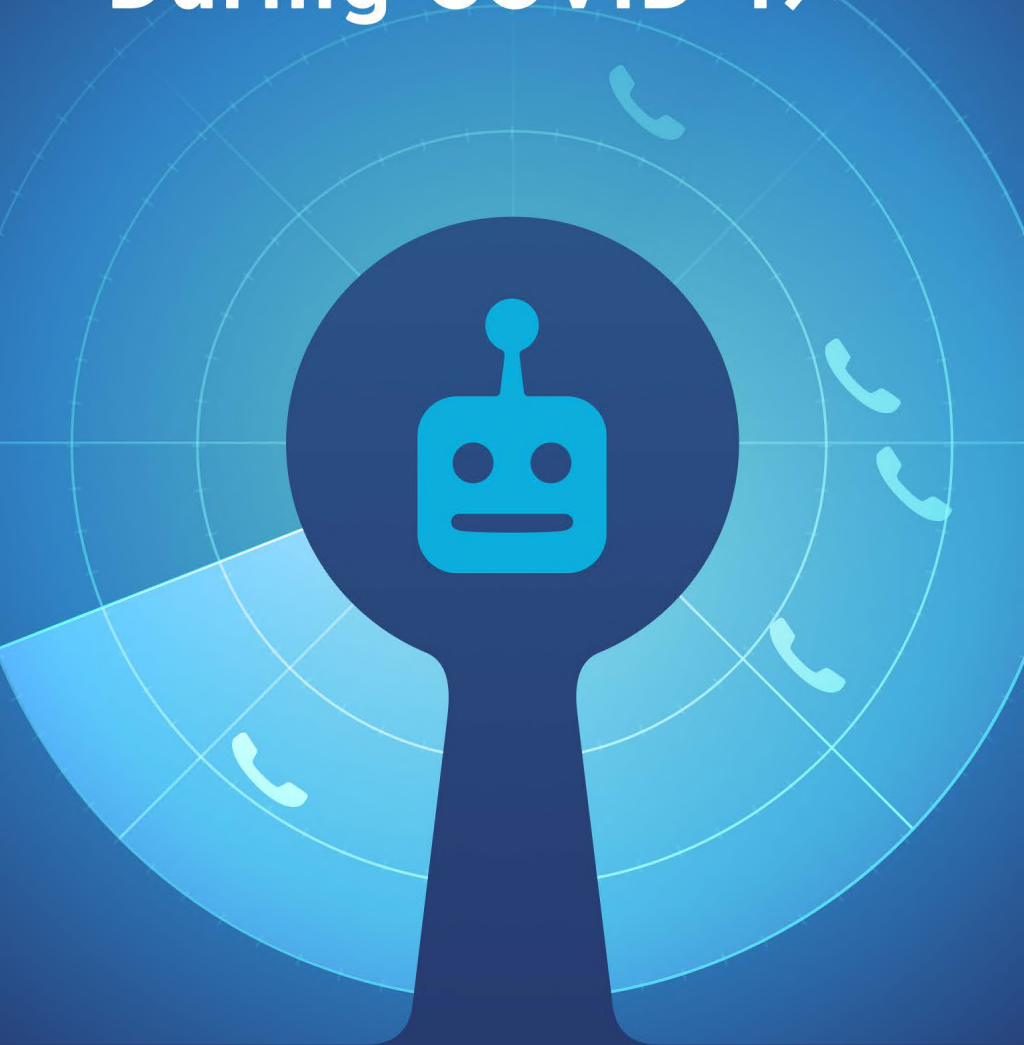


May 2020

State of Robocalls During COVID-19



RoboKiller

ROBOCALL TRENDS DURING A PANDEMIC

In 2019, Americans received 61.4 billion spam calls – a 28% increase from 2018.

During 2020, though, those numbers are shifting. As countries worldwide mandated COVID-19 shutdowns, many robocall scam operations saw enormous disruption in their normal operations.

