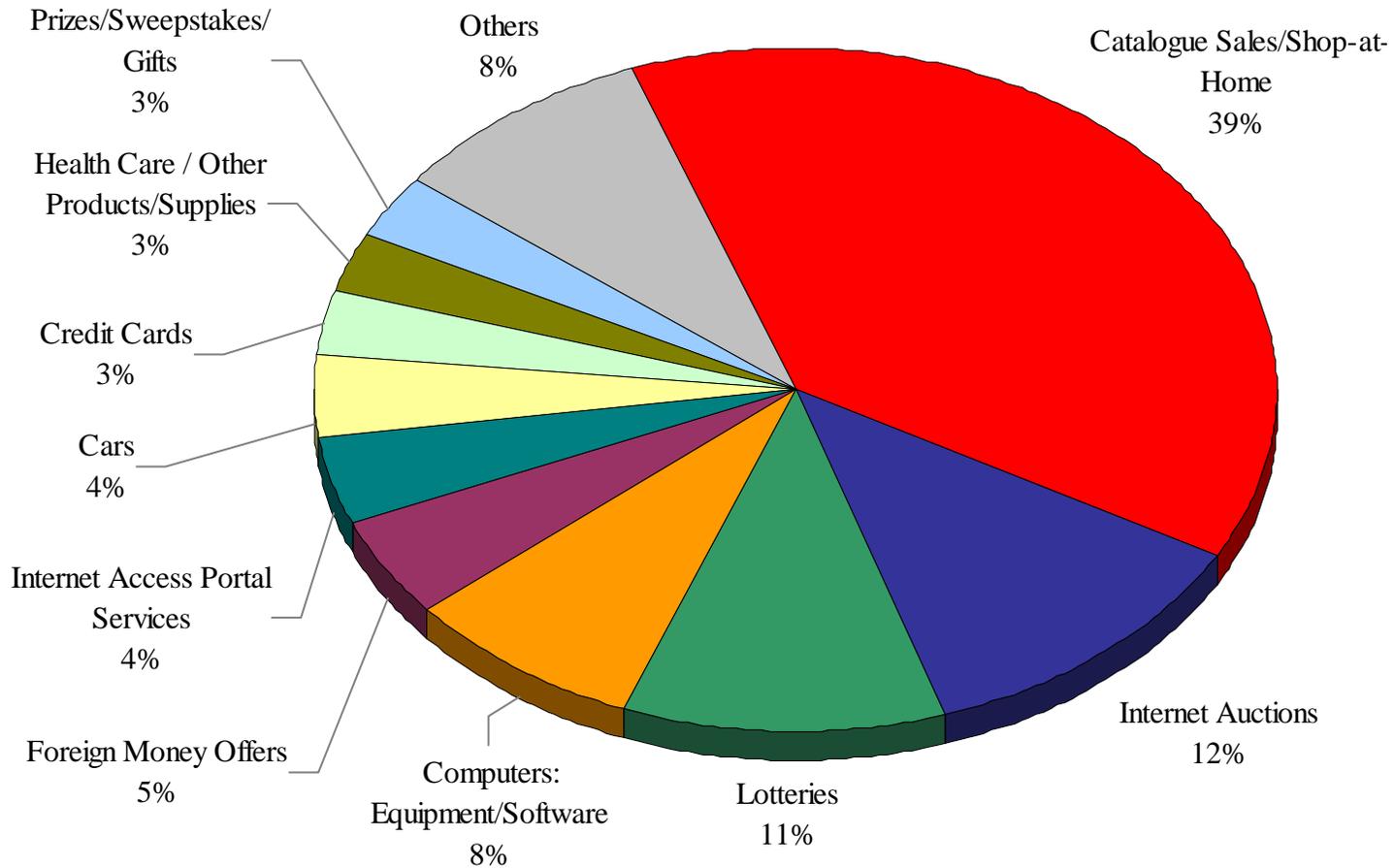
