

**WebWatch Survey, Conducted by CRNRC in May 2008**

Data is from a sample of 2,008 total respondents selected to represent 3 geographic areas of New York state: New York City metro area (8 counties; 49 percent of all respondents), Long Island (2 counties; 14 percent), and all other counties of the state (37 percent).

S1 to S3 are screener questions to select respondents who have used the Internet for a year or longer and have owned a home computer for more than 6 months

**S1 How long have you been using the Internet?**

- 1 Less than a year
- 2 1 - 2 years
- 3 3 - 4 years
- 4 5 years or longer

Base: All

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
1	0	0	0	0	0	0	0	0	0	0	0	0
2	0	0	3	8	2	6	2	8	2	8	1	4
3	7	5	6	16	5	21	5	23	6	27	9	29
4	93	71	91	251	93	367	93	432	93	443	90	288
	100	76	100	275	100	394	100	463	100	478	100	321

**S2 Do you have a computer at home?**

- 1 Yes
- 2 No

Base: All

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
1	100	76	100	275	100	394	100	463	100	478	100	321
2	0	0	0	0	0	0	0	0	0	0	0	0
	100	76	100	275	100	394	100	463	100	478	100	321

**S3 For about how long have you had a computer in your home?**

- 1 Less than 6 months
- 2 6 months to 11 months
- 3 12 months or more

Base: All

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
1	0	0	0	0	0	0	0	0	0	0	0	0
2	3	2	4	11	1	4	2	8	1	4	1	2
3	97	74	96	264	99	390	98	455	99	474	99	319
	100	76	100	275	100	394	100	463	100	478	100	321

**Q1** In the past 12 months, which, if any, of the following types of online fraud have you experienced?

Select ALL that apply

- 1 Merchandise I bought from an online AUCTION was never delivered
  - 2 Merchandise I bought from an online STORE was never delivered
  - 3 A work-at-home offer that took my money but sent me nothing, or did not follow through on payment
  - 4 Phishing; i.e., I submitted personal information (e.g., a PIN code or password) in response to an e-mail that appeared to come from a well-known company (e.g., AOL, Citibank, eBay, Paypal, etc.), but I later learned it was fraudulent
  - 5 None of the above
- Base: All

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
1	7	5	9	24	5	20	6	27	3	13	1	3
2	8	6	8	22	3	13	3	13	2	8	1	4
3	1	1	8	21	3	12	3	16	2	11	2	5
4	8	6	9	25	8	30	7	32	7	34	6	20
5	83	63	80	220	86	337	84	388	89	425	90	290
Base: All	(M)	76	(M)	275	(M)	394	(M)	463	(M)	478	(M)	321

**Q2** You indicated that you have experienced some type of online fraud in the past year. Did you do any of the following in response?

Select ALL that apply

- 5 Contacted a bank or credit card company
  - 2 Looked for help on the Internet
  - 4 Contacted a consumer advocacy organization
  - 6 Did nothing
  - 3 Contacted law enforcement (other than the FBI)
  - 1 Reported it to the FBI
  - 7 Other
- Base: Experienced online fraud

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
5	38	5	36	20	44	25	44	33	49	26	29	9
2	38	5	33	18	28	16	28	21	26	14	26	8
4	31	4	20	11	26	15	15	11	19	10	6	2
6	31	4	25	14	12	7	9	7	11	6	29	9
3	8	1	22	12	11	6	9	7	15	8	3	1
1	8	1	16	9	9	5	8	6	6	3	0	0
7	0	0	16	9	26	15	29	22	26	14	23	7
Base: Experienced online fraud	(M)	13	(M)	55	(M)	57	(M)	75	(M)	53	(M)	31

**You indicated that you had experienced "phishing" (submitting personal information to someone posing as a bank or well-known company). Which, if any, of the following occurred as a result of you submitting your personal information in response to the fraudulent e-mail?**

**Q3**

**Select ALL that apply.**

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
3 I had to close my account and open a new one	17	1	48	12	27	8	38	12	29	10	25	5
Fraudulent transactions were made using another account												
2 (e.g., eBay or credit card account)	17	1	52	13	13	4	16	5	12	4	10	2
5 Nothing yet, but I feel my account is vulnerable now	0	0	12	3	20	6	16	5	21	7	20	4
1 I lost money from my bank account	17	1	32	8	3	1	9	3	6	2	0	0
4 Other	33	2	4	1	20	6	13	4	6	2	15	3
6 None of the above	33	2	12	3	30	9	28	9	38	13	35	7
Base: Experienced phishing	(M)	6	(M)	25	(M)	30	(M)	32	(M)	34	(M)	20

