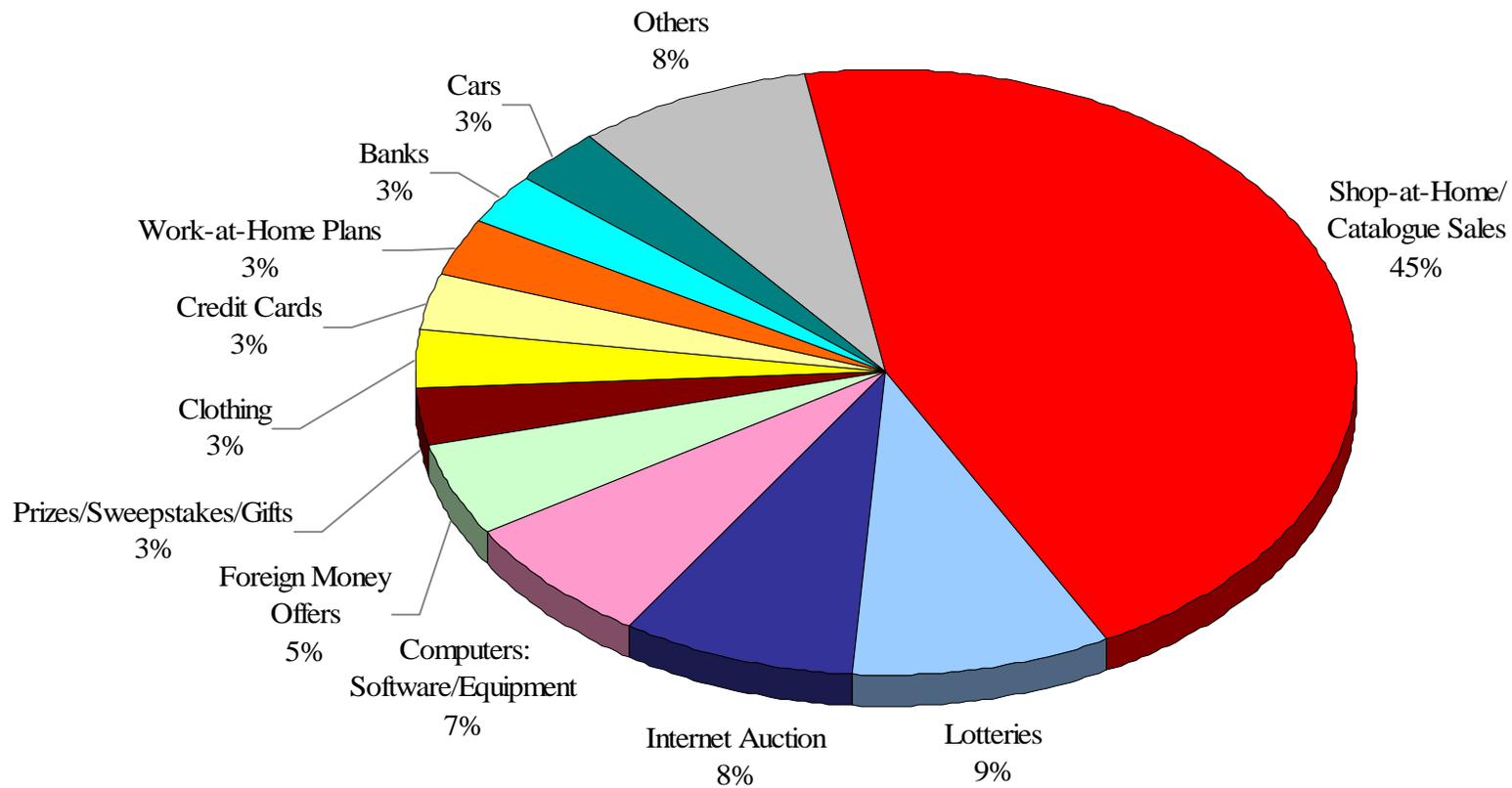




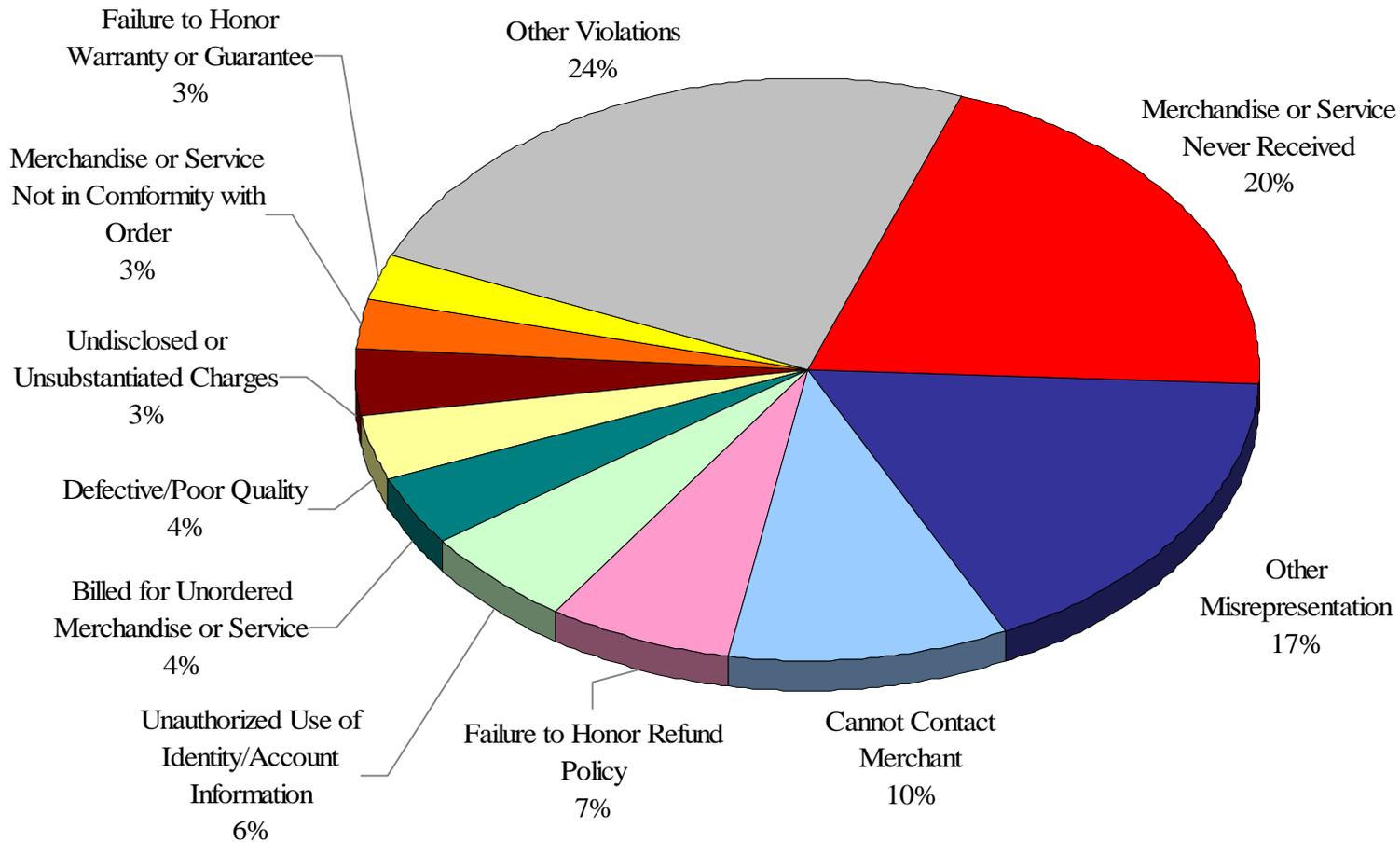
Econsumer Complaints Top Products or Services by Complaint Count¹ *January 1 – June 30, 2007*



¹Percentages are based on the 8,417 econsumer complaints received from January 1 to June 30, 2007.