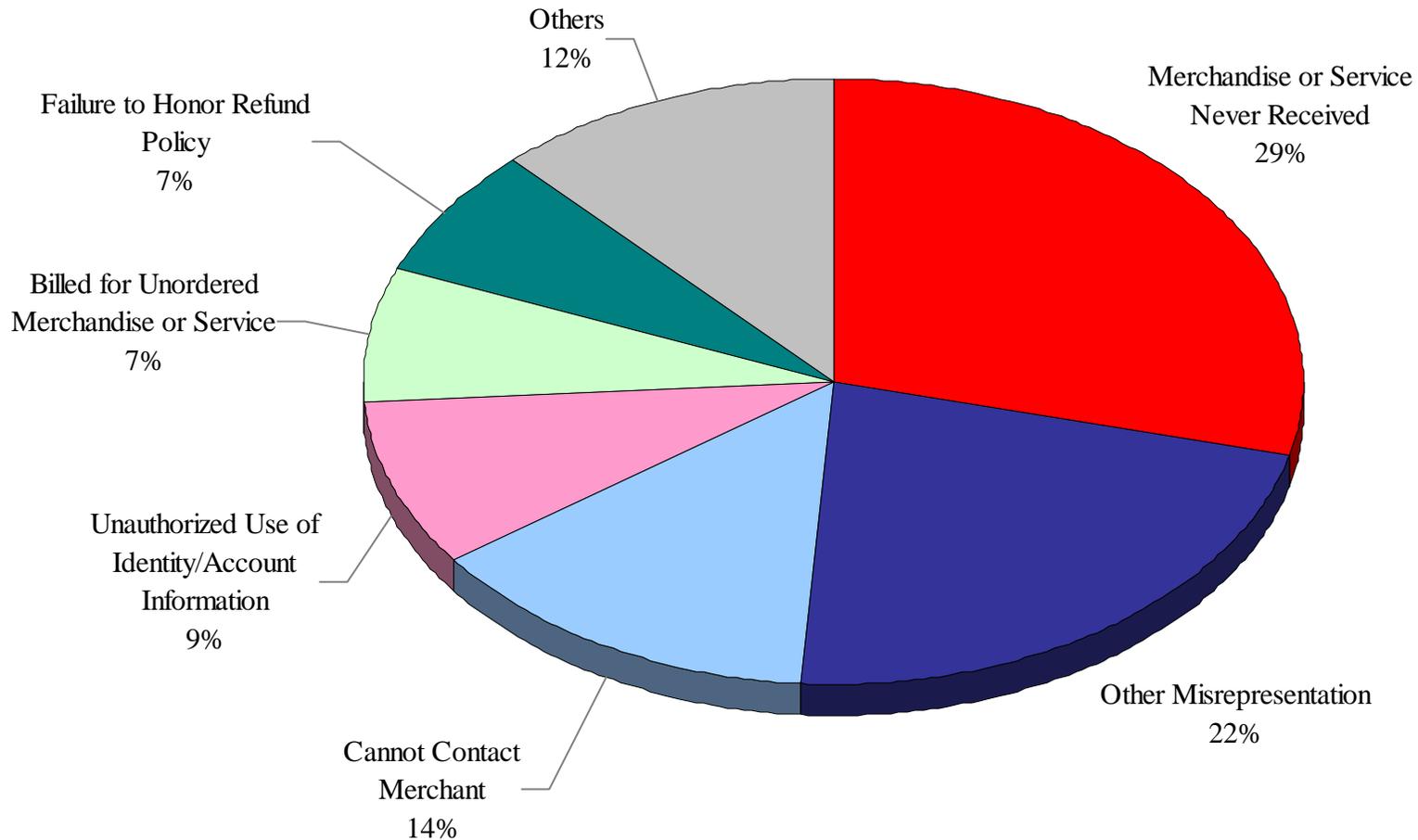


