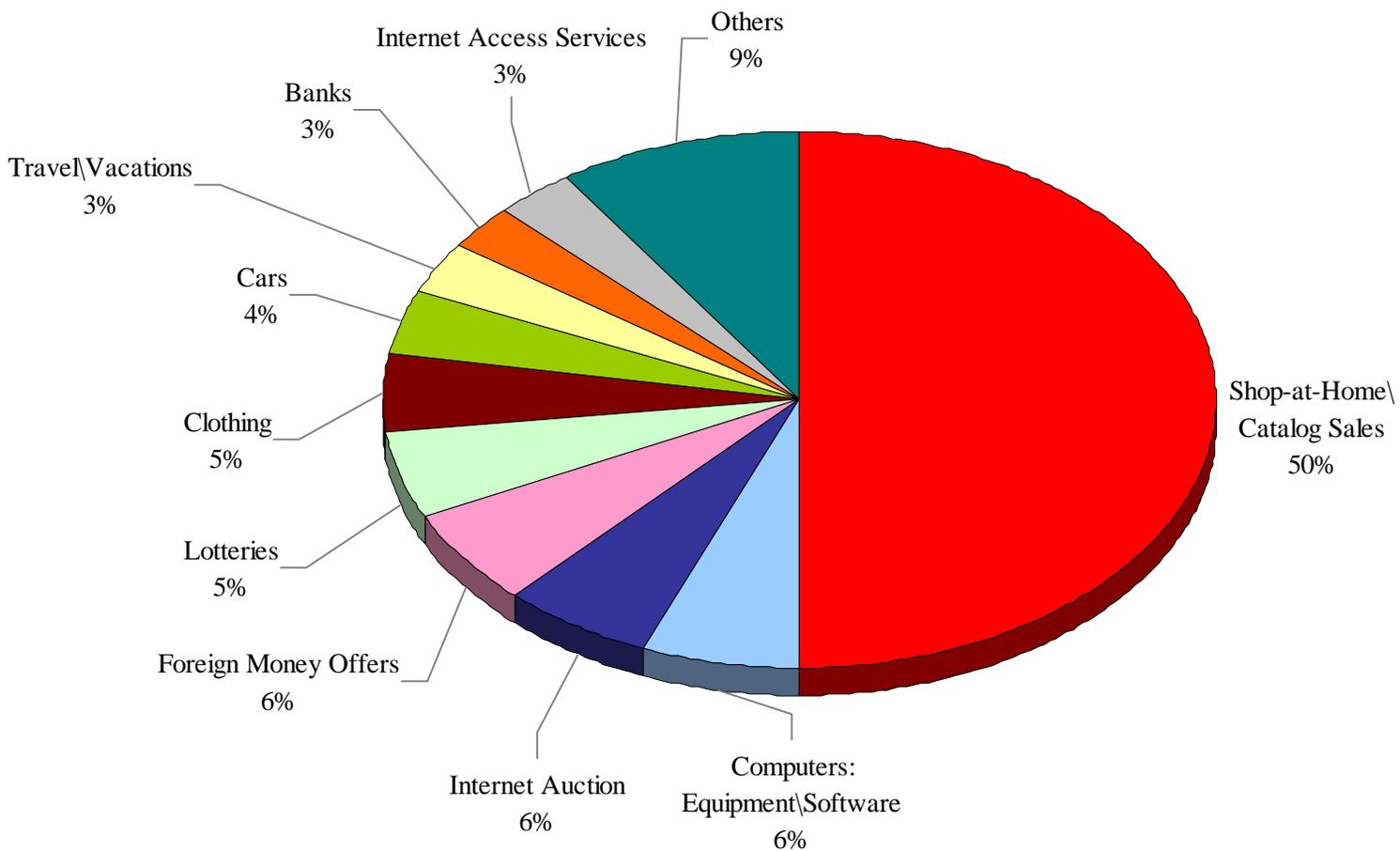




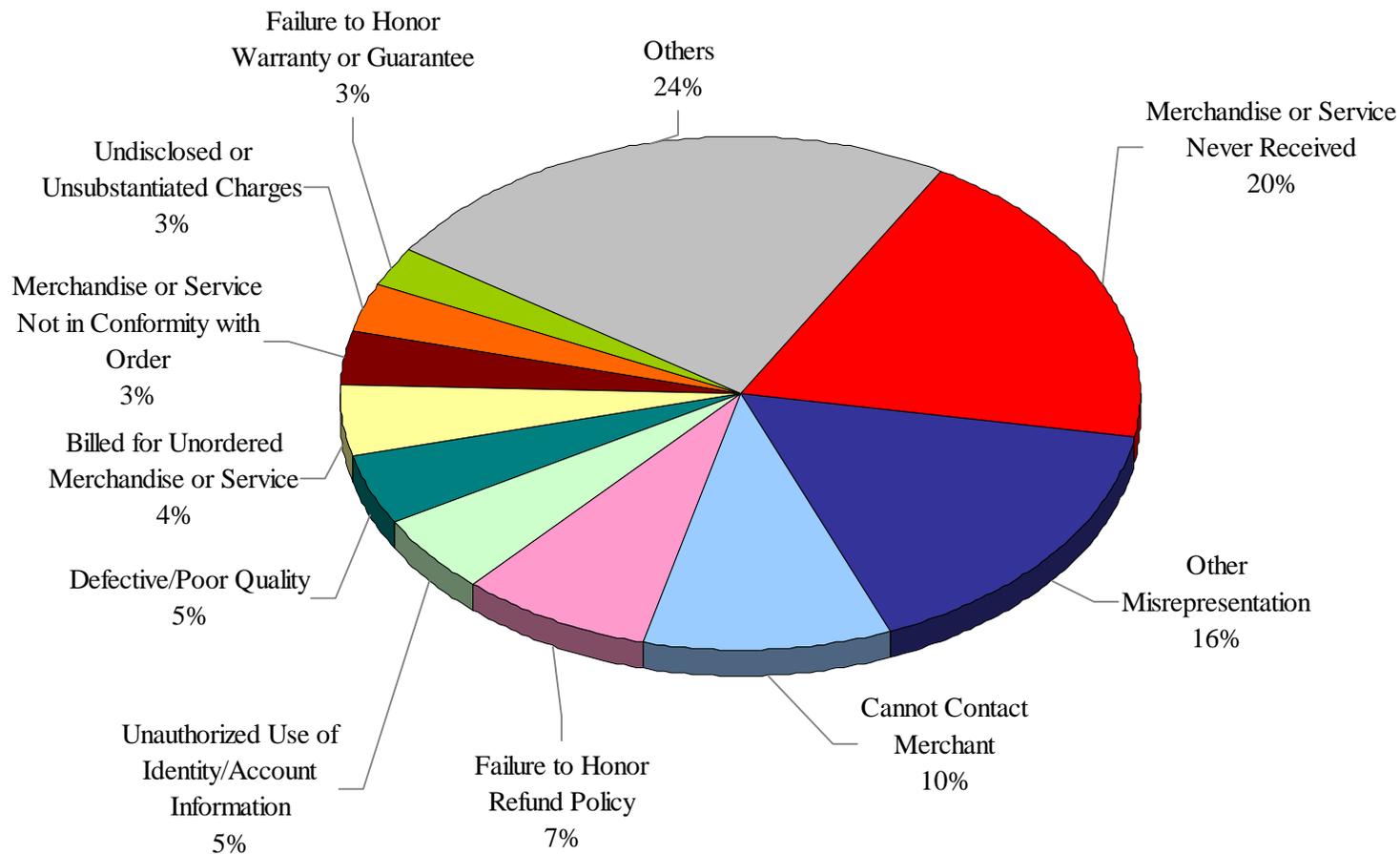
Econsumer Complaints
Top Products or Services by Complaint Count¹
January 1 – June 30, 2008



¹Percentages are based on the 6,755 econsumer complaints received from January 1 to June 30, 2008.



