Testimony of the Identity Theft Resource Center
Before the United States Senate Committee on Commerce, Science, and Technology
10 am October 6, 2021

The connections between cybersecurity, data breaches, and identity crimes
Delivered by James Everett Lee, ITRC Chief Operating Officer

Introduction

Good morning, Chair Cantwell, Ranking Member Wicker and members of the Committee. Thank you for the honor of speaking with you today. My name is James Everett Lee and I am the Chief Operating Officer of the non-profit Identity Theft Resource Center (ITRC) based in San Diego, California.

For the past 21 years, the ITRC has offered free assistance to victims of identity crimes. Through our contact center staffed by trauma-informed advisors, about 11,000 times per year we directly help victims recover their identities that have been stolen or otherwise compromised and we help consumers who want to prepare for the day when their personal information is acquired or misused by identity criminals.

Through our website and outreach programs, we help educate an additional one million people around the world who hold U.S. identity credentials, including military personnel, on how to protect their identity information. We also provide information about the latest scams that involve the theft or misuse of personal information.

Since 2005 the ITRC has compiled the largest repository of publicly noticed data breaches and other forms of identity data compromises. What started as a handful of data points 16 years ago with a single company notice has grown into a database of more than 13,000 data breaches with as many as 90 data points per event that is updated daily.

We also publish an annual data breach report and quarterly updates that analyzes the trends reflected in the data breach notices mandated by state law and federal regulations. In fact, earlier today, we published our *Q3 Data Breach Analysis* which shows we have already surpassed the total number of U.S. data compromises reported in full-year 2020. We are only 238 data compromises from tying the all-time record set in 2017. You'll find the full report as an attachment to my written testimony. **Exhibit A:** ***Q3 2021 ITRC Data Breach Analysis - October 6, 2021***

I would like to briefly mention two additional reports that we publish. First, our Consumer Aftermath Report is the only comprehensive study on the total impact of identity crimes on consumers. I will reference our most recent findings report later in my remarks and the full report is attached as an exhibit. **Exhibit B:** ***2021 Consumer Aftermath Report, May 2021***

Later this month, which coincidently is Cybersecurity Awareness Month, we will publish our first report on the impacts of security and data breaches on small businesses and solopreneurs including gig workers. Our *Business Aftermath Report* is the first independent research of its kind that is based on information taken directly from small business owners and leaders.

Finally, as a non-profit, the ITRC is funded primarily through grants from the Department of Justice, Office of Victims of Crime as well as private contributions and corporate sponsorships. We work closely with key federal agencies on issues that involve identity crime victims including the Federal Trade Commission (FTC), the Internal Revenue Service's Security Summit, the Pandemic Response Accountability Committee (PRAC), the Department of Homeland Security (DHS), and numerous state and local law enforcement agencies. For example, the FTC has referred more than 20,000 victims of the most complex identity theft cases to us to provide the specialized support many ID crime victims require that government agencies and large for-profit companies are not equipped to address.

The connection between cybersecurity, data breaches, and identity crimes

Our job, every day, is to talk with victims of identity crimes. The information I'm going to share with you today is largely based on what we learn from people directly impacted by these crimes. These interactions also influence our advice to the Committee today.

When the ITRC was born two decades ago, the primary source of identity crimes was physical – stolen mail, a lost laptop, dumpster diving, shoulder surfing, a file folder left on a desk, or a filing cabinet left unlocked. The criminal was likely someone you knew or shared a connection.

Even when California passed the first data breach notice law, the first nationwide data breach notice didn't involve a cyberattack – it was the result of organized criminals setting up a legitimate-looking insurance business for the purpose of ordering paper copies of credit reports from a data broker. My how things have changed.

Today, the primary source of data compromises involving personal information is related to cyberattacks launched by professional criminals outside the US or by Nation/States. Of the 1,291 publicly reported data compromises so far in 2021, 1,111 are the result of a cyberattack. The number of ransomware-related data compromises reported so far in 2021 *exceed* the number of similar events in 2020 & 2019 *combined*. It should be noted that the 1,111 cyberattack-related data events reported so far this year is more than *all data compromises in full-year 2020*.

The chart below from the *Q3 Data Breach Analysis* shows the various ways data compromises occur and the most common attack vectors used by cybercriminals. Far and away phishing and related attacks followed by ransomware are the most common forms of cyberattacks that lead to data compromises.

Attack Vector 2021 YTD vs. Full Years 2020 & 2019			
Attack Vector	**2021 YTD**	**2020**	**2019**
Cyberattacks	**1,111**	**878**	**928**
Phishing/smishing/BEC	370	383	490
Ransomware	244	158	83
Malware	103	104	112
Non-secured Cloud Environment	19	50	15
Credential Stuffing	12	17	3
Unpatched software flaw	2	3	3
Zero Day Attack	2	1	n/a
Other - not specified	359	162	222
System & Human Errors	**134**	**152**	**231**
Failure to configure cloud security	48	57	56
Correspondence (email/letter)	40	55	89
Misconfigured firewall	9	4	4
Lost device or document	7	5	19
Other - not specified	30	31	63
Physical Attacks	**35**	**78**	**118**
Document Theft	3	15	19
Device Theft	12	30	57
Improper Disposal	3	11	14
Skimming Device	n/a	5	4
Other - not specified	17	17	24
Unknown	**11**	**n/a**	**2**
TOTALS:	**1,291**	**1,108**	**1,279**

What has also changed over time is the type of data identity thieves want and how they acquire it. The last time we set an all-time high for data breaches in 2017, identity thieves wanted to Hoover up as much data as possible from as many sources as they could find.

Today, we see highly organized cybercriminals launching highly sophisticated attacks using automated tools. Data quantity is no longer the goal of an attack; data quality is. With the right information – primarily logins and passwords – cyberthieves do not need to engage in time consuming and risky attacks that exploit known, but unpatched software bugs. Using automated tools and data stolen in breaches, they can walk in the front door and have access to everything they need to extort an organization or take over the account of an individual.

As a result of this shift, we see more cyberattacks that impact fewer individuals in mass attacks. Make no mistake, though, individuals are still at-risk today.

We are moving from an era of identity theft where data is acquired and accumulated to a time of identity fraud where ID thieves monetize the data they've collected - with the occasional effort to refresh older information. The chart below shows the shift in terms of the number of data breach victims dating back to 2015.

Compromise Year-over-Year Totals		
Month	**Compromises**	**Victims**
2021 YTD*	1,291	281,451,400
2020	1,108	310,116,907
2019	1,279	883,558,186
2018	1,175	2,227,849,622
2017	1,529	1,827,986,798
2016	1,105	2,541,588,745
2015	785	318,276,407
*As of 9/30/2021		

Connecting the Dots

To connect the dots using a real-world example, let's discuss the dramatic rise in identity-related unemployment benefits fraud during the COVID-19 pandemic. Public and private sector estimates of the financial impacts vary from just short of $100B to nearly $400B in stolen benefits. The victims fall into two categories: those who needed benefits and were denied because a cybercriminal applied for the benefits first; and those who didn't lose their job, but someone applied for and received benefits in their name.

At the ITRC, we first noticed there was something unusual occurring when we began to receive phone calls from Washington State. In normal times, the ITRC receives fewer than 20 inquiries per year about identity-related unemployment fraud. Shortly after the federal unemployment subsidies went into effect, we began to see a call a day from the Seattle area. That soon increased to several a day, before leaping to more contacts in one month than we had seen from all 50 states in the previous two years. ***Exhibit C: Spreadsheet of 2020-21 ITRC Victim Stats by State***

In early 2020 Washington State had a robust unemployment benefits program and had recently upgraded its technology to a state-of-the-art system that allowed taxpayers to register for a single account to access all State services. The system included a credential verification process that relied on readily available information about a person – information that was available for sale in identity marketplaces along with known logins and passwords. It was very easy for cybercriminals to use stolen information to create a new State benefits account or redirect an existing account using data breach-fueled information.

The volume of applications overwhelmed the state teams responsible for auditing the applications for fraud, eventually leading to the decision to switch from identity verification before paying benefits to auditing for fraud after-the-fact. After one month, Washington state change their model and reports of fraudulent unemployment claims dropped dramatically, but not before more than $500M in fraud was identified in Washington State alone.

Since April 2020 through today, 98 Washington residents have sought the assistance of the ITRC to help them recover from government benefit related fraud. I've attached to these remarks a state-by-state breakout of residents who turned to the ITRC for assistance since 2019.

Soon, this scenario played-out in every state to one degree or another. Ironically, the states with technology dating back to the 1960s faired the best. And at least one state that upgraded mid-pandemic saw their cyber-related fraud increase AFTER they implemented a state-of-the-art system. From March 2020 to the end of September 2021, we logged 2,112 cases of unemployment identity fraud in all 50 states and the District of Columbia.

Behind all these numbers, though, are victims. Real people who were – and in some cases still are – suffering.

The ITRC's *Consumer Aftermath Report* from May of this year illustrates the impacts of this fraud on two distinct groups. However, as you will see, the impacts are not proportionate.

Victims whose identities were used to apply for benefits they didn't need were largely only inconvenienced. They are still at risk of future attacks, however, because their information has been compromised and is in the hands of known criminals who can use that information at any time.

Of course, they may not have known their identities were being misused until a debit card arrived in the mail loaded with unemployment benefits. Often-times the letter was followed by a call from someone claiming to be a representative of the State or issuing bank saying there had been a mistake and to send the card to a "special" address.

Or a victim or mail carrier would find someone trying to collect mail from their mailbox. In some incidents reported to the ITRC, as many as 50 debit cards per day would arrive by mail – each addressed to a different person. Others didn't learn their identities had been compromised until they received a 1099 form saying they owed taxes on benefits they did request or receive.

For the victims who needed those benefits but were denied the resources they were due, the impacts could be devasting. In following up directly with victims, we learned that:

- 40 percent were unable to pay their routine bills
- 14 percent were evicted for non-payment of rent or mortgage
- 33 percent did not have enough money to buy food or pay for utilities

- 13 percent were unable to get a temp or permanent job as a result of identity misuse

As of April 2021 when this survey of victims was conducted:

- 69 percent of victims denied benefits said their issues were still unresolved from 2020
- 75 percent of victims whose identities were used to apply for PPP loans had unresolved issues
- 82 percent of people who were the victims of benefits scams where they unknowingly paid a criminal to expedite their benefit payments had not resolved the issues from 2020.

And, the fraud continues to this day. A local television station here in Washington, DC reports that one local Virginia business continues to receive requests to verify unemployment claims – none of which are for actual employees of the company. In 2020 we opened 802 unemployment ID fraud cases. To date in 2021, the count stands at 1,296. In 2019, the count was 14.

All of these issues are directly linked to identity thieves stealing personal information. While it's not possible to always draw a direct line to a specific data breach, the broad-based attacks that impacted every state utilized data available in illicit identity marketplaces. Information placed there as a result of an organizational failure to prevent unauthorized access to consumer information, most often because of poor cybersecurity practices, procedures, or execution.

All of this begs a simple question with a complex answer: What can, and should, we do?

In the ITRC's view, all potential solutions begin from the same place: The status quo is broken. From there, we believe policymakers and industry leaders need to focus on three key areas to achieve the ultimate goal of any public policy: Protect our citizens and protect the homeland. Specifically, we recommend intense focus on three areas:

We need better cybersecurity standards and practices.
The cyberattacks against known, but unpatched flaws and the data breaches that result from them are largely preventable.

NIST has set a record each year since 2016 for the number of known software flaws that are assigned a risk rating in the National Vulnerability Database. We will set another record this year, too, most likely in excess of 19,000 known software bugs. There have already been 33 Zero Day attacks – cyberattacks exploiting a previously unknown software flaw - in calendar year 2021. That's 11 more than 2020.

Meanwhile, the average time to patch a known software bug in enterprise software or web applications is measured in months or years depending on the sector – while attackers can

exploit a new flaw in a matter of hours or minutes. Without enforceable minimum standards, there is no incentive beyond headline avoidance and fear of post-breach litigation to motivate most organizations. The "it's cheaper to pay the fine" mentality is alive and well when it comes to cybersecurity.

There is an even more basic step that can be highly effective at keeping personal information out of the hands of criminals: don't collect the information in the first place. You cannot breach what you do not have. Americans have made it pretty clear when given a choice about opting in or out of data collection or sharing, most people will say "no thanks." An estimated six percent (6%) of US iPhone users opted-in to data tracking when given the opportunity to choose earlier this year. That's six percent of an estimated 116M people in the U.S.

We need better enforcement.
Victims deserve better enforcement mechanisms and we believe victims are best served when there are options for redress. Clearly, the sticking points here in Washington and the states that have considered their own privacy & security laws are the issues of private right of action and federal pre-emption. When regulators have the tools they need to fully enforce strong laws, everyone wins. However, in the environment where we operate today, some states are more aggressive in protecting their citizens than others, resulting in disparate impacts for the same crime based on where you live. Victims and businesses alike are well served when everyone knows the rules and faces the same consequences. And just like in other areas of public policy, a system where the government and the aggrieved share the ability to seek redress provides the options that helps everyone.

The current California privacy law – the CCPA - is an example of that shared authority. Only the California Attorney General may take an enforcement action under most provisions of the law – the exception being if a data breach is caused by a failure to provide adequate cyber security. Then the law sets a procedure by which an individual can seek a statutorily set level of damages. This limited right of action is included in the new privacy law overwhelming approved by voters in 2020 that will take effect in 2023. The new CPRA also allows a slightly expanded private right of action if an email address and password are compromised in a data breach.

As for federal pre-emption, again we believe victims are best served by options. While we need minimum standards, technology moves faster than government. Giving state and local jurisdictions the ability to be responsive to new threats and technologies while maintaining a base of strong security and privacy is the kind of flexibility we believe helps victims and organizations, too.

Lastly on this point, our partners at the FTC are best equipped to be the enforcement agency for enhanced privacy and protection standards – if they are given the proper tools, mechanisms, and Congressional mandate.

Our victim notification system is wholly inadequate.
Please understand that what I'm about to say is not a rousing endorsement of the European Union's General Data Protection Regulation (GDPR). But, one area where the GDPR seems to be working is the breach notification system wherein organizations are required to provide notice to regulators and, ultimately, citizens if appropriate.

Why do I say this is a model worthy of exploration? The concept of a U.S. data breach notice law was first proposed in 2003 by a certain senator from Washington. Congress did not adopt the law, but California lawmakers took notice and passed the world's first data breach notice law that same year. It became effective in 2004. In 2005, "data breach" entered the popular lexicon for the first time when a company where I was an executive issued the first nationwide breach notice under the theory that data doesn't respect dotted lines on a map…and with a little friendly persuasion from Sens. Markey and Blumenthal in their previous roles.

By the way, that breach was quaint by today's standards - 156,000 potential victims, as Ms. Rich may remember - and would not even meet the threshold for issuing a data breach in some states today. Over the next 13 years, 90 other countries adopted data breach laws before the final two states required breach notifications in the wake of the Equifax compromise in late 2017.

I already mentioned that the ITRC database reflects some 13,000+ data breach notices accumulated over 16 years. The current average number of breaches reported in the US is about 5 per day. The average number of data breaches reported in the EU under the GDPR is 331 per day as of January 2021. Couple that with the estimated 15B stolen logins and passwords available for sale in identity marketplaces and it's obvious the number of US data breaches are being under reported.

When they are reported, the notices are largely meaningless with little transparency or actionable information. A recent study by the University of Michigan and a second by Carnegie Melon University both show that we simply are not equipping victims with enough information about what happened and how to protect themselves. The vast majority of breach victims simply do nothing.

The Michigan study concluded that even after receiving a breach notice, most people in the study did not know their information had been compromised at least three times. The Carnegie Melon study showed that most people who receive a data breach notice do not take even the basic step of changing the password on a compromised account; and if they do, it's generally months after receiving the breach notice and the replacement password is weaker than the original.

Mandatory reporting with strong penalties for failing to comply with both the required form and substance of a notice along with a bias toward more transparency will make a difference in

terms of equipping victims with the knowledge needed to protect themselves and their loved ones from future data compromises.

Conclusion

In our view, today's hearing is ultimately about how we reduce the number of identity crime victims. Yet, there is a separate conversation needed about how we support people when they are victimized. The victim support system we have today is just as inadequate as our cybersecurity standards, our enforcement structure, and our system of victim notification. The ITRC would love to engage with you on this topic, too.

Thank you for your time and attention. I look forward to answering any questions you may have.

