

CONSUMER SENTINEL NETWORK

**DATA
BOOK
2023**

Federal Trade Commission
February 2024



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Introduction

The FTC takes in reports from consumers about problems they experience in the marketplace. The reports are stored in the Consumer Sentinel Network (Sentinel), a secure online database available only to law enforcement. While the FTC does not intervene in individual consumer disputes, its law enforcement partners – whether they are down the street, across the nation, or around the world – can use information in the database to spot trends, identify questionable business practices and targets, and enforce the law.

Since 1997, Sentinel has collected tens of millions of consumer reports about fraud, identity theft, and other consumer protection topics. During 2023, Sentinel received 5.4 million consumer reports, which the FTC has sorted into 29 top categories. The 2023 Consumer Sentinel Network Data Book (Sentinel Data Book) has aggregated information about what consumers told us last year on the full range of fraud, identity theft, and other consumer protection topics. The Consumer Sentinel data is also available online in an interactive format at [ftc.gov/exploredata](https://www.ftc.gov/exploredata), with updates provided quarterly. The Sentinel Data Book is based on unverified reports filed by consumers. The data is not based on a consumer survey. Sentinel has a five-year data retention policy, with reports older than five years purged biannually.

In addition to taking consumer reports directly from people who call the FTC’s call center or report online, Sentinel also includes reports filed with other federal, state, local, and international law enforcement agencies, as well as other organizations, like the Better Business Bureau and the Microsoft Corporation Cyber Crime Center.

In 2023, the FTC was pleased to welcome the data contributions of United Parcel Service (UPS). A full listing of data contributors is available in Appendices A3 and A4. Non-government organizations that contribute reports do not have access to Sentinel reports, as access is limited to law enforcement agencies.

For more information about the Consumer Sentinel Network, visit www.FTC.gov/Sentinel. Law enforcement personnel may join Sentinel at Register.ConsumerSentinel.gov.



Inside the Numbers

Sentinel sorts consumer reports into 29 top categories. Appendices B1 - B3 provide detailed descriptions of the categories and figures over three years. In 2023, some categories were renamed and some subcategories were renamed, retired, or consolidated, and Appendix B3 identifies these changes.

The Consumer Sentinel Network Data Book excludes the National Do Not Call Registry. A separate report about these complaint statistics is available at: www.ftc.gov/exploredata. Unspecified reports relating to unwanted contacts, such as unsolicited emails and text messages, are catalogued in Appendix B3.

Consumers can report as much or as little detail as they wish when they file a report. For the Sentinel Data Book graphics, percentages are based on the total number of Sentinel fraud, identity theft, and other report types in 2023 in which consumers provided the information displayed on each chart.

Reports to Sentinel sometimes indicate money was lost, and sometimes indicate no money was lost. Often, people make these reports after they experience something problematic in the marketplace, avoid losing any money, and wish to alert others. Except where otherwise stated, numbers are based on reports both from people who indicated a loss and people who did not.

Calculations of dollar amounts lost are based on reports in which consumers indicated they lost between \$1 and \$999,999.

States and Metropolitan Areas are ranked based on the number of reports per 100,000 population. State rankings are based on 2021 U.S. Census population estimates (2017-2021 American Community Survey 5-Year Estimates). Metropolitan Area rankings are based on 2021 U.S. Census population estimates (2017-2021 American Community Survey 5-Year Estimates).

This Sentinel Data Book identifies Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of 100,000 or more except where otherwise noted. Metropolitan areas are defined by Office of Management and Budget Bulletin No. 20-01, "Revised Delineations of Metropolitan Statistical Areas, Micropolitan Statistical Areas, and Combined Statistical Areas, and Guidance on Uses of the Delineations of These Areas" (March 6, 2020).

Numbers change over time. The Sentinel Data Book sorts consumer reports by year, based on the date of the consumer's report. Some data contributors transfer their complaints to Sentinel after the end of the calendar year, and new data providers often contribute reports from prior years. As a result, the total number of reports for 2023 will likely change during the next few months, and totals from previous years may differ from prior Consumer Sentinel Network Data Books. The most up-to-date information can be found online at ftc.gov/exploredata.

Executive Summary

Overview

In 2023, the Consumer Sentinel Network took in over 5.39 million reports, a slight increase from 2022.

- Fraud: 2.6 million (48% of all reports)
- Identity theft: 1.0 million (19%)
- Other: 1.8 million (34%)

In 2023, people filed more reports about Identity Theft (19.2% of all reports), in all its various forms, than any other type of complaint. Imposter Scams, a subset of Fraud reports, followed with 853,935 reports from consumers in 2023 (15.8% of all reports). Credit Bureaus, Information Furnishers and Report Users (13.2% of all reports) rounded out the top three reports to Sentinel.

Fraud

There were 853,935 imposter scam reports to Sentinel. Twenty-one percent of those reported a dollar loss, totaling nearly \$2.7 billion lost to imposter scams in 2023. These scams include people falsely claiming to be a romantic interest, the government, a relative in distress, a well-known business, or a technical support expert to get a consumer's money.

Of the over 2.5 million fraud reports, 27% indicated money was lost. In 2023, people reported losing over \$10 billion to fraud – an increase of over \$1 billion over 2022. Over \$4 billion of losses reported were to investment-related scams

The median loss for all fraud reports in 2023 is \$500. Among the top 10 frauds reported, the median individual losses were highest in these categories:

- Investment Related (\$7,768)
- Business and Job Opportunities (\$2,137)
- Foreign Money Offers and Counterfeit Check Scams (\$1,900)

Email was the method of contact for 24% of fraud reports when a contact method was identified. Eleven percent of those reports indicated a money loss – but that 11% reported an aggregate loss of over \$430 million, and a \$575 median loss.

Bank transfers and payments accounted for the highest aggregate losses reported in 2023 (\$1.86 billion), followed closely by Cryptocurrency (\$1.41 billion), while credit cards were most frequently identified as the payment method in fraud reports.

Of people who reported their age, those aged 20-29 reported losing money to fraud in 44% of reports filed with the FTC, while people aged 70-79 reported losing money in 25% of their reports and people 80 and over reported it in 22% of their reports. But when they did experience a loss, people aged 70 and older reported much higher median losses than any other age group.

Identity Theft

Credit Card tops the list of identity theft types reported in 2023. The FTC received 416,582 reports from people who said their information was misused with an existing credit card or when applying for a new credit card.

Military

Military consumers reported over 93,000 fraud complaints, including 42,766 imposter scams that reportedly cost them over \$178 million in 2023.

Top States

The states with the highest per capita rates of reported fraud in 2023 were Georgia, Florida, Nevada, Delaware, and Maryland. For reported identity theft, the top states in 2023 were Georgia, Florida, Nevada, Connecticut, and Delaware.

SNAPSHOT

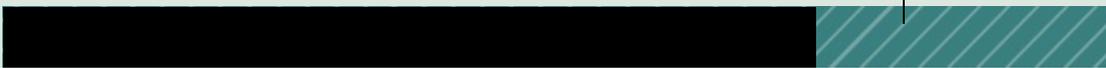
5.4
MILLION
REPORTS

TOP THREE CATEGORIES

- 1 Identity Theft
- 2 Imposter Scams
- 3 Credit Bureaus, Info Furnishers and Report Users

2.6 million fraud reports

27% reported a loss



\$10.0 billion
total fraud losses

\$500
median loss

Younger people reported losing money to fraud more often than older people.

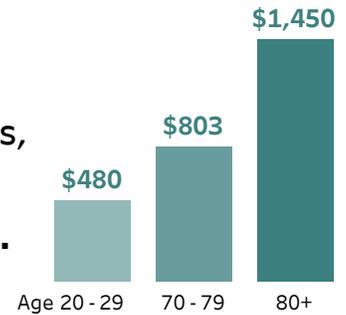
44%

Age 20-29

25%

Age 70-79

But when people aged 70+ had a loss, the median loss was much higher.



Imposter Scams



ABOUT
1 in 5
PEOPLE
LOST MONEY

\$2.668 billion
reported lost

\$800 median loss

Identity Theft Reports

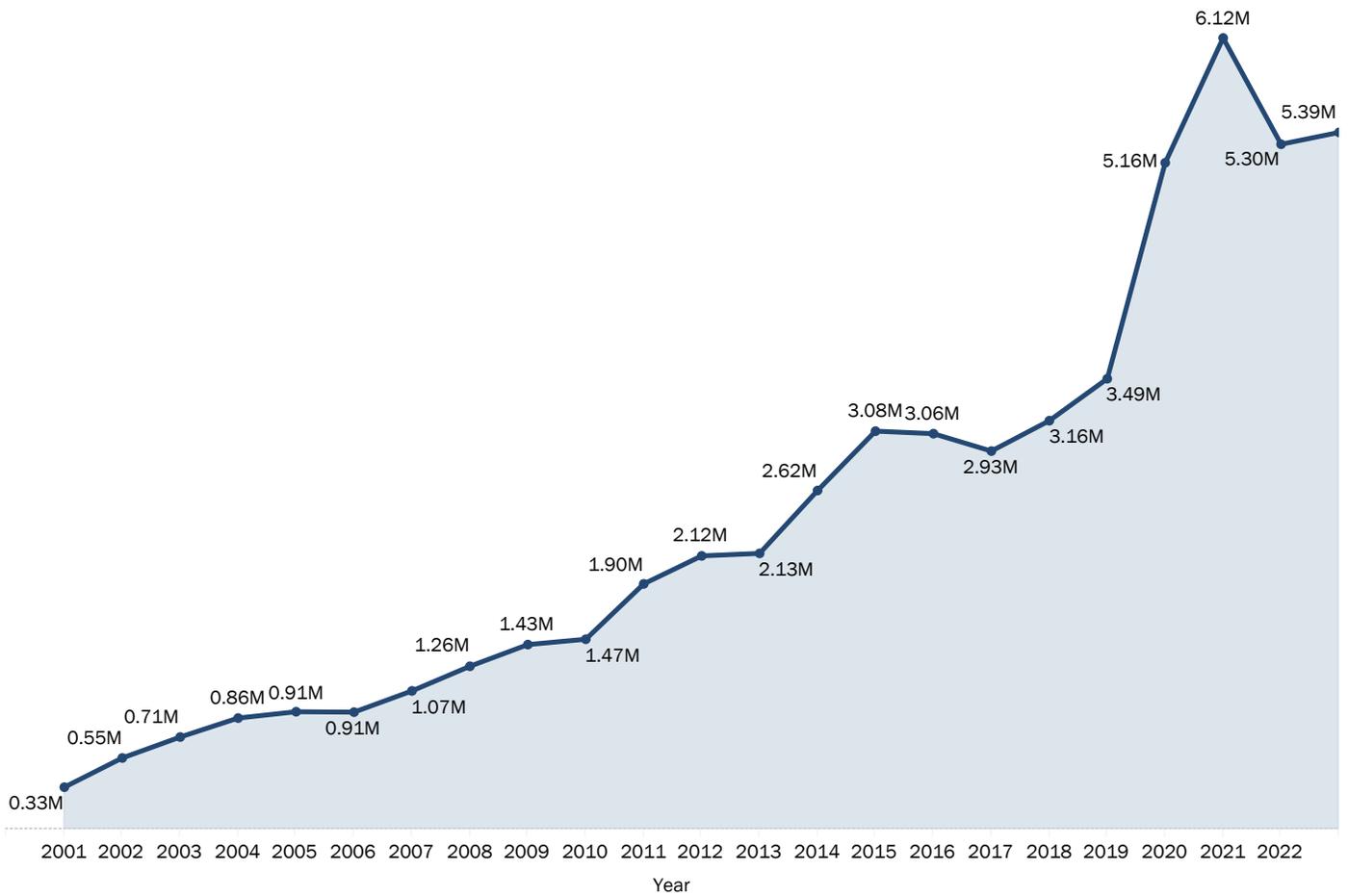
82% ↑

Government
Benefits Applied
For/Received

51% ↓

Medical Services

Number of Fraud, Identity Theft and Other Reports by Year



Year	# of Reports
2001	325,519
2002	551,622
2003	713,657
2004	860,383
2005	909,314
2006	906,129
2007	1,070,447
2008	1,261,124
2009	1,428,977
2010	1,470,306
2011	1,898,543
2012	2,115,079
2013	2,134,565
2014	2,620,931
2015	3,080,378
2016	3,060,824
2017	2,926,167
2018	3,161,213
2019	3,485,938
2020	5,156,880
2021	6,122,341
2022	5,300,157
2023	5,392,028

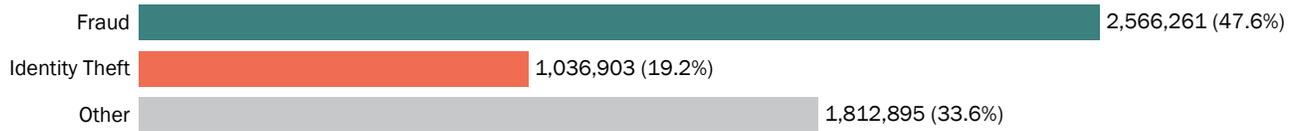
The reported figures exclude National Do Not Call Registry complaints.

Report Categories

Rank	Category	# of Reports	%
1	Identity Theft	1,036,903	19.23%
2	Imposter Scams	853,935	15.84%
3	Credit Bureaus, Information Furnishers and Report Users	711,802	13.20%
4	Online Shopping and Negative Reviews	369,469	6.85%
5	Banks and Lenders	230,224	4.27%
6	Auto Related	178,100	3.30%
7	Prizes, Sweepstakes and Lotteries	157,520	2.92%
8	Internet Services	125,118	2.32%
9	Debt Collection	124,450	2.31%
10	Business and Job Opportunities	110,364	2.05%
11	Health Care	109,658	2.03%
12	Investment Related	107,699	2.00%
13	Credit Cards and Loss Protection	101,427	1.88%
14	Telephone and Mobile Services	94,261	1.75%
15	Home Repair, Improvement and Products	82,711	1.53%
16	Privacy, Data Security, and Cyber Threats	77,737	1.44%
17	Travel, Vacations and Timeshare Plans	55,063	1.02%
18	Television and Electronic Media	39,715	0.74%
19	Foreign Money Offers and Fake Check Scams	32,164	0.60%
20	Advance Payments for Credit Services	29,878	0.55%
21	Mortgage Foreclosure Relief and Debt Management	26,178	0.49%
22	Computer Equipment and Software	21,245	0.39%
23	Education	15,601	0.29%
24	Charitable Solicitations	9,809	0.18%
25	Tax Preparers	5,949	0.11%
26	Magazines and Books	5,340	0.10%
27	Office Supplies and Services	3,809	0.07%
28	Grants	2,327	0.04%
29	Funeral Services	1,357	0.03%

Percentages are based on the total number of 2023 Sentinel reports (5,392,028). 9% of the total were coded "Other Misc." See Appendix B3.

Report Type



Top 10 Fraud Categories

Rank	Category	# of Reports	% Reporting \$ Loss	Total \$ Loss	Median \$ Loss
1	Imposter Scams	853,935	21%	\$2,668M	\$800
2	Online Shopping and Negative Reviews	368,379	53%	\$392M	\$125
3	Prizes, Sweepstakes and Lotteries	157,520	13%	\$338M	\$878
4	Investment Related	107,699	75%	\$4,642M	\$7,768
5	Business and Job Opportunities	107,134	32%	\$491M	\$2,137
6	Internet Services	98,717	7%	\$36M	\$250
7	Telephone and Mobile Services	94,261	11%	\$19M	\$206
8	Health Care	71,518	7%	\$17M	\$300
9	Travel, Vacations and Timeshare Plans	55,063	22%	\$122M	\$1,187
10	Foreign Money Offers and Fake Check Scams	32,164	34%	\$138M	\$1,900

Identity Theft Types

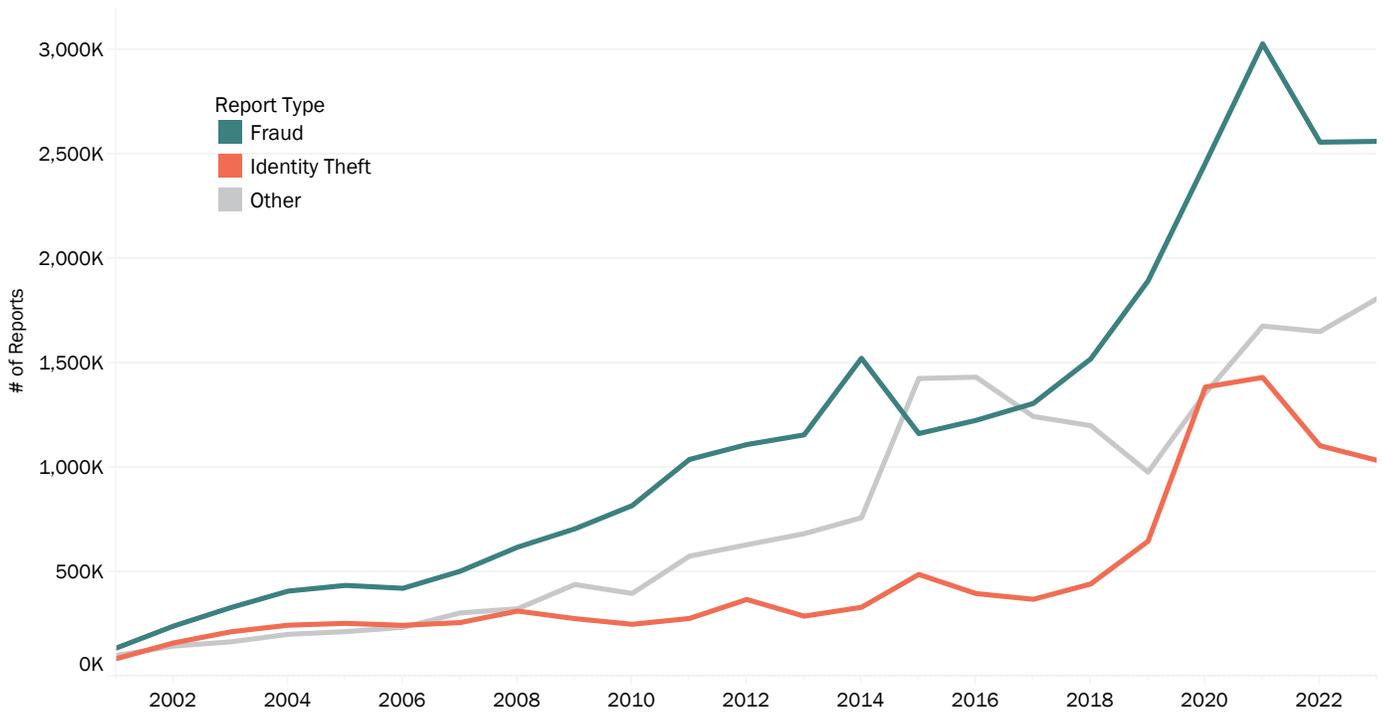
Rank	Theft Type	# of Reports
1	Credit Card	416,582
2	Other Identity Theft	260,734
3	Loan or Lease	149,771
4	Bank Account	136,778
5	Government Documents or Benefits	96,951
6	Employment or Tax-Related	89,465
7	Phone or Utilities	79,722

Top 10 Other Categories

Rank	Category	# of Reports
1	Credit Bureaus, Information Furnishers and Report Users	711,802
2	Banks and Lenders	230,224
3	Auto Related	178,100
4	Debt Collection	124,450
5	Credit Cards and Loss Protection	101,427
6	Home Repair, Improvement and Products	82,711
7	Television and Electronic Media	39,715
8	Computer Equipment and Software	21,245
9	Privacy, Data Security, and Cyber Threats	16,803
10	Education	15,601

Certain categories are comprised of subcategories that fall in both Fraud and Other report types. See Appendix B3. The Fraud rankings exclude subcategories that are not fraud, and the Other rankings exclude subcategories that are classified as fraud.

Number of Reports by Type

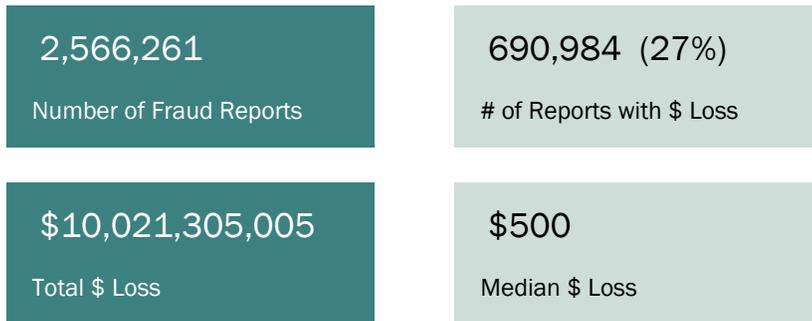


Number of Reports by Type

Year	Fraud	Identity Theft	Other
2001	137,306	86,250	101,963
2002	242,783	161,977	146,862
2003	331,366	215,240	167,051
2004	410,298	246,909	203,176
2005	437,585	255,687	216,042
2006	423,672	246,214	236,243
2007	505,563	259,314	305,570
2008	620,832	314,587	325,705
2009	708,781	278,360	441,836
2010	820,072	251,074	399,160
2011	1,041,517	279,191	577,835
2012	1,112,693	369,958	632,428
2013	1,159,115	290,098	685,352
2014	1,526,365	332,545	762,021
2015	1,165,393	490,085	1,429,676
2016	1,228,865	398,356	1,435,874
2017	1,310,003	370,915	1,247,309
2018	1,523,295	444,338	1,203,425
2019	1,897,238	649,390	980,572
2020	2,461,725	1,388,536	1,358,584
2021	3,033,936	1,434,492	1,680,742
2022	2,562,330	1,107,055	1,654,136
2023	2,566,261	1,036,903	1,812,895

The reported figures exclude National Do Not Call Registry complaints.

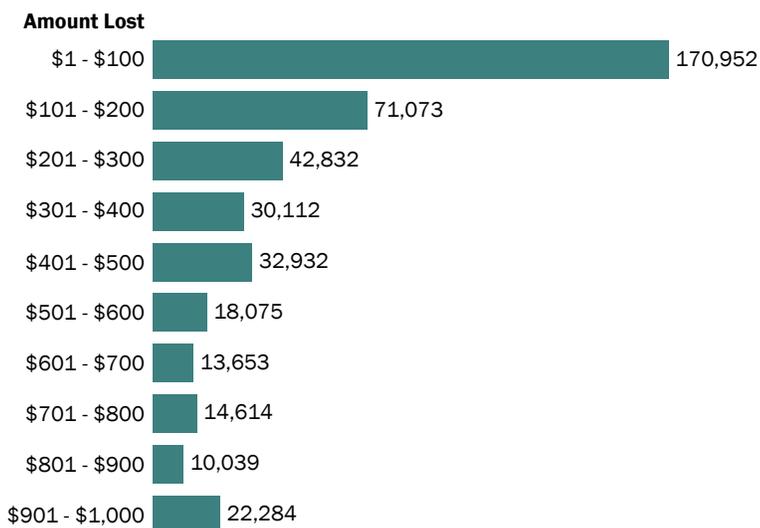
Fraud Reports by Amount Lost



Reported Fraud Losses in \$1 - \$10,000+ Range

Amount Lost	# of Reports
\$1 - \$1,000	426,566
\$1,001 - \$2,000	62,274
\$2,001 - \$3,000	31,070
\$3,001 - \$4,000	18,666
\$4,001 - \$5,000	17,255
\$5,001 - \$6,000	9,254
\$6,001 - \$7,000	6,895
\$7,001 - \$8,000	6,535
\$8,001 - \$9,000	4,955
\$9,001 - \$10,000	9,166
More than \$10,000	98,348

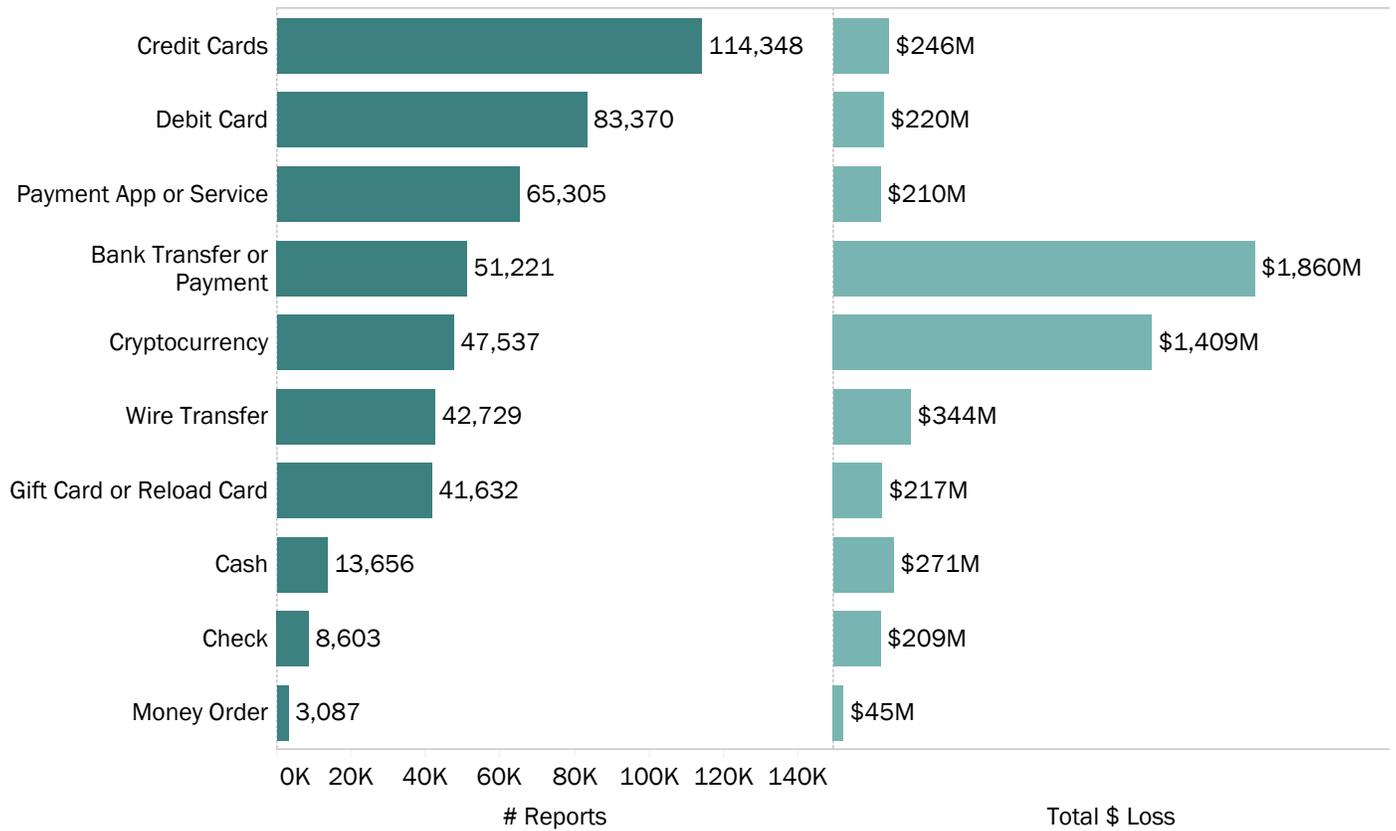
Reported Fraud Losses in \$1 - \$1,000 Range



The amount lost is based on reports in which consumers indicated they lost between \$1 and \$999,999.

Fraud Reports by Payment Method

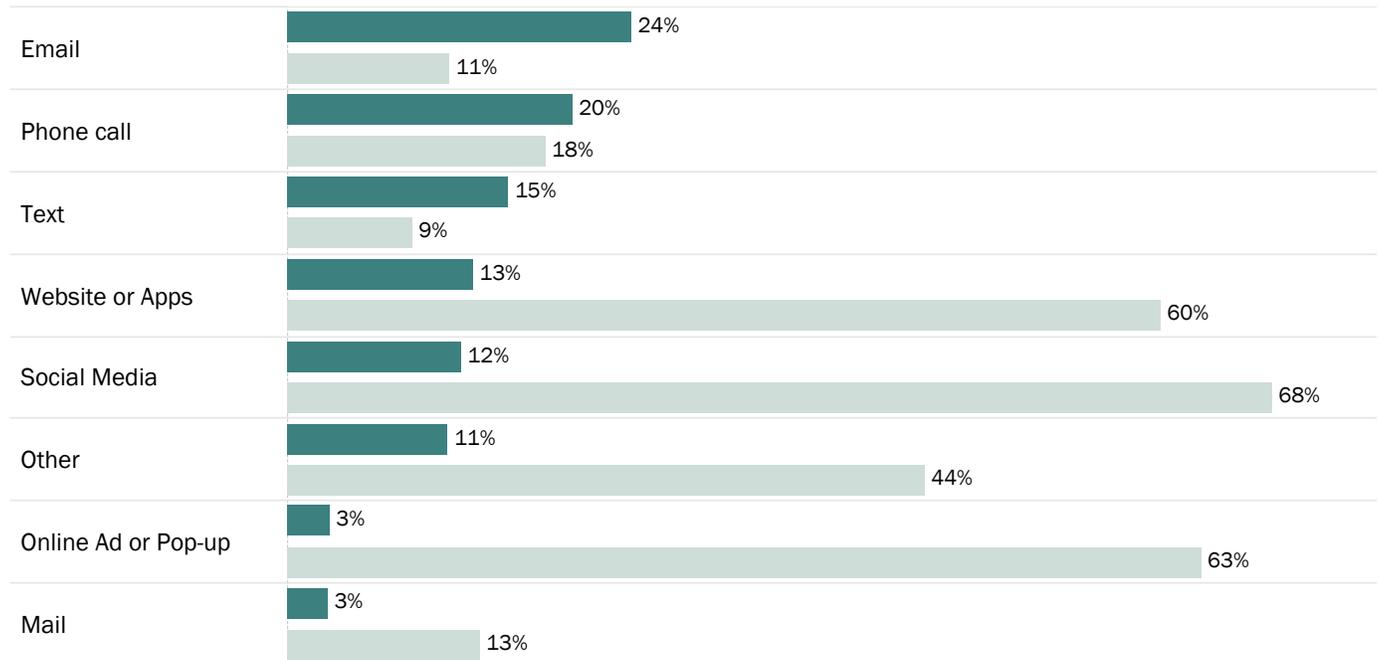
<p style="font-size: 24px; margin: 0;">2,566,261</p> <p style="margin: 0;">Number of Fraud Reports</p>	<p style="font-size: 24px; margin: 0;">471,488 (18%)</p> <p style="margin: 0;"># of Reports with Payment Method</p>
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The amount lost is based on reports in which consumers indicated they lost between \$1 and \$999,999.

Fraud Reports by Contact Method

<p>2,566,261</p> <p>Number of Fraud Reports</p>	<p>1,515,107 (59%)</p> <p># of Reports with Contact Method</p>
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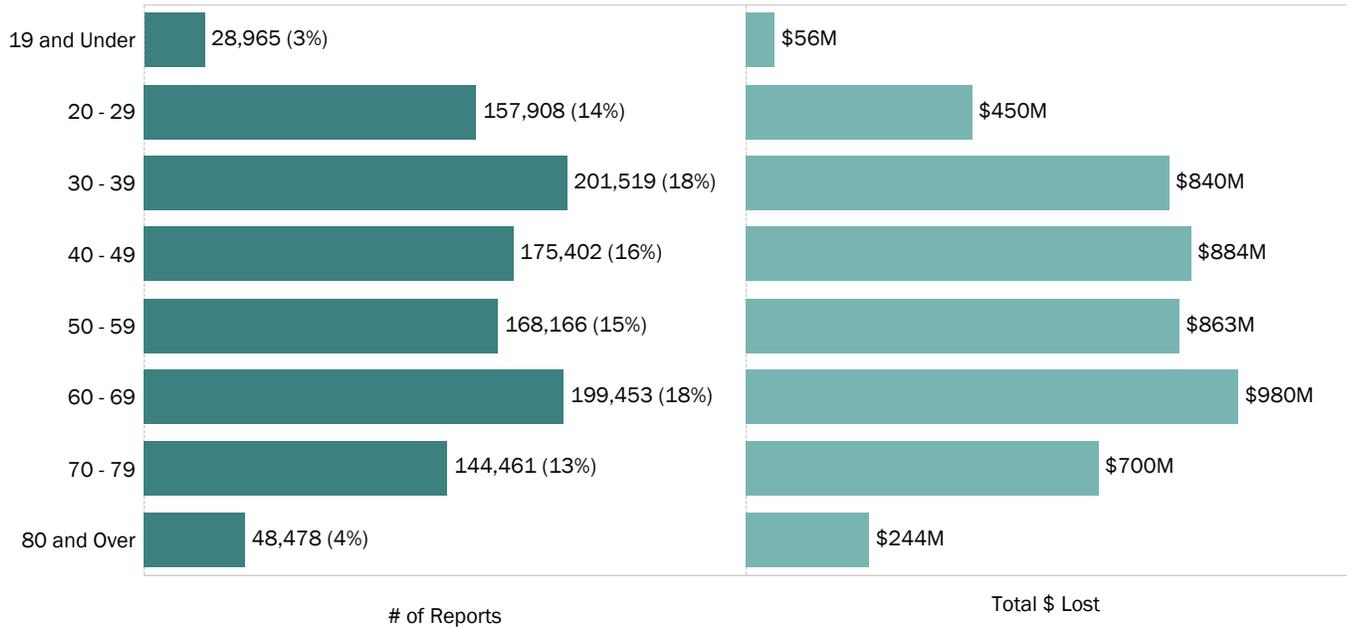
■ Percentage of all Fraud Reports with a Contact Method identified
■ Of those reports, the percentage with a dollar loss reported

Number of Reports and Amount Lost by Contact Method

Contact Method	# of Reports	Total \$ Lost	Median \$ Lost
Email	358,428	\$430M	\$575
Phone call	297,765	\$850M	\$1,480
Text	230,407	\$372M	\$1,000
Website or Apps	193,659	\$894M	\$223
Social Media	181,396	\$1,486M	\$341
Other	167,476	\$1,246M	\$625
Online Ad or Pop-up	43,741	\$224M	\$168
Mail	42,235	\$81M	\$799

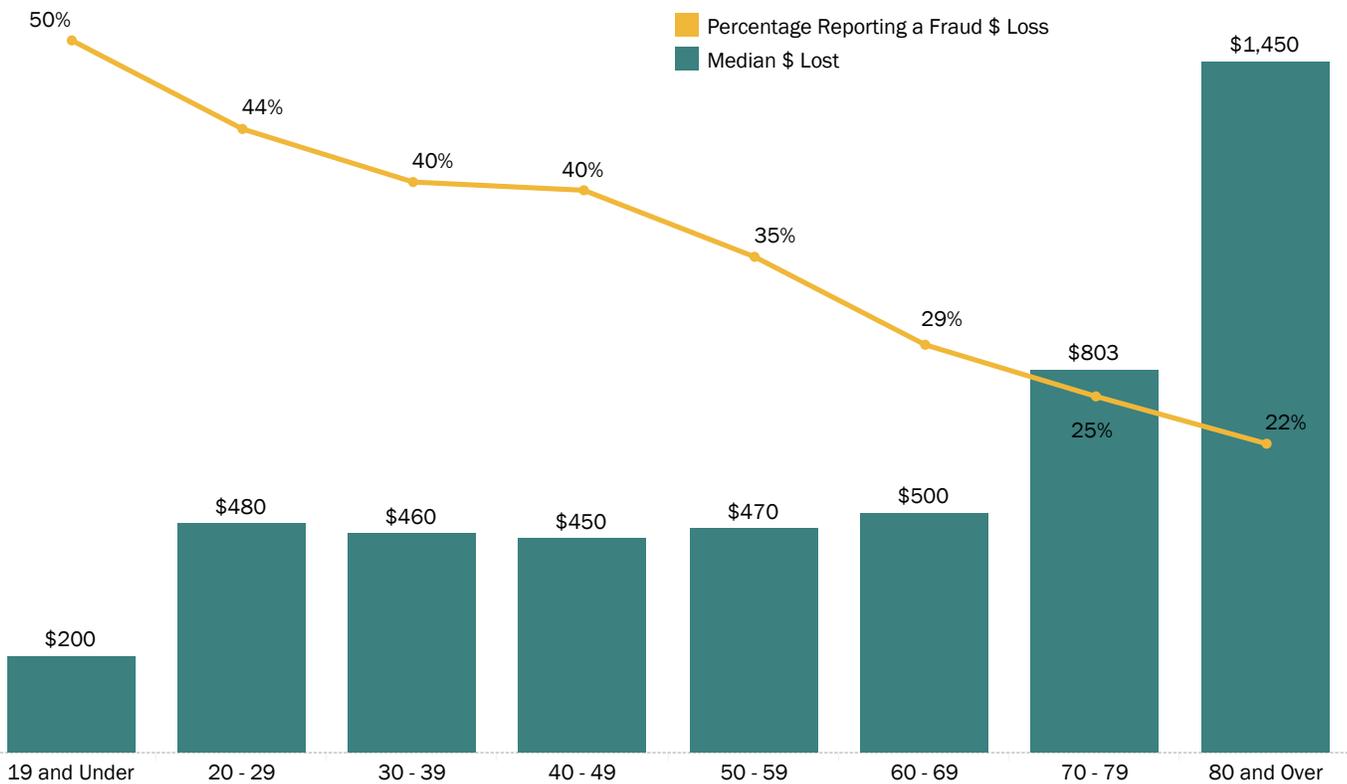
Other contact methods includes TV or radio, print, fax, in person, consumer initiated contact, and other methods consumers write in or that cannot be otherwise categorized.

Reported Frauds and Losses by Age



Percentages are based on the total number of 2023 fraud reports in which consumers provided their age: 1,124,352.

Percentage Reporting a Fraud Loss and Median Loss by Age



Of the 2,566,261 total fraud reports in 2023, 44% included useable consumer age information.

Identity Theft Reports by Type

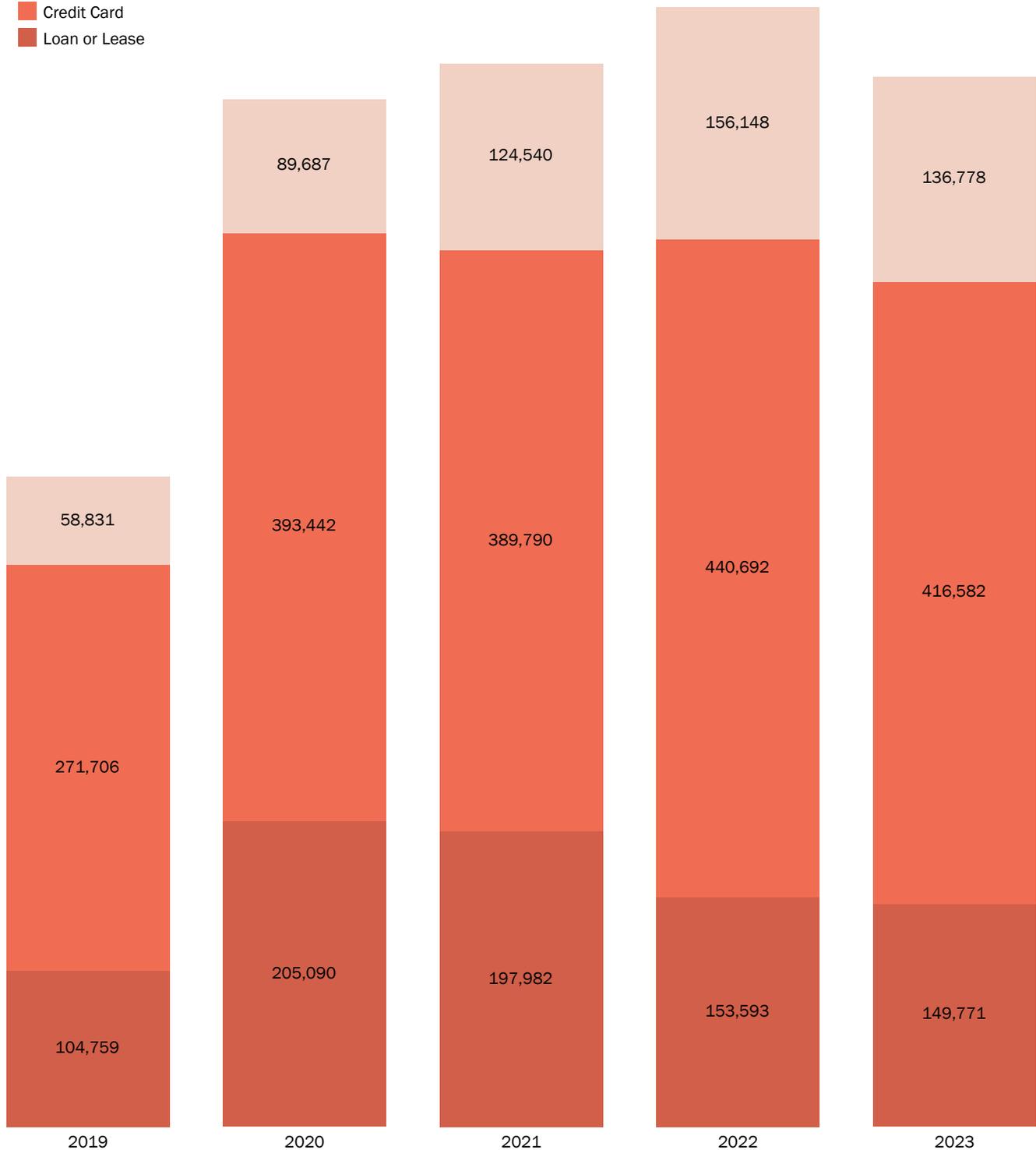
Theft Type	Theft Subtype	# of Reports	% Difference from Previous Year
Credit Card	New Accounts	381,122	-7%
	Existing Accounts	44,855	+14%
Loan or Lease	Apartment or House Rented	13,201	+17%
	Auto Loan\Lease	52,070	-14%
	Business\Personal Loan	81,342	+7%
	Federal Student Loan	6,815	-43%
	Non-Federal Student Loan	10,921	-10%
	Real Estate Loan	7,551	-6%
Bank Account	Debit Cards, Electronic Funds Transfer, or ACH	42,148	+13%
	Existing Accounts	18,723	+7%
	New Accounts	84,335	-24%
Government Documents or Benefits	Driver's License Issued\Forged	8,977	+14%
	Government Benefits Applied For\Received	82,419	+82%
	Other Government Documents Issued\Forged	9,096	+33%
	Passport Issued\Forged	1,623	+69%
Employment or Tax-Related	Employment or Wage-Related Fraud	31,207	+18%
	Tax Fraud	60,970	-22%
Phone or Utilities	Landline Telephone – Existing Accounts	1,125	-40%
	Landline Telephone – New Accounts	4,578	-50%
	Mobile Telephone – Existing Accounts	7,853	+19%
	Mobile Telephone – New Accounts	43,225	+20%
	Utilities – Existing Accounts	1,896	+13%
	Utilities – New Accounts	28,725	-6%
Other Identity Theft	Email or Social Media	19,534	+25%
	Evading the Law	5,526	+12%
	Insurance	11,402	+26%
	Medical Services	13,683	-51%
	Online Shopping or Payment Account	18,058	+2%
	Other	205,505	-22%
	Securities Accounts	5,513	-14%

Consumers can report multiple types of identity theft. In 2023, 15% of identity theft reports included more than one type of identity theft.

