

# **JEWELERS' SECURITY ALLIANCE**

## **2019 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. 12**

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

**Appendix B: HOMICIDE CHART-JEWELERS KILLED - 1996 TO 2019, p. 17**

**Appendix C: GRAPH OF INFLATION ADJUSTED LOSSES - 1999-2019, p. 18**

**Appendix D: GRAPH OF OFF-PREMISES LOSSES - 1998-2019, p. 19**

**Appendix E: 2019 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. For the first time in decades, no homicides of jewelers were recorded by the Jewelers' Security Alliance for 2019.
2. The total dollar losses from crimes against U.S. jewelry firms increased from \$53.4 million in 2018 to \$101.0 million in 2019, an increase of 89.1%.
3. The total number of crimes committed against U.S. jewelry firms decreased from 1,441 in 2018 to 1,438 in 2019, a decrease of 0.2%.
4. The number of on-premises burglaries increased by 52.8% in 2019 compared to 2018, going from 214 to 327. The number of rooftop-entry burglaries increased from 9 in 2018 to 34 in 2019, an increase of 277.8%. The number of safe attack burglaries increased from 13 in 2018 to 44 in 2019, an increase of 238.5%. The average loss from a safe attack burglary increased from \$221K in 2018 to \$491K in 2019. Highly mobile professional burglary crews contributed to the rise in sophisticated burglaries.
5. There was a large increase in the dollar losses of off-premises crimes from \$7.2 million in 2018 to \$14.5 million in 2019, an increase of 101.4%.

### **\*JSA Crime Definitions:**

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

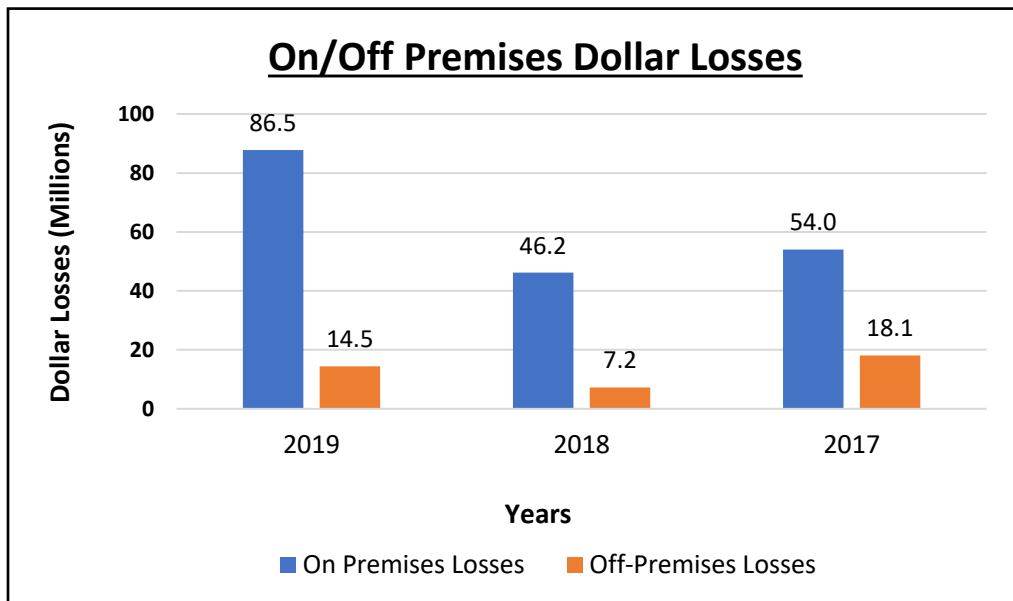
**Burglary** – Entering premises after closing with intent to commit a crime. Includes hiding in a jewelry location, taking product and breaking out after closing.

**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.

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

### 1. DOLLAR LOSSES

CATEGORY	2019 Dollars	2018 Dollars	2017 Dollars
ON-PREMISES	\$86.5 mil	\$46.2 mil	\$54.0 mil
OFF-PREMISES	\$14.5 mil	\$7.2 mil	\$18.1 mil
<b>Total:</b>	<b>\$101.0 mil</b>	<b>\$53.4 mil</b>	<b>\$72.1 mil</b>



### 2. EVENTS

CATEGORY	2019 Events	2018 Events	2017 Events
ON-PREMISES	1392	1407	1355
OFF-PREMISES	46	34	39
<b>Total:</b>	<b>1438</b>	<b>1441</b>	<b>1394</b>

From 2018 to 2019, dollar losses **increased by 89.1%**, and the total number of criminal events **decreased by 0.2%**.

## 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 - \$86.5 MILLION**

Available data regarding all **on-premises** crime categories indicates an 87.2% increase in dollar losses, and a 1.1% decrease in criminal events in 2019 compared to 2018. In 2019 the JSA generated 1,392 on-premises crime reports from multiple reporting sources compared to 1,407 reports in 2018.

