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# SCAM ROBOCALLS: TELECOM PROVIDERS PROFIT

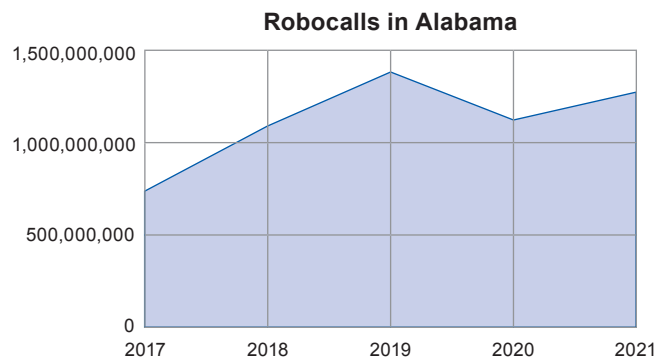
<https://bit.ly/Rpt-ScamRobocalls>

## APPENDIX 2

## SCAM ROBOCALLS IN THE STATES

### Scam Robocalls in Alabama

News reports reveal that scammers are sending robocalls to telephone subscribers in Alabama and falsely threatening to cut off their electric power because of “unpaid bills” unless the consumers make immediate payments over the phone.<sup>1</sup> Scams like this one make up some of the 5.3 million scam “electric bill” robocalls that deluged consumers in Alabama and across the nation in January 2022 alone.<sup>2</sup>



Scam electric bill calls only make up part of the scam robocall problem. **In 2021, Alabama residents received nearly 1.3 billion robocalls** (see Robocalls in Alabama graph), **about 533 million (42%) of which were scam robocalls**. This meant that approximately 11 scam robocalls were made to every Alabama resident per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, more than half a million Alabama residents lost money to scam robocalls in 2021.<sup>5</sup>

1. Alabama NewsCenter, “[Phone scammers at it again in Alabama](#)” (Sept. 14, 2021).

2. YouMail confidential data provided to NCLC, filtered by campaigns related to electric bill scams.

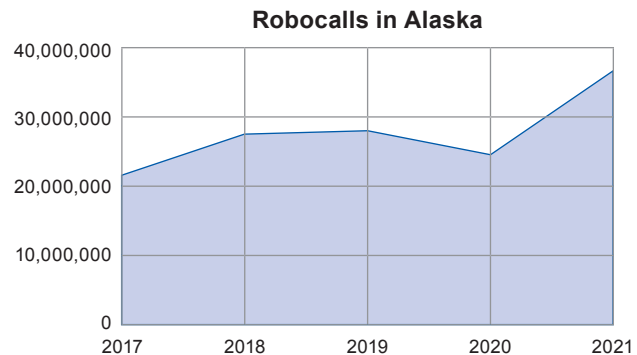
3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#),” PR NewsWire (Jan. 6, 2022). Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Alabama and then calculated the number per adult Alabaman (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Alabama’s adult population (3,921,024 in 2021, per the [U.S. Census Bureau](#)) is 541,101.

## Scam Robocalls in Alaska

News reports reveal that Alaskans are being targeted by a telephone scam in which scammers, pretending to be from the U.S. Marshals, threaten their victims with arrest unless they hand over their personal and banking information.<sup>1</sup> Scams like this one make up some of the 4.3 million scam “arrest warrant” robocalls that deluged consumers nationwide in January 2022.<sup>2</sup>



Fake arrest warrants only make up part of the problem. According to estimates based on data from YouMail, the most prevalent scam campaigns of January 2022 accounted for nearly 1 million scam robocalls made to Alaska phones in that month alone, and these top campaigns are only a portion of the total scam robocalls made.<sup>3</sup> **In 2021, Alaskans received more than 38 million robocalls (see Robocalls in Alaska graph), about 15.6 million (42%) of which were scam robocalls**—or between 2 and 3 scam robocalls for each Alaskan per month.<sup>4</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>5</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, more than 76,000 Alaskans lost money to scam robocalls in 2021.<sup>6</sup>

1. Matt Miller, “[Don’t answer the call’: federal agency warns of phone scam sweeping Alaska](#),” KTOO (April 28, 2021).

2. YouMail confidential data provided to NCLC, filtered by campaigns related to arrest warrant scams.

3. Id., all campaigns. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by Alaska’s share of the US adult population (0.2%) to estimate calls to Alaska phones in January.

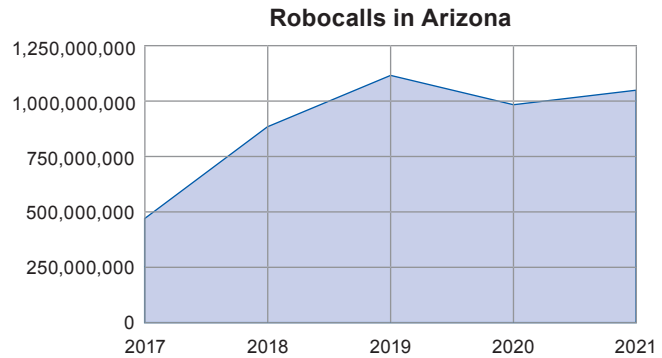
4. YouMail, “[Historical Robocalls by State](#)” (2022). Id., “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#),” PR NewsWire (Jan. 6, 2022). Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Alaska and then calculated the number per adult Alaskan (see note 6) per month.

5. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

6. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Alaska’s adult population (552,435 in 2021, per the [U.S. Census Bureau](#)) is 76,236.

## Scam Robocalls in Arizona

Arizona’s Attorney General warned residents last year of a common robocall scam. The scammer pretends to be calling from a retail company, warns the victim of an “unauthorized purchase,” and then attempts to gain the victim’s bank or credit card information.<sup>1</sup>



This kind of scam is far from rare.

According to estimates based on data from YouMail, more than 300,000 scam “fraud alert” robocalls were made to Arizona phones in January 2022 alone.<sup>2</sup> **In 2021, Arizona received about 1 billion robocalls** (see Robocalls in Arizona graph), **about 444 million (42%) of which were scam robocalls**—or between 6 and 7 scam robocalls for each Arizonan per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, almost 780,000 Arizonans lost money to scam robocalls in 2021.<sup>5</sup>

1. Fox 10 Phoenix, “[Arizona Attorney General warns of ‘unauthorized purchase’ phone scams](#)” (Sept. 11, 2021).

2. YouMail confidential data provided to NCLC, filtered by campaigns related to fraud alerts. We multiplied nationwide scam fraud alert robocalls made in January by Arizona’s share of the US adult population (2.2%) to estimate calls made to Arizona phones in January.

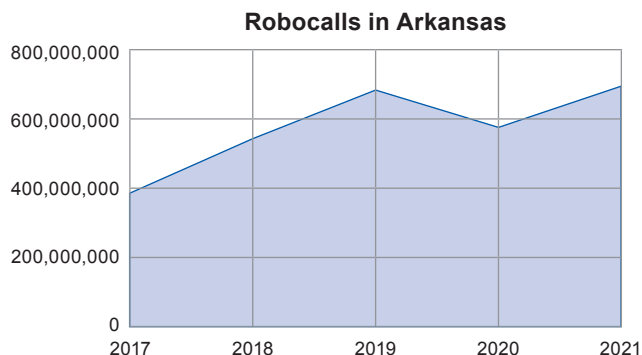
3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#),” PR NewsWire (Jan. 6, 2022). Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Arizona and then calculated the number per adult Arizonan (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Arizona’s adult population (5,639,145 in 2021, per the [U.S. Census Bureau](#)) is 778,202.

## Scam Robocalls in Arkansas

Arkansas' Attorney General reported an increase in Social Security-related robocalls scams. Scammers claiming to be from the Social Security Administration have targeted Arkansas consumers, threatening them into making payments or providing personal information.<sup>1</sup>



This kind of scam is not rare.

According to estimates based on data from YouMail, nearly 80,000 scam Social Security robocalls were made to Arkansas phones in January 2022 alone.<sup>2</sup> **In 2021, Arkansans received nearly 700 million robocalls** (see Robocalls in Arkansas graph), **almost 300 million (42%) of which were scam robocalls**—or between 10 and 11 scam robocalls for each Arkansan per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, more than 320,000 Arkansans lost money to scam robocalls in 2021.<sup>5</sup>

1. Ozark Radio News, "[Scams targeting Arkansans' social security numbers](#)" (July 23, 2020).

2. YouMail confidential data provided to NCLC, filtered by campaigns related to Social Security scams. We multiplied nationwide scam Social Security robocalls in January by Arkansas' share of the US adult population (0.9%) to estimate calls made to Arkansas phones in January.

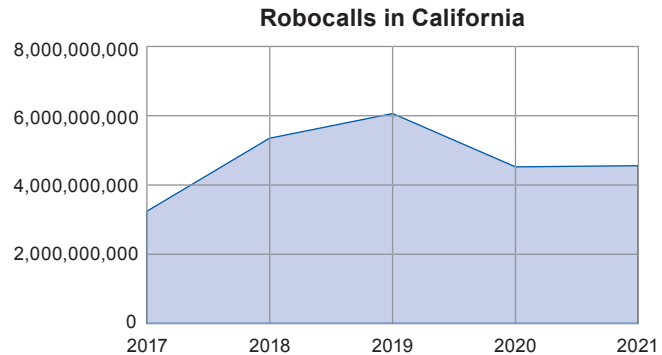
3. YouMail, "[Historical Robocalls by State](#)" (2022). YouMail, "[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#)," PR NewsWire (Jan. 6, 2022). Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Arkansas and then calculated the number per adult Arkansan (see note 5) per month.

4. Roger Grimes, "[Smishing 101 and Defenses](#)," KnowBe4 (Jan. 8, 2020).

5. TrueCaller, "[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)" (2021). Truecaller's survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Arkansas' adult population (2,323,884 in 2021, per the [U.S. Census Bureau](#)) is 320,696.

## Scam Robocalls in California

One California consumer received a robocall that purported to be from Norton Antivirus, telling him he was entitled to a \$400 refund. When he called back, a scammer convinced him to grant remote access to his computer to process the transaction, but then suddenly insisted he had accidentally been overpaid. The consumer did see an “overpayment” in his account—but what he did not realize was that it was his own money, which the scammers had secretly transferred there from another of his accounts after gaining access to his computer. The scammer convinced him to send the money back using a \$4,000 Google gift card. Only days later, the call center contacted the consumer again, telling him that the “agent” he had previously spoken to had been fired for fraud and that he was owed a refund on the \$4,000 he had sent. The consumer was convinced to repeat the whole scam again, this time losing \$14,000.<sup>1</sup>



Sadly, this consumer is far from the only Californian to encounter this kind of robocall scam. According to estimates based on data from YouMail, more than 34,000 scam robocalls touting fake refunds were made to California phones in January 2022 alone.<sup>2</sup> **In 2021, Californians received more than 4.5 billion robocalls** (see Robocalls in California graph), **nearly 2 billion (42%) of which were scam robocalls**—or between 5 and 6 scam robocalls for each Californian per month.<sup>3</sup> And fraudulent calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, more than 4 million Californians lost money to scam robocalls in 2021.<sup>5</sup>

1. Jeremy Roebuck, “Americans lost \$150M to robocall scams last year. Students from India came to PA and NJ to collect, feds say,” Philadelphia Inquirer (Aug. 11, 2020).

2. YouMail confidential data provided to NCLC, filtered by campaigns related to refunds. We multiplied nationwide scam refund robocalls in January by California’s share of the US adult population (11.8%) to estimate calls made to California phones in January.

3. YouMail, “Historical Robocalls by State” (2022). YouMail, “U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index,” PR NewsWire (Jan. 6, 2022). Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in California and then calculated the number per adult Californian (see note 5) per month.

4. Roger Grimes, “Smishing 101 and Defenses,” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “TrueCaller Insights 2021 U.S. Spam & Scam Report” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of California’s adult population (30,409,323 in 2021, per the U.S. Census Bureau) is 4,196,487.

## Scam Robocalls in Colorado

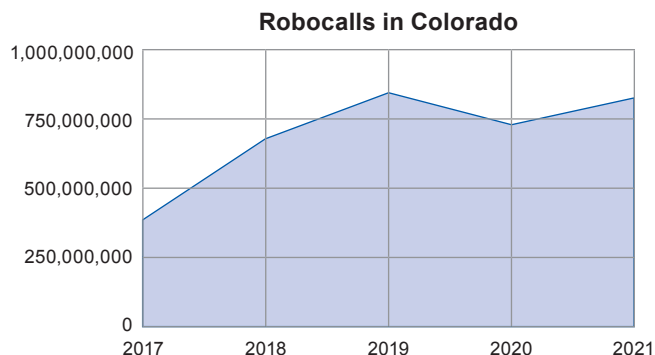
Colorado ranks third in the nation for robocalls per person, by some estimates. One of the most prevalent robocall scams in the state is the fake “arrest warrant” scam, in which the scammer claims to be from law enforcement and demands immediate payment from the victim under threat of arrest.

The calls are spoofed so that they appear to be coming from a legitimate law enforcement number.<sup>1</sup>

According to estimates based on data from YouMail, nearly 80,000 scam “arrest warrant” robocalls were made to Colorado phones in January 2022 alone.<sup>2</sup>

**In 2021, Coloradans received about 824 million robocalls** (see Robocalls in Colorado graph), **346 million (42%) of which were scam robocalls**—or between 6 and 7 scam robocalls for each Coloradans per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, well over half a million Coloradans lost money to scam robocalls in 2021.<sup>5</sup>



1. Randy Wyrick, “[Sick of getting robocalls? Colorado ranks third in number of robocalls per person](#),” Vail Daily (Jan. 6, 2020). Per this VailDaily article, Colorado’s “third” ranking is based on FTC complaints as well as YouMail data.

2. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by Colorado’s share of the US adult population (1.8%) to estimate calls made to Colorado phones in January.