**In the past 12 months, which, if any, of the following types of spam have you received?**

**Q4**

**Select ALL that apply**

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
3 An email offer for low-priced prescription drugs	58	44	60	165	63	250	66	307	68	327	63	201
1 An email informing me that I'd won a lottery that I didn't enter or that turned out to be fake	54	41	52	144	58	227	62	289	63	300	58	186
5 An offer for job listings that I didn't ask for	49	37	47	130	46	182	51	238	45	217	40	127
6 A request to deposit money on behalf of someone else with the promise that I'd receive a portion	32	24	42	115	48	189	49	228	45	217	40	129
4 An offer from someone I didn't know promoting the benefits of buying a particular stock	26	20	37	102	38	150	40	186	41	197	36	115
2 A request for personal information from someone I didn't know	39	30	38	105	40	156	41	192	36	170	31	99
7 A request to deposit money in my bank, then write a check to someone else in return for payment	29	22	36	99	35	139	38	174	32	155	24	78
8 Other type of spam	42	32	49	134	54	214	54	250	57	273	53	171
9 None of the above	13	10	18	49	13	50	13	62	9	41	14	45
Base: All	(M)	76	(M)	275	(M)	394	(M)	463	(M)	478	(M)	321



**Q5** You indicated that in the past year, you have received spam informing you that you'd won a lottery. What did you do when you received this email?  
 Select ALL that apply

- 2 Deleted the email
- 3 Added the sender's address to my spam list
- 5 Contacted law enforcement
- 6 Contacted a consumer advocacy organization
- 4 Looked for help on the Internet
- 1 Responded to it
- 7 Other
- 8 Did nothing

Base: Received lottery spam

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
2 Deleted the email	80	33	85	123	87	198	88	255	88	263	82	152
3 Added the sender's address to my spam list	49	20	40	58	41	93	35	101	33	100	27	50
5 Contacted law enforcement	2	1	3	5	4	9	5	15	4	13	4	7
6 Contacted a consumer advocacy organization	0	0	4	6	3	7	3	8	4	11	4	8
4 Looked for help on the Internet	5	2	8	11	3	6	3	9	1	4	2	4
1 Responded to it	0	0	8	11	3	6	4	11	1	4	1	2
7 Other	0	0	5	7	7	15	5	15	8	25	7	13
8 Did nothing	7	3	3	4	3	6	3	10	3	10	5	10
	(M)	41	(M)	144	(M)	227	(M)	289	(M)	300	(M)	186

*If you have more than one computer at home, please answer the following questions in regards to the home computer you use the most.*

**Which, if any, of the following protective measures do you use on your home computer?**

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
4 Anti-virus software	74	56	75	207	81	319	86	396	87	416	85	272
1 Internet firewall protection (hardware or software)	78	59	71	196	78	309	80	372	85	404	82	262
2 Spam-blocking filter	58	44	57	157	70	276	69	318	75	358	69	221
3 Advertisement or pop-up blocking software	46	35	57	158	64	252	71	327	67	322	60	191
5 "Spyware"-detection or removal software	64	49	57	157	63	249	70	325	67	319	57	183
9 Computer turned off when not in use	41	31	40	111	47	187	52	241	54	260	57	184
I never click on any link in an email from a financial institution, if that email refers to an account I have with that												
11 institution	33	25	30	83	42	164	44	204	44	211	52	167
6 Anti-phishing toolbar	16	12	21	59	20	78	21	97	25	118	16	50
10 Internet connection disabled or unplugged when not in use	18	14	17	46	17	66	17	78	19	90	24	77
7 Parental controls	7	5	13	37	17	67	16	74	8	36	5	17
Use a Web site or service to identify dangerous Web sites												
8 (e.g., SiteAdvisor, StopBadware.org)	7	5	11	29	9	34	7	34	8	40	7	24
12 Not sure if I have any protective measures	1	1	3	9	2	7	2	10	1	5	1	3
13 Other	5	4	3	9	5	18	4	19	3	15	3	10
14 None of the above	5	4	6	16	2	9	2	10	3	13	1	4
Base: All	(M)	76	(M)	275	(M)	394	(M)	463	(M)	478	(M)	321

**In the past year, have you consulted any of the following sources for more information about how to improve your online security and/or your computer's safety?**