Top Three Identity Theft Report Types by Year

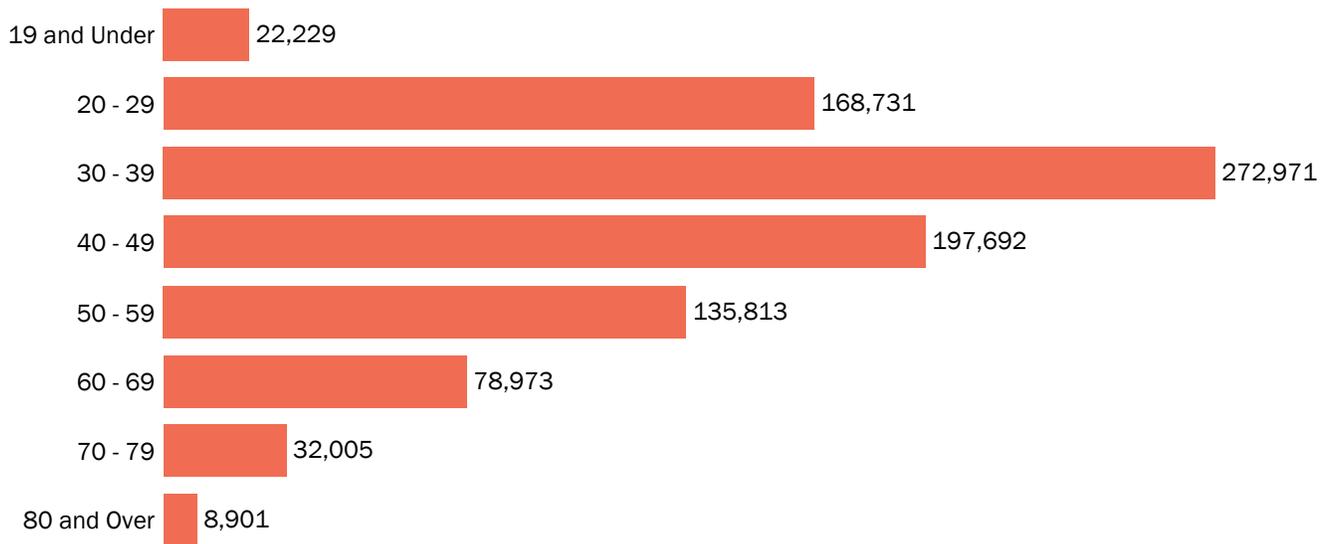
Theft Type

- Bank Account
- Credit Card
- Loan or Lease



The top identity theft types can vary by year. This graph depicts the top three types of identity theft reported in 2023 and how those types changed over five years.

Identity Theft Reports by Age



Identity Theft Types by Age

Theft Type	19 and Under	20 - 29	30 - 39	40 - 49	50 - 59	60 - 69	70 - 79	80 and Over
Bank Account	1,833	20,558	36,859	28,804	20,589	14,339	7,076	2,132
Credit Card	2,501	71,900	122,246	84,604	53,438	27,974	10,899	2,852
Employment or Tax-Related	13,774	16,826	17,827	13,765	10,869	7,877	3,899	1,261
Government Documents or Benefits	1,989	11,373	21,791	19,095	16,061	9,692	3,274	987
Loan or Lease	874	26,152	44,611	30,730	20,437	11,264	4,117	1,069
Other Identity Theft	2,415	42,673	66,702	45,545	27,768	13,665	5,174	1,417
Phone or Utilities	622	13,653	23,066	16,770	11,801	6,974	2,582	650

Of the 1,036,903 total identity theft reports in 2023, 88% included consumer age information.

Fraud, Identity Theft, and Other Reports by Military Consumers

Reports by Status

Status	# of Reports	# of Fraud Reports	% Reporting Fraud Loss	Total Fraud Loss	Median Fraud Loss
Active Duty Service Member	16,649	7,361	42%	\$52M	\$750
Military Retiree/Veteran	152,385	74,227	31%	\$350M	\$577
Reserve/National Guard	10,600	5,054	40%	\$39M	\$780
Spouse/Dependent of Active Duty Service Member	12,576	7,093	40%	\$36M	\$500

Reports by Branch

Branch	# of Reports	# of Fraud Reports	% Reporting Fraud Loss	Total Fraud Loss	Median Fraud Loss
U.S. Air Force	36,175	19,159	27%	\$78M	\$500
U.S. Army	82,088	35,686	33%	\$171M	\$550
U.S. Coast Guard	2,950	1,528	35%	\$11M	\$750
U.S. Marines	18,827	8,403	35%	\$41M	\$500
U.S. Navy	37,812	18,329	30%	\$76M	\$509
U.S. Space Force	703	455	50%	\$18M	\$1,484

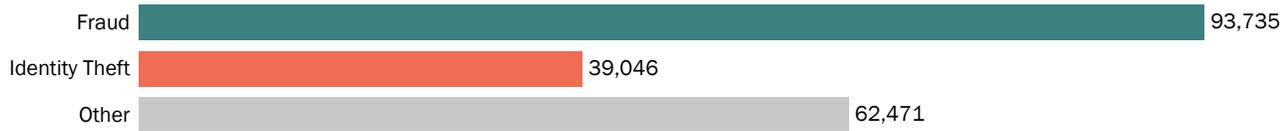
Of the 193,600 total reports from military consumers in 2023, 92% provided military branch information.

Reports by Rank

Rank	# of Reports	# of Fraud Reports	% Reporting Fraud Loss	Total Fraud Loss	Median Fraud Loss
Enlisted	125,221	64,617	32%	\$274M	\$500
Officer	28,296	16,365	31%	\$117M	\$741

Of the 193,600 total reports from military consumers in 2023, 79% provided information about rank.

Reports by Military Consumers



Top 10 Fraud Categories

Rank	Category	# of Reports	% Reporting \$ Loss	Total \$ Loss	Median \$ Loss
1	Imposter Scams	42,766	23%	\$178.0M	\$1,000
2	Online Shopping and Negative Reviews	13,057	78%	\$26.4M	\$150
3	Investment Related	3,991	81%	\$147.0M	\$7,000
4	Business and Job Opportunities	3,595	34%	\$26.4M	\$2,600
5	Prizes, Sweepstakes and Lotteries	3,389	34%	\$30.3M	\$1,000
6	Internet Services	2,044	19%	\$1.7M	\$200
7	Telephone and Mobile Services	2,030	42%	\$1.3M	\$200
8	Foreign Money Offers and Fake Check Scams	1,842	37%	\$10.5M	\$2,550
9	Mortgage Foreclosure Relief and Debt Management	1,562	31%	\$7.0M	\$1,356
10	Advance Payments for Credit Services	1,271	32%	\$7.1M	\$1,000

Identity Theft Types

Rank	Theft Type	# of Reports
1	Credit Card	14,742
2	Bank Account	8,790
3	Loan or Lease	6,568
4	Other Identity Theft	6,463
5	Phone or Utilities	4,146
6	Government Documents or Benefits	3,842
7	Employment or Tax-Related	3,262

93,735
of Fraud Reports

30,948 (33%)
of Reports with \$ Loss

Top 10 Other Categories

Rank	Category	# of Reports
1	Credit Bureaus, Information Furnishers and Report Users	18,910
2	Banks and Lenders	11,644
3	Credit Cards and Loss Protection	5,130
4	Debt Collection	5,012
5	Auto Related	4,272
6	Home Repair, Improvement and Products	1,321
7	Privacy, Data Security, and Cyber Threats	1,112
8	Education	1,005
9	Television and Electronic Media	924
10	Computer Equipment and Software	102

\$477M
Total \$ Loss

\$599
Median \$ Loss

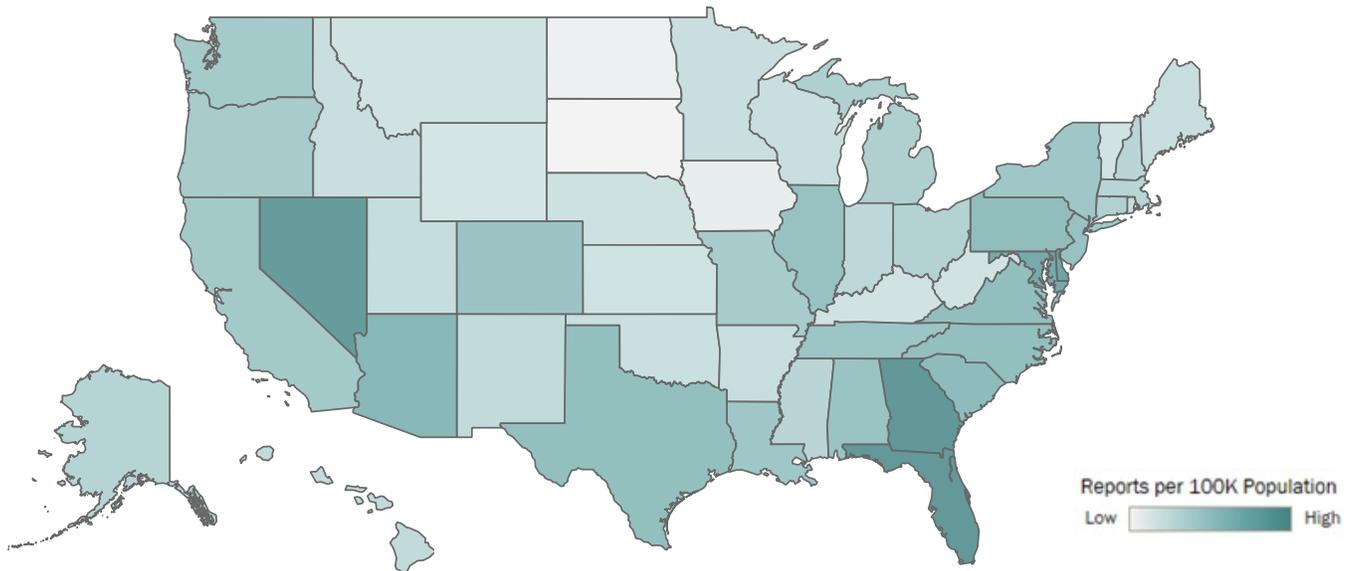
Certain categories are comprised of subcategories that fall in both Fraud and Other report types. See Appendix B3. The Fraud rankings exclude subcategories that are not fraud, and the Other rankings exclude subcategories that are classified as fraud.

Military Consumer Identity Theft Reports by Type

Theft Type	Theft Subtype	# of Reports	% Difference from Previous Year
Credit Card	New Accounts	12,342	+0%
	Existing Accounts	3,101	+17%
Bank Account	New Accounts	5,138	-26%
	Debit Cards, Electronic Funds Transfer, or ACH	3,347	+12%
	Existing Accounts	940	+8%
Loan or Lease	Business\Personal Loan	4,173	+49%
	Auto Loan\Lease	1,471	+28%
	Apartment or House Rented	614	+62%
	Non-Federal Student Loan	522	+40%
	Real Estate Loan	388	+26%
	Federal Student Loan	214	+19%
	Phone or Utilities	Mobile Telephone – New Accounts	2,245
	Utilities – New Accounts	1,398	+10%
	Mobile Telephone – Existing Accounts	520	+10%
	Landline Telephone – New Accounts	215	-54%
	Utilities – Existing Accounts	110	-6%
	Landline Telephone – Existing Accounts	99	-52%
Government Documents or Benefits	Government Benefits Applied For\Received	3,102	+57%
	Other Government Documents Issued\Forged	571	+41%
	Driver's License Issued\Forged	490	-3%
	Passport Issued\Forged	133	+75%
Employment or Tax-Related	Tax Fraud	2,518	-18%
	Employment or Wage-Related Fraud	849	+24%
Other Identity Theft	Other	3,731	+3%
	Email or Social Media	1,247	+20%
	Online Shopping or Payment Account	1,183	-6%
	Securities Accounts	416	-12%
	Medical Services	368	-33%
	Insurance	358	+18%
	Evading the Law	340	-1%

Consumers can report multiple types of identity theft. In 2023, 18% of Military identity theft reports included more than one type of identity theft.

State Rankings: Fraud and Other Reports

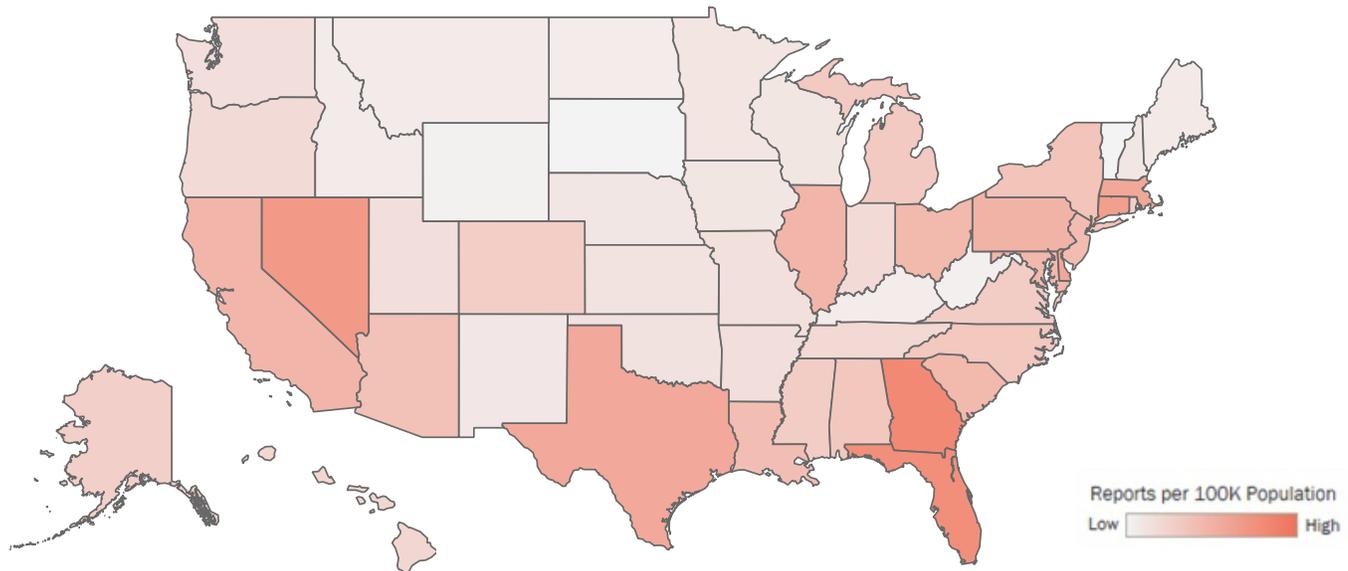


Rank	State	Reports per 100K Population	# of Reports
1	Georgia	1,564	166,229
2	Florida	1,563	333,570
3	Nevada	1,531	46,840
4	Delaware	1,500	14,733
5	Maryland	1,372	84,353
6	Arizona	1,216	86,066
7	South Carolina	1,170	59,444
8	Pennsylvania	1,149	148,998
9	Virginia	1,139	97,746
10	Texas	1,136	327,936
11	North Carolina	1,131	117,231
12	New Jersey	1,105	102,041
13	Alabama	1,104	55,182
14	Illinois	1,102	141,330
15	Colorado	1,073	61,433
16	Tennessee	1,068	73,244
17	Louisiana	1,053	49,020
18	New York	1,039	209,039
19	California	1,027	405,354
20	Washington	1,009	76,832
21	Missouri	995	61,131
22	Oregon	991	41,706
23	Michigan	941	94,683
24	Connecticut	940	33,892
25	New Hampshire	917	12,576
26	Ohio	914	107,556

Rank	State	Reports per 100K Population	# of Reports
27	Mississippi	902	26,774
28	Massachusetts	894	62,481
29	Alaska	877	6,456
30	New Mexico	859	18,118
31	Indiana	857	57,865
32	Rhode Island	840	9,170
33	Vermont	828	5,314
34	Hawaii	822	11,947
35	Maine	818	11,098
36	Utah	813	26,263
37	Arkansas	808	24,291
38	Idaho	796	14,424
39	Wisconsin	785	46,121
40	Minnesota	783	44,428
41	Wyoming	783	4,516
42	Oklahoma	781	30,833
43	Montana	777	8,375
44	Nebraska	768	14,994
45	West Virginia	762	13,720
46	Kansas	752	22,052
47	Kentucky	746	33,525
48	Iowa	619	19,673
49	North Dakota	606	4,685
50	South Dakota	588	5,183
	District of Columbia	1,885	12,877
	Puerto Rico	167	5,521

The District of Columbia and Puerto Rico are included in the table but are not ranked. States are ranked based on the number of reports per 100,000 population. Population estimates are based on 2021 U.S. Census population estimates. Ranking excludes state-specific data contributor reports.

State Rankings: Identity Theft Reports

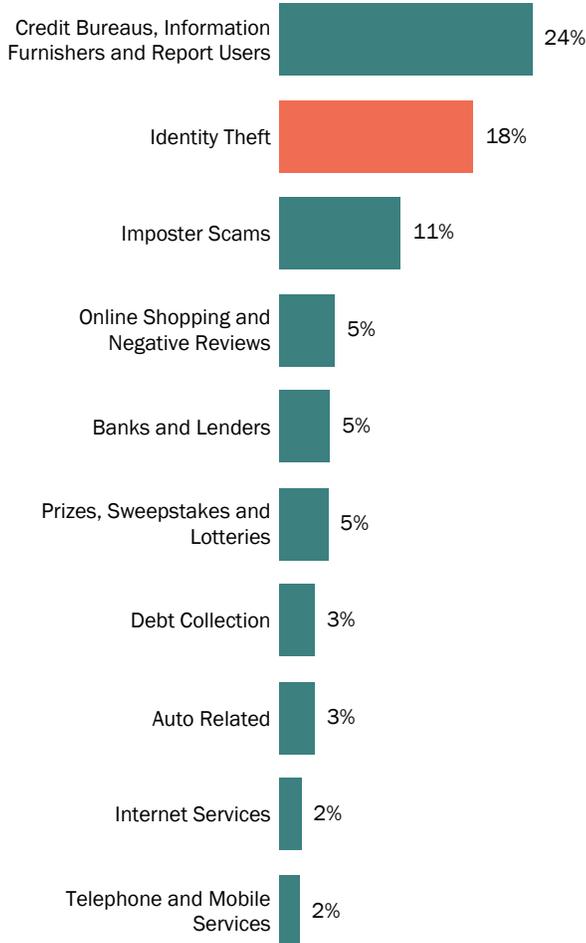


Rank	State	Reports per 100K Population	# of Reports	Rank	State	Reports per 100K Population	# of Reports
1	Georgia	457	48,606	27	Indiana	176	11,870
2	Florida	438	93,547	28	Arkansas	169	5,071
3	Nevada	404	12,362	29	Utah	165	5,345
4	Connecticut	384	13,848	30	Washington	165	12,582
5	Delaware	359	3,523	31	Missouri	161	9,873
6	Massachusetts	351	24,540	32	Oklahoma	153	6,032
7	Texas	350	101,002	33	Kansas	150	4,405
8	Pennsylvania	314	40,778	34	Minnesota	142	8,063
9	Illinois	307	39,314	35	Wisconsin	141	8,301
10	California	304	119,929	36	Iowa	141	4,468
11	Maryland	298	18,327	37	New Hampshire	138	1,892
12	Ohio	294	34,616	38	Nebraska	137	2,673
13	South Carolina	294	14,931	39	New Mexico	134	2,825
14	New Jersey	283	26,136	40	Maine	126	1,714
15	Louisiana	275	12,816	41	Montana	126	1,354
16	Arizona	262	18,539	42	Idaho	123	2,223
17	New York	256	51,484	43	Hawaii	122	1,773
18	Alabama	245	12,228	44	Kentucky	119	5,340
19	North Carolina	243	25,142	45	North Dakota	118	913
20	Michigan	235	23,621	46	Alaska	114	839
21	Mississippi	225	6,663	47	West Virginia	110	1,977
22	Virginia	224	19,211	48	Wyoming	106	609
23	Colorado	222	12,729	49	Vermont	97	620
24	Rhode Island	216	2,357	50	South Dakota	94	833
25	Tennessee	185	12,709		District of Columbia	478	3,268
26	Oregon	177	7,444		Puerto Rico	51	1,690

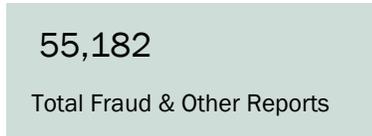
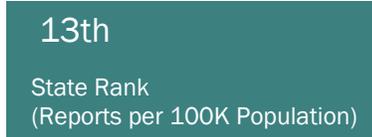
The District of Columbia and Puerto Rico are included in the table but are not ranked. States are ranked based on the number of reports per 100,000 population. Population estimates are based on 2021 U.S. Census population estimates.

Alabama

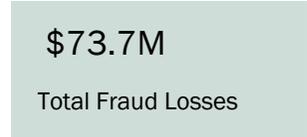
Top Ten Report Categories



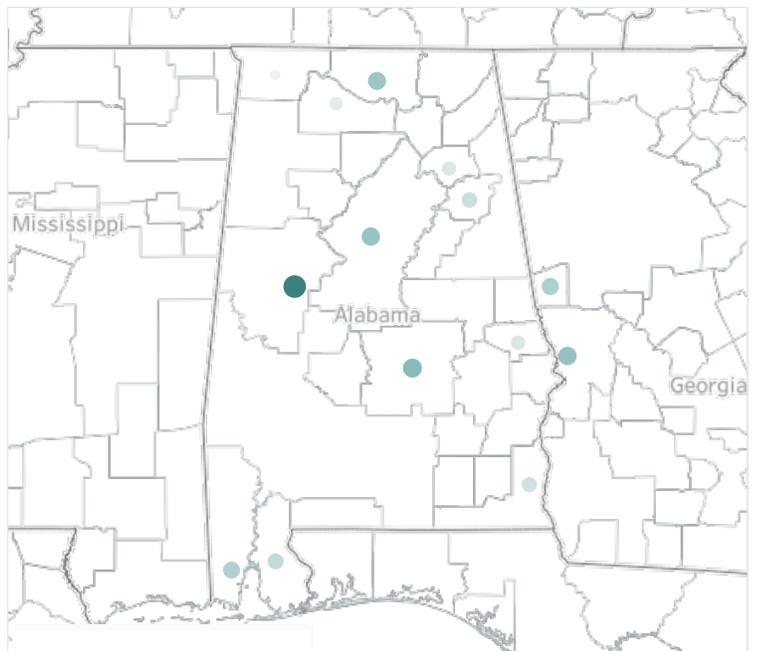
Fraud & Other Reports



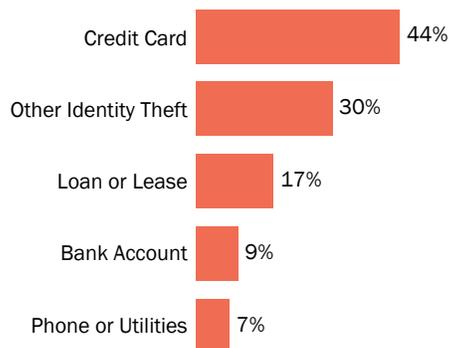
Fraud Losses



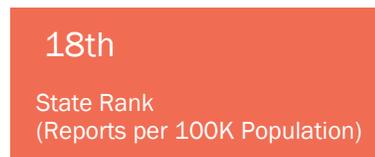
Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



Identity Theft Reports

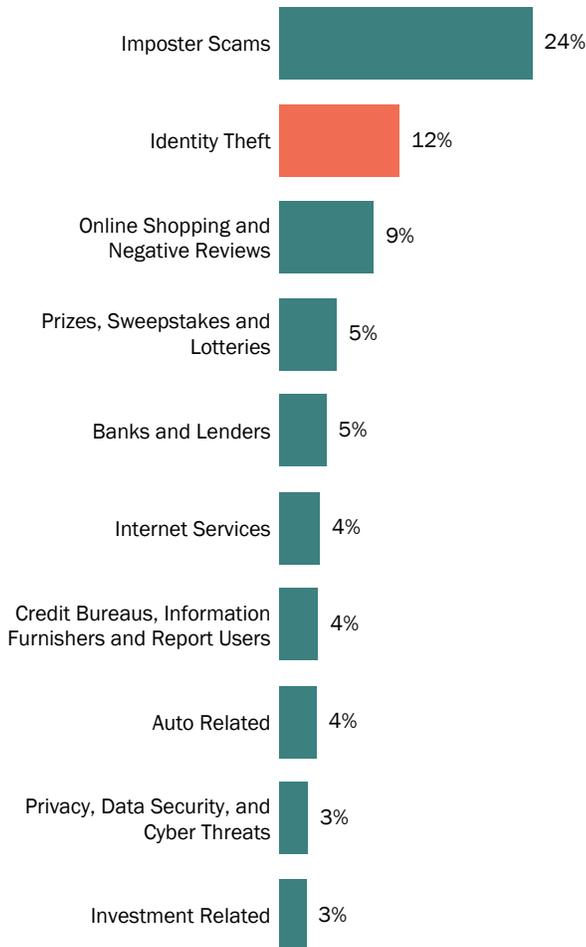


Reports per 100K Population
646 ● 2,124

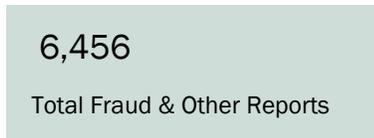
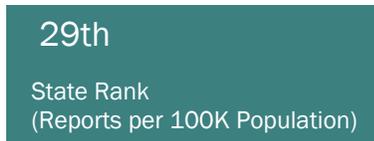
Percentages are based on the total number of relevant 2023 reports from Alabama consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Alaska

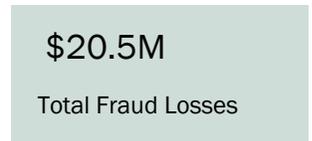
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

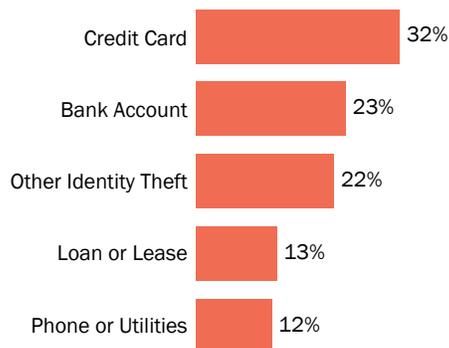


Fraud & Other Reports by Metropolitan Area

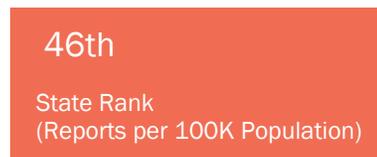


Reports per 100K Population
● 899

Top Identity Theft Types



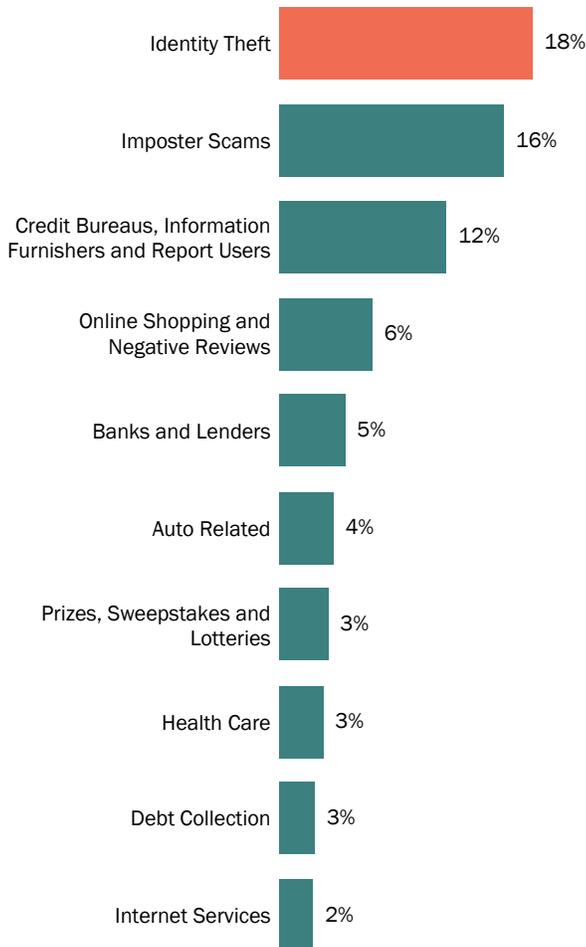
Identity Theft Reports



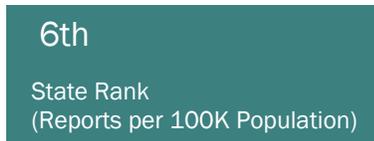
Percentages are based on the total number of relevant 2023 reports from Alaska consumers, as indicated in the chart title. This page excludes reports provided by the Alaska Attorney General. Consumers can report multiple types of identity theft.

Arizona

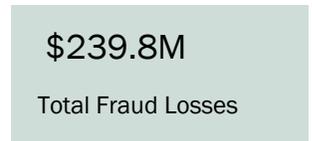
Top Ten Report Categories



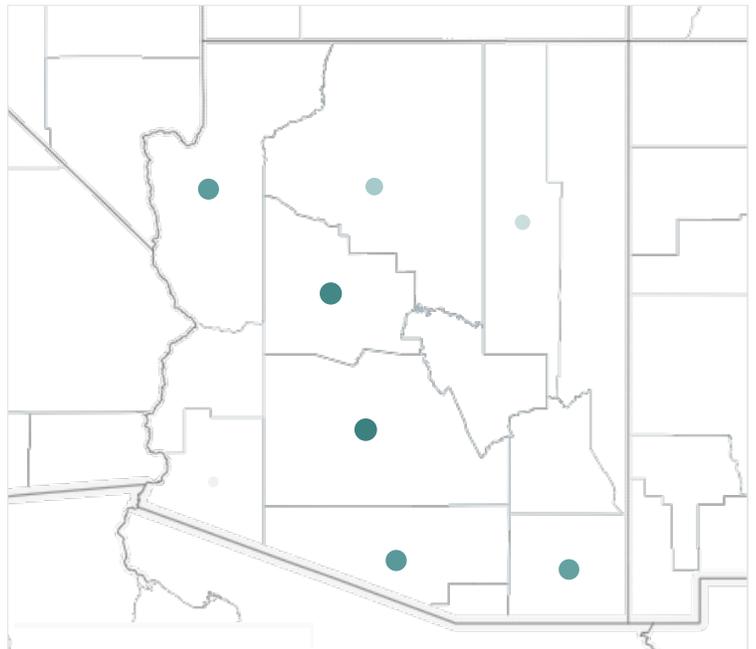
Fraud & Other Reports



Fraud Losses

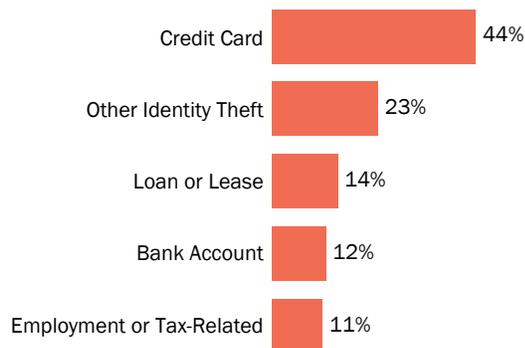


Fraud & Other Reports by Metropolitan Area

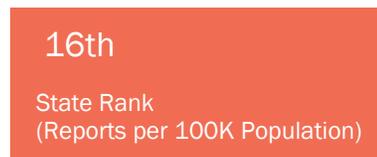


Reports per 100K Population
577 ● ● ● 1,300

Top Identity Theft Types



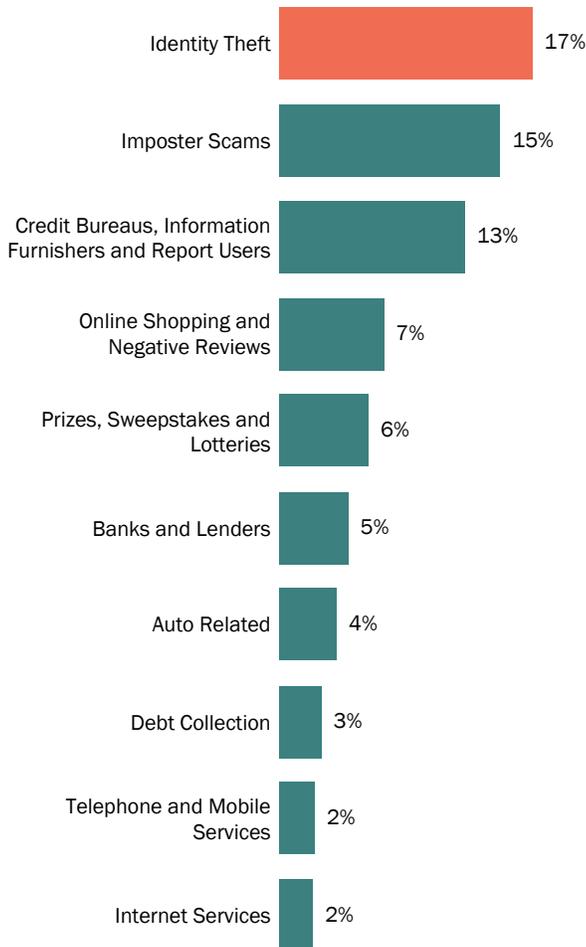
Identity Theft Reports



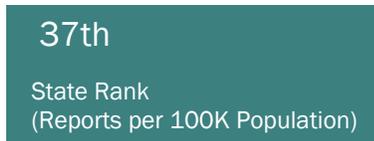
Percentages are based on the total number of relevant 2023 reports from Arizona consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Arkansas

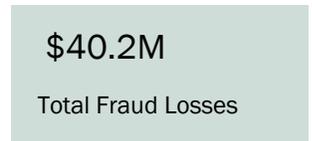
Top Ten Report Categories



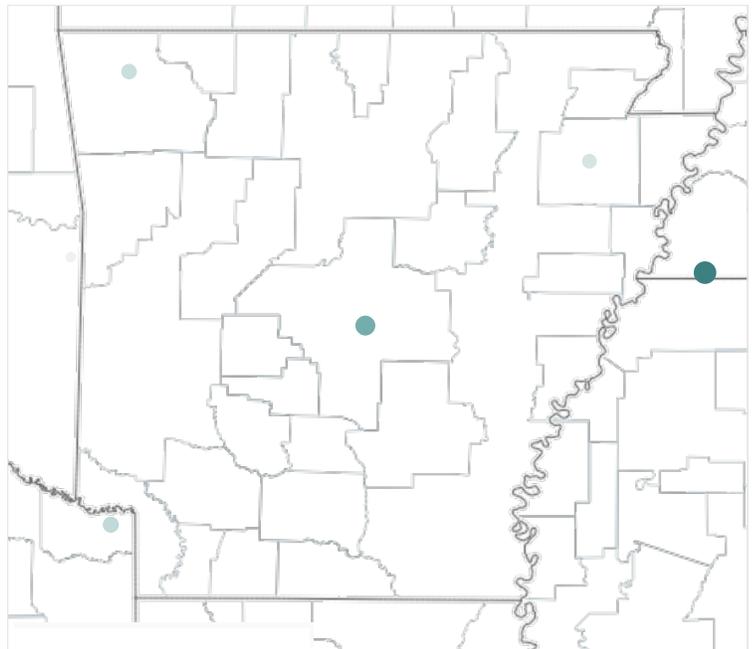
Fraud & Other Reports



Fraud Losses

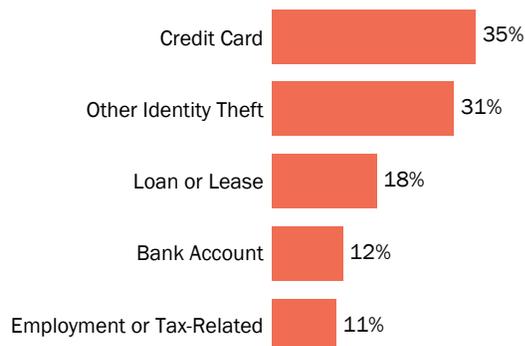


Fraud & Other Reports by Metropolitan Area

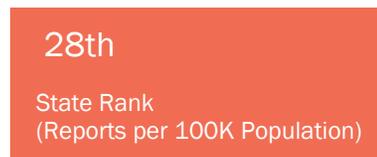


Reports per 100K Population
623 ● 1,402

Top Identity Theft Types



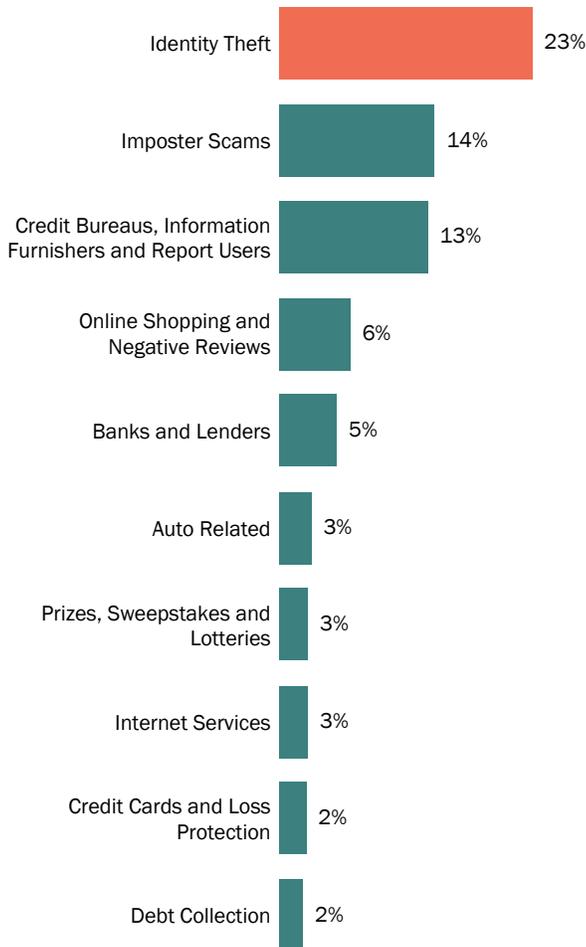
Identity Theft Reports



Percentages are based on the total number of relevant 2023 reports from Arkansas consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

California

Top Ten Report Categories



Fraud & Other Reports

19th
State Rank
(Reports per 100K Population)

405,354
Total Fraud & Other Reports

Fraud Losses

\$1,381.2M
Total Fraud Losses

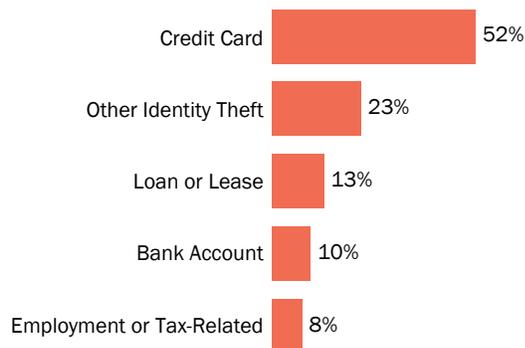
\$670
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
403 ● 1,165

Top Identity Theft Types



Identity Theft Reports

10th
State Rank
(Reports per 100K Population)

119,929
Identity Theft Reports

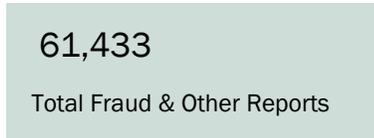
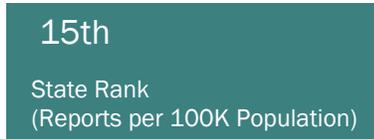
Percentages are based on the total number of relevant 2023 reports from California consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Colorado