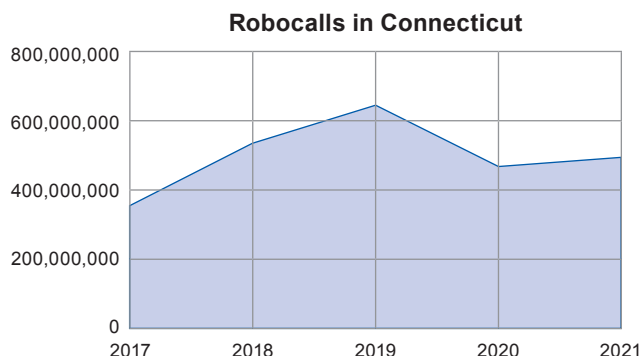
3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#),” PR NewsWire (Jan. 6, 2022). Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Colorado and then calculated the number per adult Coloradan (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Colorado’s adult population (4,539,226 in 2021, per the [U.S. Census Bureau](#)) is 626,413.

## Scam Robocalls in Connecticut

Last year, Connecticut’s Attorney General helped to shut down a nationwide scam “charitable fundraising” organization that made over a billion robocalls and stole \$110 million from consumers. More than 34 million of those robocalls were made to Connecticut consumers, including to some families who received multiple robocalls per hour.<sup>1</sup>



Although this particular scam operation has been shut down, the problem of fraudulent robocalls continues. According to estimates based on data from YouMail, the most prevalent scam campaigns of January 2022 accounted for more than 5 million scam robocalls made to Connecticut phones in that month alone, and these top campaigns are only a portion of the total scam robocalls made.<sup>2</sup> **In 2021, Connecticut residents received nearly 500 million robocalls (see Robocalls in Connecticut graph), about 200 million (42%) of which were scam robocalls**—or between 5 and 6 scam robocalls for each Connecticut resident per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, nearly 400,000 Connecticut residents lost money to scam robocalls in 2021.<sup>5</sup>

1. Zach Murdock, “Connecticut joins settlement to shut down massive robocall fundraising scam that made more than 1 billion calls,” Hartford Courant (March 4, 2021)

2. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by Connecticut’s share of the US adult population (1.1%) to estimate calls made to Connecticut phones in January.

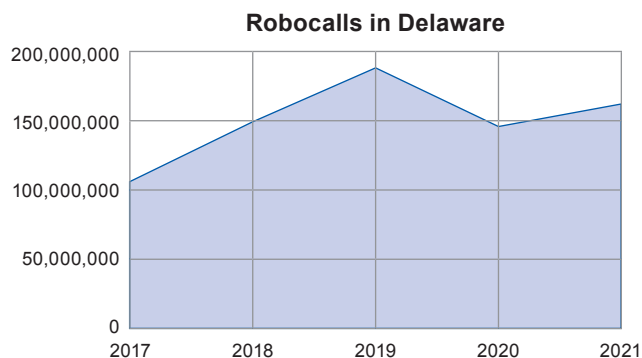
3. YouMail, “Historical Robocalls by State” (2022). YouMail, “U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index,” PR NewsWire (Jan. 6, 2022). Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Connecticut and then calculated the number per adult Connecticut resident (see note 5) per month.

4. Roger Grimes, “Smishing 101 and Defenses,” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “TrueCaller Insights 2021 U.S. Spam & Scam Report” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Connecticut’s adult population (2,870,055 in 2021, per the U.S. Census Bureau) is 396,068.

## Scam Robocalls in Delaware

Last year the Delaware State Police warned residents of scam robocalls making the rounds. In these calls scammers claimed to be from the police and demanded that victims make immediate payments to avoid criminal charges. The scammers' phone numbers had been spoofed to appear as the Delaware State Police's real number.<sup>1</sup>



This is a common scam. According to estimates based on data from YouMail, more than 13,000 scam “arrest warrant” robocalls were made to Delaware phones in January 2022 alone.<sup>2</sup> **In 2021, Delawareans received more than 160 million robocalls** (see Robocalls in Delaware graph), **about 68 million (42%) of which were scam robocalls**—or about 7 scam robocalls for each Delawarean per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, more than 100,000 Delawareans lost money to scam robocalls in 2021.<sup>5</sup>

1. Betsy Price, “[Delaware State Police: Scammer is using number that appears to belong to them](#),” Delaware Live (Jan. 20, 2021).

2. YouMail confidential data provided to NCLC, filtered by campaigns related to arrest warrants. We multiplied nationwide scam arrest warrant robocalls in January by Delaware’s share of the US adult population (0.3%) to estimate calls made to Delaware phones in January.

3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#),” PR NewsWire (Jan. 6, 2022). Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Delaware and then calculated the number per adult Delawarean (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Delaware’s adult population (793,677 in 2021, per the [U.S. Census Bureau](#)) is 109,527.



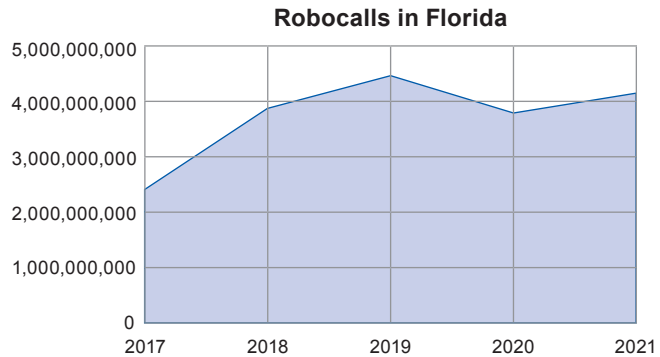
## Scam Robocalls in Florida

“Ann,” a Florida woman, received a robocall saying that her Social Security number had been compromised and she needed to speak to an investigator. When she dialed back, she was told that she was under investigation by federal authorities for money laundering and drug charges, that her Social Security number and bank accounts would be

suspended, and that she needed to get as much cash as possible out of the accounts first. The scammer told her that she was under surveillance and needed to stay on the line with him on speaker at every bank she visited. Ann went to a bank and withdrew \$2,500, then followed the scammer’s instructions to buy five Target gift cards and four CVS gift cards, totaling thousands of dollars. She read the gift card numbers to him over the phone. The scammer kept her on the phone for over 5 hours, and by the time she got home her husband had called the police, thinking she had been kidnapped. By the time police told Ann that this was a scam, she had already lost all the money she spent on the gift cards.<sup>1</sup>

Sadly, Ann is far from the only Floridian to encounter this kind of robocall scam. According to estimates based on data from YouMail, more than 587,000 scam Social Security robocalls were made to Florida phones in January 2022 alone.<sup>2</sup> **In 2021, Floridians received more than 4.1 billion robocalls** (see Robocalls in Florida graph), **about 1.7 billion (42%) of which were scam robocalls**—or more than 8 scam robocalls for each Floridian per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, nearly two and half million Floridians lost money to scam robocalls in 2021.<sup>5</sup>



1. “Gift Card Scam,” Florida Office of the Attorney General (filed April 22, 2021), received via email from Patrick Crotty on March 2, 2022.

2. YouMail confidential data provided to NCLC, filtered by campaigns related to Social Security scams. We multiplied nationwide scam Social Security robocalls in January by Florida’s share of the US adult population (6.8%) to estimate calls made to Florida phones in January.

3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#),” PR NewsWire (Jan. 6, 2022). Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Florida and then divided per adult Floridian (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

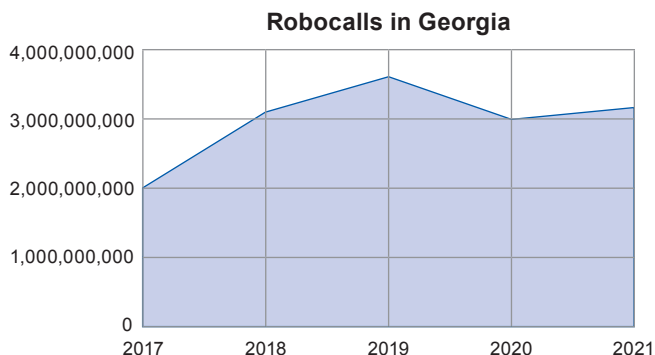
5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Florida’s adult population (17,490,246 in 2021, per the [U.S. Census Bureau](#)) is 2,413,654.

## Scam Robocalls in Georgia

Georgia’s Attorney General warned residents last year of a robocall scam claiming to be from the AG’s own office. The robocall told victims it was regarding “your case” and urged them to respond to avoid consequences.<sup>1</sup>

But this is not the only robocall scam targeting Georgians.

According to estimates based on data from YouMail, the most prevalent scam campaigns of January 2022 accounted for more than 14.6 million scam robocalls made to Georgia phones in that month alone, and these top campaigns are only a portion of the total scam robocalls made.<sup>2</sup> **In 2021, Georgians received more than 3 billion robocalls** (see Robocalls in Georgia graph), **about 1.3 billion (42%) of which were scam robocalls**—or about 13 scam robocalls for each Georgian per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>



These robocalls have a cost. According to estimates based on TrueCaller survey data, more than a million Georgians lost money to scam robocalls in 2021.<sup>5</sup>

1. Georgia Attorney General’s Office, “[Scam Alert: Carr warns of fake calls from scammers posing as Attorney General’s office](#)” (May 3, 2021).

2. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by Georgia’s share of the US adult population (3.2%) to estimate calls made to Georgia phones in January.

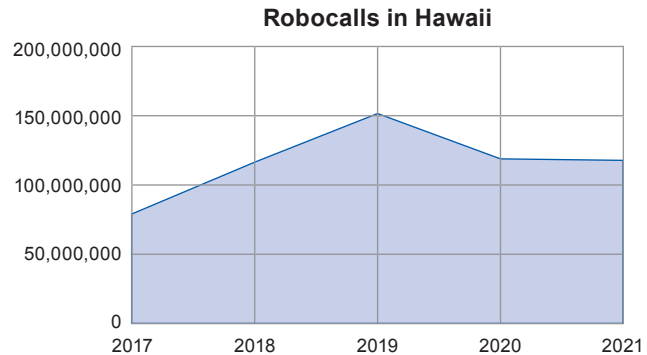
3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#),” PR NewsWire (Jan. 6, 2022). Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Georgia and then calculated the number per adult Georgian (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Georgia’s adult population (8,250,868 in 2021, per the [U.S. Census Bureau](#)) is 1,138,620.

## Scam Robocalls in Hawaii

Hawaii’s state Sheriff Division warned residents earlier this year about a robocall scam making the rounds. Scammers pretending to be from the sheriff’s office told victims that there was a warrant out for their arrest, and they needed to make payments to avoid arrest.<sup>1</sup>



This kind of scam is far from rare.

According to estimates based on data from YouMail, more than 17,000 scam “arrest warrant” robocalls were made to Hawaii phones in January 2022 alone.<sup>2</sup> **In 2021, Hawaiians received nearly 120 million robocalls (see Robocalls in Hawaii graph), almost 50 million (42%) of which were scam robocalls—or between 3 and 4 scam robocalls for each Hawaiian per month.**<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, more than 150,000 Hawaiians lost money to scam robocalls in 2021.<sup>5</sup>

1. Scott Kim, “[Beware of an arrest warrant phone call scam, state Sheriff Division says](#),” Hawaii Public Radio (Jan. 25, 2022).

2. YouMail confidential data provided to NCLC, filtered by campaigns related to arrest warrants. We multiplied nationwide scam arrest warrant robocalls in January by Hawaii’s share of the US adult population (0.4%) to estimate calls made to Hawaii phones in January.

3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Hawaii and then calculated the number per adult Hawaiian (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Hawaii’s adult population (1,135,944 in 2021, per the [U.S. Census Bureau](#)) is 156,760.

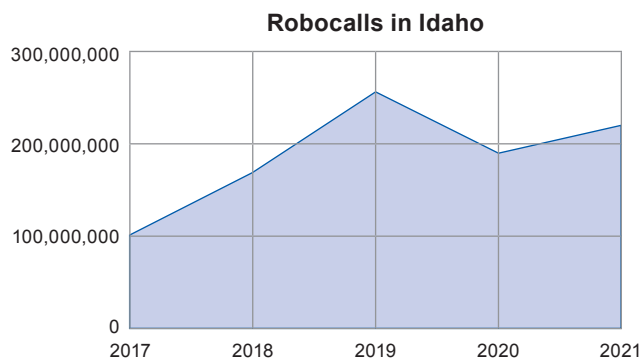
## Scam Robocalls in Idaho

Robocall scammers claiming to be from the Social Security Administration have targeted Idaho consumers. These scammers have threatened Idahoans into making payments or providing personal information.<sup>1</sup>

This kind of scam is not rare.

According to estimates based on data from YouMail, more than 51,000 scam Social Security robocalls were made to Idaho phones in January 2022 alone.<sup>2</sup> **In 2021, Idahoans received more than 220 million robocalls** (see Robocalls in Idaho graph), **more than 93 million (42%) of which were scam robocalls**—or between 5 and 6 scam robocalls for each Idahoan per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, nearly 200,000 Idahoans lost money to scam robocalls in 2021.<sup>5</sup>



1. Alejandra Buitrago, “[Social Security scam targets Idaho residents](#)”, Idaho Mountain Express (Aug. 23, 2019).

2. YouMail confidential data provided to NCLC, filtered by campaigns related to Social Security scams. We multiplied nationwide scam Society Security robocalls in January by Idaho’s share of the US adult population (0.6%) to estimate calls made to Idaho phones in January.

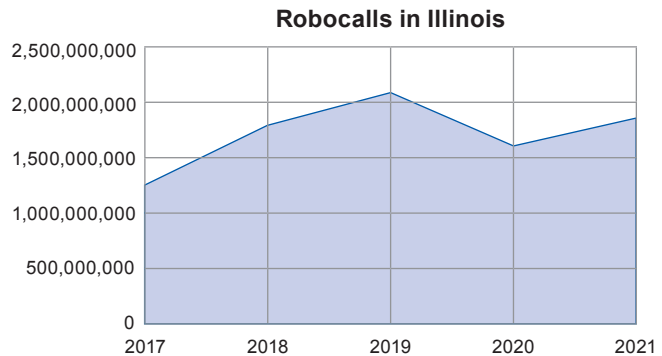
3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Idaho and then divided per adult Idahoan (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Idaho’s adult population (1,423,791 in 2021, per the [U.S. Census Bureau](#)) is 196,483.

