Cross-Border Fraud Complaints with Canadian and United States Consumer Complaint Details

January – December 2010

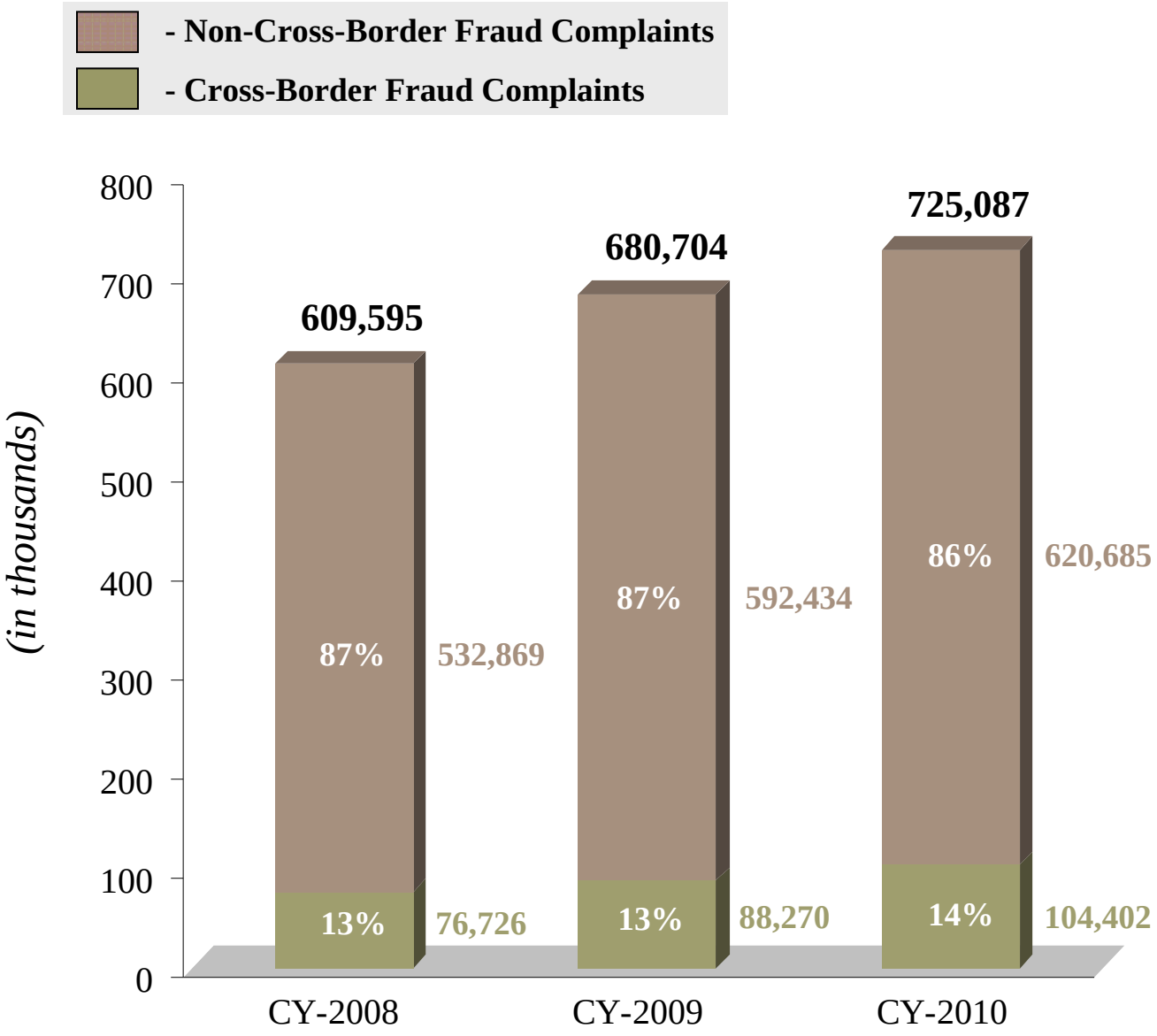
Federal Trade Commission

April 2011

Source: Data from Consumer Sentinel Network

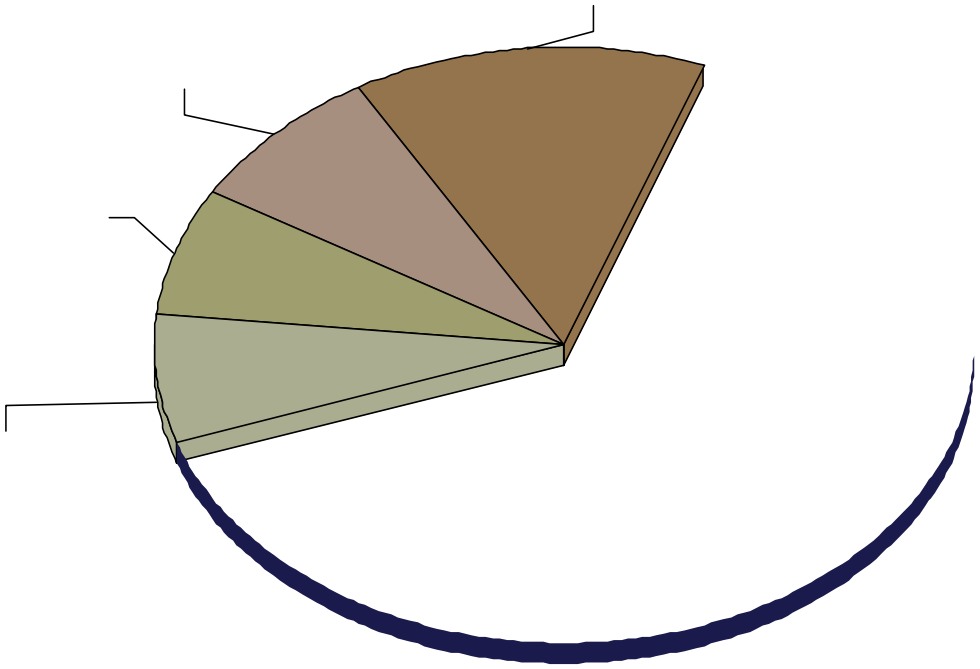
Consumer Sentinel Network Fraud Complaints[1]

Calendar Years 2008 through 2010



[1]Percentages are based on the total number of Consumer Sentinel Network fraud complaints by calendar year. These figures exclude identity theft and do not call registry complaints.

Cross-Border Fraud Complaints
By Consumer and Company Location[1]
January 1 – December 31, 2010

