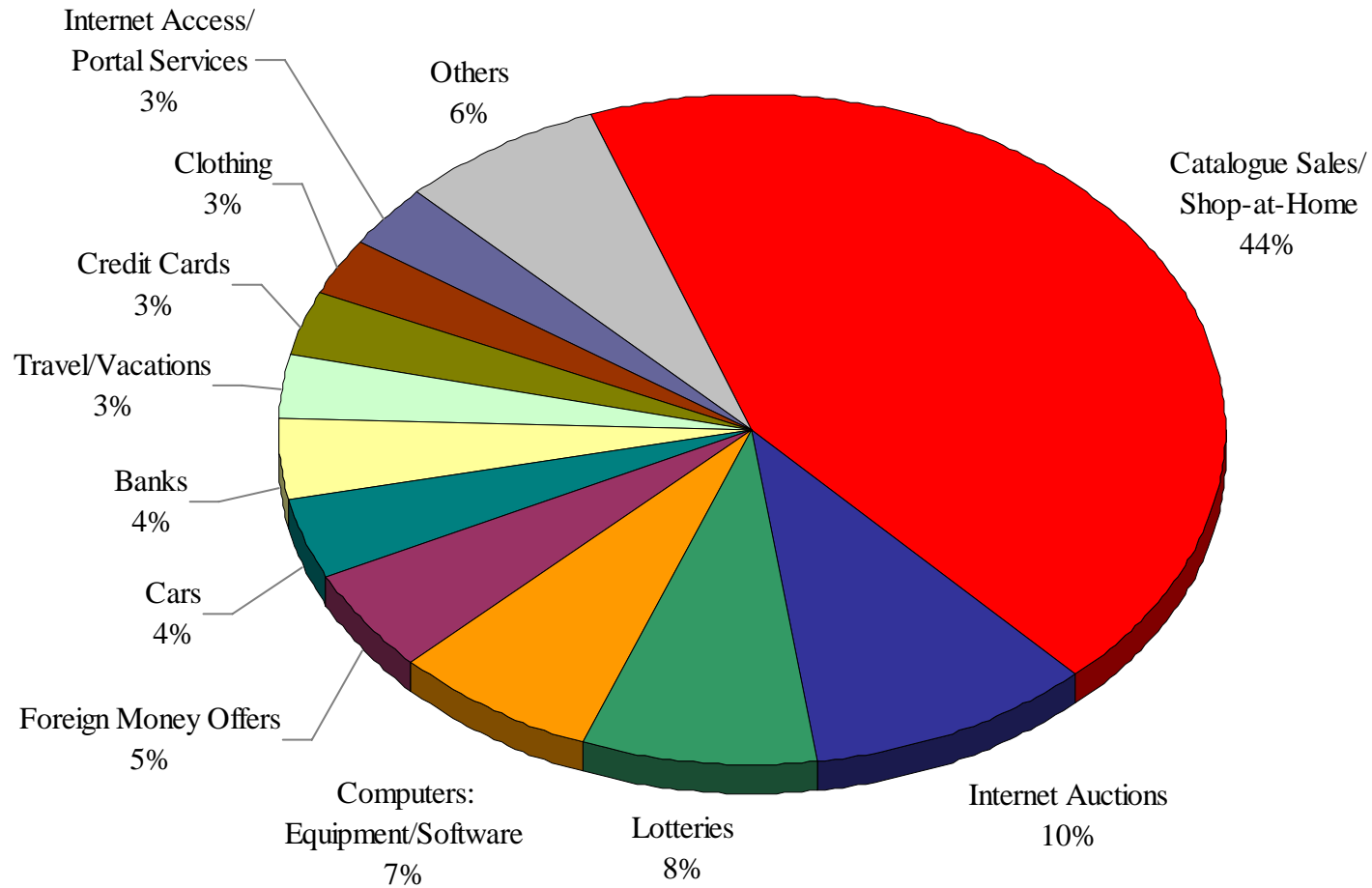




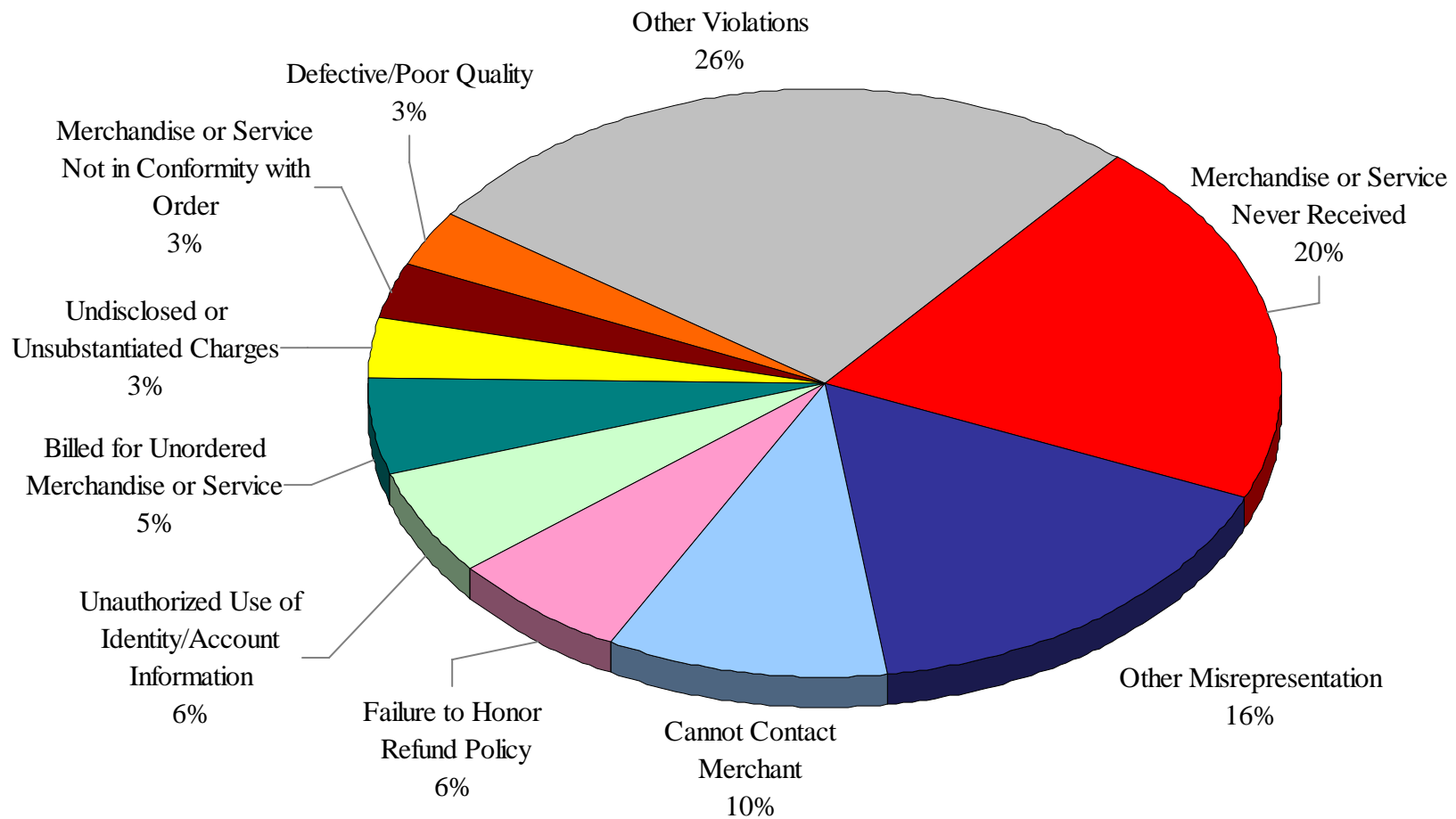
Econsumer Complaints
Top Products or Services by Complaint Count¹
January 1 – June 30, 2005



¹Percentages are based on the 4,898 econsumer complaints received from January 1 to June 30, 2005.