## Scam Robocalls in Illinois

Scammers in Illinois have used the COVID-19 pandemic as a springboard for fraud. They have placed thousands of calls to Illinois consumers, posing as government employees offering to “help” with driver’s licenses and unemployment benefits.<sup>1</sup>



But these are not the only robocall scams targeting

Illinoisans. According to estimates based on data from YouMail, the most prevalent scam campaigns of January 2022 accounted for more than 17.4 million scam robocalls made to Illinois phones in that month alone, and these top campaigns are only a portion of the total scam robocalls made.<sup>2</sup> **In 2021, Illinoisans received nearly 2 billion robocalls** (see Robocalls in Illinois graph), **nearly 800 million (42%) of which were scam robocalls**—or between 6 and 7 scam robocalls for each Illinoisan per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, more than 1.3 million Illinoisans lost money to scam robocalls in 2021.<sup>5</sup>

1. Better Business Bureau, “[Scammers continue to target Illinoisans, BBB warns](#),” NBC 5 Chicago (July 27, 2021).

2. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by Illinois’ share of the US adult population (3.8%) to estimate calls made to Illinois phones in January.

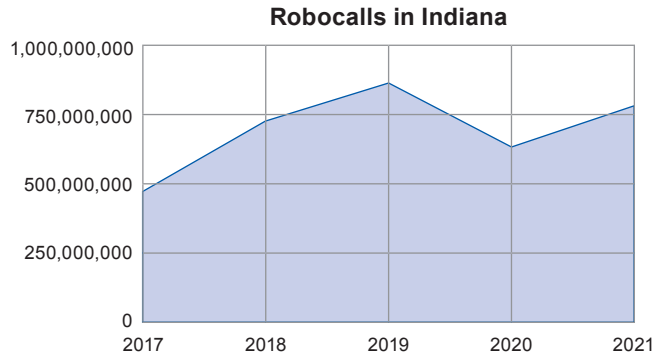
3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Illinois and then calculated the number per adult Illinoisan (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Illinois’ adult population (9,858,403 in 2021, per the [U.S. Census Bureau](#)) is 1,360,460.

## Scam Robocalls in Indiana

Indiana’s Attorney General last year warned of a marked increase in scam robocalls targeting residents, after a slight slump during the first year of the pandemic. One couple reported receiving ten calls in just a few hours, including some from scammers spoofing phone numbers that had belonged to deceased friends.<sup>1</sup>



But these are not the only robocall scams targeting Hoosiers. According to estimates based on data from YouMail, the most prevalent scam campaigns of January 2022 accounted for more than 9.1 million scam robocalls made to Indiana phones in that month alone, and these top campaigns are only a portion of the total scam robocalls made.<sup>2</sup> **In 2021, Hoosiers received more than 780 million robocalls** (see Robocalls in Indiana graph), **nearly 330 million (42%) of which were scam robocalls**—or about 5 scam robocalls for each Hoosier per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, more than 720,000 Hoosiers lost money to scam robocalls in 2021.<sup>5</sup>

1. Carly Miller, “Robocalls increasing, what to do about them,” 16 News Now (June 18, 2021).

2. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by Indiana’s share of the US adult population (2%) to estimate calls made to Indiana phones in January.

3. YouMail, “Historical Robocalls by State” (2022). YouMail, “U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index.” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Indiana and then calculated the number per adult Hoosier (see note 5) per month.

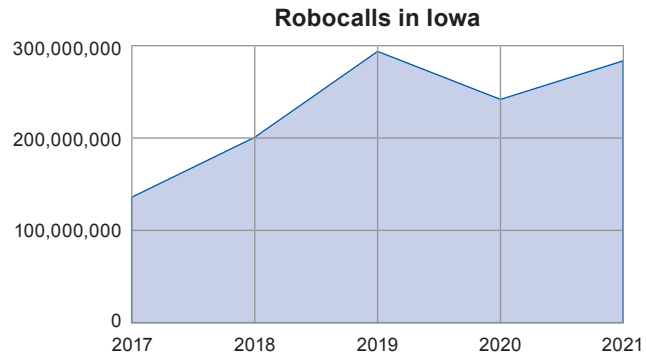
4. Roger Grimes, “Smishing 101 and Defenses,” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “TrueCaller Insights 2021 U.S. Spam & Scam Report” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Indiana’s adult population (5,220,190 in 2021, per the U.S. Census Bureau) is 720,386.

## Scam Robocalls in Iowa

Iowa's Attorney General warned fed-up residents last year not to answer calls from unknown numbers. This was due to the rise in scam robocalls targeting Iowans.<sup>1</sup>

According to estimates based on data from YouMail, the most prevalent scam campaigns of January 2022 accounted for more than 4.5 million scam robocalls made to Iowa phones in that month alone, and these top campaigns are only a portion of the total scam robocalls made.<sup>2</sup> **In 2021, Iowans received more than 280 million robocalls (see Robocalls in Iowa graph), nearly 120 million (42%) of which were scam robocalls—or about 4 scam robocalls for each Iowan per month.**<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>



These robocalls have a cost. According to estimates based on TrueCaller survey data, well over a quarter million Iowans lost money to scam robocalls in 2021.<sup>5</sup>

1. Rachel Droze, “Don’t answer’: Iowa’s AG office says ignore numbers you don’t know if possible to fight robocalls,” WeAreIowa.com (May 13, 2021).

2. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by Iowa’s share of the US adult population (1%) to estimate calls made to Iowa phones in January.

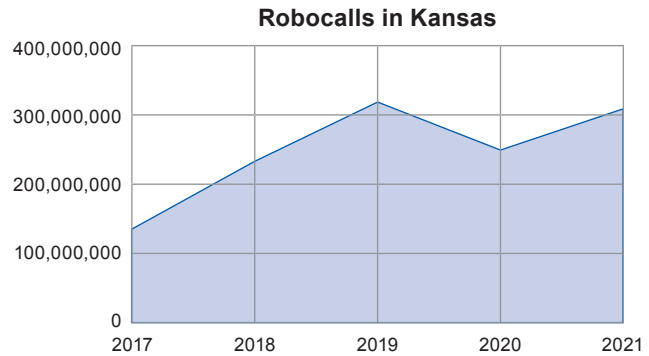
3. YouMail, “Historical Robocalls by State” (2022). YouMail, “U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index.” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Iowa and then divided per adult Iowan (see note 5) per month.

4. Roger Grimes, “Smishing 101 and Defenses,” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “TrueCaller Insights 2021 U.S. Spam & Scam Report” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Iowa’s adult population (2,458,671 in 2021, per the U.S. Census Bureau) is 339,297.

## Scam Robocalls in Kansas

Kansas' Attorney General warned residents this tax season to beware of scam "IRS" robocalls. Scammers claim that a victim owes taxes and threaten the victim into paying immediately over the phone, often in the form of gift cards.<sup>1</sup>



But these are not the only robocall scams targeting

Kansans. According to estimates based on data from YouMail, the most prevalent scam campaigns of January 2022 accounted for more than 4.1 million scam robocalls made to Kansas phones in that month alone, and these top campaigns are only a portion of the total scam robocalls made.<sup>2</sup> **In 2021, Kansans received more than 300 million robocalls** (see Robocalls in Kansas graph), **nearly 130 million (42%) of which were scam robocalls**—or between 4 and 5 scam robocalls for each Kansan per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, well over a quarter million Kansans lost money to scam robocalls in 2021.<sup>5</sup>

1. Kansas Attorney General's Office, "[AG Derek Schmidt urges Kansans to be wary of scams during tax season](#)" (March 28, 2022).

2. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by Kansas' share of the US adult population (0.9%) to estimate calls made to Kansas phones in January.

3. YouMail, "[Historical Robocalls by State](#)" (2022). YouMail, "[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#)." Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Kansas and then calculated the number per adult Kansan (see note 5) per month.

4. Roger Grimes, "[Smishing 101 and Defenses](#)," KnowBe4 (Jan. 8, 2020).

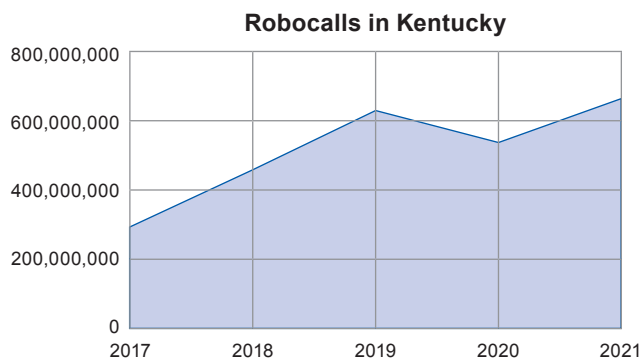
5. TrueCaller, "[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)" (2021). Truecaller's survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Kansas' adult population (2,230,282 in 2021, per the [U.S. Census Bureau](#)) is 307,779.



## Scam Robocalls in Kentucky

Robocall scammers claiming to be from the Social Security Administration have targeted Kentucky consumers. These scammers threaten Kentuckians into making payments or providing personal information.<sup>1</sup>

This kind of scam is not rare. According to estimates based on data from YouMail, more than 120,000 scam Social Security robocalls were made to Kentucky phones in January 2022 alone.<sup>2</sup> **In 2021, Kentuckians received more than 650 million robocalls** (see Robocalls in Kentucky graph), **nearly 280 million (42%) of which were scam robocalls**—or between 6 and 7 scam robocalls for each Kentuckian per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>



These robocalls have a cost. According to estimates based on TrueCaller survey data, nearly half a million Kentuckians lost money to scam robocalls in 2021.<sup>5</sup>

1. Gilbert Corsey, "[Social Security phone scam sweeping through Louisville](#)," WDRB.com (Jul. 1, 2019, updated Jul. 2, 2019).

2. YouMail confidential data provided to NCLC, filtered by campaigns related to Social Security scams. We multiplied nationwide scam Social Security robocalls in January by Kentucky's share of the US adult population (1.4%) to estimate calls made to Kentucky phones in January.

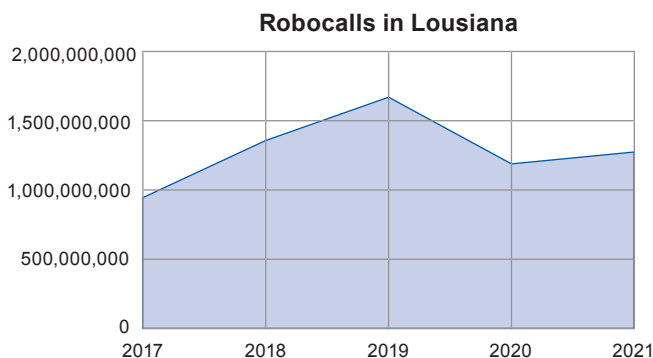
3. YouMail, "[Historical Robocalls by State](#)" (2022). YouMail, "[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#)." Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Kentucky and then calculated the number per adult Kentuckian (see note 5) per month.

4. Roger Grimes, "[Smishing 101 and Defenses](#)," KnowBe4 (Jan. 8, 2020).

5. TrueCaller, "[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)" (2021). Truecaller's survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Kentucky's adult population (3,499,290 in 2021, per the [U.S. Census Bureau](#)) is 482,902. Kentucky consumers reported more than one million dollars in losses from phone scams in 2020. See Steve Rogers, "[AG joins others in asking FCC for faster action on anti-robocall technology](#)," WTVQ/ABC36 (Aug. 9, 2021).

## Scam Robocalls in Louisiana

Melinda Walsh of Baton Rouge receives up to eight robocalls per day on her cell phone alone. She has 54 blocked numbers on her phone—but the calls keep coming. Baton Rouge is the robocall capital of the United States; its residents receive as many as 39 robocalls per month.<sup>1</sup> Many of these robocalls are predatory scams designed to take as much money as possible from Louisianans.



According to estimates based on data from YouMail, the most prevalent scam campaigns of January 2022 accounted for more than 6.4 million scam robocalls made to Louisiana phones in that month alone, and these top campaigns are only a portion of the total scam robocalls made.<sup>2</sup> **In 2021, Louisianans received nearly 1.3 billion robocalls** (see Robocalls in Louisiana graph), **about 535 million (42%) of which were scam robocalls**—or between 12 and 13 scam robocalls for each Louisianan per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, nearly half a million Louisianans lost money to scam robocalls in 2021.<sup>5</sup>

1. Samantha Murphy Kelly, “[What it’s like to live in the robocall capital of America](#),” CNN Business (March 16, 2021).

2. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by Louisiana’s share of the US adult population (1.4%) to estimate calls made to Louisiana phones in January.

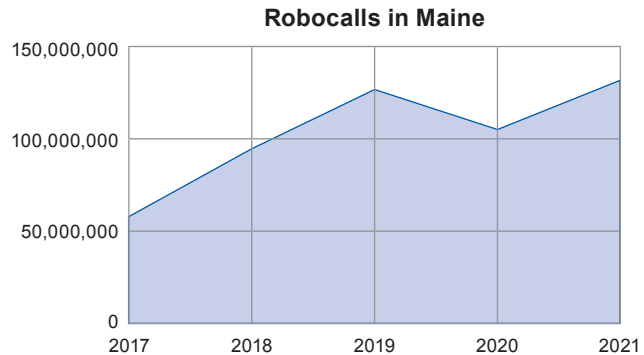
3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Louisiana and then calculated the number per adult Louisianan (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Louisiana’s adult population (3,542,020 in 2021, per the [U.S. Census Bureau](#)) is 488,799.

## Scam Robocalls in Maine

The FBI Boston Division, which oversees Maine, reported an increase in phone scammers who target New Englanders claiming to be representatives of a government agency, often threatening arrest unless immediate payments are made. In 2020, Mainers lost more than \$32,000 to these government impersonation scams.<sup>1</sup>



But these are not the only robocall scams targeting Mainers. According to estimates based on data from YouMail, the most prevalent scam campaigns of January 2022 accounted for more than 1.8 million scam robocalls made to Maine phones in that month alone, and these top campaigns are only a portion of the total scam robocalls made.<sup>2</sup> **In 2021, Mainers received more than 130 million robocalls** (see Robocalls in Maine graph), **about 55 million (42%) of which were scam robocalls**—or about 4 scam robocalls for each Mainer per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, more than 150,000 Mainers lost money to scam robocalls in 2021.<sup>5</sup>

1. Dennis Hoey, “[FBI warns of telephone scammers, posing as federal agents, who bilked 44 Mainers](#),” Portland Press Herald (April 21, 2021).

2. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by Maine’s share of the US adult population (0.4%) to estimate calls made to Maine phones in January.

