



Monthly Summary Report / Compte rendu succinct mensuel

Complaint Date	March 2010			January 1 to March 31, 2010			January 1 to December 31, 2009			January 1 to December 31, 2008		
	Call Centre											
Phone Calls Received	12,777			34,196			120,487			140,378		
Phone Calls Handled	6,937			18,142			62,162			62,264		
	Mass Marketing Fraud											
	Total Complaints	Victims	Dollar Loss	Total Complaints	Victims	Dollar Loss	Total Complaints	Victims	Dollar Loss	Total Complaints	Victims	Dollar Loss
Canadian Victims	3,683	885	\$2,961,744.47	9,857	2,346	\$7,271,236.04	27,715	8,084	\$27,532,285.01	20,441	6,117	\$27,403,907.42
U.S. Victims	808	299	\$1,546,185.98	2,069	946	\$4,162,761.43	13,090	6,346	\$28,223,627.46	15,783	8,104	\$28,928,290.53
Other Country Victims	25	16	\$63,268.97	87	50	\$2,532,295.93	241	155	\$4,627,197.86	243	163	\$2,890,433.04
Total	4,516	1,200	\$4,571,199.42	12,013	3,342	\$13,966,293.40	41,046	14,585	\$60,383,110.33	36,467	14,384	\$59,222,630.99
	Identity Theft											
	Total Complaints	Victims	Dollar Loss	Total Complaints	Victims	Dollar Loss	Total Complaints	Victims	Dollar Loss	Total Complaints	Victims	Dollar Loss
Canadian Victims	530	407	\$742,753.39	1,277	975	\$1,948,849.41	11,995	11,123	\$10,927,475.48	12,307	11,538	\$9,625,837.05
U.S. Victims	2	2	\$0.00	6	5	\$27,100.00	33	25	\$119,050.49	55	39	\$60,741.36
Other Country Victims	1	1	\$10.00	2	1	\$10.00	18	14	\$2,244.00	12	11	\$10,620.64
Total	533	410	\$742,763.39	1,285	981	\$1,975,959.41	12,046	11,162	\$11,048,769.97	12,374	11,588	\$9,697,199.05

Due to our daily updates on our database, the yearly stats are recalculated from January 1 to the current month for 2010. For the previous year, the stats are recalculated from January 1 to December 31 for 2008 and 2009. Stats compiled 08-April-2010.



Competition Bureau
Canada

Bureau de la concurrence
Canada