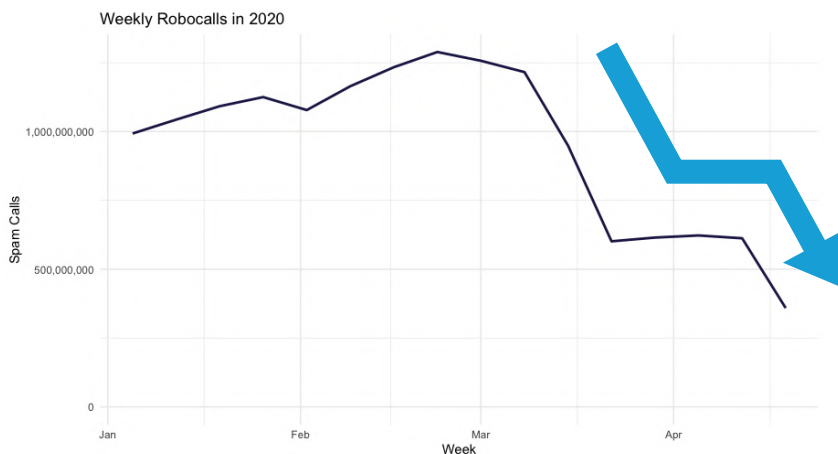
The result? United States consumers saw over a **30% decrease in total spam call volume** since March 23, 2020. In April alone, the country will have received 1.5 Billion fewer spam calls than the national average.

But is it all good news? In RoboKiller's State of Robocalls During COVID-19 report, we provide insight into critical shifts in major phone scam trends during a time of a pandemic. Key findings from this analysis include scam call trend behavior, new and emerging phone scams, and how consumers can protect themselves.

THE NATIONAL IMPACT

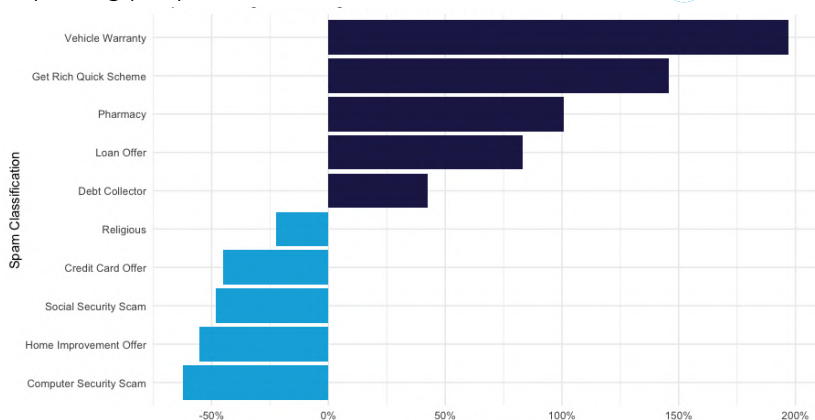
Total spam calls placed to smartphones in the United States have **decreased by 30% since March 23, 2020.**

The observed decrease in RoboKiller's global scammer database aligns with the timing of quarantine and shelter-in-place orders both in the United States and other major international regions including the UK and India.



SCAM CALL BEHAVIOR

Though total spam call volume is down, scams are more of a threat than ever. Scammers are getting more savvy and focusing their limited resources on getting the most bang for their buck by exploiting peoples' fears.



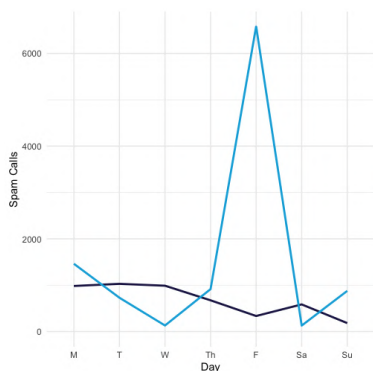
Pharmacy, Get Rich Quick, and Home Security Scams have **increased by over 100%**, indicating scammers are intentionally trying to capitalize on a state of panic and concern.



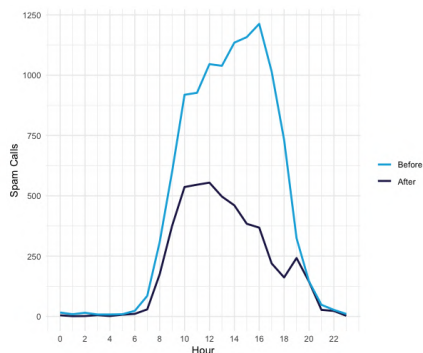
More common scams such as the IRS, Social Security, and Credit Card Services phone scams have **decreased by over 30%**

Social Security scams are down 36% from their normal volume.

