

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?	%	N
1	Less than a year	0	0
2	1 - 2 years	2	34
3	3 - 4 years	6	121
4	5 years or longer	92	1853
	Base: All	100	2008
S2	Do you have a computer at home?	%	N
1	Yes	100	2008
2	No	0	0
	Base: All	100	2008
S3	For about how long have you had a computer in your home?	%	N
1	Less than 6 months	0	0
2	6 months to 11 months	2	31
3	12 months or more	98	1977
	Base: All	100	2008
Q1	In the past 12 months, which, if any, of the following types of online fraud have you experienced?	%	N
	Select ALL that apply		
1	Merchandise I bought from an online AUCTION was never delivered	5	92
2	Merchandise I bought from an online STORE was never delivered	3	66
3	A work-at-home offer that took my money but sent me nothing, or did not follow through on payment	3	66
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	7	147
5	None of the above	86	1724
	Base: All	(M)	2008

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

		%	N
Q2	Select ALL that apply		
	5 Contacted a bank or credit card company	42	118
	2 Looked for help on the Internet	29	82
	4 Contacted a consumer advocacy organization	19	53
	6 Did nothing	17	47
	3 Contacted law enforcement (other than the FBI)	12	35
	1 Reported it to the FBI	8	24
	7 Other	24	67
	Base: Experienced online fraud	(M)	284

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?

		%	N
Q3	Select ALL that apply.		
	3 I had to close my account and open a new one Fraudulent transactions were made using another account	33	48
	2 (e.g., eBay or credit card account)	20	29
	5 Nothing yet, but I feel my account is vulnerable now	17	25
	1 I lost money from my bank account	10	15
	4 Other	12	18
	6 None of the above	29	43
	Base: Experienced phishing	(M)	147

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

		%	N
Q4	Select ALL that apply		
	3 An email offer for low-priced prescription drugs	64	1295
	1 An email informing me that I'd won a lottery that I didn't enter or that turned out to be fake	59	1187
	5 An offer for job listings that I didn't ask for	46	931
	6 A request to deposit money on behalf of someone else with the promise that I'd receive a portion	45	903
	4 An offer from someone I didn't know promoting the benefits of buying a particular stock	38	771
	2 A request for personal information from someone I didn't know	37	752
	7 A request to deposit money in my bank, then write a check to someone else in return for payment	33	667
	8 Other type of spam	54	1075
	9 None of the above	13	257
	Base: All	(M)	2008

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?

Q5

Select ALL that apply

	%	N
2 Deleted the email	86	1024
3 Added the sender's address to my spam list	36	422
5 Contacted law enforcement	4	50
6 Contacted a consumer advocacy organization	3	40
4 Looked for help on the Internet	3	36
1 Responded to it	3	34
7 Other	6	75
8 Did nothing	4	43
Base: Received lottery spam	(M)	1187

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?

Q6

Select ALL that apply

	%	N
4 Anti-virus software	83	1667
1 Internet firewall protection (hardware or software)	80	1603
2 Spam-blocking filter	68	1375
3 Advertisement or pop-up blocking software	64	1286
5 "Spyware"-detection or removal software	64	1283
9 Computer turned off when not in use	51	1014
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	43	854
6 Anti-phishing toolbar	21	415
10 Internet connection disabled or unplugged when not in use	18	371
7 Parental controls	12	236
Use a Web site or service to identify dangerous Web sites		
8 (e.g., SiteAdvisor, StopBadware.org)	8	166
12 Not sure if I have any protective measures	2	35
13 Other	4	75
14 None of the above	3	56
Base: All	(M)	2008

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?

Q7 **Select ALL that apply**

	%	N
6 My Internet service provider or other computer service company	19	379
1 Consumer media print or Web site (e.g., Consumer Reports)	11	214
2 Other specialized media print or Web site (e.g., business or computer magazines or Web sites)	9	177
3 Mainstream media print or Web site (e.g., local newspaper, news magazine such as Time or Newsweek and their Web site)	8	166
4 Government or law enforcement Web site	5	101
5 Nonprofit advocacy group (e.g., ConsumerWebWatch.org or National Center for Missing and Exploited Children)	3	57
7 Other	7	143
8 None	65	1299
Base: All	(M)	2008

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) affected your use of the Internet in the PAST YEAR?

Q8 **Select ALL that apply.**

	%	N
9 I am more careful about Web sites I visit	43	855
13 It has not affected my usage of the Internet	41	817
4 Download free programs less frequently	27	549
7 No longer use free file/music-sharing software (e.g., Kazaa, LimeWire)	15	293
6 Download music or video less	11	211
8 No longer use purchased file/music-sharing software (e.g.,	10	198
11 Now use a separate credit card for Internet transactions	10	197
10 Changed my Web browser from Microsoft Internet Explorer to a different browser	9	184
3 Shop online less	8	168
5 Download purchased programs less frequently	8	165
2 Browse the Internet less	5	105
1 Use e-mail less	4	76
12 Other	4	74
Base: All	(M)	2008

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) ?		%	N
Q9	1 Yes	24	480
	2 No	61	1226
	3 Unsure	15	302
	Base: All	100	2008

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?		%	N
Q10	1 Your computer has been infected with a virus	23	393
	2 Your computer has been infected with a Trojan horse	20	341
	3 Your computer has been infected with something other than a virus or Trojan horse (specify): _____	4	64
	4 It did not say my computer had been infected with anything	60	1055
	5 I have not scanned my computer within the past 12 months	6	103
	Base: Has antivirus or spyware-detection software	(M)	1740

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.		%	N
Q11	I had to run protection/security (e.g., antiviral) software to fix		
	1 the problem	53	253
	2 My computer started running slowly and having problems	53	252
	10 My computer worked, but had problems it didn't have before	32	155
	6 I had to reformat my hard drive	20	98
	7 It cost money to fix the problem	16	76
	3 My computer became inoperable	14	67
	8 Took more than 2 weeks to fix	11	54
	9 Important data files were lost permanently	10	48
	4 I needed to replace the computer	6	29
	5 I had to replace hardware (e.g., the hard drive)	6	29
	11 My identity was stolen and used to impersonate me	3	13
	12 Other	5	23
	13 None of the above	9	42
	Base: Computer has had malware in past 12 months	(M)	480

Within the past 12 months, on which of the following sites have you maintained a profile?