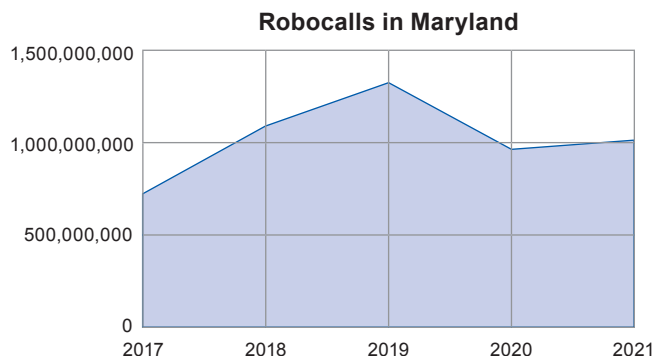
3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Maine and then calculated the number per adult Mainer (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Maine’s adult population (1,118,381 in 2021, per the [U.S. Census Bureau](#)) is 154,337.

## Scam Robocalls in Maryland

Maryland State Police warned residents of a robocall scam going around in which the scammer claims to be a law enforcement officer and threatens the victim with criminal charges. The calls are spoofed so that they appear to be coming from a legitimate law enforcement number.<sup>1</sup>



This kind of scam is not rare. According to estimates based on data from YouMail, more than 83,000 scam “arrest warrant” robocalls were made to Maryland phones in January 2022 alone.<sup>2</sup> **In 2021, Marylanders received more than a billion robocalls** (see Robocalls in Maryland graph), **about 424 million (42%) of which were scam robocalls**—or about 7 scam robocalls for each Marylander per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, well over half a million Marylanders lost money to scam robocalls in 2021.<sup>5</sup>

1. Bryna Zumer, “[Scam Alert: New phone scam ‘spoofs’ Maryland State Police number](#),” Fox 45 News (Oct. 1, 2020).

2. YouMail confidential data provided to NCLC, filtered by campaigns related to arrest warrant scams. We multiplied nationwide scam arrest warrant robocalls in January by Maryland’s share of the US adult population (1.9%) to estimate calls made to Maryland phones in January.

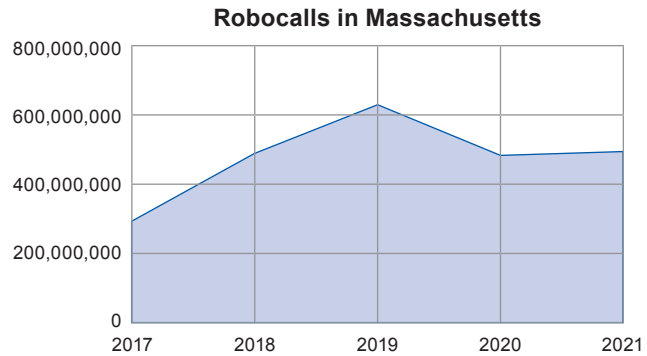
3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Maryland and then calculated the number per adult Marylander (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Maryland’s adult population (4,802,635 in 2021, per the [U.S. Census Bureau](#)) is 662,764.

## Scam Robocalls in Massachusetts

In 2021, an elderly Massachusetts woman received a robocall purporting to be from the Social Security Administration, telling her that her Social Security number was about to be “suspended” due to criminal activity. The scammers convinced the woman to send them \$900,000 from her bank and retirement accounts, in a scam that largely targeted elderly victims.<sup>1</sup>



Sadly, this consumer is far from the only Bay Stater to encounter this kind of robocall scam. According to estimates based on data from YouMail, nearly 200,000 scam Social Security robocalls were made to Massachusetts phones in the month of January 2022 alone.<sup>2</sup> **In 2021, Massachusetts residents received nearly 500 million robocalls (see Robocalls in Massachusetts graph), 206 million (42%) of which were scam robocalls**—or about 3 scam robocalls for each Bay Stater per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, nearly 800,000 Massachusetts residents lost money to scam robocalls in 2021.<sup>5</sup>

1. Michelle Singletary, “I saved my sister from a Social Security scam. Listen to the actual call,” Washington Post (July 9, 2021).

2. YouMail confidential data provided to NCLC, filtered by campaigns related to Social Security scams. We multiplied nationwide scam Social Security robocalls in January by Massachusetts’ share of the US adult population (2.2%) to estimate calls made to Massachusetts phones in January.

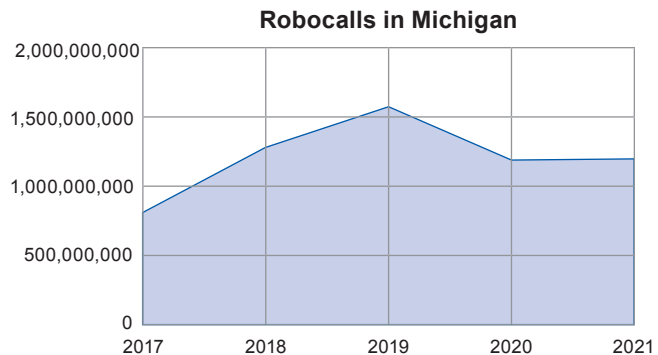
3. YouMail, “Historical Robocalls by State” (2022). YouMail, “U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index.” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Massachusetts and then calculated the number per adult Bay Stater (see note 5) per month.

4. Roger Grimes, “Smishing 101 and Defenses,” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “TrueCaller Insights 2021 U.S. Spam & Scam Report” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Massachusetts’ adult population (5,615,717 in 2021, per the [U.S. Census Bureau](#)) is 774,969. Indeed, Bay Staters filed 3,491 complaints to law enforcement about scams caused by calls and text messages, reporting losses of over \$4.3 million in 2021. (This is an extrapolated figure, real data is coming from the FTC.)

## Scam Robocalls in Michigan

Michigan’s Attorney General is warning consumers of a new robocall scam in which the scammer, pretending to be from AT&T, offers the consumer a big discount on DirecTV. The scammer then demands payment up front using a gift card.<sup>1</sup>



This kind of scam is not rare.

According to estimates based on data from YouMail, more than 600,000 business impersonation scam robocalls were made to Michigan phones in January 2022 alone.<sup>2</sup> **In 2021, Michiganders received more than 1.2 billion robocalls** (see Robocalls in Michigan graph), **about 500 million (42%) of which were scam robocalls**—or about 5 scam robocalls for each Michigander per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, more than a million Michiganders lost money to scam robocalls in 2021.<sup>5</sup>

1. Derick Hutchinson, “[Do you get those annoying ‘AT&T DirecTV’ robocalls? Michigan’s AG is trying to stop them,](#)” ClickOnDetroit (Feb. 17, 2022).

2. YouMail confidential data provided to NCLC, filtered by campaigns related to business impersonation scams. We multiplied nationwide scam business impersonation robocalls in January by Michigan’s share of the US adult population (3.1%) to estimate calls made to Michigan phones in January.

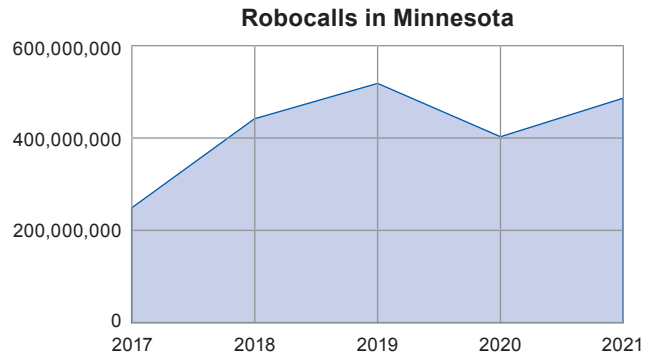
3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index.](#)” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Michigan and then calculated the number per adult Michigander (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses,](#)” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Michigan’s adult population (7,889,887 in 2021, per the [U.S. Census Bureau](#)) is 1,088,804.

## Scam Robocalls in Minnesota

Last year a massive phone scam operating out of Minnesota that had stolen \$300 million from consumers across the nation, was shut down by federal officials.<sup>1</sup> Although this is good news for the victims of the scam, the problem of fraudulent robocalls is far from over.



According to estimates based on data from YouMail, the most prevalent scam campaigns of January 2022 accounted for nearly 7.8 million scam robocalls made to Minnesota phones in that month alone, and these top campaigns are only a portion of the total scam robocalls made.<sup>2</sup> **In 2021, Minnesotans received nearly 500 million robocalls** (see Robocalls in Minnesota graph), **about 200 million (42%) of which were scam robocalls**—or between 3 and 4 scam robocalls for each Minnesotan per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, well over half a million Minnesotans lost money to scam robocalls in 2021.<sup>5</sup>

1. Lauren Leamenczyk, “[Inside one of Minnesota’s biggest phone scams](#),” KARE 11 (May 12, 2021).

2. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by Minnesota’s share of the US adult population (1.7%) to estimate calls made to Minnesota phones in January.

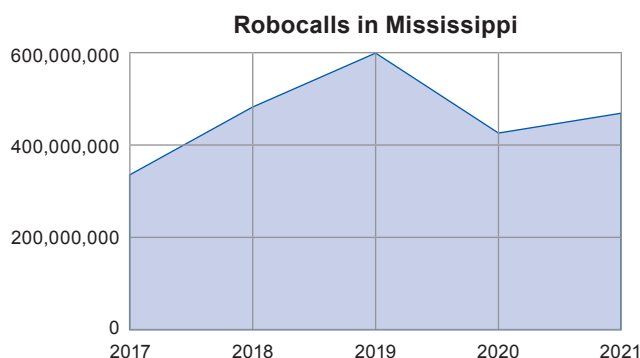
3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Minnesota and then calculated the number per adult Minnesotan (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Minnesota’s adult population (4,388,983 in 2021, per the [U.S. Census Bureau](#)) is 605,680.

## Scam Robocalls in Mississippi

Last year the Mississippi Public Service Commission warned residents of a vehicle warranty robocall scam making the rounds. Scammers used public state motor vehicle records to convince victims that their warranty was about to expire, but that they could renew it—for a fee.<sup>1</sup>



But this was not the only robocall scam targeting Mississippians. According to estimates based on data from YouMail, more than a million scam “vehicle warranty” robocalls were made to Mississippi phones in January 2022 alone.<sup>2</sup> **In 2021, Mississippians received 470 million robocalls** (see Robocalls in Mississippi graph), **nearly 200 million (42%) of which were scam robocalls**—or about 7 scam robocalls for each Mississippian per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, well over a quarter million Mississippians lost money to scam robocalls in 2021.<sup>5</sup>

1. Brent Bailey, “[Scam calls overload: Auto warranties](#),” MS Public Service Commission (May 26, 2021).

2. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by Mississippi’s share of the US adult population (0.9%) to estimate calls made to Mississippi phones in January.

3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Mississippi and then calculated the number per adult Mississippian (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

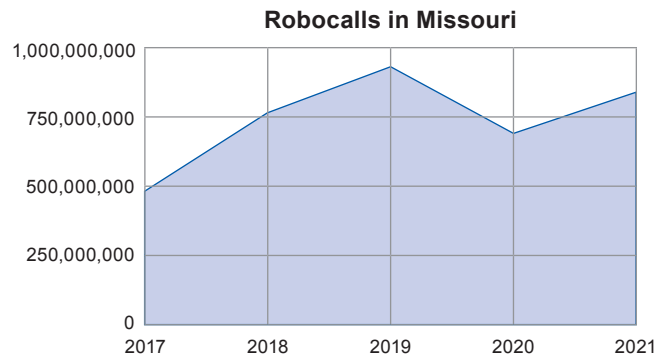
5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Mississippi’s adult population (2,256,723 in 2021, per the [U.S. Census Bureau](#)) is 311,428.



## Scam Robocalls in Missouri

The Missouri Attorney General warned residents of an Apple Support robocall scam. Scammers attempt to obtain money or personal information from their victims.<sup>1</sup>

This kind of scam is not rare. According to estimates based on data from YouMail, more than 370,000 business impersonation scam robocalls were made to Missouri phones in January 2022 alone.<sup>2</sup> **In 2021, Missourians received more than 830 million robocalls** (see Robocalls in Missouri graph), **350 million (42%) of which were scam robocalls**—or about 6 scam robocalls for each Missourian per month.<sup>3</sup> An Assistant Attorney General reported that robocalls are “the number one complaint that our office receives.”<sup>4</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>5</sup>



These robocalls have a cost. According to estimates based on TrueCaller survey data, more than 660,000 Missourians lost money to scam robocalls in 2021.<sup>6</sup>

1. ON YOUR SIDE CONSUMER ALERT: [Missouri atty. gen. warns of fraudulent Apple support calls](#), KY3 (Oct. 31, 2019).

2. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by Missouri’s share of the US adult population (1.9%) to estimate calls made to Missouri phones in January.

3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Missouri and then calculated the number per adult Missourian (see note 6) per month.

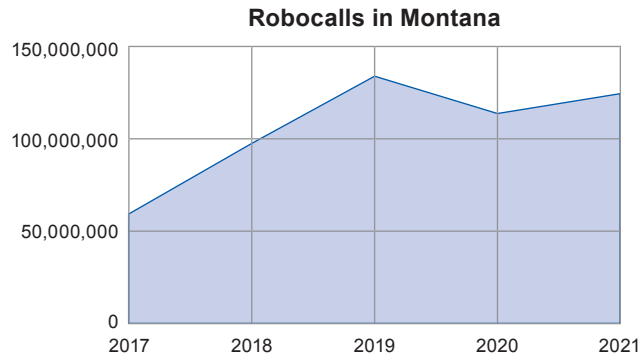
4. Holden Kurwicki, “[Missouri attorney general’s office cracking down on robocalls, spam texts](#),” KSDK-TV (March 30, 2022).

5. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

6. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Missouri’s adult population (4,792,681 in 2021, per the [U.S. Census Bureau](#)) is 661,390.

