COVID-19 eCommerce Fraud: FTC Consumer Complaints

Monday, June 15, 2020

The Federal Trade Commission (FTC) released “more state-level information available to the public about the complaints it receives from consumers related to COVID-19, with reports about online shopping problems topping the list of complaints in most states.” The June 11, 2020 news release entitled “FTC Makes More State-Level Data Available About COVID-19 Related Complaints from Consumers” included “Explore Data with the FTC” with the following comments:

The COVID-19-related online shopping complaints from consumers include reports about items not arriving or not arriving when promised and items that are different than advertised.


So far, the FTC has received more than 91,000 total COVID-19-related complaints between January 1 and June 8, 2020.

Consumers have reported losing a total of more than $59.2 million to COVID-19-related fraud.

California has reported the largest number of COVID-19-related complaints.
Consumers need to be wary eCommerce fraud during Covid-19, and hopefully the FTC report will help!

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