Q12 Select ALL that apply.

	%	N
12 MySpace (www.myspace.com)	20	407
4 Classmates (www.classmates.com)	16	314
5 Facebook (www.facebook.com)	14	284
16 YouTube (www.youtube.com)	10	203
15 Yahoo! 360 (360.yahoo.com)	8	167
1 AOL Hometown (hometown.aol.com)	6	122
10 LinkedIn (www.linkedin.com)	6	121
8 hi5 (www.hi5.com)	3	69
3 BlackPlanet.com (www.blackplanet.com)	3	59
6 Friendster (www.friendster.com)	3	56
14 Tagged (www.tagged.com)	2	46
11 LiveJournal (www.livejournal.com)	1	22
2 Bebo (www.bebo.com)	1	17
9 iMeem (www.imeem.com)	1	16
17 Xanga (www.xanga.com)	1	13
7 Gaiaonline.com (www.gaiaonline.com)	1	11
13 Orkut (www.orkut.com)	1	11
18 Other: _____	4	80
19 Don't know/Not sure	3	59
20 None of the above	50	1006
Base: All	(M)	2008

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

Q13 Select ALL that apply

	%	N
6 Deleted cookies from your Web browser	53	1055
4 "opt out" of third-party data sharing	22	445
1 networked information from your profile on a social networking site in order to make it inaccessible	21	417
2 Changed your account information on a Web site to limit the amount of personal information the site keeps about you	15	302
5 Set your Web browser not to accept cookies	15	298
3 Created a special credit card number to be used only for online transactions	8	153
7 None of the above	32	634
Base: All	(M)	2008

Q14 On a social networking site, have you ever done or experienced any of the following?		
Select ALL that apply.		
	%	N
1 Posted pictures of yourself	23	457
4 Purchased an item or service from another user	6	125
2 Posted personally identifiable information such as your cell phone number or home address	5	109
3 Had an interaction with another user that made you uncomfortable	4	87
5 Tried to sell an item or service to another user	4	71
6 None of the above	70	1399
Base: All	(M)	2008

Q15 Do you have children under the age of 18 who live in your household?		
	%	N
1 Yes, and they use the Internet	23	465
2 Yes, but they do not use the Internet	8	169
3 No	68	1374
Base: All	100	2008

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?			Children do not use Internet					
	All		Children use Internet					
	%	N	%	N	%	N	%	N
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	47	297	57	265	19	32		
4 Talk to them about avoiding and defending against cyberstalkers and predators (adults who target children and talk to them about avoiding online scams	44	279	57	266	8	13		
5 Monitor their online activities and postings myself	41	262	53	247	9	15		
3 Talk to them about malware (e.g., viruses and spyware) and hackers	40	254	51	239	9	15		
9 Keep track of their screen names, passwords, and account information	39	249	48	221	17	28		
2 Use parental control features supplied by my Internet Service Provider or parental control software	34	214	44	203	7	11		
7 Prevent them from using the Internet at all	32	206	42	193	8	13		
8 Service Provider or parental control software	29	184	34	159	15	25		
1 Prevent them from using the Internet at all	9	58	3	15	25	43		
11 None of the above	16	103	7	31	43	72		
10 Other: _____	3	22	2	8	8	14		
Base: Has children under 18 living in household	(M)	634	(M)	465	(M)	169		

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?
If you experienced more than one problem, please tell us about the most recent one.

	%	N
5 No, I have not experienced such a problem	83	1666
1 Yes, I paid with my credit card	9	184
3 Yes, I paid by Paypal or another online payment service	4	89
2 Yes, I paid with my debit card	3	54
4 Yes, I paid some other way	1	15
Base: All	100	2008

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

	%	N
1 I got my money back from the merchant	54	185
2 I got my money back from the bank or service I used	23	79
3 I did not get my money back at all	11	39
4 I am still trying to get my money back	11	39
Base: Experienced online shopping problem	100	342

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

	%	N
3 eBay	52	1040
1 Amazon	45	901
4 Overstock.com	21	421
2 Bidz.com	4	75
5 uBid	2	46
6 WeBidz	1	11
8 None of the above	30	609
7 Other auction Web site: _____	2	50
Base: All	(M)	2008

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

	Used auctions		Used eBay	
	%	N	%	N
7 I did not consult any resources	57	786	53	556
4 Looked at the auction site's resources	22	312	27	279
5 Talked to friends/family/colleagues	17	236	18	185
1 Conducted a Google search for information	16	221	15	158
3 Visited a consumer information Web site	10	133	9	90
2 Visited a law enforcement Web site	3	46	3	31
6 Other: _____	1	11	1	7

Base: Used online auction website

		(M)	1399	(M)	1040
		Used auctions		Used eBay	
	%	N	%	N	
	23	318	28	292	
	24	333	27	284	
	15	212	17	173	
	14	189	15	156	
	6	85	5	53	
	19	262	8	82	
	100	1399	100	1040	

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

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
 - 2 Seller sent me merchandise of lesser value than the item I bid on
 - 5 Seller contacted me and offered to sell me the item outside site ("bid siphoning")
 - 8 I bid on or purchased an item that I later learned was a counterfeit or fake, (e.g., a bootleg VHS, CD, or DVD)
 - 7 I bid on or purchased an item on what I later learned was a fake listing
 - 9 I received a request for payment from a party that I later learned was impersonating a legitimate seller
 - 6 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