**Select ALL that apply**

6 My Internet service provider or other computer service company

1 Consumer media print or Web site (e.g., Consumer Reports)

2 Other specialized media print or Web site (e.g., business or computer magazines or Web sites)

3 Mainstream media print or Web site (e.g., local newspaper, news magazine such as Time or Newsweek and their Web

4 Government or law enforcement Web site

5 Nonprofit advocacy group (e.g., ConsumerWebWatch.org or National Center for Missing and Exploited Children)

7 Other

8 None

Base: All

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
6 My Internet service provider or other computer service company	18	14	15	42	14	56	22	101	20	97	21	68
1 Consumer media print or Web site (e.g., Consumer Reports)	13	10	11	29	10	39	11	49	12	59	9	28
2 Other specialized media print or Web site (e.g., business or computer magazines or Web sites)	11	8	9	25	9	36	10	46	9	41	7	21
3 Mainstream media print or Web site (e.g., local newspaper, news magazine such as Time or Newsweek and their Web	9	7	9	26	7	27	8	35	9	42	9	29
4 Government or law enforcement Web site	5	4	9	24	4	17	5	24	4	21	3	11
5 Nonprofit advocacy group (e.g., ConsumerWebWatch.org or National Center for Missing and Exploited Children)	3	2	4	12	4	15	2	8	3	12	2	8
7 Other	12	9	7	18	8	31	6	30	8	38	5	17
8 None	57	43	67	183	67	263	62	289	63	302	68	219
Base: All	(M)	76	(M)	275	(M)	394	(M)	463	(M)	478	(M)	321

In which of the following ways has the need to avoid **SPYWARE** (programs that install themselves on your computer to monitor your online activity and harvest your personal information without your knowledge)

**Q8** affected your use of the Internet in the PAST YEAR?

Select ALL that apply.

- 9 I am more careful about Web sites I visit
- 13 It has not affected my usage of the Internet
- 4 Download **free** programs less frequently  
No longer use **free** file/music-sharing software (e.g., Kazaa, LimeWire)
- 7 Download music or video less
- 6 No longer use **purchased** file/music-sharing software (e.g., No longer use **purchased** file/music-sharing software (e.g.,
- 8 Now use a separate credit card for Internet transactions  
Changed my Web browser from Microsoft Internet Explorer
- 10 to a different browser
- 3 Shop online less
- 5 Download **purchased** programs less frequently
- 2 Browse the Internet less
- 1 Use e-mail less
- 12 Other

Base: All

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
9 I am more careful about Web sites I visit	43	33	39	108	44	173	46	211	42	201	40	128
13 It has not affected my usage of the Internet	42	32	38	105	36	141	39	180	42	200	50	159
4 Download <b>free</b> programs less frequently No longer use <b>free</b> file/music-sharing software (e.g., Kazaa, LimeWire)	25	19	29	80	32	126	28	128	27	127	22	69
7 Download music or video less	26	20	16	44	16	63	13	60	15	70	11	36
6 No longer use <b>purchased</b> file/music-sharing software (e.g.,	9	7	14	39	12	49	10	44	10	49	7	23
8 Now use a separate credit card for Internet transactions Changed my Web browser from Microsoft Internet Explorer	13	10	13	36	10	41	10	44	8	39	9	28
10 to a different browser	8	6	8	23	9	34	11	53	11	51	9	30
3 Shop online less	16	12	14	38	10	39	7	34	8	39	7	22
5 Download <b>purchased</b> programs less frequently	8	6	9	25	10	40	8	38	8	37	7	22
2 Browse the Internet less	7	5	10	27	8	30	10	45	7	33	7	24
1 Use e-mail less	1	1	7	18	6	23	4	20	4	20	7	23
12 Other	1	1	7	19	4	16	3	15	3	16	3	9
	4	3	4	10	5	21	5	23	2	10	2	7
Base: All	(M)	76	(M)	275	(M)	394	(M)	463	(M)	478	(M)	321

In the past 12 months, has your home computer been infected with "malware" (spyware, viruses, worms, or other types of software designed to infiltrate or damage a computer system without the owner's consent) ?

**Q9**

- 1 Yes
  - 2 No
  - 3 Unsure
- Base: All

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
1 Yes	39	30	37	101	24	95	26	120	18	88	14	46
2 No	43	33	48	131	60	248	59	273	68	323	71	227
3 Unsure	17	13	16	43	15	61	15	70	14	67	15	48
Base: All	100	76	100	275	100	394	100	463	100	478	100	321

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
<b>Q10</b> If you used diagnostic/antivirus software to scan your computer for viruses, spyware, or other types of malware in the past year, did it tell you any of the following?												
1 Your computer has been infected with a virus	41	26	31	69	23	78	22	89	18	75	20	55
2 Your computer has been infected with a Trojan horse	30	19	27	60	21	69	19	79	18	76	13	37
Your computer has been infected with something other than a virus or Trojan horse (specify): _____	2	1	3	6	3	9	4	18	5	22	3	8
4 It did not say my computer had been infected with anything	40	25	47	105	61	204	62	254	67	285	65	182
5 I have not scanned my computer within the past 12 months	10	6	9	21	6	19	5	20	3	13	9	24
Base: Has antivirus or spyware-detection software	(M)	63	(M)	223	(M)	334	(M)	413	(M)	426	(M)	280