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

CATEGORY	2019	2018	2017
Robbery	\$34.3	\$22.0	\$21.5
Theft	\$11.7	\$12.6	\$17.0
Burglary	\$40.5	\$11.6	\$15.5
<b>Total:</b>	<b>\$86.5</b>	<b>\$46.2</b>	<b>\$54.0</b>

**B. Incident Percentage Breakdown/On-Premises Crimes**

CATEGORY	2019	2018	2017
Theft	61.4%	69.9%	67.9%
Burglary	23.5%	15.2%	17.7%
Robbery	15.2%	14.9%	14.4%

**2. ROBBERY – 35 STATES**

**A. Number of Robbery Events**

The number of robberies in 2019 increased by 1.0% from 2018. There were 211 robberies reported to JSA in 2019 compared to 209 in 2018. The number of Smash & Grab robberies increased from 129 in 2018 to 130 in 2019, which is an 0.8% increase. JSA has seen a 5.3% increase in the use of a gun during the commission of a Smash & Grab, 19 in 2018 compared to 20 in 2019. In 2019 there were 79 arrests of suspects in Smash & Grab cases compared to 65 arrests in 2018.

**B. Robbery Dollar Losses**

Robbery dollar losses increased by 55.9% in 2019 compared to 2018. Losses for 2019 were \$34.3 million compared to \$22.0 million for 2018.

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

2019		2018	
Texas	19.9%	Texas	16.3%
California	14.7%	California	14.4%
Florida	7.6%	Michigan	7.7%
Michigan	5.7%	Illinois	6.7%

Note: Chart reflects the percentage of total number of on-premises robberies and indicates that 47.9% of jewelry industry on-premises robberies were committed in just four states. On-Premises robberies occurred in 35 States.

**D. Most Active Month/Robbery**

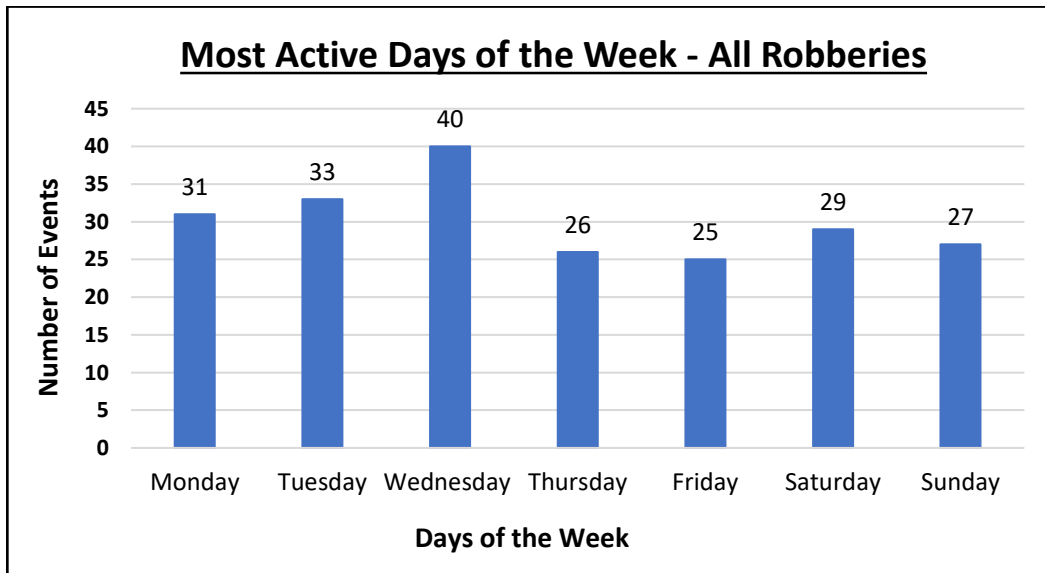
Most Active: January - 29 (13.7% of total robbery events)  
Least Active: December - 10 (4.7% of total robbery events)  
Average Robberies per month: 17.6

**E. Most Active Time of Day/All Robberies**

In 2019 the greatest number of robberies occurred between 8:00 p.m. and 9:00 p.m. with 28. The second most active time was between 7:00 p.m. and 8:00 p.m., with 27. There was no 60-minute time 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 2019. Friday was the least likely day for a robbery to occur.



### G. Percentage of Robbery Events with a Gun/Violence

Robbery events with violence:

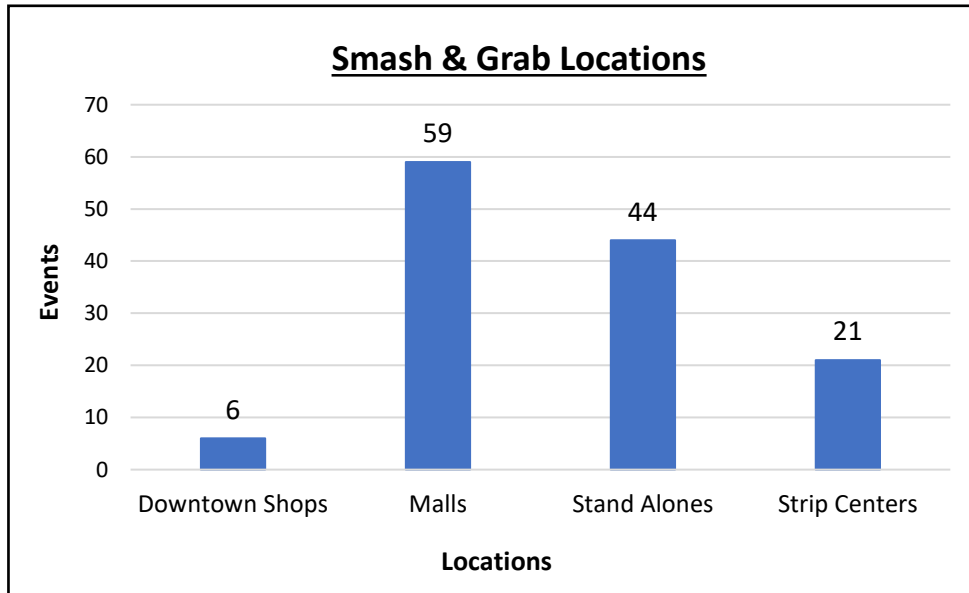
2019	2018	2017
22.3%	18.2%	27.7%

Robbery events with a gun:

