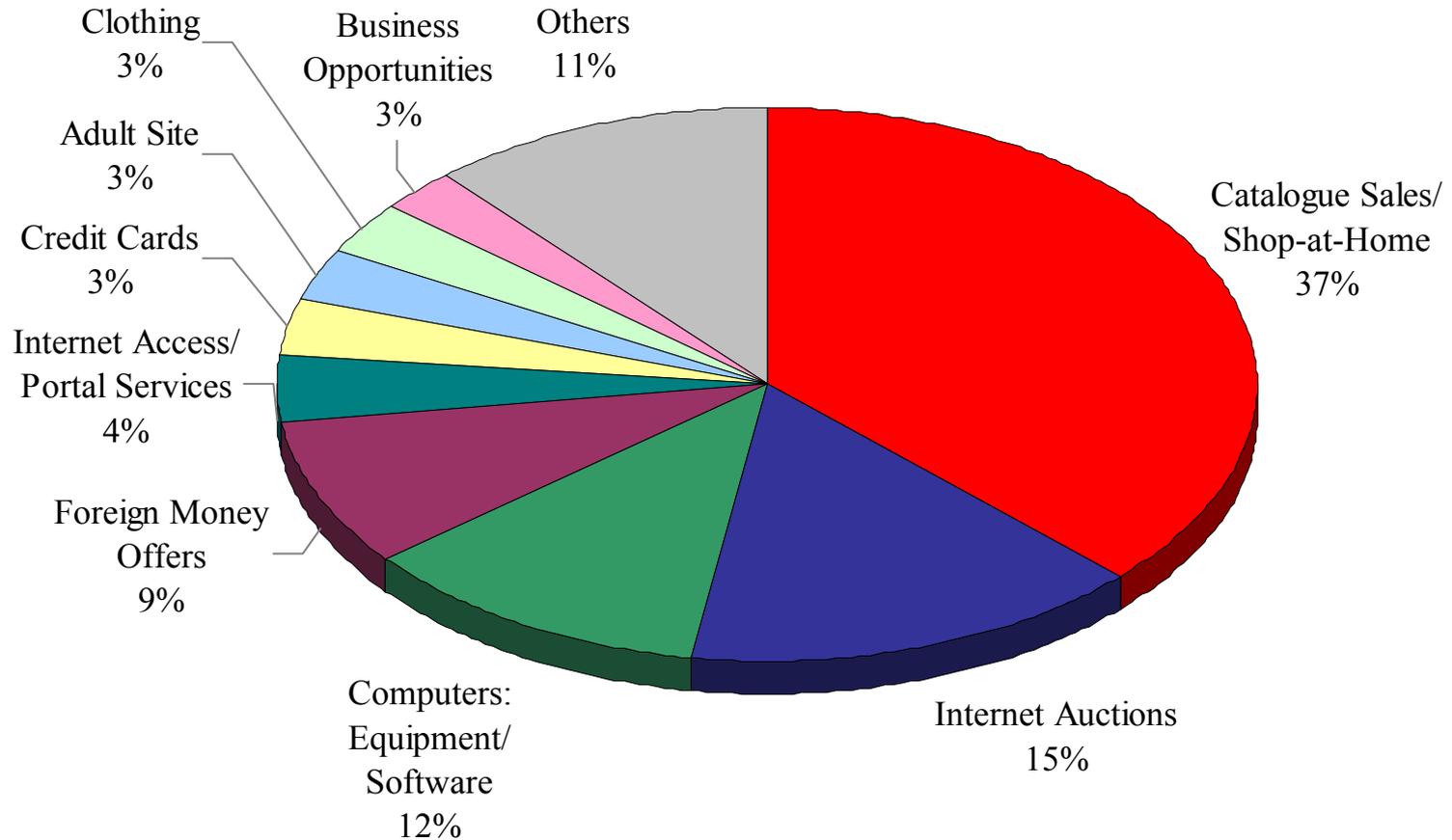


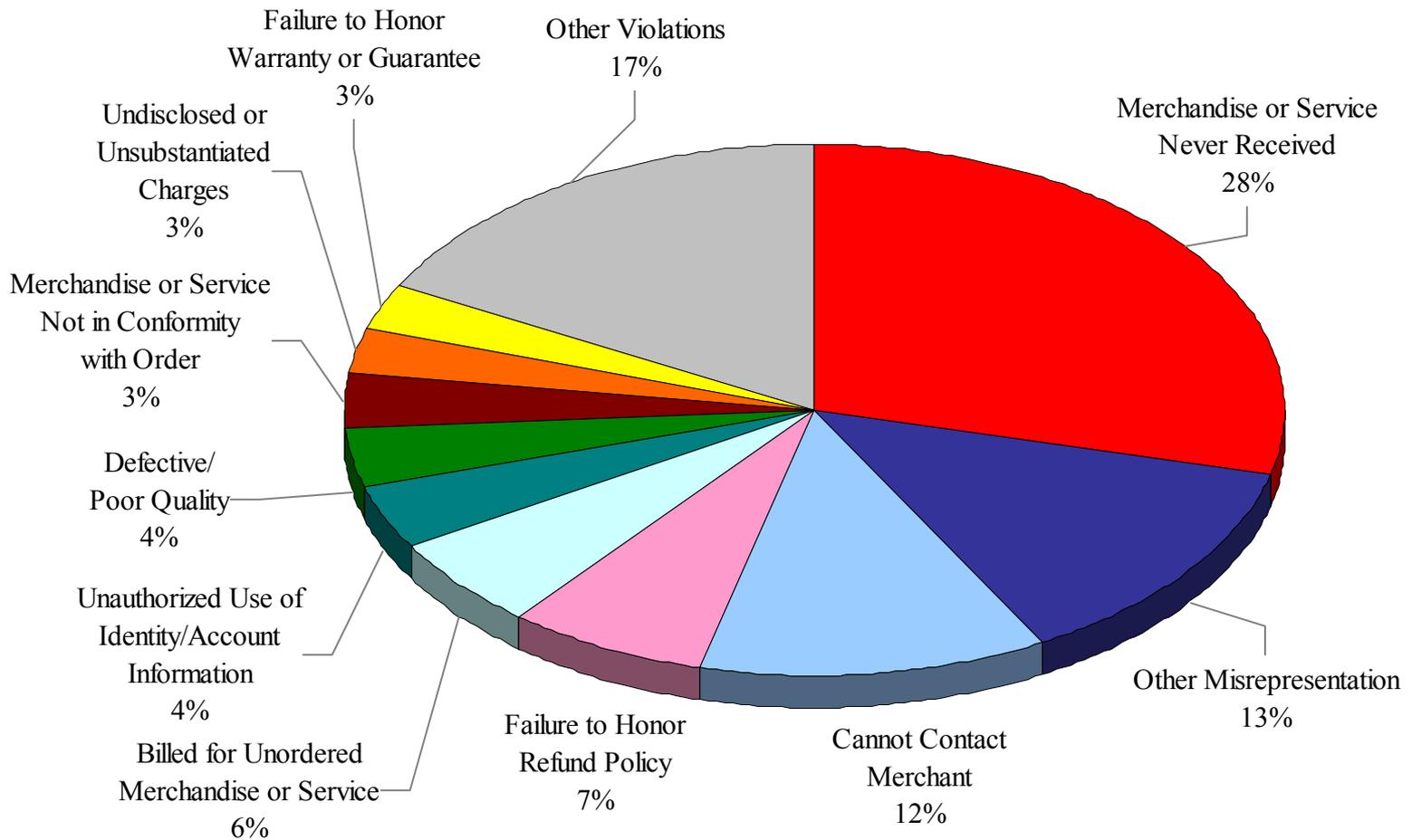
**Econsumer Complaints**  
**Top Products or Services by Complaint Count<sup>1</sup>**  
*January 1 – December 31, 2002*



<sup>1</sup>Percentages are based on the total number of econsumer complaints (2,681) received from January 1 to December 31, 2002.

