MILITARY CONSUMERS & MARKETPLACE TRUST
An Analysis of Marketplace Challenges Facing the Military Community

More than 28,000 business complaints were reported in 2018. Nearly 5,000 scams were reported in 2018.

63% of complaints against online retailers were from military consumers ages 39 and younger.

Top 3 industries with the most military complaints:
1. New Car Dealers
2. Home Warranty Plans
3. Online Retailers

Top 3 riskiest scams for military consumers:
1. Employment
2. Home Improvement
3. Online Purchase

Susceptibility decreases with age, but when losses occur, they are higher for older age groups.

Learn more about how BBB can help you at BBB.org/Military.