

OREGON DEPARTMENT OF JUSTICE

Top 10 Consumer Complaints 2013

#1 Health Spas 854

Forever Young 753

#2 Telecommunications 792

Cellular 213
Satellite TV 149
Cable TV 111
Long Distance 106
Internet Service Provider 80
Bundled Services 74

#3 Motor Vehicle Sales 651

New Car Dealers 172
Selling new cars 66
Selling used cars 106

Used Car Dealers 398
RV, Trailer, Campers 61
Motorcycles 11

#4 Financial Services 586

Credit Cards 109
Commercial Banking 82
Investment Activities 80
Credit Bureaus 75
Payday / Title Loans 50
Debt Reduction Services 46
Sales Financing 43
Consumer Lending 31

#5 Collection Agencies 527

#6 Home Ownership Issues 519

Real Estate Credit	344
Loan Servicers	100
Loan Modifiers	34
Mortgage Brokers	32

#7 Health Related 354

Physicians	61
Medical Products	53
Food Supplements	45
Dentists	30
Hospitals	29
Pharmacies / Drug Stores	18
Medical Discount Cards	11

#8 Magazine Sales Agents 353

#9 Int'l Money Transfer Schemes 329

172 victims reported \$1,285,292 in losses.
157 uncashed counterfeit items totaling \$1,129,851

#10 Motor Vehicle Repair 176

10,938 written complaints and contacts
72 Spanish language
39,470 searches on our Be InFORmed website
36,642 calls to the Consumer Hotline
4,445 hotline volunteer hours valued at \$98,412.30

52,026 "Do Not Call" complaints were filed with the FTC and 109 complaints were received by our office directly.