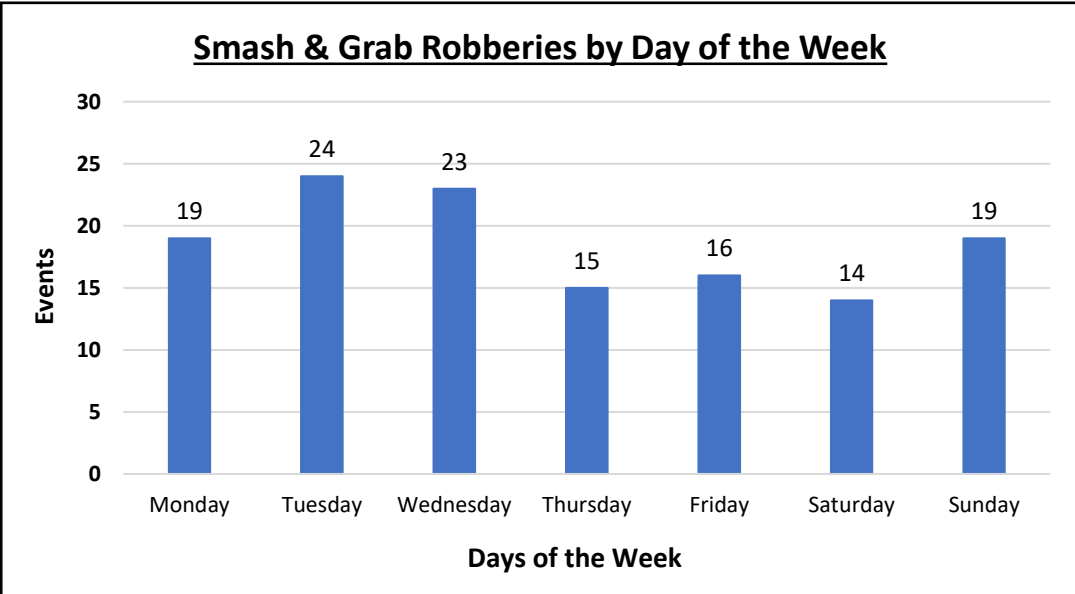
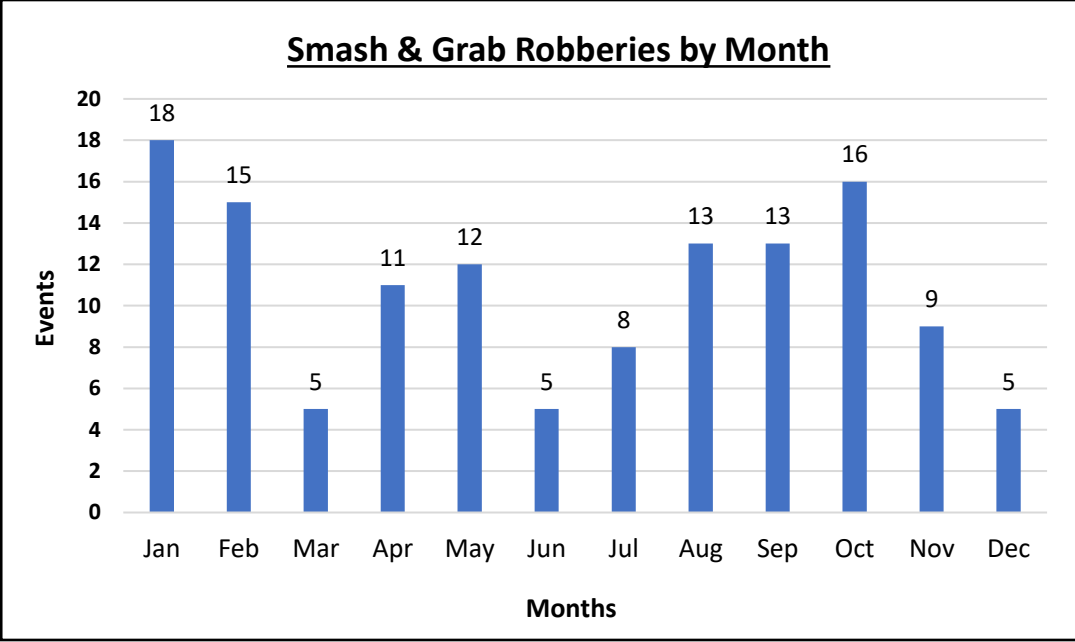
2019	2018	2017
37.4%	35.9%	49.7%

