

JEWELERS' SECURITY ALLIANCE

2020 ANNUAL CRIME REPORT



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CONTENTS:

EXECUTIVE SUMMARY, p. 2

PART ONE: COMBINED ON/OFF-PREMISES CRIME, p. 3

PART TWO: ON-PREMISES CRIME, p. 3

PART THREE: OFF-PREMISES CRIME, p. 13

Appendix A: DOLLAR LOSSES-INFLATION ADJUSTED - 21 YEAR CHART, p. 16

Appendix B: HOMICIDE CHART-JEWELERS KILLED - 1996 - 2020, p. 17

Appendix C: GRAPH OF INFLATION ADJUSTED LOSSES - 1999-2020, p. 18

Appendix D: GRAPH OF OFF-PREMISES CRIMES - 1998-2020, p. 19

Appendix E: 2020 CRIMES BY STATE, p. 20

Appendix F: SITE OF ON-PREMISES CRIMES, p. 21

Appendix G: JSA SOURCES OF CASE INFORMATION, p. 22

EXECUTIVE SUMMARY

1. The total dollar losses from crimes against U.S. jewelry firms decreased from \$101.0 million in 2019 to \$83.2 million in 2020, a decrease of 17.6%.
2. The total number of crimes committed against U.S. jewelry firms increased from 1,438 in 2019 to 1,718 in 2020, an increase of 19.5%.
3. The number of on-premises burglaries increased from 327 in 2019 to 633 in 2020, an increase of 93.6%. In 2020 JSA received reports of 323 burglary incidents involving the looting and civil unrest from May to August totaling \$14.3 million. There was also a great deal of property damage not included in that total.
4. Smash and Grab robberies declined from 130 in 2019 to 96 in 2020. The decline is credited to the work of the FBI and local law enforcement agencies that arrested a major smash and grab robbery crew.
5. The total dollar losses of off-premises crimes increased from \$14.5 million in 2019 to \$16.1 million in 2020. In 2019 JSA received only one report of an off-premises crime of over \$1 million, compared to five in 2020 with losses of over \$1 million each.

* JSA classifies crimes into four categories: robberies, burglaries, thefts, and off-premises.

***JSA Crime Definitions:**

Robbery – Taking of property from a person by use of force or fear.

Burglary – Entering premises after closing with intent to commit a crime. Includes hiding in a jewelry location, taking product, and breaking out after closing.

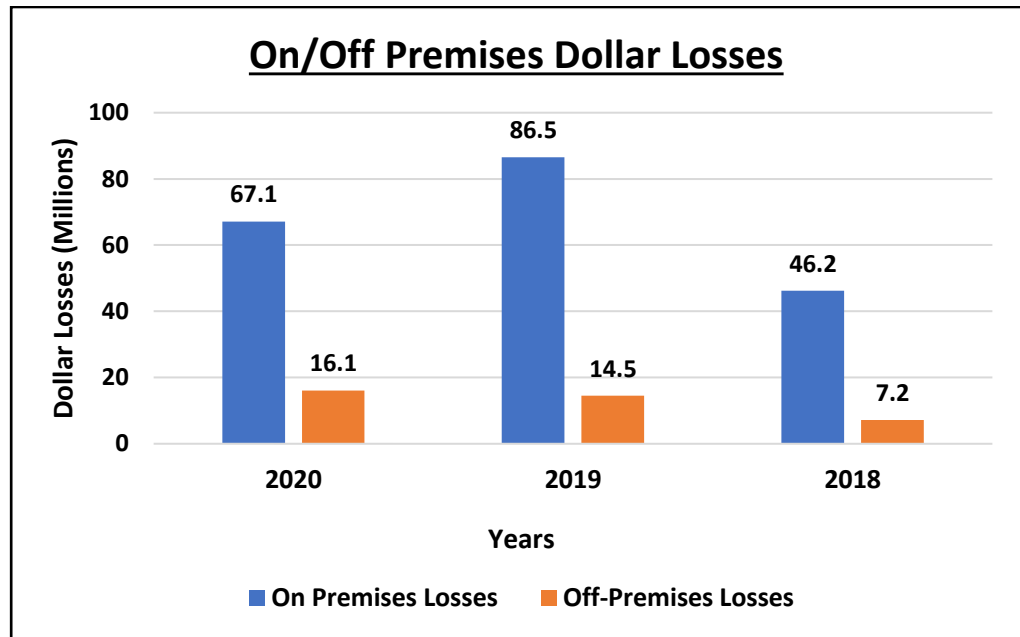
Theft – Taking of property without force or fear. Includes crimes such as check and credit card fraud, distraction crimes, diamond switches, sneak thefts and shipping losses that present evidence of criminal activity. The term “shoplifting” is too vague and not used to describe events in this report.

Off-Premises – Criminal attacks occurring away from the victim’s business base of operations.

Part One: COMBINED ON/OFF-PREMISES LOSSES/EVENTS

1. DOLLAR LOSSES

CATEGORY	2020 Dollars	2019 Dollars	2018 Dollars
ON-PREMISES	\$67.1 mil	\$86.5 mil	\$46.2 mil
OFF-PREMISES	\$16.1 mil	\$14.5 mil	\$7.2 mil
Total:	\$83.2 mil	\$101.0 mil	\$53.4 mil



2. EVENTS

CATEGORY	2020 Events	2019 Events	2018 Events
ON-PREMISES	1684	1392	1407
OFF-PREMISES	34	46	34
Total:	1718	1438	1441

From 2019 to 2020, dollar losses **decreased by 17.6%**, and the total number of criminal events **increased by 19.5%**.

Part Two: ON-PREMISES CRIME

This section provides statistical data regarding criminal activity that targets jewelry locations as opposed to couriers, traveling salespersons, or retailers away from their stores. For example, this section includes a robbery, burglary or theft committed at a retail jewelry store, at the plant of a jewelry manufacturer or the office of a wholesaler.