		Used auctions		Used eBay	
	%	N	%	N	
	11	147	13	136	
	7	94	8	85	
	7	92	8	84	
	7	91	7	77	
	4	54	4	46	
	3	44	4	38	
	2	37	3	32	
	3	35	3	29	
	2	24	2	16	
	2	22	2	19	
	73	1020	68	708	
	(M)	1399	(M)	1040	

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

		Used auctions		Used eBay	
	%	N	%	N	
	36	138	38	126	
	24	91	25	83	
	15	56	13	44	
	15	55	14	48	
	10	39	9	31	
	100	379	100	332	

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

Q24

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

Used auctions		Used eBay	
%	N	%	N
56	214	59	196
41	155	42	140
29	109	32	105
16	61	15	49
9	34	9	29
6	23	5	17
4	15	2	8
3	12	3	11
12	45	11	38
12	47	12	41
(M)	379	(M)	332

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

Used auctions		Used eBay	
%	N	%	N
39	148	41	136
30	114	32	107
21	80	21	70
19	72	20	66
16	59	14	47
12	47	10	34
2	9	2	8
(M)	379	(M)	332

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

%	N
20	400
75	1505
5	103
100	2008

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

%	N
14	274
86	1734
100	2008

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)		%	N
Q28			
1	Yes, I chose a privacy option for free	35	95
2	Yes, I paid a fee for a privacy option	12	33
3	No, I did not choose a privacy option	33	90
4	Unsure	20	56
	Base: Registered domain name	100	274

Have you ever used the WHOIS database to find out the name of a Web site's registered owner?		%	N
Q29			
1	Yes, and I found the information I was looking for	8	165
2	Yes, but I could not find the information	2	40
3	No, but I was aware I could do this	8	160
4	No, and I was not aware this was possible	68	1374
5	Don't know/not sure	13	269
	Base: All	100	2008

Demographic information**Are you...? (select one)**

	%	N
1 Male	50	1002
2 Female	50	1006
Base: All	100	2008

Education level

	%	N
0 No answer	1	21
1 Grade School	0	7
2 Some High School	2	40
3 Graduated High School	15	309
4 Some College - no degree	25	492
5 Graduated College - Associate's degree (2 year)	12	233
6 Graduated College - Bachelor's degree (4 year)	26	524
7 Post Graduate Degree - MS, MA, MBA, MD, DVM, Ph.D., DC	19	382
Base: All	100	2008

Annual Household Income

	%	N
1 Under \$20,000	9	180
2 \$20,000 - \$29,999	11	222
3 \$30,000 - \$39,999	7	142
4 \$40,000 - \$49,999	10	185
5 \$50,000 - \$59,999	9	169
6 \$60,000 - \$69,999	9	168
7 \$70,000 - \$79,999	7	160
8 \$80,000 - \$89,999	8	158
9 \$90,000 - \$99,999	9	166
10 \$100,000 - \$149,999	15	310
11 \$150,000 - \$199,999	3	73
12 \$200,000 +	4	75
Base: All	100	2008

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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

Male respondents		Female respondents	
%	N	%	N
0	0	0	0
2	16	2	18
6	59	6	62
92	927	92	926
100	1002	100	1006

S2 Do you have a computer at home?

- 1 Yes
- 2 No

Base: All

Male respondents		Female respondents	
%	N	%	N
100	1002	100	1008
0	0	0	0
100	1002	100	1008

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

Male respondents		Female respondents	
%	N	%	N
0	0	0	0
1	14	1	17
99	988	99	989
100	1002	100	1006

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

Male respondents		Female respondents	
%	N	%	N
6	59	3	33
4	36	3	30
4	44	2	22
56	83	44	64
	842		822
(M)	1002	(M)	1006

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

Male respondents		Female respondents	
%	N	%	N
46	73	36	45
29	46	29	36
22	35	15	18
17	27	16	20
17	27	6	8
9	15	7	9
18	29	31	38
(M)	160	(M)	124

Q3 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?

Select ALL that apply.

- 3 I had to close my account and open a new one
Fraudulent transactions were made using another account
- 2 (e.g., eBay or credit card account)
- 5 Nothing yet, but I feel my account is vulnerable now
- 1 I lost money from my bank account
- 4 Other
- 6 None of the above

Base: Experienced phishing

Male respondents		Female respondents	
%	N	%	N
25	21	42	27
20	17	19	12
23	19	9	6
14	12	5	3
13	11	11	7
28	23	31	20
(M)	83	(M)	64

Q4 In the past 12 months, which, if any, of the following types of spam have you received?

Select ALL that apply

- 3 An email offer for low-priced prescription drugs
- 1 An email informing me that I'd won a lottery that I didn't enter or that turned out to be fake
- 5 An offer for job listings that I didn't ask for
- 6 A request to deposit money on behalf of someone else with the promise that I'd receive a portion
- 4 An offer from someone I didn't know promoting the benefits of buying a particular stock
- 2 A request for personal information from someone I didn't know
- 7 A request to deposit money in my bank, then write a check to someone else in return for payment
- 8 Other type of spam
- 9 None of the above

Base: All

Male respondents		Female respondents	
%	N	%	N
69	691	60	604
63	636	55	551
47	471	46	460
50	504	40	399
47	472	30	299
42	424	33	328
38	377	29	290
54	540	53	535
12	116	14	141
(M)	1002	(M)	1006

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

Male respondents		Female respondents	
%	N	%	N
87	553	85	471
35	223	36	199
5	32	3	18
4	24	3	16
3	22	3	14
3	20	3	14
8	49	5	26
4	25	3	18
(M)	636	(M)	551

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?