Social Security Scam Call Volume by Day of Week



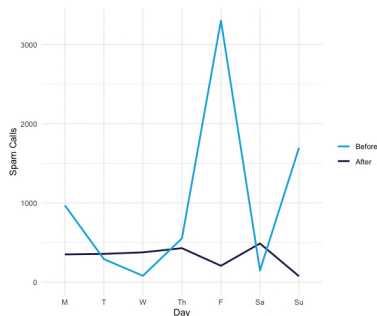
Social Security Scam Call Volume by Hour of the Day



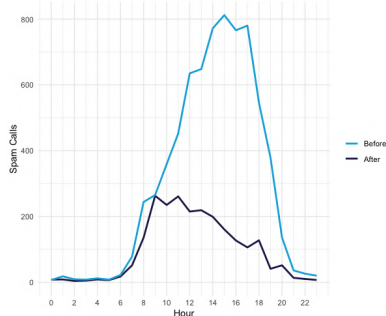
COVID-19 has had a major impact in one of the most damaging and well-known phone scams: Social Security. According to the FTC, consumers lost over \$19 Million to this scam in 2018.

Computer Security scams are down 72% from their normal volume.

Computer Security Scam Call Volume by Day of Week



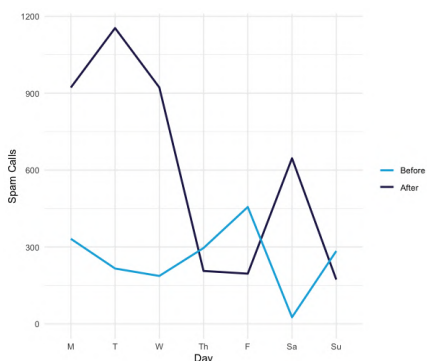
Computer Security Scam Call Volume by Hour of the Day



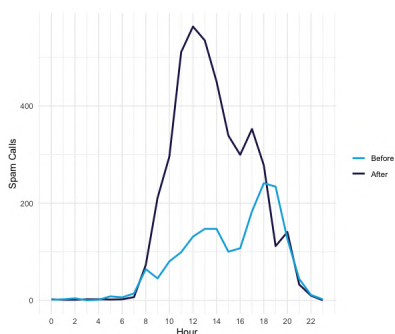
Due to international quarantine shutdowns, the Computer Security phone scams have decreased dramatically as call centers close their doors and scammers lose access to technology required to deliver this phone scam.

Get Rich Quick scams are up 181% from their normal volume.

Get Rich Quick Scam Call Volume by Day of Week



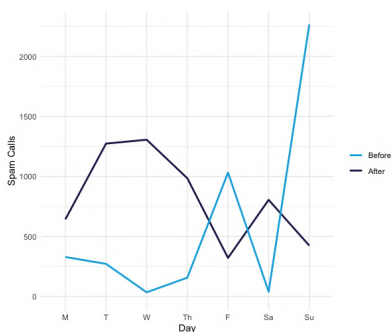
Get Rich Quick Scam Call Volume by Day of Week



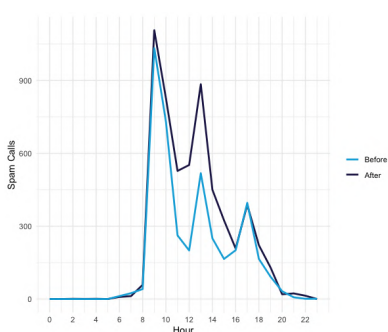
With over 26 Million people in the United States now unemployed, this previously rare phone scam has quadrupled in volume. This indicates scammers are keen to take advantage of the financially vulnerable impacted by COVID-19.

Pharmacy scams are up 108% from their normal volume.

