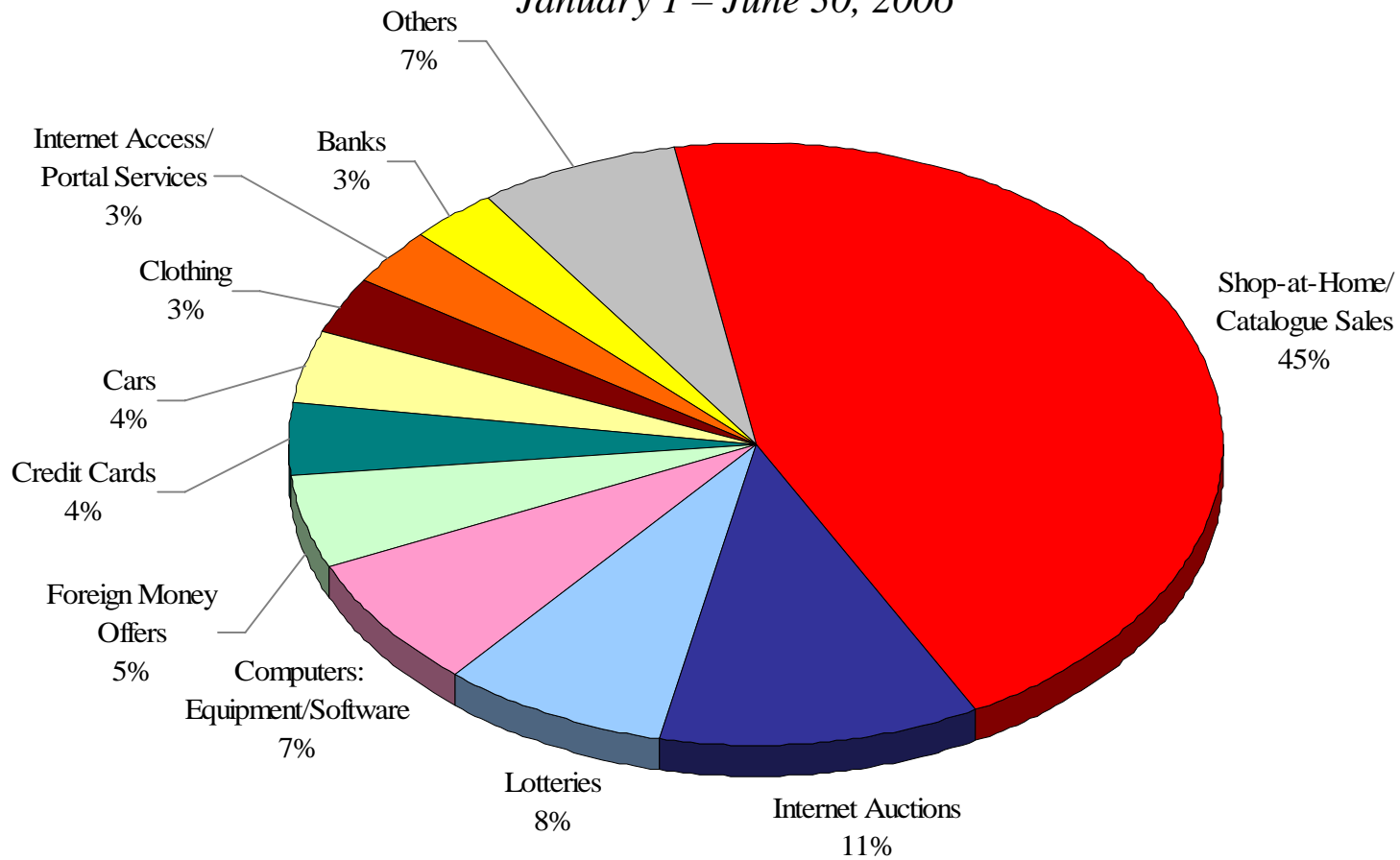




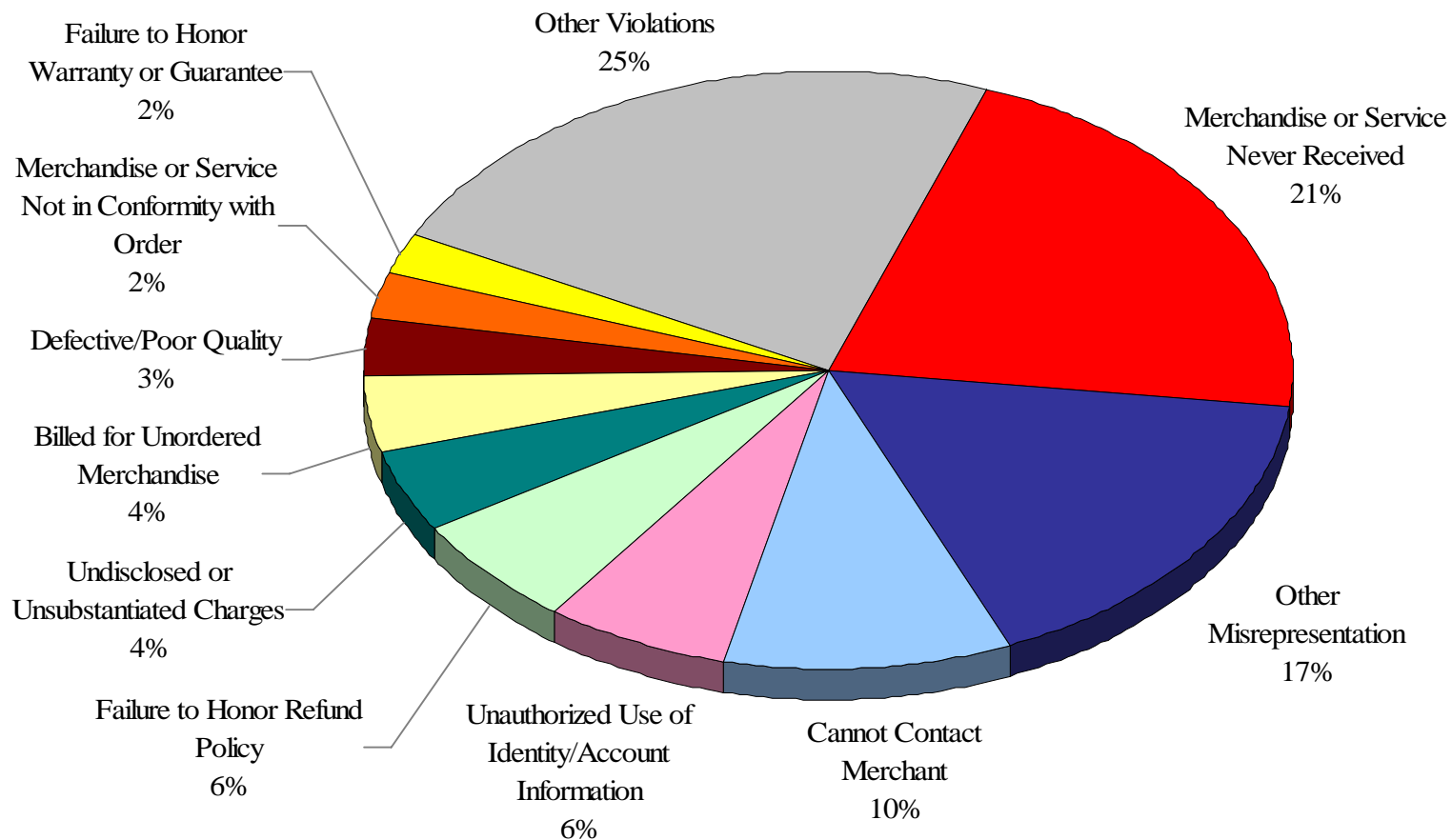
Econsumer Complaints Top Products or Services by Complaint Count¹ *January 1 – June 30, 2006*



¹Percentages are based on the 6,330 econsumer complaints received from January 1 to June 30, 2006.