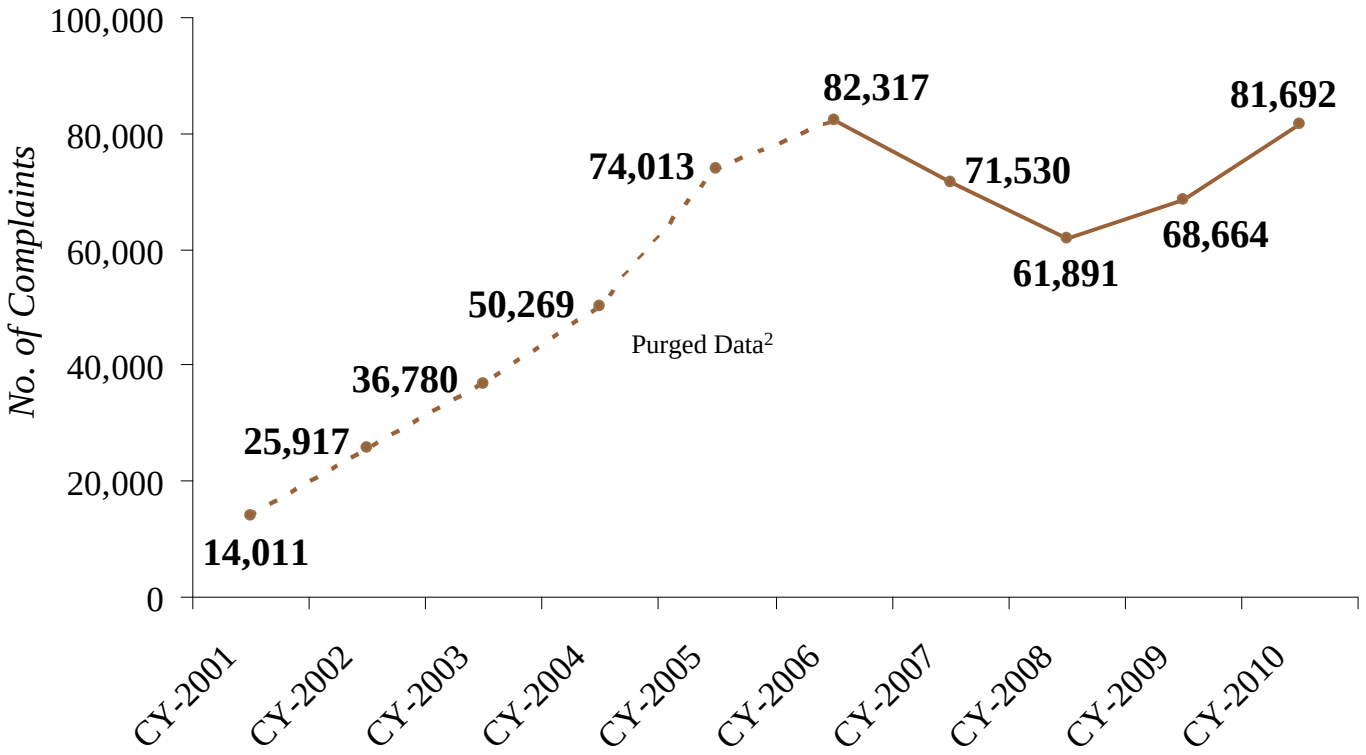


Cross-Border Fraud Complaints By Consumer and Company Location[1]
Calendar Years 2008 through 2010

[1]Percentages are based on the total number of cross-border fraud complaints for each calendar year: CY-2008 = 76,726; CY-2009 = 88,270; and CY-2010 = 104,402.

Complaints from U.S. Consumers Against Companies Located in Foreign Countries[1]

Calendar Years 2001 through 2010



[1]Number of cross-border fraud complaints from U.S. consumers against companies located in Canada or other foreign countries by calendar year.

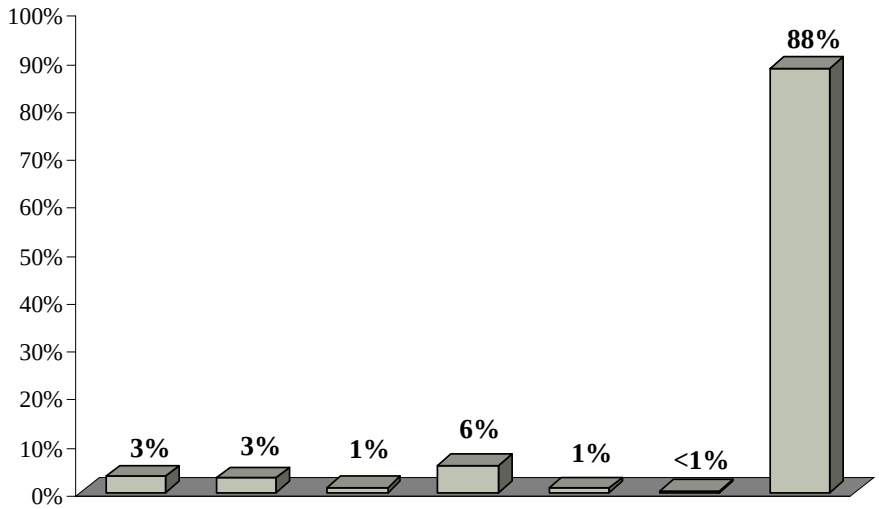
[2]Complaint counts from CY-2001 to CY-2005 represent historic figures as per the Consumer Sentinel Network's five-year data retention policy.

Top Products or Services for Cross-Border Fraud Complaints From U.S. Consumers[1]

January 1 – December 31, 2010

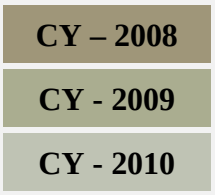
[1]Percentages are based on the total number of cross-border fraud complaints **(81,692)** from U.S. consumers against companies located in Canada or other foreign countries received between January 1 and December 31, 2010. Fifteen percent (12,296) of the cross-border complaints from U.S. consumers against companies located in Canada or other foreign countries did not contain specific product service codes.

Top Products or Services for Complaints from U.S.