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
<b>Q11</b> Which, if any, of the following occurred because of a virus, worm, or other type of malware infection on your home computer in the past 12 months? Select ALL that apply.												
I had to run protection/security (e.g., antiviral) software to fix												
1 the problem	43	13	56	57	52	49	58	69	45	40	54	25
2 My computer started running slowly and having problems	63	19	48	48	65	62	52	62	48	42	41	19
10 My computer worked, but had problems it didn't have before	37	11	33	33	36	34	29	35	35	31	24	11
6 I had to reformat my hard drive	17	5	22	22	23	22	18	22	24	20	15	7
7 It cost money to fix the problem	23	7	15	15	19	18	15	18	11	10	18	8
3 My computer became inoperable	17	5	15	15	20	19	14	17	9	8	7	3
8 Took more than 2 weeks to fix	20	6	14	14	12	11	13	15	9	8	0	0
9 Important data files were lost permanently	13	4	11	11	13	12	13	15	7	6	0	0
4 I needed to replace the computer	10	3	12	12	7	7	3	3	3	3	2	1
5 I had to replace hardware (e.g., the hard drive)	17	5	7	7	9	9	3	4	5	4	0	0
11 My identity was stolen and used to impersonate me	3	1	7	7	4	4	0	0	1	1	0	0
12 Other	3	1	5	5	5	5	8	9	0	0	7	3
13 None of the above	7	2	8	8	4	4	9	11	15	13	9	4
Base: Computer has had malware in past 12 months	(M)	30	(M)	101	(M)	95	(M)	120	(M)	88	(M)	46



**Q12** Within the past 12 months, on which of the following sites have you maintained a profile?  
 Select ALL that apply.

- 12 MySpace (www.myspace.com)
- 4 Classmates (www.classmates.com)
- 5 Facebook (www.facebook.com)
- 16 YouTube (www.youtube.com)
- 15 Yahoo! 360 (360.yahoo.com)
- 1 AOL Hometown (hometown.aol.com)
- 10 LinkedIn (www.linkedin.com)
- 8 hi5 (www.hi5.com)
- 3 BlackPlanet.com (www.blackplanet.com)
- 6 Friendster (www.friendster.com)
- 14 Tagged (www.tagged.com)
- 11 LiveJournal (www.livejournal.com)
- 2 Bebo (www.bebo.com)
- 9 iMeem (www.imeem.com)
- 17 Xanga (www.xanga.com)
- 7 Gaiaonline.com (www.gaiaonline.com)
- 13 Orkut (www.orkut.com)
- 18 Other: \_\_\_\_\_
- 19 Don't know/Not sure
- 20 None of the above

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
12 MySpace (www.myspace.com)	53	40	44	120	26	103	18	82	10	48	4	13
4 Classmates (www.classmates.com)	13	10	40	110	25	100	12	54	6	30	3	10
5 Facebook (www.facebook.com)	57	43	35	95	16	62	10	45	6	31	2	7
16 YouTube (www.youtube.com)	29	22	21	57	11	45	7	32	7	34	4	12
15 Yahoo! 360 (360.yahoo.com)	13	10	7	20	10	39	10	47	8	39	4	12
1 AOL Hometown (hometown.aol.com)	5	4	5	15	7	28	6	30	6	31	4	14
10 LinkedIn (www.linkedin.com)	5	4	13	36	8	30	5	23	6	27	0	1
8 hi5 (www.hi5.com)	12	9	7	20	4	17	3	16	1	6	0	1
3 BlackPlanet.com (www.blackplanet.com)	1	1	6	16	4	17	4	20	1	5	0	0
6 Friendster (www.friendster.com)	1	1	12	33	2	9	1	6	1	7	0	0
14 Tagged (www.tagged.com)	3	2	4	11	3	11	3	13	2	8	0	1
11 LiveJournal (www.livejournal.com)	7	5	3	9	1	3	1	4	0	0	0	1
2 Bebo (www.bebo.com)	0	0	3	9	1	3	0	1	1	4	0	0
9 iMeem (www.imeem.com)	1	1	3	7	2	7	0	1	0	0	0	0
17 Xanga (www.xanga.com)	4	3	2	5	1	2	0	2	0	1	0	0
7 Gaiaonline.com (www.gaiaonline.com)	1	1	2	6	1	2	0	1	0	1	0	0
13 Orkut (www.orkut.com)	4	3	1	4	0	0	1	3	0	0	0	0
18 Other: _____	9	7	4	10	4	16	4	20	3	16	3	11
19 Don't know/Not sure	1	1	3	8	2	7	2	9	4	17	5	17
20 None of the above	11	8	26	72	43	168	53	247	58	277	73	234
Base: All	(M)	76	(M)	275	(M)	394	(M)	463	(M)	478	(M)	321

