,622	0.03%
	Gaming & Virtual Reality*	4,289	0.13%	8,015	0.16%	5,933	0.10%
	Internet Information Services§	43,771	1.28%	41,849	0.86%		
	Online Payment Services	12,061	0.35%	43,849	0.90%	48,516	0.85%
	Social Networking Services	16,382	0.48%	32,691	0.67%	32,095	0.56%
	Website Content‡	552	0.02%	7,331	0.15%	19,535	0.34%
	Website Design & Promotion	4,270	0.12%	4,471	0.09%	3,371	0.06%
Investment Related	Art, Gems & Rare Coin Investments	700	0.02%	1,087	0.02%	1,362	0.02%
	Investment Seminars & Advice	7,353	0.21%	2,909	0.06%	3,316	0.06%
	Miscellaneous Investments	8,998	0.26%	20,959	0.43%	70,478	1.23%
	Stocks & Commodity Futures Trading	1,183	0.03%	1,959	0.04%	3,852	0.07%
Magazines and Books	Books & Magazines	7,828	0.23%	6,835	0.14%	5,541	0.10%
Miscellaneous Reports	Business Equipment & Facilities Leasing	233	0.01%	287	0.01%	200	0.00%
	Children's Products	1,474	0.04%	2,183	0.04%	1,531	0.03%
	Food	1,661	0.05%	3,632	0.07%	2,385	0.04%
	Garments, Wool, Leather Goods & Textiles	907	0.03%	983	0.02%	1,041	0.02%
	Immigration Services	969	0.03%	1,167	0.02%	513	0.01%
	Insurance (excl. Medical)	6,163	0.18%	6,423	0.13%	6,067	0.11%
	Jewelry & Watches	4,750	0.14%	6,693	0.14%	4,882	0.09%
	Modeling Agencies\Services§	192	0.01%	161	0.00%		
	Personal Care Products	2,498	0.07%	3,495	0.07%	2,503	0.04%
	Property & Inheritance Tracers	485	0.01%	357	0.01%	836	0.01%
	Real Estate	18,423	0.54%	21,288	0.44%	18,857	0.33%
	Tobacco Products	979	0.03%	1,229	0.03%	816	0.01%
Utilities	16,500	0.48%	4,284	0.09%	4,403	0.08%	
Mortgage Foreclosure Relief and Debt Management	Credit & Debt Counseling	9,707	0.28%	10,139	0.21%	20,590	0.36%
	Mortgage Modification & Foreclosure Relief	1,140	0.03%	936	0.02%	672	0.01%
Office Supplies and Services	Office Directory Listings & Ad Space	3,318	0.10%	3,448	0.07%	2,008	0.03%
	Office Supplies & Services	2,400	0.07%	2,314	0.05%	1,601	0.03%
Online Shopping and Negative Reviews	Negative Online Reviews*	779	0.02%	1,970	0.04%	468	0.01%
	Online Shopping	180,822	5.27%	369,324	7.59%	397,826	6.93%

Percentages are based on the total number of Sentinel reports in 2019 (3,428,818), 2020 (4,865,023), and 2021 (5,737,265). Consumers can report more than one category or subcategory.

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† This subcategory is counted as Fraud even though the broader category assigned is Other.

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§ These categories or subcategories were retired on October 22, 2020. Reports about internet auctions submitted after this date are included in the Online Shopping subcategory.

Appendix B3: Detailed Report Categories over Three Years

Category	Subcategory	2019		2020		2021	
		# of Reports	% of Reports	# of Reports	% of Reports	# of Reports	% of Reports
Privacy, Data Security, and Cyber Threats‡	Malware & Computer Exploits†	26,944	0.79%	71,859	1.48%	51,454	0.90%
	Privacy & Data Security‡	6	0.00%	4,672	0.10%	18,724	0.33%
Prizes, Sweepstakes and Lotteries	Prizes, Sweepstakes & Lotteries	125,127	3.65%	116,454	2.39%	148,243	2.58%
Tax Preparers	Tax Preparers	4,345	0.13%	4,901	0.10%	5,424	0.09%
Telephone and Mobile Services	Connected Non-Wearable Devices*	458	0.01%	618	0.01%	89	0.00%
	Mobile: Accessories, Devices, and Services§	45,736	1.33%	26,795	0.55%		
	Mobile: Applications\Other Downloads§	2,985	0.09%	3,925	0.08%		
	Mobile: Carrier Rates\Plans§	5,539	0.16%	10,305	0.21%		
	Mobile: Unauthorized Charges or Debits§	3,116	0.09%	3,099	0.06%		
	Phone Billing‡	1,322	0.04%	6,144	0.13%	17,312	0.30%
	Phone Carrier Switching	788	0.02%	966	0.02%	157	0.00%
	Phone Devices, Accessories & Services‡	25,449	0.74%	44,449	0.91%	75,366	1.31%
	Prepaid Phone Cards	1,102	0.03%	978	0.02%	609	0.01%
	Telephone: Other§	27,503	0.80%	17,452	0.36%		
	Telephone: Unauthorized Charges or Debits§	525	0.02%	410	0.01%		
	Telephone: VoIP Services§	813	0.02%	649	0.01%		
Television and Electronic Media	Cable & Satellite TV	55,376	1.62%	49,899	1.03%	37,784	0.66%
	Streaming & Digital Media	1,297	0.04%	2,347	0.05%	2,003	0.03%
	TV Programming & Ads	2,312	0.07%	2,174	0.04%	2,121	0.04%
Travel, Vacations and Timeshare Plans	Timeshare Resales	2,442	0.07%	2,581	0.05%	1,990	0.03%
	Timeshare Sales	7,052	0.21%	7,101	0.15%	5,567	0.10%
	Vacation & Travel	28,503	0.83%	68,003	1.40%	46,354	0.81%
Unspecified Reports	Other Misc.	297,151	8.67%	438,506	9.01%	503,069	8.77%
	Unauthorized Debits or Charges for Unknown Products§	1,556	0.05%	1,340	0.03%		
	Unsolicited Email	40,138	1.17%	112,695	2.32%	171,465	2.99%
	Unsolicited Text Messages	107,673	3.14%	305,749	6.28%	298,115	5.20%
	Unwanted Telemarketing Calls	299,666	8.74%	155,808	3.20%	189,400	3.30%

