

A.G. Schneiderman Releases [Top Ten Consumer](#) Frauds of 2015

Internet, Automobile and Consumer-Related Services Were Top Frauds Reported to His Office

A.G. Provides Tips to New Yorkers to Protect Themselves as Part of National Consumer Protection Week

NEW YORK— Attorney General Eric T. Schneiderman today released his list of the top ten consumer fraud complaints received by the Attorney General’s Office in 2015 to mark National Consumer Protection Week. In addition, the Attorney General offered tips to New Yorkers on how to avoid being the victim of a scam in the future.

“There are always fraudsters looking to take advantage of vulnerable and unsuspecting New Yorkers,” **Attorney General Schneiderman** said. “It is critical that instances of fraud are reported to my office so we can stop scam artists in their tracks, hold wrongdoers accountable and protect consumers.”

For the tenth year in a row, Internet-related complaints topped the list (5,300). Internet-related complaints were closely followed by complaints about automobile sales, service, financing, and repairs (3,567). Consumer-related services (2,274), which include complaints covering services such as restaurant and catering services, tech repairs, dry cleaners, and hair and nail salons, ranked third on this year’s list.

Landlord/Tenant complaints (2,265) came in fourth, with a number of complaints alleging tenant harassment. In February 2015, Attorney General Eric Schneiderman, Governor Andrew Cuomo, and Mayor Bill de Blasio announced the launch of a joint enforcement task force, titled the Tenant Harassment Prevention Task Force, to investigate and bring enforcement actions – including criminal charges – against landlords who harass tenants. The task force is primarily concerned with harassment claims that involve renovation or construction projects that endanger the health and safety of existing occupants.

The following is the 2015 list of the top ten consumer complaints by category:

CATEGORY	NUMBER OF COMPLAINTS
1. Internet (privacy issues; spyware; consumer frauds)	5,300
2. Automobile (buying, leasing, repair, service contracts, rentals)	3,567
3. Consumer-Related Services (security systems; restaurant/catering services; tech repairs)	2,274
4. Landlord/Tenant Disputes (Security deposit releases, tenant-harassment)	2,265

5. Credit (debt collection; credit card billing; debt settlement; payday loans; credit repair; credit reporting agencies; identity theft)	2,065
6. Utilities (Wireless and Residential Phones; Energy Servicers & Suppliers; Cable and Satellite)	2,000
7. Home Repair/Construction (home improvement services not delivered or done poorly)	1,210
8. Retail Sales (any sale of goods: food, clothing, rent-to-own)	1,121
9. Mortgage (mortgage modifications; mortgage and loan broker fraud; foreclosures)	1,068
10. Mail Order (purchases made online or from a catalog)	612

Attorney General Schneiderman reminded New Yorkers that in addition to being vigilant consumers, they should also report instances of fraud to his office. Consumers are encouraged to file complaints by completing and submitting a Consumer Bureau Online Complaint Form or calling 1-800-771-7755.