Exhibit A

Third Quarter 2021 Data Breach Analysis: Number of 2021 Data Compromises Surpasses Total Number of Compromises In 2020

Key Takeaways

- The number of publicly-reported data compromises through September 30, 2021 has exceeded the total number of events in FY 2020 by 17 percent, even though the number of compromises dropped by nine (9) percent compared to Q2 2021. The trendline continues to point to a record-breaking year for data compromises.
- The number of data compromise victims dramatically increased in Q3 - ~160M individuals primarily due to a series of data exposures [1] in the Quarter.
- The total number of cyberattack-related data compromises YTD is up 27 percent compared to FY 2020, with Phishing and Ransomware far and away the primary attack vectors.
- There have been no publicly reported data compromises to date in 2021 attributed to payment card skimming devices.
- There is a disturbing trend developing where organizations and state agencies do not include specifics about data compromises or report them on a timely basis. One state has not posted a data breach notice since September 2020.

Discussion

- The total number of publicly reported data compromises dropped slightly in the Third Quarter (Q3) ending September 30, 2021 (446 in Q3 vs. 491 in Q2). However, the total number of data compromises for the year to date (YTD) has surpassed the total of publicly-reported data events in 2020: 1,291 compared to 1,108, a 17 percent increase. The current trendline indicates the total number of data compromises in 2021 will exceed the previous all-time high set in 2017 of 1,529[2]. The current delta is 238.
- Meanwhile, the number of individuals impacted by a data compromise in Q3 surpassed the total number of victims reported in the first six months of 2021 – ~160M victims in Q3 compared to ~121M in Q1 and Q2 2021 combined. The dramatic rise in the number of victims was directly related to 26 instances where cloud databases were not secured. Six (6) cyberattacks against unsecured databases impacted ~48M victims. Twenty (20) organizations failed to secure a cloud database exposing the personal information of 99M individuals. Data exposures due to a system or human error are generally lower risk because there is no indication the information was accessed, copied, or removed from the exposed database.
- Adjusting for the large increase in victims of data exposures and unsecured cloud database attacks, ~13M individuals were impacted by all other forms of data compromises. That corresponds to the continuing macro trend of fewer individuals being impacted by mass data breaches related to cyberattacks.

- Cyberattacks remained the primary cause of data compromises, including data breaches, data exposures, and data leaks. Phishing and related attacks in 2021 (370 to date) will likely exceed the 383 similar attacks reported in 2020. The 244 ransomware-related data compromises reported to date in 2021 exceed the 241 similar events in 2020 & 2019 combined.
- There have been zero (0) data compromises attributed to skimming devices so far in 2021. Skimmer-related data breaches have been steadily declining since 2015 with the introduction of chipped payment cards as required by PCI security standards.
- Data compromises were up in 10 out of 13 sectors in Q3 2021 compared to Q3 2020, and nine (9) out of 13 sectors saw more compromises compared to Full-Year (FY) 2020. Financial Services, Manufacturing & Utilities, and Education have seen the largest increases; Healthcare and Professional Services have seen slight decreases.
- Supply Chain attacks continue to have a meaningful impact on both companies and individuals. Although Supply Chain attacks only count as a single attack, they impact multiple organizations and the individuals whose data is stored by them. Sixty (60) entities were impacted by 23 third-party/supply chain attacks, including eight (8) attacks that were reported in previous Quarters. Nearly 793K individuals were impacted in Q3.
- There has been an increase in a lack of transparency in breach notices at both the organization and government level that, if it continues, could lead to a significant impact on individuals. See the categories in the charts below that indicate the growth in the number of events with little or no detail (Other). Academic research[3, 4] shows that the majority of individuals already fail to acknowledge or act on data breach notices. Withholding important information or failing to post notices on a timely basis may serve to prevent individuals from taking actions to protect their identities. For example, one state has not posted a new data breach notice on its website since September 2020.

Q3 2021 Data Compromise Details

Number of Compromises Q3

- **Data Breaches:** 417 data breaches; 61,003,474 victims
- **Data Exposures:** 20 data exposures; 99,128,886 victims; 189,552,977 total records exposed
- **Data Leaks:** One (1) data leak(s); 700,000,000 victims (includes non-U.S. victims)
- **Unknown Attack Vector:** Eight (8) unknowns; 3,172 victims

Attack Vectors Q3 2021

- **Cyberattacks**: 389 breaches/exposures; 60,866,744 victims
    - 124 Phishing/Smishing/BEC
    - 91 Ransomware
    - 33 Malware
    - Six (6) Non-secured cloud environment
    - Four (4) Credential Stuffing
    - Two (2) unpatched software flaw
    - One (1) Zero Day Attack
    - 128 Other – not specified
- **System & Human Errors**: 43 breaches/exposures; 99,256,777 victims
    - 20 Failure to configure cloud security
    - 10 Correspondence (email/letter)
    - Four (4) Misconfigured firewalls
    - Two (2) Lost device or document
    - Seven (7) Other – not specified
- **Physical Attacks**: Six (6) breaches/exposures; 9,882 victims
    - Two (2) Document Theft
    - One (1) Device Theft
    - Three (3) Other – not specified
- **Supply Chain Attacks**: (*included in the attack vectors above*)
    - 60 entities were impacted by 23 third-party/supply chain attacks, including eight (8) attacks that were reported in previous Quarters; 793,052 victims in Q3
        - 57 entities affected; 673,447 victims from third-party/supply chain cyberattacks
        - Two (2) entities affected; 2,707 victims from third-party/supply chain systems and human errors
        - One (1) entity affected; 116,898 victims from third-party/supply chain physical attacks
    - Noteworthy Supply Chain Attacks
        - **Blackbaud (2020)**: The ITRC has recorded 580 entities with 12,813,995 victims from the Blackbaud data breach. One-hundred (100) (of the 580) entities with 252,923 victims reported in 2021.
        - **CaptureRX**: The ITRC has recorded 162 entities impacted
        - **Accellion**: The ITRC has recorded 38 entities impacted
        - **Netgain Technologies, LLC (2020)**: The ITRC has recorded 23 entities impacted
        - **ParkMobile**: The ITRC has recorded 19 entities impacted
        - **Herff Jones**: The ITRC has recorded 12 entities impacted
        - **Med-Data**: The ITRC has recorded six (6) entities impacted

Charts

Compromise Year-over-Year Totals		
Month	Compromises	Victims
2021 YTD*	1,291	281,451,400
2020	1,108	310,116,907
2019	1,279	883,558,186
2018	1,175	2,227,849,622
2017	1,529	1,827,986,798
2016	1,105	2,541,588,745
2015	785	318,276,407
*As of 9/30/2021		

Compromises YTD 2021 by Month		
Month	Compromises	Victims
JAN	100	7,385,411
FEB	111	35,320,708
MAR	144	23,309,513
APR	151	25,667,485
MAY	137	21,393,693
JUN	203	8,239,058
JUL	163	7,363,216
AUG	158	151,670,581
SEP	124	1,101,735
TOTAL YTD	1,291	281,451,400
*As of 9/30/2021		

Compromises by Sector Q3 21 vs. Q3 20 & Q3 19						
Sector	Year					
	Q3 2021		Q3 2020		Q3 2019	
	Compromises	Victims	Compromises	Victims	Compromises	Victims
Education	25	463,043	11	41,305	13	3,699,122
Financial Services	69	1,649,306	25	793,960	30	100,150,121
Government	21	1,427,008	9	507,031	16	136,336
Healthcare	78	7,042,068	55	1,535,813	90	2,807,590
Hospitality	5	31,069	5	17,067,862	8	154,959
Manufacturing & Utilities	48	48,294,629	18	513,371	14	31,698
Military						
Non-Profit/NGO	21	94,615	10	13,079	12	185,823
Professional Services	49	1,532,452	31	308,194	18	35,048
Retail	21	520,028	14	9,679,279	23	284,538,181
Technology	12	406,007	18	20,253,547	7	430,685
Transportation	8	97,484	4	11,636	4	16,996
Other	87	63,577,823	48	10,121,823	29	1,824,477
Unknown	1 (Unknown – marketing database)	35,000,000				
TOTALS:	445	160,135,532	248	60,846,900	264	394,011,036

Attack Vector 2021 YTD vs. Full Years 2020 & 2019			
Attack Vector	**2021 YTD**	**2020**	**2019**
Cyberattacks	**1,111**	**878**	**928**
Phishing/smishing/BEC	370	383	490
Ransomware	244	158	83
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Compromises by Sector Q3 21 vs. Q3 20 & Q3 19						
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METHODOLOGY NOTES: For purposes of quarterly and annual reporting, the ITRC aggregates data events based on the date the breach, exposure, or leak was entered into the database rather than the date the event occurred. This avoids the confusion and data conflicts associated with the need to routinely update previous reports and compromise totals. The date of the original compromise, if known, and the date of the event report are noted in the ITRC's *notified* data compromise tracking database.

The number of victims linked to individual compromises are updated as needed and can be accessed in the ITRC's *notified* breach tracking solution.

The ITRC reports Third-Party/Supply Chain Attacks as a single attack against the company that lost control of the information. The total number of individuals impacted by third-party incidents is based on notices sent by the multiple organizations impacted by the single data compromise.

Unless otherwise noted, all data reported on October 6, 2021, as entered through September 30, 2021.

FOOTNOTES:

[1] Data exposures are not generally not data breaches under the ITRC's definition. Generally, a Data Exposure means personal information was accessible by unauthorized people, but there is no evidence the information was viewed, copied, or removed from the database where it is stored. A data exposure carries a lower risk of identity theft or fraud.

[2] The number of data compromises has been adjusted as part of a data audit.

[3] Univerity of Michigan: Data breaches - Most victims unaware when shown evidence of multiple compromised accounts

[4] Carnegie Melon University: After a breach, users rarely change their passwords, and when they do, they're often weaker

Exhibit B

2021 CONSUMER AFTERMATH® REPORT

How Identity Crimes Impact Victims, their Families, Friends, and Workplaces

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Letter from the CEO

Eva C. Velasquez
(President & CEO, ITRC)

"It is not resolved." Out of all the responses to this year's Identity Theft Resource Center Consumer Aftermath survey, this is the answer that hurts my heart and angers me the most. Our 2021 victim impact study you are about to read captures the emotional, physical, and lost opportunities of identity crime victimization, just as our previous reports have done.

While everyone is living through the effects of the COVID-19 pandemic, identity crime victims have the additional challenge of resolving issues created by someone misusing their personal information. Some of the identity fraud victims we assist have jobs, and stable housing, and are better equipped and resourced to face the challenges of having your identity stolen that have become all too common. Many more, though, are the people most in need of critical relief dollars they cannot collect because a criminal has fraudulently applied for funds in their name.

These are not folks who are missing out fun on activities, or "extras" while they jump hurdles to reclaim their identities. They cannot pay their rent or mortgage. They cannot put food on the table or gas in their cars. They cannot afford to pay for internet access or child-care needed to look for new employment. You will see the range of emotions – anger, frustration, fear, hopelessness – in their own words.

We talk to victims every day. In fact, more people than ever are reaching out to us for one-on-one victim assistance and education as a result of a dramatic increase in identity fraud and a shrinking set of resources. The statements you are about to read from the very people that are being harmed make a convincing case as to why we need government agencies, private companies, and charitable foundations to increase the funding available to help victims of identity crimes.

But that is not the course we are charting today. The US Department of Justice has not funded any program aimed at helping identity crime victims in eight of the last 10 budget cycles, including 2019, 2020, and to-date in 2021. That's despite a nearly 250 percent increase in identity fraud reported to the FTC – from 400,000 in 2016 to more than 1.3 million last year – and a 2x increase in the number of identity crimes reported to the FBI over the same time period.

Without increased financial support from all Public, Private, and Non-profit stakeholders, free victim services like those provided by the ITRC will soon be reduced or disappear. "It was not resolved" today could turn into "it will never be resolved" tomorrow. Join us and other leading organizations in making the victims of identity crimes a priority.

May 2021

2003

Since 2003, the ITRC has periodically surveyed the identity crime victims who have contacted the Center to gauge the impact of identity compromises on individuals. Numerous studies by government agencies and private organizations focus on the financial impacts of identity-related crimes, but the primary purpose of the ITRC Aftermath report is to determine the emotional and practical effects on the day-to-day lives of victims.

In 2019 and 2020, before the global pandemic took hold, the ITRC contacted victims who had sought help in 2018, 2019, and early 2020 before the pandemic. In March 2021, we specifically contacted victims who reported instances of pandemic-related identity fraud between February and December 2020. As a result, this report is based on responses from 427 individual victims of identity crimes out of the 5,571 victims we offered the opportunity to participate. The result is an overall margin of error of +/- 5% with a confidence rate of 95%.

2018

2019

2020

2021

We opted to expand our normal data set and time frame because of the pandemic. When states began to issue shelter-at-home orders, the ITRC Contact Center staff immediately noticed trends that indicated a rapid rise in identity fraud, especially in government benefits programs. Government and private data show the scope of the identity fraud linked to pandemic relief benefits - especially unemployment benefits - but there has been little information about the effects of identity fraud on the victims who have been denied needed benefits.

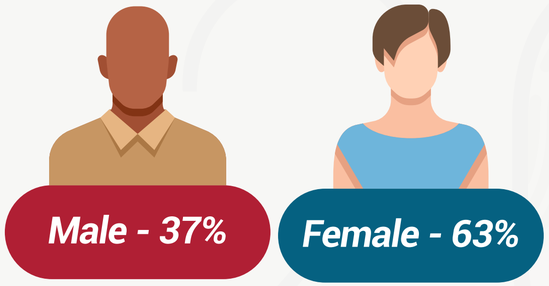
The information presented here shows both the scale and the insidious nature of pandemic-related identity crimes.

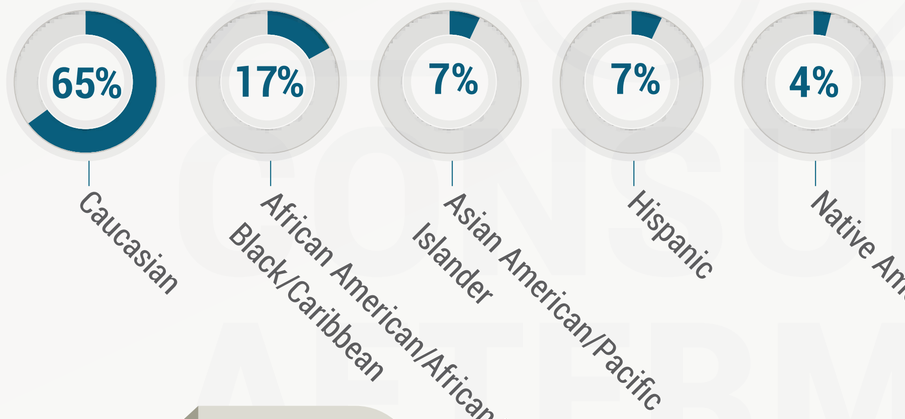
We contacted 752 identity crime victims who previously self-identified as being impacted by pandemic-related identity fraud at the time they contacted the ITRC in 2020. We received 63 responses for a margin of error of +/- 12 percent with a confidence level of 95%.

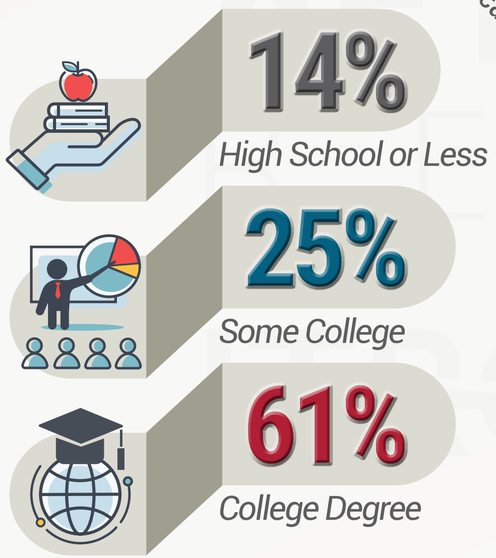
Demographics

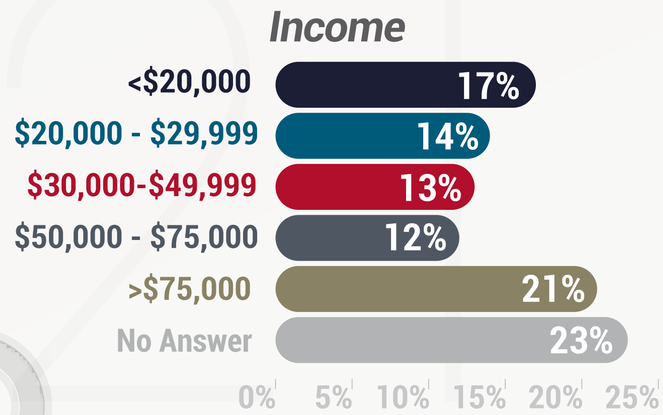
The profile of a “typical” identity crime victim who contacts the ITRC is remarkably consistent in most key demographics. Victims are primarily married women spread evenly across all adult age groups. The number of victims who self-report low annual income nearly matches the number of victims who report high annual earnings.

