

OREGON DEPARTMENT OF JUSTICE

Top 10 Consumer Complaints 2011

#1 Telemarketing Calls	1,341
#2 Telecommunications	1,187
Satellite TV	315
Cellular	246
Internet Service Provider	197
Bundled Services	129
Long Distance	93
Local Phone Service	59
Cable TV	41
#3 Int'l Money Transfer Schemes	908
\$ 1,016,583 reported losses.	
723 uncashed counterfeit items totaling \$6,836,175.	
#4 Financial Services	845
Credit Cards	229
Investment Activities	129
Commercial Banking	122
Sales Financing	89
Debt Reduction Services	80
Credit Bureaus	60
Payday / Title Loans	43
Consumer Lending	40
#5 Home Ownership Issues	832
Real Estate Credit	524
Loan Modifiers	130
Loan Servicers	123
Mortgage Brokers	35
Foreclosure Rescue	10
Equity Buyers	10

#6 Collection Agencies		727
#7 Motor Vehicle Sales		656
New Car Dealers		238
Selling new cars	142	
Selling used cars	96	
Used Car Dealers		334
RV, Trailer, Campers		60
Motorcycles		15
#8 Internet Sales		371
#9 Health Related		358
Physicians		63
Food Supplements		45
Medical Products		33
Hospitals		32
Pharmacies / Drug Stores		27
Dentists		25
Medical Discount Cards		12
#10 Auto Repair		198

12,495 written complaints and contacts (~40% filed online)

101 Spanish language

37,467 calls to the Consumer Hotline

46,630 searches on our Be InfORmed website

40,141 “Do Not Call” complaints were filed with the FTC and 1,285 complaints were received by our office directly.