1. TOTAL DOLLAR LOSSES - \$67.1 MILLION

Available data regarding all **on-premises** crime categories indicates an 22.4% decrease in dollar losses, and a 21.0% increase in criminal events in 2020 compared to 2019. In 2020 the JSA generated 1,684 on-premises crime reports from multiple reporting sources compared to 1,392 reports in 2019.

A. Dollar Losses/On-Premises Crime (in millions)

CATEGORY	2020	2019	2018
Robbery	\$17.5	\$34.3	\$22.0
Theft	\$9.6	\$11.7	\$12.6
Burglary	\$40.0	\$40.5	\$11.6
Total:	\$67.1	\$86.5	\$46.2

B. Incident Percentage Breakdown/On-Premises Crimes

CATEGORY	2020	2019	2018
Theft	50.1%	61.4%	69.9%
Burglary	37.6%	23.5%	15.2%
Robbery	12.3%	15.2%	14.9%

2. ROBBERY – 37 STATES

A. Number of Robbery Events

The number of robberies in 2020 decreased by 1.9% from 2019. There were 207 robberies reported to JSA in 2020 compared to 211 in 2019. The number of Smash & Grab robberies decreased from 130 in 2019 to 96 in 2020, which is a 26.2% decrease. JSA has seen a 50.0% decrease in the use of a gun during the commission of a Smash & Grab, 20 in 2019 compared to 10 in 2020. In 2020 there were 58 arrests of suspects in Smash & Grab cases compared to 79 arrests in 2019.

B. Robbery Dollar Losses

Robbery dollar losses decreased by 49.0% in 2020 compared to 2019. Losses for 2020 were \$17.5 million compared to \$34.3 million for 2019.

C. Most Active State/Robbery – by percentage of total robberies

2020		2019	
Texas	19.8%	Texas	19.9%
California	8.7%	California	14.7%
Illinois	8.2%	Florida	7.6%
New York	7.7%	Michigan	5.7%

Note: Chart reflects the percentage of total number of on-premises robberies and indicates that 44.4% of jewelry industry on-premises robberies were committed in just four states. On-Premises robberies occurred in 37 States.

D. Most Active Month/Robbery

Most Active: January - 33 (15.9% of total robbery events)

Least Active: April - 2 (1.0% of total robbery events)

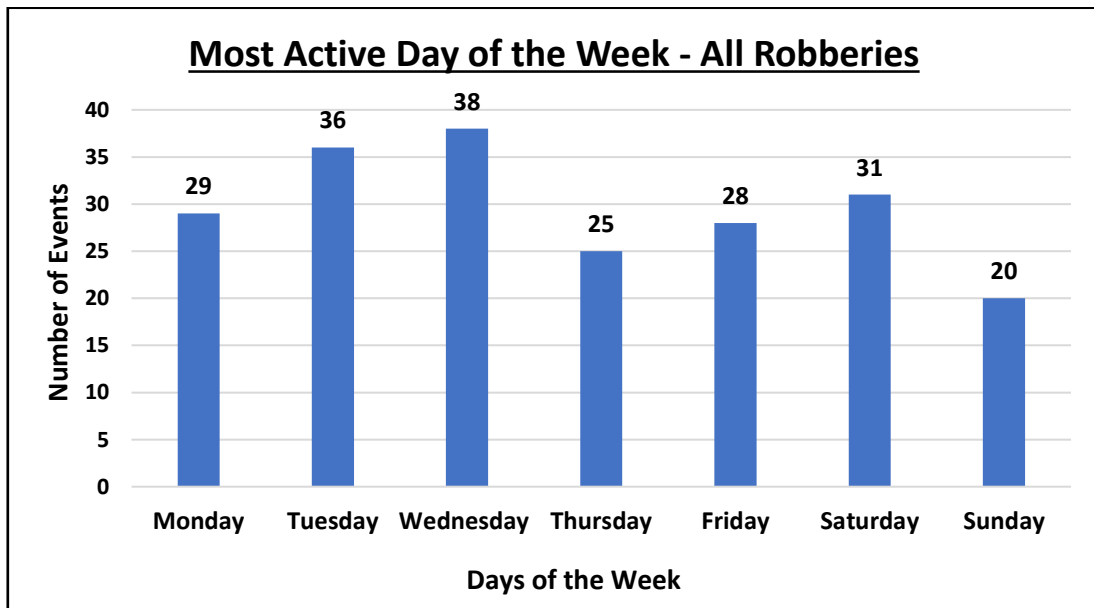
Average Robberies per month: 17.3

E. Most Active Time of Day/All Robberies

In 2020 the greatest number of robberies occurred between 1:00 p.m. and 2:00 p.m. with 20. The second most active time was between 5:00 p.m. and 6:00 p.m., with 17. There was no 60-minute period during a normal workday when robberies did not occur.

F. Most Active Days of Week/Robbery

As reported in previous years, robbery events occurred with similar frequency on weekdays and with less frequency on weekends. Wednesday was the most active day during 2020. Sunday was the least likely day for a robbery to occur.



G. Percentage of Robbery Events with a Gun/Violence

Robbery events with violence:

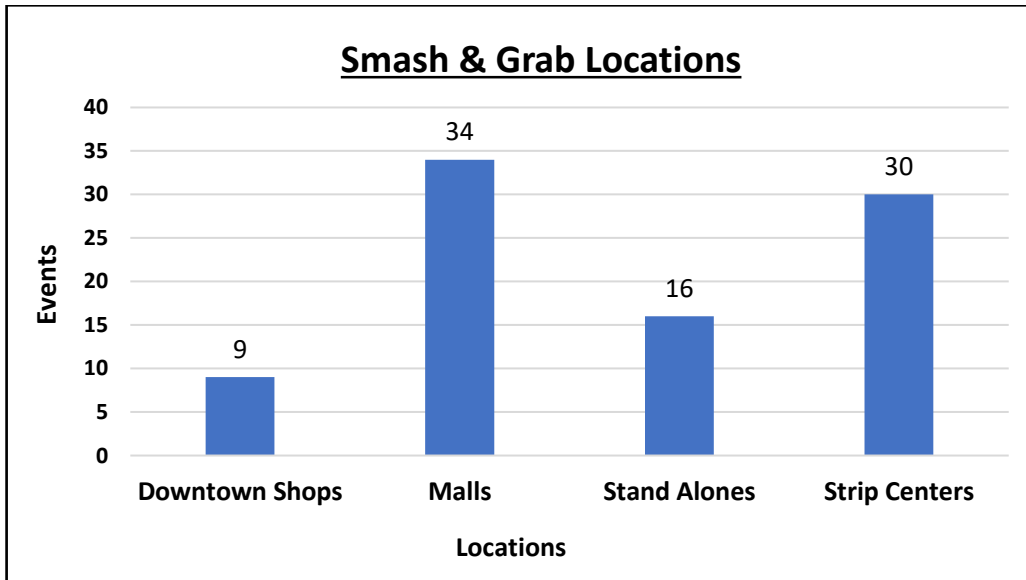
2020	2019	2018
21.7%	22.3%	18.2%

Robbery events with a gun:

