


- The FTC's spam database is now in Sentinel. With more than 300 million spam emails, the database is an invaluable resource for investigations where spam is part of the fraud. Sentinel members can search the database by key word, phrase, subject line, or text; view and download a screen shot of the spam as viewed by the original recipient; and find the Relay-IP-Range and web server that could help track down the spammer.
- Search by company name, and now find results that include complaints against companies whose names are variations of the name you entered. A search of "A, B, C Company" might yield complaints against "ABC Co.," "ABC," and "AB&C, Inc." On your search results page, clicking this  icon next to the company name gets you a list of the variations in Sentinel.
- Your Organization Administrator now can manage your organization's account preferences – say, deleting expired memberships – more efficiently.

Questions about using Sentinel?

Contact Sentinel support at 1-877-701-9595 or [Support@Sentinel.com](mailto:Support@Sentinel.com).

### NEW DATA CONTRIBUTORS.

The Offices of the Attorneys General of Mississippi and Idaho are adding their complaints to Sentinel. Each additional data contributor increases Sentinel's value to all members. To learn how your organization can share its complaints with Sentinel members, contact Nick Mastrocinque at 202.326.3188 or [nmastro@sentinel.com](mailto:nmastro@sentinel.com).

### MORTGAGE SERVICING.

Two Countrywide mortgage servicing companies will pay \$108 million to settle FTC charges that they collected excessive fees from cash-strapped borrowers who were struggling to keep their homes. This is among the largest judgments ever imposed in an FTC case. The FTC will reimburse overcharged homeowners whose loans were serviced by Countrywide.

Read more [here](#).

### STAT-O-SPHERE

More than half of the 1.3 million complaints Sentinel received in calendar year 2009 (721,418 complaints) were fraud-related. Consumer lending, however, remains the leading category with \$1.7 billion; the median amount received is \$399.

Contact me, [Sentinel@Sentinel.com](mailto:Sentinel@Sentinel.com), at [202.326.3188](tel:2023263188).



