

TOP TEN CONSUMER COMPLAINTS

2016



OREGON DEPARTMENT OF JUSTICE

CONSUMER PROTECTION

FIGHTING FRAUD ■ PROTECTING OREGONIANS

1	Imposter Scam Calls.....	5,049
2	Telecommunications.....	941
3	Motor Vehicle Sales	572
4	Financial Services.....	358
5	Health Related.....	300
6	Collection Agencies.....	232
7	International Money Transfer Schemes.....	226
	168 victims reported losses of \$1,130,499	
8	Auto Repair.....	203
9	Home Ownership Issues.....	192
	Loan Servicers - 124 ■ Real Estate Credit - 118	
10	Construction Contractors.....	164

36,363 calls to the Consumer Hotline in 2016.