Pharmacy Scam Call Volume by Day of Week



Pharmacy Scam Call Volume by Day of Week

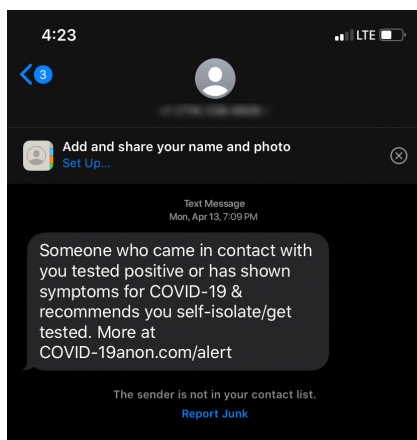


The emergence of new pharmacy scam calls indicate that scammers are paying attention to the media and consumer concern during COVID-19.

CORONAVIRUS SCAMS

Scammers are also deploying robocall and text scams to take advantage of consumers' fears about their ability to protect themselves against the virus, or contracting it. Unfortunately, this is not uncommon for phone scammers during times of crisis or national concern.

RoboKiller has identified spam texts warning people of possible COVID-19 exposure, offering fake websites to buy masks and hand sanitizer. These text scams are among the many attempting to steal personal or financial information from consumers.



RoboKiller has also identified over 10 different COVID-19 robocall scams including debt relief, government stimulus checks, get rich quick schemes, and fake donation requests.



KEY INSIGHTS

1

Global quarantine shutdowns have made an enormous impact on the overall spam call volume, particularly for well-known phone scams. This is because many scammers and call centers do not have the infrastructure to support remote work.

2

Though overall spam call volume is down, scammers are shifting their scam approach to capitalize on heightened consumer fear with COVID-19 scams and others such as pharmacy and get rich quick schemes.

3

As countries begin to reopen and people return to work, American consumers can expect spam calls to return to their normal (if not higher!) levels of spam calls of over 5 Billion per month.

HOW CAN CONSUMERS PROTECT THEMSELVES?



Be wary of calls and texts from unknown phone numbers. Avoid answering suspicious calls and texts when possible.



If you do answer a spam call, do not engage by pressing one, replying STOP, or asking to be removed from lists. Never give personal or financial information over the phone.



Register for the Do Not Call list, and always report suspicious scam calls/texts to the FCC/your carrier. This won't stop the spam calls you receive, but can help peace of mind.



Download a spam call and text blocker app to prevent future scams, such as RoboKiller.

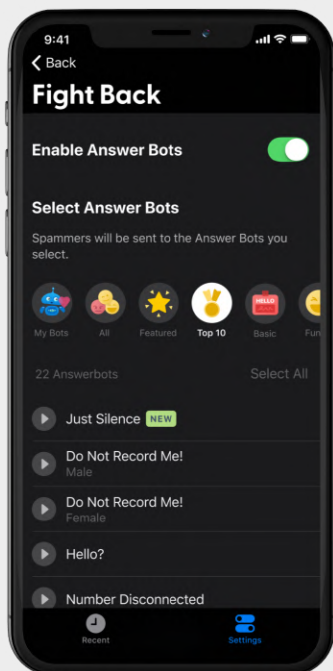
ABOUT ROBOKILLER

RoboKiller is the most innovative, forward-thinking technology to combat the state of spam calls today. Unlike other solutions that simply block calls based on caller ID, RoboKiller uses AI and machine learning to get to the root of the problem - caller ID spoofing. Our patented audio-fingerprinting algorithm can quickly identify and eliminate the scam behind the robocall, protecting our customers nationwide in milliseconds.

99%
SCAM CALL
BLOCKING
EFFICIENCY

26M
UNIQUE SCAM
NUMBER
BLACKLIST

355M
TOTAL
CALLS
BLOCKED



But we don't stop there. RoboKiller deploys spam-fighting Bots that intercept spam calls for our customers - tricking scammers into thinking they're talking to a real person while we analyze the call. For our customers, this means 99% fewer spam calls and sweet, sweet robocall revenge. In 2019, alone, our Answer Bots intercepted **127,738,310** calls wasting **93,703,304** minutes of scammers' time.

RoboKiller is available to download for free on the iOS and Android app stores, and offers a free 7-day trial to all consumers interested in trying our services.

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RoboKiller

Eliminate 99% of spam calls.