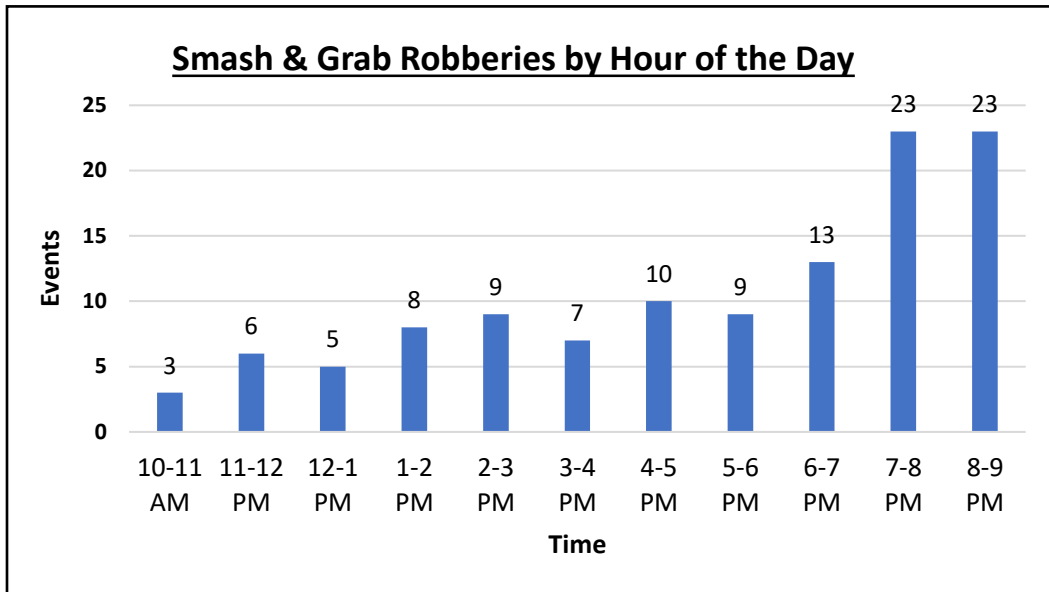
In 2019 there was an increase in both the percentage of robberies in which robbers displayed a gun, and in violence during robberies compared to 2018.

### H. Smash & Grab Robberies



Jewelry stores in malls experienced the most Smash & Grabs.





Based on 116 cases in which the exact time of the Smash & Grab was recorded. 46 Smash & Grabs occurred within the last two hours before closing.

### 3. HOMICIDE

#### A. Homicide Victim Categories

VICTIM CATEGORY	2019	2018	2017
Retail Jeweler	0	1	5
Customer	1	0	1
Traveling Salesperson	0	0	0
Police Officer	0	0	0
Good Samaritan / Bystander	2	0	1
<b>Total</b>	<b>3</b>	<b>1</b>	<b>7</b>

In 2019, three robbers were killed during the commission of a robbery, while in 2018, two robbers were killed during the commission of a robbery.

#### B. Near-Fatal Violent Incidents

INCIDENTS	2019	2018	2017
Someone shot (not fatal)	5	3	5
Shots fired, no one hit	4	6	6

The frequency of incidents of shots fired in jewelry robberies when no one was hit was four separate incidents in 2019, which was two less than the amount in 2018.



**4. BURGLARY LOSSES - \$40.5 million - 41 States**

**A. Dollar losses increased.** Losses were \$11.6 million in 2018 compared to \$40.5 million in 2019, which is a 249.1% increase in dollar losses. In 2019, 327 burglaries were reported to JSA compared to 214 in 2018, a 52.8% increase.

**B. Safe Attacks.** The frequency of safe attacks increased from 13 in 2018 to 44 in 2019 which was a 238.5% increase. Safe attacks occurred in 19 states in 2019 and represented 13.5% of the total number of burglaries against the jewelry industry. In 2019 California and Florida were the most active states for safe attacks and the average loss for a burglary that involved a safe attack was \$491K. In 2018, the average loss for a burglary that involved a safe attack was \$221K. In 2019 there were 7 safe attack burglaries in which the loss amount exceeded \$1 million. In 2018 there was only 1 safe attack burglary in which the loss amount exceeded \$1 million.

**C. Three-Minute Burglaries (B3M) \$4.8 Million Losses – 35 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 45.3% of the total number of burglaries experienced by the jewelry industry. Out of 327 burglaries reported in 2019, 148 were B3M compared to 134 in 2018, an increase of 10.5%. The average B3M in 2019 resulted in a loss of approximately \$27K in jewelry, compared to \$21K in 2018. 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	20	Jan	10	Jul	15
Tue	23	Feb	7	Aug	13
Wed	15	Mar	11	Sep	3
Thu	22	Apr	9	Oct	17
<b>Fri</b>	<b>24</b>	May	16	<b>Nov</b>	<b>21</b>
Sat	20	Jun	8	Dec	18
<b>Sun</b>	<b>24</b>				

**Burglary (Not B3M)**

- Frequency by day and month -

DAY		MONTH			
Mon	31	Jan	8	Jul	20
Tue	23	Feb	10	Aug	13
Wed	14	Mar	10	Sep	8
Thu	23	Apr	18	Oct	10
Fri	11	May	23	Nov	17
<b>Sat</b>	<b>39</b>	<b>Jun</b>	<b>24</b>	Dec	18
Sun	38				

**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 system has been compromised in some manner.

<b>ENTRY POINT</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>
Front Door	33%	37%	34%
Window	18%	20%	22%
Wall	3%	4%	8%
Mall/kiosk	10%	12%	7%
Roof	10%	4%	7%
Veh. Smash	3%	2%	5%
Hid until closing	0.6%	1%	2%
Security Gate	2%	8%	1%
No entry/power cut	11%	unlisted	unlisted
Other/unreported	9.4%	12%	14%

**F. Rooftop Burglaries: Entry through a roof.**

JSA received reports of 34 rooftop burglaries from fifteen states in 2019, compared to 9 rooftop burglaries in from seven states in 2018. In 2019 California was the most active state with 12 rooftop burglaries and Texas was the second most active state with 5. 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 2019 JSA tracked Chilean and Colombian gangs that conspired to commit these professional burglaries.

