

AG Koster announces [top ten consumer](#) complaints for 2015

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Jefferson City, Mo. – This is National Consumer Protection Week, and Attorney General Chris Koster is releasing the list of the top ten most common consumer complaints and scams reported to his office in 2015.

As in prior years, violations of Missouri’s No-Call Law topped the annual list with more than 41,000 complaints, more than twice the number of all other complaints combined. In 2015, Koster filed 17 lawsuits and collected more than \$600,000 in fines and penalties from telemarketers. The number of complaints about unwanted calls dropped 19 percent in 2015 from the year before, from 52,514 to 41,517.

“Enforcing our state’s No Call law remains a priority,” said Koster. “My office aggressively pursued abusive telemarketers last year, and this year we saw a significant drop in complaints.”

Complaints about scam solicitations, such as sweepstakes and grandparent scams, came in second in the number of complaints last year.

“Unfortunately, unsuspecting Missourians respond to mail or phone solicitations that promise large winnings or help for a relative if the victim sends money,” Koster said. “We encourage people to throw away these mail solicitations and hang up the phone on scammers.”

Koster encourages consumers to file complaints with his office so he can investigate scams, mediate complaints when possible, and take legal action when necessary to protect Missouri citizens. Consumers can register complaints by calling the toll-free number, 800-392-8222, or [online](#), or by mail at P.O. Box 899, Jefferson City, MO 65102.

Below is the full list of the top ten scams reported to the Attorney General’s Office in 2015:

1. No-Call and illegal telemarketing complaints (41,517)
2. Solicitation scams (3,528)
3. Debt collectors, online lenders, and other financial complaints (2,353)
4. Automotive repair and missing car titles (1,962)
5. Identity theft (1669)
6. Phone billing, cramming, and other communications complaints (1657)
7. Home repair and other real estate complaints (1300)
8. Retail purchases (1258)
9. Travel and timeshares (1125)
10. Health clubs and medical billing (1040)