



# **CONSUMER NEWS**

## **Office of Consumer Affairs**

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## **2010 Consumer Agency Survey Released**

The County of Summit Office of Consumer Affairs was one of 31 state and local consumer agencies from 18 states across America who participated in the 2010 consumer agency survey. The survey conducted by the Consumer Federation of America (CFA), the National Association of Consumer Agency Administrators (NACAA) and the North American Consumer Protection Investigators (NACPI) provides a national snapshot of the complaints that consumers make to state and local agencies and the challenges that those agencies face. The survey details the top consumer complaints, offers tips on how consumers can protect themselves and suggests new consumer laws. The participating agencies received more than 252,000 complaints in 2010 and collectively obtained in excess of \$208 million in restitution and savings for consumers.

"The report is a valuable tool that enables consumer protection agencies to share important information with each other and to provide crucial tips to the public to protect themselves from fraud," said Cynthia Sich, Director of the Office of Consumer Affairs. "The survey echoes the complaints filed by residents in Summit County whose top five complaints involved home improvements, appliances, motor vehicles, foreclosure prevention and magazine (door-to-door) sales."

### **National Top Consumer Complaints for 2010** (2009 ranking in parenthesis)

1. **Auto:** (1) Misrepresentations in advertising or sales of new and used cars, lemons, faulty repairs, leasing and towing disputes
2. **Credit/Debt:** (2) Billing and fee disputes, mortgage-related fraud, credit repair, debt relief services, predatory lending, illegal or abusive debt collection tactics
3. **(tie) Home Improvement/Construction:** (3) Shoddy work, failure to start or complete the job
4. **Retail Sales:** (5) False advertising and other deceptive practices, defective merchandise, problems with rebates, coupons, gift cards and gift certificates, failure to deliver
5. **Utilities:** (4) Service problems or billing disputes with phone, cable, satellite, Internet, Electric and gas service
6. **Services:** (6) Misrepresentations, shoddy work, failure to have required licenses, failure to perform
7. **Internet Sales:** (7) Misrepresentations or other deceptive practice, failure to deliver online purchases
8. **Household Goods:** (8) Misrepresentations, failure to deliver, faulty repairs in connection with furniture or appliances
9. **Landlord/Tenant:** (8) Unhealthy or unsafe conditions, failure to make repairs or provide promised amenities, deposit and rent disputes, illegal eviction tactics
10. **Fraud:** (not in top 10 last year) bogus sweepstakes and lotteries, work-at-home schemes, and other scams
10. **Home Solicitations:** (9) Misrepresentations or failure to deliver in door-to-door, telemarketing or mail solicitations, do-not-call violations

For the complete national survey report and consumer tips, click on the following link:

[www.consumerfed.org/pdfs/Consumer\\_Complaint\\_Survey\\_Report072711.pdf](http://www.consumerfed.org/pdfs/Consumer_Complaint_Survey_Report072711.pdf)

The Summit County Office of Consumer Affairs continues to mediate consumer complaints and reach out to residents facing foreclosure. For more consumer information, learn about upcoming events or request a speaker call 330-643-2879 or visit [www.co.summit.oh.us/conaffairs.htm](http://www.co.summit.oh.us/conaffairs.htm).