**G. Most Active States/ All Burglaries**

<b>STATE</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>
California	21%	13%	11%
Texas	9%	7%	8%
New York	3%	5%	6%
North Carolina	2%	4%	Unlisted
Florida	7%	4%	10%
Ohio	6%	4%	5%

**5. THEFT: \$11.7 MILLION IN LOSSES (854 CRIMES) IN 2019 vs. \$12.6 MILLION IN LOSSES (984 CRIMES) IN 2018.**

**A. Frequent Theft Methods**

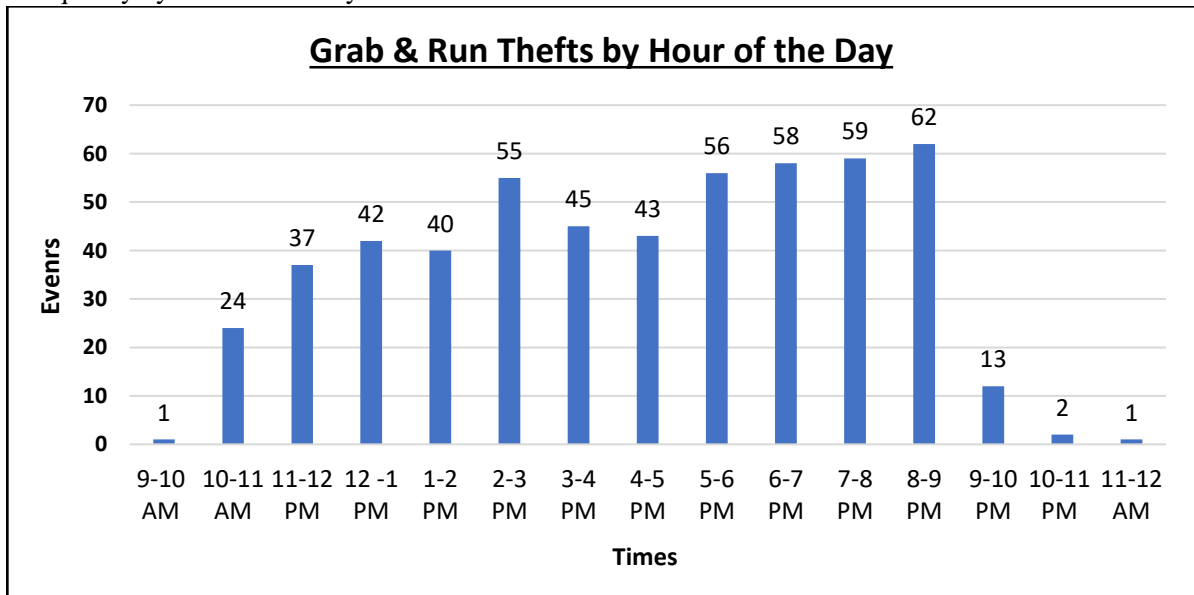
CATEGORY	EVENTS	AVERAGE LOSS
Grab & Run	616	\$10,412
Distraction	73	\$20, 214
Sneak Theft	63	\$30,280
Credit Card & Payment Fraud	47	\$11,614
Switches	25	\$11,436

Grab & Run losses reported in 44 States.

In 2019, there were 616 Grab & Run crimes recorded by the JSA, compared to 641 in 2018, a 3.9% decrease. Approximately 72.1% of all thefts reported to the JSA in 2019 were Grab & Run events. A Grab & Run can result in a significant dollar loss, and one Grab & Run in Washington state resulted in a loss of \$183,000 in jewelry merchandise.

**B. Theft - Grab & Run**

-Frequency by Hour of the Day –



Based on 538 cases reported to JSA in 2019 in which the exact time of the loss was reported.

**C. Theft - Grab & Run -**

Frequency by day and month-

DAYS		MONTH			
Mon	90	Jan	55	Jul	52
Tue	91	Feb	43	Aug	54
Wed	88	Mar	42	Sep	61
Thu	93	Apr	13	Oct	68
<b>Fri</b>	<b>103</b>	May	44	<b>Nov</b>	<b>77</b>
Sat	83	Jun	43	Dec	64
Sun	68				

**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 - \$14.5 MILLION – 11 States**

Dollar losses increased 101.4% during 2019 and the number of criminal events increased by 35.3%. This report compared 46 cases from 2019 to 34 cases reported to JSA in 2018. Off-Premises crimes were reported during all calendar months for 2019 with August and December having been the most prevalent months for off-premises crimes, with 8 in each month. In 2019, a total of 30 crimes involved a traveling salesman which was 65.2% of all off-premises crimes in 2019.

