

CONSUMER COMPLAINTS ABOUT DEBT COLLECTION:

ANALYSIS OF UNPUBLISHED DATA FROM THE FTC

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APPENDIX A

NUMBER OF DEBT COLLECTION COMPLAINTS IN 2017 BY JURISDICTION

JURISDICTION	COMPLAINTS*	COMPLAINTS PER 100,000 PEOPLE**	RANK: COMPLAINTS PER CAPITA	SHARE WITH DEBT IN COLLECTIONS***
Alabama	11,959	245	6	40%
Alaska	165	22	49	32%
Arizona	9,429	134	22	36%
Arkansas	2,896	96	31	39%
California	69,615	176	14	29%
Colorado	5,671	101	30	29%
Connecticut	4,112	115	27	27%
Delaware	1,893	197	11	36%
District of Columbia	2,837	409	2	33%
Florida	99,897	476	1	38%
Georgia	42,532	408	3	40%
Hawaii	425	30	45	23%
Idaho	1,217	71	36	27%
Illinois	14,239	111	28	31%
Indiana	8,348	125	25	34%
Iowa	813	26	47	24%
Kansas	2,660	91	33	30%
Kentucky	5,138	115	26	40%
Louisiana	9,324	199	10	46%
Maine	1,100	82	35	29%
Maryland	10,500	173	15	32%
Massachusetts	6,304	92	32	23%

JURISDICTION	COMPLAINTS*	COMPLAINTS PER 100,000 PEOPLE**	RANK: COMPLAINTS PER CAPITA	SHARE WITH DEBT IN COLLECTIONS***
Michigan	36,998	371	4	33%
Minnesota	3,362	60	41	17%
Mississippi	4,138	139	19	40%
Missouri	10,599	173	16	35%
Montana	351	33	42	25%
Nebraska	597	31	44	20%
Nevada	6,687	223	7	41%
New Hampshire	950	71	37	22%
New Jersey	12,051	134	23	28%
New Mexico	3,373	162	17	40%
New York	20,614	104	29	25%
North Carolina	13,366	130	24	39%
North Dakota	163	22	50	19%
Ohio	21,070	181	13	33%
Oklahoma	5,291	135	21	40%
Oregon	2,890	70	39	26%
Pennsylvania	19,026	149	18	30%
Puerto Rico	165	5	52	n/a
Rhode Island	1,953	184	12	28%
South Carolina	10,392	207	8	43%
South Dakota	230	26	46	18%
Tennessee	13,813	206	9	39%
Texas	97,225	343	5	44%
Utah	1,969	63	40	25%
Vermont	100	16	51	22%
Virginia	11,535	136	20	29%
Washington	6,133	83	34	23%
West Virginia	457	25	48	42%
Wisconsin	4,046	70	38	24%
Wyoming	182	31	43	27%
United States	620,800	191	Not applicable	33%

Sources:

*Data about the number of Consumer Sentinel Network debt collection complaints reported in 2017 for all 50 states, Puerto Rico, and Washington D.C. was produced to NCLC by the FTC on May 29, 2018 in response to a FOIA request.

**Complaints per 100,000 people were calculated using 2017 population data from the U.S. Census Bureau and the number of debt collection complaints.

***[Urban Institute, Debt in America: An Interactive Map](#) (Dec. 6, 2017).