## Econsumer Complaints Top Violations<sup>1</sup>

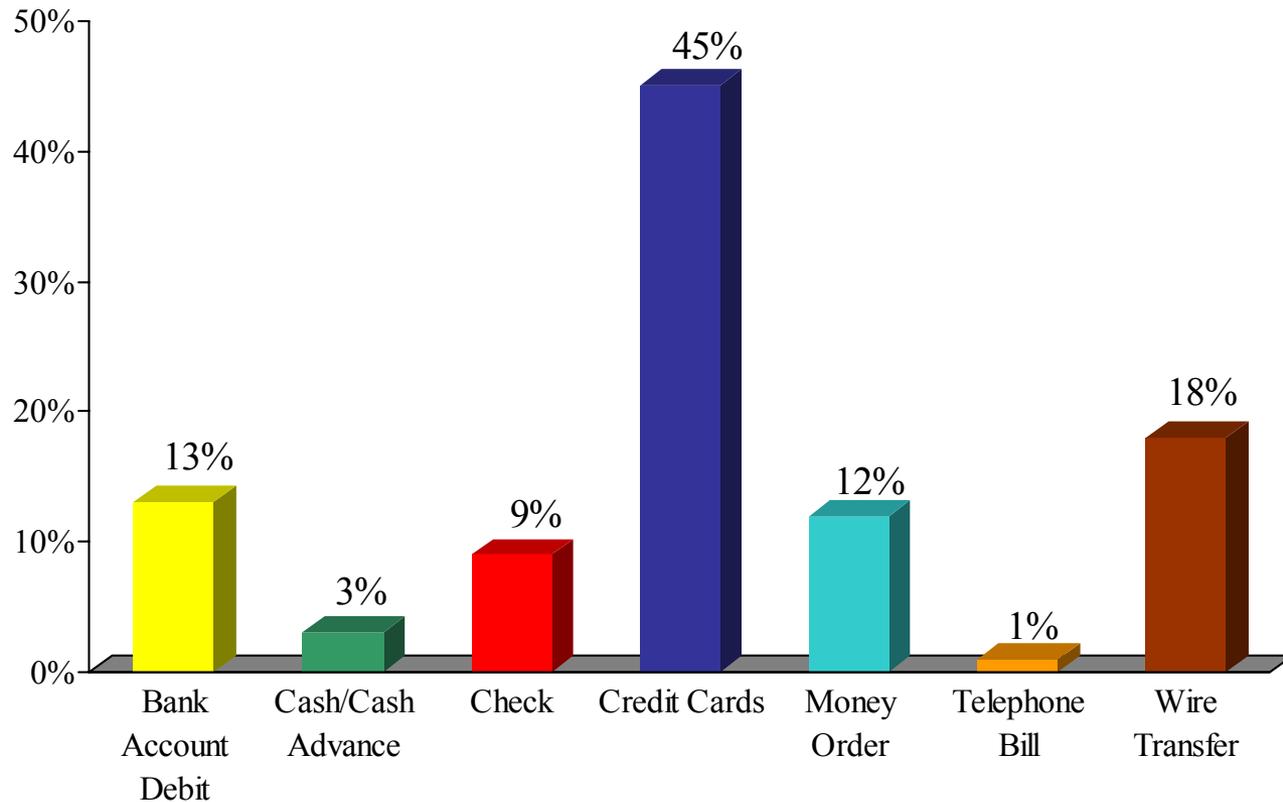
*January 1 – December 31, 2002*



<sup>1</sup>Percentages are based on the total number of econsumer law violations reported (3,848) from January 1 to December 31, 2002, NOT the total number of econsumer complaints. One complaint may have multiple law violations.