Q6 Select ALL that apply

- 4 Anti-virus software
- 1 Internet firewall protection (hardware or software)
- 2 Spam-blocking filter
- 3 Advertisement or pop-up blocking software
- 5 "Spyware"-detection or removal software
- 9 Computer turned off when not in use
- I never click on any link in an email from a financial institution, if that email refers to an account I have with that institution
- 11 Anti-phishing toolbar
- 6 Internet connection disabled or unplugged when not in use
- 7 Parental controls
- Use a Web site or service to identify dangerous Web sites (e.g., SiteAdvisor, StopBadware.org)
- 8 Not sure if I have any protective measures
- 13 Other
- 14 None of the above

Base: All

Male respondents		Female respondents	
%	N	%	N
85	853	81	814
83	831	77	772
70	700	67	675
67	668	61	618
69	687	60	596
49	488	52	526
41	414	44	440
25	249	17	166
18	184	19	187
11	113	12	123
10	101	6	65
1	14	2	21
5	48	3	27
3	30	3	26
(M)	1002	(M)	1006

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

	Male respondents		Female respondents	
	%	N	%	N
6 My Internet service provider or other computer service company	52	196	48	183
1 Consumer media print or Web site (e.g., Consumer Reports)	13	127	9	87
2 Other specialized media print or Web site (e.g., business or computer magazines or Web sites)	11	114	6	63
3 Mainstream media print or Web site (e.g., local newspaper, news magazine such as Time or Newsweek and their Web site)	10	100	7	66
4 Government or law enforcement Web site	7	66	3	35
5 Nonprofit advocacy group (e.g., ConsumerWebWatch.org or National Center for Missing and Exploited Children)	4	36	2	21
7 Other	7	74	7	69
8 None	61	616	68	683
Base: All	(M)	1002	(M)	1006

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) affected your use of the Internet in the PAST YEAR?

Select ALL that apply.

	Male respondents		Female respondents	
	%	N	%	N
9 I am more careful about Web sites I visit	43	432	42	423
13 It has not affected my usage of the Internet	39	395	42	422
4 Download free programs less frequently	28	282	27	267
No longer use free file/music-sharing software (e.g., Kazaa, LimeWire)	16	158	13	135
6 Download music or video less	10	106	10	105
8 No longer use purchased file/music-sharing software (e.g., No longer use purchased file/music-sharing software (e.g.,	10	106	9	92
11 Now use a separate credit card for Internet transactions	10	105	9	92
Changed my Web browser from Microsoft Internet Explorer to a different browser	11	112	7	72
3 Shop online less	9	89	8	79
5 Download purchased programs less frequently	9	87	8	78
2 Browse the Internet less	5	51	5	54
1 Use e-mail less	5	46	3	30
12 Other	4	43	3	31
Base: All	(M)	1002	(M)	1006

Q9 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) ?

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

	Male respondents		Female respondents	
	%	N	%	N
1 Yes	28	281	20	199
2 No	59	596	63	630
3 Unsure	12	125	18	177
	100	1002	100	1006

Q10 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
 - 2 Your computer has been infected with a Trojan horse
 - 3 Your computer has been infected with something other than a virus or Trojan horse (specify): _____
 - 4 It did not say my computer had been infected with anything
 - 5 I have not scanned my computer within the past 12 months
- Base: Has antivirus or spyware-detection software

	Male respondents		Female respondents	
	%	N	%	N
1 Your computer has been infected with a virus	26	233	19	160
2 Your computer has been infected with a Trojan horse	25	220	14	121
3 Your computer has been infected with something other than a virus or Trojan horse (specify): _____	3	30	4	34
4 It did not say my computer had been infected with anything	56	492	66	563
5 I have not scanned my computer within the past 12 months	5	44	7	59
	(M)	884	(M)	856

Q11 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.

- 1 I had to run protection/security (e.g., antiviral) software to fix the problem
 - 2 My computer started running slowly and having problems
 - 10 My computer worked, but had problems it didn't have before
 - 6 I had to reformat my hard drive
 - 7 It cost money to fix the problem
 - 3 My computer became inoperable
 - 8 Took more than 2 weeks to fix
 - 9 Important data files were lost permanently
 - 4 I needed to replace the computer
 - 5 I had to replace hardware (e.g., the hard drive)
 - 11 My identity was stolen and used to impersonate me
 - 12 Other
 - 13 None of the above
- Base: Computer has had malware in past 12 months

	Male respondents		Female respondents	
	%	N	%	N
1 I had to run protection/security (e.g., antiviral) software to fix the problem	52	145	54	108
2 My computer started running slowly and having problems	51	144	54	108
10 My computer worked, but had problems it didn't have before	31	87	34	68
6 I had to reformat my hard drive	23	64	17	34
7 It cost money to fix the problem	13	37	20	39
3 My computer became inoperable	15	41	13	26
8 Took more than 2 weeks to fix	12	35	10	19
9 Important data files were lost permanently	11	32	8	16
4 I needed to replace the computer	6	17	6	12
5 I had to replace hardware (e.g., the hard drive)	7	20	5	9
11 My identity was stolen and used to impersonate me	4	10	2	3
12 Other	5	13	5	10
13 None of the above	45	19	55	23
	(M)	281	(M)	199

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
- Base: All

	Male respondents		Female respondents	
	%	N	%	N
	19	187	22	220
	15	150	16	164
	14	139	14	145
	11	115	9	88
	9	95	7	72
	6	60	6	62
	7	73	5	48
	4	44	2	25
	4	40	2	19
	3	30	3	26
	3	28	2	18
	1	12	1	10
	1	12	1	5
	1	13	0	3
	1	6	1	7
	1	7	0	4
	1	8	0	3
	4	41	4	39
	3	26	3	33
	50	496	51	510
	(M)	1002	(M)	1006

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

	Male respondents		Female respondents	
	%	N	%	N
	56	562	49	493
	21	212	23	233
	20	202	21	215
	15	153	15	149
	15	153	14	145
	9	86	7	67
	29	287	34	347
	(M)	1002	(M)	1006

- 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 phone number or home address
 - 2 Had an interaction with another user that made you uncomfortable
 - 3 Tried to sell an item or service to another user
 - 5 None of the above
- Base: All

Male respondents		Female respondents	
%	N	%	N
23	232	22	225
7	75	5	51
7	74	3	35
4	42	4	45
4	44	3	27
69	680	71	719
(M)	1002	(M)	1006