**Q13 We want to ask you about privacy concerns online. In the past 12 months, have you done any of the following?**

**Select ALL that apply**

- 6 Deleted cookies from your Web browser
  - Changed your preferences on a Web site where you shop to
  - 4 "opt out" of third-party data sharing
  - Withheld information from your profile on a social
  - 1 networking site in order to make it inaccessible
  
  - Changed your account information on a Web site to limit the
  - 2 amount of personal information the site keeps about you
  - 5 Set your Web browser not to accept cookies
  - Created a special credit card number to be used only for
  - 3 online transactions
  - 7 None of the above
- Base: All

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
6 Deleted cookies from your Web browser	50	38	49	136	56	219	54	248	57	274	43	139
Changed your preferences on a Web site where you shop to												
4 "opt out" of third-party data sharing	25	19	26	72	30	118	23	107	19	90	12	39
Withheld information from your profile on a social												
1 networking site in order to make it inaccessible	45	34	37	101	27	105	20	93	13	60	7	24
Changed your account information on a Web site to limit the												
2 amount of personal information the site keeps about you	43	33	25	70	20	78	12	56	9	44	7	21
5 Set your Web browser not to accept cookies	11	8	19	51	15	58	16	76	16	75	9	30
Created a special credit card number to be used only for												
3 online transactions	7	5	11	29	5	20	10	46	8	36	5	17
7 None of the above	24	18	26	72	25	97	30	140	33	157	47	150
Base: All	(M)	76	(M)	275	(M)	394	(M)	463	(M)	478	(M)	321

**Q14 On a social networking site, have you ever done or experienced any of the following?**

**Select ALL that apply.**

- 1 Posted pictures of yourself
  - 4 Purchased an item or service from another user
  - Posted personally identifiable information such as your cell
  - 2 phone number or home address
  - Had an interaction with another user that made you
  - 3 uncomfortable
  - 5 Tried to sell an item or service to another user
  - 6 None of the above
- Base: All

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
1 Posted pictures of yourself	74	56	55	150	26	102	18	82	11	52	4	14
4 Purchased an item or service from another user	5	4	10	27	7	28	8	37	4	18	3	11
Posted personally identifiable information such as your cell												
2 phone number or home address	17	13	12	33	5	19	4	18	3	15	3	11
Had an interaction with another user that made you												
3 uncomfortable	11	8	11	31	4	14	3	14	4	17	1	3
5 Tried to sell an item or service to another user	5	4	8	23	4	16	3	16	1	5	2	7
6 None of the above	25	19	39	107	64	254	74	342	82	392	89	285
Base: All	(M)	76	(M)	275	(M)	394	(M)	463	(M)	478	(M)	321

**Q15 Do you have children under the age of 18 who live in your household?**

- 1 Yes, and they use the Internet
- 2 Yes, but they do not use the Internet
- 3 No

Base: All

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
1	28	21	21	59	47	184	34	157	7	35	2	8
2	8	6	20	55	18	70	5	23	3	12	1	3
3	65	49	59	161	36	140	61	283	90	431	97	310
	100	76	100	275	100	394	100	463	100	478	100	321

**Q16 Which, if any, of the following precautions do you or another adult in your household take to ensure your child(ren)'s safety online?**

Select ALL that apply.

- 6 Keep the computer in an open family area, not allowing Talk to them about safeguarding personal information and what is appropriate/safe to post online
- 4 Talk to them about avoiding and defending against cyberstalkers and predators (adults who target children and Talk to them about avoiding online scams
- 9 Monitor their online activities and postings myself Talk to them about malware (e.g., viruses and spyware) and hackers
- 2 Keep track of their screen names, passwords, and account information
- 7 Use parental control features supplied by my Internet Service Provider or parental control software
- 8 Prevent them from using the Internet at all
- 11 None of the above
- 10 Other: \_\_\_\_\_