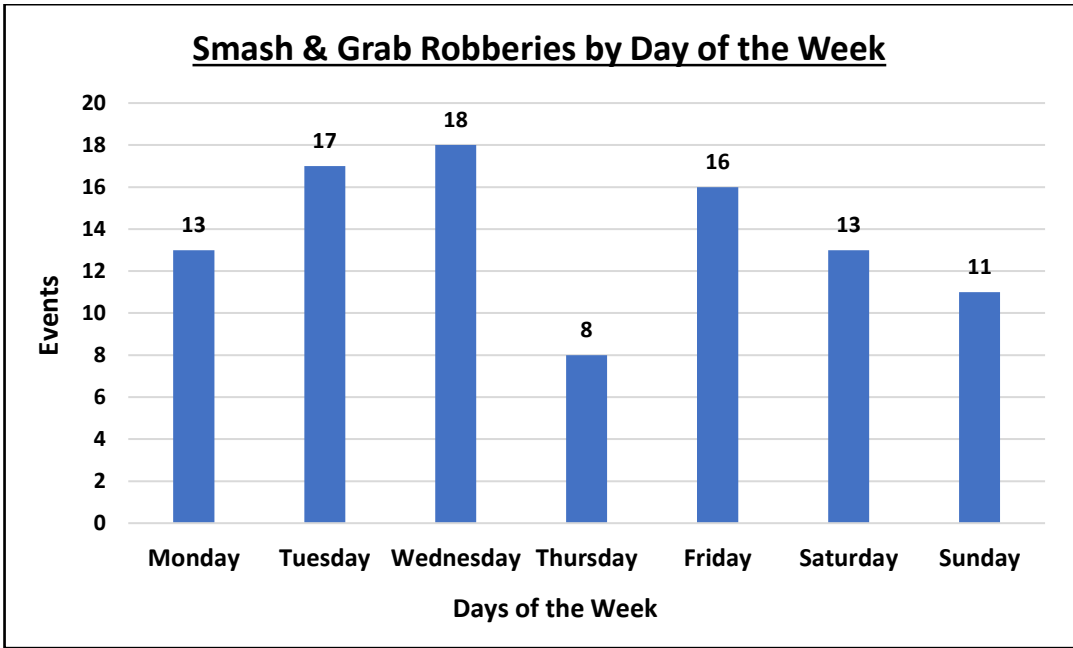
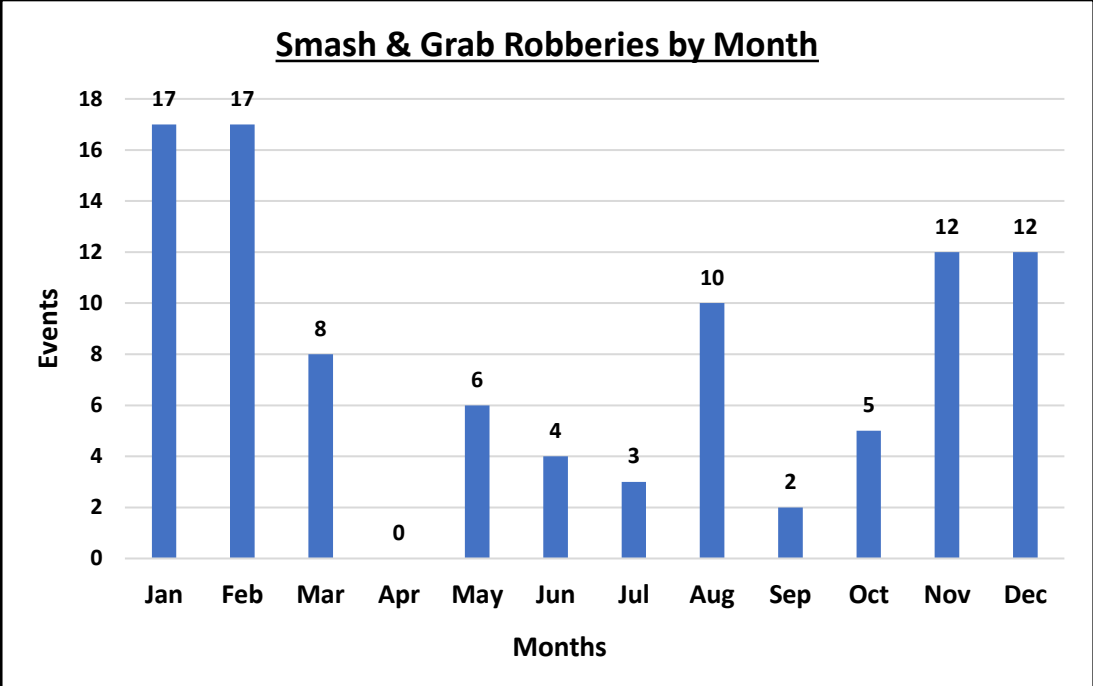
2020	2019	2018
32.4%	37.4%	35.9%