## Scam Robocalls in Montana

Last year Montana’s Department of Justice warned residents against robocall scams related to the pandemic. One elderly Montana couple fell victim to scammers who convinced them to go out in a snowstorm to withdraw money. On the way, their car crashed, and the husband died.<sup>1</sup>



Robocall scams are a huge and growing problem. According to estimates based on data from YouMail, more than 1.3 million scam robocalls were made to Montana phones in January 2022 alone.<sup>2</sup> **In 2021, Montanans received 124 million robocalls** (see Robocalls in Montana graph), **about 52 million (42%) of which were scam robocalls**—or about 5 scam robocalls for each Montanan per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, nearly 120,000 Montanans lost money to scam robocalls in 2021.<sup>5</sup>

1. Colter Anstaett, “[FTC warns of scammers trying to take advantage of COVID fears](#),” KRTV 3 (March 24, 2021).

2. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by Montana’s share of the US adult population (0.3%) to estimate calls made to Montana phones in January.

3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Montana and then calculated the number per adult Montanan (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Montana’s adult population (867,957 in 2021, per the [U.S. Census Bureau](#)) is 119,778.

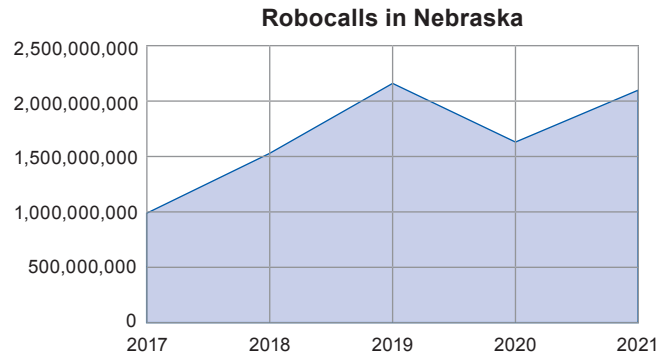
## Scam Robocalls in Nebraska

Last year Nebraska’s Drug Enforcement Administration office warned residents of a robocall scam in which scammers posed as agents. Scammers would attempt to steal victims’ personal or financial information or money while threatening arrest.<sup>1</sup>

This robocall scam is far from rare. According to estimates

based on data from YouMail, more than 26,000 scam “arrest warrant” robocalls were made to Nebraska phones in January 2022 alone.<sup>2</sup> **In 2021, Nebraskans received 210 million robocalls** (see Robocalls in Nebraska graph), **about 88 million (42%) of which were scam robocalls**—or about 5 scam robocalls for each Nebraskan per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, more than 200,000 Nebraskans lost money to scam robocalls in 2021.<sup>5</sup>



1. KMTV 3, “[Omaha DEA warns scammers posing as agents to steal identities](#)” (March 31, 2021).

2. YouMail confidential data provided to NCLC, filtered by campaigns related to arrest warrant scams. We multiplied nationwide scam arrest warrant robocalls in January by Nebraska’s share of the US adult population (0.6%) to estimate calls made to Nebraska phones in January.

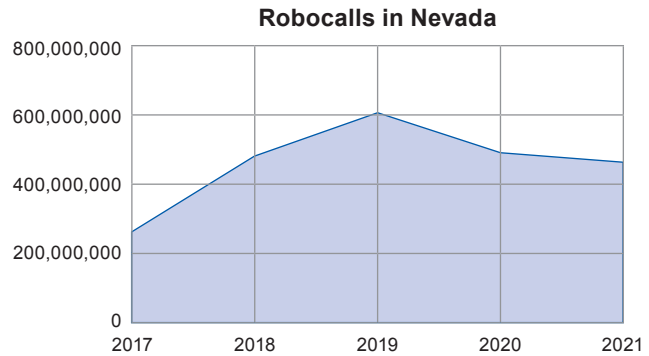
3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Nebraska and then calculated the number per adult Nebraskan (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Nebraska’s adult population (1,480,624 in 2021, per the [U.S. Census Bureau](#)) is 204,326.

## Scam Robocalls in Nevada

Last year, Nevada’s Attorney General took action against a huge robocall scam operation, which had made more than a billion fake “charitable fundraising” robocalls and stolen \$110 million from its victims.<sup>1</sup> While this particular scam operation has been shut down, the problem of fraudulent robocalls continues. Nevada receives the sixth-highest number of robocalls per state in the country, by some estimates.<sup>2</sup>



According to estimates based on data from YouMail, the most prevalent scam campaigns of January 2022 accounted for more than 4.1 million scam robocalls made to Nevada phones in that month alone, and these top campaigns are only a portion of the total scam robocalls made.<sup>3</sup> **In 2021, Nevadans received about 460 million robocalls** (see Robocalls in Nevada graph), **nearly 200 million (42%) of which were scam robocalls**—or between 6 and 7 scam robocalls for each Nevadan per month.<sup>4</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>5</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, well over a quarter million Nevadans lost money to scam robocalls in 2021.<sup>6</sup>

1. Bryan Horwath, “Do not call: Combating illegal robocalls tricky, Nevada official says,” Las Vegas Sun (April 20, 2021).

2. Id.

3. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by Nevada’s share of the US adult population (0.9%) to estimate calls made to Nevada phones in January.

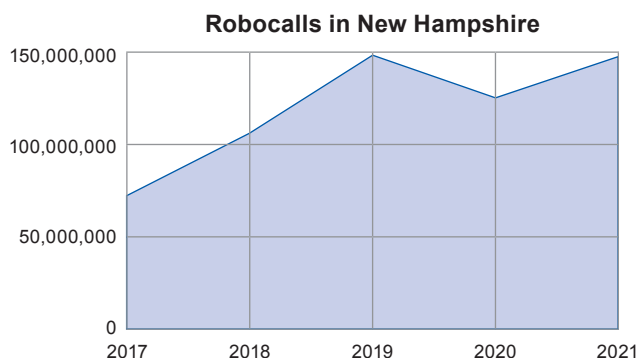
4. YouMail, “Historical Robocalls by State” (2022). YouMail, “U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index.” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Nevada and then calculated the number per adult Nevadan (see note 6) per month.

5. Roger Grimes, “Smishing 101 and Defenses,” KnowBe4 (Jan. 8, 2020).

6. TrueCaller, “TrueCaller Insights 2021 U.S. Spam & Scam Report” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Nevada’s adult population (2,436,593 in 2021, per the U.S. Census Bureau) is 336,250.

## Scam Robocalls in New Hampshire

New Hampshire’s Attorney General earlier this year joined with other state AGs in urging the FCC to take action against the flood of foreign scam robocalls victimizing consumers in New Hampshire and across the country.<sup>1</sup>



But these are not the only robocall scams targeting New Hampshire residents. According to estimates based on data from YouMail, the most prevalent scam campaigns of January 2022 accounted for more than 1.8 million scam robocalls made to New Hampshire phones over that period alone, and these top campaigns are only a portion of the total scam robocalls made.<sup>2</sup> **In 2021, New Hampshire residents received nearly 150 million robocalls (see Robocalls in New Hampshire graph), over 60 million (42%) of which were scam robocalls**—or between 4 and 5 scam robocalls for each New Hampshire resident per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, more than 150,000 New Hampshire residents lost money to scam robocalls in 2021.<sup>5</sup>

1. [Robocall Scammers Target NH Taxpayers](#), BusinessNH Magazine (Mar. 7, 2019).

2. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by New Hampshire’s share of the US adult population (0.4%) to estimate calls made to New Hampshire phones in January.

3. YouMail, [“Historical Robocalls by State”](#) (2022). YouMail, [“U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index.”](#) Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in New Hampshire and then calculated the number per adult New Hampshire resident (see note 5) per month.

4. Roger Grimes, [“Smishing 101 and Defenses.”](#) KnowBe4 (Jan. 8, 2020).

5. TrueCaller, [“TrueCaller Insights 2021 U.S. Spam & Scam Report”](#) (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of New Hampshire’s adult population (1,127,862 in 2021, per the [U.S. Census Bureau](#)) is 155,645.

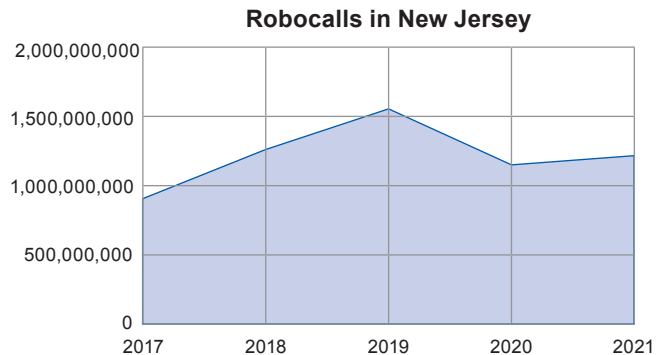
## Scam Robocalls in New Jersey

The Garden State leads the nation in resident complaints about robocalls. In 2022, New Jersey’s Attorney General announced a partnership with the FCC to combat illegal and fraudulent robocalls.<sup>1</sup>

According to estimates based on data from YouMail, the most prevalent scam campaigns of

January 2022 accounted for more than 12.8 million scam robocalls made to New Jersey phones in January 2022 alone, and these top campaigns are only a portion of the total scam robocalls made.<sup>2</sup> **In 2021, New Jerseyans received more than 1.2 billion robocalls** (see Robocalls in New Jersey graph), **more than 500 million (42%) of which were scam robocalls**—or between 5 and 6 scam robocalls for each New Jerseyan per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, more than a million New Jerseyans lost money to scam robocalls in 2021.<sup>5</sup>



1. Krystal Knapp, “[New Jersey to work with FCC on robocall investigations](#),” Planet Princeton (March 28, 2022).

2. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by New Jersey’s share of the US adult population (2.8%) to estimate calls made to New Jersey phones in January.

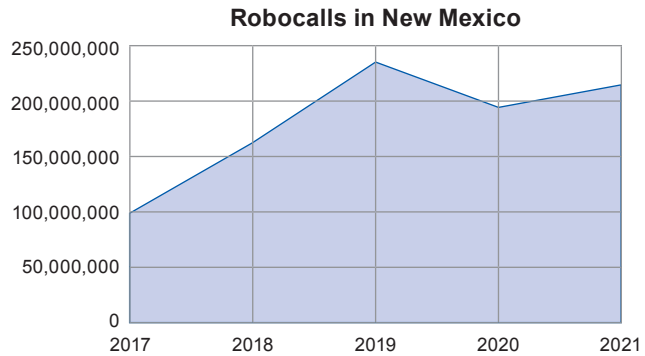
3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in New Jersey and then calculated the number per adult New Jerseyan (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of New Jersey’s adult population (7,246,896 in 2021, per the [U.S. Census Bureau](#)) is 1,000,072.

## Scam Robocalls in New Mexico

Scammers claiming to be federal agents are targeting consumers in New Mexico, often spoofing their phone numbers so that the calls appear to come from an official District Court of New Mexico number. The victims are told that they are “under investigation,” or that a warrant has been issued for their arrest, and that they must make immediate payments to resolve the matter.<sup>1</sup>



This robocall scam is far from rare. According to estimates based on data from YouMail, more than 26,000 scam “arrest warrant” robocalls were made to New Mexico phones in January 2022 alone.<sup>2</sup> **In 2021, New Mexicans received more than 215 million robocalls** (see Robocalls in New Mexico graph), **over 90 million (42%) of which were scam robocalls**—or between 4 and 5 scam robocalls for each New Mexican per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, nearly a quarter million New Mexicans lost money to scam robocalls in 2021.<sup>5</sup>

1. U.S. District Court of New Mexico, “[Warning: Scam phone calls received by individuals from the public in the District of New Mexico](#)” (June 26, 2020).

2. YouMail confidential data provided to NCLC, filtered by campaigns related to arrest warrant scams. We multiplied nationwide scam arrest warrant robocalls in January by New Mexico’s share of the US adult population (0.6%) to estimate calls made to New Mexico phones in January.

3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in New Mexico and then calculated the number per adult New Mexican (see note 5) per month.

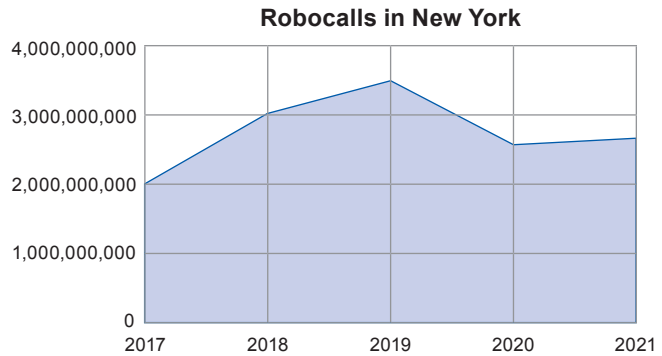
4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of New Mexico’s adult population (1,635,573 in 2021, per the [U.S. Census Bureau](#)) is 225,709.

## Scam Robocalls in New York

Last year New York’s governor signed into law two measures aimed at combating robocalls. However, their prospects of impacting the growing scam robocall problem are uncertain.<sup>1</sup>

According to estimates based on data from YouMail, the most prevalent scam campaigns of January 2022 accounted for nearly 28 million scam robocalls made to New York phones in that month alone, and these top campaigns are only a portion of the total scam robocalls made.<sup>2</sup> **In 2021, New Yorkers received more than 2.6 billion robocalls** (see Robocalls in New York graph), **over 1 billion (42%) of which were scam robocalls**—or more than 5 scam robocalls for each New Yorker per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>



These robocalls have a cost. According to estimates based on TrueCaller survey data, more than 2 million New Yorkers lost money to scam robocalls in 2021.<sup>5</sup>

1. Jake Offenhartz, “NY moves to crack down on robocalls. Don’t expect the scammers to go quietly,” Gothamist (Nov. 8, 2021).

2. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by New York’s share of the US adult population (6.1%) to estimate calls made to New York phones in January.

3. YouMail, “Historical Robocalls by State” (2022). YouMail, “U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index.” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in New York and then calculated the number per adult New Yorker (see note 5) per month.

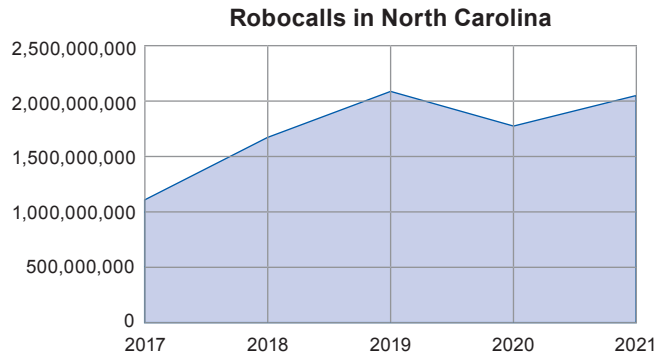
4. Roger Grimes, “Smishing 101 and Defenses,” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “TrueCaller Insights 2021 U.S. Spam & Scam Report” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of New York’s adult population (15,729,879 in 2021, per the U.S. Census Bureau) is 2,170,723.