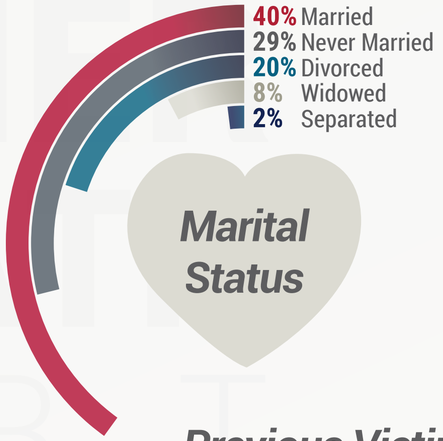
However, victims with college degrees contact the ITRC for assistance far more frequently than victims who do not have degrees. In terms of race and origin, victims skew higher than the US population among White non-Hispanic, African-American, and Native American populations, but slightly lower among Asian Americans / Pacific Islanders and significantly lower among victims of Hispanic origin.

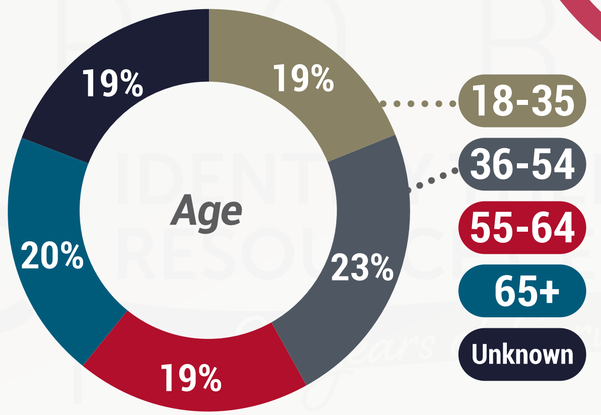












2021 AFTERMATH FINDINGS

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The findings reported here are based on responses from 427 identity crime victims who contacted the ITRC during the 36 months ending December 31, 2020. Sixty-three (63) responses are from victims directly impacted by pandemic-related identity fraud.

These are our findings:

- *The number of repeat victims is increasing.*
- *Victims are struggling more to meet their financial obligations including securing housing, paying bills, and avoiding debt.*
- *Satisfaction with key players in assisting ID theft victims is either way up or way down.*
- *The demographic profile of victims contacting the ITRC is changing. So is the impact on victims' relationships with family and friends.*

Please view our full report for methodology at idtheftcenter.org

The 2020 COVID-19 Impact

8% have thoughts of suicide that did not have before

"I am ready to give up altogether"
– Victim Response

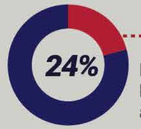
Top Impacts of COVID-19 related identity issues:

40% Victims were unable to pay their routine monthly bills

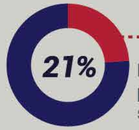
"I couldn't pay bills ...didn't have enough money to meet our needs..."
– Victim Response

"I am homeless and it devastated my life."
– Victim Response

Victims who contacted the ITRC in 2020 about a COVID-19 related identity issues reported:



24% I was denied Unemployment Benefits because someone applied using my information



21% My stimulus payment was stolen

21% My stimulus payment did not arrive and I could not get assistance elsewhere

Victims stated issue as "not resolved"

- **82%** of victims who gave a criminal personal information or payment card information
- **75%** victim cases related to fraudulent COVID-related loans/credit lines (PPP, etc.)
- **69%** of victims denied Unemployment Benefits due to fraudulent identity issues

The number of repeat victims is increasing

ITRC

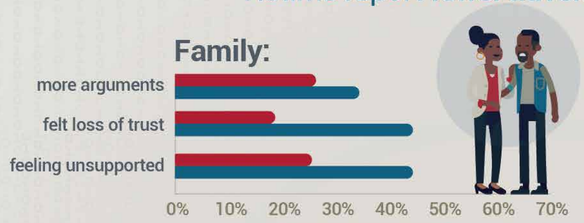
29%

The demographic profile of victims contacting the ITRC is changing

33% Victims reported their annual income as greater than $50K

86% Had attended some college or graduated

Victims report fewer adverse impacts on...



Victims are struggling more to meet their financial obligations

83% Were unable to rent an apartment or find housing

67% Could not pay their bills compared to 41% in 2018

67% Incurred debt to meet financial obligations compared to 43% in 2018

Satisfaction with key players in assisting ID theft victims is improving for some, but not all.

Victims are satisfied with credit bureaus' effort to help *(results show a reversal of previous report findings)*

Satisfied VS Dissatisfied

42% **36%**

Victims are dissatisfied with financial institutions' effort to help *(results show the equivilent to previous report findings)*

Satisfied VS Dissatisfied

43% **47%**

Victims are dissatisfied with law enforcement's effort to help *(results show a 13% increase in dissatisfaction from previous report)*

Satisfied VS Dissatisfied

36% **49%**

Summary of Key Findings

Most identity crime victims require at least one month and some need one year or more to resolve their identity issues.

Only **1%** of victims who contact the ITRC can resolve their issues in a single day

37% of pre-pandemic identity crime victims said their issues from 2019 were not resolved as of May 2020.

75% of victims of pandemic-related identity fraud in 2020 said their issues were still unresolved as of April 2021

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There are a large number of repeat victims

Three out of 10 (29%) of the victims contacting the ITRC have previously been an identity crime victim.

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Victims are losing significant sums of money to identity theft and fraud

Most victims lose less than $500, but **21%** say they lost more than $20,000 to identity criminals.

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The top five changes identity crime victims say they make after an identity compromise:

84% I check my credit reports regularly.

77% I delete scam emails and text messages without answering them.

71% I use numbers and letters in my online passwords and make them at least eight characters long[2]

71% I am careful not to put personal information on my social networking profiles.

68% I have a security or credit freeze on my credit reports.

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[2] The current password guidance is to use "passphrases" that are at least 12 characters long, are memorable, and are unique to each account.

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Summary of Key Findings

Pre-Pandemic

Pre-pandemic, identity crime victims were struggling with the financial, emotional, and physical impacts of having their identities misused

- **100%** were contacted by debt collectors or collection departments
- **83%** were unable to rent an apartment or find housing
- **84%** reported being anxious or worried
- **76%** say they felt violated
- **67%** incurred debt to meet financial obligations compared
- **10%** had suicidal thoughts

-VS-

Pandemic

During the pandemic, victims who self-identified as being impacted by unemployment and stimulus identity fraud in 2020 report significant financial and emotional impacts

- **54%** say they feel more stressed than usual
- **54%** say they feel violated as a result of their identity being misused
- **40%** were unable to pay their routine bills
- **33%** did not have enough money to buy food or pay for utilities
- **14%** were evicted for non-payment of rent or mortgage
- **13%** have been unable to get a temp or permanent job as a result of identity misuse

Impacts of COVID-19 Pandemic Related Identity Crimes

In 2019 the number of contacts to the ITRC about unemployment benefit fraud totaled .00019% of all contacts. In 2020 that number jumped to eight percent (8%) thanks to the the COVID-19 pandemic. The impacts of government benefit related identity fraud can be severe and long-term as illustrated in the responses from 63 pandemic related identity fraud victims who contacted the ITRC in 2020.

Question #1

You contacted the ITRC in 2020 about a COVID-19 related identity issue. Please select one or more of the following topics:

I was denied Unemployment Benefits because someone applied using my information	24%
My stimulus payment was stolen	21%
My stimulus payment did not arrive and I could not get assistance elsewhere	21%
I received Unemployment Benefits, but I did not apply for them	14%
I received one or more unsolicited Unemployment Benefits payment cards at my home address	5%
Someone applied for a Paycheck Protection Program (PPP), Small Business Administration Loan, or other credit in my name	5%
I received a Form 1099-G saying I owed taxes on Unemployment Benefits I did not apply for or receive	3%
I fell for a COVID-related scam where I gave someone my bank account or payment card information	3%
I fell for a COVID-related scam where I gave someone my personal information like a login or password	2%

Victim Comments:

Someone provided false earnings and applied for unemployment using my information. I was trying to research for information on the subject and stumbled into strange irregularities.

I got a letter from the state stating I was eligible for unemployment benefits even though I had not applied for them.

My employer notified me of an unemployment claim that was started in my name. I did not start the claim.

My identity was stolen and sold to someone in another state.

Someone claimed unemployment on my account and I was ordered to pay it back after I reported the fraud.

Question #2

If you were denied Unemployment Benefits how long did it take to resolve the issue? (data reflects 21% of total respondents)

- It is not resolved 69%
- Less than seven days 21%
- Six to nine months 15%
- Three to six months 8%
- One to four weeks 8%

Question #3

If someone applied for COVID-related loans/credit lines (Examples: a PPP Loan or Small Business Administration EID Loan) with your identity information; or, if you gave a criminal your personal information or payment card information as part of a phishing or other scam, how long did it take to resolve the issue? (38% of total respondents)

- It is not resolved 75%
- Less than seven days 38%
- One to four weeks 13%
- Three to six months 8
- Six to nine months 4%

Question #4

If you gave a criminal your personal information or payment card information, how long did it take to resolve the issue?

(27% of total respondents)

- It is not resolved **82%**
- Less than seven days **27%**
- Three to six months **12%**
- One to four weeks **6%**

Share this!

Question #5

What financial impact did these COVID-19 related identity issues have on you?

- I was unable to pay my routine monthly bills 40%
- I did not have enough money to buy food or pay utilities 33%
- No impact 22%
- I was evicted for failing to pay rent or mortgage 14%
- I could not make my car payment 14%
- I could no longer afford child or elder care 8%

Victim Comments:

I was unable to sign up for an unemployment account.

I couldn't pay bills, created significant debt, didn't have enough money to meet our needs and STILL am struggling since I got in debt so badly and can't get any of the stimulus payments to help!

My credit is screwed up and it was very stressful.

I am homeless and it devastated my life.

Share this!

Question #6

What non-financial impacts did these COVID-19 related identity issues have on you?

I feel more stressed than usual	54%
I feel violated as a result of my identity being misused	54%
I feel helpless or powerless as a result of my identity being misused	43%
I feel more frustrated or annoyed than usual	41%
I trust people less as a result of my identity being misused	37%
I argue more often with my friends and/or family than usual	19%
I have been unable to get a temporary or permanent job as a result of my identity being compromised	13%
I have thoughts of suicide that I did not have before	8%
No impact	8%

Victim Comments:

I've always been poor, but this entire year long problem has made my life a living nightmare!

I am ready to give up all together

Impacts of Pre-Pandemic Identity Crimes

The following pages are the **TOP RESPONSES** to select questions from 362 identity crime victims. For complete responses, please visit **idtheftcenter.org**.

Victims of identity crimes were asked...

How did you discover you were a victim of an identity crime?

- **41%** I noticed fraudulent charges on my account
- **42%** I checked my credit report
- **36%** I received a bill that I did not owe

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Victims of identity crimes were asked...

What was the amount of time between the incident and when you found out about it?

- **21%** One day or less (1-24 hours)
- **16%** More than a day, but less than a week (25 hours-6 days)
- **16%** One year to less than two years

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Have you been successful in clearing up all the financial and credit problems associated with the identity crime?

41% *said* "No"

How long have you spent dealing with this incident?

37% Not yet cleared

13% Two years to less than three years

What is the approximate total dollar value stolen from you by the identity criminal?

35% $0-$499

21% More than $20,000

Details of Identity Crimes

Top Responses

YES Have you had any other more recent instances of identity theft, separate from this case?

YES Have you ever been a victim of identity theft prior to this incident?

YES Did you report this separate incident to the ITRC?

Impacts of Pre-Pandemic Identity Crimes

Top Responses

Victims reported experiencing the following:

Financial-related identity problems **32%**

Government credential-related identity problems **29%**

Crime-related identity problems **10%**

Medical-related identity problems **8%**

Victims reported the impact as:

Debt collectors or collections departments contacted me (or continue to contact me)	100%
I was turned down for credit or loans	83%
I was unable to rent an apartment or find housing	83%
A state-issued driver's license was obtained in my name	57%
The thief committed a crime and gave my information to law enforcement	57%
A warrant was issued for my arrest for a crime the thief committed	57%
A medical provider, billing department, or collection agency contacted or billed me for medical services I never received	43%

Impacts of Pre-Pandemic Identity Crimes

Top Responses

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40%

victims said that NEW ACCOUNTS were opened in their name. Of those,

63%

said the accounts opened were credit cards.

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Percent of victims claiming unauthorized charges or transactions made on any existing accounts:

Of those:

29% were credit card charges

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35%

Victims stated unauthorized activity on existing accounts caused them to switch to a different bank or credit union

Share this!

Victims of identity crimes were asked...

Did your identity theft incident lead you to have any adverse feelings or emotions?

79%

Said YES!

- **84%** Worried or anxious
- **76%** Angry
- **76%** Violated
- **10%** Feeling suicidal[1]

[1] This represents the highest level of responses indicating suicidal feelings recorded by the ITRC since 2003.

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Victims of identity crimes were asked...

What actions do you CURRENTLY take to minimize your risk of another incident of identity theft?

- **84%** I check my credit reports regularly
- **77%** I delete scam emails and text messages without answering them
- **71%** I use numbers and letters in my online passwords and make them at least eight characters long[2]
- **71%** I am careful not to put personal information on my social networking profiles
- **68%** I have a security or credit freeze on my credit reports

[2] The latest recommendation for passwords is 12+ characters

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If identity theft made it difficult for you to cover the cost of a need, how did you meet the need?

- **32%** I went without
- **28%** I borrowed money from family or friends

Did this incident lead to any employment problems?

- **13%** I had problems with my boss
- **13%** I had problems with my coworkers

Impacts of Pre-Pandemic Identity Crimes

Impacts of Pre-Pandemic Identity Crimes

18%

Victims reported that their identity crime incident lead to problems with friends.

21%

Claimed they didn't receive support from them

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Acknowledgements

This report was created based on responses from identity theft victims obtained using tools from Development Services Group, Qualtrics, and MailChimp.