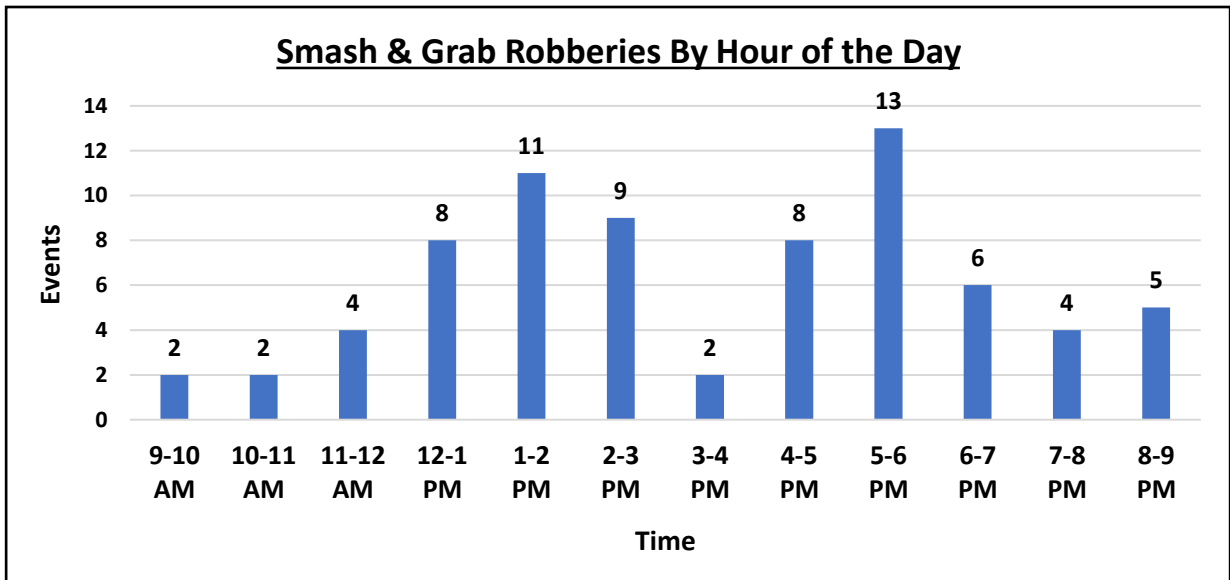
In 2020 there was a decrease in both the percentage of robberies in which robbers displayed a gun, and in violence during robberies compared to 2019.

H. Smash & Grab Robberies



*Based on 89 cases in which the exact Smash & Grab location was reported to JSA. In 2020 jewelry stores in malls experienced the most Smash & Grabs.





*Based on 74 cases in which the exact time of the Smash & Grab was reported to JSA.

3. HOMICIDE

A. Homicide Victim Categories

VICTIM CATEGORY	2020	2019	2018
Retail Jeweler	2	0	1
Customer	0	1	0
Traveling Salesperson	0	0	0
Police Officer	0	0	0
Good Samaritan / Bystander	0	2	0
Guard	1	0	0
Total	3	3	1

In 2020, two robbers were killed during the commission of a robbery, while in 2019, three robbers were killed during the commission of a robbery.

B. Near-Fatal Violent Incidents

INCIDENTS	2020	2019	2018
Someone shot (not fatal)	7	5	3
Shots fired, no one hit	6	4	6

The frequency of incidents of shots fired in jewelry robberies when no one was hit was 6 separate incidents in 2020, which was two more than the amount in 2019.

4. BURGLARY LOSSES - \$40.0 million - 47 States

A. Dollar losses flat, events dramatically increased.

Losses were \$40.5 million in 2019 compared to \$40.0 million in 2020, which is a 1.2% decrease in dollar losses. As a result of the civil disturbances in May and June, burglaries increased dramatically, to 633 in 2020 compared to 327 in 2019, a 93.6% increase.

B. Safe Attacks. The frequency of safe attacks decreased from 44 in 2019 to 35 in 2020 which was a 20.5% decrease. Safe attacks occurred in 17 states in 2020 and represented 5.5% of the total number of burglaries against the jewelry industry. In 2020 California and Georgia were the most active states for safe attacks and the average loss for a burglary that involved a safe attack was \$287K. In 2019, the average loss for a burglary that involved a safe attack was \$491K. In 2020 there were 3 safe attack burglaries in which the loss amount was at least \$1 million. In 2019 there were 7 safe attack burglaries in which the loss amount exceeded \$1 million.

C. Three-Minute Burglaries (B3M) \$4.1 Million Losses – 33 States

These occurrences are identified as “Three Minute Burglaries” because that is the approximate time required to complete this crime. They are usually committed in the middle of the night by smashing a glass front door or window of a retail establishment, and then smashing display cases and stealing out-of-safe merchandise.

The B3M category represents approximately 17.5% of the total number of burglaries experienced by the jewelry industry. Out of 633 burglaries reported in 2020, 111 were B3M compared to 148 in 2019, a decrease of 25.0%. The average B3M in 2020 resulted in a loss of approximately \$28K in jewelry, compared to \$27K in 2019. In addition, B3Ms cause property damage, business interruption and possible negative customer reaction.

D. (B3M) Three-Minute Burglary

- Frequency by day and month -

DAY		MONTH			
Mon	21	Jan	16	Jul	5
Tue	17	Feb	9	Aug	7
Wed	13	Mar	15	Sep	11
Thu	16	Apr	6	Oct	10
Fri	13	May	3	Nov	13
Sat	15	Jun	3	Dec	13
Sun	16				

Burglary (Not B3M)

- Frequency by day and month -

DAY		MONTH			
Mon	96	Jan	23	Jul	15
Tue	46	Feb	16	Aug	31
Wed	21	Mar	19	Sep	15
Thu	39	Apr	21	Oct	15
Fri	45	May	299	Nov	18
Sat	103	Jun	37	Dec	13
Sun	172				

E. Most Frequent Points of Entry/All Burglaries

During high-tech burglaries that involve a safe or vault attack, entry is often gained by cutting a hole in the roof or an adjacent unprotected wall or ceiling after an alarm and/or electrical system has been compromised in some manner.

