

# News Release

FOR IMMEDIATE RELEASE

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## County of Summit Office of Consumer Affairs Announces TOP TEN Consumer Complaints for 2007

County of Summit Office of Consumer Affairs Director Cynthia Sich today issued the office's annual "Top Ten" consumer complaints for 2007 so residents have an idea of the types of consumer issues that are impacting the county.

"The "Top Ten" highlights areas where consumers need to take extreme care before hiring a home improvement contractor, purchasing or refinancing a home mortgage," said Sich. "Before signing contracts make sure you have done your research and know your rights; remember, you can always contact our office at **(330) 643-2879** or the Ohio Attorney General's Office or Better Business Bureau first to see if complaints have been filed against a business."

In 2007, County of Summit Office of Consumer Affairs received 236 complaints, fielded around 500 calls for assistance, and recovered through mediation services \$55,166.11. In addition, the office's Web site [www.co.summit.oh.us/conaffairs.htm](http://www.co.summit.oh.us/conaffairs.htm) tracked over 12,000 page views by consumers that offer details on a wide variety of consumer topics such as foreclosure assistance, how to obtain your free credit report, foreign lottery, door-to-door sales, and how to avoid the latest scams.

The Top 10 Consumer Complaints for 2007 with the County of Summit Office of Consumer Affairs:

- 1. Furniture/Home Furnishing**  
Complaints regarding failure to deliver or refund
- 2. Home Improvements/Repairs**  
Complaints about failure to start or complete a job, give the 3-day right to cancel, poor workmanship
- 3. Foreclosure Prevention Service**  
Problems relating to mortgage payments or foreclosure
- 4. Telemarketing**  
Complaints receiving calls they have won a prize or lottery, billing for services not authorized, etc.
- 5. Mortgage**  
Complaints about predatory mortgage loans, over appraisals, adjustable rate mortgages, etc.
- 6. Motor Vehicle Repairs**  
Grievance about motor vehicle repairs performed by shops, dealerships, etc.
- 7. Motor Vehicle**  
Problems with purchase or advertisement of new and used cars
- 8. Warranty**  
Complaints about failure to honor, billing disputes
- 9. Collection Agency**  
Complaints about harassment, collecting debts they did not incur, unwillingness to verify debt, etc.
- 10. Services (General)**  
Grievances about failure to refund or deliver, misleading advertisements