- 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

Male respondents		Female respondents	
%	N	%	N
25	246	22	219
9	86	8	83
67	670	70	704
100	1002	100	1006

- 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
 - 3 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
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

Male respondents with children		Female respondents with children	
%	N	%	N
43	142	51	155
41	135	48	144
38	126	45	136
40	133	40	121
35	116	44	133
35	115	33	99
25	84	40	122
28	92	30	92
9	31	9	27
16	52	17	51
3	11	4	11
(M)	332	(M)	302

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

Male respondents		Female respondents	
%	N	%	N
82	821	84	845
10	104	8	80
5	46	4	43
3	25	3	29
1	6	1	9
100	1002	100	1006

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

Male respondents		Female respondents	
%	N	%	N
53	96	55	89
27	49	19	30
9	17	14	22
11	19	12	20
53	181	47	161

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

Male respondents		Female respondents	
%	N	%	N
56	558	48	482
45	454	44	447
19	191	23	230
4	43	3	32
4	37	1	9
1	9	0	2
27	273	33	336
3	26	2	24
(M)	1002	(M)	1006

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?

Q20 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

Male respondents		Female respondents	
%	N	%	N
55	400	58	386
23	167	22	145
14	104	20	132
20	147	11	74
12	90	6	43
5	33	2	13
1	6	1	5
(M)	729	(M)	670

When did you make your most recent auction purchase?

Q21

- 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

Male respondents		Female respondents	
%	N	%	N
26	192	19	126
24	172	24	161
15	109	15	103
13	92	14	97
6	46	6	39
16	118	22	144
100	729	100	670

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

Q22

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
- 2 Seller sent me merchandise of lesser value than the item I bid on
- 5 Seller contacted me and offered to sell me the item outside site ("bid siphoning")
- 8 I bid on or purchased an item that I later learned was a counterfeit or fake, (e.g., a bootleg VHS, CD, or DVD)
- 7 I bid on or purchased an item on what I later learned was a fake listing
- 9 I received a request for payment from a party that I later learned was impersonating a legitimate seller
- 6 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

Male respondents		Female respondents	
%	N	%	N
11	83	10	64
7	54	6	40
7	51	6	41
7	52	6	39
5	33	3	21
3	25	3	19
3	22	2	15
3	21	2	14
2	17	1	7
2	11	2	11
71	514	76	506
(M)	729	(M)	670

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

Male respondents		Female respondents	
%	N	%	N
37	79	36	59
25	53	23	38
13	27	18	29
14	30	15	25
12	26	8	13
100	215	100	164

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

Male respondents		Female respondents	
%	N	%	N
53	113	62	101
42	91	40	64
24	51	35	58
18	38	14	23
13	27	4	7
7	16	4	7
6	13	1	2
3	6	4	6
11	24	13	21
13	27	12	20
(M)	215	(M)	164

Q25 Overall, how has your experience with scams or deceptive practices changed your use of online auction sites?

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

Male respondents		Female respondents	
%	N	%	N
39	84	39	64
30	64	30	50
23	49	19	31
21	45	16	27
18	38	13	21
11	23	15	24
2	4	3	5
(M)	215	(M)	164

Q26 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?

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

	Male respondents		Female respondents	
	%	N	%	N
1	21	210	19	190
2	74	742	76	763
3	5	50	5	53
	100	1002	100	1006

Q27 Have you ever registered a domain name (i.e., a website address such as www.yourname.com) on the Internet? (select one)

- 1 Yes
 - 2 No
- Base: All

	Male respondents		Female respondents	
	%	N	%	N
1	18	184	9	90
2	82	818	91	916
	100	1002	100	1006

Q28 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)

- 1 Yes, I chose a privacy option for free
 - 2 Yes, I paid a fee for a privacy option
 - 3 No, I did not choose a privacy option
 - 4 Unsure
- Base: Registered domain name

	Male respondents		Female respondents	
	%	N	%	N
1	34	62	37	33
2	13	23	11	10
3	35	65	28	25
4	18	34	24	22
	100	184	100	90

Q29 Have you ever used the WHOIS database to find out the name of a Web site's registered owner?

- 1 Yes, and I found the information I was looking for
 - 2 Yes, but I could not find the information
 - 3 No, but I was aware I could do this
 - 4 No, and I was not aware this was possible
 - 5 Don't know/not sure
- Base: All

	Male respondents		Female respondents	
	%	N	%	N
1	13	126	4	39
2	3	25	1	15
3	11	107	5	53
4	62	618	75	756
5	13	126	14	143
	100	1002	100	1006

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

NYC		Long Island		Upstate	
%	N	%	N	%	N
0	0	0	0	0	0
1	12	2	5	2	17
6	55	4	12	7	54
93	915	94	264	90	674
100	982	100	281	100	745

S2 Do you have a computer at home?

- 1 Yes
- 2 No

Base: All

NYC		Long Island		Upstate	
%	N	%	N	%	N
100	982	100	281	100	745
0	0	0	0	0	0
100	982	100	281	100	745

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

NYC		Long Island		Upstate	
%	N	%	N	%	N
0	0	0	0	0	0
2	23	1	4	1	4
98	959	99	277	99	741
100	982	100	281	100	745

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
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
- 4 None of the above

Base: All

NYC		Long Island		Upstate	
%	N	%	N	%	N
6	56	6	18	2	18
4	41	3	8	2	17
4	41	2	7	2	18
8	74	9	24	7	49
85	832	84	235	88	745
(M)	982	(M)	281	(M)	745

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

Q2

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

NYC		Long Island		Upstate	
%	N	%	N	%	N
43	65	48	22	35	31
31	46	24	11	28	25
21	31	24	11	13	11
15	22	13	6	22	19
18	27	9	4	5	4
12	18	11	5	1	1
21	31	22	10	30	26
(M)	150	(M)	46	(M)	88

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.