Percentages are based on the total number of Sentinel reports in 2019 (3,428,818), 2020 (4,865,023), and 2021 (5,737,265). Consumers can report more than one category or subcategory.

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

† This subcategory is counted as Fraud even though the broader category assigned is Other.

‡ These categories or subcategories were added on October 22, 2020.

§ These categories or subcategories were retired on October 22, 2020. Reports about internet auctions submitted after this date are included in the Online Shopping subcategory.

Appendix C: Fraud Reports and Reported Amount Lost by State

State	# of Reports	% Reporting Loss	Total \$ Loss	Median \$ Loss
Alabama	26,986	24%	\$44,712,880	\$423
Alaska	6,906	18%	\$13,078,284	\$600
Arizona	51,873	24%	\$116,030,737	\$515
Arkansas	16,142	25%	\$16,692,589	\$450
California	244,585	28%	\$820,858,149	\$600
Colorado	46,089	24%	\$87,975,013	\$479
Connecticut	21,278	25%	\$40,886,958	\$460
Delaware	7,367	24%	\$14,135,903	\$500
District of Columbia	6,840	23%	\$10,207,425	\$500
Florida	156,319	25%	\$331,282,322	\$532
Georgia	65,977	25%	\$112,980,173	\$500
Hawaii	9,193	24%	\$22,502,406	\$620
Idaho	10,786	24%	\$16,949,046	\$396
Illinois	78,280	22%	\$128,953,942	\$450
Indiana	39,621	23%	\$46,881,596	\$400
Iowa	14,643	25%	\$21,219,834	\$379
Kansas	16,940	22%	\$19,916,988	\$429
Kentucky	25,082	22%	\$30,598,771	\$350
Louisiana	23,404	25%	\$30,022,528	\$422
Maine	8,397	23%	\$9,708,190	\$400
Maryland	45,832	24%	\$93,976,802	\$518
Massachusetts	44,020	25%	\$91,319,599	\$500
Michigan	58,709	24%	\$83,309,393	\$400
Minnesota	33,234	24%	\$60,317,592	\$482
Mississippi	13,952	26%	\$23,422,036	\$400
Missouri	39,182	23%	\$52,266,861	\$361
Montana	6,712	24%	\$9,582,342	\$436
Nebraska	10,242	22%	\$14,314,521	\$450
Nevada	24,729	28%	\$69,551,003	\$616
New Hampshire	9,299	23%	\$13,660,810	\$450
New Jersey	54,494	27%	\$122,175,462	\$508
New Mexico	13,773	25%	\$23,200,453	\$500
New York	123,684	26%	\$280,882,468	\$500
North Carolina	64,517	24%	\$93,015,171	\$446
North Dakota	3,309	28%	\$8,897,094	\$440
Ohio	69,970	22%	\$86,270,313	\$375
Oklahoma	22,036	23%	\$26,906,284	\$410
Oregon	30,950	24%	\$65,371,881	\$500
Pennsylvania	79,178	25%	\$120,888,991	\$400
Puerto Rico	3,428	37%	\$6,689,197	\$508
Rhode Island	6,758	24%	\$11,564,650	\$447
South Carolina	30,918	25%	\$46,428,921	\$400
South Dakota	3,698	25%	\$6,828,535	\$489
Tennessee	42,606	23%	\$62,602,651	\$400
Texas	169,503	25%	\$369,437,769	\$500
Utah	19,327	26%	\$37,346,855	\$500
Vermont	4,132	22%	\$10,038,458	\$337
Virginia	59,345	25%	\$112,898,996	\$500
Washington	57,453	23%	\$135,661,564	\$500
West Virginia	10,219	26%	\$10,206,786	\$350
Wisconsin	33,942	23%	\$48,716,758	\$390
Wyoming	3,221	27%	\$7,751,648	\$500

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

