



DEPARTMENT OF JUSTICE
OFFICE OF THE ATTORNEY GENERAL

March 5, 2009

Top 10 Consumer Complaints 2008

	Consumer Complaints	Other Contacts*
#1 Telecommunications	1189	14
<ul style="list-style-type: none">· Cable and Satellite· Cellular· Long Distance· Internet Service Provider· Local Service		
#2 Financial Institutions	1164	29
<ul style="list-style-type: none">· Credit Cards· Mortgage Brokers· Real Estate Financing· Commercial Banking· Sales Financing· Consumer Lending· Credit Unions		
#3 Int'l Money Transfer Schemes	933	-
<ul style="list-style-type: none">· 132 Oregonians reported \$1,214,839 in losses.· 801 suspicious emails and letters· 405 uncashed counterfeit items totaling \$2,443,211.		
#4 Collection Agencies	834	16

	Consumer Complaints	Other Contacts*
#5 <u>Motor Vehicle Sales</u>	592	196
<ul style="list-style-type: none"> · New Car Dealers <ul style="list-style-type: none"> - Selling new cars - Selling used cars · Used Car Dealers · RV, Trailer, Campers · Motorcycles 		
#6 <u>Telemarketing Calls</u>	594	7
#7 <u>Health Related</u>	387	14
<ul style="list-style-type: none"> · Physicians · Medical Discount Cards · Weight Loss Programs · Hospitals · Dentists · Pharmacies / Drug Stores 		
#8 <u>Internet Retailers</u>	331	2
#9 <u>Travel Related</u>	267	1
#10 <u>Construction Contractors</u>	237	36

Totals:

- 12,386 written complaints and contacts
- 61 Spanish language
- 41,800 calls to the Consumer Hotline
- 31,543 reached a volunteer
- 13,702 "Do Not Call" complaints were filed by Oregonians with the FTC
- 1,041 "Do Not Call" complaints received by our office directly.

*Other Contacts refers to actions or issues that were not a result of a citizen complaint, including but not limited to formal investigations, Public Records Requests, Private Lawsuits (including Class Actions) and internal administrative matters.