Econsumer Complaints Top Products or Services by Complaint Count¹ *January 1 – June 30, 2004*



¹Percentages are based on the 3,969 econsumer complaints received from January 1 to June 30, 2004.

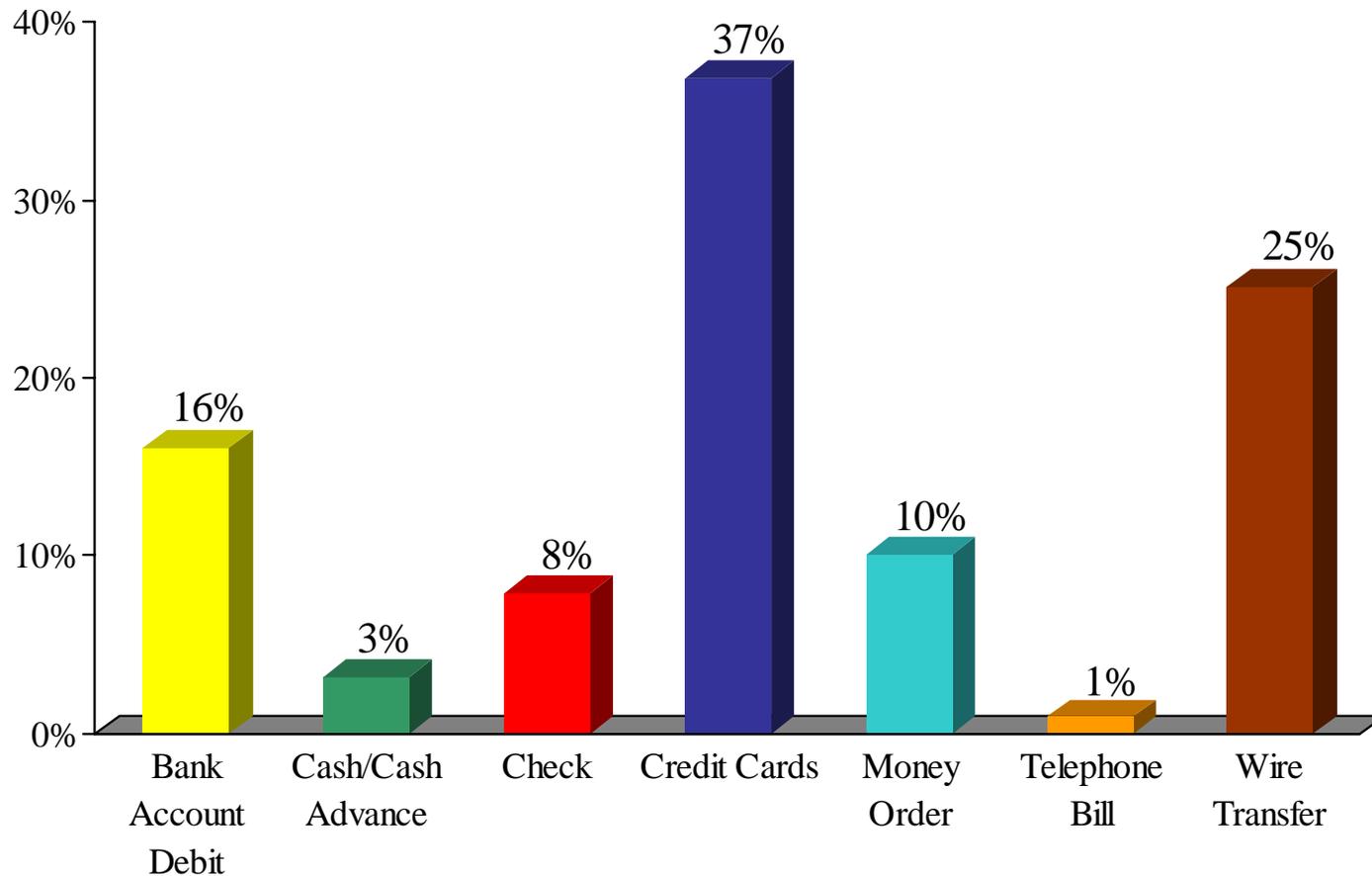
Econsumer Complaints Top Violations¹ *January 1 – June 30, 2004*



¹Percentages are based on the 3,969 econsumer complaints reported from January 1 to June 30, 2004. One complaint may have multiple law violations.