ENTRY POINT	2020	2019	2018
Front Door	20.5%	33%	37%
Window	17.5%	18%	20%
Wall	4.4%	3%	4%
Mall/kiosk	8.2%	10%	12%
Roof	2.5%	10%	4%
Veh. Smash	1.6%	3%	2%
Hid until closing	0.8%	0.6%	1%
Security Gate	3.0%	2%	8%
No entry/power cut	1.1%	11%	unlisted
Other/unreported	40.4%*	9.4%	12%

*Between May 25, 2020, and August 31, 2020, 323 out of 633 burglaries reported to JSA were recorded as looting and civil unrest burglaries. In 193 civil unrest burglaries, the exact entry point was unspecified, however, subjects typically gained entry through jewelry stores' front entrances.

F. Rooftop Burglaries: Entry through a roof.

JSA received reports of 16 rooftop burglaries from 11 states in 2020, compared to 34 rooftop burglaries from 15 states in 2019. In 2020, Florida was the most active state with 4 rooftop burglaries and California was the second most active state with 3. Several of these burglaries resulted in large losses. Alarm systems, often without line security, were compromised. In other cases when alarm signals were sent, responding police units, unable to detect any obvious evidence of a break-in during a cursory exterior inspection, and unable to conduct an internal search, left the scene while the burglars were possibly inside, on the roof or nearby. In 2020, law enforcement authorities and JSA tracked Chilean and Colombian gangs that conspired to commit these professional burglaries.

G. Most Active States/ All Burglaries

STATE	2020	2019	2018
Illinois	16.1%	Unlisted	Unlisted
California	12.9%	21%	13%
New York	8.8%	3%	5%
Florida	6.0%	7%	4%
Texas	5.7%	9%	7%
Georgia	4.4%	Unlisted	Unlisted

5. THEFT: \$9.6 MILLION IN LOSSES (844 CRIMES) IN 2020 vs. \$11.7 MILLION IN LOSSES (854 CRIMES) IN 2019.

A. Frequent Theft Methods

CATEGORY	EVENTS	AVERAGE LOSS
Grab & Run	581	\$10,461
Distraction	58	\$14,997
Sneak Theft	67	\$14,199
Credit Card & Payment Fraud	*	\$9,547
Switches	24	\$5,694

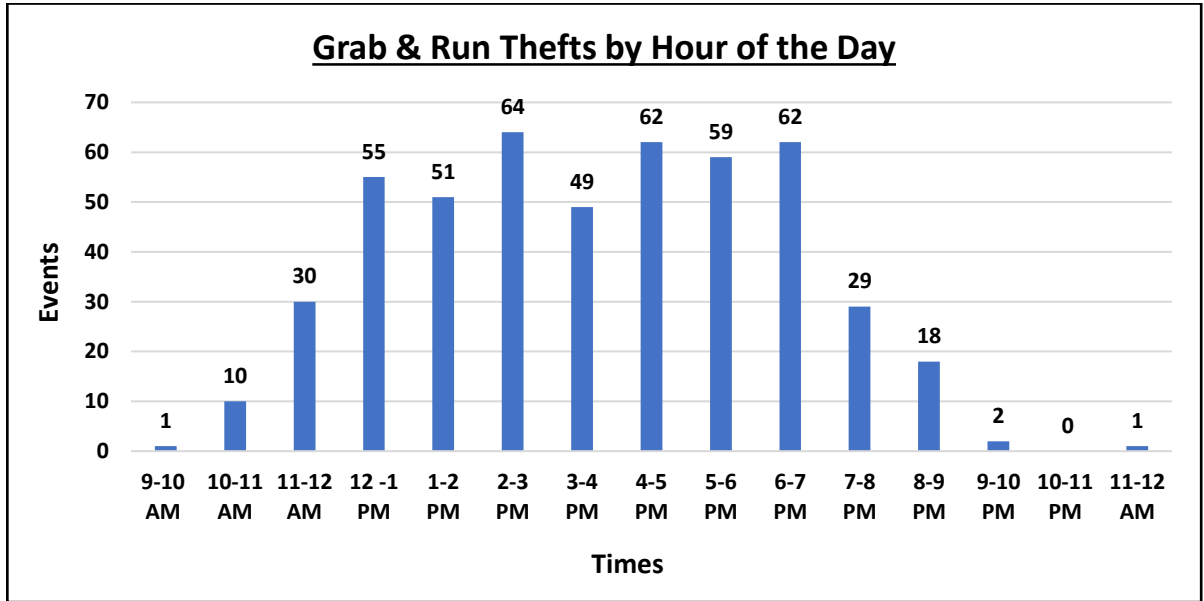
* Because they are often not reported nor covered by insurance, JSA does not receive comprehensive reporting of credit card fraud for statistically valid inclusion in this crime report.

Grab & Run losses reported in 44 states.

In 2020, there were 581 Grab & Run crimes recorded by the JSA, compared to 616 in 2019, a 5.7% decrease. 68.8% of all thefts reported to the JSA in 2020 were Grab & Run events. A Grab & Run can result in a significant dollar loss, and one Grab & Run in Tennessee resulted in a loss of \$400,000 in jewelry merchandise.

B. Theft - Grab & Run

-Frequency by hour of the day –



*Based on 493 cases reported to JSA in 2020 in which the exact time of the loss was reported.

C. Theft - Grab & Run

Frequency by day and month –

DAYS		MONTH			
Mon	107	Jan	53	Jul	45
Tue	75	Feb	66	Aug	44
Wed	96	Mar	50	Sep	59
Thu	108	Apr	0	Oct	70
Fri	64	May	9	Nov	70
Sat	71	Jun	40	Dec	75
Sun	60				

Part Three: OFF-PREMISES CRIME

This section provides statistical data regarding criminal attacks occurring away from the victim's business base of operations. For example, attacks against traveling jewelry salespersons, trunk and remount show operators, couriers, firms exhibiting at jewelry shows, retailers attacked away from their place of business, including at home, and other industry members traveling with jewelry.

1. OFF-PREMISES DOLLAR LOSSES - \$16.1 MILLION – 8 States

Dollar losses increased 11.0% during 2020 and the number of criminal events decreased by 26.1%. This report compared 34 cases from 2020 to 46 cases reported to JSA in 2019. Off-Premises crimes were reported during all calendar months for 2020 except for April and May. February and October were the most prevalent months for off-premises crimes, with 6 in each month. In 2020, a total of 20 crimes involved a traveling salesman which was 58.8% of all off-premises crimes in 2020.

