

Consumer Sentinel Complaint Statistics and Trends January 1 - December 31, 2002

Total Number of Fraud and Identity Theft Complaints = 380,103



Total Fraud Complaints = 218,284

Top Fraud Complaint Categories Reported by All Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	50,998	23%
2	Internet Services and Computer Complaints	24,238	11%
3	Advance-Fee Loans and Credit Protection/Repair	20,134	9%
4	Shop-at-Home/Catalog Sales	18,794	9%
5	Foreign Money Offers	16,871	8%

¹Percentages are based on the total number of fraud complaints from all consumers (218,284).

Amount Paid Reported by All Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
218,284	\$343,509,372	172,887	79%	\$1,987

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by all consumers (172,887).



Total Identity Theft Victims = 161,819

Identity Theft Types Reported by All Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	67,794	42%
2	Phone or Utilities Fraud	34,888	22%
3	Bank Fraud	27,302	17%
4	Employment-Related Fraud	14,975	9%
5	Government Documents or Benefits Fraud	12,500	8%
6	Loan Fraud	9,864	6%
	Other	25,623	16%
	Attempted Identity Theft	13,365	8%

¹Percentages are based on the 161,819 total victims reporting. Percentages add to more than 100 because approximately 22% of victims reported experiencing more than one type of identity theft.