Base: Has children under 18 living in household

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
6	26	7	36	41	52	132	54	97	38	18	18	2
4	30	8	21	24	45	115	57	103	49	23	45	5
5	22	6	23	26	40	101	56	101	49	23	36	4
3	26	7	27	31	33	83	56	101	53	25	55	6
9	15	4	28	32	44	112	41	74	49	23	36	4
2	26	7	25	28	30	75	43	77	47	22	36	4
7	26	7	25	29	38	96	32	58	32	15	9	1
8	22	6	26	30	30	77	30	54	34	16	9	1
1	11	3	18	21	8	20	6	11	6	3	0	0
11	41	11	25	29	16	40	7	13	17	8	18	2
10	0	0	6	7	5	12	1	2	0	0	9	1
	(M)	27	(M)	114	(M)	254	(M)	180	(M)	47	(M)	11

**In the past 12 months, have you experienced a problem with a product or service purchased online which caused you to try to get your money back?**  
**Q17** *If you experienced more than one problem, please tell us about the most recent one.*

- 5 No, I have not experienced such a problem
  - 1 Yes, I paid with my credit card
  - 3 Yes, I paid by Paypal or another online payment service
  - 2 Yes, I paid with my debit card
  - 4 Yes, I paid some other way
- Base: All

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
5 No, I have not experienced such a problem	74	56	77	211	83	328	80	369	87	415	89	286
1 Yes, I paid with my credit card	17	13	13	36	9	37	9	40	7	32	8	26
3 Yes, I paid by Paypal or another online payment service	3	2	5	13	3	12	3	16	1	7	1	3
2 Yes, I paid with my debit card	4	3	5	13	3	12	3	16	1	7	1	3
4 Yes, I paid some other way	3	2	1	2	1	3	1	3	1	3	1	2
Base: All	100	76	100	275	100	394	100	463	100	478	100	321

**Q18 What was the outcome of this problem?**  
**Select ALL that apply**

- 1 I got my money back from the merchant
  - 2 I got my money back from the bank or service I used
  - 3 I did not get my money back at all
  - 4 I am still trying to get my money back
- Base: Experienced online shopping problem

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
1 I got my money back from the merchant	55	11	48	31	53	35	53	50	57	36	63	22
2 I got my money back from the bank or service I used	15	3	30	19	24	16	24	23	24	15	9	3
3 I did not get my money back at all	15	3	11	7	12	8	10	9	13	8	11	4
4 I am still trying to get my money back	15	3	11	7	11	7	13	12	6	4	17	6
Base: Experienced online shopping problem	100	20	100	64	100	66	100	94	100	63	100	35

Q19 Which, if any, of the following Web sites have you ever used for buying items through an online auction?  
*This includes browsing for items, whether or not you actually purchased anything.*

Select ALL that apply

- 3 eBay
  - 1 Amazon
  - 4 Overstock.com
  - 2 Bidz.com
  - 5 uBid
  - 6 WeBidz
  - 8 None of the above
  - 7 Other auction Web site: \_\_\_\_\_
- Base: All

18-24		25-34		35-44		45-54		55-64		65+	
%	N	%	N	%	N	%	N	%	N	%	N
62	47	59	163	60	235	52	242	48	230	38	122
50	38	51	140	47	186	44	205	44	209	38	123
17	13	25	69	26	102	19	88	20	95	17	54
5	4	5	15	3	13	4	20	4	18	2	5
1	1	3	8	3	10	3	15	2	8	1	4
0	0	4	10	0	1	0	0	0	0	0	0
22	17	26	71	25	99	30	137	32	152	41	133
3	2	3	7	2	7	3	12	3	12	3	10
(M)	76	(M)	275	(M)	394	(M)	463	(M)	478	(M)	321

Q20 Which, if any, of the following steps did you take to learn about auction fraud before placing a bid or making a purchase on online auction sites?

Select ALL that apply

- 7 I did not consult any resources
  - 4 Looked at the auction site's resources
  - 5 Talked to friends/family/colleagues
  - 1 Conducted a Google search for information
  - 3 Visited a consumer information Web site
  - 2 Visited a law enforcement Web site
  - 6 Other: \_\_\_\_\_
- Base: Used online auction website

18-24		25-34		35-44		45-54		55-64		65+	
%	N	%	N	%	N	%	N	%	N	%	N
54	32	50	103	56	166	56	181	59	193	59	110
22	13	22	44	23	67	23	76	23	76	19	36
17	10	20	41	15	45	17	54	17	56	16	30
22	13	22	49	15	45	14	47	13	42	13	25
10	6	14	28	11	32	10	31	7	24	6	12
5	3	6	13	4	13	3	10	2	5	1	2
0	0	1	2	0	0	1	4	1	2	2	3
(M)	59	(M)	204	(M)	295	(M)	326	(M)	326	(M)	188