A. Off-Premises Dollar Losses by Crime Category

CRIME CATEGORY	2020	2019	2018
Robbery	\$11.3 million	\$11.4 million	\$5.2 million
Theft	\$2.8 million	\$3.1 million	\$2.0 million
Burglary	\$2.0 million	\$41K	\$0
Total	\$16.1 million	\$14.5 million	\$7.2 million

B. Percentage of Total Off-Premises Events by Crime Category

CATEGORY	2020	2019	2018
Robbery	67.6%	58.7%	64.7%
Theft	3.0%	37.0%	35.3%
Burglary	29.4%	4.3%	0%

2. OFF-PREMISES ROBBERIES

A. Violence

There were 23 off-premises robberies reported to JSA in 2020, which is a 14.8% decrease from 2019. In 23.5% of all off-premises crimes (8 out of 34) reported to JSA in 2020, a victim was physically assaulted. A gun was displayed in 7 of the robberies and a knife or sharp object was displayed in 2 incidents. A jeweler was shot in 1 robbery and survived.

B. Trunk/Remount Shows

In 2020 the JSA received no reports regarding Trunk/Remount show losses.

3. OFF-PREMISES THEFT - \$2.8 MILLION IN LOSSES

There were 10 off-premises thefts in 2020. Five out of the 10 thefts were from unattended vehicles. Unless special insurance riders have been purchased, this type of loss is not generally covered by insurance.

A. Off-Premises Theft Dollar Losses

2020	2019	2018
\$2.8 million	\$3.1 million	\$2.0 million

4. MOST FREQUENT CRIME SCENES

CRIME SCENE	2020	2019	2018
Parking lots	20.6%	30%	41%
Highway/Street	20.6%	28%	23%
Residence	17.6%	10%	11%
Flea Market	2.9%	4%	2%
Show related	0%	6%	8%
Hotel/Motel	5.9%	4%	0%
Bank	5.9%	2%	5%
Gas Station	2.9%	0%	0%
Unspecified/Unreported	23.6%	16%	10%

In 2020, parking lots and highways/streets were tied for the most common crime scene for off-premises attacks, with 7 incidents each. In at least two crimes, salespeople were followed from jewelry trade shows and were later targeted at a restaurant parking lot and at their residential parking space.

5. STATES WITH OFF-PREMISES LOSSES - (2020 – 8 States): CA, FL, IL, KY, NV, NY, NJ, and TX.

A. Most Active States for Off-Premises Losses

STATES	2020		STATES	2019
1. California	32.4%		1. California	36.9%
2. Florida	32.4%		2. Florida	23.9%
3. New York	17.6%		3. New York	8.6%
4. New Jersey	5.9%		4. New Jersey	Unlisted
Total	88.3%		Total	69.4%

Percentages shown reflect the percentage of the total number of off-premises losses. The information provided in this chart demonstrates that 88.3% of all off-premises losses occurred in just four states during 2020.

In 1999 the U.S. diamond, jewelry and watch industry experienced 323 off-premises losses, overwhelmingly of traveling jewelry salespersons and trunk show personnel. Since then, there has been a steady decline in this category of crime. In 2020 JSA received just 34 reports of such crimes. Important contributing factors regarding this reduction are the dedicated interest by law enforcement, particularly the FBI in cooperation with local law enforcement agencies; the greatly reduced number of traveling jewelry salespeople on the road due to the changing methods of jewelry distribution and sales; and greater education and information sharing regarding suspects and criminal gangs by jewelry firms and police.

Appendix A

**U.S. JEWELRY INDUSTRY CRIME LOSSES
1999 THROUGH 2020
LOSSES STATED IN 2020 INFLATION ADJUSTED DOLLARS**

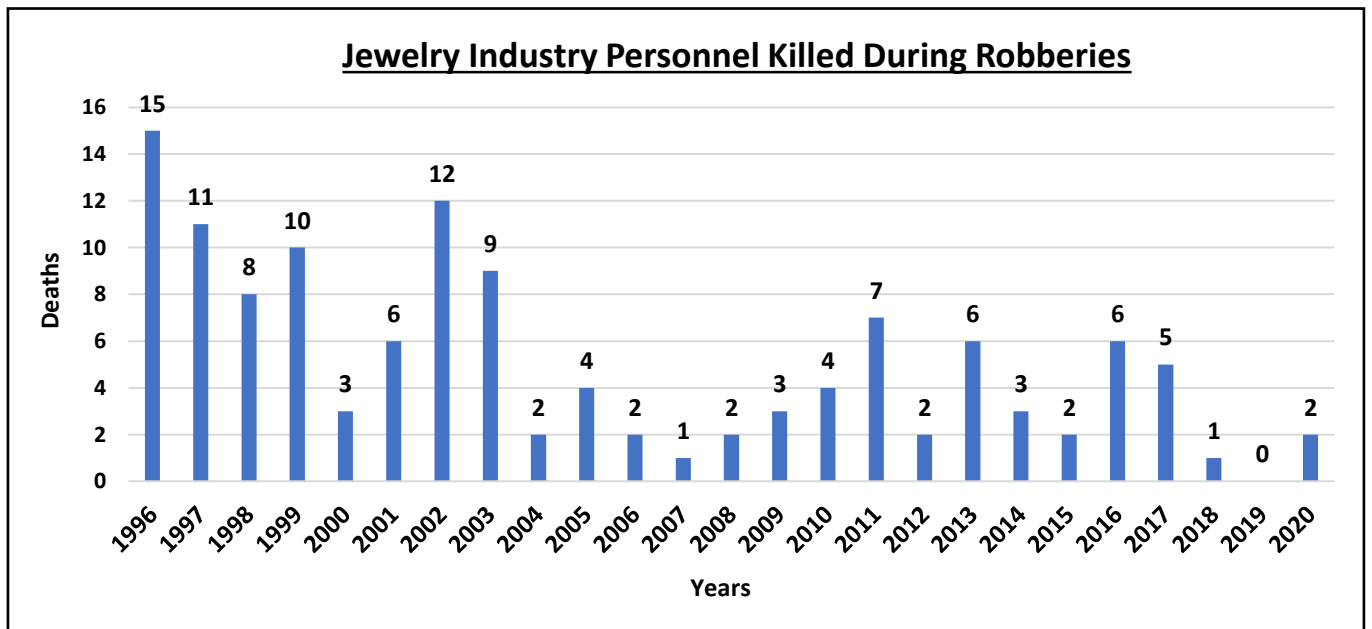
YEAR		LOSSES STATED IN 2020 DOLLARS
1999		\$211.07 million
2000		\$177.12 million
2001		\$179.22 million
2002		\$181.17 million
2003		\$186.70 million
2004		\$147.90 million
2005		\$147.02 million
2006		\$135.13 million
2007		\$120.58 million
2008		\$123.78 million
2009		\$117.28 million
2010		\$95.39 million
2011		\$97.69 million
2012		\$67.52 million
2013		\$73.84 million
2014		\$85.01 million
2015		\$75.63 million
2016		\$78.03 million
2017		\$76.09 million
2018		\$55.01 million
2019		\$102.25 million
2020		\$83.2 million

