

Appendix C: Sentinel Top Complaint Categories¹

Three-Year Trends

Calendar Years 2001 through 2003

Sentinel Categories	CY 2001 No. of Complaints (Percentage)	CY 2002 No. of Complaints (Percentage)	CY 2003 No. of Complaints (Percentage)
1 Advance-Fee Loans and Credit Protection/Repair	10,250 (5%)	20,880 (5%)	18,410 (4%)
2 Business Opps and Work-at-Home Plans	8,948 (4%)	13,473 (3%)	12,230 (2%)
3 Foreign Money Offers	9,343 (4%)	16,862 (4%)	20,729 (4%)
4 Health Care	2,063 (1%)	7,109 (2%)	4,825 (<1%)
5 Identity Theft	86,212 (39%)	161,836 (40%)	214,905 (42%)
6 Internet Auctions	24,289 (11%)	51,003 (13%)	79,573 (15%)
7 Internet Services and Computer Complaints	14,555 (7%)	25,653 (6%)	32,006 (6%)
8 Investments	1,948 (1%)	2,489 (1%)	2,128 (<1%)
9 Magazines and Buyers Clubs	6,759 (3%)	7,622 (2%)	6,007 (1%)
10 Multi-Level Mktg/Pyramids/Chain Letters	2,014 (1%)	2,294 (1%)	2,256 (<1%)
11 Office Supplies and Services	4,694 (2%)	5,953 (1%)	5,287 (1%)
12 Prizes/Sweepstakes and Lotteries	8,834 (4%)	19,190 (5%)	23,351 (5%)
13 Shop-at-Home/Catalog Sales	13,810 (6%)	31,764 (8%)	47,659 (9%)
14 Telephone Services	6,542 (3%)	9,190 (2%)	13,301 (3%)
15 Travel, Vacations and Timeshare	3,893 (2%)	4,501 (1%)	4,757 (<1%)

¹Percentages are based on the total number of Sentinel complaints for each calendar year:
 CY 2001 = 220,343; CY 2002 = 404,336; CY 2003 = 516,740.