**Q21 When did you make your most recent auction purchase?**

- 1 Less than 1 month ago
  - 2 1 to 6 months ago
  - 3 7 to 12 months ago
  - 4 13 months to 3 years ago
  - 5 More than 3 years ago
  - 6 I have never made an online auction purchase
- Base: Used online auction website

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
1	29	17	27	55	24	70	27	87	19	63	14	26
2	32	19	30	62	25	75	20	65	26	85	14	26
3	7	4	16	32	18	53	15	48	14	44	16	31
4	19	11	9	16	14	42	13	43	13	42	19	35
5	2	1	4	9	6	17	6	20	9	28	5	10
6	12	7	15	30	13	38	19	63	20	64	32	60
	100	59	100	204	100	295	100	326	100	326	100	188

**Q22 Which, if any, of the following types of scams or deceptive practices have you EVER experienced in an online auction?**

- Select ALL that apply.
- 4 Seller never sent my merchandise
  - 1 Merchandise I received was not in usable condition
  - 3 Seller didn't tell me relevant information about the item  
Seller sent me merchandise of lesser value than the item I bid on
  - 2 Seller contacted me and offered to sell me the item outside site ("bid siphoning")
  - 5 I bid on or purchased an item that I later learned was a counterfeit or fake, (e.g., a bootleg VHS, CD, or DVD)
  - 8 I bid on or purchased an item on what I later learned was a fake listing
  - 7 I received a request for payment from a party that I later learned was impersonating a legitimate seller
  - 9 A seller's accomplice drove the price up to get me to drop out of the auction so the seller could offer me the item outside of the online auction ("shill" bidding)
  - 10 Other: \_\_\_\_\_
  - 11 None of the above
- Base: Used online auction website

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
4	8	5	15	31	11	32	13	41	9	30	4	8
1	2	1	10	20	8	24	8	26	6	18	3	5
3	7	4	12	24	7	22	6	21	4	12	5	9
2	12	7	14	28	6	19	7	23	3	9	3	5
5	3	2	5	11	4	13	6	20	2	8	0	0
8	3	2	8	17	3	9	1	4	3	10	1	2
7	0	0	3	7	3	10	3	10	2	6	2	4
9	0	0	3	7	2	5	4	12	2	8	2	3
6	0	0	4	9	2	5	2	5	1	4	1	1
10	2	1	1	2	1	4	3	9	1	3	2	3
11	73	43	59	121	71	210	70	228	78	254	87	163
	(M)	59	(M)	204	(M)	295	(M)	326	(M)	326	(M)	188

**Q23 When did you most recently experience a scam or deceptive practice in an online auction?**

- 1 Within the last 12 months
- 2 About 1 to 2 years ago
- 3 About 2 to 3 years ago
- 4 More than 3 years ago
- 5 Don't recall

Base: Experienced online auction scam

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
1	56	9	37	31	38	32	40	39	32	23	16	4
2	6	1	24	20	29	25	22	22	19	14	36	9
3	25	4	8	7	15	13	15	15	15	11	24	6
4	6	1	18	15	11	9	12	12	21	15	12	3
5	6	1	12	10	7	6	10	10	13	9	12	3
	100	16	100	83	100	85	100	98	100	72	100	25

**Q24 When you experienced this most recent scam or deceptive practice, what actions, if any, did you take to resolve the issue?**

Select ALL that apply.

- 1 Tried to resolve the matter with the seller directly
- 3 Filed a formal complaint with PayPal
- 8 Left negative feedback for the seller
- 2 Reported incident to authorities
- 4 Filed a formal complaint with my credit card company
- 5 Contacted a law enforcement agency
- 6 Contacted a lawyer
- 7 Reported incident to the Federal Trade Commission (FTC)
- 9 Other: \_\_\_\_\_
- 10 Did nothing

Base: Experienced online auction scam

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
1	44	7	47	39	62	53	57	56	58	42	68	17
3	31	5	51	42	39	33	47	46	32	23	24	6
8	44	7	23	19	32	27	27	26	28	20	40	10
2	19	3	16	13	18	15	18	18	14	10	8	2
4	6	1	14	12	7	6	14	14	1	1	0	0
5	6	1	11	9	5	4	3	3	6	4	8	2
6	0	0	10	8	6	5	1	1	1	1	0	0
7	0	0	5	4	1	1	5	5	3	2	0	0
9	0	0	6	5	9	8	12	12	19	14	24	6
10	19	3	16	13	12	10	11	11	13	9	4	1
	(M)	16	(M)	83	(M)	85	(M)	98	(M)	72	(M)	25