## Scam Robocalls in North Carolina

North Carolina's Attorney General recently reported that phone scams, and especially robocall scams, are by far the most common type of scam reported to his office. Telemarketing and robocall scams made up more than a third of all complaints in 2021.<sup>1</sup>



According to estimates based on data from YouMail, the most prevalent scam campaigns of January 2022 accounted for more than 14.6 million scam robocalls made to North Carolina phones in that month alone, and these top campaigns are only a portion of the total scam robocalls made.<sup>2</sup> **In 2021, North Carolinians received more than 2 billion robocalls (see Robocalls in North Carolina graph), nearly 860 million (42%) of which were scam robocalls**—or between 8 and 9 scam robocalls for each North Carolinian per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, more than a million North Carolinians lost money to scam robocalls in 2021.<sup>5</sup>

1. Matthew Ablon, "[These are the most-reported scams in North Carolina from 2021 according to the state Attorney General's office](#)," WCNC Charlotte (Jan. 19, 2022).

2. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by North Carolina's share of the US adult population (3.2%) to estimate calls made to North Carolina phones in January.

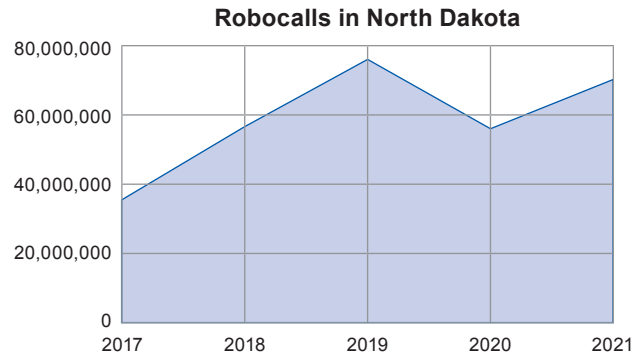
3. YouMail, "[Historical Robocalls by State](#)" (2022). YouMail, "[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#)." Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in North Carolina and then calculated the number per adult North Carolinian (see note 5) per month.

4. Roger Grimes, "[Smishing 101 and Defenses](#)," KnowBe4 (Jan. 8, 2020).

5. TrueCaller, "[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)" (2021). Truecaller's survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of North Carolina's adult population (8,240,458 in 2021, per the [U.S. Census Bureau](#)) is 1,137,183.

## Scam Robocalls in North Dakota

A North Dakota sheriff's department warned residents of scammers claiming to be sheriff's deputies and threatening arrest. The sheriff's department warns North Dakotans never to pay "fines" or "bonds" over the phone, and especially never to pay anything to a person asking for payment in gift cards.<sup>1</sup>



Robocall scams like this "arrest warrant" scam represent thousands of calls made to North Dakotans each month. According to estimates based on data from YouMail, nearly 9,000 scam "arrest warrant" robocalls were made to North Dakota phones in January 2022 alone.<sup>2</sup> **In 2021, North Dakotans received more than 70 million robocalls** (see Robocalls in North Dakota graph), **nearly 30 million (42%) of which were scam robocalls**—or about 4 scam robocalls for each North Dakotan per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, more than 80,000 North Dakotans lost money to scam robocalls in 2021.<sup>5</sup>

1. Joe Skurzewski, "[Ward County Sheriff's Department warns residents of phone scam](#)," KFYP TV (Dec. 5, 2021).

2. YouMail confidential data provided to NCLC, filtered by campaigns related to arrest warrant scams. We multiplied nationwide scam arrest warrant robocalls in January by North Dakota's share of the US adult population (0.2%) to estimate calls made to North Dakota phones in January.

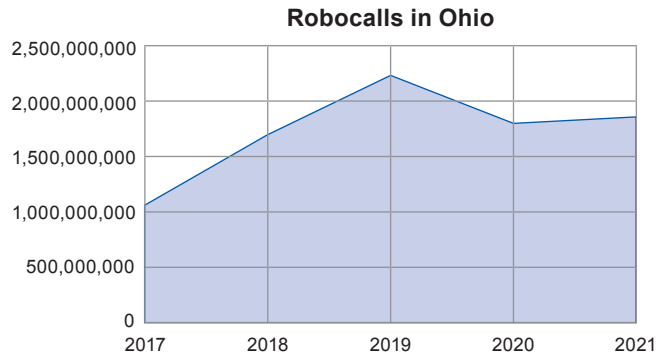
3. YouMail, "[Historical Robocalls by State](#)" (2022). YouMail, "[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#)." Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in North Dakota and then calculated the number per adult North Dakotan (see note 5) per month.

4. Roger Grimes, "[Smishing 101 and Defenses](#)," KnowBe4 (Jan. 8, 2020).

5. TrueCaller, "[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)" (2021). Truecaller's survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of North Dakota's adult population (592,060 in 2021, per the [U.S. Census Bureau](#)) is 81,704.

## Scam Robocalls in Ohio

The Ohio Attorney General issued a warning in 2021 about illegal robocallers posing as Amazon, Apple, or PayPal representatives. Scammers would attempt to persuade consumers to buy gift cards as a way of “stopping” unauthorized purchases or attempt to gain access to the consumer’s account by pretending to issue a refund.<sup>1</sup>



Unfortunately, this kind of robocall scam is not rare. According to estimates based on data from YouMail, more than 506,000 scam “fraud alert” robocalls were made to Ohio phones in January 2022 alone.<sup>2</sup> **In 2021, Ohioans received nearly 2 billion robocalls** (see Robocalls in Ohio graph), **nearly 800 million (42%) of which were scam robocalls**—or about 7 scam robocalls for each Ohioan per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, more than 1.2 million Ohioans lost money to scam robocalls in 2021.<sup>5</sup>

1. WTVG, “[Ohio AG warning of new phone scams](#),” (Nov. 22, 2021).

2. YouMail confidential data provided to NCLC, filtered by campaigns related to fraud alerts. We multiplied nationwide scam fraud alert robocalls in January by Ohio’s share of the US adult population (3.6%) to estimate calls made to Ohio phones in January.

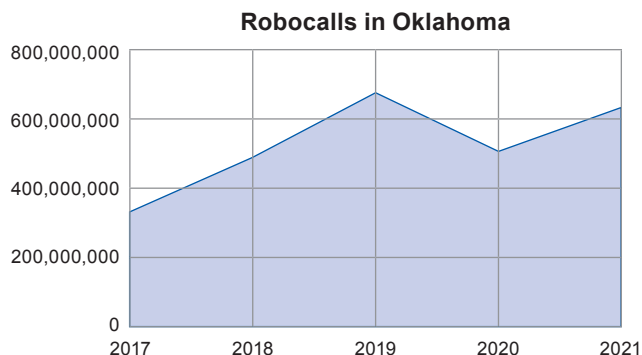
3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Ohio and then calculated the number per adult Ohioan (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Ohio’s adult population (9,176,633 in 2021, per the [U.S. Census Bureau](#)) is 1,266,375.

## Scam Robocalls in Oklahoma

Dana Loomer of Tulsa receives 10 to 15 robocalls per day. She blocks each number as it comes, but the spoofed robocalls just keep coming from different numbers. “I’ve probably got a hundred phone numbers blocked, and they just keep coming up with new ones,” she said.<sup>1</sup>



Dana isn’t alone in dealing with a tidal wave of robocalls. According to estimates based on data from YouMail, the most prevalent scam campaigns of January 2022 accounted for more than 5.5 million scam robocalls made to Oklahoma phones in that month alone, and these top campaigns are only a portion of the total scam robocalls made.<sup>2</sup> **In 2021, Oklahomans received more than 600 million robocalls** (see Robocalls in Oklahoma graph), **over 260 million (42%) of which were scam robocalls**—or about 7 scam robocalls for each Oklahoman per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, more than 400,000 Oklahomans lost money to scam robocalls in 2021.<sup>5</sup>

1. Katie Keleher, “[Many frustrated with high numbers of robocalls](#),” 2 News Oklahoma (March 24, 2021).

2. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by Oklahoma’s share of the US adult population (1.2%) to estimate calls made to Oklahoma phones in January.

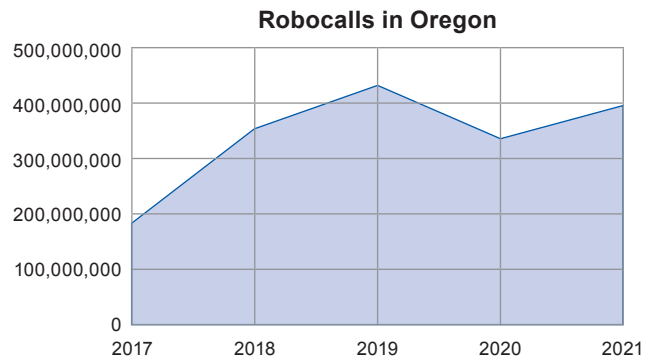
3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Oklahoma and then calculated the number per adult Oklahoman (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Oklahoma’s adult population (3,025,859 in 2021, per the [U.S. Census Bureau](#)) is 417,569.

## Scam Robocalls in Oregon

Telecommunications scams are one of the most common types reported to Oregon’s Department of Justice.<sup>1</sup> Last year, the Oregon Department of Motor Vehicles (DMV) reported a text scam impersonating the DMV, in which scammers try to get payment information from unsuspecting Oregonians.<sup>2</sup>



But these are not the only telecommunications scams targeting Oregonians. According to estimates based on data from YouMail, the most prevalent scam robocall campaigns of January 2022 accounted for nearly 6 million scam robocalls made to Oregon phones in that month alone, and these campaigns are only a portion of the total scam robocalls made.<sup>3</sup> **In 2021, Oregonians received nearly 400 million robocalls** (see Robocalls in Oregon graph), **over 160 million (42%) of which were scam robocalls**—or about 4 scam robocalls for each Oregonian per month.<sup>4</sup> As evidenced by the DMV example, calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>5</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, nearly half a million Oregonians lost money to scam robocalls in 2021.<sup>6</sup>

1. Demi Lawrence, “[The top scams and phony calls that fuel Oregon consumer complaints](#),” KGW8 (March 9, 2022).

2. [Don’t Be Fooled: Oregon DMV warns of new text scam](#), The Chronicle Online.com (Nov. 30, 2021, updated Mar. 3, 2022).

3. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by Oregon’s share of the US adult population (1.3%) to estimate calls made to Oregon phones in January.

4. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Oregon and then calculated the number per adult Oregonian (see note 6) per month.

5. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

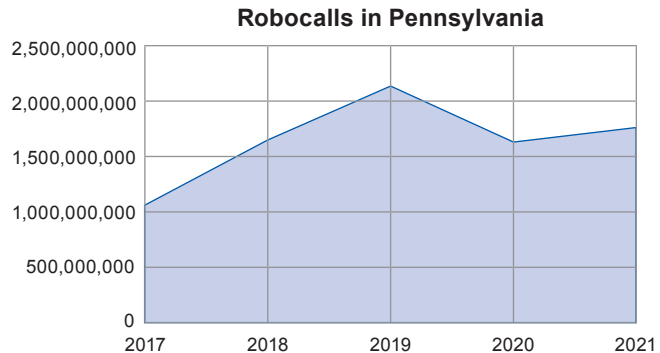
6. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Oregon’s adult population (3,375,693 in 2021, per the [U.S. Census Bureau](#)) is 465,846.

## Scam Robocalls in Pennsylvania

Pennsylvania ranks 15th among the 50 states for unwanted call complaints filed with the Do Not Call Registry over the last several years. However, consumer complaints only capture a fraction of the problem.<sup>1</sup>

According to estimates based on data from YouMail, the most prevalent scam campaigns of

January 2022 accounted for more than 18.3 million scam robocalls were made to Pennsylvania phones in that month alone, and these top campaigns are only a portion of the total scam robocalls made.<sup>2</sup> **In 2021, Pennsylvanians received more than 1.7 billion robocalls** (see Robocalls in Pennsylvania graph), **over 735 million (42%) of which were scam robocalls**—or nearly 6 scam robocalls for each Pennsylvanian per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>



These robocalls have a cost. According to estimates based on TrueCaller survey data, more than 1.4 million Pennsylvanians lost money to scam robocalls in 2021.<sup>5</sup>

1. David Bruce, “[Erie County residents tired of robocalls, telemarketing calls](#),” Erie Times-News (Dec. 2, 2021).

2. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by Pennsylvania’s share of the US adult population (4.0%) to estimate calls made to Pennsylvania phones in January.

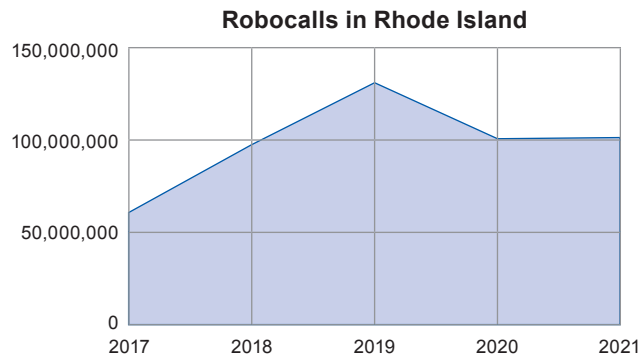
3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Pennsylvania and then calculated the number per adult Pennsylvanian (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Pennsylvania’s adult population (10,293,460 in 2021, per the [U.S. Census Bureau](#)) is 1,420,498.

