

Year Long Trends

- Average losses rose, from \$845 in 2002, to \$1,504 in 2003.
- Most credit card offer victims in 2003 were in their 20s, 30s, and 40s accounting for 70%.
- The number of victims ages 60+ rose. Victims ages 60+ made up 34% in 2003, compared to only 27% in 2002.
- Bank debits as a form of payment have risen dramatically since 1995, from 8% to the #1 method of payment in 2003 at 37% of transactions.
- Fraud is everywhere, but for the first time, the location of victims is calculated relative to the total state population.
- Fraudulent offers originating from Canada have risen from 1995 to 2003, from 3% to 13% respectively. Fraudulent offers from outside the US/Canada was 2% in 1995 compared to 5% in 2003.



Telemarketing

Scams

January—December
2003

Top Ten Scams

Category	% of All Complaints	Average Loss
Credit Card Offers <i>False promises of credit cards, even if credit is bad, for a fee paid upfront</i>	23%	\$233
Prizes/Sweepstakes <i>Request for payment based on promise of cash or valuable prizes that never materialize</i>	21%	\$3,031
Work-at-Home Plans <i>Kits sold on false promises of big profits from working at home</i>	10%	\$392
Magazine Sales <i>Misrepresent cost of subscriptions or pretend to be publisher calling about renewals</i>	7%	\$110
Advance Fee Loans <i>False promises of personal or business loans, even if credit is bad, for a fee paid upfront</i>	6%	\$1,662
Lotteries/Lottery Clubs <i>False claims that consumers have won, or can get help to win, a lottery, often in a foreign country</i>	5%	\$5,127
Buyers Clubs <i>Memberships in discount buying clubs consumers never agreed to join or thought were free trial offers</i>	4%	\$225
Travel/Vacations <i>Offers of free trips or discount travel that never materialize</i>	2%	\$571
Telephone Slamming <i>Switch consumers' phone service to another carrier without their consent</i>	2%	\$103
Business Opportunities/Franchises <i>Offers to help you start your own business with claims of high earnings with little effort</i>	2%	\$5,376



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Ages of Consumers

<i>Ages</i>	<i>% of Complaints</i>
20-29	13%
30-39	17%
40-49	20%
50-59	16%
60-69	11%
70-79	13%
80+	10%

Methods of Payment

<i>Category</i>	<i>% of Payments</i>
Bank Debit	37%
Wire	21%
Check	13%
Credit Card	11%
Money Order	7%

Methods of Contact by Telemarketing Crooks

<i>Category</i>	<i>% of Payments</i>
Phone	57%
Mail	29%
Print	9%

Location

Consumers

<i>Location*</i>
Georgia
Mississippi
Montana
Florida
New Hampshire

Crooks

<i>Location</i>	<i>% of Complaints</i>
Florida	12%
California	12%
New York	12%
Ontario	7%
Georgia	7%

*calculated rank by relative state population