**Overall, how has your experience with scams or deceptive practices changed your use of online auction sites?**

**Q25**

**Select ALL that apply.**

- 5 I do more research on sellers before bidding
- 7 I have not changed the way I use online auction sites
- 3 I no longer buy certain types of products on auction sites
- 4 I now buy only inexpensive, low-risk items
- 2 I now only do business with a select group of sellers
- 1 I've stopped bidding on online auction sites
- 6 Other: \_\_\_\_\_

Base: Experienced online auction scam

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
5 I do more research on sellers before bidding	69	11	42	35	45	38	37	36	29	21	28	7
7 I have not changed the way I use online auction sites	13	2	23	19	28	24	32	31	38	27	44	11
3 I no longer buy certain types of products on auction sites	31	5	31	26	20	17	21	21	11	8	12	3
4 I now buy only inexpensive, low-risk items	19	3	29	24	22	19	12	12	14	10	16	4
2 I now only do business with a select group of sellers	31	5	17	14	12	10	17	17	13	9	16	4
1 I've stopped bidding on online auction sites	0	0	12	10	12	10	13	13	15	11	12	3
6 Other: _____	0	0	4	3	4	3	1	1	1	1	4	1
	(M)	16	(M)	83	(M)	85	(M)	98	(M)	72	(M)	25

**Has your bank, credit card issuer or a store/website where you shop ever notified you that your personal and/or financial information had been compromised?**

**Q26**

- 1 Yes
- 2 No
- 3 Unsure

Base: All

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
1 Yes	12	9	21	58	24	96	22	100	19	90	14	46
2 No	76	58	70	193	68	269	75	345	78	372	83	268
3 Unsure	12	9	9	24	7	29	4	18	3	16	2	7

**Have you ever registered a domain name (i.e., a website address such as www.yourname.com) on the Internet?**

**Q27 (select one)**

- 1 Yes
- 2 No

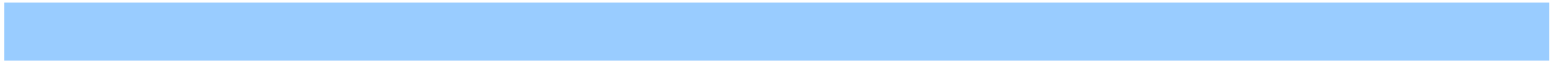
Base: All

	18-24		25-34		35-44		45-54		55-64		65+	
	%	N	%	N	%	N	%	N	%	N	%	N
1 Yes	11	8	20	54	16	64	15	68	12	57	7	22
2 No	89	68	80	221	84	330	85	395	88	421	93	299
	100	76	100	275	100	394	100	463	100	478	100	321



		18-24		25-34		35-44		45-54		55-64		65+	
		%	N	%	N	%	N	%	N	%	N	%	N
<b>Q28</b>	<b>Did you choose an option to protect your personal identity when you registered the domain name, or did you give your full name and address? (select one)</b>												
	1 Yes, I chose a privacy option for free	50	4	48	26	31	20	34	23	28	16	27	6
	2 Yes, I paid a fee for a privacy option	0	0	9	5	17	11	10	7	12	7	9	2
	3 No, I did not choose a privacy option	25	2	22	12	33	21	34	23	40	23	41	9
	4 Unsure	25	2	20	11	19	12	22	15	19	11	23	5
	Base: Registered domain name	100	8	100	54	100	64	100	68	100	57	100	22

		18-24		25-34		35-44		45-54		55-64		65+	
		%	N	%	N	%	N	%	N	%	N	%	N
<b>Q29</b>	<b>Have you ever used the WHOIS database to find out the name of a Web site's registered owner?</b>												
	1 Yes, and I found the information I was looking for	12	9	10	27	10	39	10	48	7	35	2	7
	2 Yes, but I could not find the information	3	2	3	9	2	9	1	6	2	8	2	6
	3 No, but I was aware I could do this	7	5	8	23	12	46	8	37	6	29	6	20
	4 No, and I was not aware this was possible	47	36	62	171	62	244	67	312	74	353	80	258
	5 Don't know/not sure	32	24	16	45	14	56	13	60	11	53	9	30
	Base: All	100	76	100	275	100	394	100	463	100	478	100	321



<b>Under 50</b>		<b>50 and over</b>	
<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
38	62	46	56
30	49	27	33
21	34	16	19
19	31	13	16
13	21	11	14
11	18	5	6
21	34	37	33
(M)	162	(M)	122

<b>Under 50</b>		<b>50 and over</b>	
<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
33	25	32	23
25	19	14	10
16	12	18	13
16	12	4	3
13	10	11	8
25	19	33	24
(M)	75	(M)	72