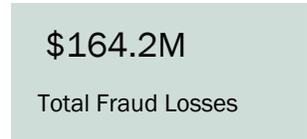
Top Ten Report Categories



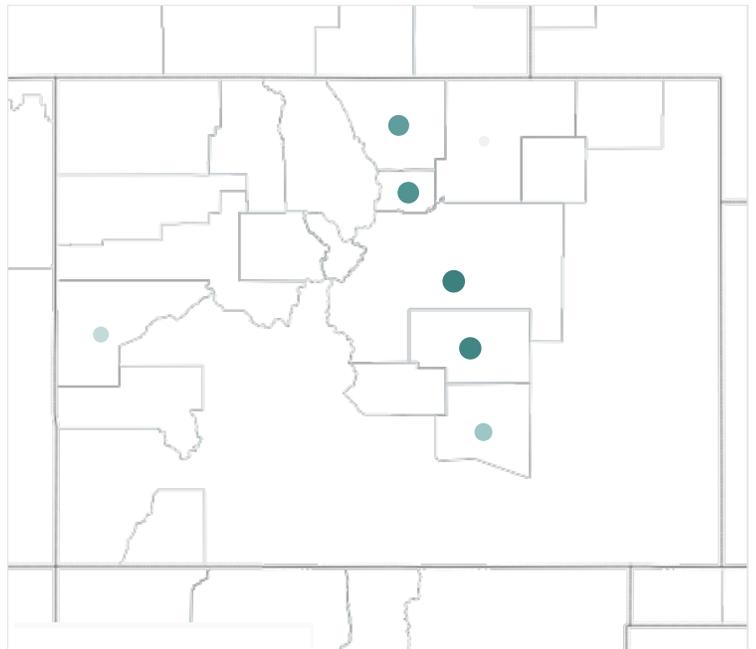
Fraud & Other Reports



Fraud Losses

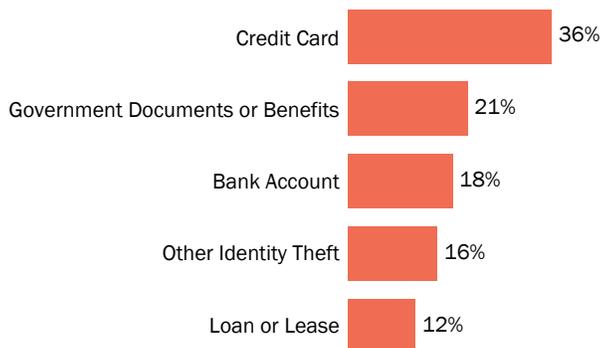


Fraud & Other Reports by Metropolitan Area

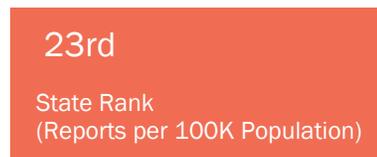


Reports per 100K Population
811 ● 1,147

Top Identity Theft Types



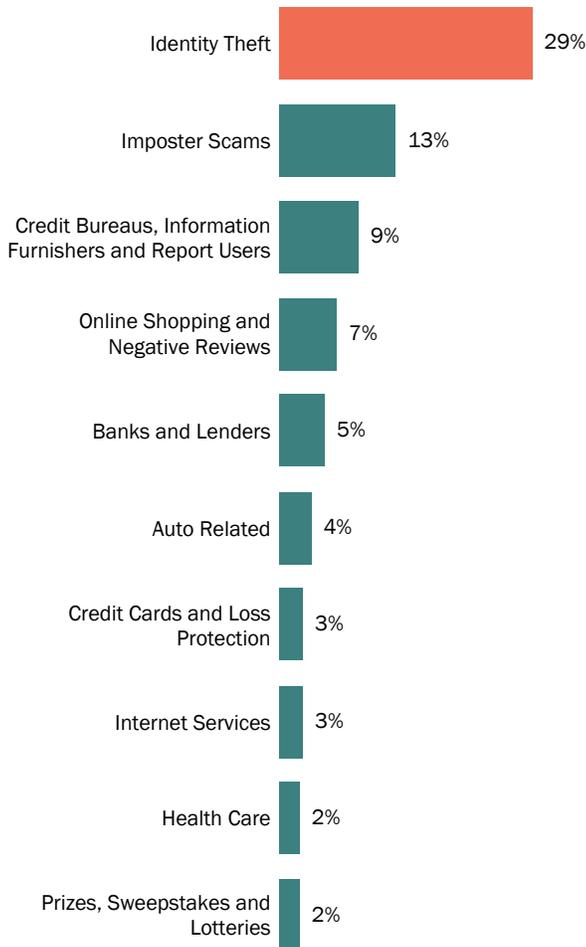
Identity Theft Reports



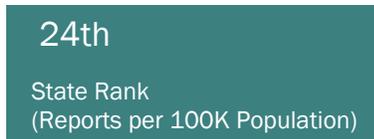
Percentages are based on the total number of relevant 2023 reports from Colorado consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Connecticut

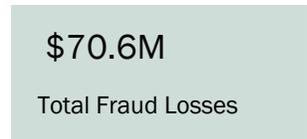
Top Ten Report Categories



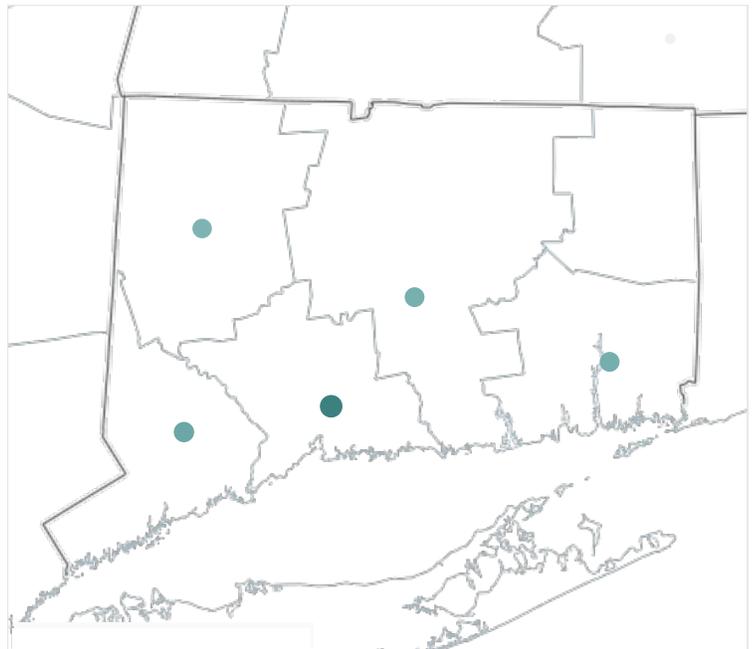
Fraud & Other Reports



Fraud Losses

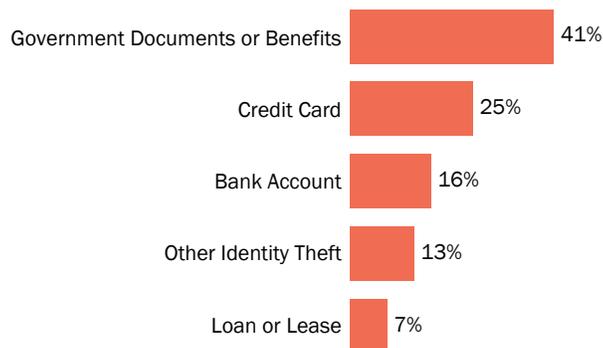


Fraud & Other Reports by Metropolitan Area

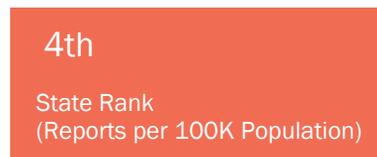


Reports per 100K Population
816 ● 989

Top Identity Theft Types



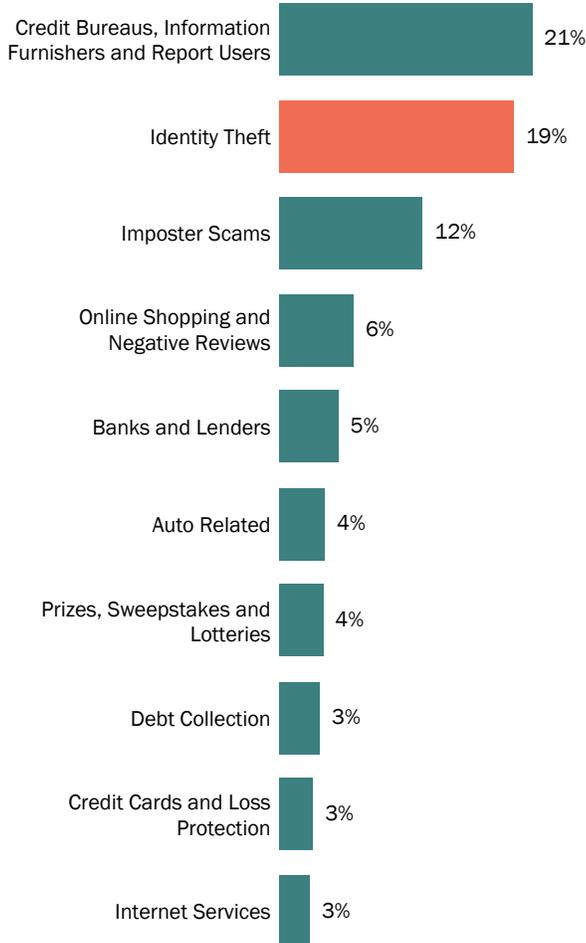
Identity Theft Reports



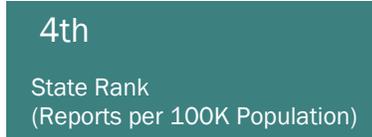
Percentages are based on the total number of relevant 2023 reports from Connecticut consumers, as indicated in the chart title. This page excludes reports provided by the Connecticut Department of Consumer Protection. Consumers can report multiple types of identity theft.

Delaware

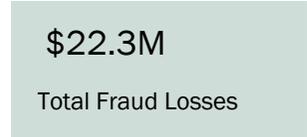
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

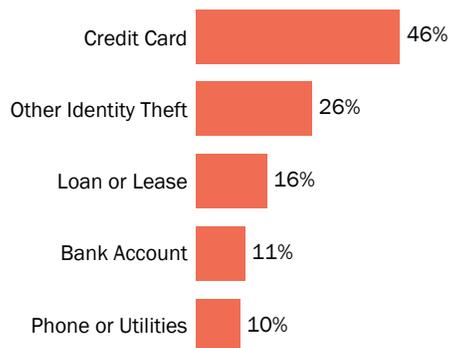


Fraud & Other Reports by Metropolitan Area

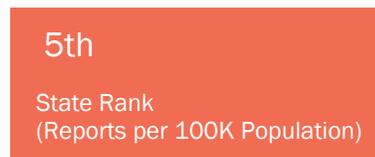


Reports per 100K Population
1,053 ● 1,519

Top Identity Theft Types



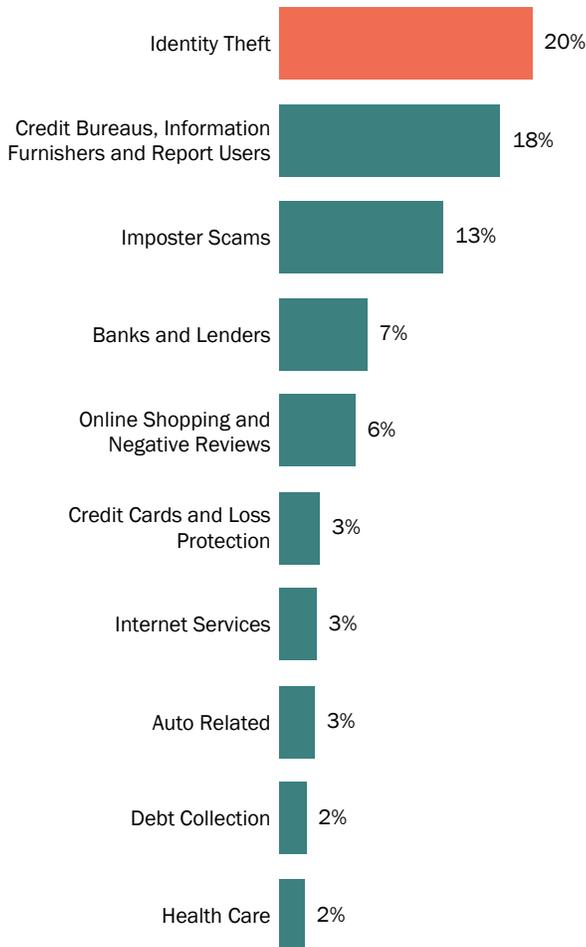
Identity Theft Reports



Percentages are based on the total number of relevant 2023 reports from Delaware consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

District of Columbia

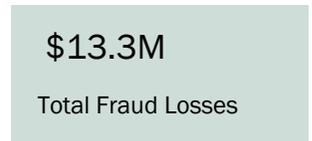
Top Ten Report Categories



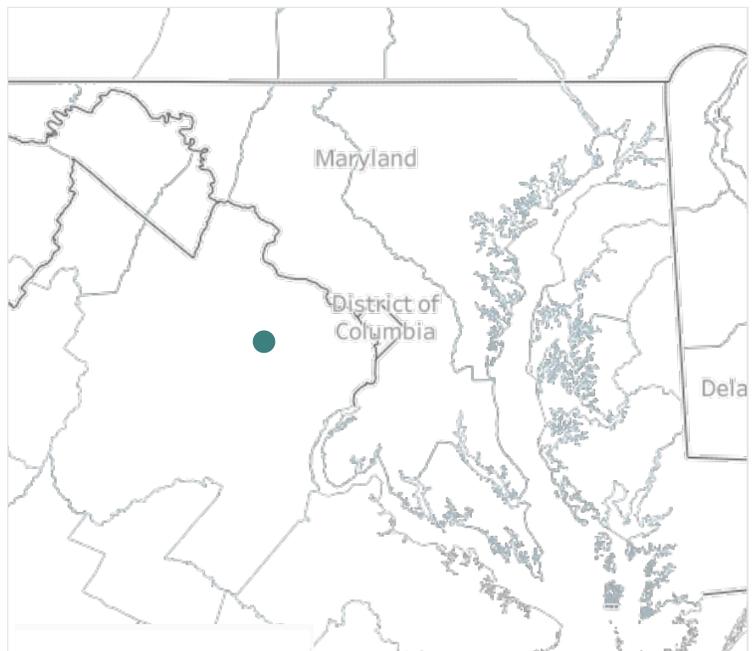
Fraud & Other Reports



Fraud Losses

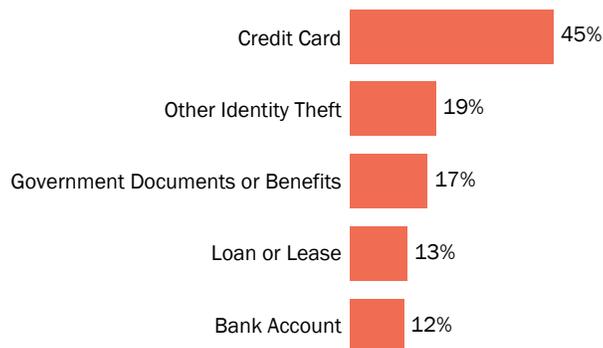


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
● 1,362

Top Identity Theft Types



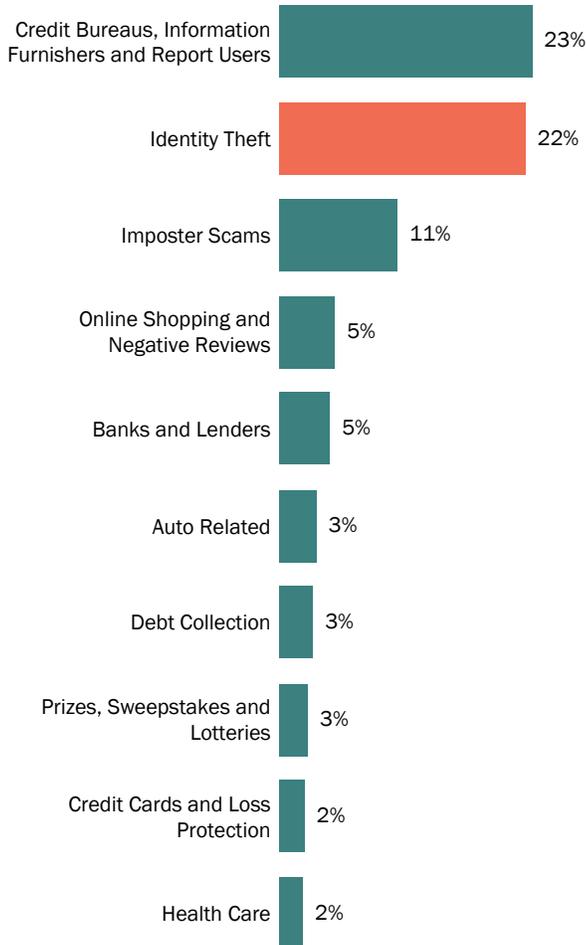
Identity Theft Reports



Percentages are based on the total number of relevant 2023 reports from District of Columbia consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Florida

Top Ten Report Categories



Fraud & Other Reports

2nd
State Rank
(Reports per 100K Population)

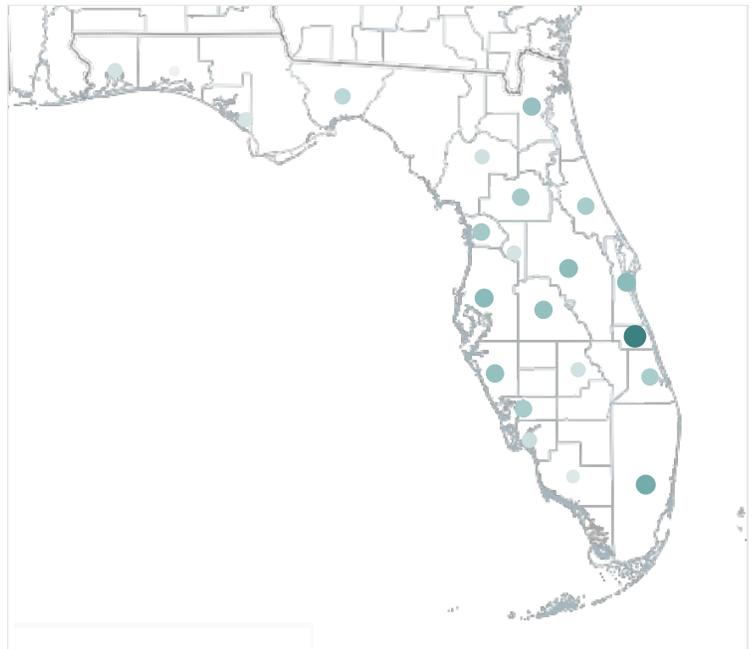
333,570
Total Fraud & Other Reports

Fraud Losses

\$632.2M
Total Fraud Losses

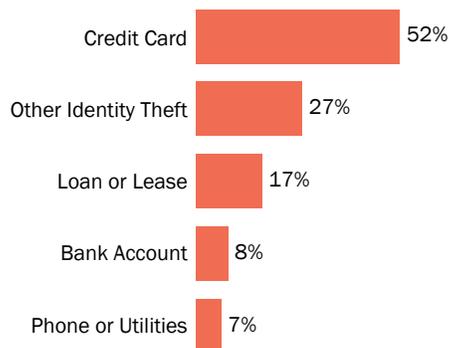
\$600
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
1,006 ● 2,268 ● 2,268

Top Identity Theft Types



Identity Theft Reports

2nd
State Rank
(Reports per 100K Population)

93,547
Identity Theft Reports

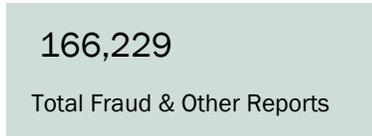
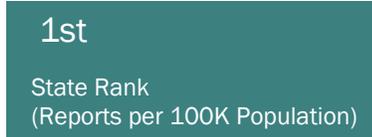
Percentages are based on the total number of relevant 2023 reports from Florida consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Georgia

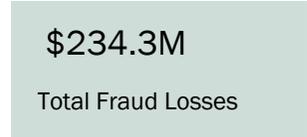
Top Ten Report Categories



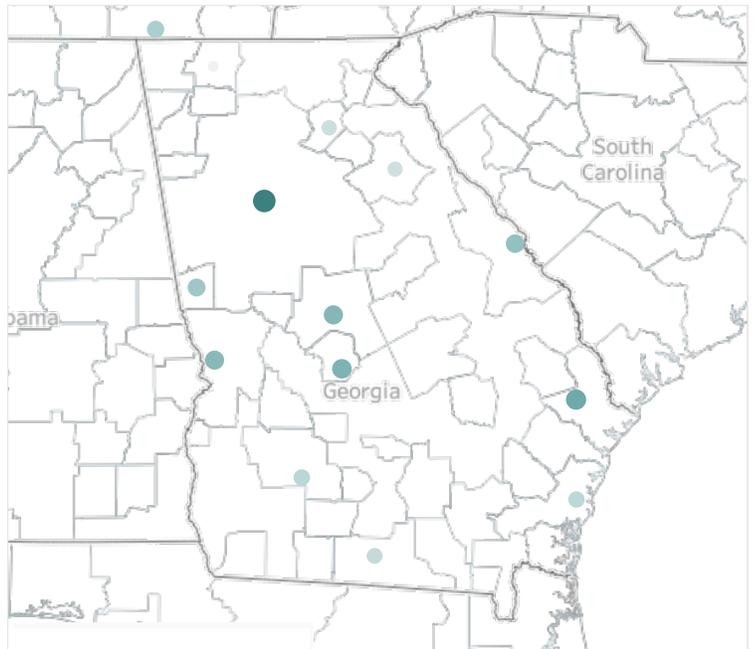
Fraud & Other Reports



Fraud Losses

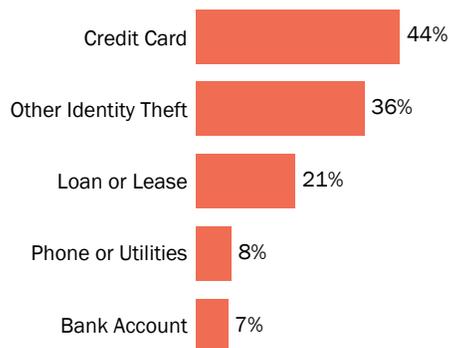


Fraud & Other Reports by Metropolitan Area

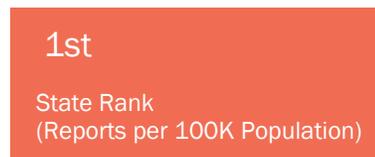


Reports per 100K Population
551 ● 1,988

Top Identity Theft Types



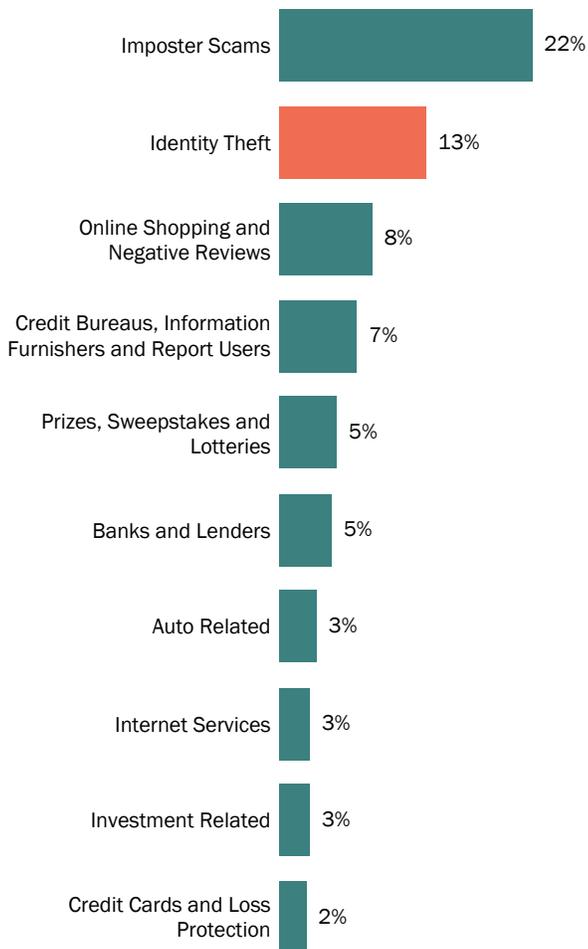
Identity Theft Reports



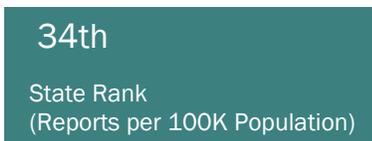
Percentages are based on the total number of relevant 2023 reports from Georgia consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Hawaii

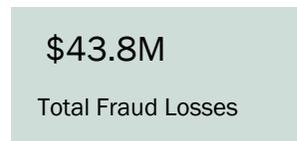
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

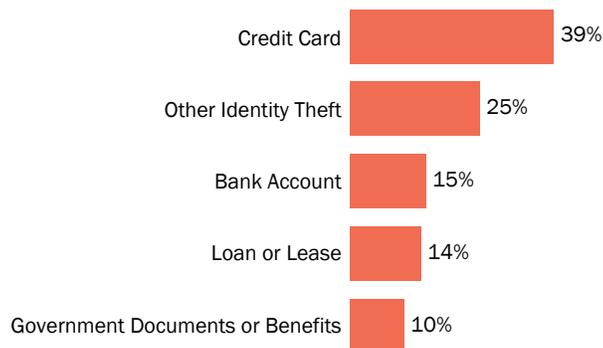


Fraud & Other Reports by Metropolitan Area

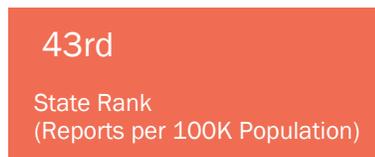


Reports per 100K Population
763 ● 880

Top Identity Theft Types



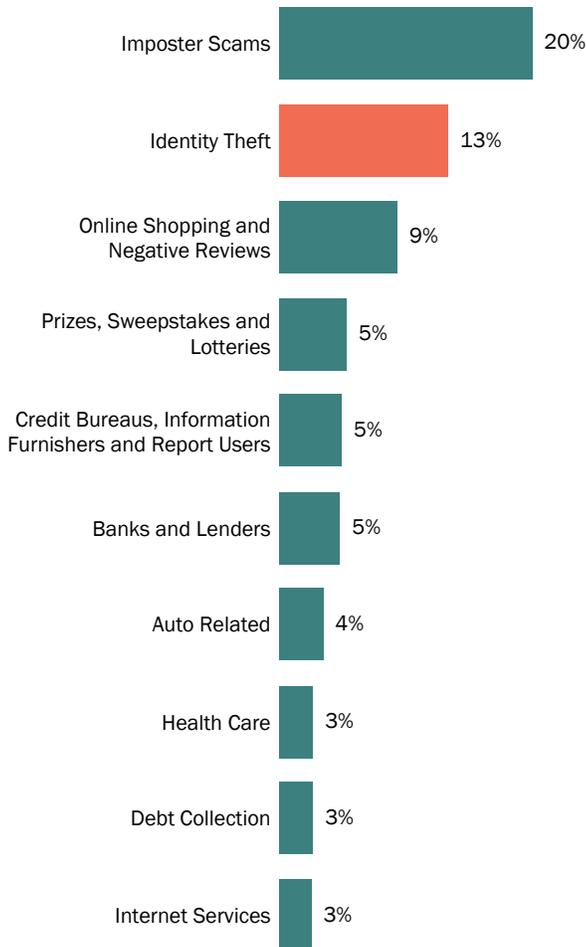
Identity Theft Reports



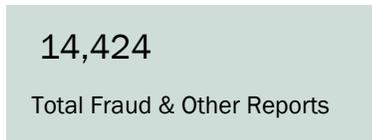
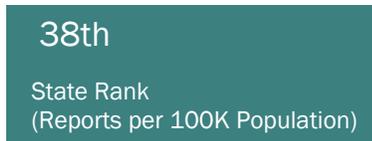
Percentages are based on the total number of relevant 2023 reports from Hawaii consumers, as indicated in the chart title. This page excludes reports provided by the Hawaii Office of Consumer Protection. Consumers can report multiple types of identity theft.

Idaho

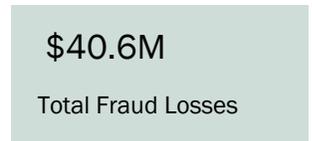
Top Ten Report Categories



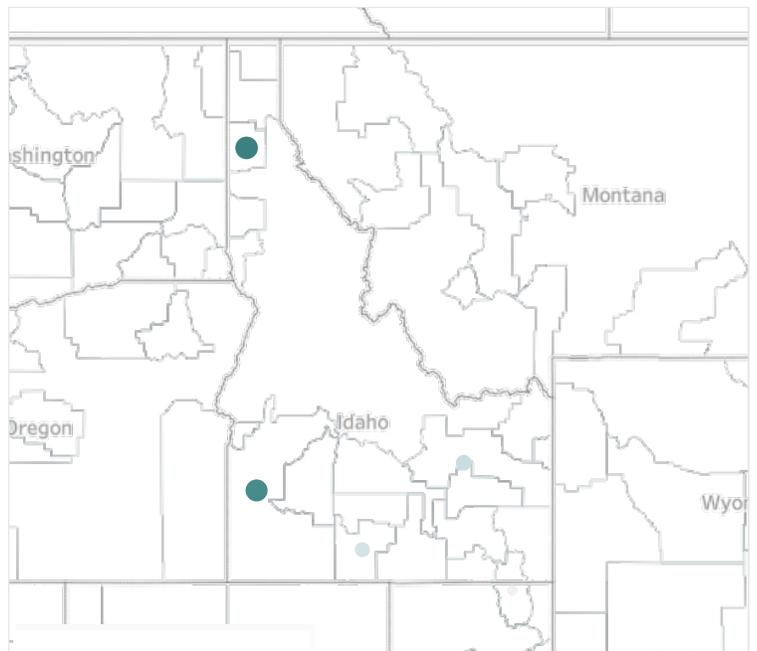
Fraud & Other Reports



Fraud Losses

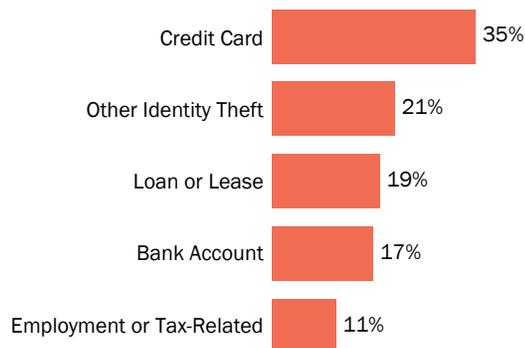


Fraud & Other Reports by Metropolitan Area

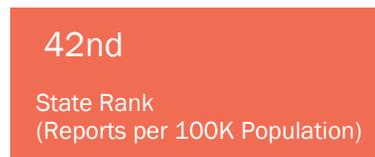


Reports per 100K Population
573 • 733 • 945

Top Identity Theft Types



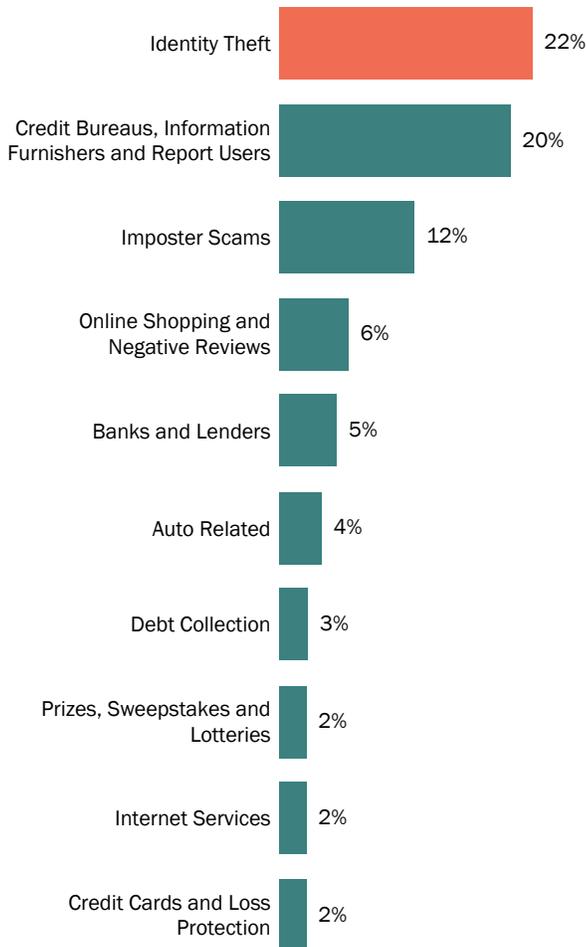
Identity Theft Reports



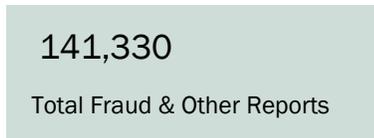
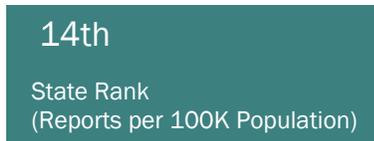
Percentages are based on the total number of relevant 2023 reports from Idaho consumers, as indicated in the chart title. This page excludes reports provided by the Idaho Attorney General. Consumers can report multiple types of identity theft.

Illinois

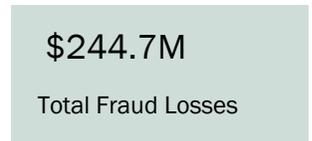
Top Ten Report Categories



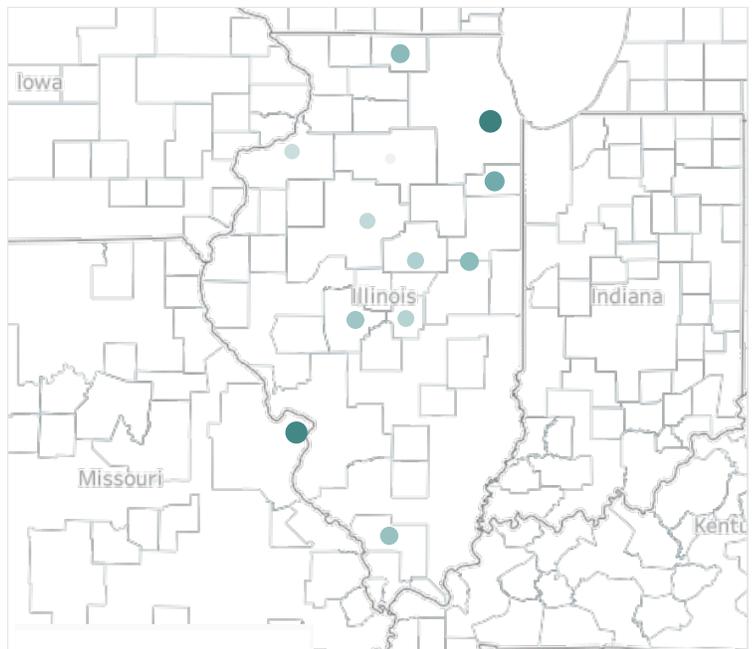
Fraud & Other Reports



Fraud Losses

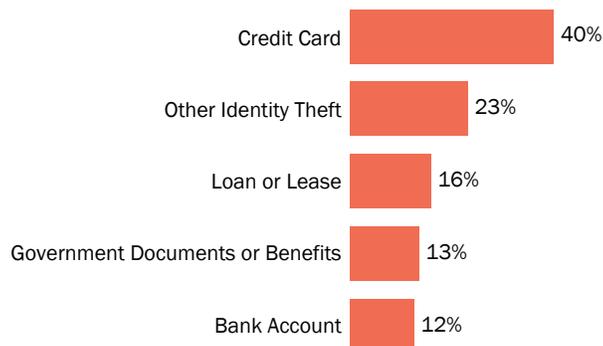


Fraud & Other Reports by Metropolitan Area

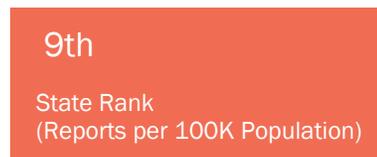


Reports per 100K Population
595 ● 1,231

Top Identity Theft Types



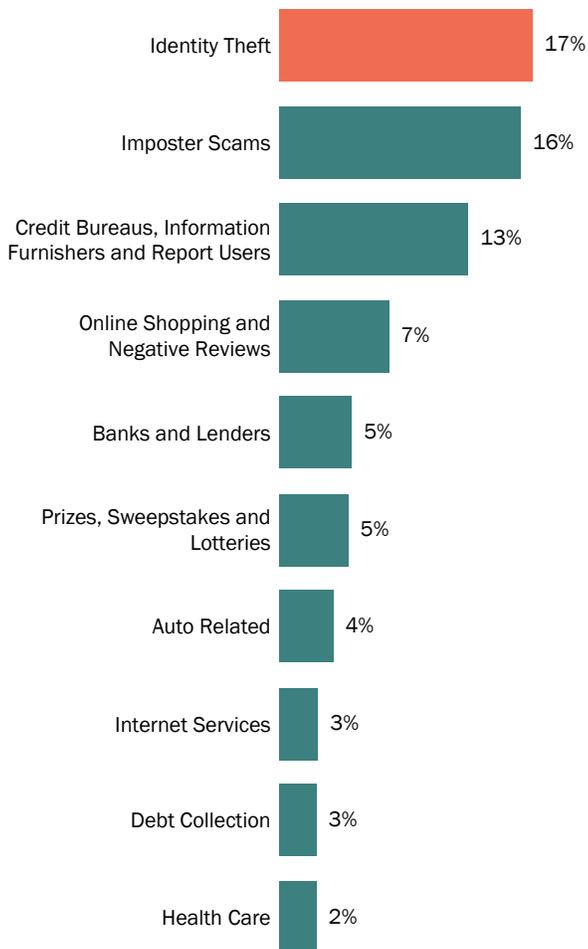
Identity Theft Reports



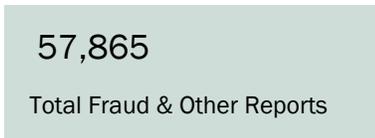
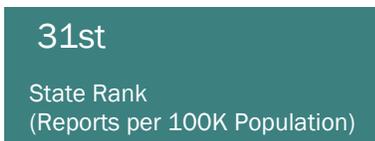
Percentages are based on the total number of relevant 2023 reports from Illinois consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Indiana

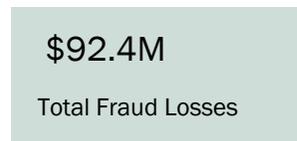
Top Ten Report Categories



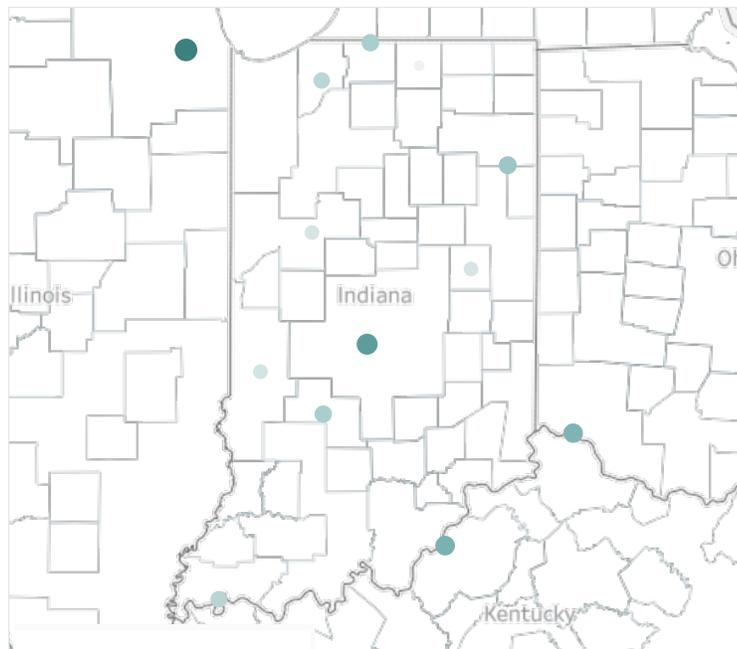
Fraud & Other Reports



Fraud Losses

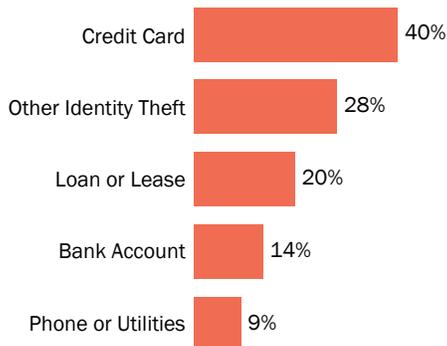


Fraud & Other Reports by Metropolitan Area

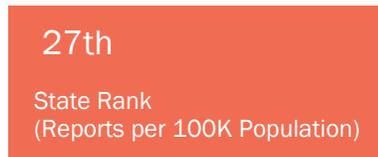


Reports per 100K Population
543 ● 1,231

Top Identity Theft Types



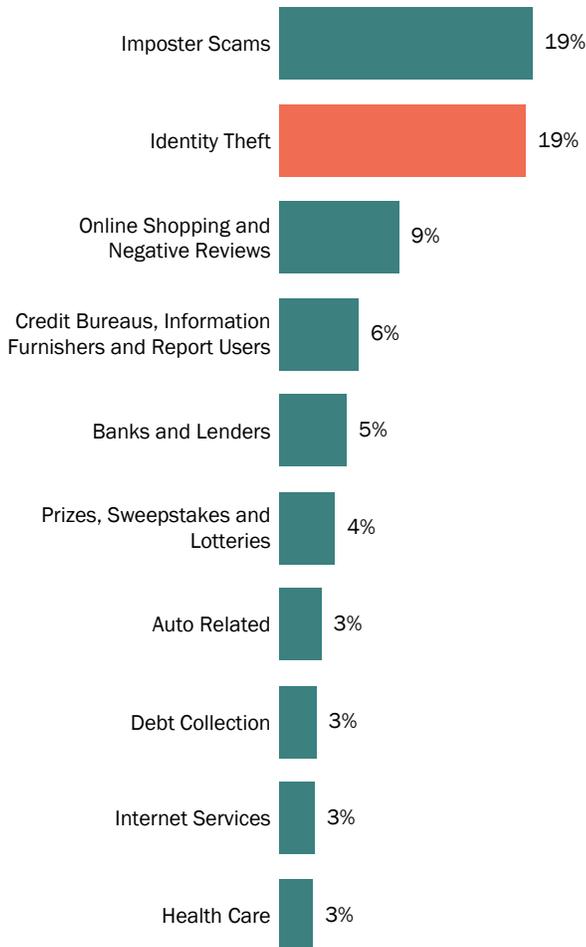
Identity Theft Reports



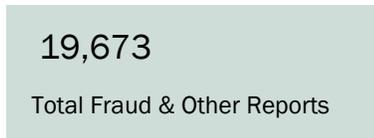
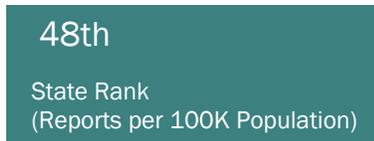
Percentages are based on the total number of relevant 2023 reports from Indiana consumers, as indicated in the chart title. This page excludes reports provided by the Indiana Attorney General. Consumers can report multiple types of identity theft.

