

## Sentinel Top Complaint Categories<sup>1</sup>

January 1 – December 31, 2006

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	<b>Identity Theft</b>	<b>246,035</b>	<b>36%</b>
2	Shop-at-Home/Catalog Sales	46,995	7%
3	Prizes/Sweepstakes and Lotteries	45,587	7%
4	Internet Services and Computer Complaints	41,243	6%
5	Internet Auctions	32,832	5%
6	Foreign Money Offers	20,411	3%
7	Advance-Fee Loans and Credit Protection/Repair	10,857	2%
8	Magazines and Buyers Clubs	8,924	1%
9	Telephone Services	8,165	1%
10	Health Care	7,467	1%
11	Business Opps and Work-at-Home Plans	7,460	1%
12	Travel, Vacations and Timeshare	6,712	1%
13	Office Supplies and Services	5,723	1%
14	Grants: Scholarships/Educational & Non-Educational	5,310	1%
15	Employ Agencies/Job Counsel/Overseas Work	4,485	1%
16	Investments	3,630	1%
	<b>Other Coded Complaints</b>	<b>12,399</b>	<b>2%</b>

<sup>1</sup>Percentages are based on the total number of Sentinel complaints (674,354) received by the FTC between January 1 and December 31, 2006. Twenty-four percent (160,399) of the Sentinel complaints received by the FTC did not contain specific product service codes. For Sentinel category descriptions, see Appendix B.