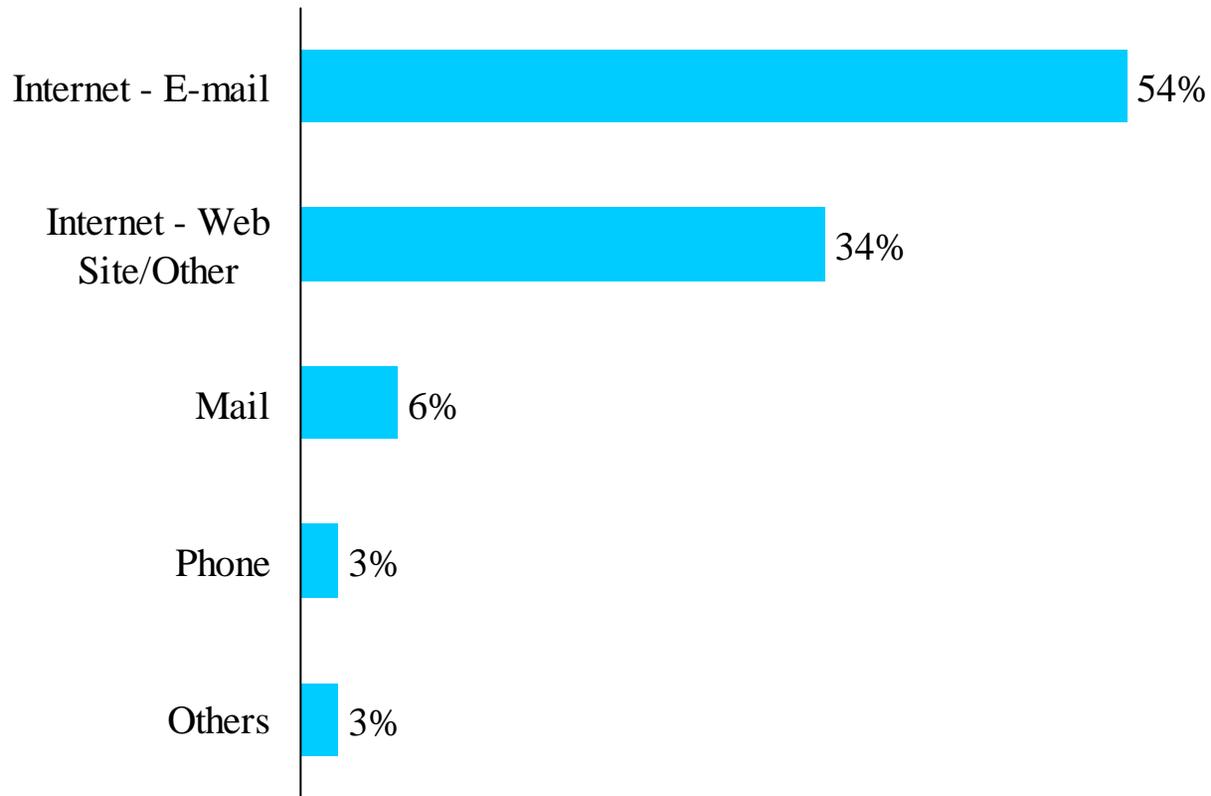
Econsumer Complaints
Consumers' Method of Payment¹
January 1 – June 30, 2004



¹Percentages are based on the 2,144 econsumer complaints from January 1 to June 30, 2004, where method of payment was reported by consumers. 54% of consumers reported this information.



Econsumer Complaints
Company's Method of Contacting Consumers¹
January 1 – June 30, 2004



¹Percentages are based on the 3,502 econsumer complaints from January 1 to June 30, 2004 where company's method of initial contact was reported by consumers. 88% of consumers reported this information.



Econsumer Complaints
Top Consumer and Company Locations
January 1 – June 30, 2004

Top Consumer Locations	Complaints
United States	2,774
United Kingdom	138
Canada	109
Australia	105
France	27
New Zealand	22
India	21
Sweden	17
Belgium	15
Germany	15

Top Company Locations	Complaints
United States	791
United Kingdom	449
Netherlands	184
Canada	174
Spain	147
Nigeria	130
South Africa	75
Australia	72
Italy	64
Germany	63