



OREGON DEPARTMENT OF JUSTICE

CONSUMER PROTECTION

FIGHTING FRAUD  PROTECTING OREGONIANS

TOP 10 CONSUMER COMPLAINTS 2014

The Financial Fraud and Consumer Protection Section of the Oregon Department of Justice protects Oregonians from scams and fraud. Complaints can be filed online at www.oregonconsumer.gov or by calling 1-877-877-9392.

- 1. IRS IMPOSTER CALLS ----- 1,340**
- 2. MAGAZINE SUBSCRIPTION FRAUD ----- 735**
- 3. TELECOMMUNICATIONS ----- 617**
Cellular Phones (212), Satellite Television (122), Cable Television (102)
- 4. MOTOR VEHICLE SALES ----- 522**
- 5. FINANCIAL SERVICES ----- 420**
Investment Activities (95), Commercial Banking (79), Credit Cards (72)
- 6. HEALTH RELATED ----- 336**
Physicians (49), Medical Products (44), Food Supplements (39)
- 7. INTERNATIONAL MONEY TRANSFERS ----- 314**
140 victims reported losses of \$1,522,365
62 uncashed counterfeit items totaling \$661,277
- 8. HOME OWNERSHIP ISSUES ----- 306**
Real Estate Loans (138), Loan Servicers (117), Loan Modification (18)
- 9. COLLECTION AGENCIES ----- 295**
- 10. HAIR, NAIL & SKIN SERVICES ----- 202**

50,472	-	Calls to the Consumer Hotline
29,779	-	Searches on Be Informed
8,357	-	Written complaints
4,402	-	Consumer Hotline volunteer hours valued at \$99,265