Consumer & Business Resources

For more information about the free services and education opportunities for consumers as well as fee-based services for businesses, visit **idtheftcenter.org** or by email.

communications@idtheftcenter.org

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Exhibit C

Stimulus Contacts by State 2020-2021

Date/Time Opened →	CY2020	CY2021	Total
AK	5	3	8
AL	29	20	49
AR	13	11	24
AZ	26	18	44
CA	147	116	263
CO	17	13	30
CT	8	6	14
DC	2	1	3
DE	3	2	5
FL	111	55	166
GA	63	40	103
HI	3	4	7
IA	7	5	12
ID	4	1	5
IL	48	41	89
IN	18	11	29
KS	8	6	14
KY	26	14	40
LA	29	30	59
MA	12	4	16
MD	22	11	33
ME	2	1	3
MI	43	24	67
MN	10	12	22
MO	21	20	41
MS	20	20	40
MT	2	1	3
NC	32	31	63
ND	2	0	2
NE	4	4	8
NH	2	4	6
NJ	20	12	32
NM	6	11	17
NV	19	17	36
NY	70	30	100
OH	44	35	79
OK	18	14	32
OR	9	7	16
PA	39	44	83
RI	6	5	11
SC	26	23	49
SD	1	1	2
TN	41	25	66
TX	101	74	175
UT	1	7	8
VA	19	14	33
VT	1	1	2
WA	27	17	44
WI	12	7	19
WV	9	11	20
WY	0	1	1
unknown	161	34	195
Total	1208	885	2093

2020 Sorted Largest to Smallest by State	
Date/Time Opened →	CY2020
CA	147
FL	111
TX	101
NY	70
GA	63
IL	48
OH	44
MI	43
TN	41
PA	39
NC	32
AL	29
LA	29
WA	27
AZ	26
KY	26
SC	26
MD	22
MO	21
MS	20
NJ	20
NV	19
VA	19
IN	18
OK	18
CO	17
AR	13
MA	12
WI	12
MN	10
OR	9
WV	9
CT	8
KS	8
IA	7
NM	6
RI	6
AK	5
ID	4
NE	4
DE	3
HI	3
DC	2
ME	2
MT	2
ND	2
NH	2
SD	1
UT	1
VT	1
WY	0
unknown	161
Total	1369

2021 Sorted Sorted Largest to Smallest by State	
Date/Time Opened →	CY2021
CA	116
TX	74
FL	55
PA	44
IL	41
GA	40
OH	35
NC	31
LA	30
NY	30
TN	25
MI	24
SC	23
AL	20
MO	20
MS	20
AZ	18
NV	17
WA	17
KY	14
OK	14
VA	14
CO	13
MN	12
NJ	12
AR	11
IN	11
MD	11
NM	11
WV	11
OR	7
UT	7
WI	7
CT	6
KS	6
IA	5
RI	5
HI	4
MA	4
NE	4
NH	4
AK	3
DE	2
DC	1
ID	1
ME	1
MT	1
SD	1
VT	1
WY	1
ND	0
unknown	34
Total	919

11,026 total cases in 2020
12.4% cases due to stimulus

10,050 total cases YTD in 2021
9.1% cases due to stimulus

Unemployment By State

Sorted by Largest to Smallest Total by State

Opened Date →	CY2019	CY2020	CY2021	Total
NM	1	102	253	356
PA	1	64	178	243
CA	4	90	76	170
NY	0	39	89	128
AZ	0	61	44	105
OH	0	9	88	97
IL	1	31	56	88
NV	0	51	29	80
FL	0	20	59	79
MT	0	47	25	72
TX	0	28	44	72
TN	0	20	43	63
LA	0	28	29	57
WA	1	44	9	54
MI	2	18	24	44
GA	0	16	17	33
KS	0	7	21	28
CO	0	7	19	26
VA	1	12	11	24
MA	0	15	8	23
MD	0	4	19	23
WI	0	11	7	18
IN	0	8	8	16
NC	0	4	12	16
NJ	0	6	10	16
AL	0	6	9	15
KY	0	3	11	14
SC	0	4	8	12
OK	1	4	5	10
MN	0	4	5	9
NE	0	4	5	9
CT	0	4	4	8
OR	0	0	8	8
MS	0	2	5	7
WV	0	1	6	7
AR	0	6	0	6
MO	0	1	5	6
RI	0	3	1	4
UT	1	1	2	4
DC	0	1	2	3
ID	0	2	1	3
ME	0	2	1	3
NH	0	0	3	3
WY	0	2	1	3
AK	0	0	2	2
DE	0	0	2	2
HI	0	1	1	2
IA	0	0	2	2
SD	0	1	0	1
VT	0	0	1	1
unknown	1	7	27	35
Total	14	802	1296	2112

Opened Date →	CY2019
CA	4
MI	2
IL	1
NM	1
OK	1
PA	1
UT	1
VA	1
WA	1
AK	0
AL	0
AR	0
AZ	0
CO	0
CT	0
DC	0
DE	0
FL	0
GA	0
HI	0
IA	0
ID	0
IN	0
KS	0
KY	0
LA	0
MA	0
MD	0
ME	0
MN	0
MO	0
MS	0
MT	0
NC	0
NE	0
NH	0
NJ	0
NV	0
NY	0
OH	0
OR	0
RI	0
SC	0
SD	0
TN	0
TX	0
VT	0
WI	0
WV	0
WY	0
unknown	1
Total	14

Opened Date →	CY2020
NM	102
CA	90
PA	64
AZ	61
NV	51
MT	47
WA	44
NY	39
IL	31
LA	28
TX	28
FL	20
TN	20
MI	18
GA	16
MA	15
VA	12
WI	11
OH	9
IN	8
CO	7
KS	7
AL	6
AR	6
NJ	6
CT	4
MD	4
MN	4
NC	4
NE	4
OK	4
SC	4
KY	3
RI	3
ID	2
ME	2
MS	2
WY	2
DC	1
HI	1
MO	1
SD	1
UT	1
WV	1
AK	0
DE	0
IA	0
NH	0
OR	0
VT	0
unknown	7
Total	802

Opened Date →	CY2021
NM	253
PA	178
NY	89
OH	88
CA	76
FL	59
IL	56
AZ	44
TX	44
TN	43
LA	29
NV	29
MT	25
MI	24
KS	21
CO	19
MD	19
GA	17
NC	12
KY	11
VA	11
NJ	10
AL	9
WA	9
IN	8
MA	8
OR	8
SC	8
WI	7
WV	6
MN	5
MO	5
MS	5
NE	5
OK	5
CT	4
NH	3
AK	2
DC	2
DE	2
IA	2
UT	2
HI	1
ID	1
ME	1
RI	1
VT	1
WY	1
AR	0
SD	0
unknown	27
Total	1296

10,147 total cases in 2019
0.14% cases due to unemployment

11,026 total cases in 2020
7.27% cases due to unemployment

10,050 total cases YTD in 2021
12.90% cases due to unemployment

Unemployment By State 2020

Opened Date →	March 2020
FL	1
NY	1
AL	0
AR	0
AZ	0
CA	0
CO	0
CT	0
DC	0
GA	0
HI	0
ID	0
IL	0
IN	0
KS	0
KY	0
LA	0
MA	0
MD	0
ME	0
MI	0
MN	0
MO	0
MS	0
MT	0
NC	0
NE	0
NJ	0
NM	0
NV	0
OH	0
OK	0
PA	0
RI	0
SC	0
SD	0
TN	0
TX	0
unknown	0
UT	0
VA	0
WA	0
WI	0
WV	0
WY	0
Total	2

Opened Date →	April 2020
MI	2
NE	2
CA	1
FL	1
KY	1
LA	1
NC	1
OH	1
TN	1
AL	0
AR	0
AZ	0
CO	0
CT	0
DC	0
GA	0
HI	0
ID	0
IL	0
IN	0
KS	0
MA	0
MD	0
ME	0
MN	0
MO	0
MS	0
MT	0
NJ	0
NM	0
NV	0
NY	0
OK	0
PA	0
RI	0
SC	0
SD	0
TX	0
unknown	0
UT	0
VA	0
WA	0
WI	0
WV	0
WY	0
Total	11

Opened Date →	May 2020
WA	37
NM	4
AZ	2
CA	2
CT	2
FL	2
LA	2
OK	2
TN	2
GA	1
IL	1
MA	1
MI	1
MN	1
MT	1
NJ	1
PA	1
SC	1
WI	1
AL	0
AR	0
CO	0
DC	0
HI	0
ID	0
IN	0
KS	0
KY	0
MD	0
ME	0
MO	0
MS	0
NC	0
NE	0
NV	0
NY	0
OH	0
RI	0
SD	0
TX	0
unknown	0
UT	0
VA	0
WV	0
WY	0
Total	65

Opened Date →	June 2020
PA	10
AZ	9
NM	9
NV	9
NY	9
CA	7
MT	4
FL	3
VA	3
OH	2
WA	2
AR	1
IN	1
LA	1
MA	1
MD	1
MI	1
MN	1
NC	1
NJ	1
OK	1
TN	1
TX	1
unknown	1
WY	1
AL	0
CO	0
CT	0
DC	0
GA	0
HI	0
ID	0
IL	0
KS	0
KY	0
ME	0
MO	0
MS	0
NE	0
RI	0
SC	0
SD	0
UT	0
WI	0
WV	0
Total	81

Opened Date →	July 2020
AZ	23
NM	20
PA	18
CA	13
NV	11
LA	6
TN	6
MT	5
NY	5
FL	4
TX	4
VA	4
MA	2
MI	2
NJ	2
SC	2
WA	2
AL	1
AR	1
CO	1
DC	1
ID	1
IN	1
KY	1
MD	1
ME	1
MO	1
WI	1
CT	0
GA	0
HI	0
IL	0
KS	0
MN	0
MS	0
NC	0
NE	0
OH	0
OK	0
RI	0
SD	0
unknown	0
UT	0
WV	0
WY	0
Total	140

Opened Date →	August 2020
CA	16
NM	16
PA	14
LA	8
AZ	7
MI	7
NV	7
GA	6
TN	6
IL	5
AR	3
FL	3
CO	2
MT	2
RI	2
TX	2
VA	2
AL	1
ID	1
MS	1
NC	1
NY	1
OH	1
SC	1
SD	1
unknown	1
UT	1
WI	1
WV	1
CT	0
DC	0
HI	0
IN	0
KS	0
KY	0
MA	0
MD	0
ME	0
NE	0
OH	0
MN	0
MO	0
NJ	0
OK	0
WA	0
WY	0
Total	120

Opened Date →	September 2020
CA	26
NM	13
AZ	12
PA	11
MT	9
TX	9
NY	7
NV	5
GA	4
LA	3
WI	2
AL	1
CO	1
FL	1
IL	1
KS	1
MA	1
MI	1
MN	1
MS	1
NC	1
NJ	1
OH	1
OK	1
VA	1
WA	1
AR	0
CT	0
DC	0
HI	0
ID	0
KY	0
IN	0
MD	0
ME	0
MI	0
MO	0
NC	0
NE	0
RI	0
SC	0
SD	0
TN	0
unknown	0
UT	0
WV	0
WY	0
Total	115

Opened Date →	October 2020
MT	18
CA	12
MA	7
NV	7
LA	5
IL	4
PA	4
TX	4
FL	3
GA	3
NY	3
WI	3
AZ	2
AL	1
AR	1
CO	1
CT	1
HI	1
IN	1
KS	1
NC	1
NJ	1
NM	1
OH	1
VA	1
WA	1
VA	1
WY	1
DC	0
ID	0
KY	0
MD	0
ME	0
MI	0
MN	0
MO	0
NC	0
NE	0
OK	0
SC	0
SD	0
TN	0
unknown	0
UT	0
WA	0
WV	0
WY	0
Total	89

Opened Date →	November 2020
NM	17
NV	8
CA	7
IL	6
MT	6
NY	6
KS	4
TX	3
AZ	2
LA	2
MA	2
MI	2
PA	2
unknown	2
AR	1
CO	1
IN	1
MD	1
NE	1
TN	1
AL	0
AR	0
CT	0
DC	0
FL	0
GA	0
HI	0
ID	0
KY	0
ME	0
MN	0
MO	0
MS	0
NC	0
NJ	0
OH	0
OK	0
RI	0
SC	0
SD	0
UT	0
VA	0
WA	0
WI	0
WV	0
WY	0
Total	74

Opened Date →	December 2020
NM	22
IL	14
NY	7
CA	6
TX	5
AZ	4
IN	4
NV	4
PA	4
OH	3
TN	3
unknown	3
WI	3
AL	2
FL	2
GA	2
MI	2
MT	2
WA	2
CO	1
CT	1
KS	1
KY	1
MA	1
MD	1
ME	1
MN	1
NE	1
VA	1
AR	0
DC	0
ID	0
MO	0
NC	0
RI	0
SC	0
SD	0
UT	0
VA	0
WV	0
WY	0
Total	105

Unemployment By State 2021

Opened Date →	January 2021	Opened Date →	February 2021	Opened Date →	March 2021	Opened Date →	April 2021	Opened Date →	May 2021	Opened Date →	June 2021	Opened Date →	July 2021	Opened Date →	August 2021	Opened Date →	September 2021
IL	25	OH	44	NY	21	NM	27	NM	20	NM	33	NM	73	NM	31	NM	24
PA	18	NY	27	PA	19	PA	16	PA	16	PA	19	PA	47	PA	18	PA	14
KS	16	NM	21	OH	18	TX	13	NY	12	CA	11	FL	9	CA	11	FL	8
CA	14	PA	13	NM	15	NY	12	AZ	8	FL	11	TN	6	AZ	5	OH	5
NM	10	CA	12	TX	12	CA	9	LA	5	IL	4	CA	5	NY	5	LA	4
OH	10	FL	11	FL	10	OH	7	CA	4	TN	4	IL	5	FL	4	TN	4
TN	9	IL	11	CA	9	TN	6	OH	4	MI	3	MD	5	NC	3	AZ	2
NV	8	AZ	8	AZ	7	AL	4	TN	3	NJ	3	CO	3	GA	2	IL	2
AZ	7	MT	8	LA	7	MI	4	AL	2	NY	3	KY	3	MI	2	IN	2
CO	6	NV	7	MT	7	NV	4	CO	2	TX	3	NC	3	MT	2	KY	2
NY	6	TN	7	GA	5	AZ	3	FL	2	AZ	2	NJ	3	NJ	2	MD	2
LA	5	MI	6	IL	5	FL	3	GA	2	CT	2	TX	3	NV	2	NC	2
TX	5	MD	5	MD	4	LA	3	MT	2	MT	2	AZ	2	TX	2	NV	2
MI	4	GA	4	TN	4	MT	3	NC	2	OR	2	GA	2	CO	1	NY	2
FL	3	CO	3	IN	3	GA	2	NV	2	AL	1	MA	2	DC	1	CA	1
MO	2	TX	3	NV	3	IL	2	TX	2	CO	1	MI	2	IL	1	DC	1
VA	2	WV	3	CO	2	NE	2	DE	1	DE	1	MT	2	KS	1	MA	1
WA	2	AL	2	KY	2	OK	2	IA	1	KS	1	NY	2	KY	1	MI	1
WI	2	KS	2	MI	2	VA	2	IL	1	KY	1	VA	2	LA	1	NH	1
CT	1	LA	2	MO	2	CO	1	IN	1	LA	1	WA	2	MA	1	OK	1
IN	1	MN	2	OR	2	IA	1	MD	1	MD	1	AK	1	MN	1	TX	1
MA	1	MS	2	SC	2	IN	1	MS	1	MN	1	KS	1	NH	1	AK	0
MD	1	NE	2	WV	2	KY	1	NE	1	NV	1	LA	1	OK	1	AL	0
MN	1	SC	2	AK	1	MA	1	NJ	1	VA	1	OH	1	SC	1	CO	0
NC	1	VA	2	CT	1	ME	1	OR	1	AK	0	OK	1	TN	1	CT	0
OR	1	WI	2	KS	1	MS	1	SC	1	DC	0	SC	1	VA	1	DE	0
SC	1	HI	1	MA	1	NC	1	WA	1	GA	0	UT	1	WA	1	GA	0
AK	0	ID	1	MS	1	OR	1	WI	1	HI	0	WY	1	WI	1	HI	0
AL	0	KY	1	NJ	1	RI	1	AK	0	IA	0	AL	0	AK	0	IA	0
DC	0	MA	1	OK	1	UT	1	CT	0	ID	0	CT	0	AL	0	ID	0
DE	0	MO	1	UT	1	VT	1	DC	0	IN	0	DC	0	CT	0	KS	0
GA	0	NH	1	VA	1	WA	1	HI	0	MA	0	DE	0	DE	0	ME	0
HI	0	OR	1	WA	1	WV	1	ID	0	ME	0	HI	0	HI	0	MN	0
IA	0	WA	1	WI	1	AK	0	KS	0	MO	0	IA	0	IA	0	MO	0
ID	0	AK	0	AL	0	CT	0	KY	0	MS	0	ID	0	ID	0	MS	0
KY	0	CT	0	DC	0	DC	0	MA	0	NC	0	IN	0	IN	0	MT	0
ME	0	DC	0	DE	0	DE	0	ME	0	NE	0	ME	0	MD	0	NE	0
MS	0	DE	0	HI	0	HI	0	MI	0	NH	0	MN	0	ME	0	NJ	0
MT	0	IA	0	IA	0	ID	0	MN	0	OH	0	MO	0	MO	0	OR	0
NE	0	IN	0	ID	0	KS	0	MO	0	OK	0	MS	0	MS	0	RI	0
NH	0	ME	0	ME	0	MD	0	NH	0	RI	0	NE	0	NE	0	SC	0
NJ	0	NC	0	MN	0	MN	0	OK	0	SC	0	NH	0	OH	0	UT	0
OK	0	NJ	0	NC	0	MO	0	RI	0	UT	0	NV	0	OR	0	VA	0
RI	0	OK	0	NE	0	NH	0	UT	0	VT	0	OR	0	RI	0	VT	0
UT	0	RI	0	NH	0	NJ	0	VA	0	WA	0	RI	0	UT	0	WA	0
VT	0	UT	0	RI	0	SC	0	VT	0	WI	0	VT	0	VT	0	WI	0
WV	0	VT	0	VT	0	WI	0	WV	0	WV	0	WI	0	WV	0	WV	0
WY	0	WY	0	WY	0	WY	0	WY	0	WY	0	WV	0	WY	0	WY	0
Unknown	0	Unknown	4	Unknown	6	Unknown	1	Unknown	0	Unknown	1	Unknown	2	Unknown	2	Unknown	0
Total	**162**	**Total**	**223**	**Total**	**180**	**Total**	**139**	**Total**	**100**	**Total**	**113**	**Total**	**191**	**Total**	**106**	**Total**	**82**

