



Identity Theft Industry Statistics

Key Statistics

- 49 million Americans were victims of identity fraud in 2020. 10 million Americans were victims of traditional identity fraud and 39 million Americans were victims of identity fraud scams in 2020 (2021 Identity Fraud Study, Javelin Research & Strategy)
- Total identity fraud losses were \$56 billion in 2020. \$13 billion in losses for traditional identity fraud and an additional \$43 billion in losses for identity fraud scams. (2021 Identity Fraud Study, Javelin Research & Strategy)
- The Federal Trade Commission (FTC) received more than 1,387 million identity theft complaints from consumers, with government documents or benefits fraud at the top of the list of identity theft reports. (FTC 2020 Consumer Sentinel Network Data Book)
- New-account fraud incidences increased 48% in 2020 from 2019. (FTC 2020 Consumer Sentinel Network Data Book)
- In 2020, the Internet Crime Complaint Center (IC3) received 2,474 complaints identified as ransomware with adjusted losses of over \$29.1 million. (Internet Crime Complaint Center Internet Crime Report 2020)
- 57% of Americans are very worried about cybersecurity issues. (2019 Global Cybersecurity Barometer, Generali Global Assistance, LEXIS)
- 34% of Americans are concerned about identity theft. (2020 ID Theft & Cyber Crime Research, Generali Global Assistance, Benenson Strategy Group)
- Over 169 million individuals were impacted by cyberattacks in 2020, with Phishing/Smishing/BEC being the top cause at 44%. (Identity Theft Resource Center (ITRC) 2020 Data Breach Report)
- 63% of consumers agree that if their personal information was compromised, they wouldn't know what to do to fix it. (2020 ID Theft & Cyber Crime Research, Generali Global Assistance, Benenson Strategy Group)
- 76% of consumers agree to feel truly protected from identity thieves and cybercriminals, they'd need the help of a trained expert. (2020 ID Theft & Cyber Crime Research, Generali Global Assistance, Benenson Strategy Group)

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- 52% of identity theft victims have yet to resolve their issue to their satisfaction a year later. (Identity Theft Resource Center (ITRC) 2018 Aftermath Study)
- 77% of identity crime victims had increased stress levels. (Identity Theft Resource Center (ITRC) 2018 Aftermath Study)
- 86% of identity crime victims feel worried, angry and frustrated. (Identity Theft Resource Center (ITRC) 2018 Aftermath Study)
- Americans lost a total of \$1,190 million to scams in 2020, with \$850 lost per victim on average. (FTC 2020 Consumer Sentinel Network Data Book)
- One in five people targeted by an imposter scam in 2020 suffered a monetary loss. (FTC 2020 Consumer Sentinel Network Data Book)
- There were over 498,000 imposter scam reports to Sentinel in 2020. 22% of those reported a dollar loss, totaling nearly \$1.2 billion lost to imposter scams. (FTC 2020 Consumer Sentinel Network Data Book)
- While almost half of millennials (49%) have chosen the highest privacy settings possible, only 30% of seniors can say the same. This shows their lack of awareness when it comes to privacy settings. (GGA and ITRC, Seniors & Millennials Whitepaper, 2020)
- In 2019, the IC3 (Internet Crime Complaint Center) received 68,013 complaints from victims over the age of 60 with adjusted losses in excess of \$835 million. (2019 FBI Internet Crime Report)
- Consumers spend 200+ hours resolving identity fraud on average. (The Economist, 2017)