100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
3%
3%
1%
6%
1%
<1%
88%

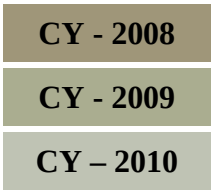
Methods of Initial Contact by Calendar Year

U.S. Consumers Contacted By Companies Located in Canada[1]



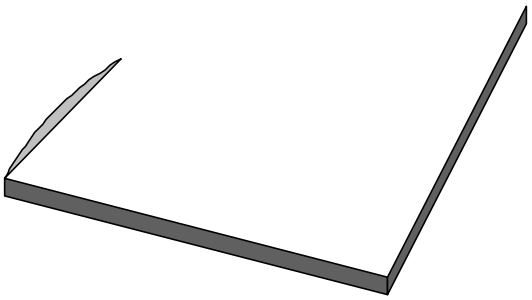
[1]Percentages are based on the total number of consumers who reported the company's method of initial contact: CY-2008 = 18,267 with 78% reporting this information; CY

U.S. Consumers Contacted By Companies Located in Other Foreign Countries[2]



Top Products or Services for Fraud Complaints from U.S. Consumers Against Companies Located in Ontario, Canada[1]

January 1 – December 31, 2010



[1]Percentages are based upon the total number of fraud complaints (5,521) by U.S. consumers complaining about companies in Ontario, Canada received between January 1 and December 31, 2010. Note that counts and percentages may not add up to the total because CSN complaints may be coded under multiple product service codes. u-3 22.08 14.754111.081596.52.08 -718.7128 l-10 8.90.28 l-12492051.08134 3

Top Products or Services for Fraud Complaints from U.S. Consumers Against Companies Located in

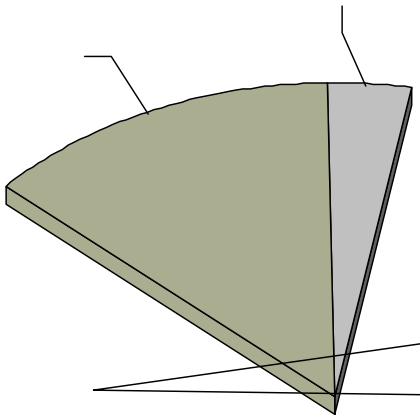
Top Products or Services for Fraud Complaints from U.S. Consumers Against Companies Located in Alberta, Canada[1]

January 1 – December 31, 2010

1

Top Products or Services for Fraud Complaints from U.S. Consumers Against Companies Located in Nova Scotia, Canada[1]

January 1 – December 31, 2010



[1]Percentages are based upon the total number of fraud complaints (810) by U.S. consumers complaining about companies in Nova Scotia, Canada received between January 1 and December 31, 2010. Note that counts and percentages may not add up to the total because CSN complaints may be coded under multiple product service codes.

