

TOP TEN CONSUMER COMPLAINTS 2015



OREGON DEPARTMENT OF JUSTICE CONSUMER PROTECTION FIGHTING FRAUD ■ PROTECTING OREGONIANS

1	Imposter Scam Calls	2,357
2	Telecommunications	824
	Cellular Phones - 239 ■ Cable Television - 133 ■ Satellite Television - 108	
3	Motor Vehicle Sales	554
4	Financial Services	509
	Investment Activities - 94 ■ Credit Cards - 91 ■ Commercial Banking - 57	
5	Magazine Subscription Agents	461
6	Health Related	395
	Physicians - 49 ■ Medical Products - 47 ■ Food Supplements - 47	
7	Auto Repair	355
8	International Money Transfer Schemes	308
	211 victims reported losses of \$2,947,448 97 uncashed counterfeit items totaling \$511,370	
9	Home Ownership Issues	304
	Loan Servicers - 124 ■ Real Estate Credit - 118	
10	Collection Agencies	281

8,175 written complaints and submissions

24,408 searches on the Be Informed database

47,770 calls to the Consumer Hotline

4,342 volunteer hours valued at \$100,181

57,851 "Do Not Call" complaints were filed by Oregonians with the FTC