## Scam Robocalls in Rhode Island

The FBI Boston Division, which oversees Rhode Island, is seeing an increase in phone scammers who target New Englanders claiming to be representatives of a government agency, often threatening arrest unless immediate payments are made. In 2020, Rhode Islanders lost more than \$412,000 to these government impersonation scams.<sup>1</sup>



But these are not the only robocall scams targeting Rhode Islanders. According to estimates based on data from YouMail, more than 13,000 scam “arrest warrant” robocalls were made to Rhode Island phones in January 2022 alone.<sup>2</sup> **In 2021, Rhode Islanders received more than 100 million robocalls (see Robocalls in Rhode Island graph), over 43 million (42%) of which were scam robocalls**—or more than 4 scam robocalls for each Rhode Islander per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, more than 120,000 Rhode Islanders lost money to scam robocalls in 2021.<sup>5</sup>

1. Kristin Setera, “[FBI warns public to beware of government impersonation scams](#),” FBI Boston (April 21, 2021).

2. YouMail confidential data provided to NCLC, filtered by campaigns related to arrest warrants. We multiplied nationwide scam arrest warrant robocalls in a January by Rhode Island’s share of the US adult population (0.3%) to estimate calls made to Rhode Island phones in January.

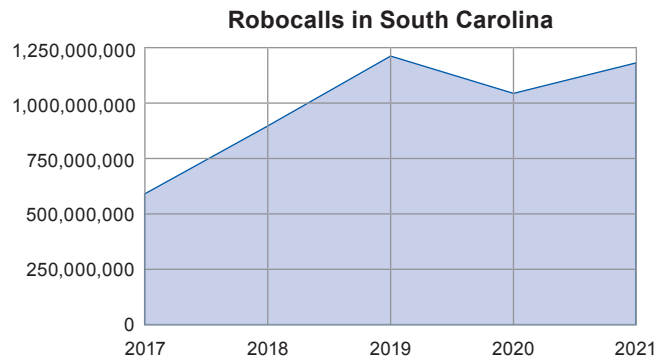
3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Rhode Island and then calculated the number per adult Rhode Islander (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Rhode Island’s adult population (884,157 in 2021, per the [U.S. Census Bureau](#)) is 122,014.

## Scam Robocalls in South Carolina

The South Carolina Attorney General has called robocalls “one of the most aggravating nuisances on earth.” Earlier this year, he joined the nation’s attorneys general in a letter to the FCC calling for stricter caller ID authentication to stem the tide of illegal robocalls, including scam robocalls.<sup>1</sup>



According to estimates based on data from YouMail, the most prevalent scam campaigns of January 2022 accounted for more than 7.3 million scam robocalls made to South Carolina phones in that month alone, and these top campaigns are only a portion of the total scam robocalls made.<sup>2</sup> **In 2021, South Carolinians received nearly 1.2 billion robocalls (see Robocalls in South Carolina graph), almost 500 million (42%) of which were scam robocalls**—or about 10 scam robocalls for each South Carolinian per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, more than half a million South Carolinians lost money to scam robocalls in 2021.<sup>5</sup>

1. South Carolina Office of the Attorney General, “[Attorney General Alan Wilson works to stop international scam calls](#)” (Jan. 11, 2022).

2. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by South Carolina’s share of the US adult population (1.6%) to estimate calls made to South Carolina phones in January.

3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in South Carolina and then calculated the number per adult South Carolinian (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

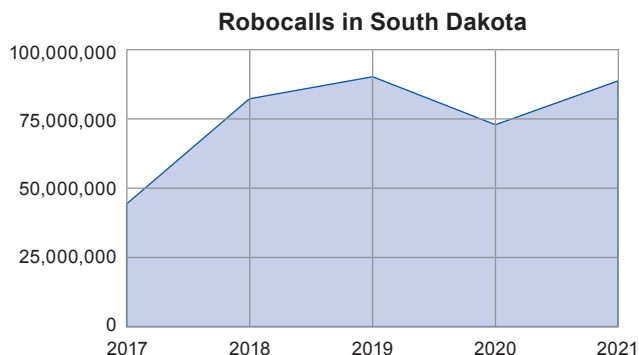
5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of South Carolina’s adult population (4,069,513 in 2021, per the [U.S. Census Bureau](#)) is 561,593.



## Scam Robocalls in South Dakota

In March 2021, the Attorney General’s Division of Consumer Protection issued an alert advising all South Dakotans to be cautious of phone calls claiming to be from Medicare, noting that reports of scam callers claiming to be with Medicare have been increasing. These callers ask individuals to verify their current

Medicare number on the premise that a new card and new number will be issued to the consumer. The Attorney General’s office advised that Medicare will never contact residents by phone, nor ask for personal identifying information.<sup>1</sup>



This kind of scam is far from rare. According to estimates based on data from YouMail, more than 76,000 scam “Medicare” robocalls were made to South Dakota phones in January 2022 alone.<sup>2</sup> **In 2021, South Dakotans received more than 88 million robocalls** (see Robocalls in South Dakota graph), **about 37 million (42%) of which were scam robocalls**—or between 4 and 5 scam robocalls for each South Dakotan per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, nearly 100,000 South Dakotans lost money to scam robocalls in 2021.<sup>5</sup>

1. South Dakota Consumer Protection, “[Be alert for potential Medicare scam](#),” Office of the Attorney General (March 12, 2021).

2. YouMail confidential data provided to NCLC, filtered by campaigns related to Medicare. We multiplied nationwide scam Medicare robocalls in January by South Dakota’s share of the US adult population (0.3%) to estimate calls made to South Dakota phones in January.

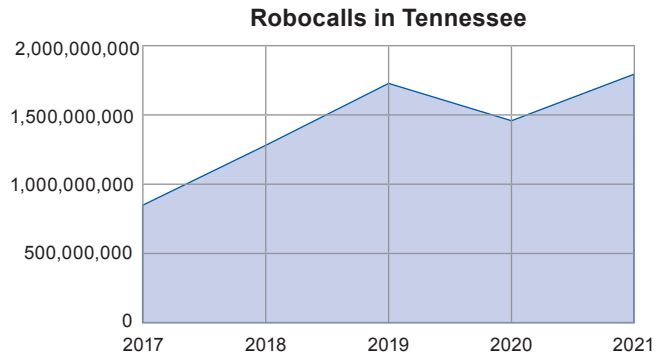
3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in South Dakota and then calculated the number per adult South Dakotan (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of South Dakota’s adult population (676,009 in 2021, per the [U.S. Census Bureau](#)) is 93,289.

## Scam Robocalls in Tennessee

Last year, Tennessee’s Attorney General helped to shut down a nationwide scam “charitable fundraising” organization that made over a billion robocalls and stole \$110 million from consumers. Some families received multiple robocalls per week from this single campaign.<sup>1</sup>



Although this particular scam operation has been shut down, the problem of fraudulent robocalls continues. According to estimates based on data from YouMail, the most prevalent scam campaigns of January 2022 accounted for more than 9.6 million scam robocalls made to Tennessee phones in that month alone, and these top campaigns are only a portion of the total scam robocalls made.<sup>2</sup> **In 2021, Tennesseans received nearly 1.8 billion robocalls (see Robocalls in Tennessee graph), almost 750 million (42%) of which were scam robocalls**—or between 11 and 12 scam robocalls for each Tennessean per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, more than 700,000 Tennesseans lost money to scam robocalls in 2021.<sup>5</sup>

1. [Tennessee helps shut down fraudulent robo-call charity operation that took millions from people](#), WVLT 8 (Mar. 5, 2021).

2. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by Tennessee’s share of the US adult population (2.1%) to estimate calls made to Tennessee phones in January.

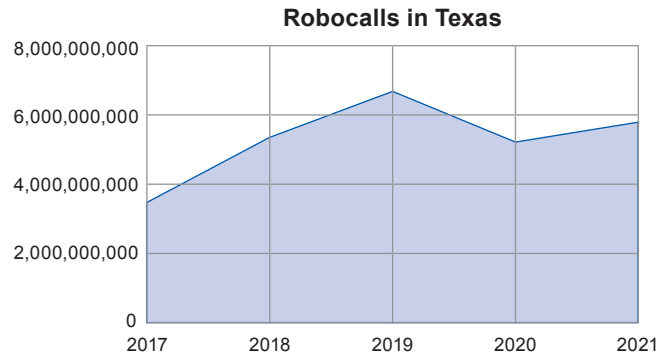
3. YouMail, [“Historical Robocalls by State”](#) (2022). YouMail, [“U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index.”](#) Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Tennessee and then calculated the number per adult Tennessean (see note 5) per month.

4. Roger Grimes, [“Smishing 101 and Defenses.”](#) KnowBe4 (Jan. 8, 2020).

5. TrueCaller, [“TrueCaller Insights 2021 U.S. Spam & Scam Report”](#) (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Tennessee’s adult population (5,433,695 in 2021, per the [U.S. Census Bureau](#)) is 749,850.

## Scam Robocalls in Texas

Eddie Gerinski of Austin receives robocalls almost every day. Not only that, but he also discovered that robocallers had been spoofing his number to victimize other Texans, once he started getting calls from confused people saying he had called them.<sup>1</sup>



According to estimates based on data from YouMail, the most prevalent scam campaigns of January 2022 accounted for nearly 39 million scam robocalls made to Texas phones in that month alone, and these top campaigns are only a portion of the total scam robocalls made.<sup>2</sup> **In 2021, Texans received nearly 5.8 billion robocalls** (see Robocalls in Texas graph), **about 2.4 billion (42%) of which were scam robocalls**—or about 9 scam robocalls for each Texan per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, over 3 million Texans lost money to scam robocalls in 2021.<sup>5</sup>

1. Brad Streicher, “[Texans get millions of robocalls every day, per national data](#),” KVUE (May 14, 2021).

2. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by Texas’ share of the US adult population (8.5%) to estimate calls made to Texas phones in January.

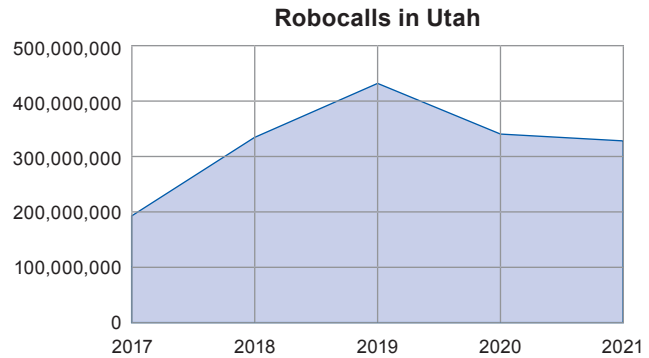
3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Texas and then calculated the number per adult Texan (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Texas’ adult population (21,998,316 in 2021, per the [U.S. Census Bureau](#)) is 3,035,768.

## Scam Robocalls in Utah

While taking care of her grandchildren, Machel, a Utah woman, received a robocall about a problem with her Social Security number. When she called back, a fake representative told her that her Social Security number had been “compromised” and was being used by a powerful drug cartel and that her family was in danger. She was told that to protect her money she needed to wire it to an offshore account. She wired more than \$150,000 to an account in Hong Kong before realizing it was a scam.<sup>1</sup>



Sadly, Machel is far from the only Utahn to encounter this kind of robocall scam. According to estimates based on data from YouMail, nearly 78,000 scam Social Security robocalls were made to Utah phones in January 2022 alone.<sup>2</sup> **In 2021, Utahns received nearly 327 million robocalls (see Robocalls in Utah graph), about 137 million (42%) of which were scam robocalls**—or between 4 and 5 scam robocalls for each Utahn per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, well over a quarter million Utahns lost money to scam robocalls in 2021.<sup>5</sup>

1. Michael George, “[Robocall scam targeting senior citizens’ social security](#),” Central Illinois Proud (Feb. 1, 2020).

2. YouMail confidential data provided to NCLC, filtered by campaigns related to Social Security scams. We multiplied nationwide scam Social Security robocalls in January by Utah’s share of the US adult population (0.9%) to estimate calls made to Utah phones in January.

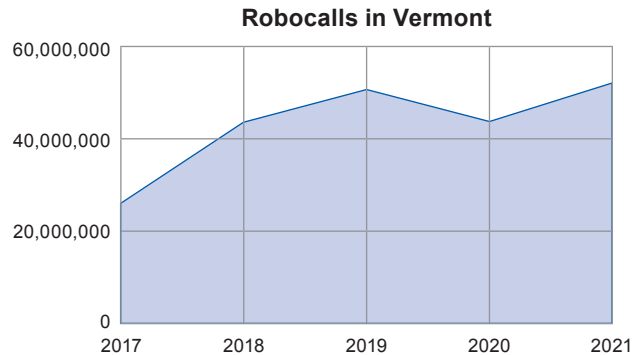
3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Utah and then calculated the number per adult Utahn (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Utah’s adult population (2,369,962 in 2021, per the [U.S. Census Bureau](#)) is 327,055.

## Scam Robocalls in Vermont

Vermont’s Attorney General reported earlier this year that the most common scam victimizing Vermont consumers was the “computer tech support” scam. In this scam, scammers claimed to be tech support workers, in order to gain access to consumers’ computers.<sup>1</sup>



But these are not the only robocall scams targeting Vermonters. According to estimates based on data from YouMail, the most prevalent scam campaigns of January 2022 accounted for more than 900,000 scam robocalls made to Vermont phones in that month alone, and these top campaigns are only a portion of the total scam robocalls made.<sup>2</sup> **In 2021, Vermonters received more than 52 million robocalls** (see Robocalls in Vermont graph), **nearly 22 million (42%) of which were scam robocalls**—or between 3 and 4 scam robocalls for each Vermonter per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, over 72,000 Vermonters lost money to scam robocalls in 2021.<sup>5</sup>

1. VermontBiz, “[Top 10 scams of 2021 released by Vermont AG: Tech support number 1](#)” (Jan. 12, 2022).

2. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by Vermont’s share of the US adult population (0.2%) to estimate calls made to Vermont phones in January.

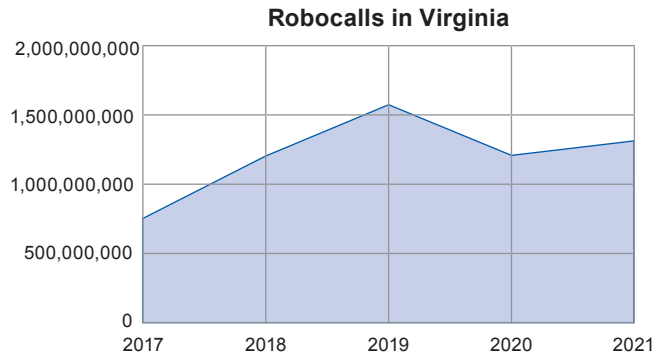
3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Vermont and then calculated the number per adult Vermonter (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Vermont’s adult population (527,431 in 2021, per the [U.S. Census Bureau](#)) is 72,785.