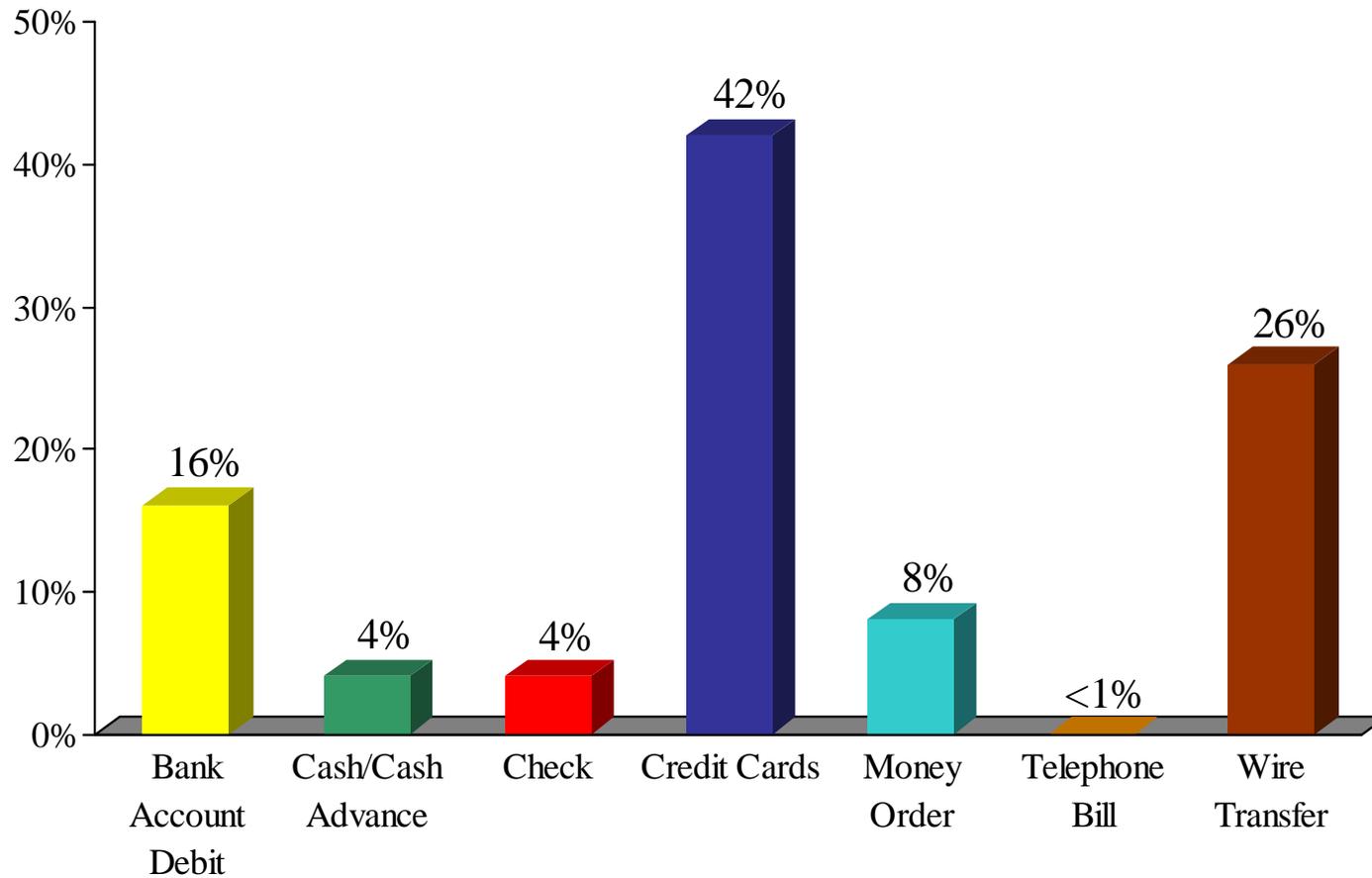
Econsumer Complaints Top Violations¹ January 1 – June 30, 2008



¹Percentages are based on the 9,209 econsumer law violations reported from January 1 to June 30, 2008, NOT the total number of econsumer complaints. One complaint may have multiple law violations.