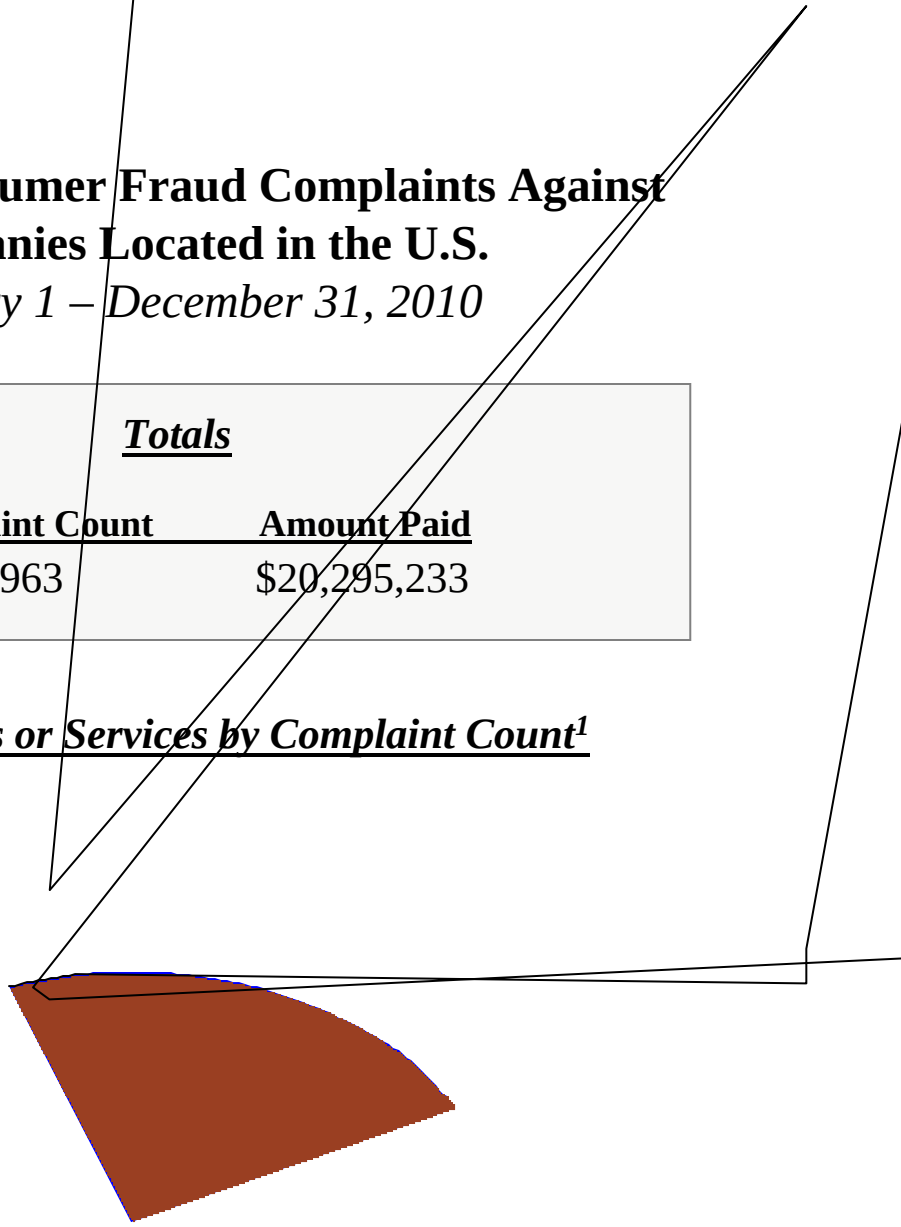
Canadian Consumer Fraud Complaints Against Companies Located in the U.S.

January 1 – December 31, 2010

Totals

Complaint Count	Amount Paid
4,963	$20,295,233

Top Products or Services by Complaint Count[1]



[1]Percentages are based upon the total number of fraud complaints (6,925) by Canadian consumers complaining about companies in the United States received between January 1 and December 31, 2010.

Consumer Sentinel Network Fraud Complaints from Consumers Located in Ontario, Canada

January 1 – December 31, 2010

Top 5 Products or Services[1]

Rank	Top 5 Products or Services	Complaints	Percentage[1]
1	Shop-at-Home\Catalog Sales	2,729	14%
2	Prizes\Sweepstakes\Gifts	2,137	11%
3	Travel\Vacations	746	4%
4	Employ Agencies\Job Counsel\Overseas Work	741	4%
5	Property\Inheritance Tracers	528	3%

[1]Percentages are based on the total number of fraud complaints (19,732) received from consumers in Ontario, Canada, during the time period. Fifty percent (9,859) of the total number of fraud complaints received from consumers in Ontario, Canada were coded Other (Note in Comments).

Reported Amount Paid

No. of Complaints	Complaints Reporting Amount Paid	Percentage of Complaints
(Am) fTc 0.0plaints ,.-5(P)-		4%

[2]Average amount paid is based upon the total number of complaints where amount paid was reported.

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

Company's Method of Contacting Consumers[4]

Methods of Payment Reported by Consumers[5]

[4]Percentages are based on the total number of fraud complaints where company's method of initial contact was reported by consumers from Ontario, Canada (7,826). Fifteen percent (1,167) of consumers reported other methods of initial contact. 40% of consumers reported this information.

[5]Percentages are based on the total number of consumers from Ontario, Canada, who reported the method of payment (1,133) during the time period. 6% of consumers reported this information.

Consumer Sentinel Network Fraud Complaints from Consumers Located in British Columbia, Canada

January 1 – December 31, 2010

Top 5 Products or Services[1]

Rank	Top 5 Products or Services	Complaints	Percentage[1]
1	Shop-at-Home\Catalog Sales	941	14%
2	Prizes\Sweepstakes\Gifts	644	9%
3	Travel\Vacations	388	6%
4	Employ Agencies\Job Counsel\Overseas Work	250	4%
5	Office: Ad Space\Directory Listings	215	3%

[1]Percentages are based on the total number of fraud complaints (6,905) received from consumers in British Columbia, Canada, during the time period. Forty-five percent (3,079) of the total number of fraud complaints received from consumers in British Columbia, Canada were coded Other (Note in Comments).