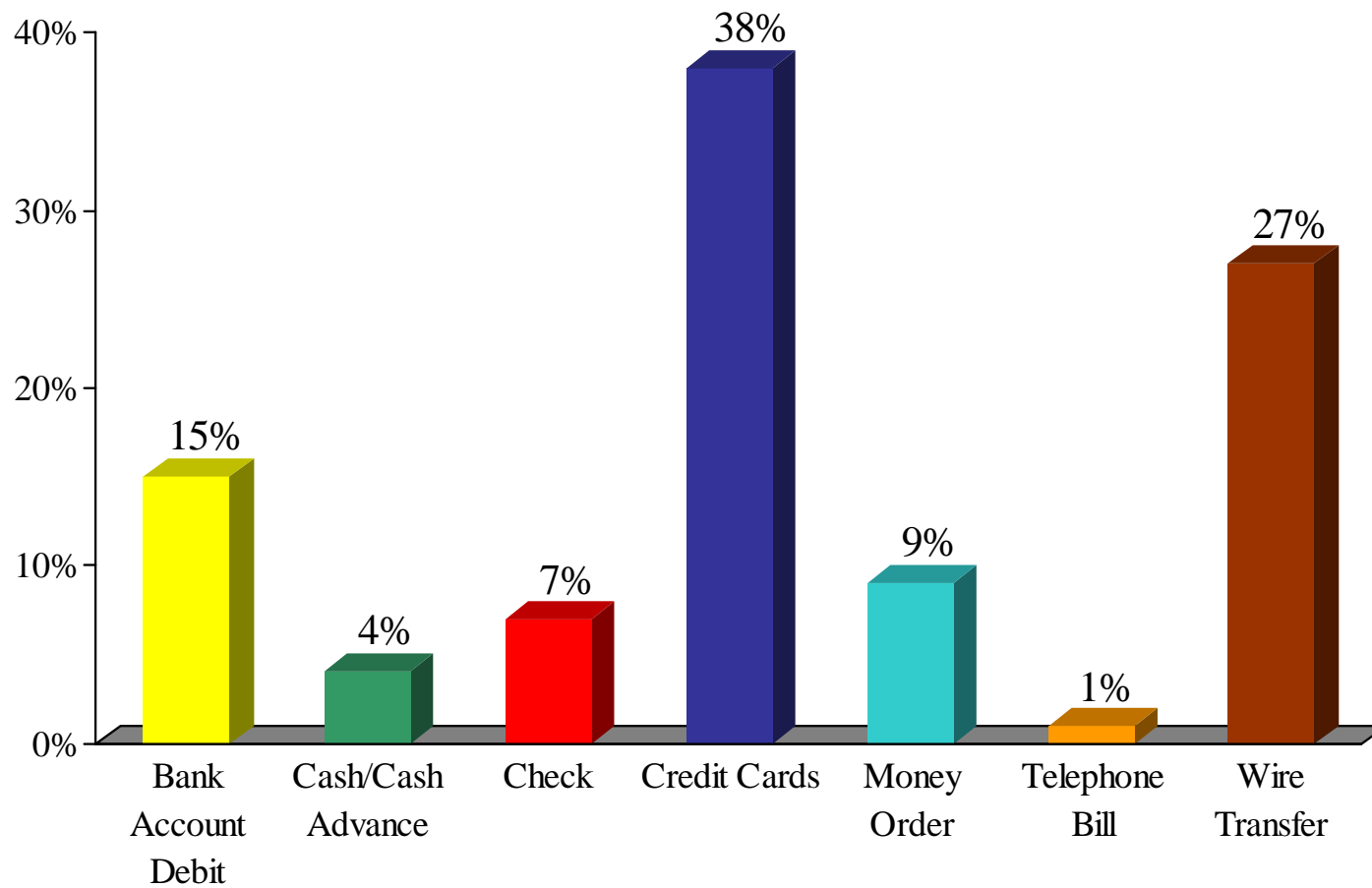
Econsumer Complaints Top Violations¹ January 1 – June 30, 2005



¹Percentages are based on the 6,684 econsumer law violations reported from January 1 to June 30, 2005, NOT the total number of econsumer complaints. One complaint may have multiple law violations.



