Complaint Characteristics

In 2004 IC3 referred at total of 2580 complaints from the state of Pennsylvania.

Top 5 Complaint Categories from Pennsylvania
Auction Fraud 72.0%
Non Delivery of Merchandise /Payment 15.2%
Credit Card Fraud 4.8%
Check Fraud 1.6%
Confidence Fraud 0.7%

Percent of Referrals by Monetary Loss
$.01 - $99.99 29.3%
$100.00 - $999.99 46.0%
$1000.00 - $4999.99 19.6%
$5000.00 - $9999.99 5.1%
The top dollar loss complaint involved financial institution fraud and totaled $350000.00

Amount Lost by Fraud Type for Individuals Reporting Monetary Loss

<table>
<thead>
<tr>
<th>Complaint Type</th>
<th>% who reported a loss</th>
<th>Median loss per complaint</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auction Fraud</td>
<td>94.7%</td>
<td>$250.00</td>
</tr>
<tr>
<td>Non-delivery</td>
<td>94.4%</td>
<td>$340.00</td>
</tr>
<tr>
<td>Credit Card Fraud</td>
<td>92.4%</td>
<td>$329.89</td>
</tr>
<tr>
<td>Check Fraud</td>
<td>89.7%</td>
<td>$5100.00</td>
</tr>
<tr>
<td>Confidence Fraud</td>
<td>78.6%</td>
<td>$1000.00</td>
</tr>
</tbody>
</table>

The total median dollar loss for all complaints reporting a dollar loss was $300.00.

Pennsylvania Perpetrator Characteristics

Gender
- Male 69.4%
- Female 30.6%

Perpetrator Statistics within the United States
Per 100,000 population Pennsylvania ranks 21st highest at 13.87 while ranking 7th on total number of perpetrators identified as residing in Pennsylvania. This total accounts for 3.8% of all complaints where the perpetrator was identified.
Pennsylvania Complainant Characteristics

Gender
Male  63.4%
Female  36.6%

Age Demographics
Overall Average age  38.2
Male  38.3
Female  38.0

Complaint demographics
Under 20  3.9%
20-29  24.2%
30-39  27.2%
40-49  25.5%
50-59  14.8%
Over 60  4.5%

Amount Lost Per Referred Complaint By Selected Complainant Demographics
Under 20  $380.00
20-29  $329.00
30-39  $249.99
40-49  $315.00
50-59  $255.00
60 and older  $300.00

Complainant Statistics within the United States
Per 100,000 population Pennsylvania ranks 21st highest at 28.76 while also ranking 5th on total number of complainants identified as residing in Pennsylvania at 4.2%.

Complainant-Perpetrator Dynamics

From Same State as Complainant and the other top three locations
Pennsylvania 5.6%  1. California  13.4%  2. Florida 8.3%  3. New York 8.0%

Contact Method
E-mail  63.0%
Webpage  24.1%
Phone  6.3%
Physical Mail  3.5%
Printed Material  1.6%
Chatrooms  0.7%
<table>
<thead>
<tr>
<th>Method</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Person</td>
<td>0.7%</td>
</tr>
<tr>
<td>Fax</td>
<td>0.1%</td>
</tr>
</tbody>
</table>