

# OREGON DEPARTMENT OF JUSTICE

## Top 10 Consumer Complaints 2010

### **#1 Telecommunications 1,456**

Satellite TV	397
Cellular	237
Internet Service Provider	186
Bundled Services	154
Local Phone Service	125
Cable TV	79
Long Distance	56

### **#2 Int'l Money Transfer Schemes 1,054**

\$ 1,999,323 in reported losses.

284 uncashed counterfeit items totaling \$7,919,315.

### **#3 Home Ownership Issues 1,002**

Real Estate Credit	641
Loan Modifiers	246
Mortgage Brokers	74
Foreclosure Rescue	15
Equity Buyers	11

### **#4 Collection Agencies 861**

### **#5 Financial Institutions 728**

Credit Cards	296
Commercial Banking	166
Sales Financing	108
Payday / Title Loans	80
Consumer Lending	48
Credit Unions	27

**#6 Motor Vehicle Sales 636**

New Car Dealers	287
Selling new cars	145
Selling used cars	142
Used Car Dealers	268
RV, Trailer, Campers	45
Motorcycles	15

**#7 Health Related 495**

Food Supplements	101
Physicians	69
Hospitals	33
Dentists	27
Pharmacies / Drug Stores	26
Weight Loss Programs	21
Medical Discount Cards	12

**#8 Internet Retailers 481**

**#9 Telemarketing Calls 430**

**#10 Construction Contractors 217**

12,963 written complaints and contacts  
    103 Spanish language  
40,191 calls to the Consumer Hotline  
33,529 reached a Volunteer

23,208 "Do Not Call" complaints were filed by Oregonians with the FTC and 572 complaints were received by our office directly.