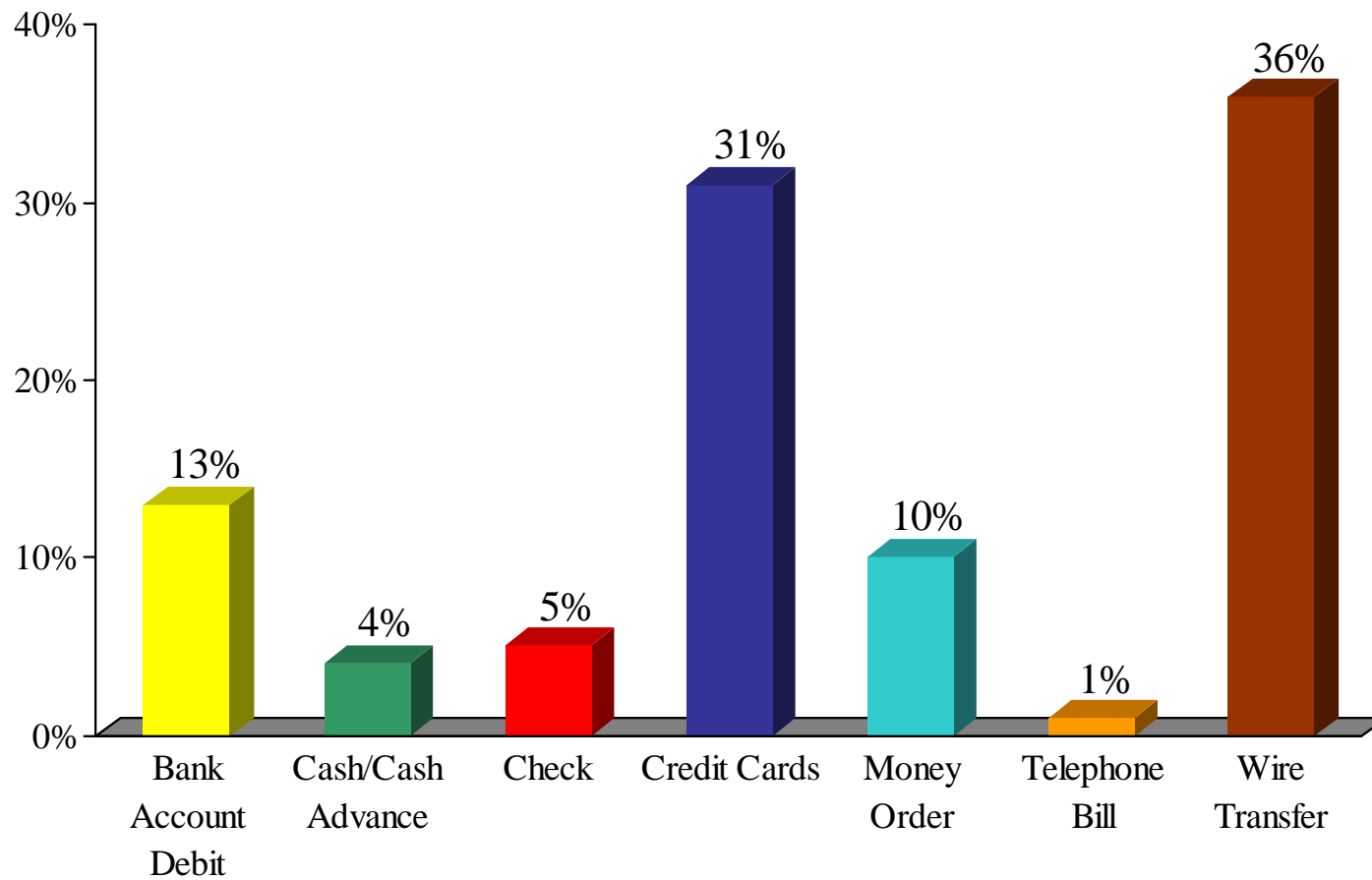
Econsumer Complaints Top Violations¹ January 1 – June 30, 2006



¹Percentages are based on the 8,801 econsumer law violations reported from January 1 to June 30, 2006, NOT the total number of econsumer complaints. One complaint may have multiple law violations.