Iowa

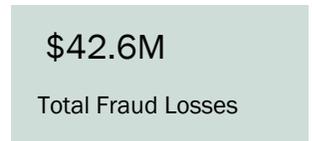
Top Ten Report Categories



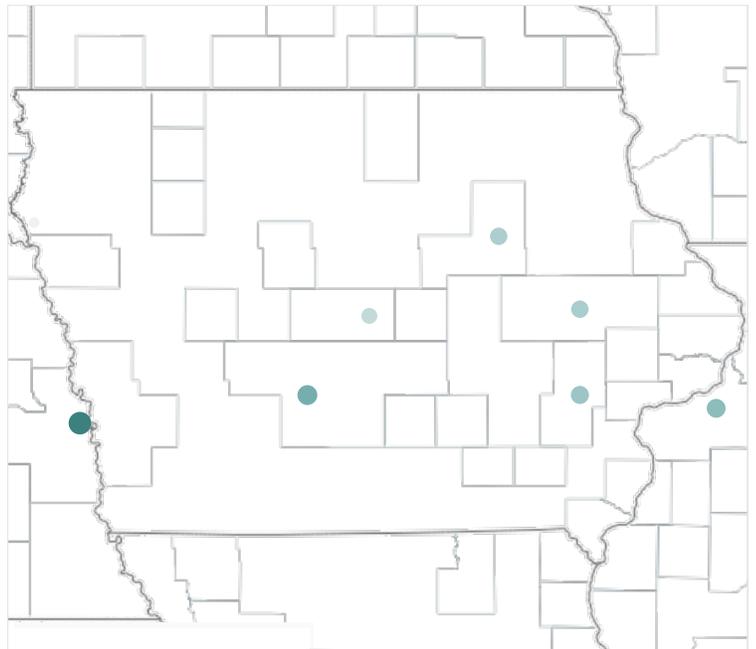
Fraud & Other Reports



Fraud Losses

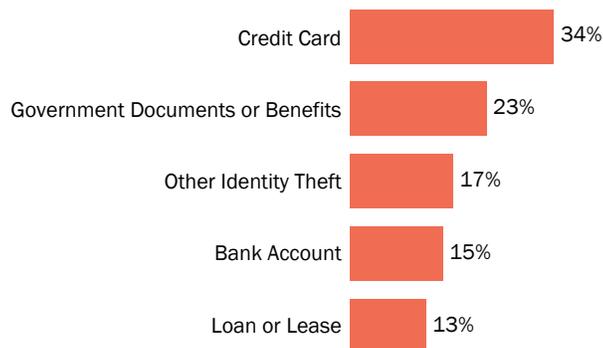


Fraud & Other Reports by Metropolitan Area

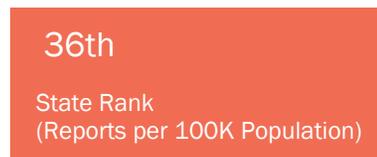


Reports per 100K Population
466 ● 466-970 ● 970

Top Identity Theft Types



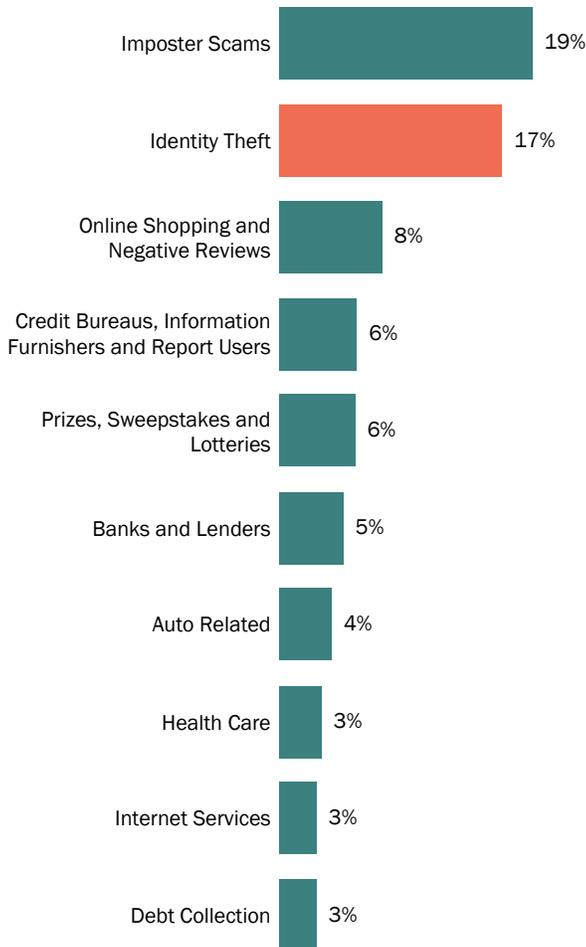
Identity Theft Reports



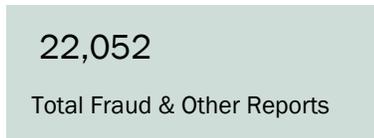
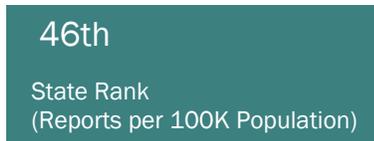
Percentages are based on the total number of relevant 2023 reports from Iowa consumers, as indicated in the chart title. This page excludes reports provided by the Iowa Attorney General. Consumers can report multiple types of identity theft.

Kansas

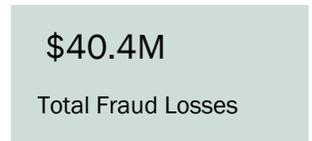
Top Ten Report Categories



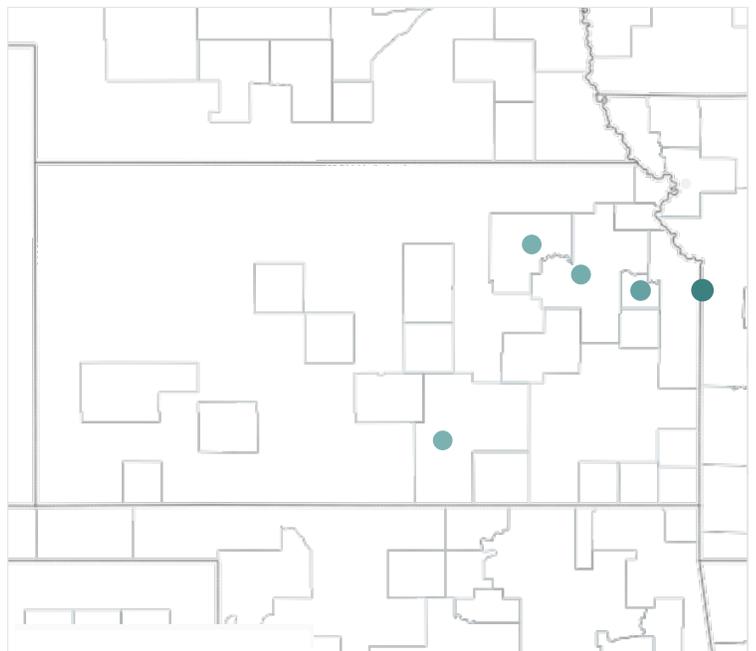
Fraud & Other Reports



Fraud Losses

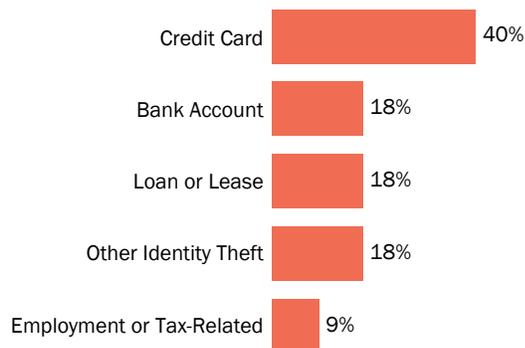


Fraud & Other Reports by Metropolitan Area

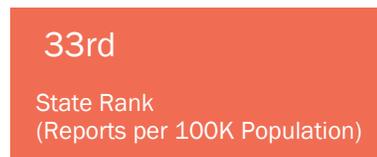


Reports per 100K Population
666 ● 937

Top Identity Theft Types



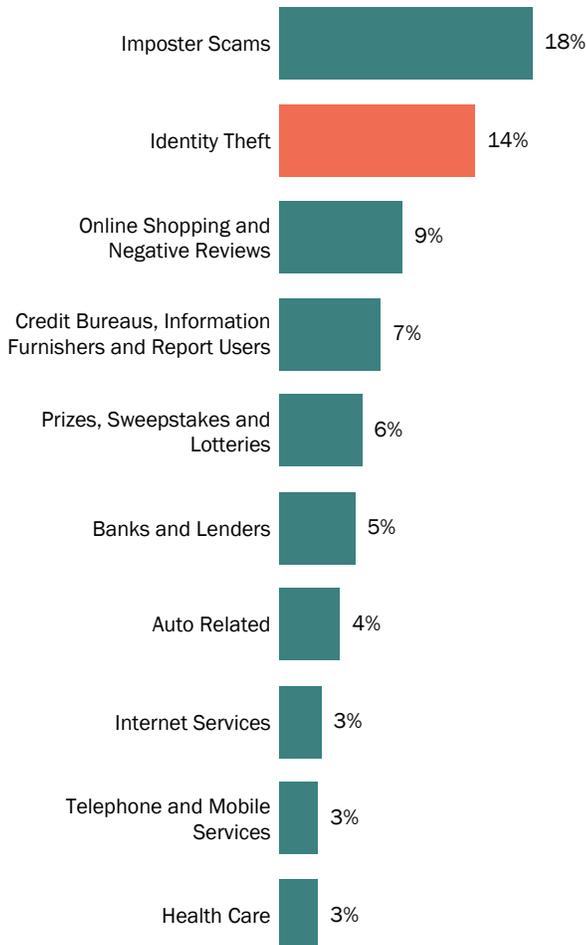
Identity Theft Reports



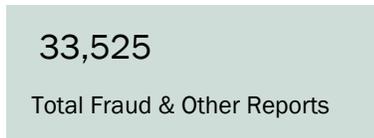
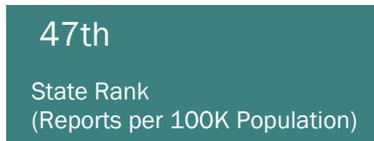
Percentages are based on the total number of relevant 2023 reports from Kansas consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Kentucky

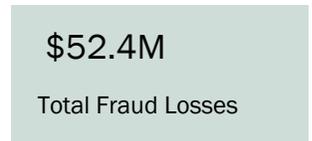
Top Ten Report Categories



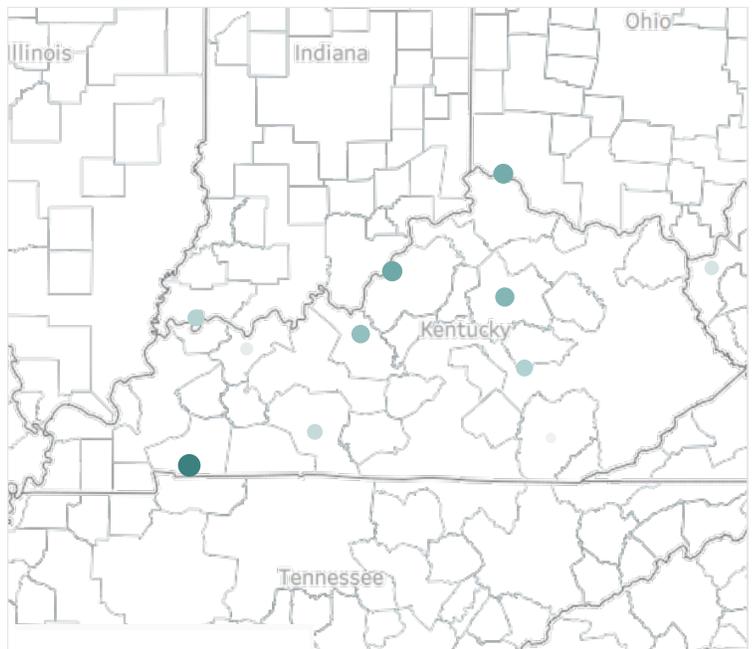
Fraud & Other Reports



Fraud Losses

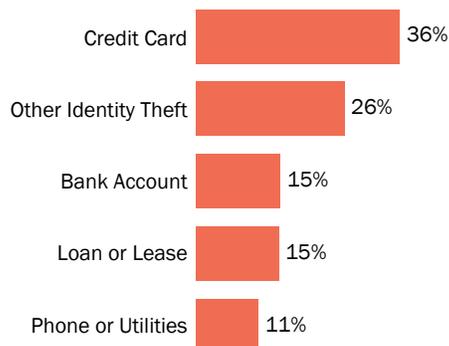


Fraud & Other Reports by Metropolitan Area

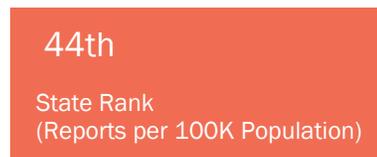


Reports per 100K Population
555 ● 1,148

Top Identity Theft Types



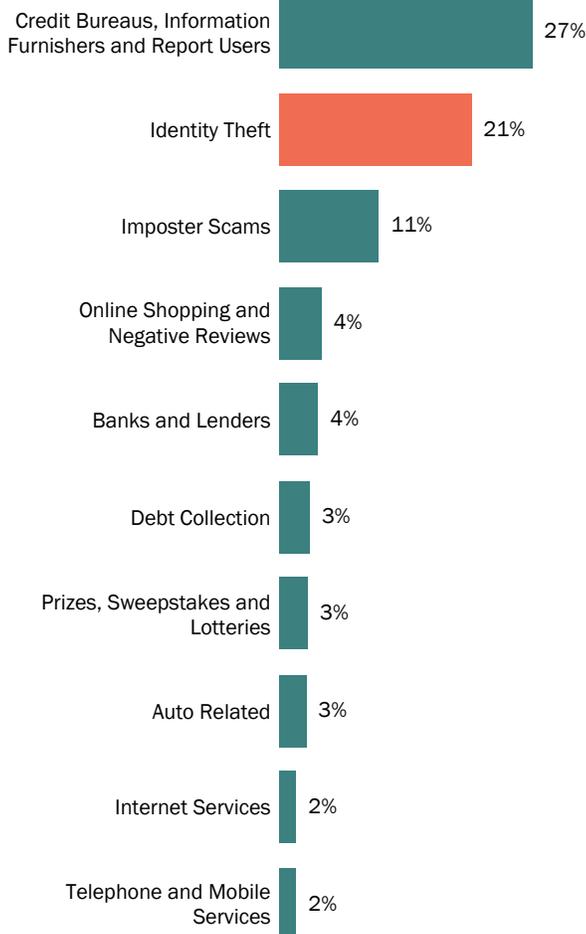
Identity Theft Reports



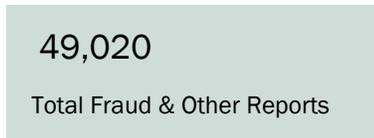
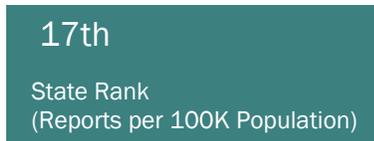
Percentages are based on the total number of relevant 2023 reports from Kentucky consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Louisiana

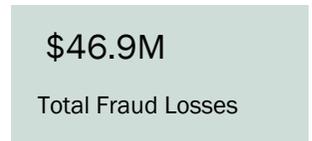
Top Ten Report Categories



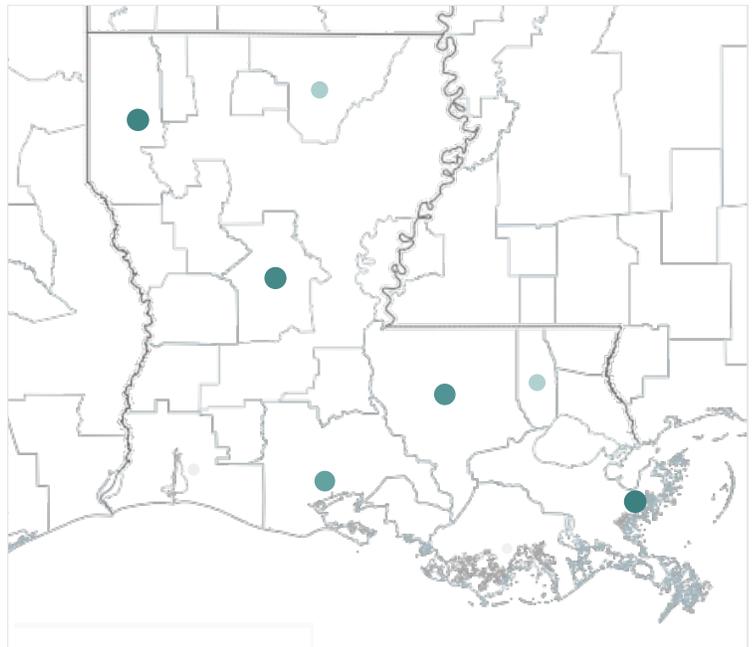
Fraud & Other Reports



Fraud Losses

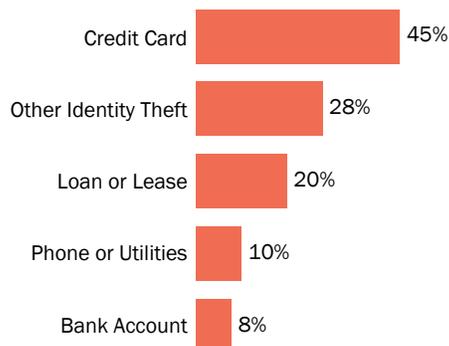


Fraud & Other Reports by Metropolitan Area

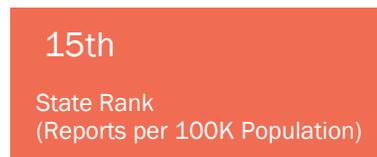


Reports per 100K Population
666 ● 1,236

Top Identity Theft Types



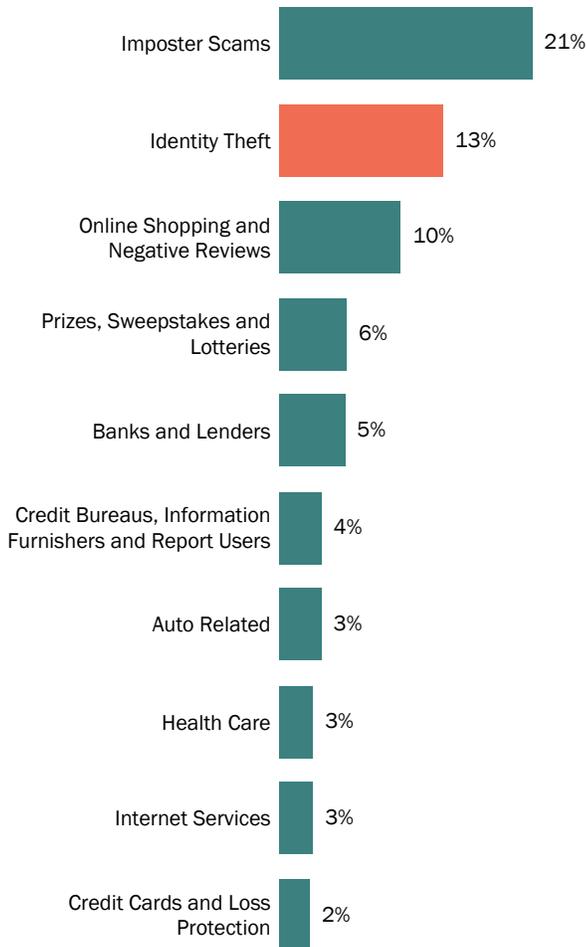
Identity Theft Reports



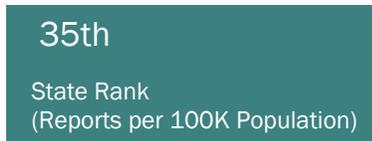
Percentages are based on the total number of relevant 2023 reports from Louisiana consumers, as indicated in the chart title. This page excludes reports provided by the Louisiana Attorney General. Consumers can report multiple types of identity theft.

Maine

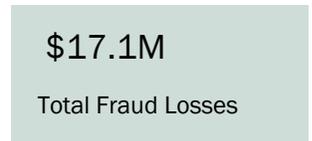
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

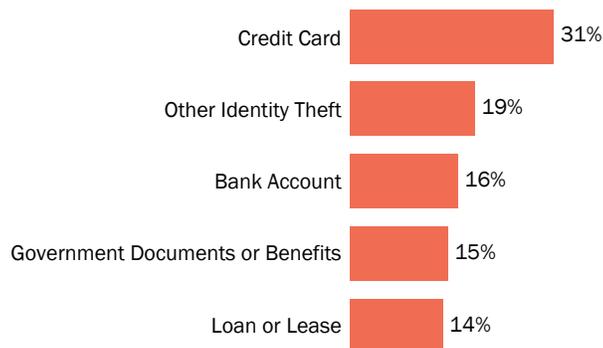


Fraud & Other Reports by Metropolitan Area

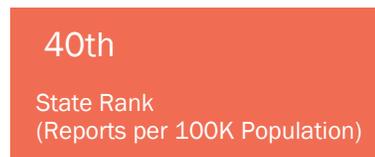


Reports per 100K Population
740 ● 858

Top Identity Theft Types



Identity Theft Reports



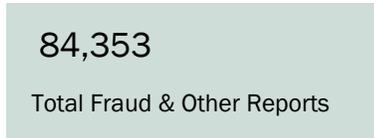
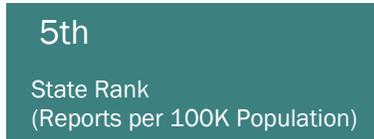
Percentages are based on the total number of relevant 2023 reports from Maine consumers, as indicated in the chart title. This page excludes reports provided by the Maine Attorney General. Consumers can report multiple types of identity theft.

Maryland

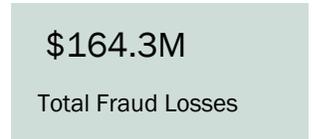
Top Ten Report Categories



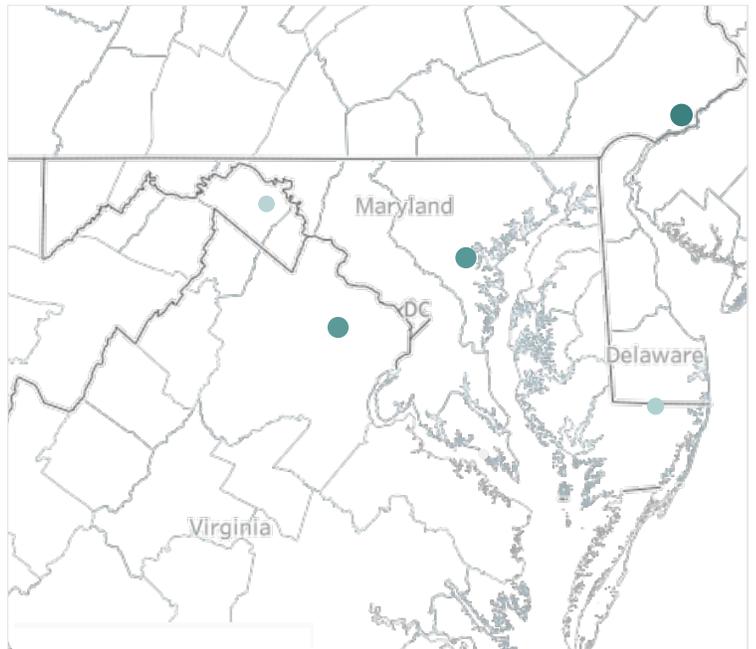
Fraud & Other Reports



Fraud Losses

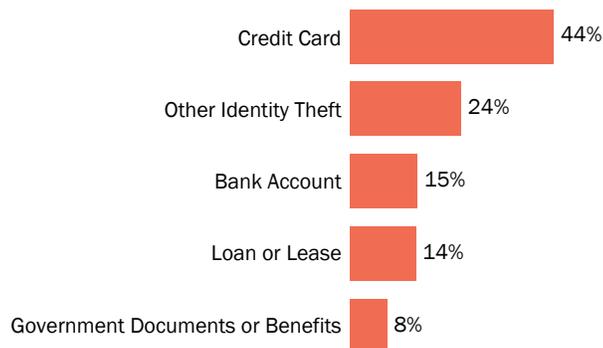


Fraud & Other Reports by Metropolitan Area

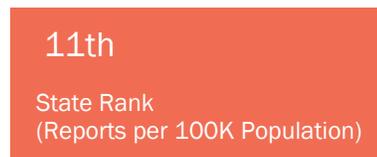


Reports per 100K Population
854 ● 1,519

Top Identity Theft Types



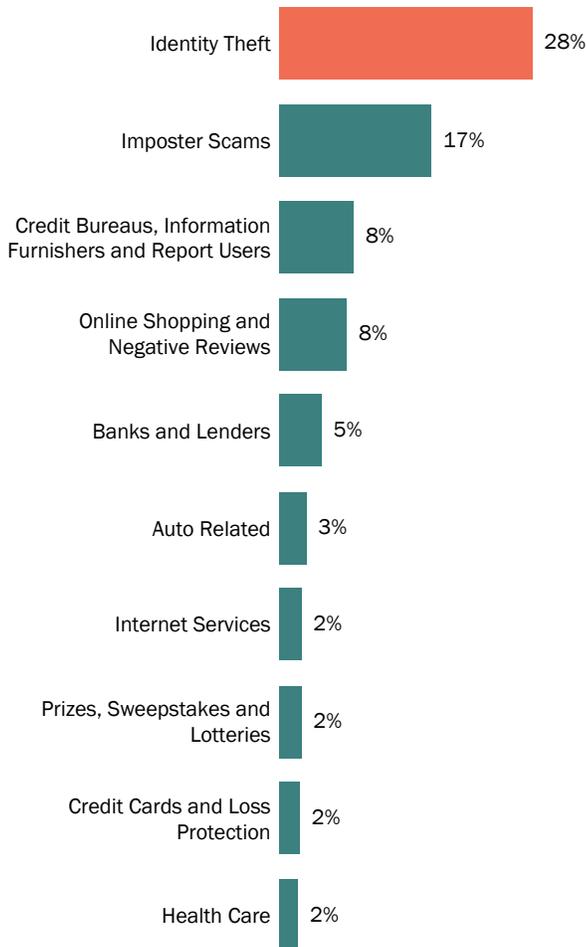
Identity Theft Reports



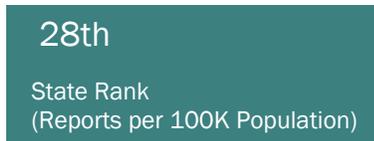
Percentages are based on the total number of relevant 2023 reports from Maryland consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Massachusetts

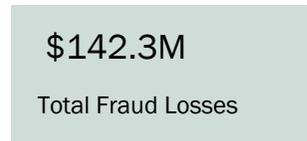
Top Ten Report Categories



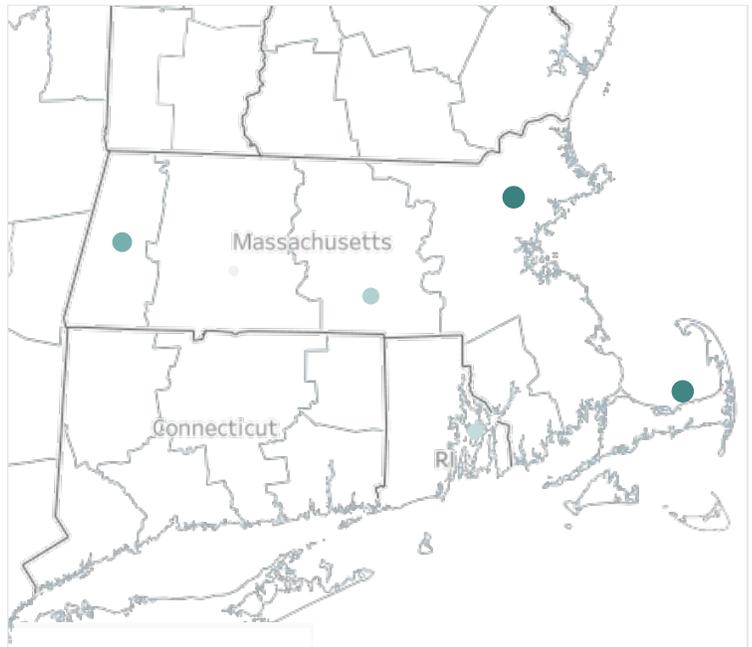
Fraud & Other Reports



Fraud Losses

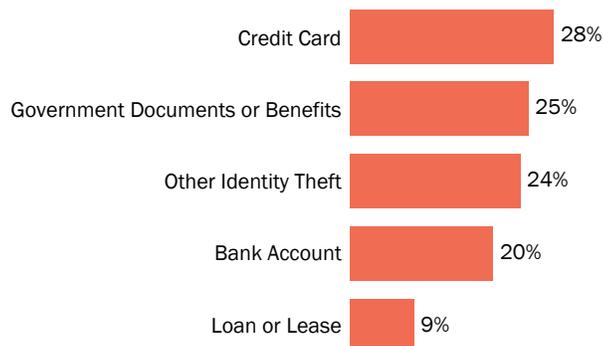


Fraud & Other Reports by Metropolitan Area

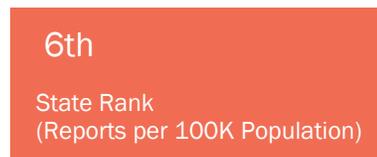


Reports per 100K Population
768 ● 934 ● 934

Top Identity Theft Types



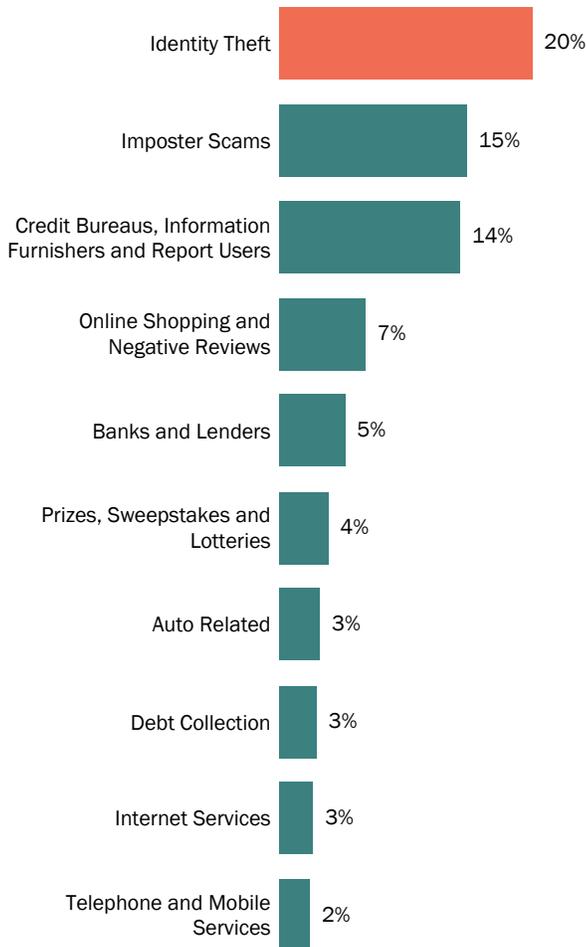
Identity Theft Reports



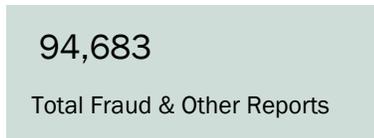
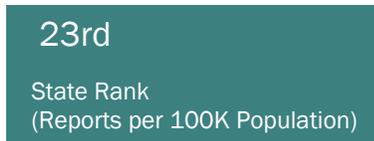
Percentages are based on the total number of relevant 2023 reports from Massachusetts consumers, as indicated in the chart title. This page excludes reports provided by the Massachusetts Attorney General. Consumers can report multiple types of identity theft.

Michigan

Top Ten Report Categories



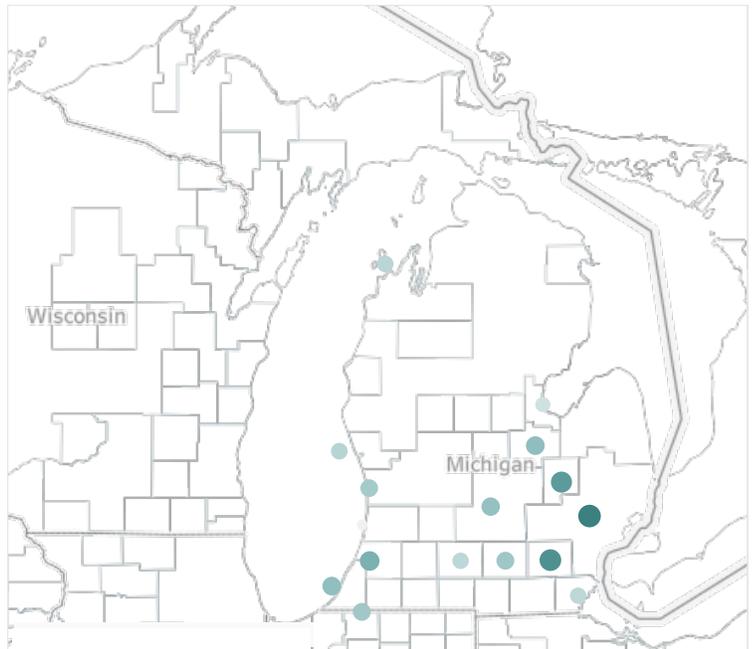
Fraud & Other Reports



Fraud Losses

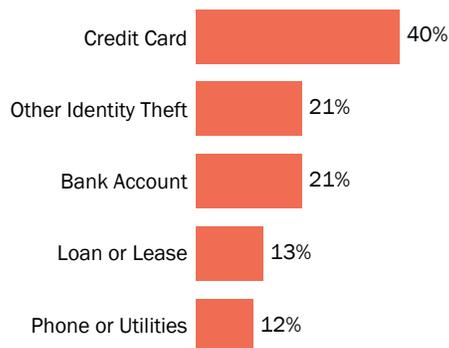


Fraud & Other Reports by Metropolitan Area

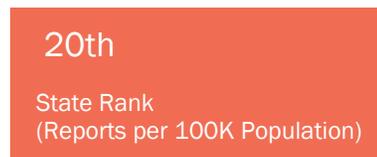


Reports per 100K Population
544 ● 1,149

Top Identity Theft Types



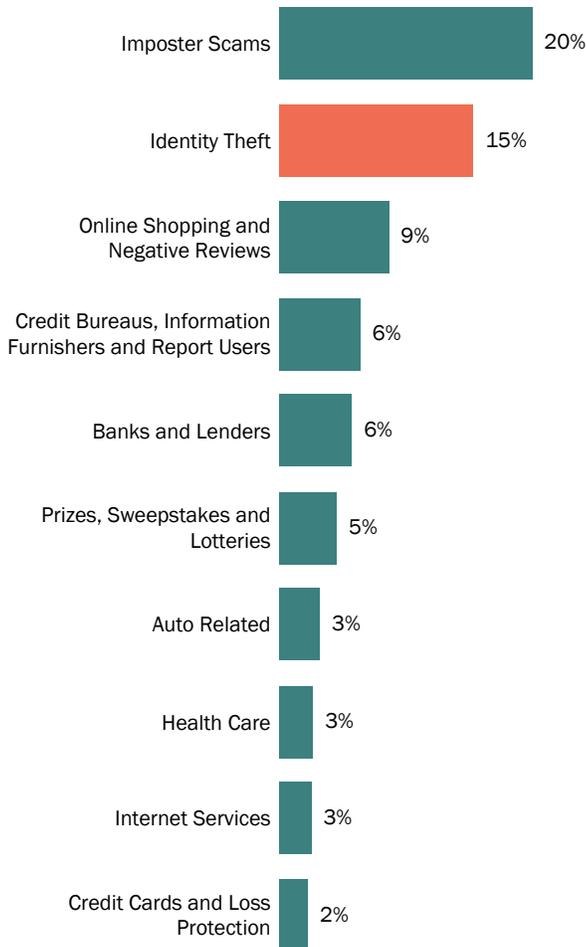
Identity Theft Reports



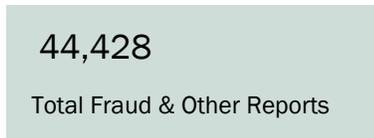
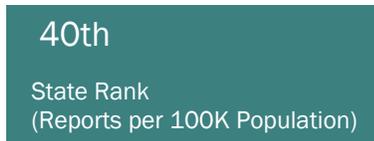
Percentages are based on the total number of relevant 2023 reports from Michigan consumers, as indicated in the chart title. This page excludes reports provided by the Michigan Attorney General. Consumers can report multiple types of identity theft.