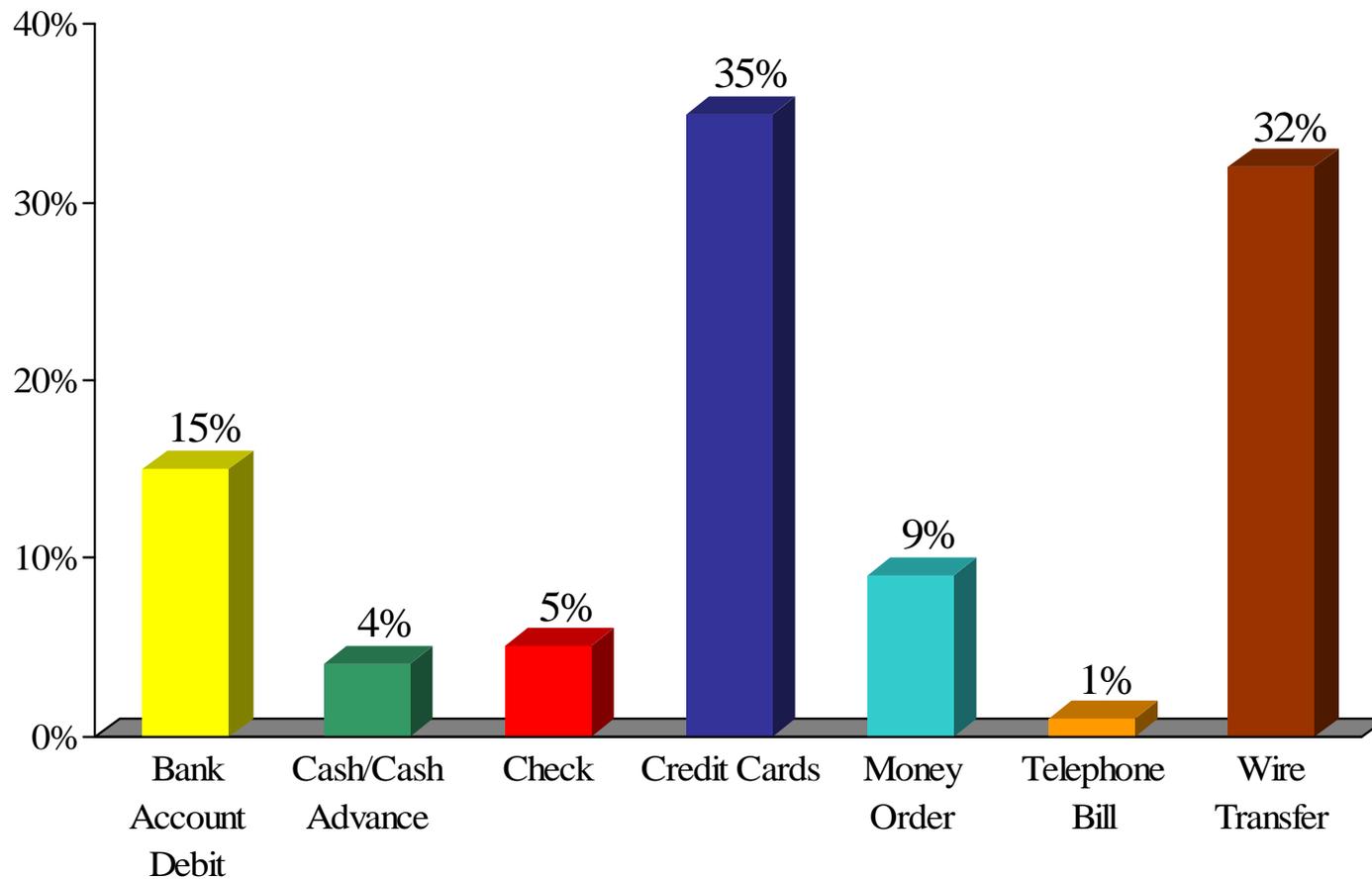
Econsumer Complaints Top Violations¹ *January 1 – June 30, 2007*



¹Percentages are based on the 11,288 econsumer law violations reported from January 1 to June 30, 2007, NOT the total number of econsumer complaints. One complaint may have multiple law violations.