Child Tax Credit Contacts

Date/Time Opened →	July 2021	August 2021	September 2021	Total
Mailing State/Province ↑	Record Count	Record Count	Record Count	Record Count
CA	0	2	6	8
TX	1	2	5	8
OH	0	2	4	6
AL	0	2	3	5
FL	0	1	4	5
IL	0	2	3	5
NC	0	1	3	4
AZ	1	0	2	3
LA	0	1	2	3
OK	0	2	1	3
AR	0	1	1	2
GA	0	1	1	2
MI	0	1	1	2
NJ	0	1	1	2
VA	0	1	1	2
AK	0	0	1	1
CT	0	1	0	1
IN	0	0	1	1
KS	0	1	0	1
KY	0	1	0	1
MN	0	1	0	1
MS	0	1	0	1
NY	0	0	1	1
PA	0	0	1	1
TN	0	0	1	1
UT	0	0	1	1
WI	0	0	1	1
unknown	0	1	1	2
Total	2	26	46	74

	% of total 2019	% of total 2020	% of total 2021
Criminal	7.8%	3.5%	2.9%
Financial	63.3%	41.2%	36.4%
Government	24.5%	52.4%	59.2%
Medical	4.4%	2.9%	1.5%

ID Theft Case Totals By State and Year 2019-2021

Date/Time Opened →	CY2019					CY2020					CY2021				
Mailing State/Province ↑	Criminal	Financial	Government	Medical	TOTAL	Criminal	Financial	Government	Medical	TOTAL	Criminal	Financial	Government	Medical	TOTAL
AK	2	5	3	0	10	0	2	1	0	3	0	6	3	0	9
AL	4	29	7	1	41	0	14	16	0	30	2	21	15	0	38
AR	4	8	9	2	23	1	8	13	1	23	1	7	9	0	17
AZ	2	29	14	0	45	3	39	88	2	132	0	37	66	1	104
CA	28	262	108	20	418	15	222	225	12	474	19	205	172	14	410
CO	5	23	5	1	34	1	18	20	3	42	1	20	29	1	51
CT	2	13	5	1	21	1	12	10	2	25	0	10	7	1	18
DC	0	5	0	0	5	0	10	2	0	12	0	6	6	0	12
DE	2	3	3	0	8	0	5	3	2	10	1	5	3	1	10
FL	13	96	32	13	154	5	85	67	6	163	6	87	102	1	196
GA	8	56	17	5	86	4	38	34	2	78	3	29	39	4	75
HI	0	2	1	0	3	1	2	1	0	4	0	1	2	0	3
IA	2	7	2	0	11	0	2	5	1	8	0	7	6	0	13
ID	0	5	0	0	5	0	5	4	1	10	0	1	3	0	4
IL	5	46	30	3	84	5	44	68	4	121	1	32	79	0	112
IN	2	16	9	2	29	0	17	19	0	36	2	20	17	0	39
KS	0	7	3	1	11	0	6	10	1	17	2	12	25	0	39
KY	1	19	7	0	27	1	15	7	2	25	1	7	17	1	26
LA	1	18	16	1	36	0	25	36	3	64	0	20	44	1	65
MA	2	18	1	0	21	1	19	24	1	45	1	16	18	0	35
MD	8	26	14	1	49	1	17	20	1	39	1	16	28	2	47
ME	0	7	0	0	7	0	1	3	0	4	1	2	1	0	4
MI	1	33	11	4	49	1	26	39	0	66	2	25	38	0	65
MN	2	16	4	1	23	2	11	10	1	24	1	18	14	0	33
MO	8	20	9	0	37	3	27	6	5	41	3	20	19	0	42
MS	1	6	2	2	11	1	15	10	1	27	2	8	11	1	22
MT	0	2	1	0	3	0	3	48	0	51	0	3	27	0	30
NC	7	38	14	4	63	4	19	18	2	43	5	35	33	0	73
ND	1	6	2	0	9	0	1	0	0	1	0	2	1	0	3
NE	0	9	1	0	10	1	2	7	0	10	0	5	7	0	12
NH	0	5	1	0	6	0	3	2	0	5	0	6	5	1	12
NJ	4	23	11	6	44	4	24	16	1	45	3	28	20	0	51
NM	1	11	8	1	21	2	6	124	0	132	0	11	264	0	275
NV	3	12	8	1	24	3	21	63	3	90	4	14	39	0	57
NY	10	82	31	5	128	3	67	79	4	153	2	71	125	2	200
OH	9	44	17	2	72	1	25	31	3	60	3	41	121	3	168
OK	1	16	6	0	23	2	6	13	1	22	1	9	11	1	22
OR	0	13	7	0	20	0	15	7	0	22	1	11	12	1	25
PA	5	53	15	1	74	4	50	97	0	151	3	58	197	2	260
RI	0	5	1	0	6	0	5	5	1	11	0	0	2	0	2
SD	0	2	0	0	2	0	1	2	0	3	0	3	0	0	3
SC	1	20	8	1	30	2	16	9	0	27	0	13	18	0	31
TN	0	34	5	2	41	0	15	30	1	46	4	16	58	1	79
TX	20	120	71	11	222	15	102	96	8	221	9	90	82	7	188
UT	0	8	0	0	8	1	5	3	0	9	0	7	7	0	14
VA	2	19	9	2	32	4	23	25	2	54	2	25	19	1	47
VT	0	0	0	0	0	0	2	1	0	3	0	1	1	0	2
WA	2	28	5	3	38	1	17	64	1	83	1	21	16	0	38
WI	1	18	3	3	25	0	12	18	0	30	1	16	16	2	35
WV	1	3	0	0	4	0	2	3	2	7	0	3	10	0	13
WY	0	3	1	0	4	0	2	6	0	8	0	0	1	0	1
Unknown	10	116	30	3	159	10	102	55	8	175	6	53	53	0	112
Total	181	1465	567	103	2316	103	1231	1563	88	2985	95	1180	1918	49	3242

ID Theft Case Totals Largest to Smallest

Total					
Mailing State/Province	Sum of Criminal Identity Theft	Sum of Financial Identity Theft	Sum of Government Identity Theft	Sum of Medical Identity Theft	TOTAL ↑
CA	62	689	505	46	1302
TX	44	312	249	26	631
FL	24	268	201	20	513
PA	12	161	309	3	485
NY	15	220	235	11	481
NM	3	28	396	1	428
IL	11	122	177	7	317
OH	13	110	169	8	300
AZ	5	105	168	3	281
GA	15	123	90	11	239
MI	4	84	88	4	180
NC	16	92	65	6	179
NV	10	47	110	4	171
TN	4	65	93	4	166
LA	1	63	96	5	165
WA	4	66	85	4	159
NJ	11	75	47	7	140
MD	10	59	62	4	135
VA	8	67	53	5	133
CO	7	61	54	5	127
MO	14	67	34	5	120
AL	6	64	38	1	109
IN	4	53	45	2	104
MA	4	53	43	1	101
WI	2	46	37	5	90
SC	3	49	35	1	88
MT	0	8	76	0	84
MN	5	45	28	2	80
KY	3	41	31	3	78
KS	2	25	38	2	67
OK	4	31	30	2	67
OR	1	39	26	1	67
CT	3	35	22	4	64
AR	6	23	31	3	63
MS	4	29	23	4	60
IA	2	16	13	1	32
NE	1	16	15	0	32
UT	1	20	10	0	31
DC	0	21	8	0	29
DE	3	13	9	3	28
WV	1	8	13	2	24
NH	0	14	8	1	23
AK	2	13	7	0	22
ID	0	11	7	1	19
RI	0	10	8	1	19
ME	1	10	4	0	15
ND	1	9	3	0	13
WY	0	5	8	0	13
HI	1	5	4	0	10
SD	0	6	2	0	8
VT	0	3	2	0	5
Unknown	26	271	138	11	446
Total	379	3876	4048	240	8543

Financial ID Theft

Financial CY2019		Financial CY2020		Financial CY2021	
CA	262	CA	222	CA	205
TX	120	TX	102	TX	90
FL	96	FL	85	FL	87
NY	82	NY	67	NY	71
GA	56	PA	50	PA	58
PA	53	IL	44	OH	41
IL	46	AZ	39	AZ	37
OH	44	GA	38	NC	35
NC	38	MO	27	IL	32
TN	34	MI	26	GA	29
MI	33	LA	25	NJ	28
AL	29	OH	25	MI	25
AZ	29	NJ	24	VA	25
WA	28	VA	23	AL	21
MD	26	NV	21	WA	21
CO	23	MA	19	CO	20
NJ	23	NC	19	IN	20
MO	20	CO	18	LA	20
SC	20	IN	17	MO	20
KY	19	MD	17	MN	18
VA	19	WA	17	MA	16
LA	18	SC	16	MD	16
MA	18	KY	15	TN	16
WI	18	MS	15	WI	16
IN	16	OR	15	NV	14
MN	16	TN	15	SC	13
OK	16	AL	14	KS	12
CT	13	CT	12	NM	11
OR	13	WI	12	OR	11
NV	12	MN	11	CT	10
NM	11	DC	10	OK	9
NE	9	AR	8	MS	8
AR	8	KS	6	AR	7
UT	8	NM	6	IA	7
IA	7	OK	6	KY	7
KS	7	DE	5	UT	7
ME	7	ID	5	AK	6
MS	6	RI	5	DC	6
ND	6	UT	5	NH	6
AK	5	MT	3	DE	5
DC	5	NH	3	NE	5
ID	5	AK	2	MT	3
NH	5	HI	2	SD	3
RI	5	IA	2	WV	3
DE	3	NE	2	ME	2
WV	3	VT	2	ND	2
WY	3	WV	2	HI	1
HI	2	WY	2	ID	1
MT	2	ME	1	VT	1
SD	2	ND	1	RI	0
VT	0	SD	1	WY	0
Unknown	116	Unknown	102	Unknown	53
Total	1465	Total	1231	Total	1180

Government ID Theft

Government CY2019		Government CY2020		Government CY2021	
CA	108	CA	225	NM	264
TX	71	NM	124	PA	197
FL	32	PA	97	CA	172
NY	31	TX	96	NY	125
IL	30	AZ	88	OH	121
GA	17	NY	79	FL	102
OH	17	IL	68	TX	82
LA	16	FL	67	IL	79
PA	15	WA	64	AZ	66
AZ	14	NV	63	TN	58
MD	14	MT	48	LA	44
NC	14	MI	39	GA	39
MI	11	LA	36	NV	39
NJ	11	GA	34	MI	38
AR	9	OH	31	NC	33
IN	9	TN	30	CO	29
MO	9	VA	25	MD	28
VA	9	MA	24	MT	27
NM	8	CO	20	KS	25
NV	8	MD	20	NJ	20
SC	8	IN	19	MO	19
AL	7	NC	18	VA	19
KY	7	WI	18	MA	18
OR	7	AL	16	SC	18
OK	6	NJ	16	IN	17
CO	5	AR	13	KY	17
CT	5	OK	13	WA	16
TN	5	CT	10	WI	16
WA	5	KS	10	AL	15
MN	4	MN	10	MN	14
AK	3	MS	10	OR	12
DE	3	SC	9	MS	11
KS	3	KY	7	OK	11
WI	3	NE	7	WV	10
IA	2	OR	7	AR	9
MS	2	MO	6	CT	7
ND	2	WY	6	NE	7
HI	1	IA	5	UT	7
MA	1	RI	5	DC	6
MT	1	ID	4	IA	6
NE	1	DE	3	NH	5
NH	1	ME	3	AK	3
RI	1	UT	3	DE	3
WY	1	WV	3	ID	3
DC	0	DC	2	HI	2
ID	0	NH	2	RI	2
ME	0	SD	2	ME	1
SD	0	AK	1	ND	1
UT	0	HI	1	VT	1
VT	0	VT	1	WY	1
WV	0	ND	0	SD	0
Unknown	30	Unknown	55	Unknown	53
Total	567	Total	1563	Total	1918

Government Identity Theft						
Date/Time Opened ↑	Department of Motor Vehicles	Government Benefits	Immigration/Travel Doc	Tax	Employment/Wage-Related	Total
CY2019	133	255	5	165	101	659
CY2020	60	1211	1	263	72	1607
CY2021	59	1619	2	283	80	2043

Department of Motor Vehicles = Drivers License; Traffic/parking ticket; Vehicle Registration, Traffic Accident
Government Benefits = Medicare/Medicaid/MediCal; Social Security Benefit/Account, Welfare, Unemployment, Child Support, Disability, VA
Immigration/Travel Doc = Passport, Green Card
Tax = Federal, State

Financial Identity Theft			
Date/Time Opened ↑	New Account Fraud	Existing Account Takeover	Total
CY2019	1013	523	1536
CY2020	844	444	1288
CY2021	756	486	1242

Identity Compromises

Date/Time Opened ↑	Scams	Request Preventative Info	Theft	Lost Items	Breach	Non-Financial Account Takeover	Mistaken for Another Entity	False Impersonation	Civil Dispute	No Info/Details Unknown or Unclear	Other (See Description)	Record Count
CY2019	2906	1127	308	252	242	331	4	14	74	1171	1739	3002
CY2020	2457	2971	1252	296	51	202	4	2	28	343	609	986
CY2021	4238	1396	819	172	57	204	4	2	70	0	73	149

Scam RFA Detail

	Mailing State/Province →	AK	AL	AR	AZ	CA	CO	CT	DC	DE	FL
Date/Time Opened ↑	Type of Scam ↑	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count
CY2019	"can you hear me" scam	0	0	0	0	4	1	0	0	0	1
	Amazon	0	0	0	0	0	0	0	0	0	0
	anti-virus	0	0	0	0	2	0	0	0	0	4
	auto warranty	0	0	0	0	0	0	0	0	0	0
	bitcoin	0	0	0	0	0	0	0	0	0	0
	debt collection	0	1	1	1	3	0	0	0	0	1
	Google	0	0	0	0	0	0	0	0	0	0
	government grant	2	6	5	10	36	2	3	3	0	19
	grandparent/family emergency	0	0	0	0	1	0	0	0	0	0
	IRS/Tax	0	0	1	0	4	1	0	0	0	1
	job/employment	0	1	1	3	17	2	2	0	0	9
	lottery/prize	1	1	1	4	7	6	4	1	0	6
	medical	0	2	0	1	3	0	1	0	0	3
	Nigerian prince/Inheritance	0	0	0	0	1	0	0	0	0	0
	other	2	14	6	15	98	12	4	3	1	54
	phony financial institution	1	9	3	5	21	4	2	0	0	7
	phony government agency	0	7	5	14	59	8	5	2	0	42
	phony law enforcement	0	5	2	3	42	5	0	1	0	13
	rental/purchase (house, apartment, pet, car, etc)	0	1	0	2	14	3	4	0	0	5
	romance/sweetheart	1	1	1	8	20	5	1	0	1	8
	tech support	0	2	0	4	14	2	3	0	0	5
	unknown	0	0	0	0	0	0	0	0	0	0
	unsolicited package	0	0	0	1	0	1	0	0	0	0
Subtotal		7	50	26	71	346	52	29	10	2	178
CY2020	"can you hear me" scam	0	0	0	0	0	0	0	0	0	1
	Amazon	0	0	0	0	0	0	0	0	0	0
	anti-virus	0	0	0	0	0	1	0	0	0	0
	auto warranty	0	0	0	0	0	0	0	0	0	0
	bitcoin	0	0	0	0	0	0	0	0	0	0
	debt collection	0	0	0	1	0	0	1	0	0	1
	Google	0	0	0	0	0	0	0	0	0	0
	government grant	0	4	2	5	16	2	2	1	1	14
	grandparent/family emergency	0	0	0	0	0	0	0	0	0	0
	IRS/Tax	1	1	0	2	9	0	1	1	0	1
	job/employment	0	2	0	5	24	1	1	1	0	7
	lottery/prize	0	5	1	0	6	2	1	0	0	4
	medical	0	0	0	0	1	0	0	0	0	6
	Nigerian prince/Inheritance	0	0	0	0	0	0	0	0	0	0
	other	0	16	4	21	112	9	5	5	3	53
	phony financial institution	1	5	0	1	12	2	0	1	0	2
	phony government agency	2	3	2	4	18	3	0	2	0	20
	phony law enforcement	0	5	2	5	25	3	2	0	1	15
	rental/purchase (house, apartment, pet, car, etc)	0	1	2	2	11	2	1	0	1	6
	romance/sweetheart	0	3	1	4	29	7	0	1	0	11
	tech support	0	2	3	3	11	0	1	0	0	1
	unknown	0	0	0	0	0	0	0	0	0	0
	unsolicited package	0	0	0	0	2	1	0	0	0	1
Subtotal		4	47	17	53	276	33	15	12	6	143
CY2021	"can you hear me" scam	0	1	0	0	0	0	0	0	0	0
	Amazon	0	0	1	0	11	2	1	2	1	6
	anti-virus	0	0	0	1	7	1	0	0	0	1
	auto warranty	0	2	0	0	3	0	0	1	0	3
	bitcoin	0	0	0	0	1	1	0	0	0	1
	debt collection	0	2	0	0	2	0	0	0	0	0
	Google	6	26	12	21	141	37	30	5	6	100
	government grant	1	11	3	5	23	5	3	1	1	18
	grandparent/family emergency	0	0	0	0	2	0	0	0	0	0
	IRS/Tax	0	0	0	4	7	1	0	0	0	4
	job/employment	0	0	3	8	26	1	4	2	1	18
	lottery/prize	3	3	3	6	14	3	0	0	1	6
	medical	0	1	1	0	2	0	0	0	0	3
	Nigerian prince/Inheritance	0	0	0	0	0	0	0	0	0	1
	other	0	0	0	0	1	0	0	0	0	0
	phony business/organization	0	5	0	0	9	1	2	2	2	11
	phony financial institution	1	2	2	4	22	0	1	0	0	13
	phony government agency	1	2	0	8	30	0	2	1	0	17
	phony law enforcement	0	2	2	6	13	1	0	0	0	7
	rental/purchase (house, apartment, pet, car, etc)	1	4	0	5	16	3	0	0	0	8
	romance/sweetheart	1	0	0	4	22	1	1	0	0	5
	tech support	0	3	0	0	7	1	0	0	1	6
	unknown	1	5	2	3	13	5	2	0	2	15
	unsolicited package	0	0	0	1	0	0	0	0	0	1
Subtotal		15	69	29	76	372	63	46	14	15	244
Total		26	166	72	200	994	148	90	36	23	565