Minnesota

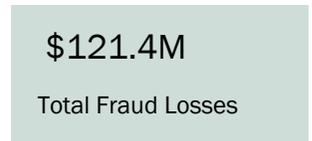
Top Ten Report Categories



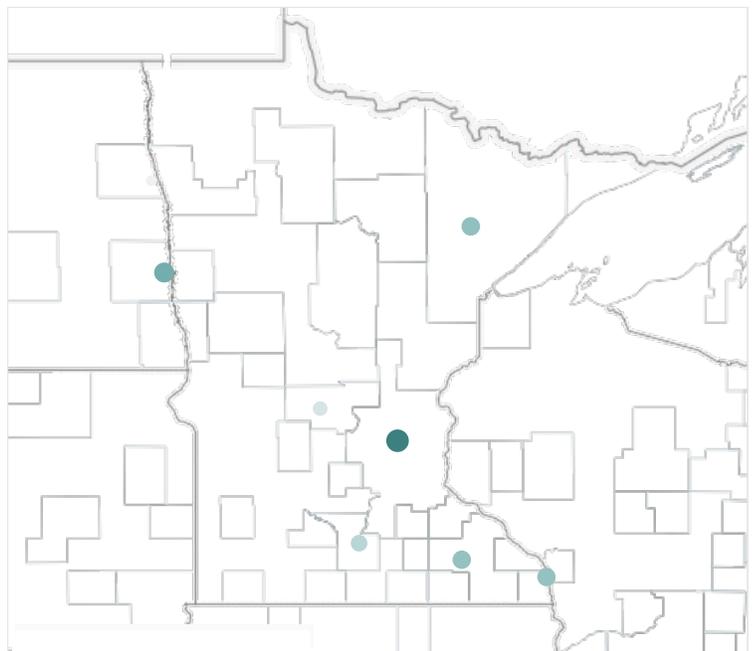
Fraud & Other Reports



Fraud Losses

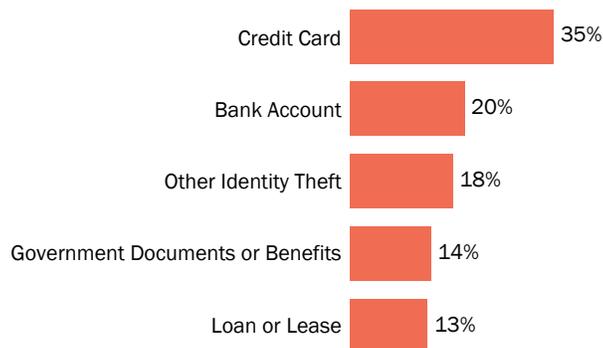


Fraud & Other Reports by Metropolitan Area

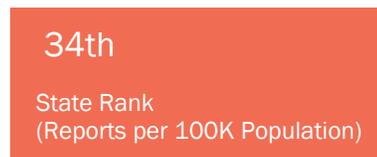


Reports per 100K Population
561 ● 891

Top Identity Theft Types



Identity Theft Reports



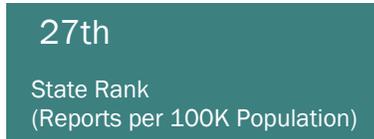
Percentages are based on the total number of relevant 2023 reports from Minnesota consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Mississippi

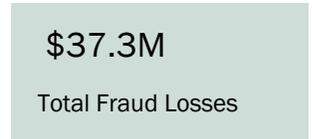
Top Ten Report Categories



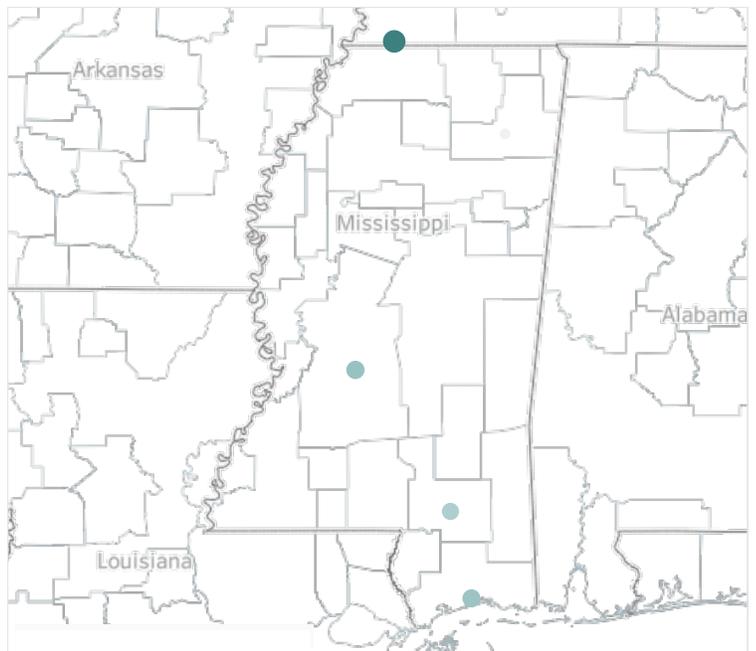
Fraud & Other Reports



Fraud Losses

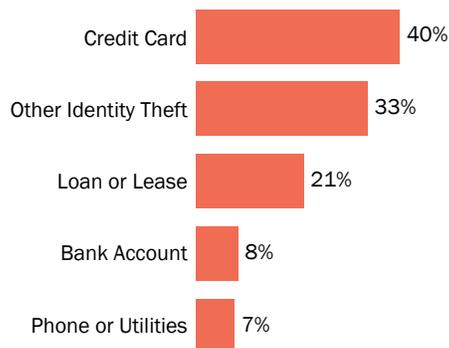


Fraud & Other Reports by Metropolitan Area

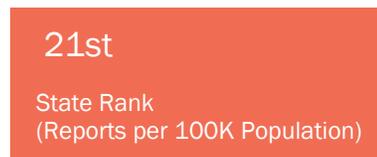


Reports per 100K Population
685 ● 1,402

Top Identity Theft Types



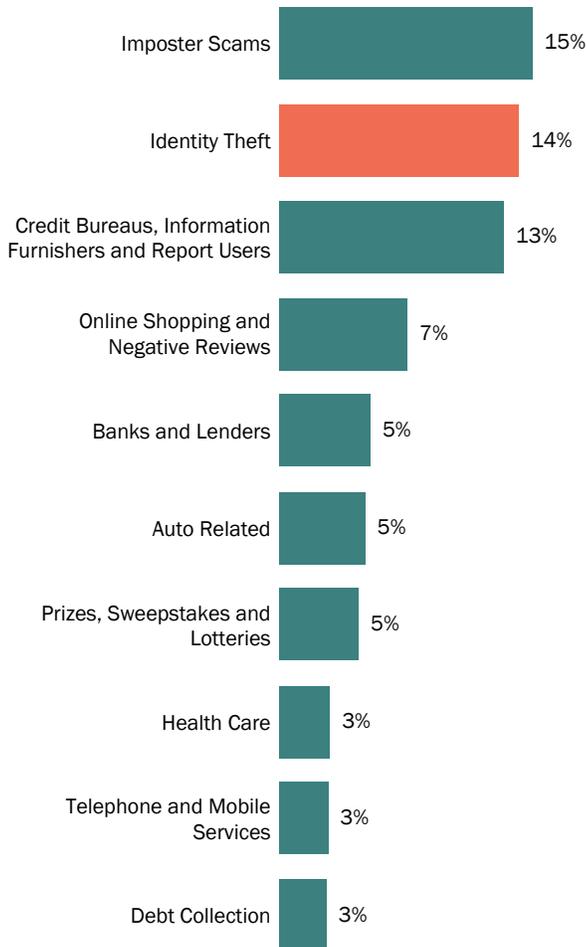
Identity Theft Reports



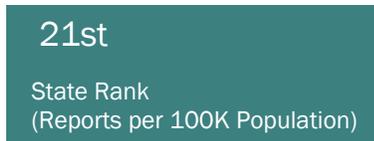
Percentages are based on the total number of relevant 2023 reports from Mississippi consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Missouri

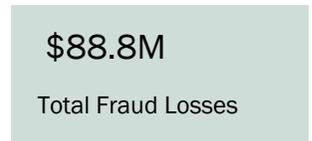
Top Ten Report Categories



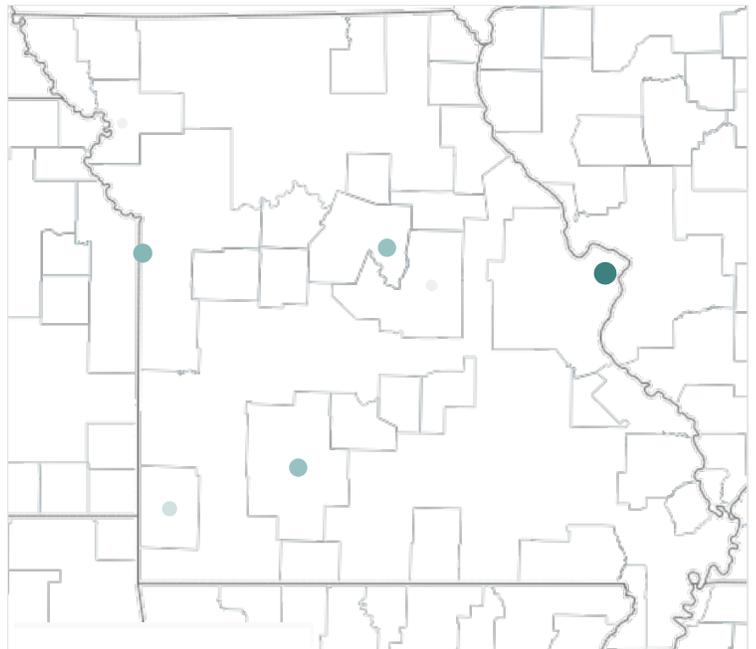
Fraud & Other Reports



Fraud Losses

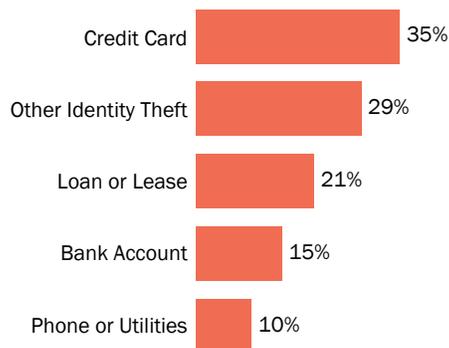


Fraud & Other Reports by Metropolitan Area

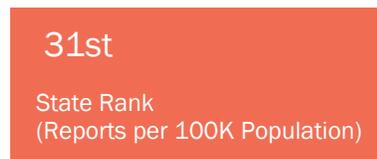


Reports per 100K Population
666 ● 1,192

Top Identity Theft Types



Identity Theft Reports



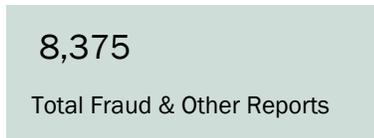
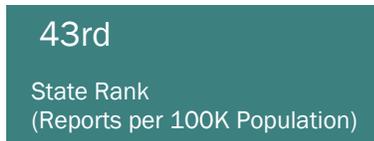
Percentages are based on the total number of relevant 2023 reports from Missouri consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Montana

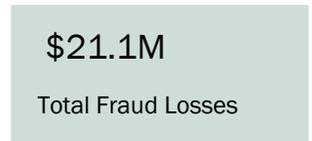
Top Ten Report Categories



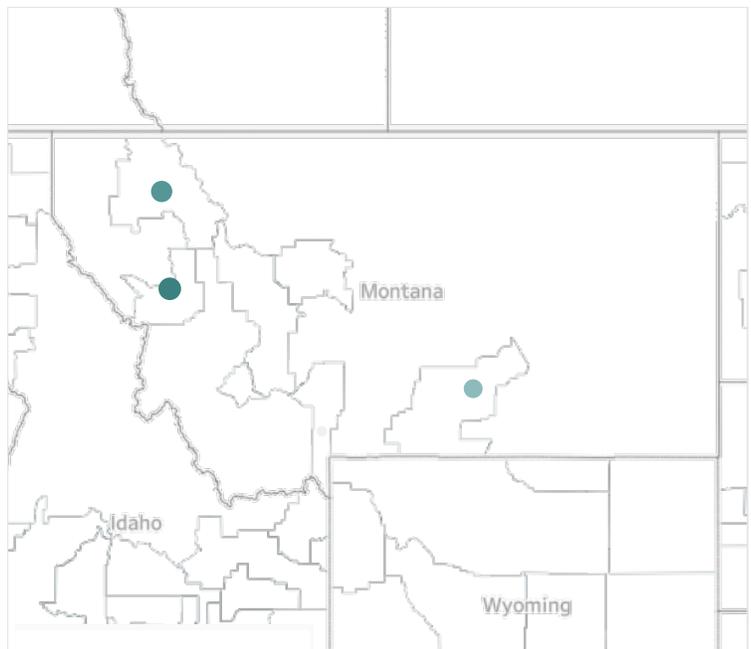
Fraud & Other Reports



Fraud Losses

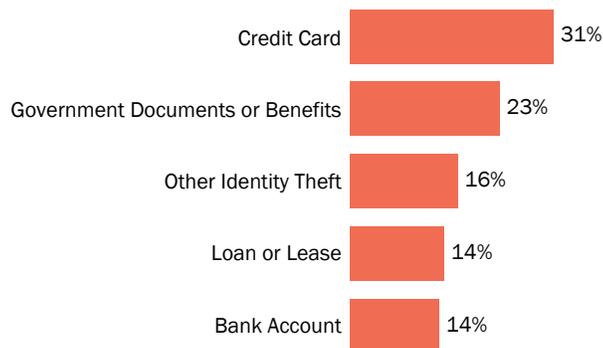


Fraud & Other Reports by Metropolitan Area

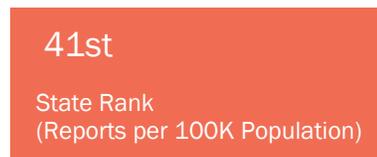


Reports per 100K Population
788 • 886 • 886

Top Identity Theft Types



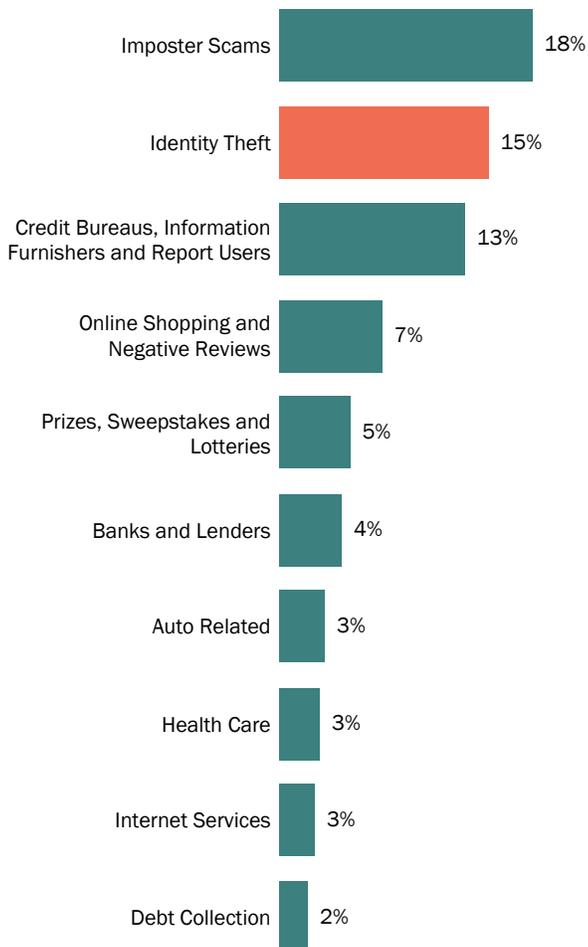
Identity Theft Reports



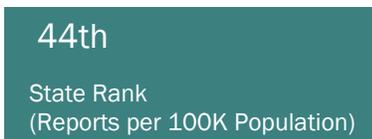
Percentages are based on the total number of relevant 2023 reports from Montana consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Nebraska

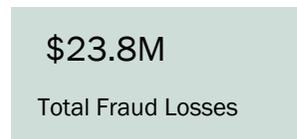
Top Ten Report Categories



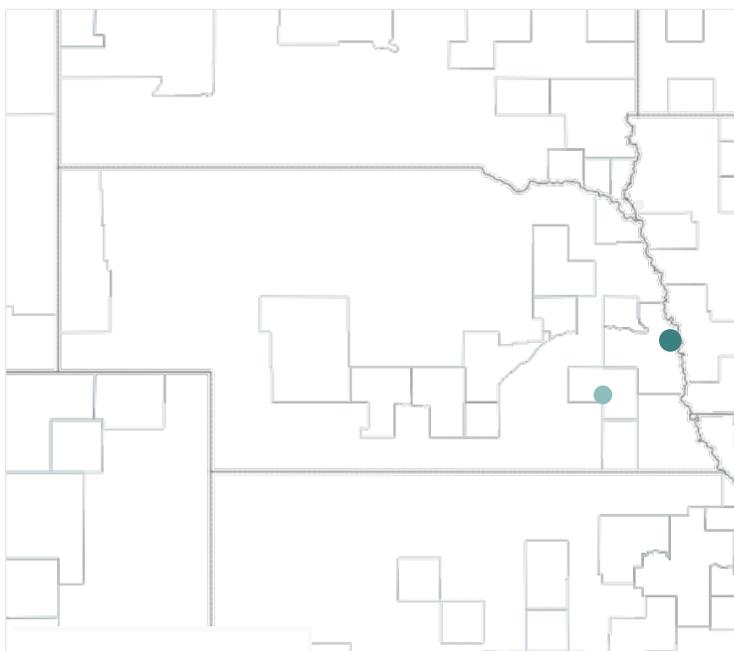
Fraud & Other Reports



Fraud Losses

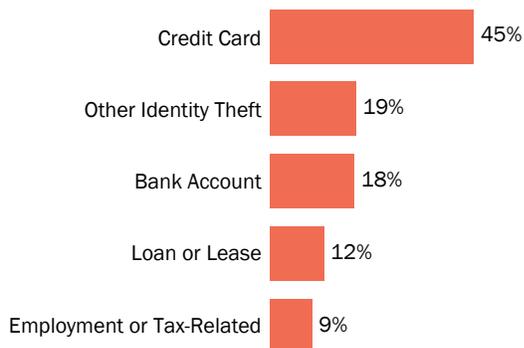


Fraud & Other Reports by Metropolitan Area

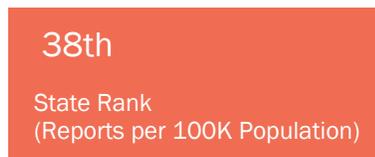


Reports per 100K Population
466 ● 970 ● 970

Top Identity Theft Types



Identity Theft Reports



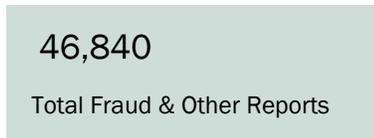
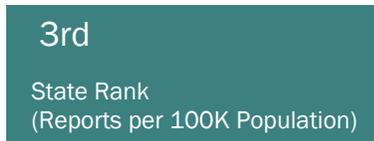
Percentages are based on the total number of relevant 2023 reports from Nebraska consumers, as indicated in the chart title. This page excludes reports provided by the Nebraska Attorney General. Consumers can report multiple types of identity theft.

Nevada

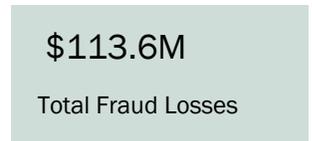
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

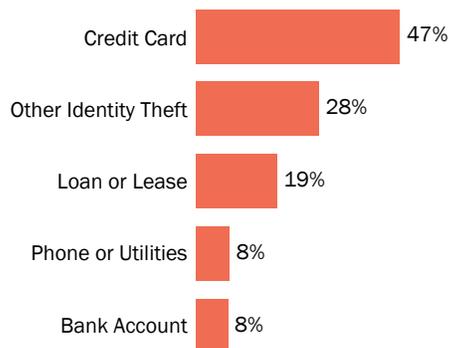


Fraud & Other Reports by Metropolitan Area

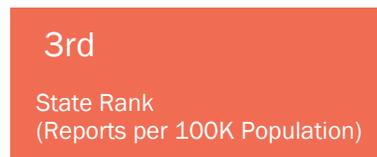


Reports per 100K Population
1,068 ● 1,711

Top Identity Theft Types



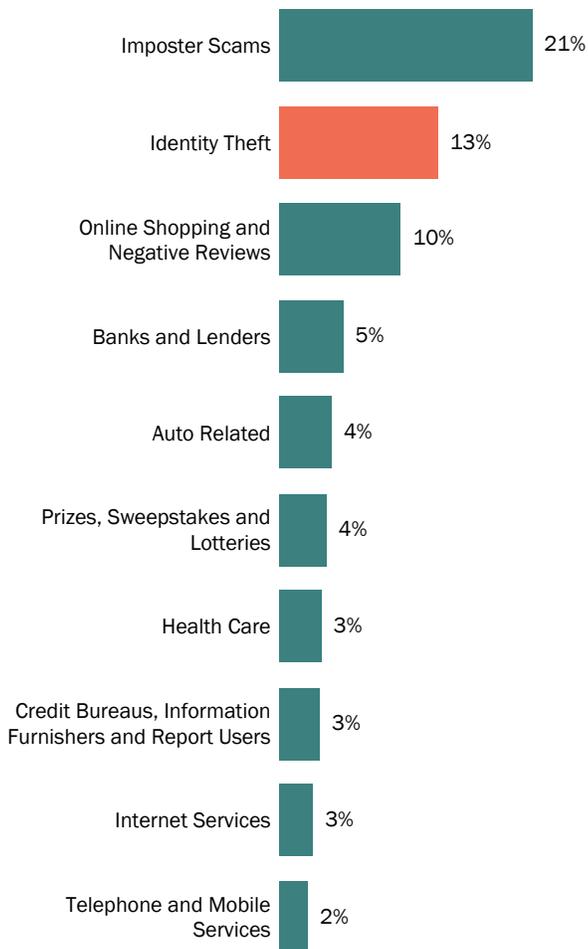
Identity Theft Reports



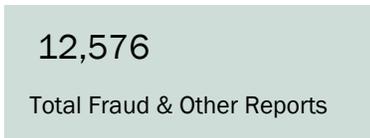
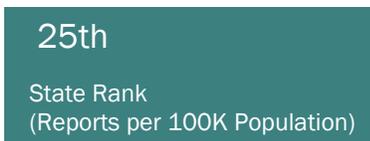
Percentages are based on the total number of relevant 2023 reports from Nevada consumers, as indicated in the chart title. This page excludes reports provided by the Nevada Attorney General. Consumers can report multiple types of identity theft.

New Hampshire

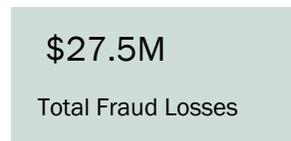
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

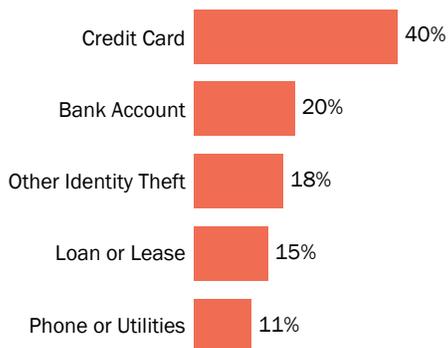


Fraud & Other Reports by Metropolitan Area

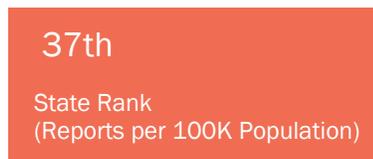


Reports per 100K Population
860 • 939 • 939

Top Identity Theft Types



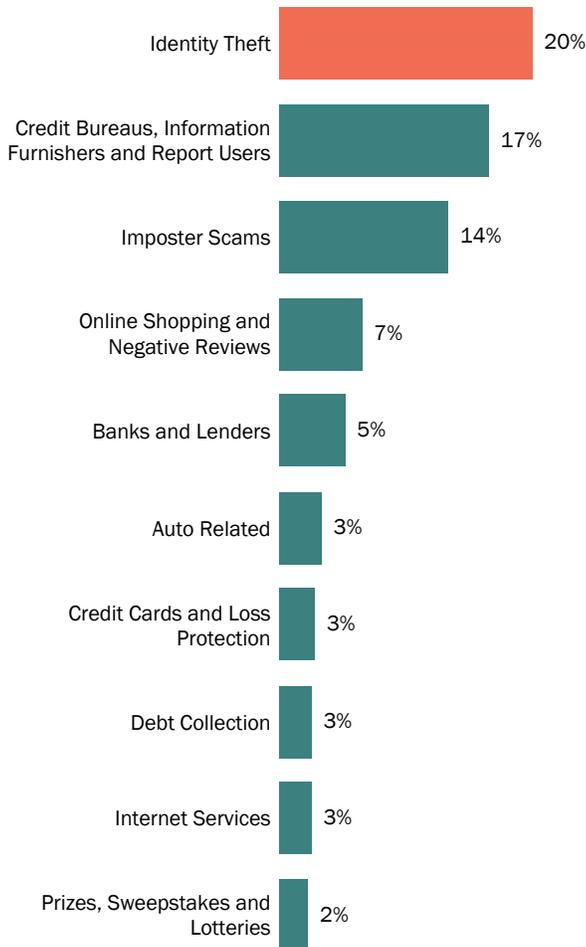
Identity Theft Reports



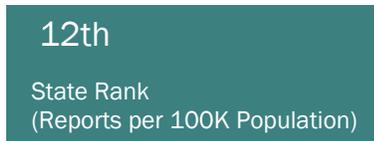
Percentages are based on the total number of relevant 2023 reports from New Hampshire consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

New Jersey

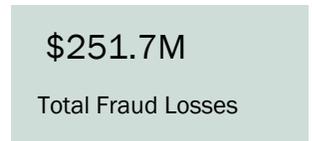
Top Ten Report Categories



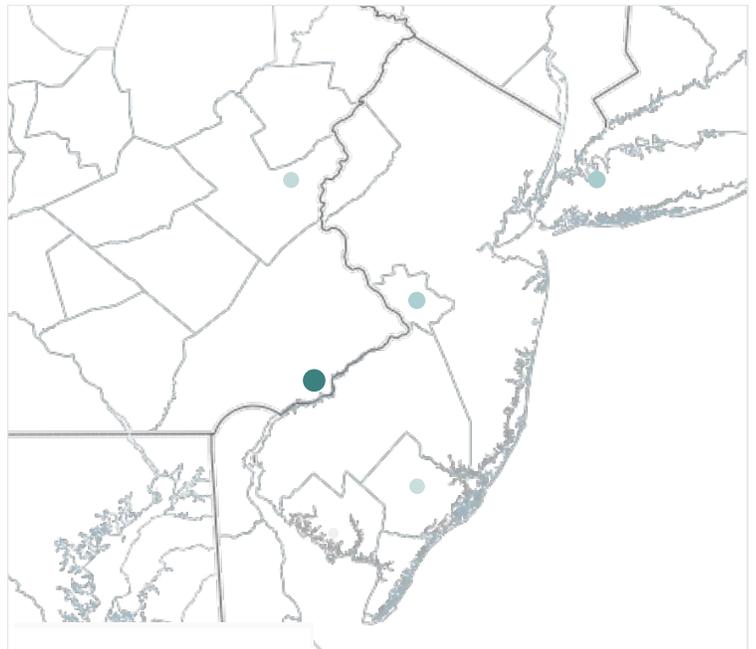
Fraud & Other Reports



Fraud Losses

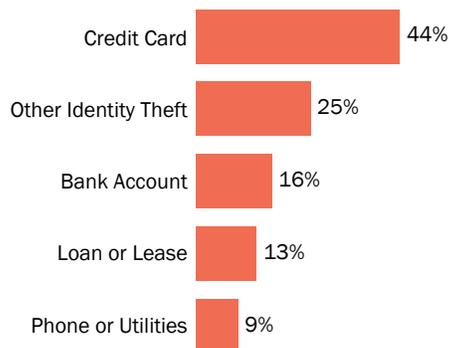


Fraud & Other Reports by Metropolitan Area

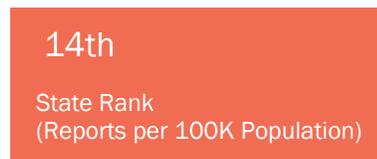


Reports per 100K Population
907 ● 1,519

Top Identity Theft Types



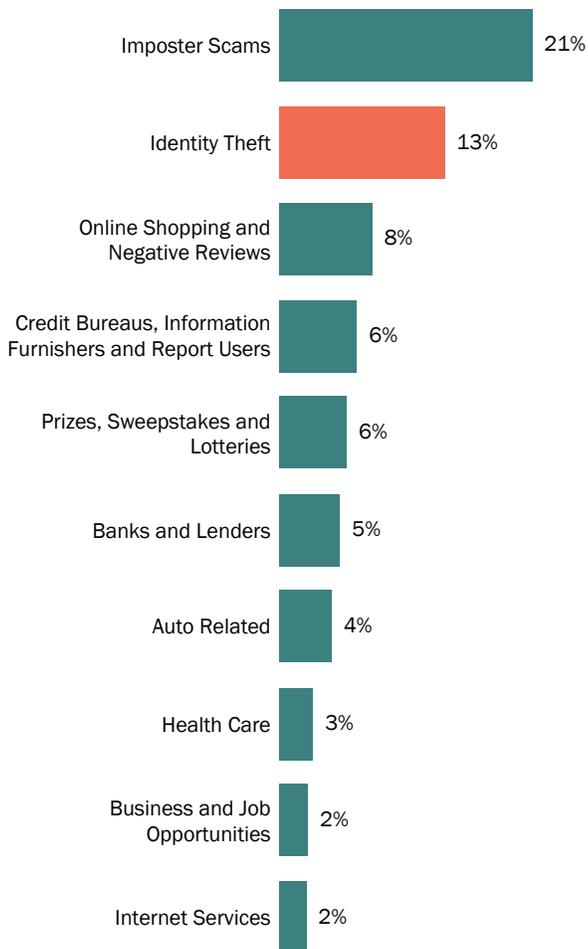
Identity Theft Reports



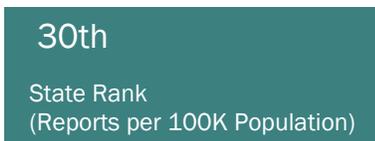
Percentages are based on the total number of relevant 2023 reports from New Jersey consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

New Mexico

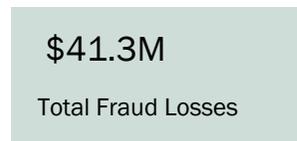
Top Ten Report Categories



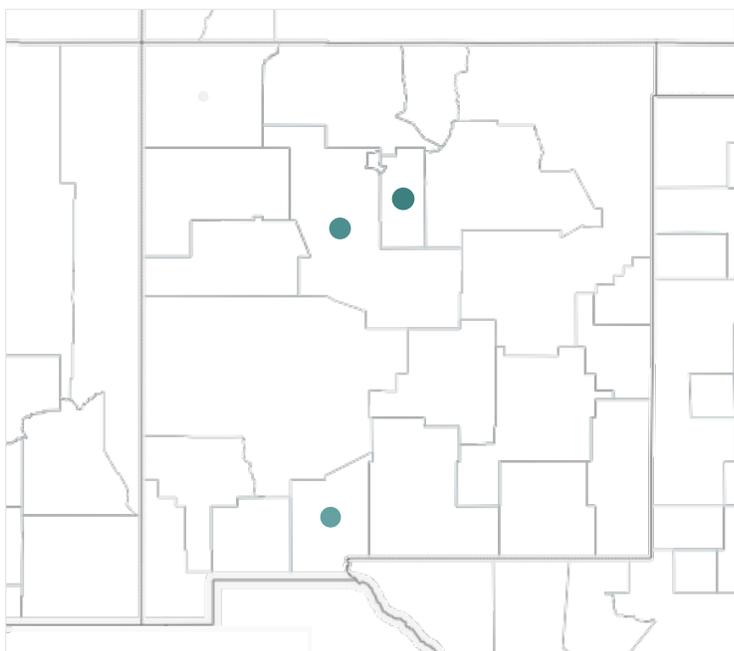
Fraud & Other Reports



Fraud Losses

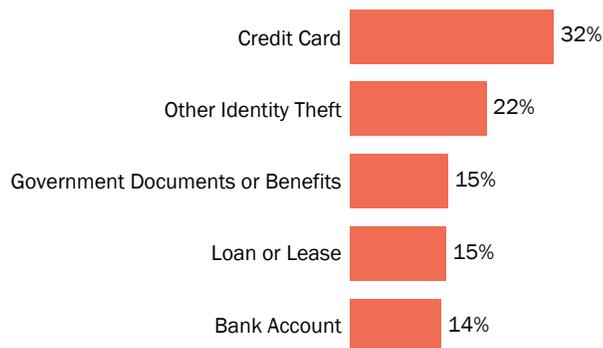


Fraud & Other Reports by Metropolitan Area

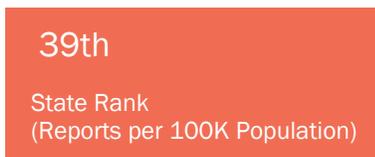


Reports per 100K Population
521 • 1,083

Top Identity Theft Types



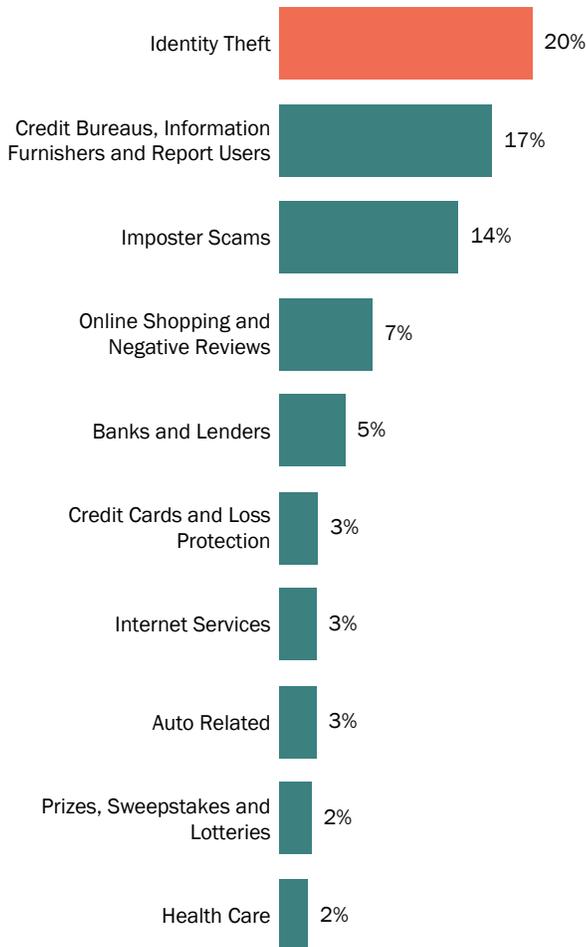
Identity Theft Reports



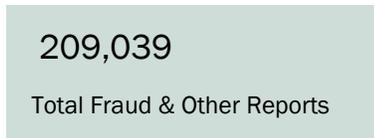
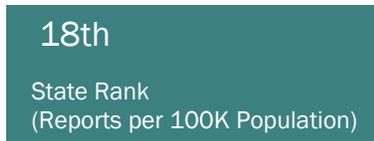
Percentages are based on the total number of relevant 2023 reports from New Mexico consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

New York

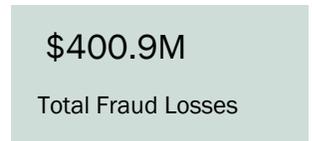
Top Ten Report Categories



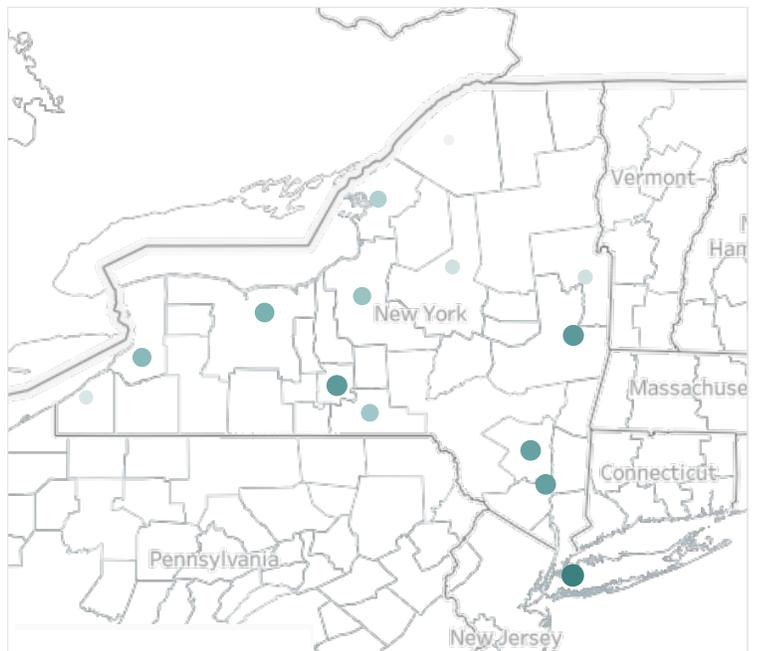
Fraud & Other Reports



Fraud Losses

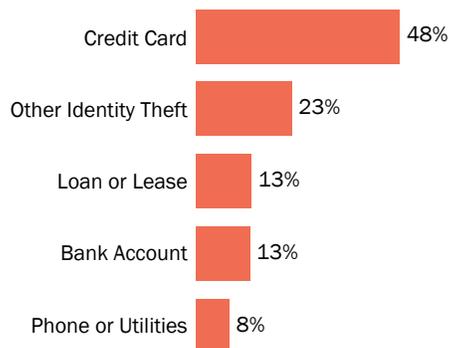


Fraud & Other Reports by Metropolitan Area

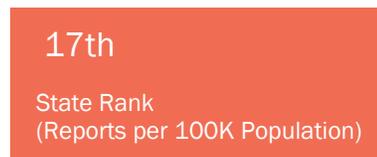


Reports per 100K Population
646 ● 1,109

Top Identity Theft Types



Identity Theft Reports



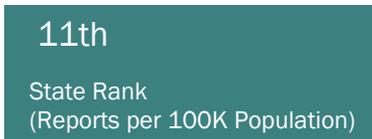
Percentages are based on the total number of relevant 2023 reports from New York consumers, as indicated in the chart title. This page excludes reports provided by the New York Attorney General. Consumers can report multiple types of identity theft.

North Carolina

Top Ten Report Categories



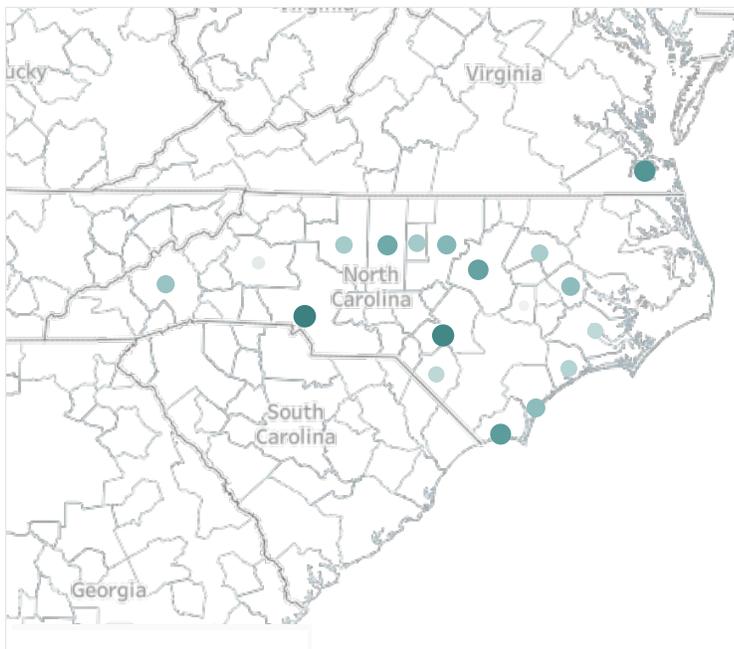
Fraud & Other Reports



Fraud Losses

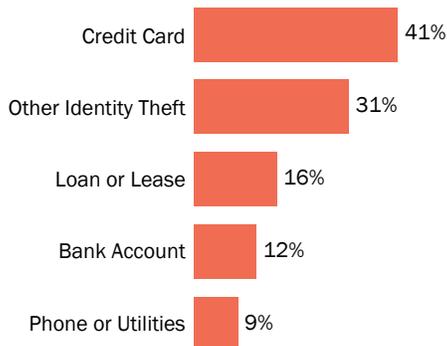


Fraud & Other Reports by Metropolitan Area

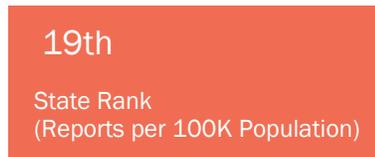


Reports per 100K Population
737 ● 1,421

Top Identity Theft Types



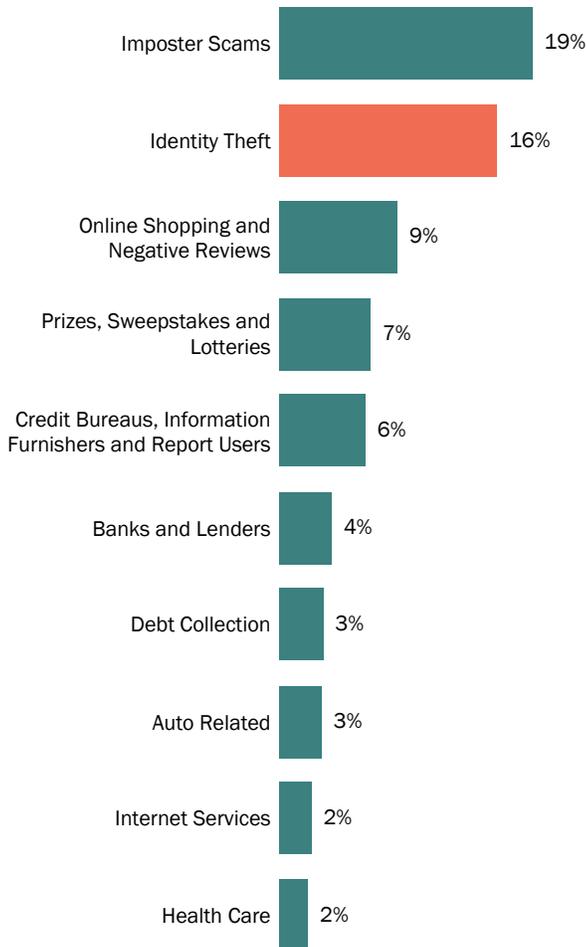
Identity Theft Reports



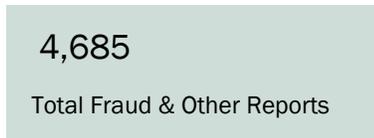
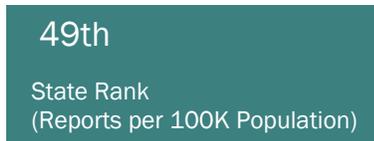
Percentages are based on the total number of relevant 2023 reports from North Carolina consumers, as indicated in the chart title. This page excludes reports provided by the North Carolina Department of Justice. Consumers can report multiple types of identity theft.