- 3 I had to close my account and open a new one
Fraudulent transactions were made using another account
- 2 (e.g., eBay or credit card account)
- 5 Nothing yet, but I feel my account is vulnerable now
- 1 I lost money from my bank account
- 4 Other
- 6 None of the above

Base: Experienced phishing

NYC		Long Island		Upstate	
%	N	%	N	%	N
34	25	25	6	35	17
22	16	29	7	12	6
22	16	17	4	10	5
15	11	8	2	4	2
12	9	4	1	16	8
24	18	33	8	35	17
(M)	74	(M)	24	(M)	49

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

Q4

Select ALL that apply

- 3 An email offer for low-priced prescription drugs
- 1 An email informing me that I'd won a lottery that I didn't enter or that turned out to be fake
- 5 An offer for job listings that I didn't ask for
- 6 A request to deposit money on behalf of someone else with the promise that I'd receive a portion
- 4 An offer from someone I didn't know promoting the benefits of buying a particular stock
- 2 A request for personal information from someone I didn't know
- 7 A request to deposit money in my bank, then write a check to someone else in return for payment
- 8 Other type of spam
- 9 None of the above

Base: All

NYC		Long Island		Upstate	
%	N	%	N	%	N
65	641	59	165	66	489
60	588	56	158	59	441
49	482	41	115	44	334
47	461	38	108	45	334
39	386	37	103	38	282
41	400	32	90	35	262
35	340	28	78	33	249
55	537	46	130	55	408
12	117	15	43	13	97
(M)	982	(M)	281	(M)	745

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?

Q5

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

NYC		Long Island		Upstate	
%	N	%	N	%	N
85	499	88	139	88	386
41	243	28	45	30	134
4	26	3	4	5	20
4	22	4	6	3	12
4	23	3	5	2	8
5	27	3	4	1	3
6	37	6	10	6	28
4	21	4	6	4	16
(M)	588	(M)	158	(M)	441

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?

Q6

Select ALL that apply

- 4 Anti-virus software
- 1 Internet firewall protection (hardware or software)
- 2 Spam-blocking filter
- 3 Advertisement or pop-up blocking software
- 5 "Spyware"-detection or removal software
- 9 Computer turned off when not in use
- I never click on any link in an email from a financial institution, if that email refers to an account I have with that institution
- 11 Anti-phishing toolbar
- 6 Internet connection disabled or unplugged when not in use
- 7 Parental controls
- Use a Web site or service to identify dangerous Web sites (e.g., SiteAdvisor, StopBadware.org)
- 8 Not sure if I have any protective measures
- 13 Other
- 14 None of the above

Base: All

NYC		Long Island		Upstate	
%	N	%	N	%	N
80	789	83	232	87	646
78	767	82	230	81	606
67	660	68	191	70	524
63	616	63	176	66	494
62	607	65	184	66	492
49	485	49	138	52	391
39	379	42	117	48	358
19	185	20	57	23	173
21	204	11	30	18	137
11	107	14	38	12	91
10	94	6	16	8	56
2	18	2	6	1	11
3	34	2	7	5	34
4	37	2	7	2	12
(M)	982	(M)	281	(M)	745

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?

Q7

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 site)
- 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

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
6	19	187	20	55	18	137
1	13	123	12	35	8	56
2	10	102	8	22	7	53
3	10	96	9	25	6	45
4	7	64	5	13	3	24
5	4	38	3	8	1	11
7	7	72	4	11	8	60
8	62	606	67	187	68	506
	(M)	982	(M)	281	(M)	745

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) affected your use of the Internet in the PAST YEAR?

Q8

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
- 7 No longer use **free** file/music-sharing software (e.g., Kazaa, LimeWire)
- 6 Download music or video less
- 8 No longer use **purchased** file/music-sharing software (e.g.,
- 11 Now use a separate credit card for Internet transactions
- 10 Changed my Web browser from Microsoft Internet Explorer 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

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
9	43	420	42	119	42	316
13	40	391	40	111	42	315
4	28	273	26	73	27	203
7	14	141	15	42	15	110
6	12	118	12	33	8	60
8	10	98	11	32	9	68
11	9	91	10	29	10	77
10	10	94	10	27	8	63
3	9	88	11	32	6	48
5	9	88	11	30	6	47
2	5	51	5	14	5	40
1	5	47	3	8	3	21
12	3	34	3	8	4	32
	(M)	982	(M)	281	(M)	745

Q9 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) ?

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

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
1 Yes	26	257	22	63	21	160
2 No	58	574	62	175	64	477
3 Unsure	15	151	15	43	15	108
	100	982	100	281	100	745

Q10 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
 - 2 Your computer has been infected with a Trojan horse
 - 3 Your computer has been infected with something other than a virus or Trojan horse (specify): _____
 - 4 It did not say my computer had been infected with anything
 - 5 I have not scanned my computer within the past 12 months
- Base: Has antivirus or spyware-detection software

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
1 Your computer has been infected with a virus	22	185	21	50	24	158
2 Your computer has been infected with a Trojan horse	21	171	17	41	19	129
3 Your computer has been infected with something other than a virus or Trojan horse (specify): _____	4	32	4	10	3	22
4 It did not say my computer had been infected with anything	59	485	65	157	62	413
5 I have not scanned my computer within the past 12 months	7	58	4	10	5	35
	(M)	829	(M)	243	(M)	668

Q11 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.**
- 1 I had to run protection/security (e.g., antiviral) software to fix the problem
 - 2 My computer started running slowly and having problems
 - 10 My computer worked, but had problems it didn't have before
 - 6 I had to reformat my hard drive
 - 7 It cost money to fix the problem
 - 3 My computer became inoperable
 - 8 Took more than 2 weeks to fix
 - 9 Important data files were lost permanently
 - 4 I needed to replace the computer
 - 5 I had to replace hardware (e.g., the hard drive)
 - 11 My identity was stolen and used to impersonate me
 - 12 Other
 - 13 None of the above
- Base: Computer has had malware in past 12 months