**A. Off-Premises Dollar Losses by Crime Category**

CRIME CATEGORY	2019	2018	2017
Robbery	\$11.4 million	\$5.2 million	\$11.4 million
Theft	\$3.1 million	\$2.0 million	\$4.7 million
Burglary	\$41k	\$0	\$2.0 million
<b>Total</b>	<b>\$14.5 million</b>	<b>\$7.2 million</b>	<b>\$18.1 million</b>

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

CATEGORY	2019	2018	2017
Robbery	58.7%	64.7%	35.9%
Theft	37.0%	35.3%	61.5%
Burglary	4.3%	0%	2.6%

## 2. OFF-PREMISES ROBBERIES

### A. Violence

There were 27 off-premises robberies reported to JSA in 2019, which is up 22.7% from 2018. In 23.9% of all off-premises crimes (11 out of 46) reported to JSA in 2019, a victim was physically assaulted. A gun was displayed in 6 of the robberies and a knife or sharp object was displayed in 3 incidents.

### B. Trunk/Remount Shows

In 2019 the JSA received no reports regarding Trunk/Remount show losses.

### C. Notable Trade Show Losses Reported to JSA

In 2019 JSA received a report of a \$400,000 theft at a jewelry trade show that occurred in Los Angeles, CA during the month of January.

## 3. OFF-PREMISES THEFT - \$3.1 MILLION IN LOSSES

There were seventeen off-premises thefts in 2019. Seven out of the seventeen 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

2019	2018	2017
\$3.1 million	\$2.0 million	\$4.7 million

#### 4. MOST FREQUENT CRIME SCENES

CRIME SCENE	2019	2018	2017
Parking lots	30%	41%	28%
Highways/Street	28%	23%	25%
Residence	10%	11%	17%
Flea Market	4%	2%	7%
Show related	6%	8%	5%
Hotel/Motel	4%	0%	5%
Bank	2%	5%	Unlisted
Gas Stations	0%	0%	0%

In 2019 Parking lots were the most common place of occurrence for off-premises attacks, at 30%, and Highways/Streets were second, at 28%.

#### 5. STATES WITH OFF-PREMISES LOSSES - (2019 – 11 States): CA, FL, GA, NV, NM, NY, NJ, NC, TX, CT and WA

##### A. Most Active States for Off-Premises Losses

STATES	2019	STATES	2018
1. California	36.9%	1. California	35.3%
2. Florida	23.9%	2. Florida	8.8%
3. Illinois	Unlisted	3. Illinois	8.8%
4. New York	8.6%	4. New York	8.8%
<b>Total</b>	69.4%	<b>Total</b>	61.7%

Percentages shown reflect the percentage of the total number of off-premises losses. The information provided in this chart demonstrates that 69.4% of all off-premises losses occurred in just three states during 2019.

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 2019 JSA received just 46 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  
1998 THROUGH 2019  
LOSSES STATED IN 2019 INFLATION ADJUSTED DOLLARS**

<b>YEAR</b>		<b>LOSSES STATED IN 2019 DOLLARS</b>
1998		\$202.92 million
1999		\$208.50 million
2000		\$174.96 million
2001		\$177.04 million
2002		\$178.96 million
2003		\$184.42 million
2004		\$146.10 million
2005		\$145.23 million
2006		\$133.48 million
2007		\$119.11 million
2008		\$122.27 million
2009		\$115.85 million
2010		\$94.23 million
2011		\$96.50 million
2012		\$66.70 million
2013		\$72.94 million
2014		\$83.97 million
2015		\$74.71 million
2016		\$77.08 million
2017		\$75.16 million
2018		\$54.34 million
2019		\$101.0 million