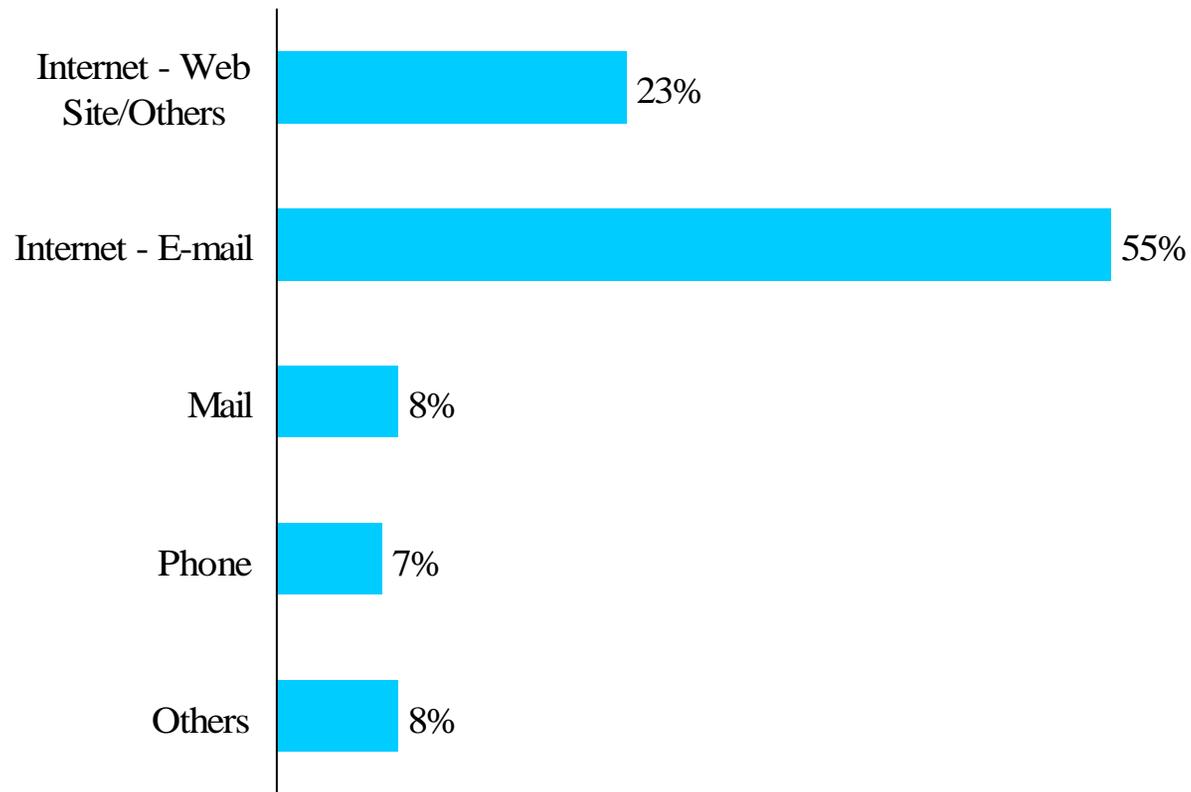
Econsumer Complaints
Consumers' Method of Payment¹
January 1 – June 30, 2007



¹Percentages are based on the 4,908 econsumer complaints from January 1 to June 30, 2007 where method of payment was reported by consumers. 58% of consumers reported this information.



Econsumer Complaints
Company's Method of Contacting Consumers¹
January 1 – June 30, 2007



¹Percentages are based on the 7,612 econsumer complaints from January 1 to June 30, 2007 where company's method of initial contact was reported by consumers. 90% of consumers reported this information.



Econsumer Complaints
Top Consumer and Company Locations
January 1 – June 30, 2007

Top Consumer Locations	Complaints
United States	5,332
Australia	371
United Kingdom	213
Canada	191
France	90
Germany	68
India	58
Spain	54
Mexico	43
Belgium	38

Top Company Locations	Complaints
United Kingdom	1,497
United States	1,278
Canada	427
China	355
Nigeria	224
Australia	162
Germany	157
Spain	147
Netherlands	133
Hong Kong	124