North Dakota

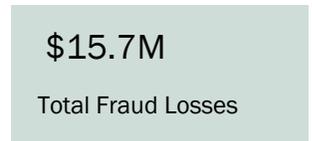
Top Ten Report Categories



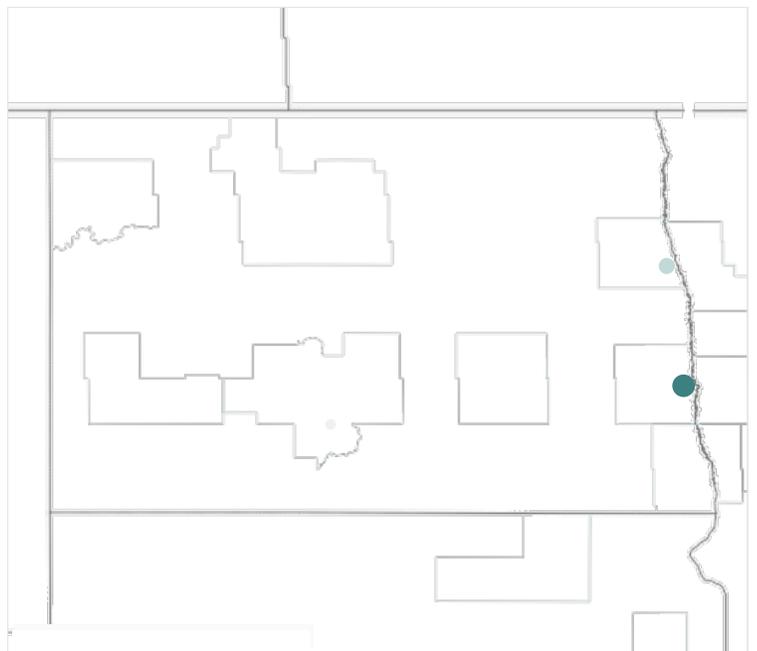
Fraud & Other Reports



Fraud Losses

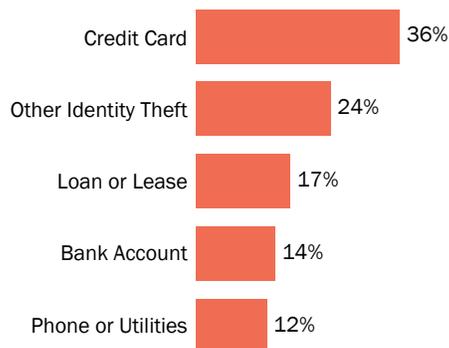


Fraud & Other Reports by Metropolitan Area

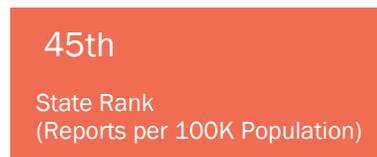


Reports per 100K Population
508 • 762

Top Identity Theft Types



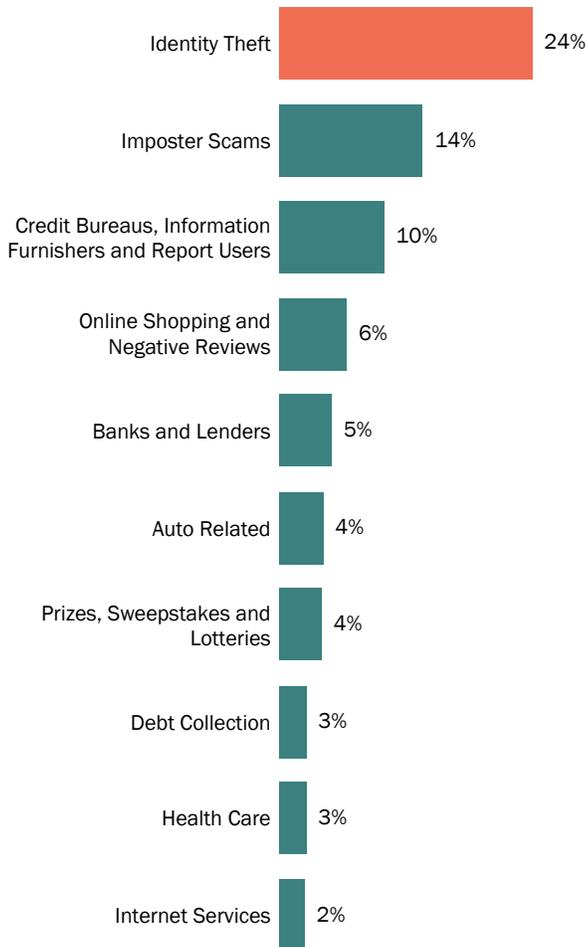
Identity Theft Reports



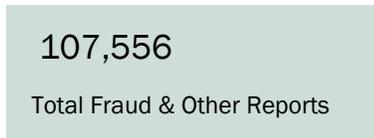
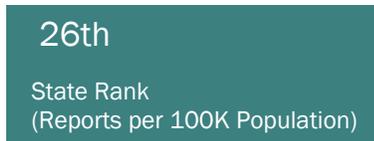
Percentages are based on the total number of relevant 2023 reports from North Dakota consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Ohio

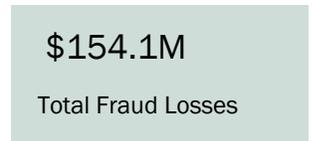
Top Ten Report Categories



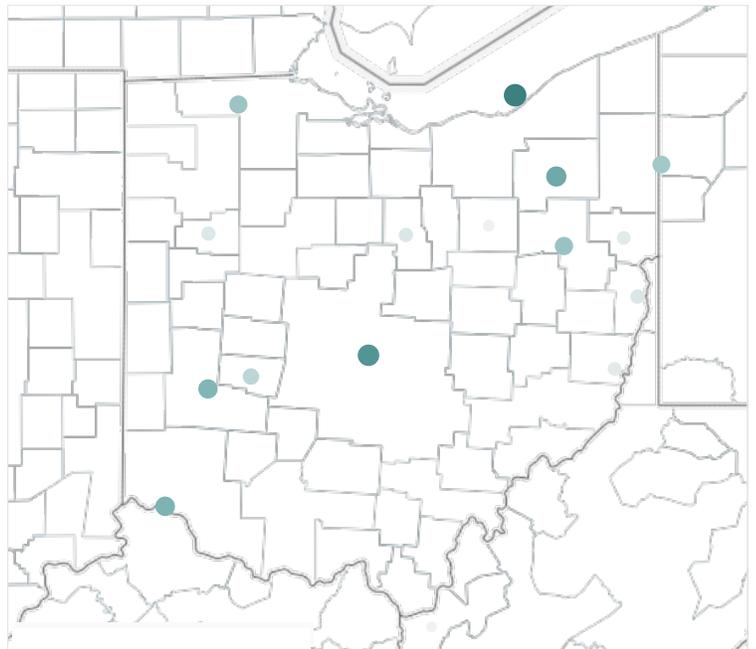
Fraud & Other Reports



Fraud Losses

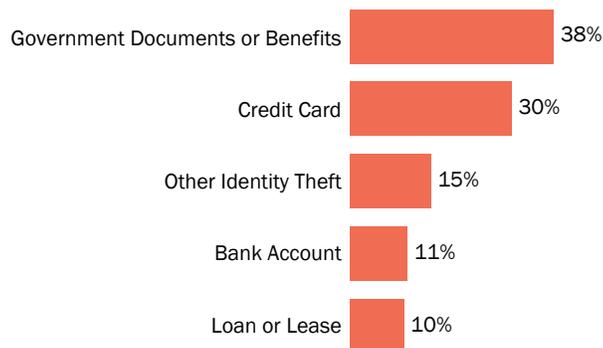


Fraud & Other Reports by Metropolitan Area

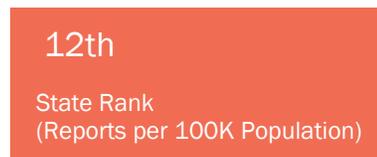


Reports per 100K Population
621 ● 1,154

Top Identity Theft Types



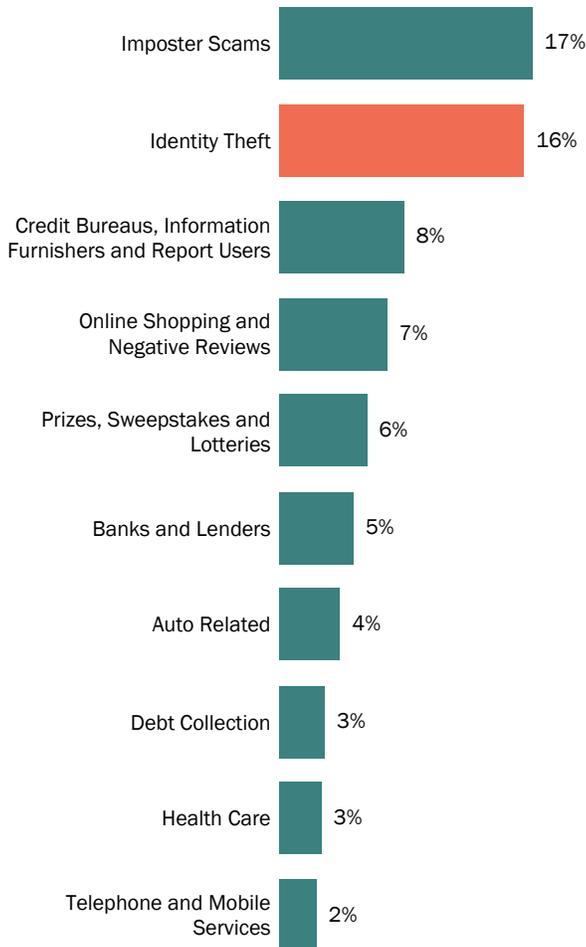
Identity Theft Reports



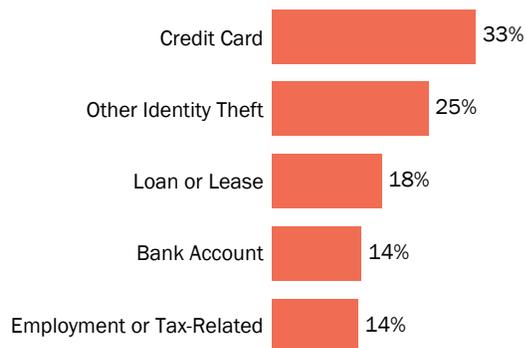
Percentages are based on the total number of relevant 2023 reports from Ohio consumers, as indicated in the chart title. This page excludes reports provided by the Ohio Attorney General. Consumers can report multiple types of identity theft.

Oklahoma

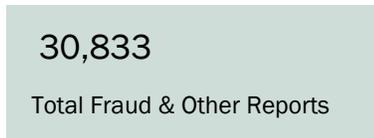
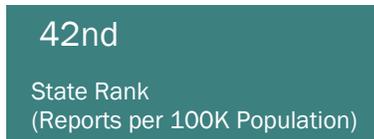
Top Ten Report Categories



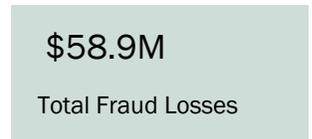
Top Identity Theft Types



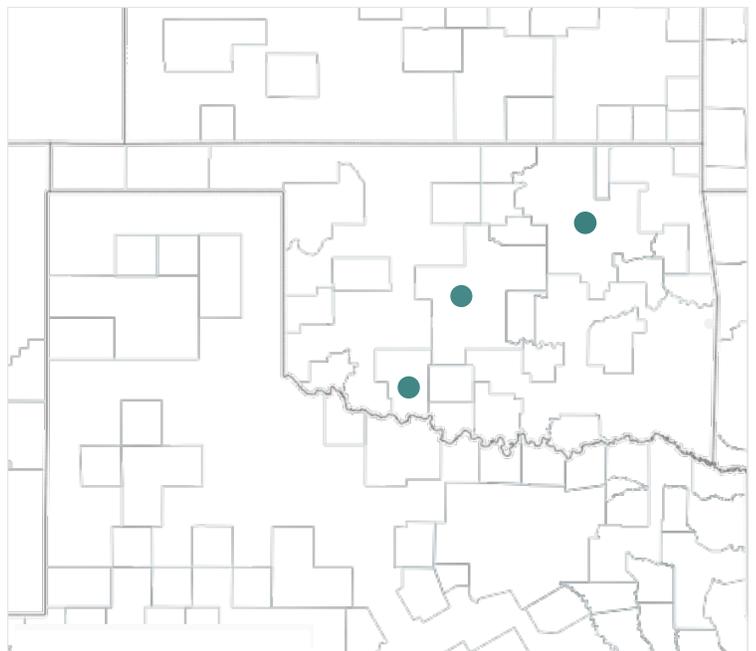
Fraud & Other Reports



Fraud Losses

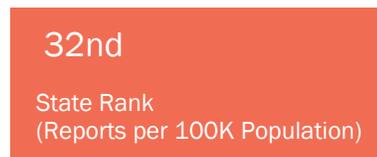


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
623 ● 888

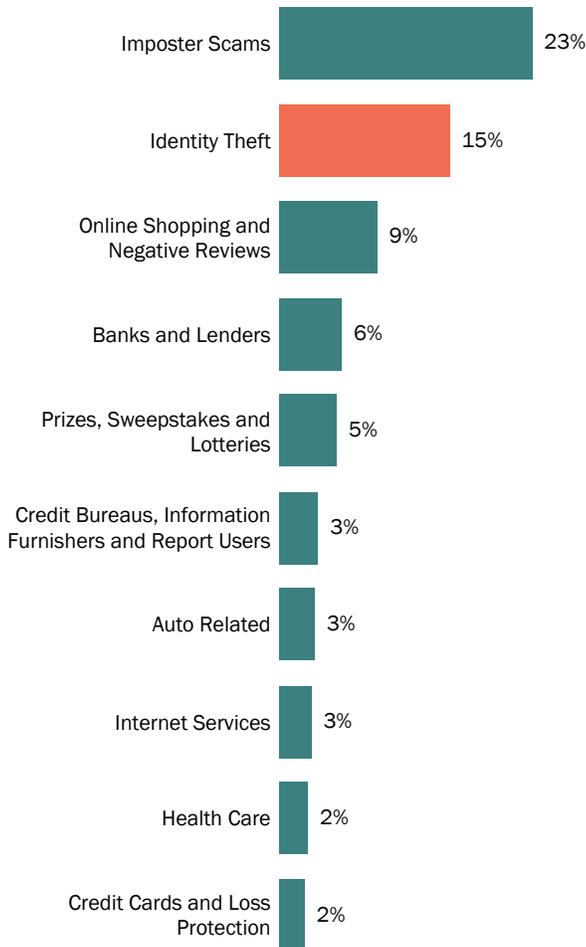
Identity Theft Reports



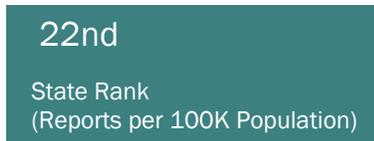
Percentages are based on the total number of relevant 2023 reports from Oklahoma consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Oregon

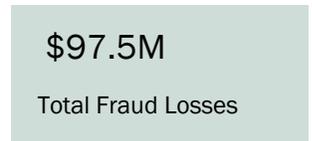
Top Ten Report Categories



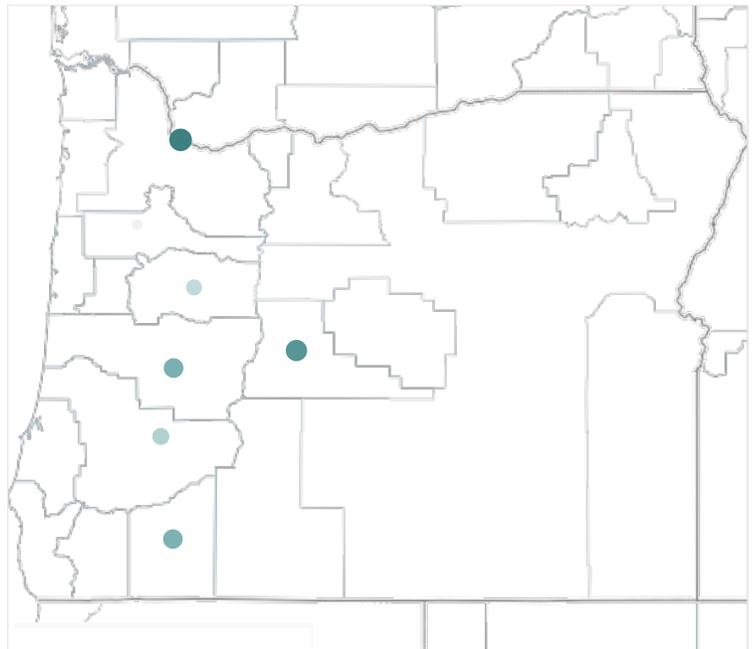
Fraud & Other Reports



Fraud Losses

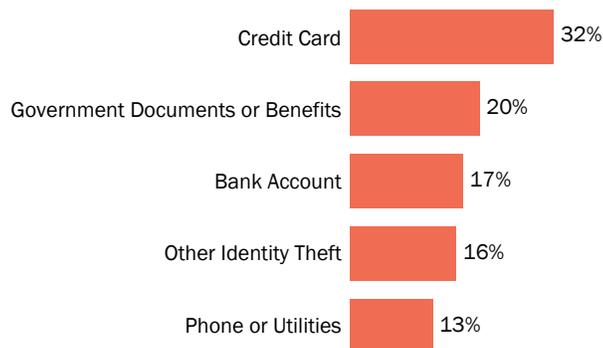


Fraud & Other Reports by Metropolitan Area

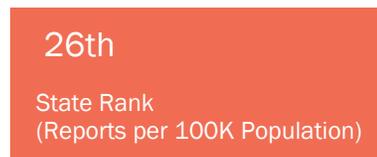


Reports per 100K Population
797 ● 1,080

Top Identity Theft Types



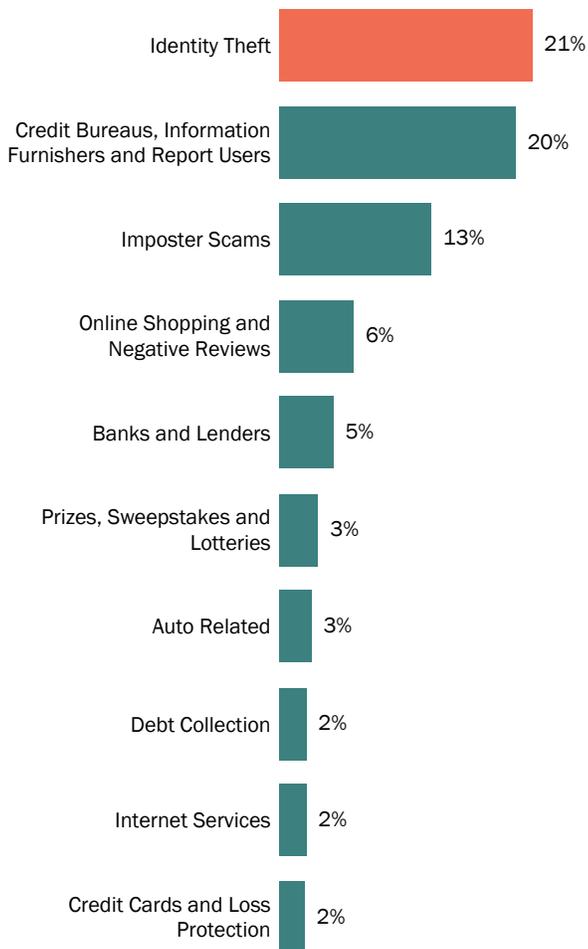
Identity Theft Reports



Percentages are based on the total number of relevant 2023 reports from Oregon consumers, as indicated in the chart title. This page excludes reports provided by the Oregon Department of Justice. Consumers can report multiple types of identity theft.

Pennsylvania

Top Ten Report Categories



Fraud & Other Reports

8th
State Rank
(Reports per 100K Population)

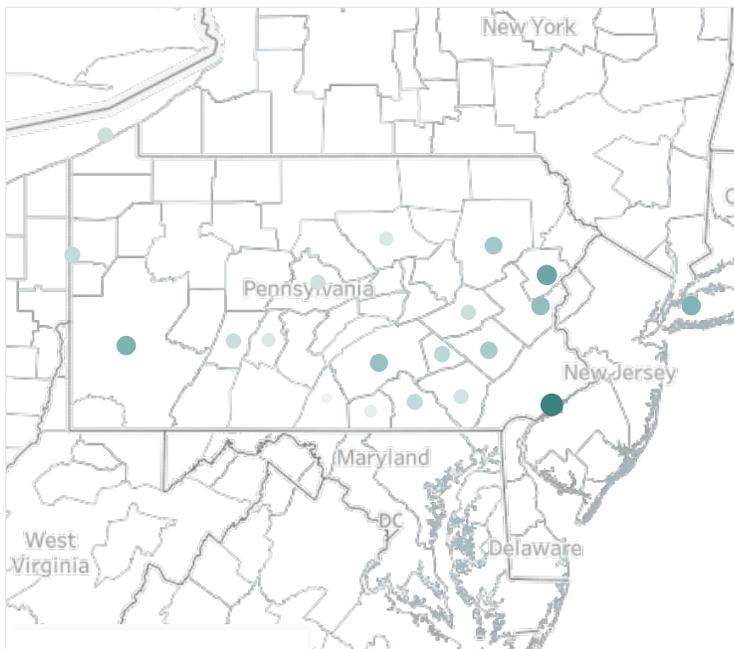
148,998
Total Fraud & Other Reports

Fraud Losses

\$224.2M
Total Fraud Losses

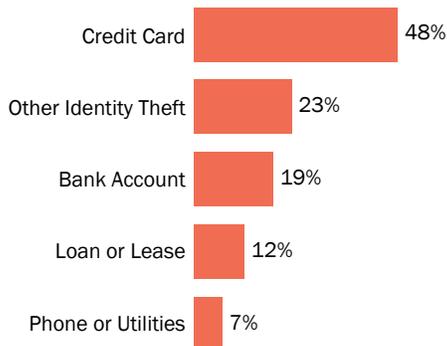
\$440
Median Fraud Losses

Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
637 ● 1,519

Top Identity Theft Types



Identity Theft Reports

8th
State Rank
(Reports per 100K Population)

40,778
Identity Theft Reports

Percentages are based on the total number of relevant 2023 reports from Pennsylvania consumers, as indicated in the chart title. This page excludes reports provided by the Pennsylvania Attorney General. Consumers can report multiple types of identity theft.

Puerto Rico

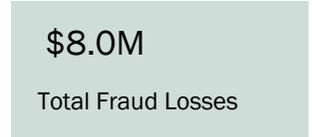
Top Ten Report Categories



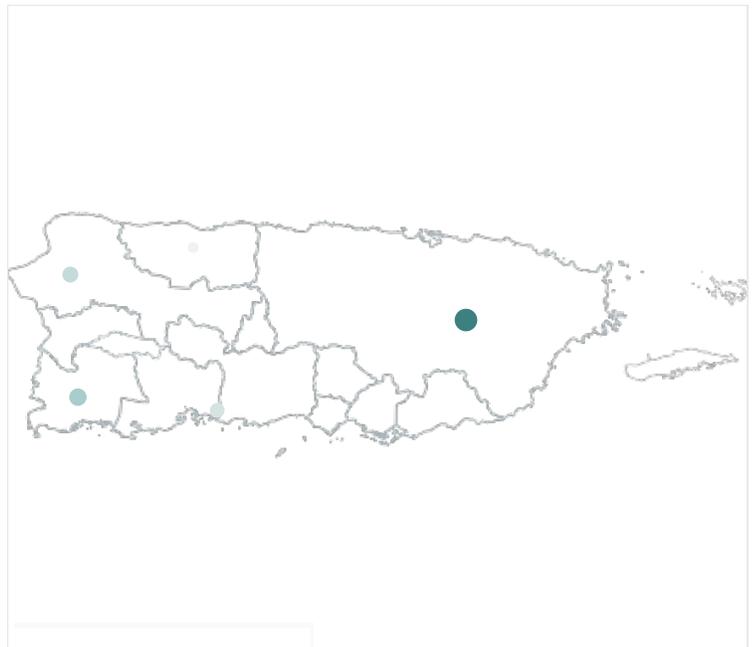
Fraud & Other Reports



Fraud Losses

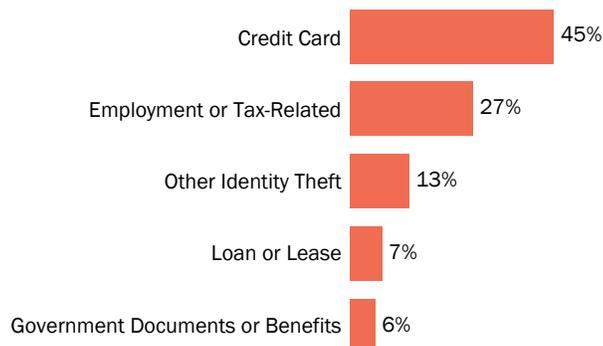


Fraud & Other Reports by Metropolitan Area



Reports per 100K Population
99 ● 194

Top Identity Theft Types



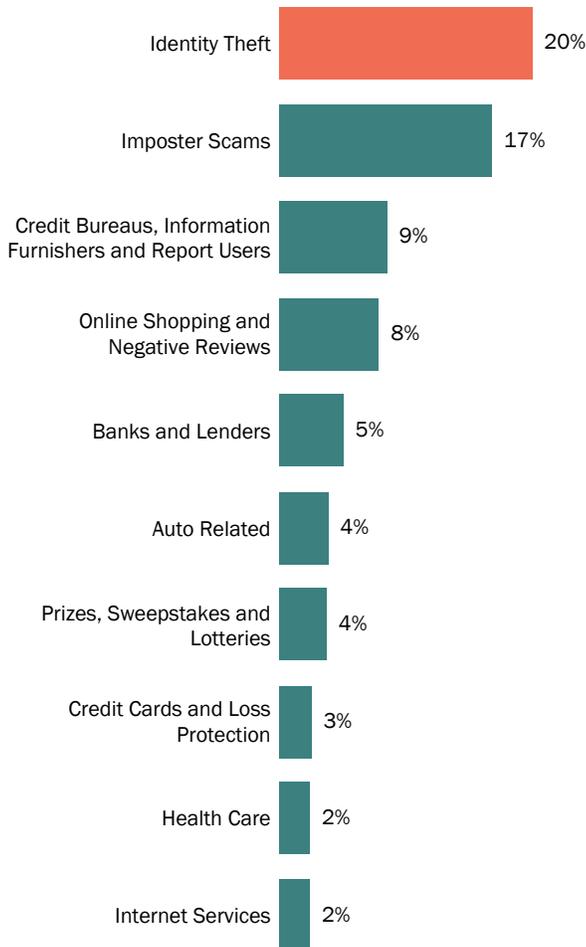
Identity Theft Reports



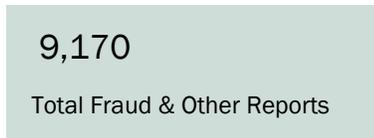
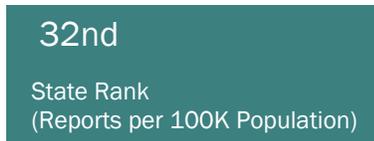
Percentages are based on the total number of relevant 2023 reports from Puerto Rico consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Rhode Island

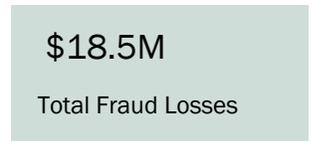
Top Ten Report Categories



Fraud & Other Reports



Fraud Losses

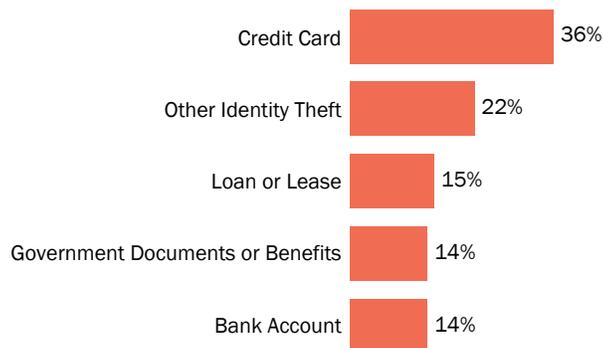


Fraud & Other Reports by Metropolitan Area

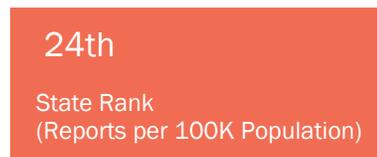


Reports per 100K Population
● 801

Top Identity Theft Types



Identity Theft Reports



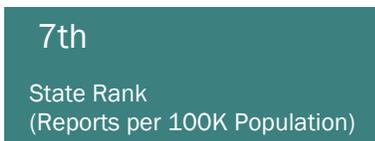
Percentages are based on the total number of relevant 2023 reports from Rhode Island consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

South Carolina

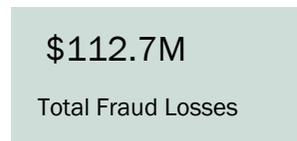
Top Ten Report Categories



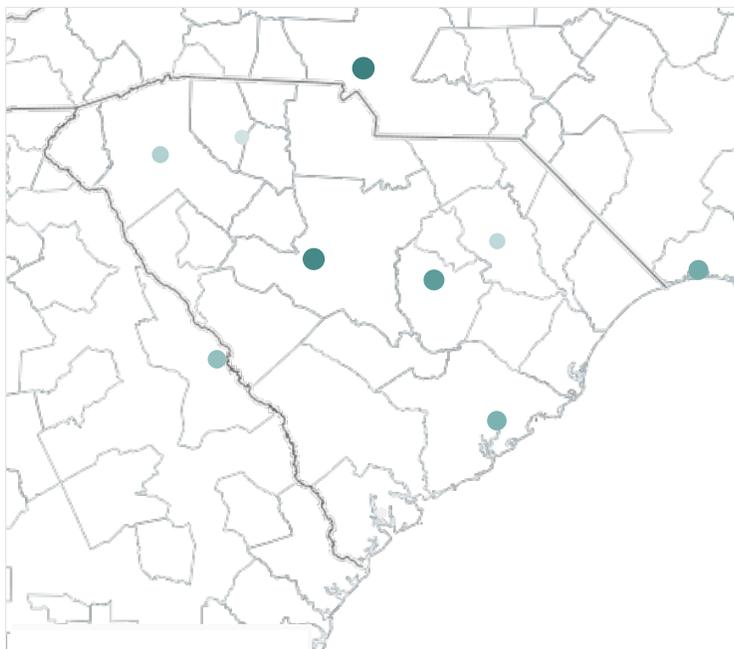
Fraud & Other Reports



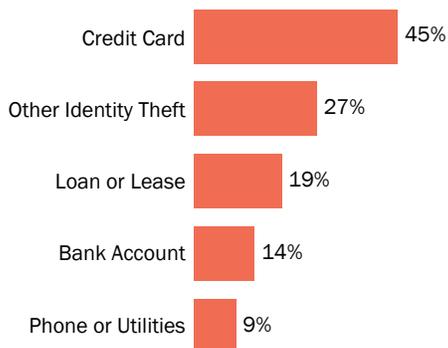
Fraud Losses



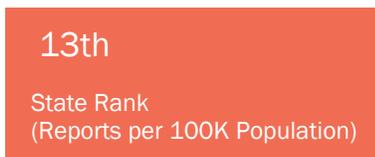
Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



Identity Theft Reports

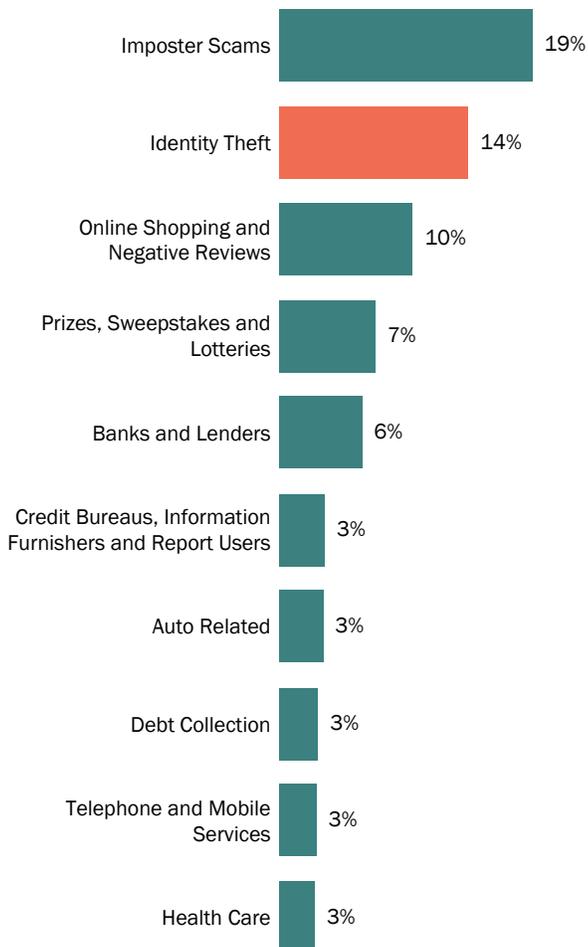


Reports per 100K Population
987 ● 1,421

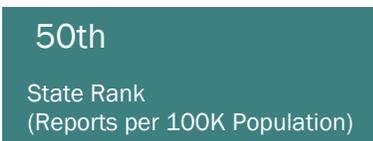
Percentages are based on the total number of relevant 2023 reports from South Carolina consumers, as indicated in the chart title. This page excludes reports provided by the South Carolina Department of Consumer Affairs. Consumers can report multiple types of identity theft.

South Dakota

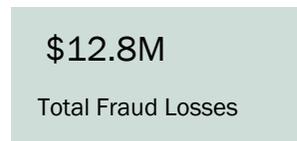
Top Ten Report Categories



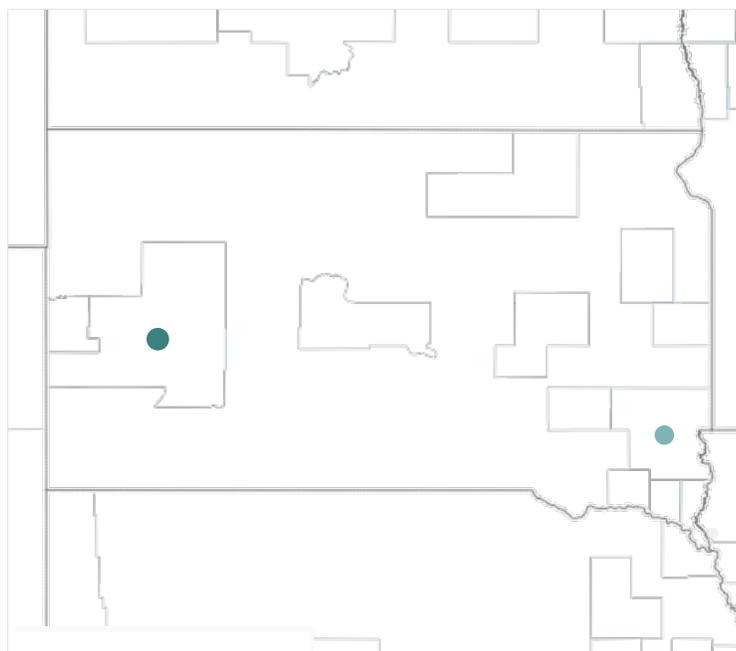
Fraud & Other Reports



Fraud Losses

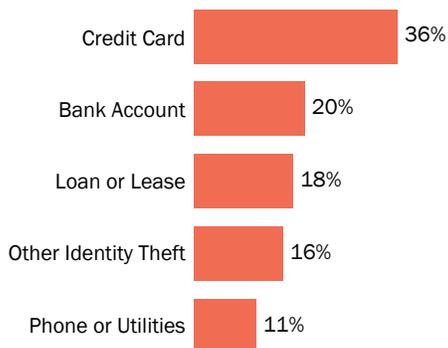


Fraud & Other Reports by Metropolitan Area

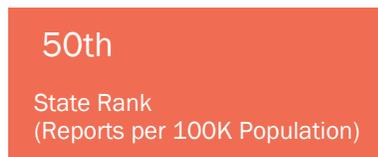


Reports per 100K Population
466 ● 832

Top Identity Theft Types



Identity Theft Reports



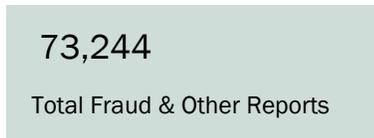
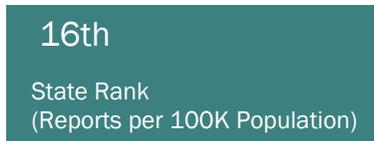
Percentages are based on the total number of relevant 2023 reports from South Dakota consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Tennessee

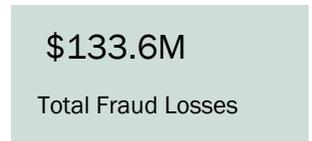
Top Ten Report Categories



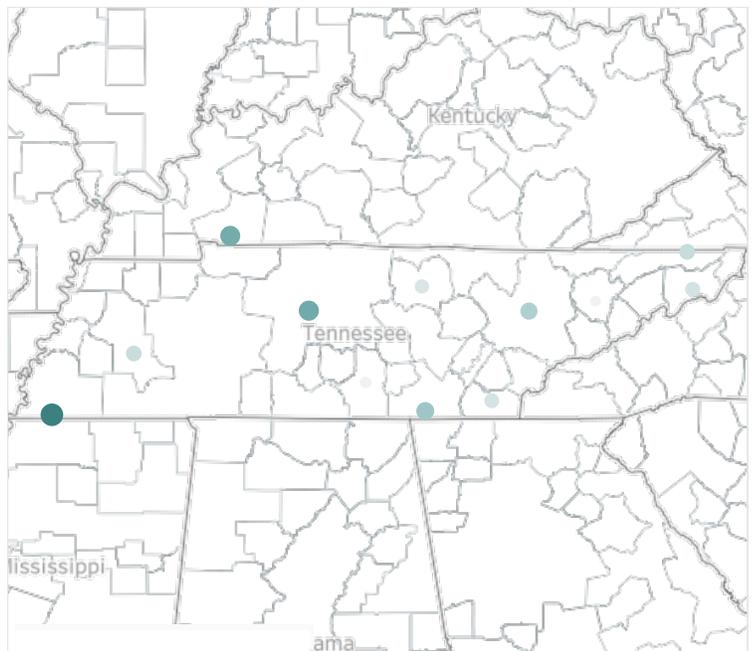
Fraud & Other Reports



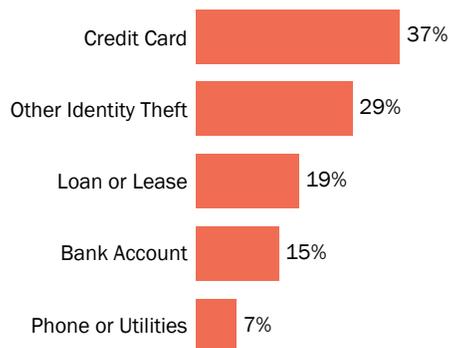
Fraud Losses



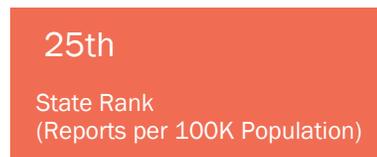
Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



Identity Theft Reports



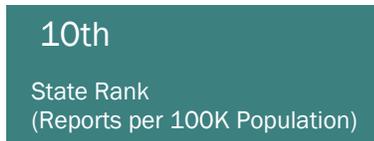
Percentages are based on the total number of relevant 2023 reports from Tennessee consumers, as indicated in the chart title. This page excludes reports provided by the Tennessee Attorney General. Consumers can report multiple types of identity theft.