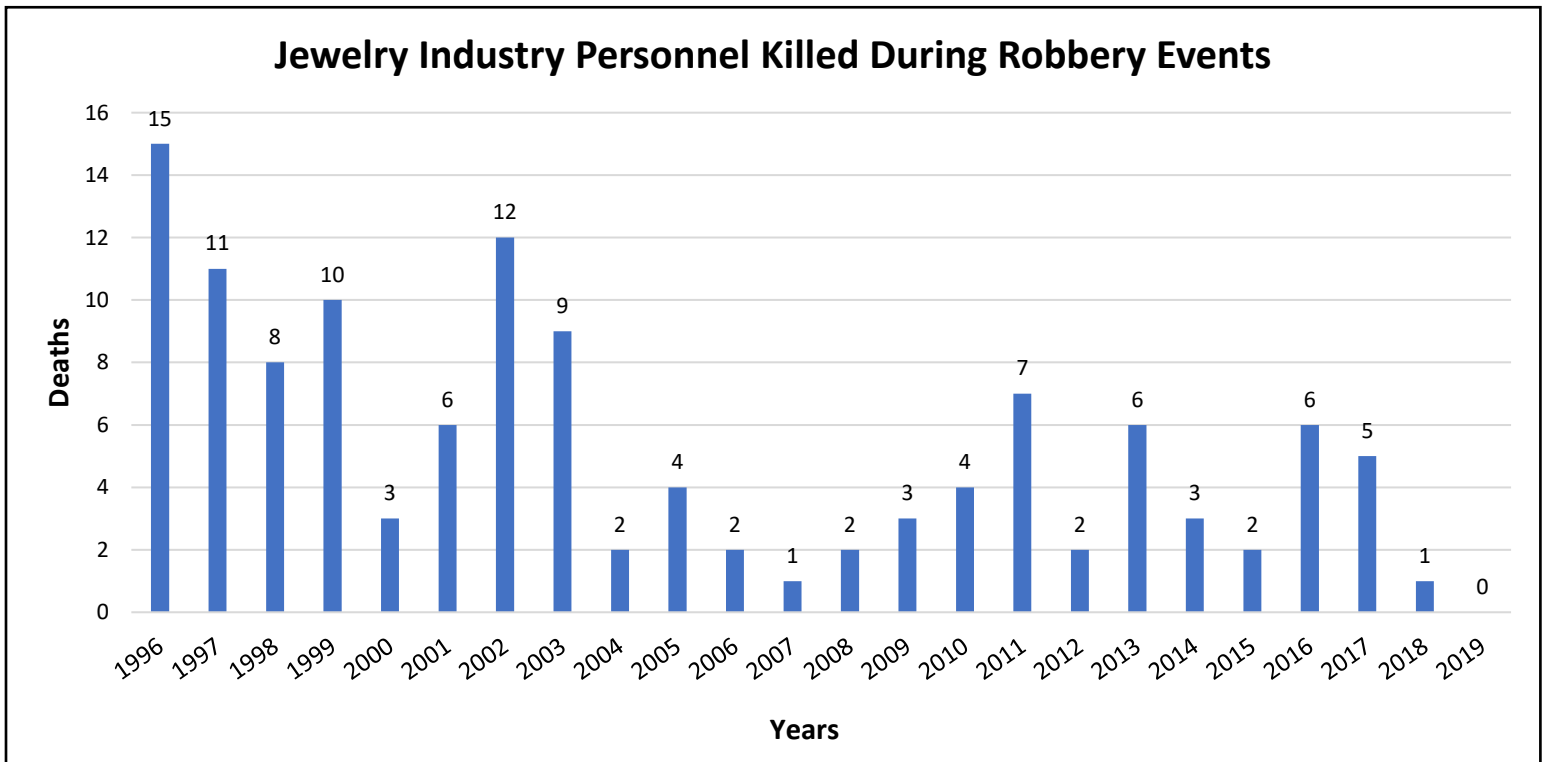


## Appendix B

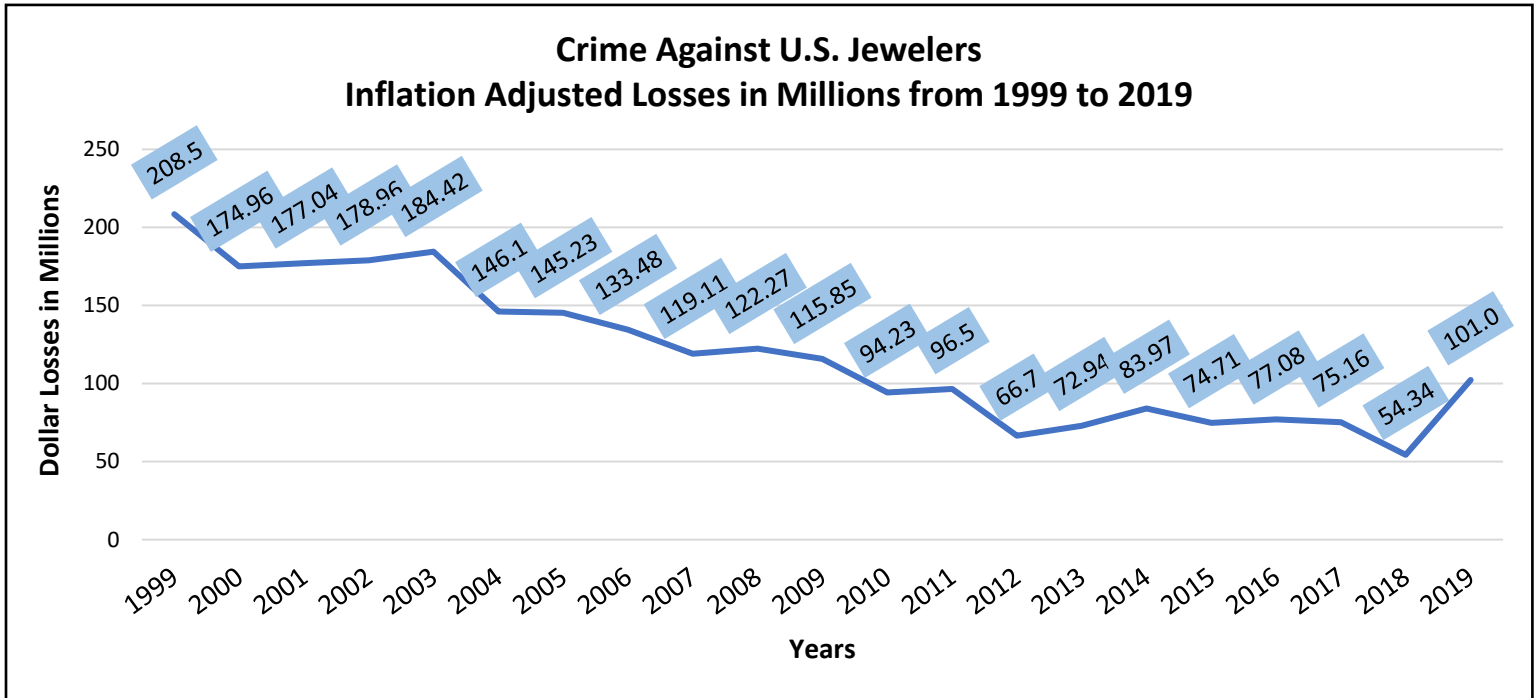
### JEWELRY INDUSTRY PERSONNEL KILLED DURING ROBBERY EVENTS, 1996-2019.