	Mailing State/Province →	GA	HI	IA	ID	IL	IN	KS	KY	LA	MA	MD	ME	MI
Date/Time Opened ↑	Type of Scam ↑	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count
CY2019	"can you hear me" scam	0	0	0	0	0	0	0	0	0	0	0	0	0
	Amazon	0	0	0	0	0	0	0	0	0	0	0	0	0
	anti-virus	0	0	0	0	1	0	0	0	0	0	0	0	0
	auto warranty	0	0	0	0	0	0	0	0	0	0	0	0	0
	bitcoin	0	0	0	0	0	0	0	0	0	0	0	0	0
	debt collection	0	0	1	0	1	0	0	0	2	0	2	0	1
	Google	0	0	0	0	0	0	0	0	0	0	0	0	0
	government grant	6	0	2	1	12	7	3	5	13	6	3	1	16
	grandparent/family emergency	0	0	0	0	0	0	0	0	1	0	0	0	1
	IRS/Tax	0	0	1	0	0	0	0	0	1	0	1	0	0
	job/employment	3	0	0	0	2	3	0	2	2	1	1	0	7
	lottery/prize	2	0	1	0	1	1	1	1	1	1	2	0	2
	medical	1	0	0	0	0	3	1	0	1	0	0	0	0
	Nigerian prince/Inheritance	0	0	0	0	0	0	0	0	0	0	0	0	0
	other	32	2	3	2	30	16	2	11	13	18	13	1	16
	phony financial institution	5	1	0	3	4	3	1	2	6	4	5	1	3
	phony government agency	14	0	7	3	15	5	6	5	4	11	15	1	6
	phony law enforcement	4	0	2	0	13	2	4	2	4	2	9	1	8
	rental/purchase (house, apartment, pet, car, etc)	1	0	1	0	5	4	3	1	1	5	0	0	1
	romance/sweetheart	6	1	1	2	2	4	3	3	4	4	3	0	4
	tech support	2	1	0	0	5	0	0	0	1	1	4	0	5
	unknown	0	0	0	0	0	0	0	0	0	0	0	0	0
	unsolicited package	0	0	0	0	0	0	0	0	1	1	1	0	0
Subtotal		76	5	19	11	91	48	24	32	55	54	59	5	70
CY2020	"can you hear me" scam	0	0	0	0	0	0	0	0	0	1	0	0	0
	Amazon	0	0	0	0	0	0	0	0	0	0	0	0	0
	anti-virus	0	0	0	0	0	0	1	0	0	0	1	0	1
	auto warranty	0	0	0	0	0	0	0	0	0	0	0	0	0
	bitcoin	0	0	0	0	0	0	0	0	0	0	0	0	0
	debt collection	0	0	0	0	0	0	0	0	1	0	0	0	0
	Google	0	0	0	0	0	0	0	0	0	0	0	0	0
	government grant	5	2	3	0	5	5	2	5	4	1	6	1	4
	grandparent/family emergency	0	0	0	0	0	0	0	1	0	0	0	0	1
	IRS/Tax	0	1	1	0	0	2	1	0	0	0	1	0	0
	job/employment	2	2	3	0	5	2	1	2	2	2	4	0	3
	lottery/prize	2	0	1	0	3	2	1	1	3	1	0	0	2
	medical	0	0	0	0	0	3	0	0	1	3	0	0	2
	Nigerian prince/Inheritance	0	0	0	0	0	0	0	0	0	0	0	0	0
	other	26	2	4	4	31	16	5	9	13	28	12	3	26
	phony financial institution	1	2	1	0	3	3	1	1	2	2	3	1	2
	phony government agency	7	1	2	0	11	2	2	2	4	3	2	1	7
	phony law enforcement	9	0	0	1	3	3	2	4	7	3	9	0	13
	rental/purchase (house, apartment, pet, car, etc)	2	1	0	0	2	3	0	1	2	1	0	1	2
	romance/sweetheart	3	0	1	0	9	3	0	2	1	4	4	1	3
	tech support	1	0	0	0	1	1	1	0	2	3	1	0	2
	unknown	0	0	0	0	0	0	0	0	0	0	0	0	0
	unsolicited package	0	0	0	0	1	1	0	1	0	0	1	0	1
Subtotal		58	11	16	5	74	46	17	29	42	52	44	8	69
CY2021	"can you hear me" scam	0	0	0	0	0	1	0	0	0	0	0	0	0
	Amazon	3	0	0	0	3	1	0	0	1	3	1	0	3
	anti-virus	1	0	0	0	0	1	1	0	2	1	1	0	2
	auto warranty	1	0	0	1	2	1	0	1	1	0	0	0	0
	bitcoin	0	0	0	0	1	0	0	0	0	1	0	0	0
	debt collection	0	0	0	1	0	0	0	0	1	0	0	0	0
	Google	40	6	18	5	87	37	16	8	15	42	43	6	85
	government grant	12	2	1	1	11	13	4	4	9	5	5	0	12
	grandparent/family emergency	1	0	0	0	0	0	0	0	0	0	0	0	0
	IRS/Tax	4	0	0	0	2	4	0	0	3	2	2	0	0
	job/employment	7	1	2	1	10	2	1	3	2	5	6	0	7
	lottery/prize	3	0	1	1	7	3	1	3	3	2	1	1	8
	medical	0	0	1	0	0	0	0	0	0	0	0	0	2
	Nigerian prince/Inheritance	1	0	0	0	1	0	1	0	0	0	0	0	0
	other	0	0	0	0	0	0	0	0	0	0	0	0	0
	phony business/organization	4	1	0	0	8	0	1	0	1	2	0	0	4
	phony financial institution	0	0	1	0	5	0	1	0	2	1	3	1	2
	phony government agency	9	1	2	0	10	8	1	8	4	6	6	1	7
	phony law enforcement	6	2	0	0	7	2	0	1	3	3	1	1	10
	rental/purchase (house, apartment, pet, car, etc)	2	0	0	2	4	1	0	2	1	2	5	0	3
	romance/sweetheart	5	0	1	1	4	1	0	1	2	1	3	1	5
	tech support	2	0	0	0	2	1	0	2	0	4	0	0	0
	unknown	7	1	0	0	7	6	3	3	3	5	5	0	3
	unsolicited package	0	0	0	0	0	0	0	0	0	0	0	0	1
Subtotal		108	14	27	13	171	82	30	36	53	85	82	11	154
Total		242	30	62	29	336	176	71	97	150	191	185	24	293

	Mailing State/Province →	MN	MO	MS	MT	NC	ND	NE	NH	NJ	NM	NV	NY	OH
Date/Time Opened ↑	Type of Scam ↑	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count
CY2019	"can you hear me" scam	2	3	0	0	0	0	0	0	0	0	0	1	0
	Amazon	0	0	0	0	0	0	0	0	0	0	0	0	0
	anti-virus	0	1	0	0	0	0	0	0	1	0	0	0	0
	auto warranty	0	0	0	0	0	0	0	0	0	0	0	0	0
	bitcoin	0	0	0	0	0	0	0	0	0	0	0	0	0
	debt collection	0	0	0	0	1	0	0	0	0	0	0	0	1
	Google	0	0	0	0	0	0	0	0	0	0	0	0	0
	government grant	5	8	5	2	18	0	1	1	4	3	2	19	12
	grandparent/family emergency	0	0	0	0	0	0	0	0	0	0	0	0	0
	IRS/Tax	1	0	0	0	2	0	0	0	1	0	0	3	0
	job/employment	2	0	0	0	4	1	1	0	5	0	1	12	1
	lottery/prize	3	1	2	1	4	0	1	0	0	0	1	4	1
	medical	1	1	0	0	1	0	0	0	1	0	0	2	1
	Nigerian prince/Inheritance	0	0	0	0	1	0	0	0	0	0	0	0	1
	other	8	17	4	0	12	1	4	2	25	2	9	44	25
	phony financial institution	3	2	1	0	1	1	0	0	5	3	3	8	5
	phony government agency	9	5	2	0	13	3	2	0	11	5	5	27	17
	phony law enforcement	4	1	3	0	10	0	1	2	5	1	5	17	8
	rental/purchase (house, apartment, pet, car, etc)	3	1	0	0	3	0	0	1	3	0	0	7	0
	romance/sweetheart	4	4	1	0	5	0	1	1	2	2	1	9	3
	tech support	2	1	1	2	3	0	1	0	1	1	1	5	1
	unknown	0	0	0	0	0	0	0	0	0	0	0	0	0
	unsolicited package	1	0	0	0	1	0	0	0	0	0	1	0	0
Subtotal		48	45	19	5	79	6	12	7	64	17	29	158	76
CY2020	"can you hear me" scam	0	0	0	0	0	0	0	0	0	0	0	0	0
	Amazon	0	0	0	0	0	0	0	0	0	0	0	0	0
	anti-virus	2	0	0	0	0	0	0	0	0	0	0	1	0
	auto warranty	0	0	0	0	0	0	0	0	0	0	0	0	0
	bitcoin	0	0	0	0	0	0	0	0	0	0	0	0	0
	debt collection	0	0	0	0	0	0	0	0	1	1	0	1	0
	Google	0	0	0	0	0	0	0	0	0	0	0	0	0
	government grant	3	3	4	0	11	1	0	1	6	5	0	11	13
	grandparent/family emergency	0	1	0	0	0	0	0	0	0	0	0	2	0
	IRS/Tax	1	0	2	0	1	0	0	1	1	0	1	3	4
	job/employment	1	1	0	0	3	1	0	0	3	1	2	8	1
	lottery/prize	2	1	0	1	4	0	0	0	1	0	1	8	2
	medical	0	0	0	1	4	0	0	0	0	0	0	1	2
	Nigerian prince/Inheritance	0	0	0	0	0	0	0	0	0	0	0	0	0
	other	20	8	3	1	21	0	2	5	15	3	9	64	25
	phony financial institution	1	1	1	0	8	1	0	1	3	0	0	7	2
	phony government agency	0	1	4	0	8	0	0	1	9	0	2	13	6
	phony law enforcement	3	3	4	1	5	0	0	1	3	2	2	20	13
	rental/purchase (house, apartment, pet, car, etc)	0	0	0	0	2	0	2	2	3	1	0	4	2
	romance/sweetheart	3	2	4	0	3	0	1	1	3	2	3	7	7
	tech support	0	2	0	0	4	0	0	0	2	3	0	4	2
	unknown	0	0	0	0	0	0	0	0	0	0	0	0	0
	unsolicited package	0	0	1	0	2	0	0	2	3	0	0	0	0
Subtotal		36	23	22	4	76	3	5	15	53	18	20	154	79
CY2021	"can you hear me" scam	0	0	0	0	0	0	0	0	0	0	0	0	0
	Amazon	0	3	1	0	3	0	1	0	3	1	1	3	5
	anti-virus	1	0	1	0	1	0	0	0	3	0	0	3	2
	auto warranty	0	0	0	0	0	0	0	0	2	0	0	1	1
	bitcoin	0	0	0	0	0	0	0	0	0	0	0	3	0
	debt collection	0	0	0	0	0	0	0	0	0	0	0	0	0
	Google	45	32	11	2	49	3	17	12	56	4	7	105	74
	government grant	5	1	8	0	10	0	2	1	7	3	5	18	12
	grandparent/family emergency	1	0	0	0	0	0	0	0	0	0	0	0	0
	IRS/Tax	1	2	1	0	1	0	1	0	1	0	1	5	5
	job/employment	1	7	3	0	6	1	1	2	4	1	0	24	2
	lottery/prize	0	3	0	0	6	0	2	0	3	1	0	8	6
	medical	0	0	0	0	1	0	0	0	1	0	1	0	2
	Nigerian prince/Inheritance	0	0	0	0	0	0	0	0	0	0	0	0	0
	other	0	0	0	0	0	0	0	0	0	0	0	1	0
	phony business/organization	1	1	0	1	4	0	0	0	1	1	0	11	2
	phony financial institution	0	1	2	0	6	0	1	1	3	0	0	9	3
	phony government agency	3	2	2	0	8	0	2	1	8	2	0	28	6
	phony law enforcement	2	1	1	0	2	0	0	0	3	0	1	5	6
	rental/purchase (house, apartment, pet, car, etc)	0	1	2	0	3	0	0	0	1	2	1	9	7
	romance/sweetheart	2	0	0	0	7	0	0	2	0	3	1	6	6
	tech support	0	3	0	0	4	0	0	1	4	1	0	11	3
	unknown	5	2	0	0	7	0	0	0	6	0	3	8	11
	unsolicited package	0	0	0	0	0	0	0	1	0	0	0	0	0
Subtotal		67	59	32	3	118	4	27	21	106	19	21	258	153
Total		151	127	73	12	273	13	44	43	223	54	70	570	308

