

Report Fraud to the FBI

Quick Tips on Filing a Complaint with the IC3



The Federal Bureau of Investigation (FBI) has an online complaint form for Internet crimes. This is the **Internet Crime Complaint Center** form, also known as the IC3. This form is used to report all scams that occur through the internet, including cryptocurrency investment scams, romance scams, and tech support scams.

Note

- The IC3 must be completed using a laptop or desktop computer – do not submit using a tablet or smartphone.
- The two types of information that are most important for an IC3 report are transaction information and scammer contact information. It is not helpful to include extensive information about the scam “narrative.”
- You cannot upload files (ex. screenshots of texts, a narrative you typed up, documents scammers sent).
- Allow enough time to complete the form in one sitting. You cannot save it and come back to the form later.
- **TIP:** We recommend that you type your story and the other information you need for the complaint form into a separate document (using Microsoft Word, Notepad, etc.) and save it before you begin to work on the form. That way you have a copy of your work in case there is an issue with the form, and you need to submit it again.
- The form has seven steps – you may toggle between steps by clicking on the step numbers at the top of the screen – note that required fields are marked with a red asterisk (*), and there are no required fields on steps 4 and 6.
- Once you successfully submit the form, you will see a confirmation page that contains a copy of your complaint as well as a **submission ID**, which is the reference number for your IC3. The confirmation page also includes tips/resources.
 - You can print/save your form by clicking on the red “Print” button towards the top right of the confirmation page. This is your only chance to print/save your form/submission ID.
 - **Note:** Once you close out of the complaint form window, you cannot re-open the form.

To Fill Out the Complaint Form

- Go to www.ic3.gov and select “File a Complaint” at the top of the screen or click the red “File a Complaint” button.
- Read the FAQ and the Terms and Conditions that appear on your screen, then scroll to the bottom and click the blue “Accept” button.

Step 1 – Who is Filing this Complaint?

- If you were the person who was victimized, indicate so by selecting “Yes” for the question “Were you the one affected by this incident?” In the event that you are completing this form on behalf of another individual or business, please select “No” and provide your contact information.

Step 2 – Complainant Information

- Include any information you would like to provide to identify yourself or the victim (if you are not the victim). Note that address, city, country, zip code, phone number, and email address are required fields.
- For phone numbers, enter just the numbers as “1234567890” with no dashes.

Step 3 – Financial Transaction(s)

- **Note:** everything on Step 3 below the “total loss amount” box is optional and may be left blank. Transaction information can instead be entered into the “Description of Incident” Box on Step 5 (or in one of the boxes on Step 6).
- Please indicate whether funds were sent/lost in the incident by selecting “Yes” or “No” below the question “Did you send or lose money in the incident?” If you select “Yes” to this question, you must enter the total loss amount in the box below this question (note: do not include dollar signs or commas in this field).
- Below the “total loss amount” box, you may enter individual transaction information if you wish – alternatively, you may skip the rest of this step.
- If there was more than one transaction that you would like to enter individually, scroll to the bottom of this section and select “Add Another Transaction.”
- **Note:** Up to 10 individual transactions can be entered for each complaint form. If you have more than 10 individual transactions, you will need to submit another complaint form, or you may add additional transaction information to the “Description of Incident” box (see below).
- For each Financial Transaction entry, “Transaction Amount,” “Transaction Date,” and “Was the money sent?” are required fields and must be included. If you do not have this information for a transaction, the transaction cannot be included. If there is a transaction you do not have this information about, please explain it in the “Description of Incident” box instead (see below).

Step 4 – Information About the Subject(s)

- You may include any contact information you have regarding the scammer(s).
- For phone numbers, enter just the numbers as “1234567890” with no dashes.
- Click on the blue “Add Subject” button if you would like to include information about more than one individual.

Step 5 – Description of Incident

- In this box, briefly summarize what happened and include any details you did not include elsewhere.
 - **Ex.** If you entered bank account numbers in the “Financial Transactions” section, you do not need to include those numbers in this section.
- The description of incident box has a 3500-character limit.

Step 6 – Other Information

- Copy and paste any technical details related to the scam in the first box (email headers, cryptocurrency transaction metadata, etc.).
- If you have already filed a complaint and would like to add more information, select “Yes” at the bottom of this section where it asks, “Is this an update to a previously filed complaint?”
- If you do not have any information to enter into a field or the information is unknown, leave the field blank.

Step 7 – Privacy & Signature

- Read over the Privacy Act Statement.
- Scroll to the bottom of the form and type in your name as your “Digital Signature.”
- Select the “I’m not a robot” box.
- Click on “Submit Complaint.”