Reported Amount Paid

No. of Complaints	Complaints Reporting Amount Paid	Percentage of Complaints Reporting Amount Paid	Total Amount Paid Reported	Average Amount Paidl A80.0016 Tc ported

[2]Average amount paid is based upon the total number of complaints where amount paid was reported.

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

Company's Method of Contacting Consumers[4]

Methods of Payment Reported by Consumers[5]

[4]Percentages are based on the total number of fraud complaints where company's method of initial contact was reported by consumers from British Columbia, Canada (2,798). Sixteen percent (445) of consumers reported other methods of initial contact. 41% of consumers reported this information.

[5]Percentages are based on the total number of consumers from British Columbia, Canada, who reported the method of payment (419) during the time period. 6% of consumers reported this information.

Consumer Sentinel Network Fraud Complaints from Consumers Located in Alberta, Canada

January 1 – December 31, 2010

Top 5 Products or Services[1]

[1]Percentages are based on the total number of fraud complaints (5,843) received from consumers in Alberta, Canada, during the time period. Forty-five percent (2,608) of the total number of fraud complaints received from consumers in Alberta, Canada were coded Other (Note in Comments).

Reported Amount Paid

[2]Average amount paid is based upon the total number of complaints where amount paid was reported.

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

Company's Method of Contacting Consumers[4]

Methods of Payment Reported by Consumers[5]

[4]Percentages are based on the total number of fraud complaints where company's method of initial contact was reported by consumers from Alberta, Canada (2,223). Seventeen percent (383) of consumers reported other methods of initial contact. 38% of consumers reported th3e2rG6ereID 11 BP(e2rG6e)Tj.47 Tw 7.02 0.9rnsu

[5]Percentages are based on the total number of consumers from Alberta, Canada, who reported the method of payment (326) during the time period. 6% of consumers reported this information.

Consumer Sentinel Network Fraud Complaints from Consumers Located in Nova Scotia, Canada

January 1 – December 31, 2010

Top 5 Products or Services[1]

Rank	Top 5 Products or Services	Complaints	Percentage[1]
1	Shop-at-Home\Catalog Sales	202	13%
2	Prizes\Sweepstakes\Gifts	161	11%
3	Travel\Vacations	111	7%
4	Charitable Solicitations	36	2%
5	Property\Inheritance Tracers	33	2%

[1]Percentages are based on the total number of fraud complaints (1,527) received from consumers in Nova Scotia, Canada, during the time period. Fifty-three percent (808) of the total number of fraud complaints received from consumers in Nova Scotia, Canada were coded Other (Note in Comments).

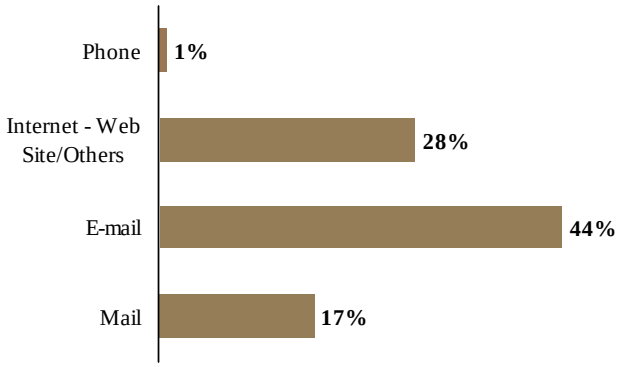
Reported Amount Paid

No. of Complaints	Complaints Reporting Amount Paid	Percentage of Complaints Reporting Amount Paid	Total Amount Paid Reported	Average Amount Paid[2]	Median Amount Paid[3]
1,527	477	31%	$1,311,359	$2,749	$700

[2]Average amount paid is based upon the total number of complaints where amount paid was reported.