## Scam Robocalls in Virginia

June, a Virginia retiree who cares for her disabled son, received an automated voicemail last year ostensibly from the SSA about her Social Security number. When she returned the call, a fake “federal drug agent” threatened her with arrest for drug trafficking and told her that she was under investigation and had to surrender half the money in her bank accounts. She was forced to drive from bank to bank while on the phone with the scammer, withdrawing money and buying gift cards to send to him. The scam went on for weeks. June suffered bouts of insomnia and began receiving hundreds of other scam calls every week, forcing her to change her phone number 3 times in 9 months. She lost nearly all of her \$500,000 in savings, and now lives on her son’s disability payments and her Social Security.<sup>1</sup>



Sadly, June is far from the only Virginian to encounter this kind of robocall scam. According to estimates based on data from YouMail, nearly 225,000 scam Social Security robocalls were made to Virginia phones in January 2022 alone.<sup>2</sup> **In 2021, Virginians received more than 1.3 billion robocalls** (see Robocalls in Virginia graph), **553 million (42%) of which were scam robocalls**—or between 6 and 7 scam robocalls for each Virginian per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, nearly a million Virginians like June lost money to scam robocalls in 2021.<sup>5</sup>

1. Frank Green, “[Chesterfield woman’s life is upended in \\$10 million robocall scam](#),” Richmond Times-Dispatch (June 10, 2021).

2. YouMail confidential data provided to NCLC, filtered by campaigns related to Social Security scams. We multiplied nationwide scam Social Security calls in January by Virginia’s share of the US adult population (2.6%) to estimate calls made to Virginia phones in January.

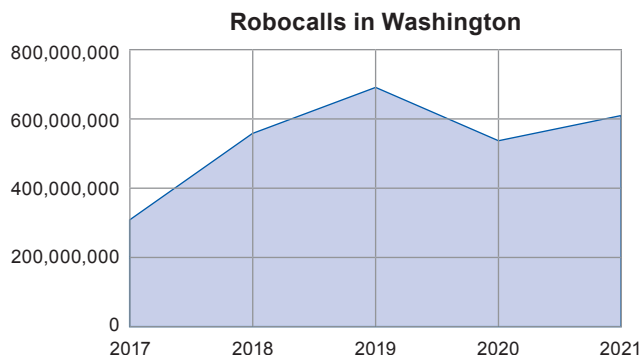
3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Virginia and then calculated the number per adult Virginian (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of the adult population of Virginia (6,758,258 in 2021, per the [U.S. Census Bureau](#)) is 932,640.

## Scam Robocalls in Washington

AARP reports on the top five scam robocall campaigns made to the Seattle/Tacoma/Bellevue area. On more than one occasion, its updates have included business impersonation scams, which prompt consumers to contact a false call-back number, typically about a purchase the consumer never made or a problem with the consumer's account.<sup>1</sup>



According to estimates based on data from YouMail, more than 448,000 business impersonation scam robocalls were made to Washington phones in January 2022 alone.<sup>2</sup> **In 2021, Washingtonians received more than 616 million robocalls** (see Robocalls in Washington graph), **nearly 260 million (42%) of which were scam robocalls**—or between 3 and 4 scam robocalls for each Washingtonian per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, over 835,000 Washingtonians lost money to scam robocalls in 2021.<sup>5</sup>

In March, Washington's Attorney General launched a new anti-robocall initiative, designed to combat harassing, fraudulent, and illegal robocalls. Washington consumers can now report robocalls they have received to the state's [Robocall Complaint Form](#).<sup>6</sup>

1. [Tip-Offs to Rip-Offs: Top five robocall scams in Seattle/Tacoma/Bellevue](#), AARP (updated Apr. 11, 2022).

2. YouMail confidential data provided to NCLC. We multiplied the number of calls from the top 1,000 scam robocall campaigns nationwide in January by Washington's share of the US adult population (2.3%) to estimate calls made to Washington phones in January.

3. YouMail, "[Historical Robocalls by State](#)" (2022). YouMail, "[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#)." Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Washington and then calculated the number per adult Washingtonian (see note 5) per month.

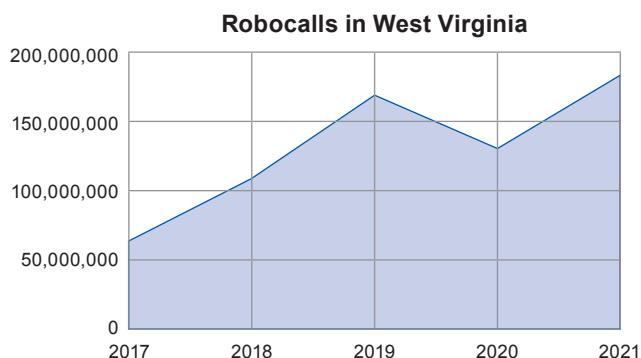
4. Roger Grimes, "[Smishing 101 and Defenses](#)," KnowBe4 (Jan. 8, 2020).

5. TrueCaller, "[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)" (2021). Truecaller's survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Washington's adult population (6,051,657 in 2021, per the [U.S. Census Bureau](#)) is 835,129.

6. Washington State Office of the Attorney General, "[AG Ferguson launches anti-robocall initiative to stop illegal, harassing calls](#)" (March 29, 2022).

## Scam Robocalls in West Virginia

West Virginia’s Attorney General last year urged consumers to be wary of scam robocalls that falsely claim “fraudulent activity” has been detected in a consumer’s account. The scammer uses the fake “alert” to gain the consumer’s account information and steal money.<sup>1</sup>



Unfortunately, this kind of robocall scam is not rare. According to estimates based on data from YouMail, more than 84,000 scam “fraud alert” robocalls were made to West Virginia phones in January 2022 alone.<sup>2</sup> **In 2021, West Virginians received more than 180 million robocalls** (see Robocalls in West Virginia graph), **nearly 77 million (42%) of which were scam robocalls**—or between 4 and 5 scam robocalls for each West Virginian per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, nearly 200,000 West Virginians lost money to scam robocalls in 2021.<sup>5</sup>

1. Jonathan Weaver, “[West Virginia attorney general warns of fraudulent activity scam](#),” WVNews (April 15, 2021).

2. YouMail confidential data provided to NCLC, filtered by campaigns related to fraud alerts. We multiplied nationwide scam fraud alert robocalls in January by West Virginia’s share of the US adult population (0.6%) to estimate calls made to West Virginia phones in January.

3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in West Virginia and then calculated the number per adult West Virginian (see note 5) per month.

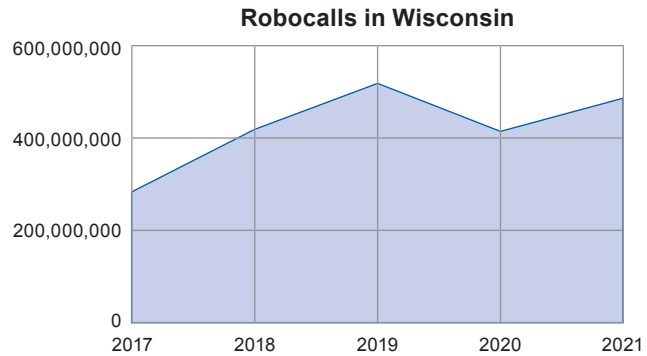
4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of West Virginia’s adult population (1,424,584 in 2021, per the [U.S. Census Bureau](#)) is 196,593.



## Scam Robocalls in Wisconsin

According to Wisconsin’s Department of Agriculture, Trade & Consumer Protection, the number one phone scam reported by Wisconsin consumers is the utility scam. Scammers claim that the consumer’s utilities will be disconnected unless an immediate payment is made.<sup>1</sup>



According to estimates based on data from YouMail, nearly 100,000 scam “utilities” robocalls were made to Wisconsin phones in January 2022 alone.<sup>2</sup> **In 2021, Wisconsinites received nearly 500 million robocalls** (see Robocalls in Wisconsin graph), **about 200 million (42%) of which were scam robocalls**—or between 3 and 4 scam robocalls for each Wisconsinite per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, well over half a million Wisconsinites lost money to scam robocalls in 2021.<sup>5</sup>

1. Tammy Elliott, “[Consumer alert: Robocalls, scam calls hit record high](#),” WEAU 13 News (Feb. 21, 2021).

2. YouMail confidential data provided to NCLC, filtered by campaigns related to utilities bills. We multiplied nationwide scam utilities robocalls in January by Wisconsin’s share of the US adult population (1.8%) to estimate calls made to Wisconsin phones in January.

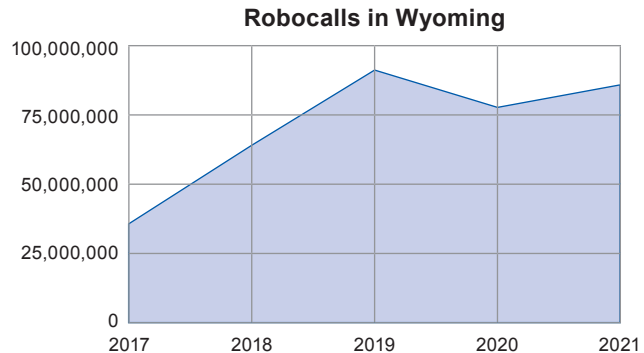
3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Wisconsin and then calculated the number per adult Wisconsinite (see note 5) per month

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Wisconsin’s adult population (4,610,600 in 2021, per the [U.S. Census Bureau](#)) is 636,263.

## Scam Robocalls in Wyoming

According to Wyoming’s Health Department, scammers are using robocalls to target residents with fake healthcare related calls. Scammers ask for consumers’ personal insurance and financial information and spoof their phone numbers so that the calls appear to come from the state.<sup>1</sup>



This scam is far from rare.

According to estimates based on data from YouMail, more than 140,000 scam “health insurance” robocalls were made to Wyoming phones in January 2022 alone.<sup>2</sup> **In 2021, Wyomingites received more than 85 million robocalls (see Robocalls in Wyoming graph), nearly 36 million (42%) of which were scam robocalls**—or between 6 and 7 scam robocalls for each Wyomingite per month.<sup>3</sup> And calls are not the only scams consumers must deal with: scam text messages are on the rise too.<sup>4</sup>

These robocalls have a cost. According to estimates based on TrueCaller survey data, over 60,000 Wyomingites lost money to scam robocalls in 2021.<sup>5</sup>

1. Associated Press, “[Phone scammers take advantage of Wyoming information breach](#),” U.S. News & World Report (April 30, 2021).

2. YouMail confidential data provided to NCLC, filtered by campaigns related to health insurance. We multiplied nationwide scam health insurance robocalls in January by Wyoming’s share of the US adult population (0.2%) to estimate calls made to Wyoming phones in January.

3. YouMail, “[Historical Robocalls by State](#)” (2022). YouMail, “[U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index](#).” Forty-two percent of all robocalls were scams, according to YouMail. We applied this percentage to the number of robocalls in Wyoming and then calculated the number per adult Wyomingite (see note 5) per month.

4. Roger Grimes, “[Smishing 101 and Defenses](#),” KnowBe4 (Jan. 8, 2020).

5. TrueCaller, “[TrueCaller Insights 2021 U.S. Spam & Scam Report](#)” (2021). Truecaller’s survey data indicates that 23% of Americans lost money to phone scams in 2021, and 60% of those who lost money lost it to robocall scams (13.8% of Americans). 13.8% of Wyoming’s adult population (445,100 in 2021, per the [U.S. Census Bureau](#)) is 61,424.

## Methodology

Similar data points appear on each of the state pages featured in Appendix 2. We offer these estimates as a starting place for consumers and policymakers to develop a sense of the magnitude of the scam robocall problem in their state. We aim to provide more nuanced estimates and robust information in future publications, and welcome assistance from state and federal officials to achieve that goal.

The first paragraph on a page typically describes actual harm suffered by phone subscribers in that state due to scam robocalls, or describes recent efforts undertaken by state officials to reduce the harm from scam robocalls in that state. The first paragraph for some pages (e.g. Alabama) includes data that might otherwise appear in the second paragraph.

The second paragraph addresses multiple data points, coupled with Census data:

- Estimated scam robocalls of a particular type within that state in a month (e.g. IRS scams), using confidential scam robocall campaign data provided by YouMail; and
- Estimated scam robocalls within that state in a year, and per person per month, using public data provided by YouMail.

Confidential data on the Top 1,000 scam robocall campaigns in January 2022 was provided to NCLC by YouMail. The dataset provided was nationwide in scale, and not broken out by state. Some pages refer to a specific campaign (e.g. IRS scams), and some pages refer to the top 1,000 scam robocall campaigns broadly. As we note on each page (typically in footnote 2), we analogized, using what percentage of the total adult population of the U.S. lived in that state, as reported by the Census, to estimate what percentage of these top scam robocall campaigns were made to consumers within that state. This is an imperfect estimate, as it seems unlikely that scam robocalls are evenly distributed amongst phone subscribers across the United States.

Public data on annual scam robocalls made to each state in 2021 was taken from YouMail's [Robocall Index](#), then multiplied by 42%, the nationwide average of robocalls that were scam robocalls, as reported in a recent YouMail press release,<sup>1</sup> to derive the estimated scam robocalls to each state last year. Again, this is an imperfect estimate, as it seems unlikely that the percentage of robocalls that are scam robocalls is identical across each of the fifty states. To calculate the estimated scam robocalls per person per month, we divided the number of

1. YouMail, "U.S. Phones Were Hit by More Than 50 Billion Robocalls in 2021, Says YouMail Robocall Index," PR NewsWire (Jan. 6, 2022).

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estimated annual scam robocalls in that state by the adult population of that state, as reported by the Census, and by 12 (this is described in a footnote on each state's page, typically footnote 3).

The third paragraph couples Harris Poll survey data, as reported by TrueCaller, with Census data, to estimate the number of consumers in that state who lost money to robocalls in 2021. This calculation is described in greater detail in a footnote on each state's page (typically footnote 5). Again, this is an imperfect estimate, as it seems unlikely that the percentage of adults who suffered financial losses due to scam robocalls is identical across the United States.



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