Texas

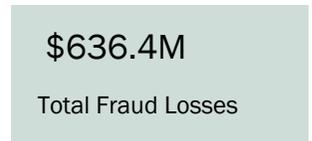
Top Ten Report Categories



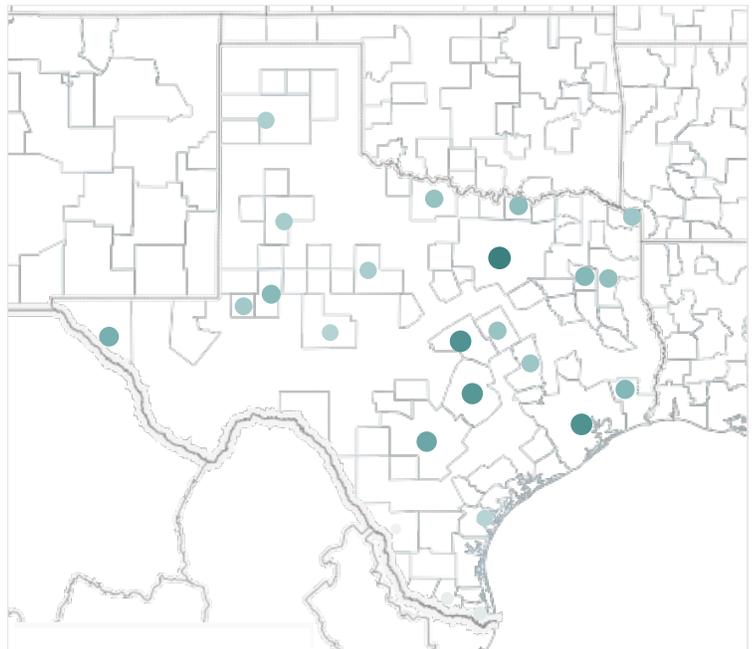
Fraud & Other Reports



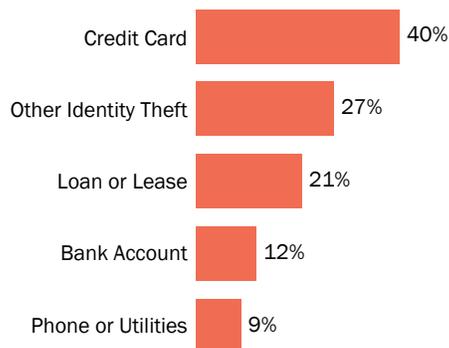
Fraud Losses



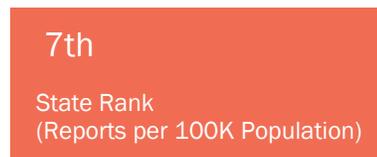
Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



Identity Theft Reports

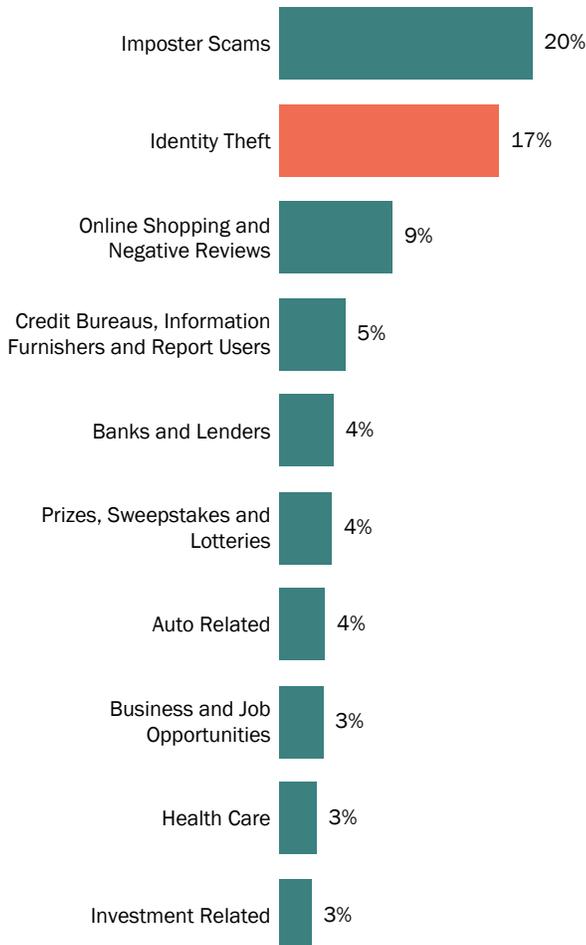


Reports per 100K Population
372 • 1,459

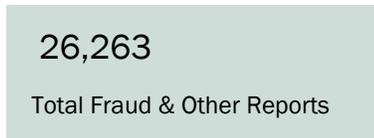
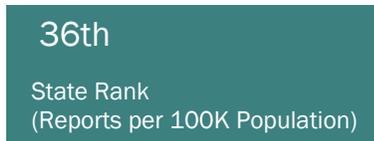
Percentages are based on the total number of relevant 2023 reports from Texas consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Utah

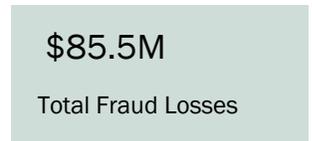
Top Ten Report Categories



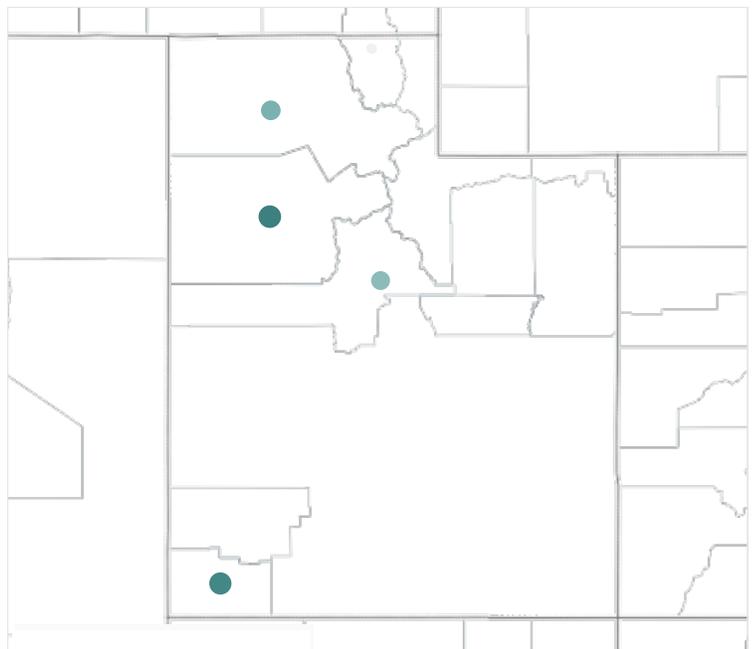
Fraud & Other Reports



Fraud Losses

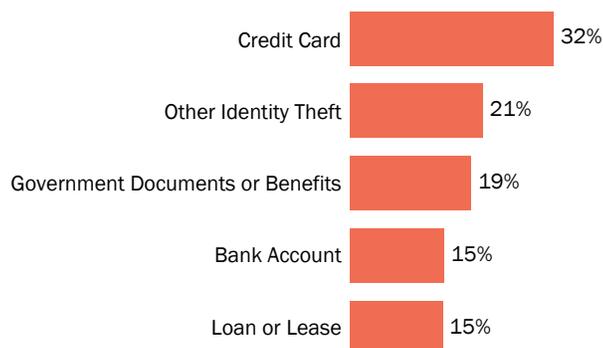


Fraud & Other Reports by Metropolitan Area

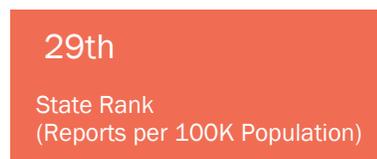


Reports per 100K Population
573 ● 897

Top Identity Theft Types



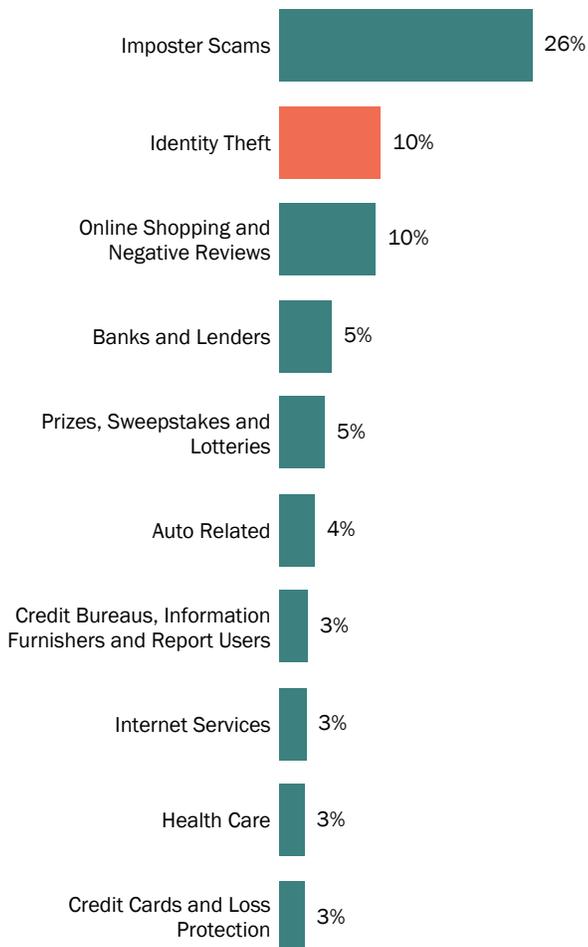
Identity Theft Reports



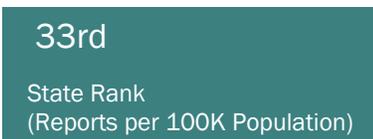
Percentages are based on the total number of relevant 2023 reports from Utah consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Vermont

Top Ten Report Categories



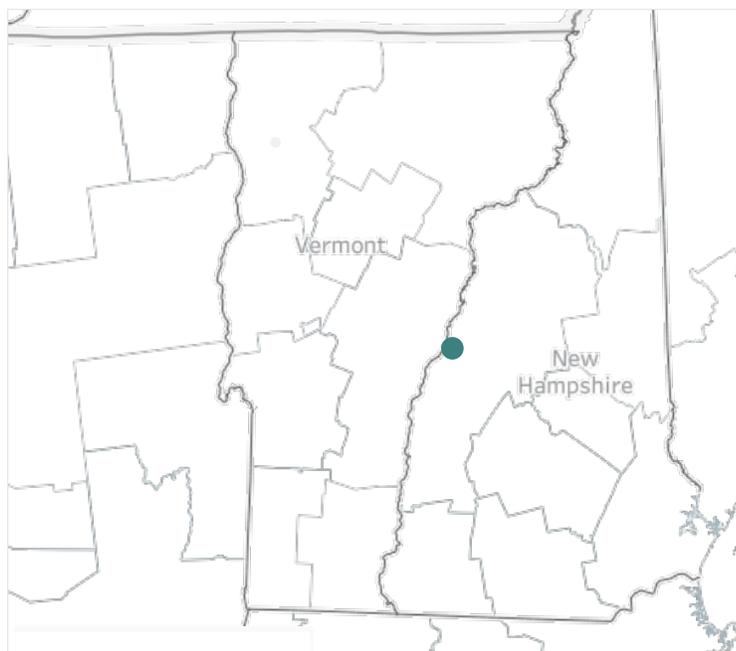
Fraud & Other Reports



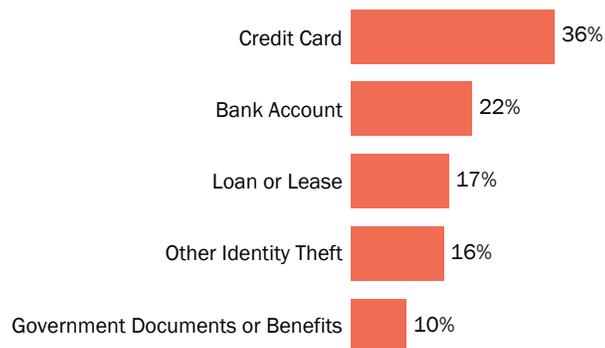
Fraud Losses



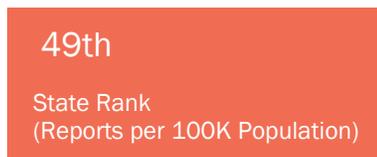
Fraud & Other Reports by Metropolitan Area



Top Identity Theft Types



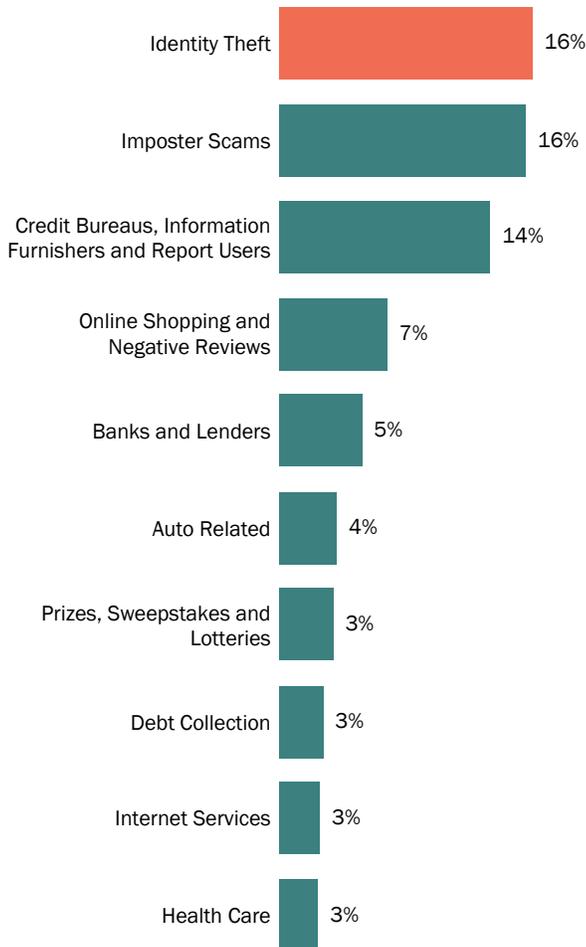
Identity Theft Reports



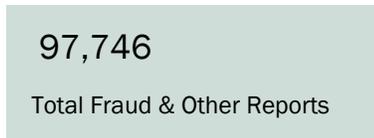
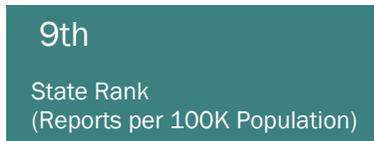
Percentages are based on the total number of relevant 2023 reports from Vermont consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Virginia

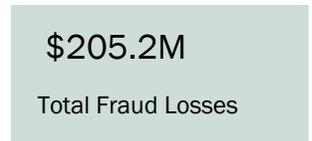
Top Ten Report Categories



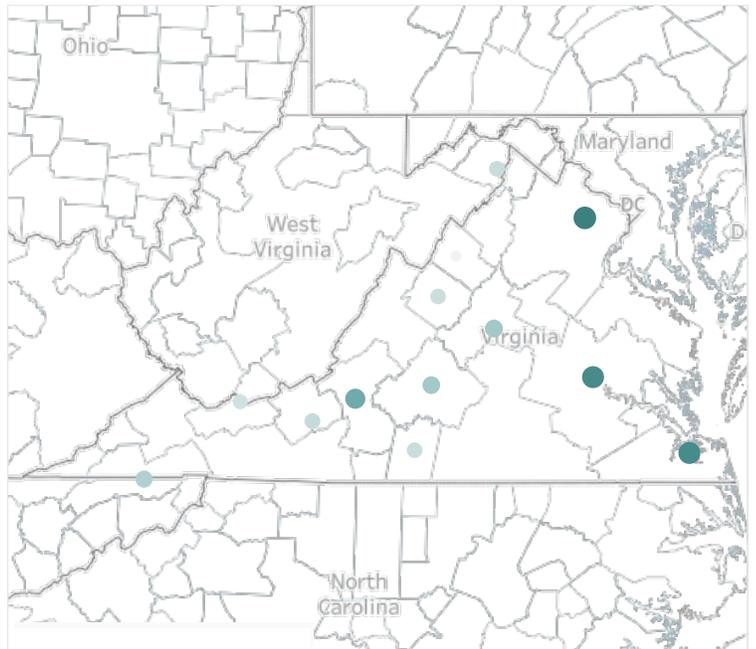
Fraud & Other Reports



Fraud Losses

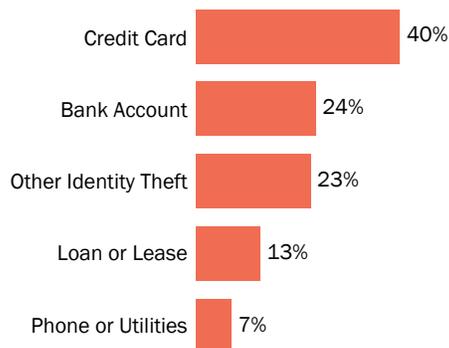


Fraud & Other Reports by Metropolitan Area

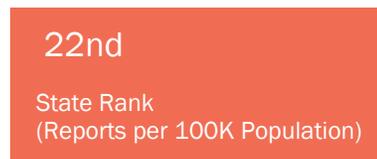


Reports per 100K Population
665 ● 1,362

Top Identity Theft Types



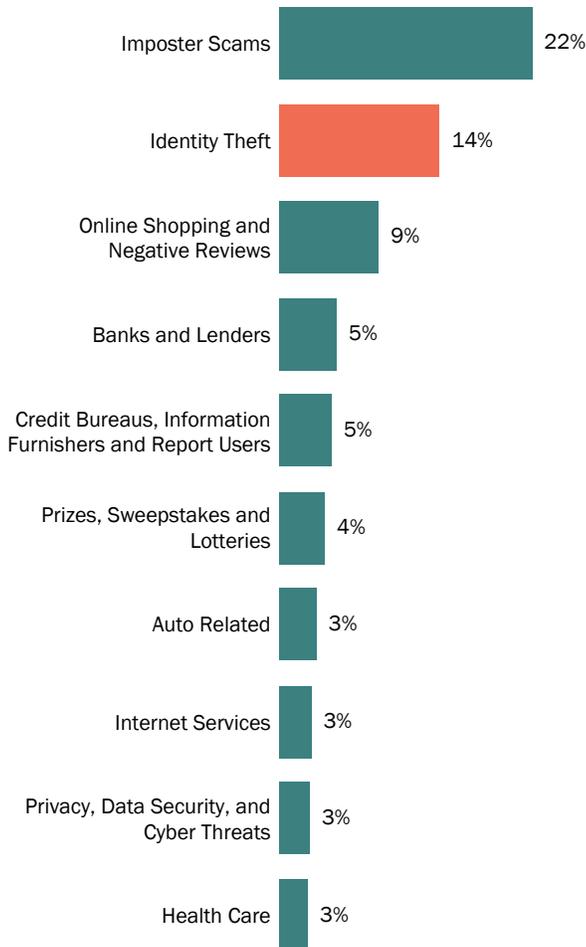
Identity Theft Reports



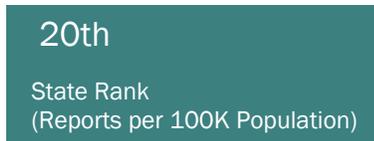
Percentages are based on the total number of relevant 2023 reports from Virginia consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Washington

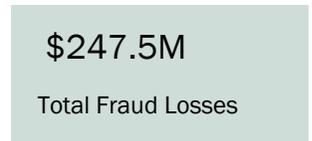
Top Ten Report Categories



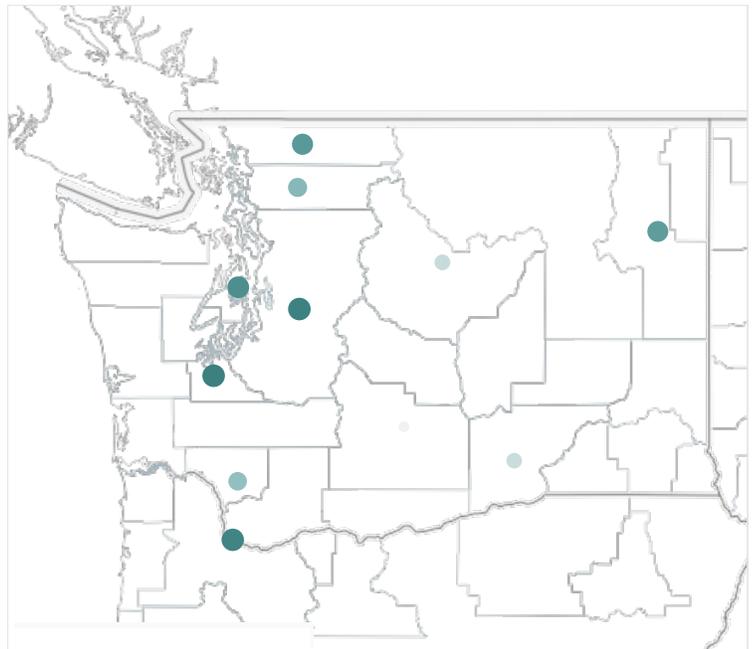
Fraud & Other Reports



Fraud Losses

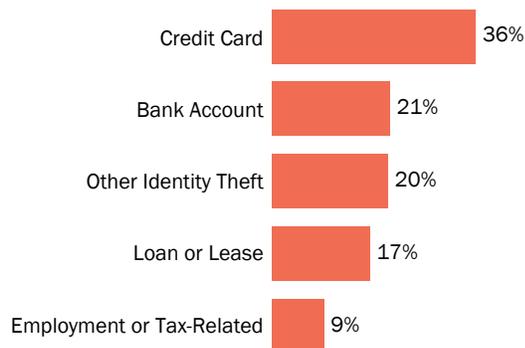


Fraud & Other Reports by Metropolitan Area

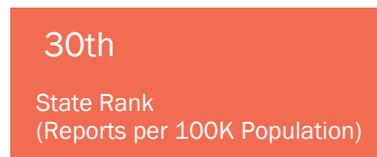


Reports per 100K Population
549 ● 1,099

Top Identity Theft Types



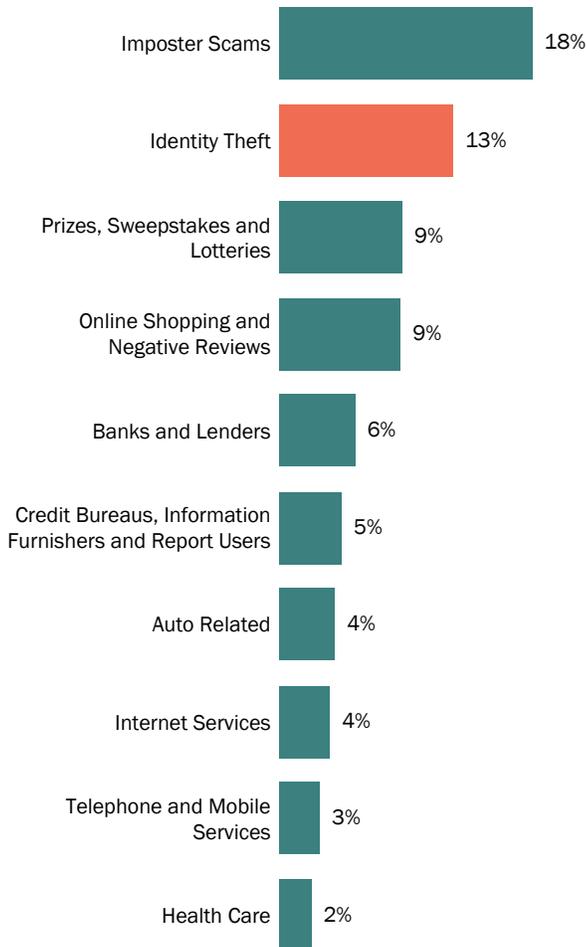
Identity Theft Reports



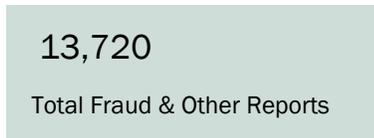
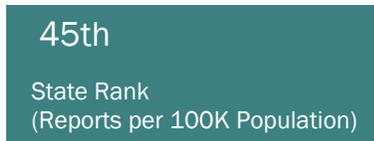
Percentages are based on the total number of relevant 2023 reports from Washington consumers, as indicated in the chart title. This page excludes reports provided by the Washington Attorney General. Consumers can report multiple types of identity theft.

West Virginia

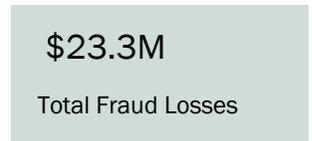
Top Ten Report Categories



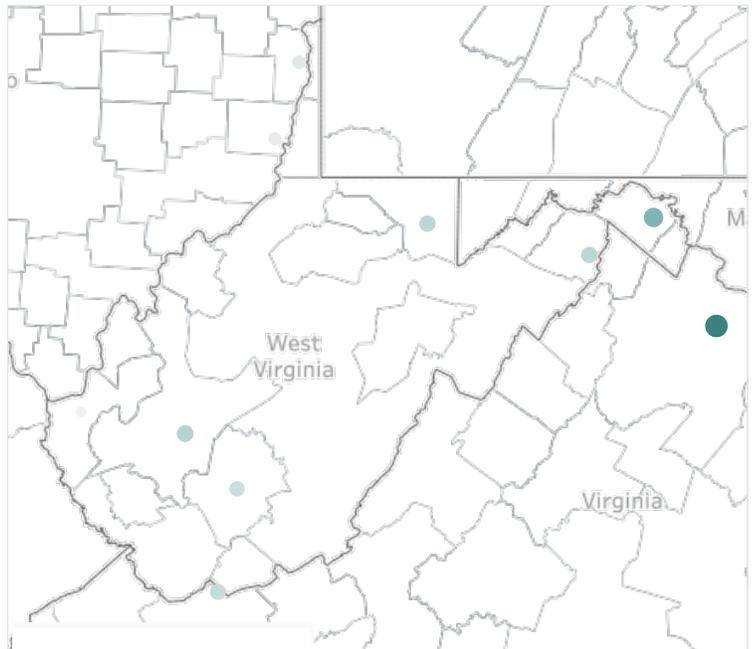
Fraud & Other Reports



Fraud Losses

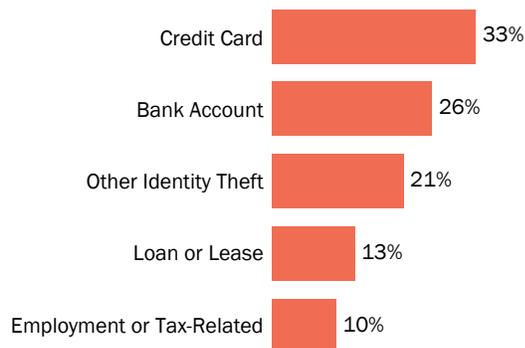


Fraud & Other Reports by Metropolitan Area

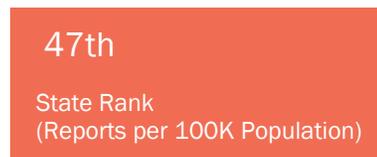


Reports per 100K Population
621 ● 1,362

Top Identity Theft Types



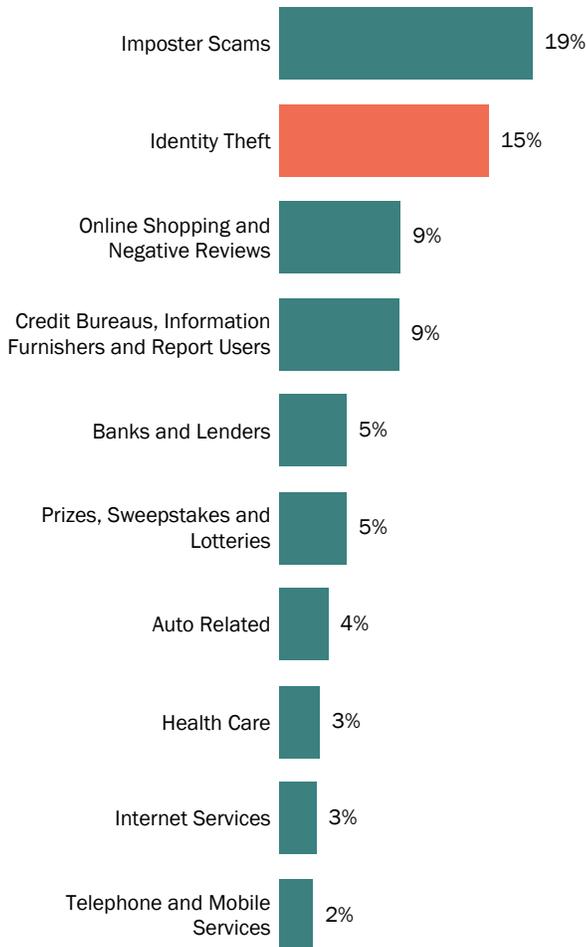
Identity Theft Reports



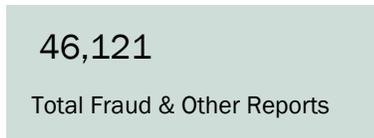
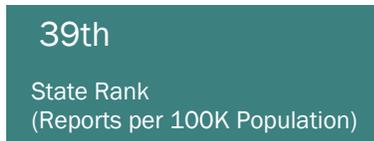
Percentages are based on the total number of relevant 2023 reports from West Virginia consumers, as indicated in the chart title. Consumers can report multiple types of identity theft.

Wisconsin

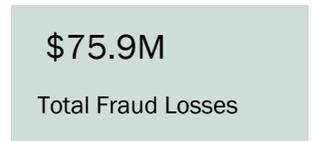
Top Ten Report Categories



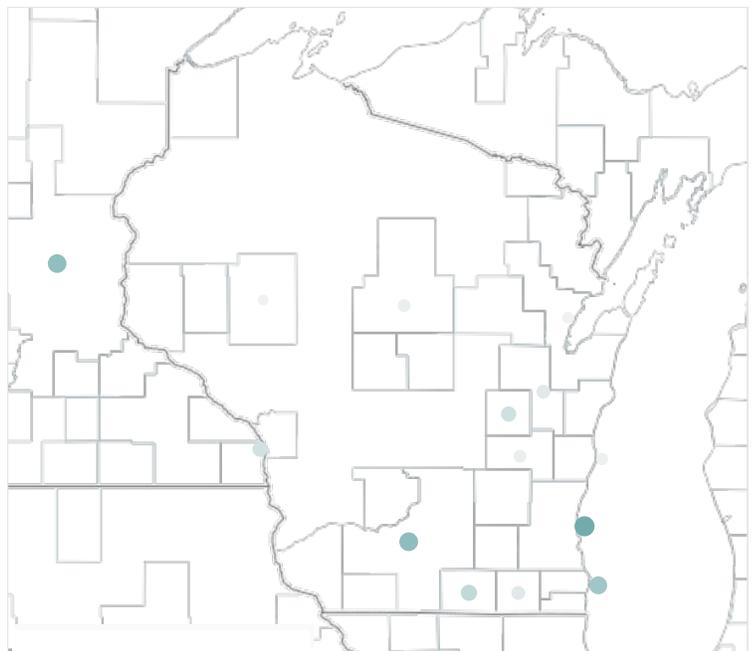
Fraud & Other Reports



Fraud Losses

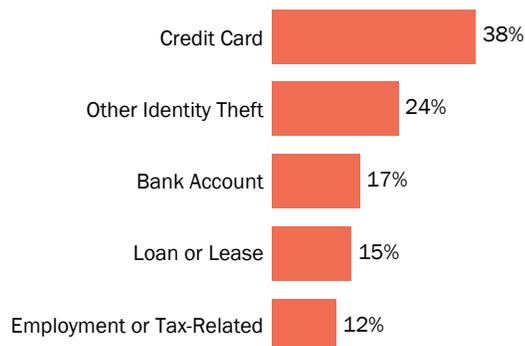


Fraud & Other Reports by Metropolitan Area

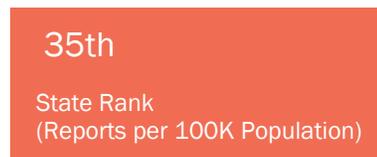


Reports per 100K Population
615 ● 1,231

Top Identity Theft Types



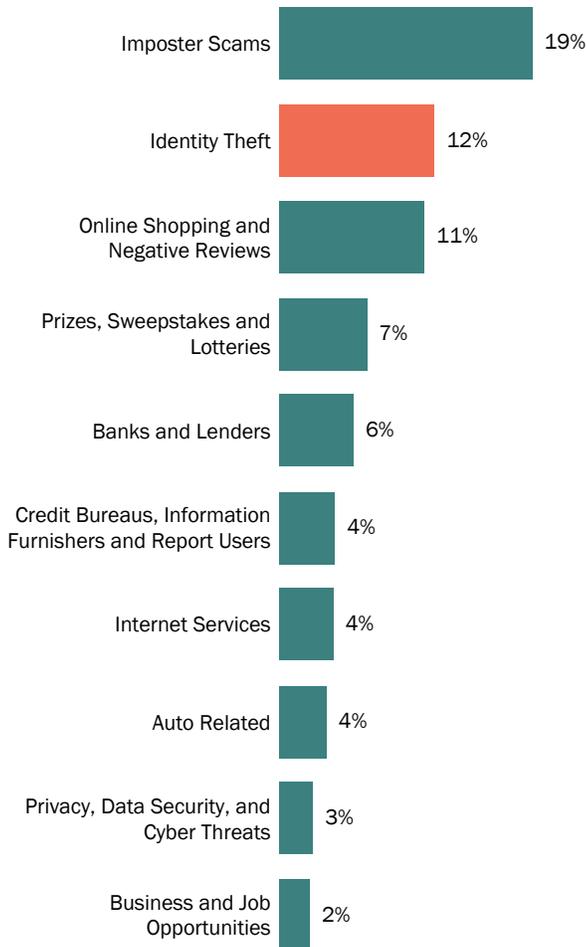
Identity Theft Reports



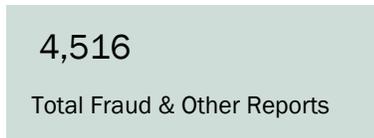
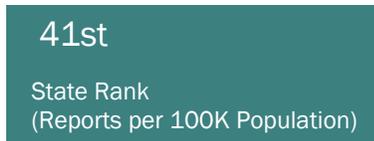
Percentages are based on the total number of relevant 2023 reports from Wisconsin consumers, as indicated in the chart title. This page excludes reports provided by the Wisconsin Department of Agriculture, Trade, and Consumer Protection. Consumers can report multiple types of identity theft.

Wyoming

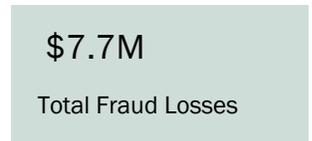
Top Ten Report Categories



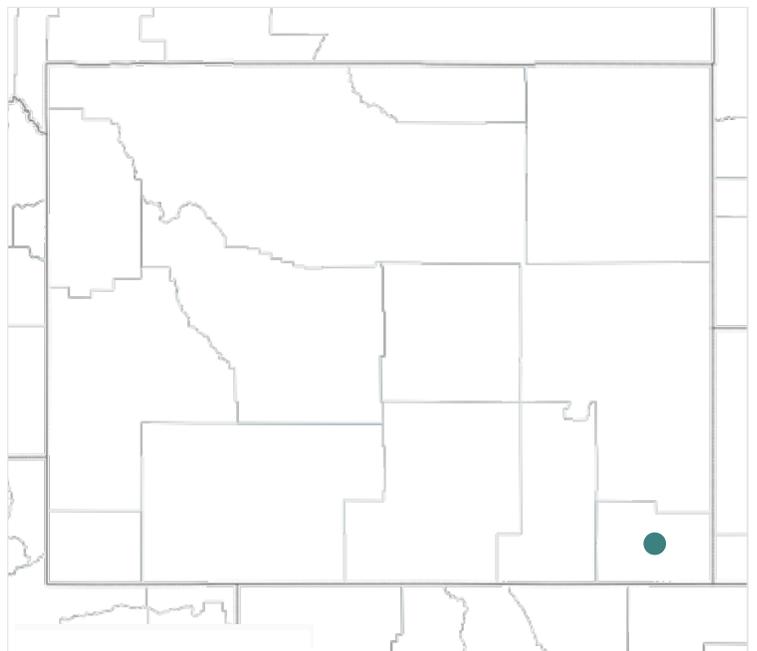
Fraud & Other Reports



Fraud Losses

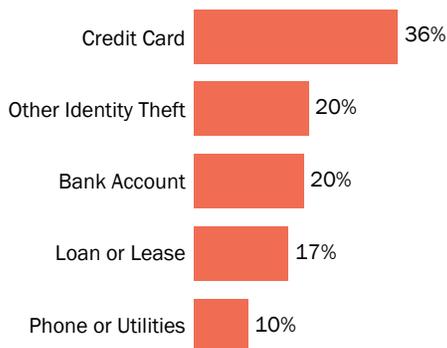


Fraud & Other Reports by Metropolitan Area

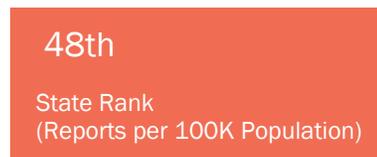


Reports per 100K Population
● 906

Top Identity Theft Types



Identity Theft Reports



Percentages are based on the total number of relevant 2023 reports from Wyoming consumers, as indicated in the chart title. Consumers can report multiple types of identity theft. The identified Metropolitan Areas in Wyoming have a population of 99,000 or more.

Top 50 Metropolitan Areas: Fraud and Other Reports

Rank	Metropolitan Area	Reports per 100K Population	# of Reports
1	Sebastian-Vero Beach, FL Metropolitan Statistical Area	2,268	3,583
2	Tuscaloosa, AL Metropolitan Statistical Area	2,124	5,646
3	Atlanta-Sandy Springs-Alpharetta, GA Metropolitan Statistical Area	1,988	119,800
4	Miami-Fort Lauderdale-Pompano Beach, FL Metropolitan Statistical Area	1,775	108,394
5	Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area	1,711	38,180
6	Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	1,623	51,074
7	Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area	1,607	9,667
8	Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	1,602	42,170
9	North Port-Sarasota-Bradenton, FL Metropolitan Statistical Area	1,555	12,812
10	Lakeland-Winter Haven, FL Metropolitan Statistical Area	1,546	11,027
11	Jacksonville, FL Metropolitan Statistical Area	1,535	24,286
12	Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	1,519	94,400
13	Savannah, GA Metropolitan Statistical Area	1,472	5,909
14	Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	1,459	110,069
15	Homosassa Springs, FL Metropolitan Statistical Area	1,452	2,205
16	Ocala, FL Metropolitan Statistical Area	1,440	5,332
17	Punta Gorda, FL Metropolitan Statistical Area	1,427	2,637
18	Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	1,423	9,432
19	Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area	1,421	37,299
20	Port St. Lucie, FL Metropolitan Statistical Area	1,417	6,843
21	Memphis, TN-MS-AR Metropolitan Statistical Area	1,402	18,725
22	Dover, DE Metropolitan Statistical Area	1,397	2,516
23	Columbia, SC Metropolitan Statistical Area	1,386	11,443
24	Fayetteville, NC Metropolitan Statistical Area	1,378	7,152
25	Baltimore-Columbia-Towson, MD Metropolitan Statistical Area	1,375	39,005
26	Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	1,362	86,271
27	Montgomery, AL Metropolitan Statistical Area	1,361	5,236
28	Warner Robins, GA Metropolitan Statistical Area	1,344	2,541
29	Sumter, SC Metropolitan Statistical Area	1,310	1,796
30	Tallahassee, FL Metropolitan Statistical Area	1,302	4,983
31	Phoenix-Mesa-Chandler, AZ Metropolitan Statistical Area	1,300	62,238
32	Virginia Beach-Norfolk-Newport News, VA-NC Metropolitan Statistical Area	1,296	23,212
33	Houston-The Woodlands-Sugar Land, TX Metropolitan Statistical Area	1,295	91,270
34	Richmond, VA Metropolitan Statistical Area	1,294	16,858
35	Macon-Bibb County, GA Metropolitan Statistical Area	1,285	2,995
36	Killeen-Temple, TX Metropolitan Statistical Area	1,285	6,010
37	Columbus, GA-AL Metropolitan Statistical Area	1,268	4,128
38	Prescott Valley-Prescott, AZ Metropolitan Statistical Area	1,259	2,944
39	Myrtle Beach-Conway-North Myrtle Beach, SC-NC Metropolitan Statistical Area	1,252	5,994
40	Birmingham-Hoover, AL Metropolitan Statistical Area	1,250	13,875
41	New Orleans-Metairie, LA Metropolitan Statistical Area	1,236	15,687
42	Austin-Round Rock-Georgetown, TX Metropolitan Statistical Area	1,235	27,592
43	Chicago-Naperville-Elgin, IL-IN-WI Metropolitan Statistical Area	1,231	118,239
44	Charleston-North Charleston, SC Metropolitan Statistical Area	1,231	9,721
45	East Stroudsburg, PA Metropolitan Statistical Area	1,219	2,050
46	Shreveport-Bossier City, LA Metropolitan Statistical Area	1,219	4,816
47	Huntsville, AL Metropolitan Statistical Area	1,217	5,882
48	Cape Coral-Fort Myers, FL Metropolitan Statistical Area	1,215	9,143
49	Raleigh-Cary, NC Metropolitan Statistical Area	1,212	16,862
50	Gainesville, FL Metropolitan Statistical Area	1,198	4,029

Metropolitan Areas are defined by the Office of Management and Budget, and population estimates are based on 2021 U.S. Census figures. Metropolitan Areas are ranked based on the number of reports per 100,000 population. Reports exclude state-specific data contributor reports.

Top 50 Metropolitan Areas: Identity Theft Reports

Rank	Metropolitan Area	Reports per 100K Population	# of Reports
1	Miami-Fort Lauderdale-Pompano Beach, FL Metropolitan Statistical Area	729	44,489
2	Atlanta-Sandy Springs-Alpharetta, GA Metropolitan Statistical Area	604	36,395
3	Tuscaloosa, AL Metropolitan Statistical Area	497	1,321
4	Houston-The Woodlands-Sugar Land, TX Metropolitan Statistical Area	488	34,414
5	Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area	488	10,889
6	Savannah, GA Metropolitan Statistical Area	483	1,940
7	Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	467	29,038
8	Hartford-East Hartford-Middletown, CT Metropolitan Statistical Area	465	5,644
9	Los Angeles-Long Beach-Anaheim, CA Metropolitan Statistical Area	458	60,428
10	Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	446	11,747
11	Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	439	33,078
12	Killeen-Temple, TX Metropolitan Statistical Area	427	1,997
13	LaGrange, GA-AL Micropolitan Statistical Area	400	417
14	Cleveland-Elyria, OH Metropolitan Statistical Area	398	8,289
15	Macon-Bibb County, GA Metropolitan Statistical Area	394	919
16	Lakeland-Winter Haven, FL Metropolitan Statistical Area	392	2,799
17	Columbus, OH Metropolitan Statistical Area	384	8,154
18	Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area	378	9,927
19	Florence, SC Metropolitan Statistical Area	369	740
20	Memphis, TN-MS-AR Metropolitan Statistical Area	368	4,912
21	Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area	365	3,491
22	Boston-Cambridge-Newton, MA-NH Metropolitan Statistical Area	363	17,842
23	Montgomery, AL Metropolitan Statistical Area	361	1,390
24	Charleston-North Charleston, SC Metropolitan Statistical Area	356	2,809
25	Columbia, SC Metropolitan Statistical Area	354	2,925
26	Warner Robins, GA Metropolitan Statistical Area	352	666
27	Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	351	11,036
28	Chicago-Naperville-Elgin, IL-IN-WI Metropolitan Statistical Area	350	33,634
29	Norwich-New London, CT Metropolitan Statistical Area	346	931
30	New Haven-Milford, CT Metropolitan Statistical Area	345	2,982
31	East Stroudsburg, PA Metropolitan Statistical Area	342	575
32	Columbus, GA-AL Metropolitan Statistical Area	341	1,111
33	Baton Rouge, LA Metropolitan Statistical Area	341	2,955
34	Beaumont-Port Arthur, TX Metropolitan Statistical Area	339	1,347
35	Detroit-Warren-Dearborn, MI Metropolitan Statistical Area	332	14,568
36	Tallahassee, FL Metropolitan Statistical Area	331	1,268
37	North Port-Sarasota-Bradenton, FL Metropolitan Statistical Area	329	2,715
38	Albany, GA Metropolitan Statistical Area	329	491
39	New Orleans-Metairie, LA Metropolitan Statistical Area	320	4,056
40	Port St. Lucie, FL Metropolitan Statistical Area	316	1,528
41	Allentown-Bethlehem-Easton, PA-NJ Metropolitan Statistical Area	312	2,677
42	Akron, OH Metropolitan Statistical Area	312	2,190
43	Monroe, LA Metropolitan Statistical Area	310	642
44	Phoenix-Mesa-Chandler, AZ Metropolitan Statistical Area	309	14,816
45	Fayetteville, NC Metropolitan Statistical Area	308	1,599
46	Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	304	19,236
47	Jacksonville, FL Metropolitan Statistical Area	303	4,798
48	Valdosta, GA Metropolitan Statistical Area	303	446
49	Richmond, VA Metropolitan Statistical Area	301	3,924
50	New York-Newark-Jersey City, NY-NJ-PA Metropolitan Statistical Area	300	60,047

Metropolitan Areas are defined by the Office of Management and Budget, and population estimates are based on 2021 U.S. Census figures. Metropolitan Areas are ranked based on the number of reports per 100,000 population.