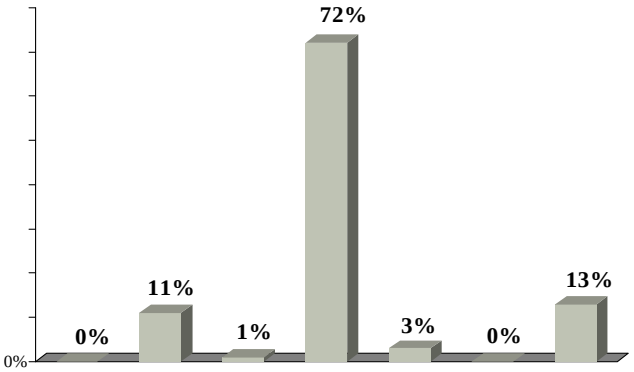
[3]Median is the middle number in a set of numbers so that half the numbers have values that are greater than the median and half have values that are less. Calculation of the median excludes complaints with amount paid reported as $0.

Company's Method of Contacting Consumers[4]

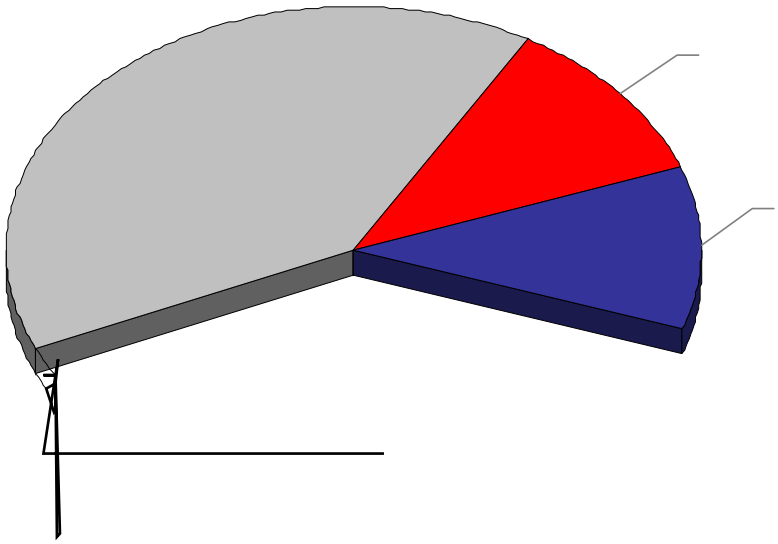


[4]Percentages are based on the total number of fraud complaints where company's method of initial contact was reported by consumers from Nova Scotia, Canada (502). Eleven percent (54) of consumers reported other methods of initial contact. 33% of consumers reported this information.

Methods of Payment Reported by Consumers[5]



[5]Percentages are based on the total number of consumers from Nova Scotia, Canada, who reported the method of payment (75) during the time period. 5% of consumers reported this information.



Econsumer Complaints
Top Consumer and Company Locations
January 1 – December 31, 2010

Top Consumer Locations	Complaints
UNITED STATES	9,673
AUSTRALIA	900
UNITED KINGDOM	759
CANADA	537
FRANCE	449
INDIA	124
GERMANY	94
IRELAND	87
MEXICO	70
SWEDEN	67

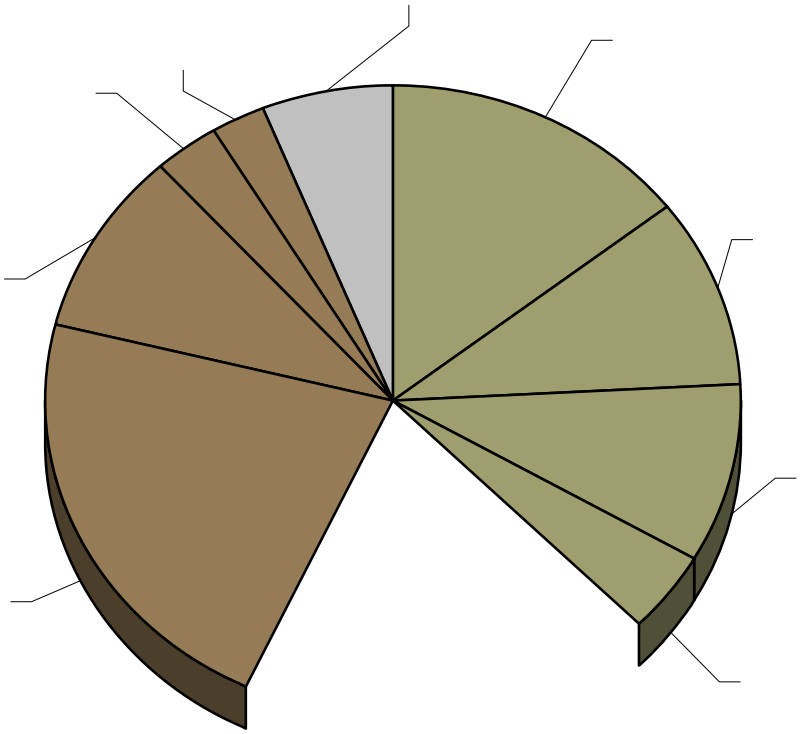
Top Company Locations	Complaints
UNITED STATES	3,150
CHINA	2,448
UNITED KINGDOM	1,239
CANADA	397
AUSTRALIA	254
NIGERIA	237
GERMANY	228
INDIA	216
MEXICO	154
PANAMA	130