	Mailing State/Province →	OK	OR	PA	RI	SC	SD	TN	TX	UT	VA	VT	WA	WI	WV	WY	Unknown	Total
Date/Time Opened ↑	Type of Scam ↑	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count
CY2019	"can you hear me" scam	0	0	0	0	0	0	0	2	0	0	0	1	0	0	0	1	16
	Amazon	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	anti-virus	0	0	2	0	1	0	1	0	0	0	0	1	0	0	0	2	16
	auto warranty	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	bitcoin	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	debt collection	0	0	1	0	0	0	0	2	0	1	0	1	0	0	0	0	21
	Google	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	government grant	6	1	13	1	10	0	14	33	3	7	0	8	9	1	0	50	397
	grandparent/family emergency	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	6
	IRS/Tax	0	0	0	1	0	0	1	1	0	1	0	1	1	0	1	0	24
	job/employment	0	1	5	0	2	0	2	17	0	4	0	1	3	0	0	11	129
	lottery/prize	2	0	5	0	3	0	4	6	0	2	0	1	0	0	0	14	99
	medical	1	0	0	0	1	0	1	1	0	0	0	0	1	0	0	1	29
	Nigerian prince/Inheritance	0	0	0	0	0	0	0	1	0	0	0	2	0	0	0	3	9
	other	3	10	25	4	10	1	20	56	5	18	2	15	11	3	0	118	822
	phony financial institution	3	0	10	0	2	0	3	21	1	3	0	2	2	0	1	23	193
	phony government agency	5	4	14	1	9	4	12	40	3	6	1	8	5	0	0	33	478
	phony law enforcement	2	3	8	0	3	1	7	20	4	7	0	8	2	1	2	12	259
	rental/purchase (house, apartment, pet, car, etc)	0	2	3	0	0	0	0	3	3	1	0	3	2	1	0	8	95
	romance/sweetheart	4	2	8	0	1	0	2	16	2	2	0	8	1	2	1	20	185
	tech support	0	0	1	1	1	0	3	4	0	2	0	2	3	1	0	8	94
	unknown	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	unsolicited package	0	1	0	0	1	0	1	2	0	0	1	1	0	0	0	1	16
Subtotal		27	24	95	8	44	6	71	226	22	54	4	63	40	9	5	305	2888
CY2020	"can you hear me" scam	0	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	5
	Amazon	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	anti-virus	0	0	2	0	0	0	0	0	1	0	0	1	0	0	1	1	13
	auto warranty	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	bitcoin	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	debt collection	0	2	0	0	0	0	0	1	0	1	0	0	0	0	0	1	12
	Google	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	government grant	4	1	11	0	1	0	3	21	0	5	1	5	3	1	0	22	226
	grandparent/family emergency	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	7
	IRS/Tax	3	0	5	0	0	0	1	9	0	1	0	3	1	0	0	2	61
	job/employment	0	0	7	1	2	0	4	7	2	2	0	1	0	0	1	29	146
	lottery/prize	2	1	2	0	0	0	1	7	3	0	0	1	0	0	0	21	93
	medical	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	26
	Nigerian prince/Inheritance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	other	8	6	26	2	12	1	17	66	4	15	0	16	10	5	1	96	868
	phony financial institution	1	0	6	0	0	0	1	12	0	2	3	5	2	0	0	21	123
	phony government agency	1	1	12	0	1	0	6	13	1	6	0	5	5	0	0	23	216
	phony law enforcement	1	3	7	0	6	0	4	19	0	3	1	4	2	0	0	17	236
	rental/purchase (house, apartment, pet, car, etc)	1	3	6	0	0	0	2	9	0	5	0	2	1	2	1	10	99
	romance/sweetheart	1	4	4	0	2	1	4	11	1	2	0	2	6	0	0	42	203
	tech support	0	1	3	0	1	1	1	4	0	3	0	1	1	0	0	12	78
	unknown	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	unsolicited package	0	0	1	0	0	0	1	3	0	0	0	0	2	0	0	8	32
Subtotal		22	23	92	3	25	3	46	183	13	46	5	46	33	8	4	307	2444
CY2021	"can you hear me" scam	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	4
	Amazon	1	1	7	0	6	1	1	13	2	1	1	1	1	1	0	5	102
	anti-virus	1	0	2	0	0	1	2	7	0	0	1	0	0	0	0	1	45
	auto warranty	0	2	0	0	0	0	0	3	0	0	0	0	0	0	0	0	25
	bitcoin	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1	11
	debt collection	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	1	9
	Google	11	22	73	5	20	2	36	133	23	43	1	19	36	6	2	264	1905
	government grant	8	3	15	3	6	0	11	39	2	9	1	5	8	4	1	41	378
	grandparent/family emergency	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	5
	IRS/Tax	2	1	4	0	0	0	1	7	0	1	0	3	0	1	0	9	80
	job/employment	2	1	6	1	5	0	5	29	3	10	0	8	5	0	1	27	265
	lottery/prize	1	2	5	0	2	0	4	18	0	6	0	4	0	1	0	13	158
	medical	0	0	0	0	0	0	0	3	1	1	0	0	0	0	0	2	22
	Nigerian prince/Inheritance	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	6
	other	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	2	7
	phony business/organization	0	2	3	0	2	0	2	5	1	3	0	2	0	0	0	6	101
	phony financial institution	4	0	8	1	4	0	5	11	1	4	0	1	2	0	0	9	137
	phony government agency	1	5	9	1	4	0	2	31	2	6	1	5	2	1	0	12	268
	phony law enforcement	0	0	3	0	0	0	4	5	0	2	0	2	3	2	0	3	112
	rental/purchase (house, apartment, pet, car, etc)	0	2	4	1	1	0	1	11	1	3	0	3	1	1	0	4	118
	romance/sweetheart	1	3	12	0	1	1	5	7	1	1	0	4	4	1	1	17	145
	tech support	0	1	8	1	0	0	1	6	2	0	0	2	1	0	0	6	84
	unknown	2	2	8	0	1	1	2	12	0	2	0	3	2	0	0	49	217
	unsolicited package	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	5
Subtotal		34	47	170	13	53	6	83	346	39	92	5	62	66	18	5	473	4209
Total		83	94	357	24	122	15	200	755	74	192	14	171	139	35	14	1085	9541

Type of Scam	2019		Type of Scam	2020		Type of Scam	2021
phony government agency	478		phony law enforcement	236		Google*	1905
government grant	397		government grant	226		government grant	378
phony law enforcement	259		phony government agency	216		phony government agency	268
phony financial institution	193		romance/sweetheart	203		job/employment	266
romance/sweetheart	185		job/employment	146		lottery/prize	158
job/employment	129		phony financial institution	123		romance/sweetheart	145
lottery/prize	99		rental/purchase (house, apartment, pet, car, etc)	99		phony financial institution	137
rental/purchase (house, apartment, pet, car, etc)	95		lottery/prize	93		rental/purchase (house, apartment, pet, car, etc)	118
tech support	94		tech support	78		phony law enforcement	112
medical	29		IRS/Tax	61		Amazon*	102
IRS/Tax	24		unsolicited package	32		phony business/organization*	101
debt collection	21		medical	26		tech support	84
"can you hear me" scam	16		anti-virus	13		IRS/Tax	80
anti-virus	16		debt collection	12		anti-virus	45
unsolicited package	16		grandparent/family emergency	7		auto warranty	25
Nigerian prince/Inheritance	9		"can you hear me" scam	5		medical	22
grandparent/family emergency	6		Amazon*	0		bitcoin	11
Amazon*	0		auto warranty	0		debt collection	9
auto warranty	0		bitcoin	0		Nigerian prince/Inheritance	6
bitcoin	0		Google*	0		grandparent/family emergency	5
Google*	0		Nigerian prince/Inheritance	0		unsolicited package	5
phony business/organization*	0		phony business/organization*	0		"can you hear me" scam	4
other	822		other	868		other	7
unknown*	0		unknown*	0		unknown*	217
TOTAL	**2888**		**TOTAL**	**2444**		**TOTAL**	**4210**

* added in 2021 due to the volume received

Scams Reported by State					
	CY2019		CY2020		CY2021
CA	346	CA	276	CA	372
TX	226	TX	183	TX	346
FL	178	NY	154	NY	258
NY	158	FL	143	FL	244
PA	95	PA	92	IL	171
IL	91	OH	79	PA	170
NC	79	NC	76	MI	154
GA	76	IL	74	OH	153
OH	76	MI	69	NC	118
AZ	71	GA	58	GA	108
TN	71	AZ	53	NJ	106
MI	70	NJ	53	VA	92
NJ	64	MA	52	MA	85
WA	63	AL	47	TN	83
MD	59	IN	46	IN	82
LA	55	TN	46	MD	82
MA	54	VA	46	AZ	76
VA	54	WA	46	AL	69
CO	52	MD	44	MN	67
AL	50	LA	42	WI	66
IN	48	MN	36	CO	63
MN	48	CO	33	WA	62
MO	45	WI	33	MO	59
SC	44	KY	29	LA	53
WI	40	SC	25	SC	53
KY	32	MO	23	OR	47
CT	29	OR	23	CT	46
NV	29	MS	22	UT	39
OK	27	OK	22	KY	36
AR	26	NV	20	OK	34
KS	24	NM	18	MS	32
OR	24	AR	17	KS	30
UT	22	KS	17	AR	29
IA	19	IA	16	IA	27
MS	19	CT	15	NE	27
NM	17	NH	15	NH	21
NE	12	UT	13	NV	21
ID	11	DC	12	NM	19
DC	10	HI	11	WV	18
WV	9	ME	8	AK	15
RI	8	WV	8	DE	15
AK	7	DE	6	DC	14
NH	7	ID	5	HI	14
ND	6	NE	5	ID	13
SD	6	VT	5	RI	13
HI	5	AK	4	ME	11
ME	5	MT	4	SD	6
MT	5	WY	4	VT	5
WY	5	ND	3	WY	5
VT	4	RI	3	ND	4
DE	2	SD	3	MT	3
Unknown	305	Unknown	307	Unknown	473
Total	2888	**Total**	2444	**Total**	4209

Mailing State →	AK
Google	6
lottery/prize	3
government grant	1
phony financial institution	1
phony government agency	1
rental/purchase (house, apartment, pet, car, etc)	1
romance/sweetheart	1
unknown	1
"can you hear me" scam	0
Amazon	0
anti-virus	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
IRS/Tax	0
job/employment	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony business/organization	0
phony law enforcement	0
tech support	0
unsolicited package	0
Subtotal	15

Mailing State →	AL
Google	26
government grant	11
phony business/organization	5
unknown	5
rental/purchase (house, apartment, pet, car, etc)	4
lottery/prize	3
tech support	3
auto warranty	2
debt collection	2
phony financial institution	2
phony government agency	2
phony law enforcement	2
"can you hear me" scam	1
medical	1
Amazon	0
anti-virus	0
bitcoin	0
grandparent/family emergency	0
IRS/Tax	0
job/employment	0
Nigerian prince/Inheritance	0
other	0
romance/sweetheart	0
unsolicited package	0
Subtotal	69

Mailing State →	AR
Google	12
government grant	3
job/employment	3
lottery/prize	3
phony financial institution	2
phony law enforcement	2
unknown	2
Amazon	1
medical	1
"can you hear me" scam	0
anti-virus	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
IRS/Tax	0
Nigerian prince/Inheritance	0
other	0
phony business/organization	0
phony government agency	0
rental/purchase (house, apartment, pet, car, etc)	0
romance/sweetheart	0
tech support	0
unsolicited package	0
Subtotal	29

Mailing State →	AZ
Google	21
job/employment	8
phony government agency	8
lottery/prize	6
phony law enforcement	6
government grant	5
rental/purchase (house, apartment, pet, car, etc)	5
IRS/Tax	4
phony financial institution	4
romance/sweetheart	4
unknown	3
anti-virus	1
unsolicited package	1
"can you hear me" scam	0
Amazon	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony business/organization	0
tech support	0
Subtotal	76

Mailing State →	CA
Google	141
phony government agency	30
job/employment	26
government grant	23
phony financial institution	22
romance/sweetheart	22
rental/purchase (house, apartment, pet, car, etc)	16
lottery/prize	14
phony law enforcement	13
unknown	13
Amazon	11
phony business/organization	9
anti-virus	7
IRS/Tax	7
tech support	7
auto warranty	3
debt collection	2
grandparent/family emergency	2
medical	2
bitcoin	1
other	1
"can you hear me" scam	0
Nigerian prince/Inheritance	0
unsolicited package	0
Subtotal	372

Mailing State →	CO
Google	37
government grant	5
unknown	5
lottery/prize	3
rental/purchase (house, apartment, pet, car, etc)	3
Amazon	2
anti-virus	1
bitcoin	1
IRS/Tax	1
job/employment	1
phony business/organization	1
phony law enforcement	1
romance/sweetheart	1
tech support	1
"can you hear me" scam	0
auto warranty	0
debt collection	0
grandparent/family emergency	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony financial institution	0
phony government agency	0
unsolicited package	0
Subtotal	63

Mailing State →	CT
Google	30
job/employment	4
government grant	3
phony business/organization	2
phony government agency	2
unknown	2
Amazon	1
phony financial institution	1
romance/sweetheart	1
"can you hear me" scam	0
anti-virus	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
IRS/Tax	0
lottery/prize	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony law enforcement	0
rental/purchase (house, apartment, pet, car, etc)	0
tech support	0
unsolicited package	0
Subtotal	46

Mailing State →	DC
Google	5
Amazon	2
job/employment	2
phony business/organization	2
auto warranty	1
government grant	1
phony government agency	1
"can you hear me" scam	0
anti-virus	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
IRS/Tax	0
lottery/prize	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony financial institution	0
phony law enforcement	0
rental/purchase (house, apartment, pet, car, etc)	0
romance/sweetheart	0
tech support	0
unknown	0
unsolicited package	0
Subtotal	14

Mailing State →	DE
Google	6
phony business/organization	2
unknown	2
Amazon	1
government grant	1
job/employment	1
lottery/prize	1
tech support	1
"can you hear me" scam	0
anti-virus	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
IRS/Tax	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony financial institution	0
phony government agency	0
phony law enforcement	0
rental/purchase (house, apartment, pet, car, etc)	0
romance/sweetheart	0
unsolicited package	0
Subtotal	15

Mailing State →	FL
Google	100
government grant	18
job/employment	18
phony government agency	17
unknown	15
phony financial institution	13
phony business/organization	11
rental/purchase (house, apartment, pet, car, etc)	8
phony law enforcement	7
Amazon	6
lottery/prize	6
tech support	6
romance/sweetheart	5
IRS/Tax	4
auto warranty	3
medical	3
anti-virus	1
bitcoin	1
Nigerian prince/Inheritance	1
unsolicited package	1
"can you hear me" scam	0
debt collection	0
grandparent/family emergency	0
other	0
Subtotal	244

Mailing State →	GA
Google	40
government grant	12
phony government agency	9
job/employment	7
unknown	7
phony law enforcement	6
romance/sweetheart	5
IRS/Tax	4
phony business/organization	4
Amazon	3
lottery/prize	3
rental/purchase (house, apartment, pet, car, etc)	2
tech support	2
anti-virus	1
auto warranty	1
grandparent/family emergency	1
Nigerian prince/Inheritance	1
"can you hear me" scam	0
bitcoin	0
debt collection	0
medical	0
other	0
phony financial institution	0
unsolicited package	0
Subtotal	108

Mailing State →	HI
Google	6
government grant	2
phony law enforcement	2
job/employment	1
phony business/organization	1
phony government agency	1
unknown	1
"can you hear me" scam	0
Amazon	0
anti-virus	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
IRS/Tax	0
lottery/prize	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony financial institution	0
rental/purchase (house, apartment, pet, car, etc)	0
romance/sweetheart	0
tech support	0
unsolicited package	0
Subtotal	14

Mailing State →	IA
Google	18
job/employment	2
phony government agency	2
government grant	1
lottery/prize	1
medical	1
phony financial institution	1
romance/sweetheart	1
"can you hear me" scam	0
Amazon	0
anti-virus	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
IRS/Tax	0
Nigerian prince/Inheritance	0
other	0
phony business/organization	0
phony law enforcement	0
rental/purchase (house, apartment, pet, car, etc)	0
tech support	0
unknown	0
unsolicited package	0
Subtotal	27

Mailing State →	ID
Google	5
rental/purchase (house, apartment, pet, car, etc)	2
auto warranty	1
debt collection	1
government grant	1
job/employment	1
lottery/prize	1
romance/sweetheart	1
"can you hear me" scam	0
Amazon	0
anti-virus	0
bitcoin	0
grandparent/family emergency	0
IRS/Tax	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony business/organization	0
phony financial institution	0
phony government agency	0
phony law enforcement	0
tech support	0
unknown	0
unsolicited package	0
Subtotal	13

Mailing State →	IL
Google	87
government grant	11
job/employment	10
phony government agency	10
phony business/organization	8
lottery/prize	7
phony law enforcement	7
unknown	7
phony financial institution	5
rental/purchase (house, apartment, pet, car, etc)	4
romance/sweetheart	4
Amazon	3
auto warranty	2
IRS/Tax	2
tech support	2
bitcoin	1
Nigerian prince/Inheritance	1
"can you hear me" scam	0
anti-virus	0
debt collection	0
grandparent/family emergency	0
medical	0
other	0
unsolicited package	0
Subtotal	171

Mailing State →	IN
Google	37
government grant	13
phony government agency	8
unknown	6
IRS/Tax	4
lottery/prize	3
job/employment	2
phony law enforcement	2
"can you hear me" scam	1
Amazon	1
anti-virus	1
auto warranty	1
rental/purchase (house, apartment, pet, car, etc)	1
romance/sweetheart	1
tech support	1
bitcoin	0
debt collection	0
grandparent/family emergency	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony business/organization	0
phony financial institution	0
unsolicited package	0
Subtotal	82

Mailing State →	KS
Google	16
government grant	4
unknown	3
anti-virus	1
job/employment	1
lottery/prize	1
Nigerian prince/Inheritance	1
phony business/organization	1
phony financial institution	1
phony government agency	1
"can you hear me" scam	0
Amazon	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
IRS/Tax	0
medical	0
other	0
phony law enforcement	0
rental/purchase (house, apartment, pet, car, etc)	0
romance/sweetheart	0
tech support	0
unsolicited package	0
Subtotal	30

Mailing State →	KY
Google	8
phony government agency	8
government grant	4
job/employment	3
lottery/prize	3
unknown	3
rental/purchase (house, apartment, pet, car, etc)	2
tech support	2
auto warranty	1
phony law enforcement	1
romance/sweetheart	1
"can you hear me" scam	0
Amazon	0
anti-virus	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
IRS/Tax	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony business/organization	0
phony financial institution	0
unsolicited package	0
Subtotal	36