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
1 I had to run protection/security (e.g., antiviral) software to fix the problem	50	129	52	33	57	91
2 My computer started running slowly and having problems	52	134	48	30	55	88
10 My computer worked, but had problems it didn't have before	32	81	27	17	36	57
6 I had to reformat my hard drive	21	54	24	15	18	29
7 It cost money to fix the problem	16	40	3	2	21	34
3 My computer became inoperable	15	38	16	10	12	19
8 Took more than 2 weeks to fix	11	27	11	7	13	20
9 Important data files were lost permanently	12	31	5	3	9	14
4 I needed to replace the computer	6	16	6	4	6	9
5 I had to replace hardware (e.g., the hard drive)	8	20	2	1	5	8
11 My identity was stolen and used to impersonate me	4	11	2	1	1	1
12 Other	5	14	0	0	6	9
13 None of the above	9	22	8	5	9	15
	(M)	257	(M)	63	(M)	160

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

Base: All

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
	23	223	19	52	18	132
	21	206	14	40	9	68
	20	188	13	36	8	60
	13	132	8	23	6	48
	10	95	9	25	6	47
	8	81	6	16	3	25
	9	91	5	14	2	16
	5	47	3	9	2	13
	5	48	3	8	0	3
	5	45	1	4	1	7
	4	37	1	2	1	7
	2	15	1	3	1	4
	1	13	1	3	0	1
	1	11	1	2	0	3
	1	10	0	2	0	2
	1	8	1	3	0	0
	0	4	1	2	1	5
	4	37	3	8	5	35
	3	30	4	10	3	19
	25	242	21	59	16	116
	(M)	982	(M)	281	(M)	745

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

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
	51	504	53	149	54	402
	24	240	20	55	20	150
	25	242	21	59	16	116
	19	182	15	41	11	79
	16	160	17	47	12	91
	8	74	8	23	8	56
	30	293	29	82	35	259
	(M)	982	(M)	281	(M)	745

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
phone number or home address
- 2 Had an interaction with another user that made you
uncomfortable
- 5 Tried to sell an item or service to another user
- 6 None of the above

Base: All

NYC		Long Island		Upstate	
%	N	%	N	%	N
29	287	18	51	16	119
6	61	7	21	6	43
7	72	3	8	4	29
6	55	4	10	3	22
3	31	4	13	4	27
63	623	73	205	77	571
(M)	982	(M)	281	(M)	745

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

NYC		Long Island		Upstate	
%	N	%	N	%	N
23	225	28	80	21	160
8	79	9	26	9	64
69	678	62	175	70	521
100	982	100	281	100	745

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
adults who target children and predators)
- 3 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

NYC		Long Island		Upstate	
%	N	%	N	%	N
42	128	49	52	52	117
42	128	45	48	46	103
39	119	44	47	43	96
40	121	41	43	40	90
39	119	35	37	42	93
35	105	31	33	34	76
31	94	32	34	35	78
29	89	28	30	29	65
9	27	13	14	8	17
16	50	19	20	15	33
3	10	1	1	5	11
(M)	304	(M)	106	(M)	224

In the past 12 months, have you experienced a problem with a product or service purchased online which

Q17 **caused you to try to get your money back?**
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

NYC		Long Island		Upstate	
%	N	%	N	%	N
80	784	84	237	87	645
12	114	9	26	6	44
5	47	3	9	4	33
3	29	3	8	2	17
1	8	0	1	1	6
100	982	100	281	100	745

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

NYC		Long Island		Upstate	
%	N	%	N	%	N
55	109	61	27	49	49
25	50	14	6	23	23
7	14	16	7	18	18
13	25	9	4	10	10
100	198	100	44	100	100

Which, if any, of the following Web sites have you ever

Q19 **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

NYC		Long Island		Upstate	
%	N	%	N	%	N
49	480	53	149	55	411
46	452	50	140	41	309
20	198	27	75	20	148
4	35	4	10	4	30
3	31	1	4	1	11
1	10	0	0	0	1
31	302	26	74	31	233
2	23	5	14	2	13
(M)	982	(M)	281	(M)	745

Which, if any, of the following steps did you take to learn about auction fraud before placing a bid or

Q20 **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

NYC		Long Island		Upstate	
%	N	%	N	%	N
55	371	57	118	58	297
20	138	20	41	26	133
16	109	17	36	18	91
49	130	15	29	12	62
12	82	10	20	6	31
5	32	4	9	1	5
1	5	1	3	1	3
(M)	680	(M)	207	(M)	512

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

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
1	24	163	23	48	21	107
2	23	156	23	48	25	129
3	14	98	12	24	18	90
4	12	81	15	31	15	77
5	6	44	5	11	6	30
6	20	138	22	45	15	79
	100	680	100	207	100	512

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)
 - 6 Other: _____
 - 10 None of the above
- Base: Used online auction website

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
4	9	64	13	26	11	57
1	8	51	7	14	6	29
3	8	53	4	8	6	31
2	8	55	7	14	4	22
5	5	31	3	6	3	17
8	3	18	3	7	4	19
7	3	18	4	8	2	11
9	3	19	3	6	2	10
6	1	10	2	4	2	10
10	1	10	0	1	2	11
11	72	488	71	147	75	385
	(M)	680	(M)	207	(M)	512

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

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
1	40	76	27	16	36	46
2	24	47	30	18	20	26
3	13	24	18	11	17	21
4	11	21	17	10	19	24
5	13	24	8	5	8	10
	100	192	100	60	100	127

When you experienced this most recent scam or deceptive practice, what actions, if any, did you take to

Q24 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

NYC		Long Island		Upstate	
%	N	%	N	%	N
53	101	58	35	61	78
43	82	42	25	38	48
22	42	38	23	35	44
16	30	27	16	12	15
14	26	8	5	2	3
7	13	10	6	3	4
7	13	3	2	0	0
3	6	8	5	1	1
12	23	17	10	9	12
13	25	10	6	13	16
(M)	192	(M)	60	(M)	127

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

Q25 sites?