The Consumer Sentinel Network is a free, online database of consumer complaints available only to law enforcement. It includes complaints about identity theft, fraud, financial transactions, debt collection, credit reports, and Spam, 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 complaints provided directly to the FTC, as well as to complaints shared by other data contributors.

The Identity Theft Data Clearinghouse was launched in November 1999 and is the sole national repository of consumer complaints about identity theft. The Clearinghouse provides specific investigative material for law enforcement and broader reports that provide insight to both private and public sector partners on ways to reduce the incidence of identity theft. Information in the Clearinghouse is available to law enforcement members via the

Econsumer.gov was created in April 2001 to gather and share cross-border e-commerce complaints to respond to the challenges of multinational Internet fraud, and enhance consumer confidence in e-commerce. Through econsumer.gov, consumers can file cross-border consumer complaints online and learn about alternative ways to resolve them. All information is available in English, French, German, Japanese, Korean, Polish, and Spanish. Using the existing Consumer Sentinel Network, the incoming complaints are shared through the government Website with participating consumer protection law enforcers from 25 nations.

Consumer Sentinel/Military, which was established in September 2002, is a project of the Federal Trade Commission and the Department of Defense to identify and target consumer protection issues that affect members of the United States Armed Forces and their families. Consumer Sentinel/Military also provides a gateway to consumer education materials covering a wide range of consumer protection issues, such as auto leasing, identity theft, and work-at-home scams. Members of the United States Armed Forces can enter complaints directly into Consumer Sentinel. This information is used by law enforcement agencies, members of the Judge Advocate General staff, and other Department of Defense personnel to help protect armed services members and their families from consumer protection-related problems.



Appendix A3: Consumer Sentinel Network Data Contributor Details

January 1 – December 31, 2010

[1]Percentages are based on the total number of CSN complaints: CY-2008 = 1,241,086; CY-2009 = 1,377,845; and CY-2010 = 1,339,265.

[2] For a list of Better Business Bureaus contributing to the Consumer Sentinel Network, see Appendix A4.

Appendix A4: Consumer Sentinel Network
Better Business Bureau Data Contributors

January 1 – December 31, 2010

Alabama, Birmingham
Alabama, Huntsville
Alberta, Edmonton (Canada)
Arizona, Tucson
Arkansas, Little Rock
British Columbia, Vancouver (Canada)
California, San Joaquin Valley (Fresno)
Colorado, Colorado Springs
Colorado, Denver
Colorado, Fort Collins
District of Columbia, Washington
Florida, Clearwater
Florida, Orlando
Florida, Pensacola
Georgia, Atlanta, Athens and Northeast Georgia
Georgia, Macon
Georgia, Savannah
Hawaii, Honolulu
Illinois, Chicago
Illinois, Peoria
Indiana, Evansville
Indiana, Fort Wayne
Iowa, Des Moines
Kansas, Kansas City
Louisiana, Acadiana (Lafayette)
Missouri, Saint Louis
Missouri, Springfield
Nebraska, Omaha
Nevada, Reno
New Hampshire, Concord
North Carolina, Charlotte
North Carolina, Greensboro
North Carolina, Raleigh
Ohio, Akron
Ohio, Columbus
Ohio, Dayton
Ohio, Toledo
Oklahoma, Oklahoma City
Oklahoma, Tulsa
Ontario, Kitchener (Canada)
South Carolina, Columbia
Tennessee, Chattanooga
Tennessee, Knoxville
Tennessee, Nashville
Texas, Abilene
Texas, Amarillo
Texas, Austin
Texas, Brazos Valley
Texas, Dallas
Tea([T)-15()47(leS)-11(i6dg)11(i)21(s