Mailing State →	LA
Google	15
government grant	9
phony government agency	4
IRS/Tax	3
lottery/prize	3
phony law enforcement	3
unknown	3
anti-virus	2
job/employment	2
phony financial institution	2
romance/sweetheart	2
Amazon	1
auto warranty	1
debt collection	1
phony business/organization	1
rental/purchase (house, apartment, pet, car, etc)	1
"can you hear me" scam	0
bitcoin	0
grandparent/family emergency	0
medical	0
Nigerian prince/Inheritance	0
other	0
tech support	0
unsolicited package	0
Subtotal	53

Mailing State →	MA
Google	42
phony government agency	6
government grant	5
job/employment	5
unknown	5
tech support	4
Amazon	3
phony law enforcement	3
IRS/Tax	2
lottery/prize	2
phony business/organization	2
rental/purchase (house, apartment, pet, car, etc)	2
anti-virus	1
bitcoin	1
phony financial institution	1
romance/sweetheart	1
"can you hear me" scam	0
auto warranty	0
debt collection	0
grandparent/family emergency	0
medical	0
Nigerian prince/Inheritance	0
other	0
unsolicited package	0
Subtotal	85

Mailing State →	MD
Google	43
job/employment	6
phony government agency	6
government grant	5
rental/purchase (house, apartment, pet, car, etc)	5
unknown	5
phony financial institution	3
romance/sweetheart	3
IRS/Tax	2
Amazon	1
anti-virus	1
lottery/prize	1
phony law enforcement	1
"can you hear me" scam	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony business/organization	0
tech support	0
unsolicited package	0
Subtotal	82

Mailing State →	ME
Google	6
lottery/prize	1
phony financial institution	1
phony government agency	1
phony law enforcement	1
romance/sweetheart	1
"can you hear me" scam	0
Amazon	0
anti-virus	0
auto warranty	0
bitcoin	0
debt collection	0
government grant	0
grandparent/family emergency	0
IRS/Tax	0
job/employment	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony business/organization	0
rental/purchase (house, apartment, pet, car, etc)	0
tech support	0
unknown	0
unsolicited package	0
Subtotal	11

Mailing State →	MI
Google	85
government grant	12
phony law enforcement	10
lottery/prize	8
job/employment	7
phony government agency	7
romance/sweetheart	5
phony business/organization	4
Amazon	3
rental/purchase (house, apartment, pet, car, etc)	3
unknown	3
anti-virus	2
medical	2
phony financial institution	2
unsolicited package	1
"can you hear me" scam	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
IRS/Tax	0
Nigerian prince/Inheritance	0
other	0
tech support	0
Subtotal	154

Mailing State →	MN
Google	45
government grant	5
unknown	5
phony government agency	3
phony law enforcement	2
romance/sweetheart	2
anti-virus	1
grandparent/family emergency	1
IRS/Tax	1
job/employment	1
phony business/organization	1
"can you hear me" scam	0
Amazon	0
auto warranty	0
bitcoin	0
debt collection	0
lottery/prize	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony financial institution	0
rental/purchase (house, apartment, pet, car, etc)	0
tech support	0
unsolicited package	0
Subtotal	67

Mailing State →	MO
Google	32
job/employment	7
Amazon	3
lottery/prize	3
tech support	3
IRS/Tax	2
phony government agency	2
unknown	2
government grant	1
phony business/organization	1
phony financial institution	1
phony law enforcement	1
rental/purchase (house, apartment, pet, car, etc)	1
"can you hear me" scam	0
anti-virus	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
medical	0
Nigerian prince/Inheritance	0
other	0
romance/sweetheart	0
unsolicited package	0
Subtotal	59

Mailing State →	MS
Google	11
government grant	8
job/employment	3
phony financial institution	2
phony government agency	2
rental/purchase (house, apartment, pet, car, etc)	2
Amazon	1
anti-virus	1
IRS/Tax	1
phony law enforcement	1
"can you hear me" scam	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
lottery/prize	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony business/organization	0
romance/sweetheart	0
tech support	0
unknown	0
unsolicited package	0
Subtotal	32

Mailing State →	MT
Google	2
phony business/organization	1
"can you hear me" scam	0
Amazon	0
anti-virus	0
auto warranty	0
bitcoin	0
debt collection	0
government grant	0
grandparent/family emergency	0
IRS/Tax	0
job/employment	0
lottery/prize	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony financial institution	0
phony government agency	0
phony law enforcement	0
rental/purchase (house, apartment, pet, car, etc)	0
romance/sweetheart	0
tech support	0
unknown	0
unsolicited package	0
Subtotal	3

Mailing State →	NC
Google	49
government grant	10
phony government agency	8
romance/sweetheart	7
unknown	7
job/employment	6
lottery/prize	6
phony financial institution	6
phony business/organization	4
tech support	4
Amazon	3
rental/purchase (house, apartment, pet, car, etc)	3
phony law enforcement	2
anti-virus	1
IRS/Tax	1
medical	1
"can you hear me" scam	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
Nigerian prince/Inheritance	0
other	0
unsolicited package	0
Subtotal	118

Mailing State →	ND
Google	3
job/employment	1
"can you hear me" scam	0
Amazon	0
anti-virus	0
auto warranty	0
bitcoin	0
debt collection	0
government grant	0
grandparent/family emergency	0
IRS/Tax	0
lottery/prize	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony business/organization	0
phony financial institution	0
phony government agency	0
phony law enforcement	0
rental/purchase (house, apartment, pet, car, etc)	0
romance/sweetheart	0
tech support	0
unknown	0
unsolicited package	0
Subtotal	4

Mailing State →	NE
Google	17
government grant	2
lottery/prize	2
phony government agency	2
Amazon	1
IRS/Tax	1
job/employment	1
phony financial institution	1
"can you hear me" scam	0
anti-virus	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony business/organization	0
phony law enforcement	0
rental/purchase (house, apartment, pet, car, etc)	0
romance/sweetheart	0
tech support	0
unknown	0
unsolicited package	0
Subtotal	27

Mailing State →	NH
Google	12
job/employment	2
romance/sweetheart	2
government grant	1
phony financial institution	1
phony government agency	1
tech support	1
unsolicited package	1
"can you hear me" scam	0
Amazon	0
anti-virus	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
IRS/Tax	0
lottery/prize	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony business/organization	0
phony law enforcement	0
rental/purchase (house, apartment, pet, car, etc)	0
unknown	0
Subtotal	21

Mailing State →	NJ
Google	56
phony government agency	8
government grant	7
unknown	6
job/employment	4
tech support	4
Amazon	3
anti-virus	3
lottery/prize	3
phony financial institution	3
phony law enforcement	3
auto warranty	2
IRS/Tax	1
medical	1
phony business/organization	1
rental/purchase (house, apartment, pet, car, etc)	1
"can you hear me" scam	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
Nigerian prince/Inheritance	0
other	0
romance/sweetheart	0
unsolicited package	0
Subtotal	106

Mailing State →	NM
Google	4
government grant	3
romance/sweetheart	3
phony government agency	2
rental/purchase (house, apartment, pet, car, etc)	2
Amazon	1
job/employment	1
lottery/prize	1
phony business/organization	1
tech support	1
"can you hear me" scam	0
anti-virus	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
IRS/Tax	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony financial institution	0
phony law enforcement	0
unknown	0
unsolicited package	0
Subtotal	19

Mailing State →	NV
Google	7
government grant	5
unknown	3
Amazon	1
IRS/Tax	1
medical	1
phony law enforcement	1
rental/purchase (house, apartment, pet, car, etc)	1
romance/sweetheart	1
"can you hear me" scam	0
anti-virus	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
job/employment	0
lottery/prize	0
Nigerian prince/Inheritance	0
other	0
phony business/organization	0
phony financial institution	0
phony government agency	0
tech support	0
unsolicited package	0
Subtotal	21

Mailing State →	NY
Google	105
phony government agency	28
job/employment	24
government grant	18
phony business/organization	11
tech support	11
phony financial institution	9
rental/purchase (house, apartment, pet, car, etc)	9
lottery/prize	8
unknown	8
romance/sweetheart	6
IRS/Tax	5
phony law enforcement	5
Amazon	3
anti-virus	3
bitcoin	3
auto warranty	1
other	1
"can you hear me" scam	0
debt collection	0
grandparent/family emergency	0
medical	0
Nigerian prince/Inheritance	0
unsolicited package	0
Subtotal	258

Mailing State →	OH
Google	74
government grant	12
unknown	11
rental/purchase (house, apartment, pet, car, etc)	7
lottery/prize	6
phony government agency	6
phony law enforcement	6
romance/sweetheart	6
Amazon	5
IRS/Tax	5
phony financial institution	3
tech support	3
anti-virus	2
job/employment	2
medical	2
phony business/organization	2
auto warranty	1
"can you hear me" scam	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
Nigerian prince/Inheritance	0
other	0
unsolicited package	0
Subtotal	153

Mailing State →	OK
Google	11
government grant	8
phony financial institution	4
IRS/Tax	2
job/employment	2
unknown	2
Amazon	1
anti-virus	1
lottery/prize	1
phony government agency	1
romance/sweetheart	1
"can you hear me" scam	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony business/organization	0
phony law enforcement	0
rental/purchase (house, apartment, pet, car, etc)	0
tech support	0
unsolicited package	0
Subtotal	34

Mailing State →	OR
Google	22
phony government agency	5
government grant	3
romance/sweetheart	3
auto warranty	2
lottery/prize	2
phony business/organization	2
rental/purchase (house, apartment, pet, car, etc)	2
unknown	2
Amazon	1
IRS/Tax	1
job/employment	1
tech support	1
"can you hear me" scam	0
anti-virus	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony financial institution	0
phony law enforcement	0
unsolicited package	0
Subtotal	47

Mailing State →	PA
Google	73
government grant	15
romance/sweetheart	12
phony government agency	9
phony financial institution	8
tech support	8
unknown	8
Amazon	7
job/employment	6
lottery/prize	5
IRS/Tax	4
rental/purchase (house, apartment, pet, car, etc)	4
phony business/organization	3
phony law enforcement	3
anti-virus	2
bitcoin	1
Nigerian prince/Inheritance	1
other	1
"can you hear me" scam	0
auto warranty	0
debt collection	0
grandparent/family emergency	0
medical	0
unsolicited package	0
Subtotal	170

Mailing State →	RI
Google	5
government grant	3
job/employment	1
phony financial institution	1
phony government agency	1
rental/purchase (house, apartment, pet, car, etc)	1
tech support	1
"can you hear me" scam	0
Amazon	0
anti-virus	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
IRS/Tax	0
lottery/prize	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony business/organization	0
phony law enforcement	0
romance/sweetheart	0
unknown	0
unsolicited package	0
Subtotal	13

Mailing State →	SC
Google	20
Amazon	6
government grant	6
job/employment	5
phony financial institution	4
phony government agency	4
lottery/prize	2
phony business/organization	2
rental/purchase (house, apartment, pet, car, etc)	1
romance/sweetheart	1
unknown	1
unsolicited package	1
"can you hear me" scam	0
anti-virus	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
IRS/Tax	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony law enforcement	0
tech support	0
Subtotal	53

Mailing State →	SD
Google	2
Amazon	1
anti-virus	1
romance/sweetheart	1
unknown	1
"can you hear me" scam	0
auto warranty	0
bitcoin	0
debt collection	0
government grant	0
grandparent/family emergency	0
IRS/Tax	0
job/employment	0
lottery/prize	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony business/organization	0
phony financial institution	0
phony government agency	0
phony law enforcement	0
rental/purchase (house, apartment, pet, car, etc)	0
tech support	0
unsolicited package	0
Subtotal	6

Mailing State →	TN
Google	36
government grant	11
job/employment	5
phony financial institution	5
romance/sweetheart	5
lottery/prize	4
phony law enforcement	4
anti-virus	2
phony business/organization	2
phony government agency	2
unknown	2
Amazon	1
IRS/Tax	1
other	1
rental/purchase (house, apartment, pet, car, etc)	1
tech support	1
"can you hear me" scam	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
medical	0
Nigerian prince/Inheritance	0
unsolicited package	0
Subtotal	83

Mailing State →	TX
Google	133
government grant	39
phony government agency	31
job/employment	29
lottery/prize	18
Amazon	13
unknown	12
phony financial institution	11
rental/purchase (house, apartment, pet, car, etc)	11
anti-virus	7
IRS/Tax	7
romance/sweetheart	7
tech support	6
phony business/organization	5
phony law enforcement	5
auto warranty	3
medical	3
"can you hear me" scam	1
bitcoin	1
debt collection	1
grandparent/family emergency	1
Nigerian prince/Inheritance	1
other	1
unsolicited package	0
Subtotal	346

Mailing State →	UT
Google	23
job/employment	3
Amazon	2
government grant	2
phony government agency	2
tech support	2
medical	1
phony business/organization	1
phony financial institution	1
rental/purchase (house, apartment, pet, car, etc)	1
romance/sweetheart	1
"can you hear me" scam	0
anti-virus	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
IRS/Tax	0
lottery/prize	0
Nigerian prince/Inheritance	0
other	0
phony law enforcement	0
unknown	0
unsolicited package	0
Subtotal	39

Mailing State →	VA
Google	43
job/employment	10
government grant	9
lottery/prize	6
phony government agency	6
phony financial institution	4
phony business/organization	3
rental/purchase (house, apartment, pet, car, etc)	3
phony law enforcement	2
unknown	2
Amazon	1
IRS/Tax	1
medical	1
romance/sweetheart	1
"can you hear me" scam	0
anti-virus	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
Nigerian prince/Inheritance	0
other	0
tech support	0
unsolicited package	0
Subtotal	92

Mailing State →	VT
Amazon	1
anti-virus	1
Google	1
government grant	1
phony government agency	1
"can you hear me" scam	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
IRS/Tax	0
job/employment	0
lottery/prize	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony business/organization	0
phony financial institution	0
phony law enforcement	0
rental/purchase (house, apartment, pet, car, etc)	0
romance/sweetheart	0
tech support	0
unknown	0
unsolicited package	0
Subtotal	5

Mailing State →	WA
Google	19
job/employment	8
government grant	5
phony government agency	5
lottery/prize	4
romance/sweetheart	4
IRS/Tax	3
rental/purchase (house, apartment, pet, car, etc)	3
unknown	3
phony business/organization	2
phony law enforcement	2
tech support	2
Amazon	1
phony financial institution	1
"can you hear me" scam	0
anti-virus	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
medical	0
Nigerian prince/Inheritance	0
other	0
unsolicited package	0
Subtotal	62

Mailing State →	WI
Google	36
government grant	8
job/employment	5
romance/sweetheart	4
phony law enforcement	3
phony financial institution	2
phony government agency	2
unknown	2
Amazon	1
debt collection	1
rental/purchase (house, apartment, pet, car, etc)	1
tech support	1
"can you hear me" scam	0
anti-virus	0
auto warranty	0
bitcoin	0
grandparent/family emergency	0
IRS/Tax	0
lottery/prize	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony business/organization	0
unsolicited package	0
Subtotal	66

Mailing State →	WV
Google	6
government grant	4
phony law enforcement	2
Amazon	1
IRS/Tax	1
lottery/prize	1
phony government agency	1
rental/purchase (house, apartment, pet, car, etc)	1
romance/sweetheart	1
"can you hear me" scam	0
anti-virus	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
job/employment	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony business/organization	0
phony financial institution	0
tech support	0
unknown	0
unsolicited package	0
Subtotal	18

Mailing State →	WY
Google	2
government grant	1
job/employment	1
romance/sweetheart	1
"can you hear me" scam	0
Amazon	0
anti-virus	0
auto warranty	0
bitcoin	0
debt collection	0
grandparent/family emergency	0
IRS/Tax	0
lottery/prize	0
medical	0
Nigerian prince/Inheritance	0
other	0
phony business/organization	0
phony financial institution	0
phony government agency	0
phony law enforcement	0
rental/purchase (house, apartment, pet, car, etc)	0
tech support	0
unknown	0
unsolicited package	0
Subtotal	5

Mailing State →	Unknown
Google	264
unknown	49
government grant	41
job/employment	27
romance/sweetheart	17
lottery/prize	13
phony government agency	12
IRS/Tax	9
phony financial institution	9
phony business/organization	6
tech support	6
Amazon	5
rental/purchase (house, apartment, pet, car, etc)	4
phony law enforcement	3
medical	2
other	2
"can you hear me" scam	1
anti-virus	1
bitcoin	1
debt collection	1
auto warranty	0
grandparent/family emergency	0
Nigerian prince/Inheritance	0
unsolicited package	0
Subtotal	473