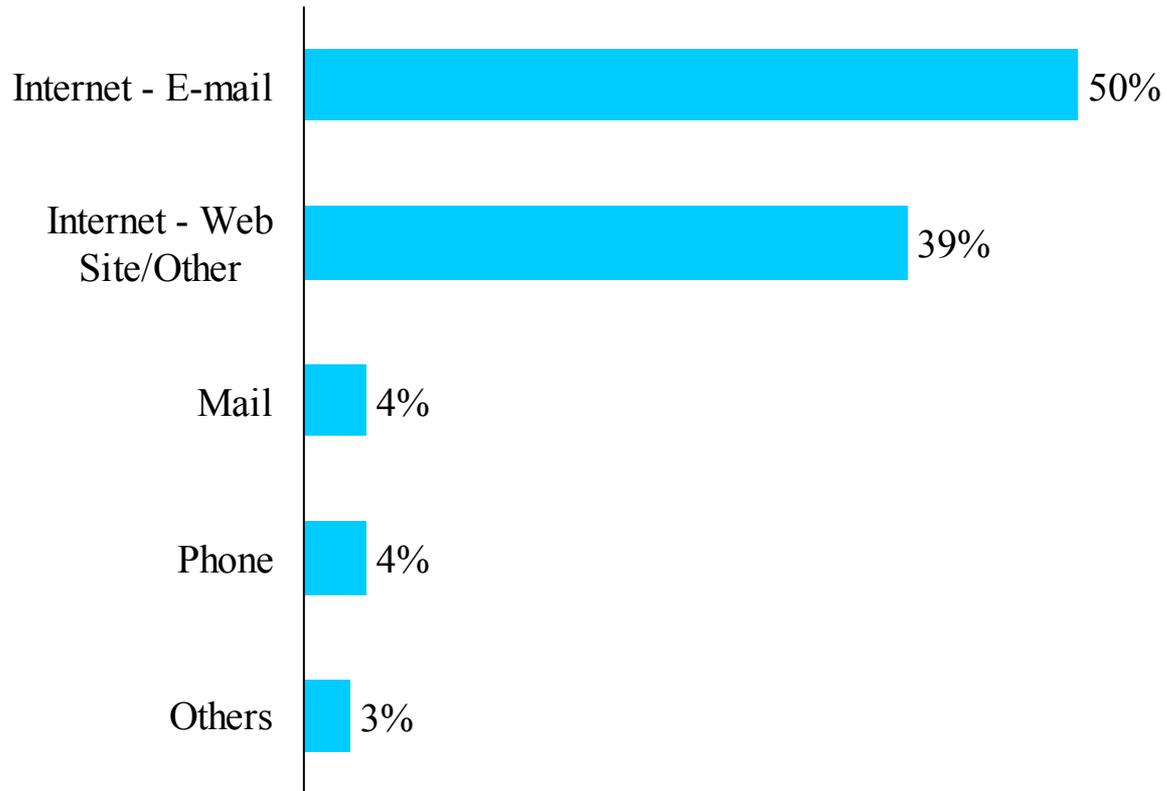
**Econsumer Complaints**  
**Consumers' Method of Payment<sup>1</sup>**  
*January 1 – December 31, 2002*



<sup>1</sup>Percentages are based on the total number of econsumer complaints from January 1 to December 31, 2002, where method of payment was reported by consumers (1,846). 69% of consumers reported this information.



**Econsumer Complaints**  
**Company's Method of Contacting Consumers<sup>1</sup>**  
*January 1 – December 31, 2002*



<sup>1</sup>Percentages are based on the total number of econsumer complaints from January 1 to December 31, 2002, where company's method of initial contact was reported by consumers (2,335). 87% of consumers reported this information.



**Econsumer Complaints**  
**Top Consumer and Company Locations**  
*January 1 – December 31, 2002*

<b>Top Consumer Locations</b>	<b>Complaints</b>
United States	1,779
United Kingdom	112
Canada	80
Australia	54
France	21
Germany	20
Korea, Republic of	17
Denmark	14
Spain	14
New Zealand	14
Belgium	12
Hong Kong	12

<b>Top Company Locations</b>	<b>Complaints</b>
United States	651
United Kingdom	213
Canada	130
Nigeria	127
Australia	71
Spain	65
Romania	44
Netherlands	43
South Africa	42
Germany	41
France	36
Switzerland	30