Appendix B

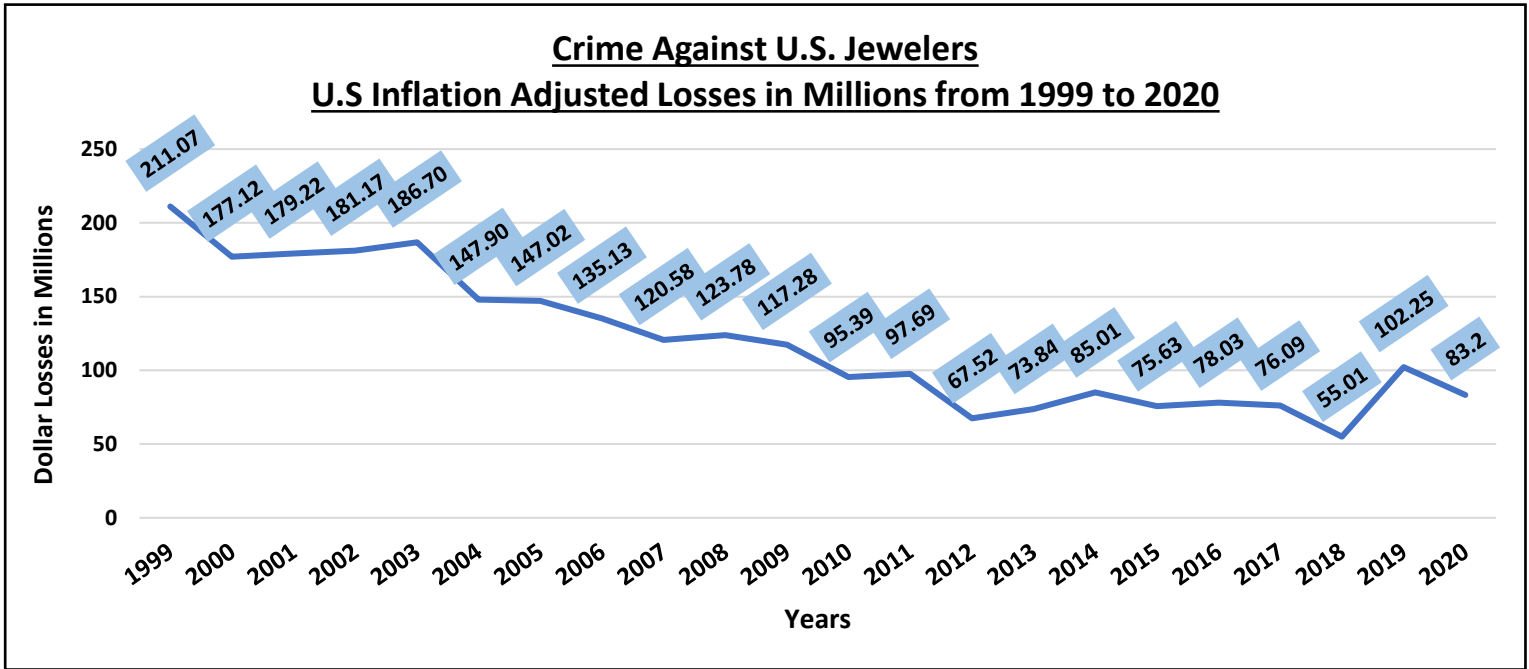
JEWELRY INDUSTRY PERSONNEL KILLED DURING ROBBERY EVENTS, 1996-2020.

Year	Deaths
1996	15
1997	11
1998	8
1999	10
2000	3
2001	6
2002	12
2003	9
2004	2
2005	4
2006	2
2007	1
2008	2

