

CONSUMER ALERT: 2015's Top 10

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LITTLE ROCK – In conjunction with National Consumer Protection Week, March 6-12, Arkansas Attorney General Leslie Rutledge today announced the [top 10 most common complaints](#) the Attorney General's office received in 2015.

National Consumer Protection Week is a partnership with attorneys general from across the country, along with many national organizations, including the Better Business Bureau, Federal Trade Commission and AARP, to encourage consumers to understand their rights and make educated consumer decisions.

"The attorneys, investigators and phone counselors who make up the Consumer Protection Division are dedicated to helping consumers across Arkansas," said Attorney General Rutledge. "They work each day to mediate all types of complaints, including those filed in response to deceptive business practices, and regularly reach positive outcomes on behalf of Arkansas consumers."

The 10 most common complaint categories from 2015 were:

- 1. Automobile sales, service, financing and repair**
- 2. Health care**
- 3. Wireless and landline telephone service**
- 4. Satellite, cable and Internet service providers**
- 5. Credit services, credit repair and other financial services**
- 6. Home improvement, repair and construction**
- 7. Landlord/tenant**
- 8. Utilities**
- 9. Debt collection**
- 10. Mortgages, foreclosures and home financing**

For the fourth consecutive year, automobile-related transactions have been the most common type of complaint reported to the Attorney General's office. Purchasing a vehicle can be one of the most significant purchases a consumer makes, and because the process is complicated, a consumer may not even be aware that a problem exists. These types of complaints often involve consumers reporting financing errors; high-pressure tactics to buy add-on services at the time of purchase, such as gap insurance, credit life or extended warranties; and sales misrepresentations.

The second most common complaint last year was health care related disputes. Consumers report problems with medical equipment sales; medical billing from doctors, hospitals and clinics; unauthorized Medicare enrollment; and prescription drug costs.

Attorney General Rutledge's office resolved 8,000 formal consumer complaints in 2015, including complaints from all 75 counties.

And Rutledge continues efforts to educate Arkansans about these scams and offers tips to avoid falling victim to them through community education and the mobile office program. Last year mobile offices were conducted in all 75 counties, and staff met with consumers to assist in filing consumer complaints and answer questions. Meanwhile, educators interacted with 30,500 consumers in more than 500 presentations.

For more information about other common scams and consumer-related issues, contact the Arkansas Attorney General's office at (800) 482-8982 or consumer@ArkansasAG.gov or visit ArkansasAG.gov or facebook.com/AGLeslieRutledge.