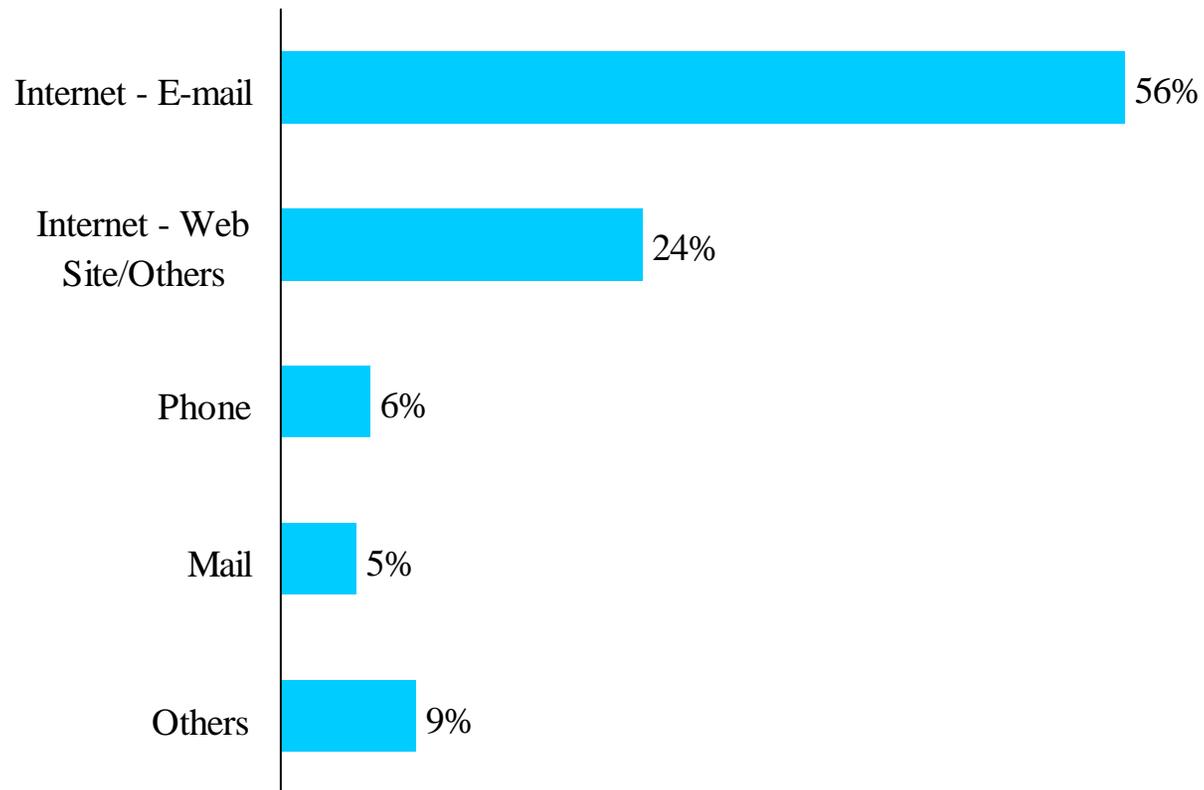
Econsumer Complaints
Consumers' Method of Payment¹
January 1 – June 30, 2008



¹Percentages are based on the 4,089 econsumer complaints from January 1 to June 30, 2008 where method of payment was reported by consumers. 61% of consumers reported this information.



Econsumer Complaints
Company's Method of Contacting Consumers¹
January 1 – June 30, 2008



¹Percentages are based on the 5,870 econsumer complaints from January 1 to June 30, 2008 where company's method of initial contact was reported by consumers. 87% of consumers reported this information.



Econsumer Complaints
Top Consumer and Company Locations
January 1 – June 30, 2008

Top Consumer Locations	Complaints
UNITED STATES	3,922
AUSTRALIA	343
UNITED KINGDOM	248
CANADA	177
INDIA	54
FRANCE	48
GERMANY	46
NEW ZEALAND	44
SPAIN	40
IRELAND	38

Top Company Locations	Complaints
UNITED STATES	1,053
UNITED KINGDOM	1,039
CHINA	415
CANADA	247
NIGERIA	226
AUSTRALIA	146
MEXICO	109
GERMANY	103
SPAIN	100
HONG KONG	98