

OREGON DEPARTMENT OF JUSTICE

Top 10 Consumer Complaints 2009

Consumer Complaints

#1 Telecommunications 1,506

Satellite TV	398
Cellular	291
Bundled Services	200
Internet Service Provider	199
Cable TV	99
Long Distance	95
Local Phone Service	72

#2 Int'l Money Transfer Schemes 1,021

Oregonians reported \$ 709,783 in losses.

416 uncashed counterfeit items totaling \$11,376,911.

#3 Motor Vehicle Sales 942

New Car Dealers	349
Selling new cars	187
Selling used cars	162
Used Car Dealers	455
RV, Trailer, Campers	70
Motorcycles	34

#4 Financial Institutions 908

Credit Cards	465
Sales Financing	170
Commercial Banking	151
Payday / Title Loans	49
Consumer Lending	38
Credit Unions	31

#5 Collection Agencies 904

3 rd Party Collectors	774
Debt Buyers	131

#6 Health Related 893

Weight Loss Programs	399
Food Supplements	110
Physicians	67
Medical Discount Cards	23
Hospitals	45
Dentists	26
Pharmacies / Drug Stores	27

#7 Telemarketing Calls 875

#8 Home Ownership Lending 761

Real Estate Credit	448
Loan Modifiers	159
Mortgage Brokers	125
Equity Buyers	16
Foreclosure Rescue	13

#9 Internet Retailers 725

#10 Construction Contractors 251

14,021 written complaints and contacts
73 Spanish language
44,033 calls to the Consumer Hotline
33,997 reached a Volunteer

30,818 "Do Not Call" complaints were filed by Oregonians with the FTC and 853 complaints were received by our office directly.