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

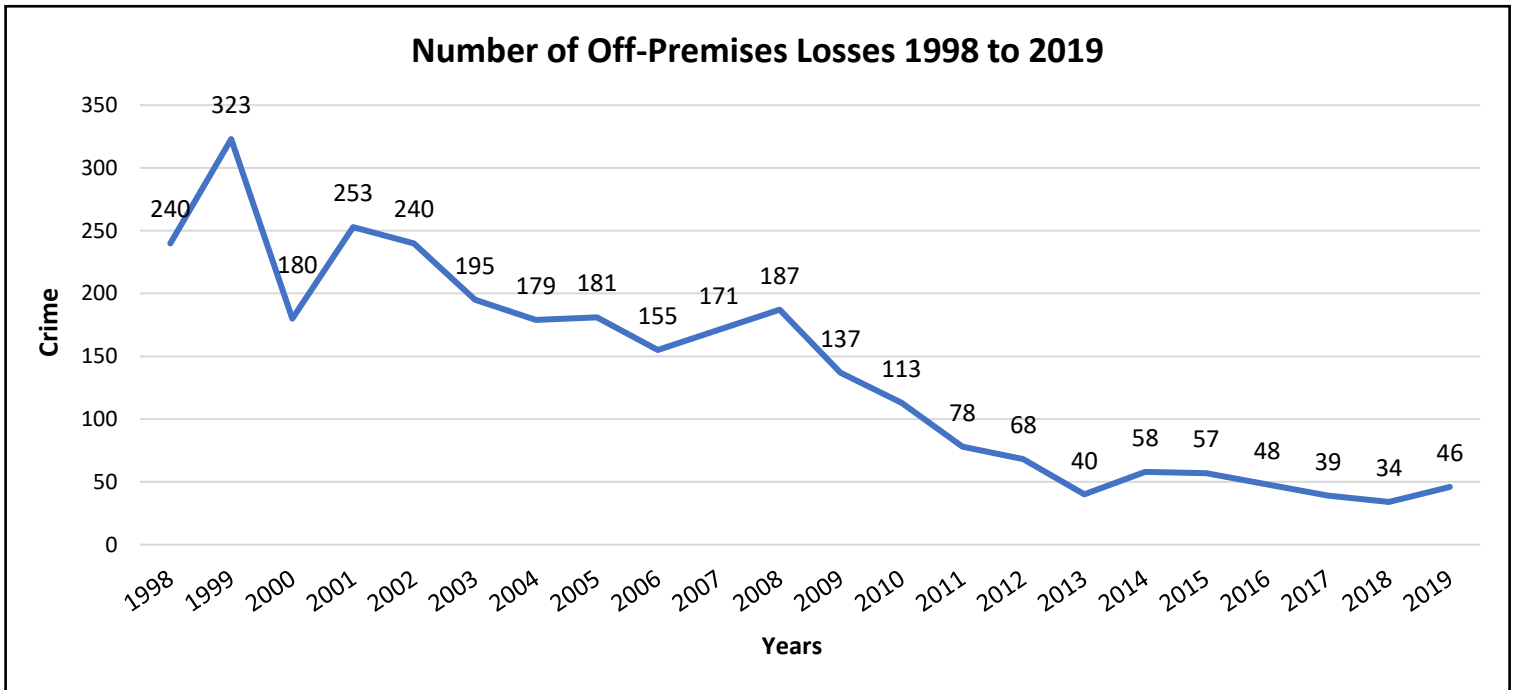
Year	Deaths
2008	2
2009	3
2010	4
2011	7
2012	2
2013	6
2014	3
2015	2
2016	6
2017	5
2018	1
2019	0
Total	124



## Appendix C



## Appendix D



## Appendix E

### COMBINED ON/OFF-PREMISES 2019 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	<b>CA</b>	CO	CT	DC	DE	FL	GA	HI
<b>Crimes</b>	15	7	0	25	<b>219</b>	28	21	1	4	118	58	7
State	IA	ID	IL	IN	KS	KY	LA	MA	MD	ME	MI	MN
<b>Crimes</b>	9	2	43	35	25	9	11	21	31	1	39	8
State	MO	MS	MT	NC	ND	NE	NH	NJ	NM	NV	NY	OH
<b>Crimes</b>	23	4	2	48	1	3	8	37	18	34	80	54
State	OK	OR	PA	RI	SC	SD	TN	TX	UT	VT	VA	WA
<b>Crimes</b>	9	12	33	4	27	3	28	189	15	2	21	34
State	WI	WV	WY									
<b>Crimes</b>	10	2	0									
<b>TOTAL 2019 CRIMES: 1,438 (Crimes in 2018 - 1,441)</b>												

California, the state with the most crimes in 2019, also has the most jewelry locations, and has traditionally led the U.S. in jewelry crime.

## Appendix F

### Site of 1,392 On-Premises Crimes in 2019

<b>Location</b>	<b>Robbery</b>	<b>Burglary</b>	<b>Thefts</b>	<b>Totals</b>
Mall	78	95	625	803
Strip Center	47	99	104	250
Downtown/ Center City	22	67	51	140
Stand Alone	62	50	48	155
Other	2	16	26	44
Totals	211	327	854	1,392

## 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.