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

NYC		Long Island		Upstate	
%	N	%	N	%	N
40	77	30	18	42	53
29	55	32	19	32	40
22	42	23	14	19	24
23	44	15	9	15	19
16	31	18	11	13	17
11	22	15	9	13	16
2	3	3	2	3	4
(M)	192	(M)	60	(M)	127

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

NYC		Long Island		Upstate	
%	N	%	N	%	N
19	188	20	56	21	156
74	723	76	214	76	568
7	71	4	11	3	21
100	982	100	281	100	745

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

Q27

- 1 Yes
- 2 No

Base: All

NYC		Long Island		Upstate	
%	N	%	N	%	N
15	150	11	32	12	92
85	832	89	249	88	653
100	982	100	281	100	745

Q28 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)

- 1 Yes, I chose a privacy option for free
- 2 Yes, I paid a fee for a privacy option
- 3 No, I did not choose a privacy option
- 4 Unsure

Base: Registered domain name

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
1	39	58	28	9	30	28
2	15	22	16	5	7	6
3	29	43	31	10	40	37
4	18	27	25	8	23	21
	100	150	100	32	100	92

Q29 Have you ever used the WHOIS database to find out the name of a Web site's registered owner?

- 1 Yes, and I found the information I was looking for
- 2 Yes, but I could not find the information
- 3 No, but I was aware I could do this
- 4 No, and I was not aware this was possible
- 5 Don't know/not sure

Base: All

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
1	10	96	5	15	7	54
2	3	27	1	4	1	9
3	8	75	9	24	8	61
4	65	636	67	189	74	549
5	15	148	17	49	10	72
	100	982	100	281	100	745

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

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

Q2

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

Q4

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

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



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?

Q5 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?

Q6	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

Q7 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	18	14	15	42	14	56	22	101	20	97	21	68
1	13	10	11	29	10	39	11	49	12	59	9	28
2	11	8	9	25	9	36	10	46	9	41	7	21
3	9	7	9	26	7	27	8	35	9	42	9	29
4	5	4	9	24	4	17	5	24	4	21	3	11
5	3	2	4	12	4	15	2	8	3	12	2	8
7	12	9	7	18	8	31	6	30	8	38	5	17
8	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 Download music or video less
- 8 No longer use **purchased** file/music-sharing software (e.g.,
- 11 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 free programs less frequently No longer use free 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 Download music or video less	9	7	14	39	12	49	10	44	10	49	7	23
8 No longer use purchased file/music-sharing software (e.g.,	13	10	13	36	10	41	10	44	8	39	9	28
11 Now use a separate credit card for Internet transactions Changed my Web browser from Microsoft Internet Explorer	8	6	8	23	9	34	11	53	11	51	9	30
10 to a different browser	16	12	14	38	10	39	7	34	8	39	7	22
3 Shop online less	8	6	9	25	10	40	8	38	8	37	7	22
5 Download purchased programs less frequently	7	5	10	27	8	30	10	45	7	33	7	24
2 Browse the Internet less	1	1	7	18	6	23	4	20	4	20	7	23
1 Use e-mail less	1	1	7	19	4	16	3	15	3	16	3	9
12 Other	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
Q10 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
3 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
Q11 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

Base: All

	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
3 eBay		62	47	59	163	60	235	52	242	48	230	38	122
1 Amazon		50	38	51	140	47	186	44	205	44	209	38	123
4 Overstock.com		17	13	25	69	26	102	19	88	20	95	17	54
2 Bidz.com		5	4	5	15	3	13	4	20	4	18	2	5
5 uBid		1	1	3	8	3	10	3	15	2	8	1	4
6 WeBidz		0	0	4	10	0	1	0	0	0	0	0	0
8 None of the above		22	17	26	71	25	99	30	137	32	152	41	133
7 Other auction Web site: _____		3	2	3	7	2	7	3	12	3	12	3	10
Base: All		(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
7 I did not consult any resources		54	32	50	103	56	166	56	181	59	193	59	110
4 Looked at the auction site's resources		22	13	22	44	23	67	23	76	23	76	19	36
5 Talked to friends/family/colleagues		17	10	20	41	15	45	17	54	17	56	16	30
1 Conducted a Google search for information		22	13	22	49	15	45	14	47	13	42	13	25
3 Visited a consumer information Web site		10	6	14	28	11	32	10	31	7	24	6	12
2 Visited a law enforcement Web site		5	3	6	13	4	13	3	10	2	5	1	2
6 Other: _____		0	0	1	2	0	0	1	4	1	2	2	3
Base: Used online auction website		(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
 - 2 Seller sent me merchandise of lesser value than the item I bid on
 - 5 Seller contacted me and offered to sell me the item outside site ("bid siphoning")
 - 8 I bid on or purchased an item that I later learned was a counterfeit or fake, (e.g., a bootleg VHS, CD, or DVD)
 - 7 I bid on or purchased an item on what I later learned was a fake listing
 - 9 I received a request for payment from a party that I later learned was impersonating a legitimate seller
 - 6 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)

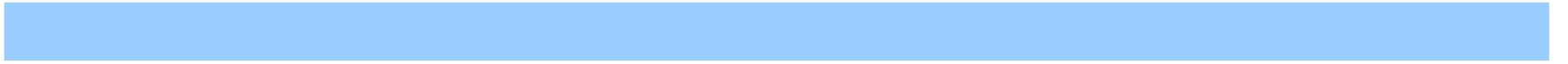
- 1 Yes
- 2 No

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
Q28	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)												
	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
Q29	Have you ever used the WHOIS database to find out the name of a Web site's registered owner?												
	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



Under 50		50 and over	
%	N	%	N
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

Under 50		50 and over	
%	N	%	N
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