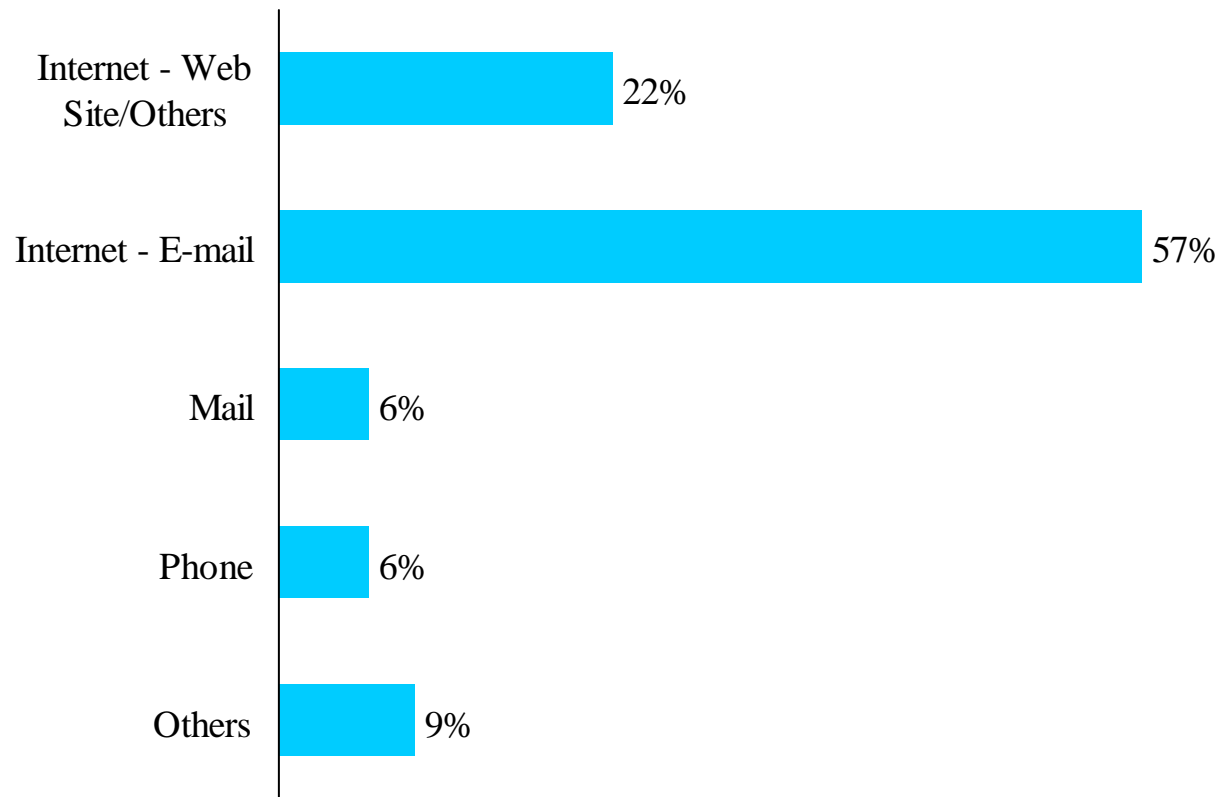
Econsumer Complaints
Consumers' Method of Payment¹
January 1 – June 30, 2005



¹Percentages are based on the 2,787 econsumer complaints from January 1 to June 30, 2005 where method of payment was reported by consumers. 57% of consumers reported this information.



Econsumer Complaints
Company's Method of Contacting Consumers¹
January 1 – June 30, 2005



¹Percentages are based on the 4,405 econsumer complaints from January 1 to June 30, 2005 where company's method of initial contact was reported by consumers. 90% of consumers reported this information.



Econsumer Complaints
Top Consumer and Company Locations
January 1 – June 30, 2005

Top Consumer Locations	Complaints
United States	3,328
United Kingdom	212
Australia	135
Canada	94
France	33
Belgium	30
Republic of Korea	28
India	27
Sweden	22
New Zealand	21

Top Company Locations	Complaints
United States	980
United Kingdom	542
Nigeria	205
Canada	161
Netherlands	119
Spain	109
Australia	98
Germany	90
Romania	82
Italy	75