

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

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.

- I had to run protection/security (e.g., antiviral) software to fix
 - 1 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
I had to run protection/security (e.g., antiviral) software to fix				
1 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
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
- 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