

**Complaints by Company State  
January 1 - December 31, 2001**

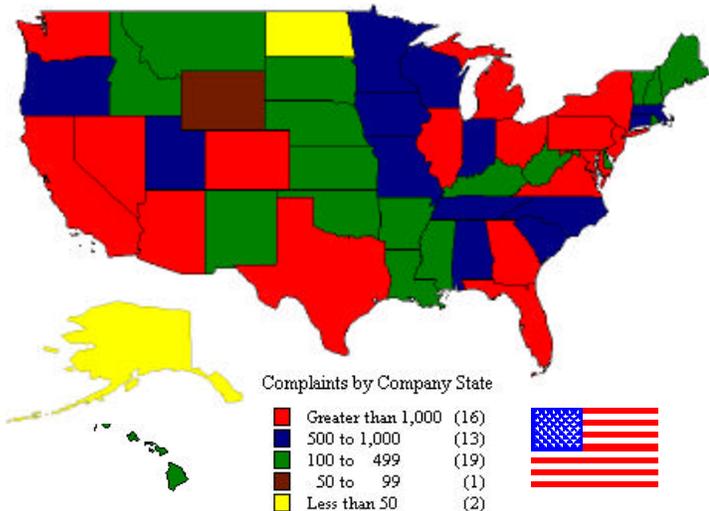


**Consumer Sentinel Total Number of Complaints & Amount Paid  
January 1 - December 31, 2001**

Total No. of Complaints	Complaints Reporting Amount Paid	Percentage of Complaints Reporting Amount Paid	Amount Paid Reported	Average Amount Paid*	Median Amount Paid**
118,166	87,333	74%	<b>\$160,487,275</b>	\$1,838	\$267

\*Average is based upon the total number of consumers who reported amount paid

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

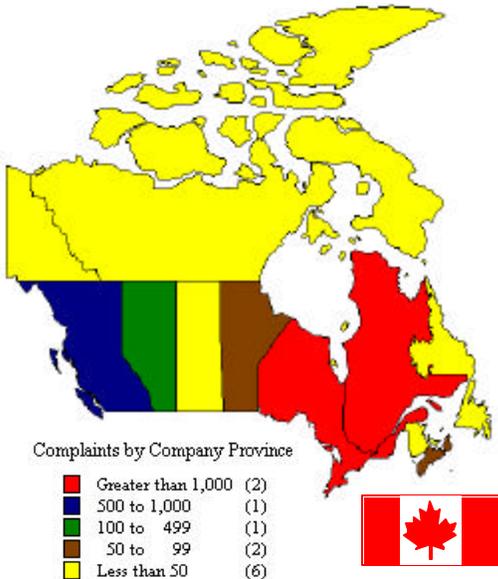


**Distribution of Complaints by Reported Amount Paid  
January 1 - December 31, 2001**

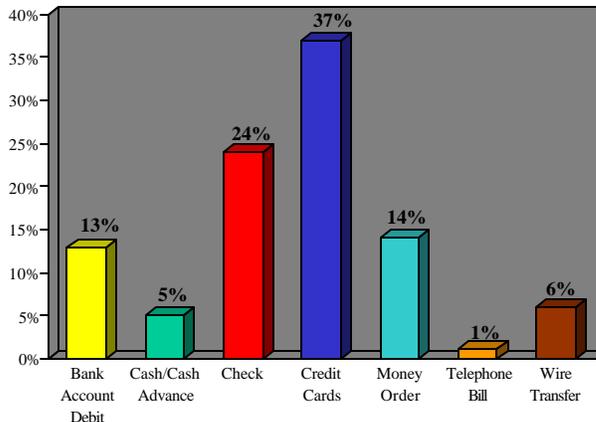
Amount Paid	Percentage*
Less than \$1	24%
\$1-\$25	8%
\$25-\$50	8%
\$51-\$75	4%
\$76-\$100	4%
\$101-\$250	12%
\$251-\$500	12%
\$501-\$1,000	10%
\$1,001-\$5,000	13%
More than \$5,000	4%

\*Percentage is based upon the total number of consumers who reported amount paid

**Complaints by Company Province  
January 1 - December 31, 2001**



**Methods of Payment Reported by Consumers\*  
January 1 - December 31, 2001**



\*Percentages are based upon the total number of consumers who reported the method of payment.

**Top Twenty Company Locations  
January 1 - December 31, 2001**

Company State	Complaints
1 California	11,775
2 Florida	8,191
3 Foreign Country	7,230
4 New York	7,242
5 Ontario, Canada	4,184
6 Texas	4,197
7 Quebec, Canada	3,138
8 Arizona	2,761
9 Illinois	2,559
10 Pennsylvania	2,197
11 Washington	2,054
12 Virginia	1,947
13 Georgia	1,891
14 Ohio	1,653
15 New Jersey	1,631
16 Colorado	1,340
17 Nevada	1,329
18 Michigan	1,035
19 Maryland	1,004
20 Massachusetts	954