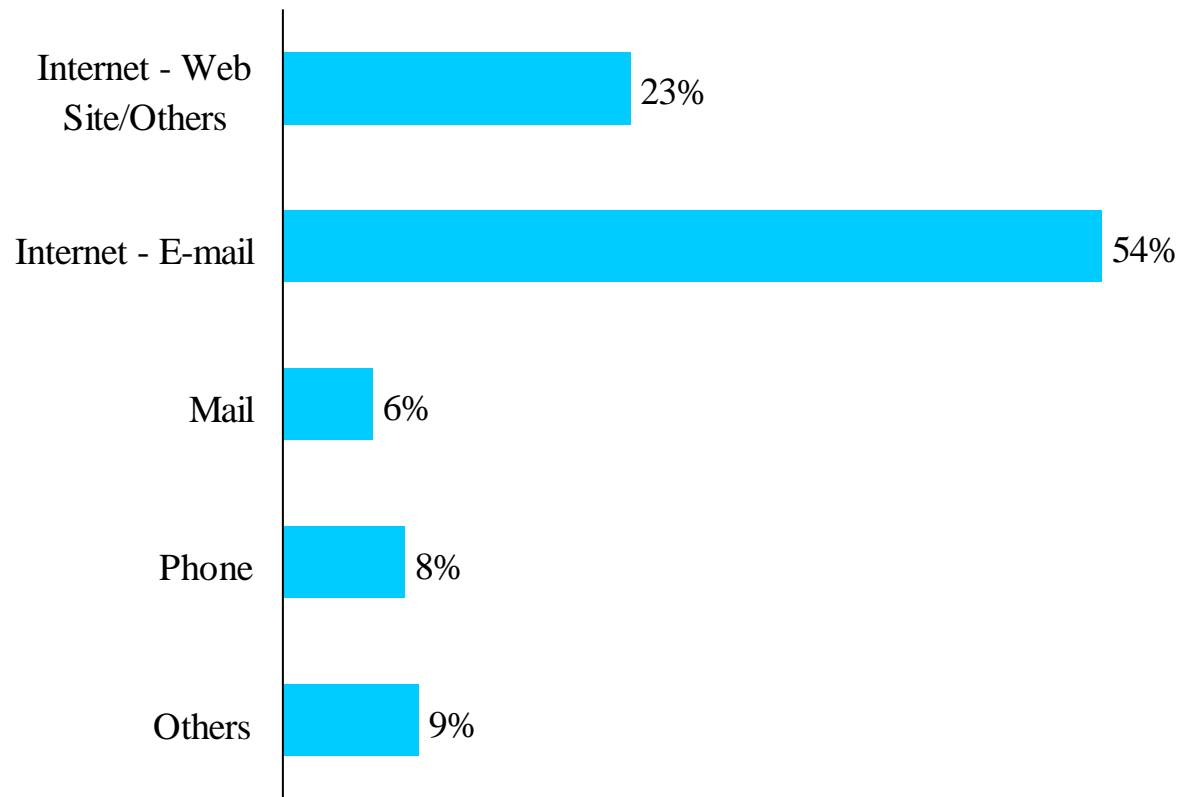
Econsumer Complaints
Consumers' Method of Payment¹
January 1 – June 30, 2006



¹Percentages are based on the 3,782 econsumer complaints from January 1 to June 30, 2006 where method of payment was reported by consumers. 60% of consumers reported this information.



Econsumer Complaints
Company's Method of Contacting Consumers¹
January 1 – June 30, 2006



¹Percentages are based on the 5,750 econsumer complaints from January 1 to June 30, 2006 where company's method of initial contact was reported by consumers. 91% of consumers reported this information.



Econsumer Complaints
Top Consumer and Company Locations
January 1 – June 30, 2006

Top Consumer Locations	Complaints
United States	4,081
Australia	255
United Kingdom	230
Canada	159
France	46
India	40
Mexico	40
Belgium	39
Germany	34

Top Company Locations	Complaints
United States	1,231
United Kingdom	892
Canada	301
Nigeria	239
China	190
Netherlands	156
Spain	122
Italy	120
Germany	114