Appendix A1: The Consumer Sentinel Network

Consumer Sentinel Network

The Consumer Sentinel Network is a free, online database of consumer reports available only to law enforcement. It includes reports about identity theft, fraud, financial transactions, debt collection, and credit reports, among other subjects. The Consumer Sentinel Network is based on the premise that sharing information can make law enforcement even more effective. To that end, the Consumer Sentinel Network provides law enforcement members with access to consumer reports provided directly to the FTC, as well as to reports shared by other data contributors.

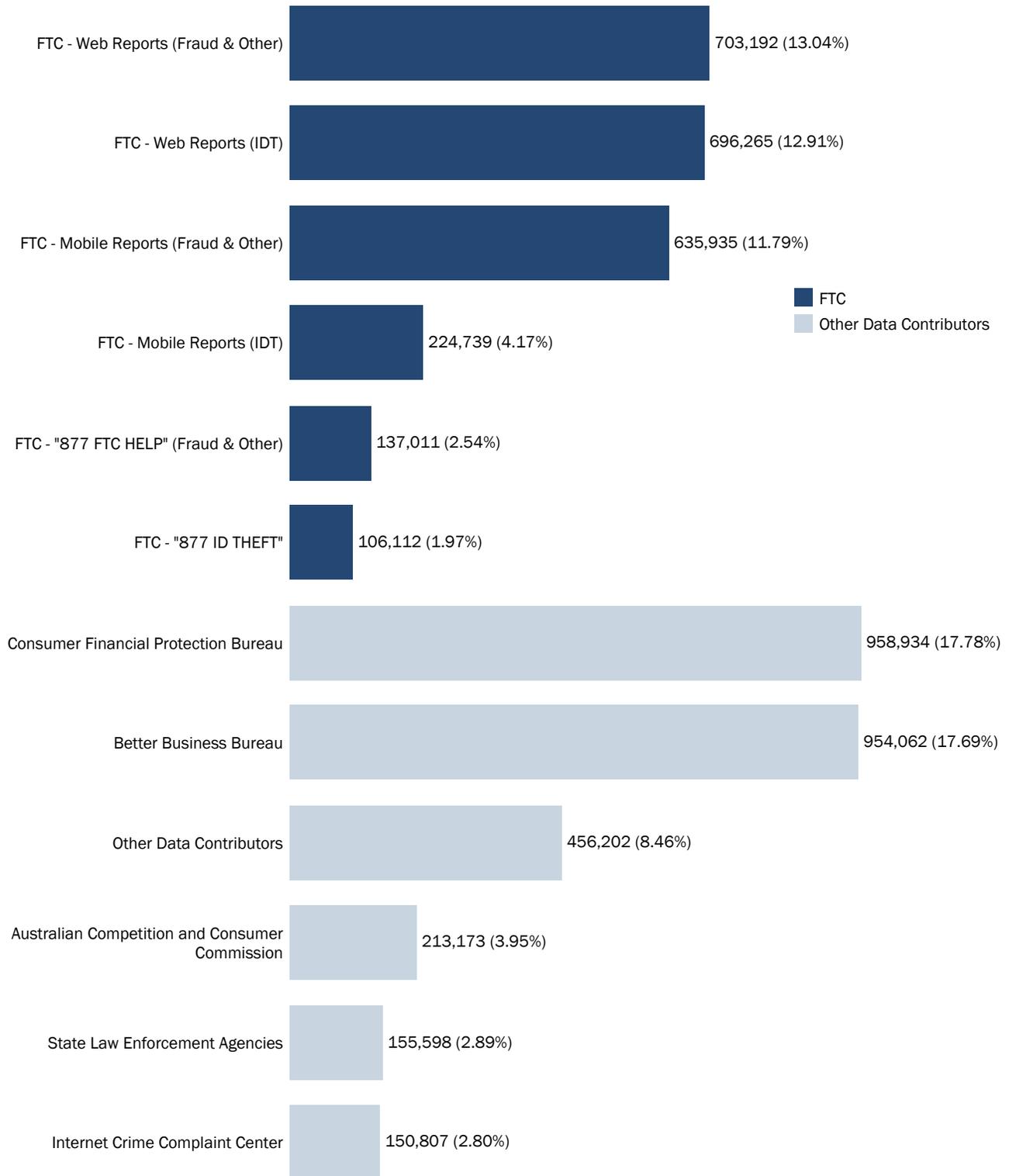
IdentityTheft.gov

[IdentityTheft.gov](https://www.identitytheft.gov) is the federal government's one-stop resource for identity theft victims. People can use IdentityTheft.gov to report identity theft to the Federal Trade Commission and get a step-by-step personal recovery plan. The site will also create an Identity Theft Report victims can use to clear their credit files of fraudulent information resulting from the identity theft. IdentityTheft.gov has detailed advice for more than 30 types of identity theft, and also is available in Spanish at [RobodelIdentidad.gov](https://www.robodelidentidad.gov). When people use IdentityTheft.gov, their report becomes part of the Consumer Sentinel Network database and is available to the Network's law enforcement members.

Econsumer.gov

[Econsumer.gov](https://www.econsumer.gov) was created in April 2001 to gather and share cross-border e-commerce reports, to respond to the challenges of multinational internet fraud, and to improve consumer confidence in e-commerce. Today, consumer protection agencies in more than 65 countries and the OECD participate in econsumer.gov. Through econsumer.gov, consumers can file cross-border consumer reports online and learn other steps to take to combat fraud. The website is available in English, French, German, Japanese, Korean, Polish, Portuguese, Spanish, and Turkish. The reports into econsumer.gov are accessible to Consumer Sentinel members and certified foreign law enforcement agencies.

Appendix A2: Major Data Contributors



Percentages are based on the total number of 2023 Sentinel reports (5,392,028). Where appropriate, the type of report provided by the organization is indicated in parenthesis.

Appendix A3: Data Contributors

FTC

Data Contributor	2021		2022		2023	
	# of Reports	%	# of Reports	%	# of Reports	%
FTC - Web Reports (Fraud & Other)	809,422	13.22%	694,072	13.10%	703,192	13.04%
FTC - Web Reports (IDT)	1,001,556	16.36%	796,414	15.03%	696,265	12.91%
FTC - Mobile Reports (Fraud & Other)	675,392	11.03%	622,565	11.75%	635,935	11.79%
FTC - Mobile Reports (IDT)	218,435	3.57%	191,495	3.61%	224,739	4.17%
FTC - "877 FTC HELP" (Fraud & Other)	199,356	3.26%	155,805	2.94%	137,011	2.54%
FTC - "877 ID THEFT"	92,054	1.50%	100,294	1.89%	106,112	1.97%

Top Data Contributors

Data Contributor	2021		2022		2023	
	# of Reports	%	# of Reports	%	# of Reports	%
Consumer Financial Protection Bureau	843,248	13.77%	811,849	15.32%	958,934	17.78%
Better Business Bureau	1,094,324	17.87%	992,137	18.72%	954,062	17.69%
Australian Competition and Consumer Commission	218,092	3.56%	178,719	3.37%	213,173	3.95%
Internet Crime Complaint Center	170,853	2.79%	145,104	2.74%	150,807	2.80%
Publishers Clearing House	81,235	1.33%	93,433	1.76%	108,468	2.01%

Other Data Contributors

Data Contributor	2021		2022		2023	
	# of Reports	%	# of Reports	%	# of Reports	%
AARP Fraud Watch Network	11,859	0.19%	48,060	0.91%	76,885	1.43%
U.S. Department of Education	58,609	0.96%	96,800	1.83%	51,849	0.96%
Social Security Administration	181,036	2.96%	29,321	0.55%	42,720	0.79%
Others	22,109	0.36%	25,715	0.49%	36,708	0.68%
MoneyGram International & Western Union Money Transfer	45,659	0.75%	36,120	0.68%	34,743	0.64%
Microsoft Corporation Cyber Crime Center	61,925	1.01%	35,557	0.67%	29,563	0.55%
U.S. Postal Inspection Service	33,921	0.55%	27,938	0.53%	19,020	0.35%
Scam Detector	31,465	0.51%	26,467	0.50%	17,786	0.33%
Task Force on Market Integrity and Consumer Fraud	1,174	0.02%	5,865	0.11%	16,671	0.31%
U.S. Department of Justice Disaster Fraud Task Force	130,150	2.13%	24,940	0.47%	11,376	0.21%
United Parcel Service					10,413	0.19%

Percentages are based on the total number of Sentinel reports in 2021 (6,122,341), 2022 (5,300,157), and 2023 (5,392,028).

Appendix A3: Data Contributors

State Law Enforcement Agencies

Data Contributor	2021		2022		2023	
	# of Reports	%	# of Reports	%	# of Reports	%
Ohio, Attorney General	20,572	0.34%	22,526	0.43%	23,280	0.43%
Washington, Attorney General	14,547	0.24%	20,523	0.39%	19,237	0.36%
Massachusetts, Attorney General	12,313	0.20%	7,921	0.15%	18,342	0.34%
Pennsylvania, Attorney General	17,694	0.29%	23,688	0.45%	15,735	0.29%
New York, Attorney General	15,933	0.26%	15,986	0.30%	13,996	0.26%
North Carolina, Department of Justice	8,226	0.13%	9,840	0.19%	12,571	0.23%
Wisconsin, Department of Agriculture, Trade, and Consumer Protection	9,263	0.15%	9,663	0.18%	9,386	0.17%
Tennessee, Attorney General	1,973	0.03%	6,779	0.13%	7,809	0.14%
Michigan, Attorney General	6,501	0.11%	8,131	0.15%	7,097	0.13%
South Carolina, Department of Consumer Affairs	2,425	0.04%	3,460	0.07%	5,390	0.10%
Indiana, Attorney General	7,969	0.13%	7,689	0.15%	5,311	0.10%
Maine, Attorney General	6,398	0.10%	3,803	0.07%	3,875	0.07%
Oregon, Department of Justice	3,103	0.05%	3,145	0.06%	3,384	0.06%
Louisiana, Attorney General	3,053	0.05%	3,071	0.06%	3,244	0.06%
Iowa, Attorney General	2,791	0.05%	2,668	0.05%	2,325	0.04%
Nebraska, Attorney General	228	0.00%	5,593	0.11%	2,056	0.04%
Connecticut, Department of Consumer Protection	1,719	0.03%	1,614	0.03%	1,451	0.03%
Nevada, Attorney General	355	0.01%	357	0.01%	378	0.01%
Idaho, Attorney General	807	0.01%	1,053	0.02%	281	0.01%
Alaska, Attorney General	206	0.00%	227	0.00%	231	0.00%
Hawaii, Office of Consumer Protection	998	0.02%	1,460	0.03%	219	0.00%
Montana, Attorney General	671	0.01%				
Mississippi, Attorney General	633	0.01%	1,304	0.02%		
Florida Department of Agriculture and Consumer Services	2,089	0.03%	987	0.02%		

Percentages are based on the total number of Sentinel reports in 2021 (6,122,341), 2022 (5,300,157), and 2023 (5,392,028).

Appendix A4: Better Business Bureau Data Contributors

United States

BBB serving... Akron
 Abilene
 Amarillo
 Arkansas
 Acadiana
 Canton Region & Greater West Virginia
 Central & South Alabama
 Central California and Inland Empire Counties
 Central East Texas
 Central Florida
 Central Illinois
 Central Indiana
 Central and Northwest North Carolina
 Central Ohio
 Central Oklahoma
 Central South Carolina & Charleston
 Central Virginia
 Chicago & Northern Illinois
 Cincinnati Area, Southern Ohio, Northern Kentucky, SE Indiana
 Coastal Carolina
 Connecticut
 Dayton and Miami Valley
 Delaware
 Detroit & Eastern Michigan
 Eastern & SW Missouri
 Eastern MA, ME, RI & VT
 Eastern North Carolina
 El Paso
 Evansville & Tri-State
 Fall Line Corridor
 Great West + Pacific
 Greater Cleveland
 Greater East Tennessee
 Greater Hampton Roads
 Greater Houston and South Texas
 Greater Iowa, Quad Cities and Siouxland Region
 Greater Kansas City
 Greater Maryland
 Greater New Orleans Area
 Heart of Texas
 Los Angeles and Silicon Valley
 Louisville, Southern Indiana & Western Kentucky
 Mahoning Valley
 Metro Atlanta, Athens & NE Georgia
 Metro Washington DC & Eastern Pennsylvania
 Metropolitan New York
 Middle Tennessee
 Mid-South
 Minnesota and North Dakota
 Mississippi
 Nebraska, South Dakota, Kansas Plains & SW Iowa
 New Hampshire
 New Jersey
 New Mexico and Southwest Colorado
 North Alabama
 North Central Texas

BBB serving... Northeast & Central Louisiana & the Ark-La-Tex
 Northeast California
 Northeast Florida and the Southeast Atlantic
 Northern Colorado and Wyoming
 Northern Indiana
 Northern Nevada and Utah
 Northwest Florida
 Northwest and West Central Ohio and SE Michigan
 Pacific Southwest
 San Angelo
 San Francisco Bay Area and Northern Coastal California
 South Central Louisiana
 Southeast Florida & the Caribbean
 Southeast Tennessee & Northwest Georgia
 Southeast Texas
 Southern Arizona
 Southern Colorado
 Southern Nevada
 Southern Piedmont and Western North Carolina
 Southwest Louisiana
 Tri-Counties
 Tri-State
 Tulsa
 Upstate New York
 Upstate South Carolina
 West Florida
 Western Michigan
 Western Pennsylvania
 Western Virginia
 Wisconsin

Canada

Atlantic Provinces
 Central Ontario
 Mainland B.C.
 Manitoba & N.W. Ontario
 Northern Capital Regions and Quebec
 Saskatchewan
 Southern Alberta and East Kootenay
 Vancouver Island
 Western Ontario

Appendix B1: Descriptions of Report Categories

Fraud Report Categories

Advance Payments for Credit Services:

The promise of a loan, credit card, or other applicable benefit that require the consumer to pay a fee first or the promise that the consumer's credit can be rehabilitated for payment in advance.

Business and Job Opportunities:

Franchise or business opportunities (e.g., offers to start a new business); work-at-home plans, (e.g., stuffing envelopes or processing medical claims); multi-level marketing schemes; job scams, job listings, or employment services; inventions or idea promotions.

Charitable Solicitations:

Misleading pitches for donations to benefit a charity; solicitations for bogus charity or relief organizations; etc.

Foreign Money Offers and Fake Check Scams:

Letters or e-mails promising a percentage of millions of dollars that from a foreign country in return for money, bank account numbers or other identifying information from the victim; fraudulent schemes involving foreign lotteries, mystery shoppers or internet purchases\classified ads in which someone is overpaid with a counterfeit check and asked to wire back the difference immediately after check deposit, leaving the victim responsible for the funds withdrawn; etc.

Grants:

Businesses or individuals marketing either government grant opportunities or financial aid assistance services; problems with student loan processors, debt collectors collecting on defaulted student loans, diploma mills and other unaccredited educational institutions; etc.

Health Care:

Fraudulent, misleading or deceptive claims for the following: disease and dependency treatments; optical health and vision-correction procedures; dietary supplements; weight-loss products or services; impotency treatments; health spas and equipment; fertility services; sunscreens; HIV-test kits; medical discount plans; over-the-counter or prescription drugs; and other medical products, supplies or treatments such as alternative medicine, herbal supplements, and telemedicine.

Imposter Scams:

Someone pretends to be a trusted person to get consumers to send money or give personal information. Examples include the following: scammers posing as a government agency, a friend or relative with an emergency need for money, a romantic interest, a computer technician offering technical support, or a charity or company. This category also includes grant, property tracer, or refund scams where the scammer is allegedly a government employee.

Internet Services:

Problems with webstite content, including websites that offer content for a fee or advertise products and services; difficulty canceling an ISP or online account; issues with online payment services, social networking services, internet gaming, and virtual reality; undisclosed charges; website design and promotion services; and problems with broadband internet services and content, including the truthfulness of cost, access, and speed disclosures.

Investment Related:

Investment opportunities in day trading; gold and gems; art; rare coins; other investment products; reports about companies that offer advice or seminars on investments; etc.

Magazines and Books:

Pitches for "free," "pre-paid," or "special" magazine or book subscription deals; etc.

Mortgage Foreclosure Relief and Debt Management:

Mortgage lenders, brokers and other entities making false promises to save consumers' homes from foreclosure; mortgage refinancing, mortgage term modifications and debt management issues; credit organizations charging excessive fees, making false promises to provide free services, pay creditors or reduce interest rates.

Certain Fraud categories are comprised of subcategories that fall in both Fraud and Other report types. See Appendix B3.

Appendix B1: Descriptions of Report Categories

Office Supplies and Services:

Fraudulent or deceptive offers for toner, copier paper, maintenance supplies, equipment maintenance contracts; classified advertising and yellow page invoice scams; website cramming schemes; etc.

Online Shopping and Negative Reviews:

Undisclosed costs, failure to deliver on time, non-delivery, and refusal to honor a guarantee on purchases made online; internet auctions; businesses trying to prevent people from giving honest reviews about products or services they purchased.

Prizes, Sweepstakes and Lotteries:

Promotions for "free" prizes for a fee; foreign lotteries and sweepstakes offered through the phone, fax, e-mail or mail; etc.

Tax Preparers:

Companies that engage in "skimming" consumer tax refunds or charging inflated fees while promising substantial refunds; companies aiding consumers in willfully and intentionally falsifying information on a tax return to limit the amount of tax liability; entities pretending to be tax preparers or the IRS to obtain funds or information from consumers.

Telephone and Mobile Services:

Advertising related to mobile or landline telephone plans, rates, or coverage areas; problems with mobile applications, downloads, or other problems; charges for calls to "toll-free" numbers; unauthorized charges, such as unauthorized charges for calls; unauthorized switching of consumers' phone service provider; misleading prepaid phone card offers; VoIP service problems; and unsolicited faxes and text messages.

Travel, Vacations and Timeshare Plans:

Deceptive offers for "free" or low-cost vacations; cut-rate student travel packages; misleading timeshare offers; etc.

Identity Theft

Identity Theft:

Someone uses another person's identifying information to commit fraud or theft.

Identity Theft Types:

Bank Account:

Use of a person's identifying information to open a new bank account (such as a checking or savings account), to write checks against a person's existing bank account, or use their debit card, or make other withdrawals or transfers from their bank account without their permission.

Credit Card:

Use of a person's identifying information to open a new credit card account or to make charges to a person's existing credit card account without their permission.

Employment and/or Tax-Related:

Use of a person's identifying information to get a job, to get wages, and/or file taxes without their permission.

Government Documents or Benefits:

Use of a person's identifying information to get government documents such as a driver's license, passport, or other government documents, or to get government benefits, such as Social Security, Medicare, or unemployment benefits without their permission.

Loan or Lease:

Use of a person's identifying information to get a loan or lease, such as to get a house or apartment rental lease, a car loan or lease, a business or personal loan (including a Small Business Administration loan), a federal or non-federal student loan, or a mortgage or other real estate loan without their permission.

Certain Fraud categories are comprised of subcategories that fall in both Fraud and Other report types. See Appendix B3.

Appendix B1: Descriptions of Report Categories

Other Identity Theft:

Use of a person's identifying information in other ways to commit fraud or theft, such as to create or use another person's email or social media account, to create or use a person's online shopping or payment account, to break the law or avoid the police, to get insurance, to get medical care, to open or use a person's securities or investment account without their permission.

Phone or Utilities:

Use of a person's identifying information to open a new account for telephone service (landline or mobile), or other utilities (such as gas, water, electricity, internet, or cable service), without their permission, or to make charges to a person's existing phone or utility account without their permission.

Other Report Categories

Auto Related:

Misleading or deceptive claims regarding auto prices, financing, leasing or warranties; repair/maintenance issues with newly purchased used or new cars, including dissatisfaction with service provided by auto mechanics; price fixing and price gouging concerns against gas stations and oil companies; etc.

Banks and Lenders:

Deceptive or predatory mortgage lending practices; problems with modification of mortgage terms; miscellaneous customer service and account issues with bank or credit union products, including payday loans, student loans, auto title loans, fees and overdraft charges; other finance company lending products, services and practices; etc.

Computer Equipment and Software:

Problems with computer software, hardware and computer equipment purchases; unwanted or unauthorized software installations and downloads; etc.

Credit Bureaus, Information Furnishers and Report Users:

Credit Reporting Agency (CRA) or furnisher provides inaccurate information or fails to reinvestigate disputed information; CRA provides inadequate phone help; difficulties ordering free annual credit reports; impermissible access to/inquiry on credit reports; etc.

Credit Cards and Loss Protection:

Account or billing issues, including interest rate changes, late fees, credit disputes and overcharges; fraudulent credit card offers; phishing attempts; and deceptive credit card loss protection and insurance programs.

Debt Collection:

Debt collector calls repeatedly or continuously, falsely represents the amount or status of debt, fails to send written notice of debt, falsely threatens suit, uses profane language, fails to identify self as debt collector and/or violates other provisions of the Fair Debt Collection Practices Act.

Education:

Problems with trade or vocational school services, including issues related to accreditation, billing and collection, or institutional advertising claims related to usefulness of the degree or job prospects after graduation. Also, reports about traditional colleges and universities.

Funeral Services:

Quality, services, price, or price disclosures of funeral service providers.

Certain Fraud categories are comprised of subcategories that fall in both Fraud and Other report types. See Appendix B3.

Appendix B1: Descriptions of Report Categories

Home Repair, Improvement and Products:

Defective furniture or appliances; service or warranty-related issues; furniture or appliance delivery problems, including receiving incorrect or incomplete products; problems with home repair services and contractors; issues with home protection devices or services; problems with home warranties; and reports about general housing-related issues. This category includes problems with Internet-connected appliances, payment plans, and extended appliance warranties.

Privacy, Data Security, and Cyber Threats:

Reports about data privacy, including children's online privacy. This includes reports about the collection, storage, use, disclosure, or disposal of consumer data; reports about the practices and processes companies use to secure consumer data. Also included are reports about malware and computer exploits, including spyware, malware, denial of service attacks, etc.

Television and Electronic Media:

Reports about television programming and advertisements; miscellaneous problems with digital entertainment, including DVDs, CDs, MP3s, satellite music services, online streaming, and video on demand; issues with TV reception, installation, billing, and promotions of satellite and cable television providers.

Appendix B2: Report Categories over Three Years

Category	2021		2022		2023	
	# of Reports	%	# of Reports	%	# of Reports	%
Advance Payments for Credit Services	24,698	0.40%	34,599	0.65%	29,878	0.55%
Auto Related	174,846	2.86%	176,555	3.33%	178,100	3.30%
Banks and Lenders	218,606	3.57%	262,543	4.95%	230,224	4.27%
Business and Job Opportunities	107,351	1.75%	98,019	1.85%	110,364	2.05%
Charitable Solicitations	9,610	0.16%	10,219	0.19%	9,809	0.18%
Computer Equipment and Software	21,476	0.35%	22,323	0.42%	21,245	0.39%
Credit Bureaus, Information Furnishers and Report Users	595,796	9.73%	590,844	11.15%	711,802	13.20%
Credit Cards and Loss Protection	74,885	1.22%	89,757	1.69%	101,427	1.88%
Debt Collection	160,591	2.62%	112,802	2.13%	124,450	2.31%
Education	26,728	0.44%	20,914	0.39%	15,601	0.29%
Foreign Money Offers and Fake Check Scams	39,094	0.64%	41,328	0.78%	32,164	0.60%
Funeral Services	1,678	0.03%	1,601	0.03%	1,357	0.03%
Grants	4,314	0.07%	2,536	0.05%	2,327	0.04%
Health Care	114,191	1.87%	109,239	2.06%	109,658	2.03%
Home Repair, Improvement and Products	98,853	1.61%	94,215	1.78%	82,711	1.53%
Identity Theft	1,434,492	23.43%	1,107,055	20.89%	1,036,903	19.23%
Imposter Scams	995,480	16.26%	761,939	14.38%	853,935	15.84%
Internet Services	150,691	2.46%	135,773	2.56%	125,118	2.32%
Investment Related	83,667	1.37%	107,728	2.03%	107,699	2.00%
Magazines and Books	7,282	0.12%	6,744	0.13%	5,340	0.10%
Miscellaneous Reports	55,990	0.91%	59,911	1.13%	73,571	1.36%
Mortgage Foreclosure Relief and Debt Management	22,666	0.37%	24,635	0.46%	26,178	0.49%
Office Supplies and Services	4,889	0.08%	4,445	0.08%	3,809	0.07%
Online Shopping and Negative Reviews	458,842	7.49%	364,873	6.88%	369,469	6.85%
Privacy, Data Security, and Cyber Threats	75,744	1.24%	70,940	1.34%	77,737	1.44%
Prizes, Sweepstakes and Lotteries	154,829	2.53%	148,565	2.80%	157,520	2.92%
Tax Preparers	7,998	0.13%	8,729	0.16%	5,949	0.11%
Telephone and Mobile Services	118,679	1.94%	108,732	2.05%	94,261	1.75%
Television and Electronic Media	48,715	0.80%	38,555	0.73%	39,715	0.74%
Travel, Vacations and Timeshare Plans	78,162	1.28%	68,858	1.30%	55,063	1.02%
Unspecified Reports	1,204,094	19.67%	964,654	18.20%	932,054	17.29%

Percentages are based on the total number of Sentinel reports in 2021 (6,122,341), 2022 (5,300,157), and 2023 (5,392,028). Consumers can report more than one category or subcategory.

Appendix B3: Detailed Report Categories over Three Years

Category Alias	Subcategory	2021		2022		2023	
		# of Reports	% of Reports	# of Reports	% of Reports	# of Reports	% of Reports
Advance Payments for Credit Services	Advance-Fee Credit	21,151	0.35%	30,592	0.58%	25,944	0.48%
	Credit Repair	3,549	0.06%	4,008	0.08%	3,934	0.07%
Auto Related	Auto Financing	10,618	0.17%	12,247	0.23%	18,286	0.34%
	Auto Parts & Repairs	33,871	0.55%	32,982	0.62%	34,055	0.63%
	Auto Renting & Leasing	23,478	0.38%	20,370	0.38%	17,647	0.33%
	Auto Service & Warranties	15,307	0.25%	13,159	0.25%	14,087	0.26%
	Gasoline	484	0.01%	1,104	0.02%	866	0.02%
	New Auto Sales	47,949	0.78%	46,540	0.88%	46,126	0.86%
	Used Auto Sales	45,051	0.74%	52,470	0.99%	49,600	0.92%
Banks and Lenders	Auto Title Lending	985	0.02%	1,172	0.02%	1,100	0.02%
	Bank & Credit Union Lending	802	0.01%	949	0.02%	1,014	0.02%
	Banks, Credit Unions & S&Ls	80,672	1.32%	92,370	1.74%	104,223	1.93%
	Finance Company Lending	13,517	0.22%	13,406	0.25%	10,801	0.20%
	Misc. Institution Lending	21,128	0.35%	15,907	0.30%	15,707	0.29%
	Mortgage Lending	48,837	0.80%	40,159	0.76%	35,250	0.65%
	Payday Loans	6,207	0.10%	7,666	0.14%	8,960	0.17%
	Student Loans	46,609	0.76%	91,063	1.72%	53,451	0.99%
Business and Job Opportunities	Business & Work-at-Home Opportunities	16,728	0.27%	14,925	0.28%	15,798	0.29%
	Franchises & Distributorships*	1,027	0.02%	2,694	0.05%	3,232	0.06%
	Invention Promotion	619	0.01%	408	0.01%	346	0.01%
	Job Scams & Employment Agencies	80,876	1.32%	71,384	1.35%	84,359	1.56%
	Pyramids & Multi-Level Marketing	8,166	0.13%	8,719	0.16%	6,769	0.13%
Charitable Solicitations	Charitable Solicitations	9,610	0.16%	10,219	0.19%	9,809	0.18%
Computer Equipment and Software	Computer Equipment & Software	21,476	0.35%	22,323	0.42%	21,245	0.39%
Credit Bureaus, Information Furnishers and Report Users	Credit Bureaus	592,847	9.68%	548,211	10.34%	658,090	12.20%
	Credit Information Furnishers	2,577	0.04%	41,375	0.78%	52,690	0.98%
	Credit Report Users	748	0.01%	1,615	0.03%	1,325	0.02%
Credit Cards and Loss Protection‡	Credit Cards and Loss Protection‡	74,885	1.22%	89,757	1.69%	101,427	1.88%
Debt Collection	Creditor Debt Collection	57,951	0.95%	35,459	0.67%	29,129	0.54%
	Third Party Debt Collection	102,747	1.68%	77,451	1.46%	95,468	1.77%
Education	Colleges & Universities	23,311	0.38%	18,558	0.35%	13,100	0.24%
	Trade & Vocational Schools	3,467	0.06%	2,396	0.05%	2,546	0.05%

Percentages are based on the total number of Sentinel reports in 2021 (6,122,341), 2022 (5,300,157), and 2023 (5,392,028). Consumers can report more than one category or subcategory.

* This subcategory is counted as Other report type even though the broader category assigned is Fraud.

‡ Reports about credit card loss protection were merged into this subcategory in May 2023. The subcategory and category were renamed at the same time.

Appendix B3: Detailed Report Categories over Three Years

Category	Subcategory	2021		2022		2023	
		# of Reports	% of Reports	# of Reports	% of Reports	# of Reports	% of Reports
Foreign Money Offers and Fake Check Scams	Fake Check Scams	36,665	0.60%	38,452	0.73%	29,143	0.54%
	Foreign Money & Inheritance Scams	2,446	0.04%	2,890	0.05%	3,033	0.06%
Funeral Services	Funeral Services	1,678	0.03%	1,601	0.03%	1,357	0.03%
Grants	Non-Educational Grants	4,030	0.07%	2,265	0.04%	2,135	0.04%
	Scholarships & Educational Grants	314	0.01%	300	0.01%	207	0.00%
Health Care	Diet Products, Plans & Centers	31,696	0.52%	22,155	0.42%	17,833	0.33%
	Eye Care*	6,073	0.10%	6,136	0.12%	5,801	0.11%
	Health Care Billing*	2,174	0.04%	1,832	0.03%	1,845	0.03%
	Medical Insurance & Discount Plans	6,722	0.11%	7,986	0.15%	8,621	0.16%
	Medical Treatments & Cures	44,535	0.73%	45,997	0.87%	45,117	0.84%
	Misc. Medical*	23,130	0.38%	25,488	0.48%	30,847	0.57%
Home Repair, Improvement and Products	Home Appliances and Connected Devices‡	4,442	0.07%	5,128	0.10%	6,324	0.12%
	Home Furnishings	9,151	0.15%	10,696	0.20%	6,831	0.13%
	Home Protection Devices	1,076	0.02%	1,551	0.03%	2,408	0.04%
	Home Repair	16,779	0.27%	10,562	0.20%	11,929	0.22%
	Home Warranties	32,401	0.53%	28,599	0.54%	22,154	0.41%
	Housing	35,086	0.57%	37,830	0.71%	33,148	0.61%
Identity Theft	Identity Theft	1,434,492	23.43%	1,107,055	20.89%	1,036,903	19.23%
Imposter Scams	Business Imposters	399,225	6.52%	399,810	7.54%	474,731	8.80%
	Family & Friend Imposters	36,264	0.59%	37,371	0.71%	33,479	0.62%
	Government Imposters§	396,551	6.48%	197,573	3.73%	228,282	4.23%
	Romance Scams	79,696	1.30%	69,583	1.31%	64,003	1.19%
	Tech Support Scams	116,864	1.91%	89,590	1.69%	91,196	1.69%

Percentages are based on the total number of Sentinel reports in 2021 (6,122,341), 2022 (5,300,157), and 2023 (5,392,028). Consumers can report more than one category or subcategory.

* These subcategories are counted as Other report types even though the broader category assigned is Fraud.

‡ Reports about smart home appliances were merged into this subcategory in May 2023. The subcategory was renamed at the same time.

§ Reports about refund scams were merged into this subcategory in May 2023.

Appendix B3: Detailed Report Categories over Three Years

Category	Subcategory	2021		2022		2023	
		# of Reports	% of Reports	# of Reports	% of Reports	# of Reports	% of Reports
Internet Services	Broadband Internet Access*	5,416	0.09%	5,233	0.10%	5,874	0.11%
	Broadband Internet Cost*	7,567	0.12%	8,325	0.16%	11,279	0.21%
	Broadband Internet Speed*	1,622	0.03%	1,536	0.03%	1,715	0.03%
	Gaming & Virtual Reality*	7,499	0.12%	8,239	0.16%	10,120	0.19%
	Online Payment Services	66,248	1.08%	68,513	1.29%	57,346	1.06%
	Social Networking Services	32,857	0.54%	10,955	0.21%	10,432	0.19%
	Website Content	27,539	0.45%	31,389	0.59%	26,866	0.50%
	Website Design & Promotion	4,180	0.07%	3,925	0.07%	4,103	0.08%
Investment Related	Miscellaneous Investments & Investment Advice‡	79,374	1.30%	104,965	1.98%	105,293	1.95%
	Stocks & Commodity Futures Trading	4,306	0.07%	2,766	0.05%	2,421	0.04%
Magazines and Books	Books & Magazines	7,282	0.12%	6,744	0.13%	5,340	0.10%
Miscellaneous Reports	Business Equipment & Facilities Leasing	199	0.00%	440	0.01%	586	0.01%
	Children's Products	1,915	0.03%	1,758	0.03%	1,729	0.03%
	Food	2,617	0.04%	4,959	0.09%	15,309	0.28%
	Garments, Wool, Leather Goods & Textiles	1,112	0.02%	1,063	0.02%	1,061	0.02%
	Immigration Services	582	0.01%	477	0.01%	577	0.01%
	Insurance (excl. Medical)	7,976	0.13%	8,725	0.16%	11,680	0.22%
	Jewelry & Watches	6,761	0.11%	5,936	0.11%	5,141	0.10%
	Personal Care Products	4,223	0.07%	4,286	0.08%	7,449	0.14%
	Property & Inheritance Tracers	838	0.01%	1,479	0.03%	3,899	0.07%
	Real Estate	23,472	0.38%	23,516	0.44%	18,849	0.35%
	Tobacco Products	1,326	0.02%	1,246	0.02%	853	0.02%
	Utilities	4,970	0.08%	6,031	0.11%	6,449	0.12%
Mortgage Foreclosure Relief and Debt Management	Credit & Debt Counseling	21,870	0.36%	23,753	0.45%	25,286	0.47%
	Mortgage Modification & Foreclosure Relief	800	0.01%	890	0.02%	893	0.02%
Office Supplies and Services	Office Directory Listings & Ad Space	2,420	0.04%	2,316	0.04%	1,600	0.03%
	Office Supplies & Services	2,469	0.04%	2,129	0.04%	2,209	0.04%
Online Shopping and Negative Reviews	Negative Online Reviews*	469	0.01%	614	0.01%	1,109	0.02%
	Online Shopping	458,385	7.49%	364,264	6.87%	368,379	6.83%

Percentages are based on the total number of Sentinel reports in 2021 (6,122,341), 2022 (5,300,157), and 2023 (5,392,028). Consumers can report more than one category or subcategory.

* These subcategories are counted as Other report types even though the broader category assigned is Fraud.

‡ Reports about investment seminars and advice; and art, gems, and rare coin investments were merged into this subcategory in May 2023. The subcategory was renamed at the same time.

Appendix B3: Detailed Report Categories over Three Years

Category	Subcategory	2021		2022		2023	
		# of Reports	% of Reports	# of Reports	% of Reports	# of Reports	% of Reports
Privacy, Data Security, and Cyber Threats	Malware & Computer Exploits†	54,870	0.90%	51,724	0.98%	60,939	1.13%
	Privacy & Data Security	20,875	0.34%	19,254	0.36%	16,803	0.31%
Prizes, Sweepstakes and Lotteries	Prizes, Sweepstakes & Lotteries	154,829	2.53%	148,565	2.80%	157,520	2.92%
Tax Preparers	Tax Preparers	7,998	0.13%	8,729	0.16%	5,949	0.11%
Telephone and Mobile Services	Phone Billing‡	18,146	0.30%	18,295	0.35%	17,144	0.32%
	Phone Devices, Accessories & Services§	99,996	1.63%	89,563	1.69%	76,317	1.42%
	Prepaid Phone Cards	1,260	0.02%	1,712	0.03%	1,653	0.03%
Television and Electronic Media	Cable & Satellite TV	44,146	0.72%	34,961	0.66%	35,881	0.67%
	Streaming & Digital Media	2,395	0.04%	2,337	0.04%	2,219	0.04%
	TV Programming & Ads	2,177	0.04%	1,274	0.02%	1,636	0.03%
Travel, Vacations and Timeshare Plans	Timeshare Resales	2,889	0.05%	2,659	0.05%	1,785	0.03%
	Timeshare Sales	9,368	0.15%	10,933	0.21%	7,993	0.15%
	Vacation & Travel	65,936	1.08%	55,380	1.04%	45,370	0.84%
Unspecified Reports	Other Misc.	551,546	9.01%	447,750	8.45%	476,645	8.84%
	Unsolicited Email	171,456	2.80%	175,543	3.31%	198,676	3.68%
	Unsolicited Text Messages	294,657	4.81%	235,723	4.45%	129,271	2.40%
	Unwanted Telemarketing Calls	188,672	3.08%	107,687	2.03%	128,675	2.39%

Percentages are based on the total number of Sentinel reports in 2021 (6,122,341), 2022 (5,300,157), and 2023 (5,392,028). Consumers can report more than one category or subcategory.

† This subcategory is counted as Fraud even though the broader category assigned is Other.

‡ Reports about phone carrier switching were merged into this subcategory in May 2023.

§ Reports about smartwatches were merged into this subcategory in May 2023.

Appendix C: Fraud Reports and Reported Amount Lost by State

State	# of Reports	% Reporting Loss	Total \$ Loss	Median \$ Loss
Alabama	24,948	26%	\$73,737,090	\$450
Alaska	4,727	28%	\$20,460,928	\$750
Arizona	50,278	27%	\$239,777,615	\$700
Arkansas	14,045	27%	\$40,237,686	\$400
California	226,791	28%	\$1,381,234,227	\$670
Colorado	40,625	27%	\$164,231,218	\$500
Connecticut	19,276	26%	\$70,579,861	\$500
Delaware	6,888	26%	\$22,312,486	\$490
District of Columbia	6,299	26%	\$13,308,298	\$442
Florida	148,499	27%	\$632,237,780	\$600
Georgia	65,825	25%	\$234,303,273	\$505
Hawaii	8,241	27%	\$43,816,872	\$600
Idaho	9,829	27%	\$40,624,066	\$500
Illinois	67,647	26%	\$244,732,451	\$500
Indiana	33,242	26%	\$92,375,184	\$400
Iowa	12,999	28%	\$42,571,728	\$401
Kansas	14,490	26%	\$40,386,958	\$453
Kentucky	21,386	26%	\$52,405,449	\$350
Louisiana	20,384	27%	\$46,914,087	\$400
Maine	7,500	27%	\$17,067,396	\$410
Maryland	43,433	24%	\$164,254,658	\$562
Massachusetts	39,152	26%	\$142,269,315	\$500
Michigan	52,036	26%	\$151,679,000	\$410
Minnesota	29,236	27%	\$121,407,477	\$500
Mississippi	12,589	26%	\$37,318,517	\$383
Missouri	34,194	25%	\$88,776,127	\$420
Montana	5,999	28%	\$21,093,571	\$500
Nebraska	9,183	26%	\$23,777,655	\$400
Nevada	23,112	28%	\$113,635,736	\$649
New Hampshire	8,526	24%	\$27,482,077	\$450
New Jersey	52,478	26%	\$251,740,615	\$521
New Mexico	11,985	28%	\$41,259,154	\$551
New York	111,817	26%	\$400,897,419	\$500
North Carolina	60,599	26%	\$189,857,613	\$469
North Dakota	3,181	30%	\$15,661,895	\$500
Ohio	61,303	25%	\$154,121,565	\$400
Oklahoma	19,012	26%	\$58,889,923	\$450
Oregon	29,002	24%	\$97,506,657	\$500
Pennsylvania	73,759	25%	\$224,230,529	\$440
Puerto Rico	2,529	49%	\$7,998,520	\$785
Rhode Island	5,613	26%	\$18,526,640	\$500
South Carolina	29,567	26%	\$112,724,392	\$500
South Dakota	3,619	29%	\$12,779,635	\$500
Tennessee	39,216	28%	\$133,551,785	\$500
Texas	151,680	28%	\$636,419,230	\$500
Utah	18,291	30%	\$85,547,381	\$500
Vermont	3,767	24%	\$8,805,393	\$400
Virginia	54,602	26%	\$205,237,285	\$500
Washington	53,269	25%	\$247,490,038	\$500
West Virginia	9,204	27%	\$23,320,882	\$421
Wisconsin	29,481	26%	\$75,930,415	\$400
Wyoming	3,164	28%	\$7,687,151	\$500

The amount lost refers to reports with a loss of \$1 – \$999,999. The number of reports for each state excludes state-specific data contributor reports.