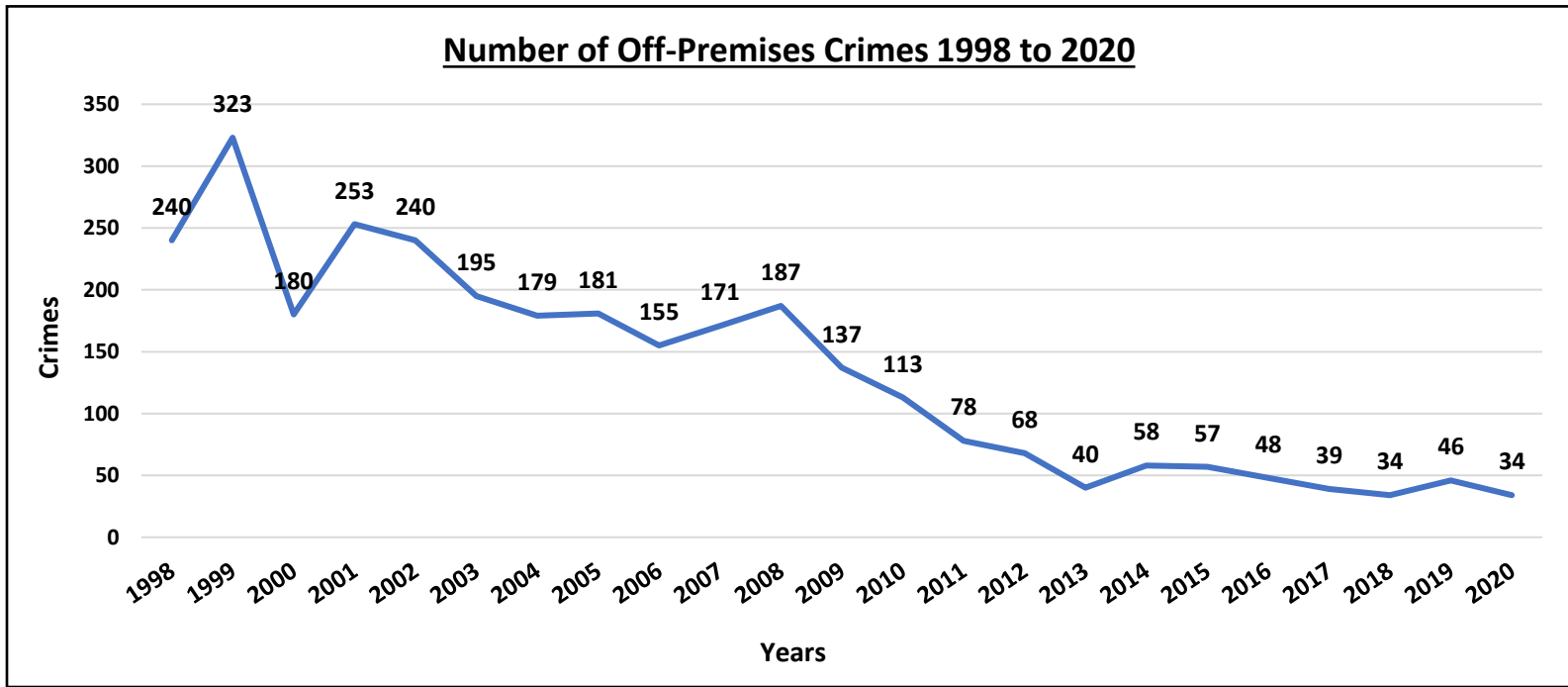
Year	Deaths
2009	3
2010	4
2011	7
2012	2
2013	6
2014	3
2015	2
2016	6
2017	5
2018	1
2019	0
2020	2
Total	126



Appendix C



Appendix D



Appendix E

COMBINED ON/OFF-PREMISES 2020 CRIMES BY STATE

All crime categories, robbery, burglary and theft, on-premises, and off-premises, were included in the preparation of this chart.

State	AL	AR	AK	AZ	CA	CO	CT	DC	DE	FL	GA	HI
Crimes	14	14	1	32	183	42	37	10	9	109	61	5
Arrests	2	3	0	3	35	4	14	0	1	32	8	2
State	IA	ID	IL	IN	KS	KY	LA	MA	MD	ME	MI	MN
Crimes	15	3	140	11	15	19	12	20	40	2	22	37
Arrests	6	0	38	2	2	17	11	1	6	1	3	7
State	MO	MS	MT	NC	ND	NE	NH	NJ	NM	NV	NY	OH
Crimes	30	8	2	75	0	6	5	37	13	22	131	63
Arrests	13	2	2	17	0	5	0	9	3	3	29	7
State	OK	OR	PA	RI	SC	SD	TN	TX	UT	VT	VA	WA
Crimes	20	38	54	6	41	3	27	143	7	4	26	71
Arrests	4	4	6	0	13	0	3	45	2	1	0	8
State	WI	WV	WY									
Crimes	28	2	2									
Arrests	4	1	4									
Total 2020 Crimes: 1,718 (Crimes in 2019 - 1,438)												

*Based on 1,717 crimes reported to JSA in which the exact state of loss was provided. California, the state with the most crimes in 2020, also has the most jewelry locations, and has traditionally led the U.S. in jewelry crime. Although the District of Columbia is not a state, it is listed in this chart for convenience. In 2020 JSA received reports of 383 suspects who were arrested for crimes against the jewelry industry.

Appendix F

Site of 1,684 On-Premises Crimes in 2020

Location	Robbery	Burglary	Theft	Total
Mall	65	113	543	721
Strip Center	53	187	155	395
Downtown/ Center City	34	205	53	292
Stand Alone	31	71	43	145
Unspecified/Unreported	24	57	50	131
Total	207	633	844	1,684

Appendix G

JSA Sources of Case Information

JSA Membership (over 21,000 retail, wholesale, and manufacturing jewelry locations.)

Local jeweler crime prevention networks.

JSA U.S. law enforcement information sharing network.

JSA International law enforcement sharing network.

Jewelry retail chains information sharing network.

Non-member crime victims.

Associate trades: alarms, safes, private security, etc.

Insurance companies, insurance brokers and adjusters.

Media, trade publications, social media, and online sources.

JSA Limitations on Case Information

The statistics provided in this report are based solely on case specific information reported to or obtained by the JSA. Only information that in the opinion of the JSA is credible and can be verified in some way as to its accuracy is used in the compilation of these statistics. Extremely large, outlier and/or suspect dollar amounts may not be included in some calculations to prevent skewing. The loss values reported should be considered conservative and may be greater than indicated. JSA seeks to use loss values at cost, not retail value, and no values from past years are adjusted for inflation unless specified.

It is not possible for the JSA to obtain information on every jewelry industry crime which occurs in the United States for several reasons, not limited to the fact that many go unreported, even to the police. It is not possible for JSA to obtain a broad and statistically valid sample of such crimes as internal theft, shipping losses, cyber-enabled crime, and credit card fraud. However, the JSA database is the largest, most complete, and accurate in existence. It is the opinion of the JSA staff that information pertaining to additional criminal events would not have a significant effect on the dollars, percentages or trends of the crimes contained in this report.