



Top Ten Consumer Complaints

The top consumer complaints received by the Division during FY 2017 and types of complaints the Division might receive in each category are as follows:

1. **Internet Offer/Sales:** Misrepresentations or other deceptive practices; failure to deliver online purchases and hidden fees.
2. **Alarm Systems:** Aggressive sales tactics and misrepresentations used in door-to-door solicitations; failure to allow cancellations within stated time period.
3. **Home Improvement/Repair:** Failure to start or complete job; refusal of job completion until consumer agrees to a higher price than originally agreed upon.
4. **Retail Sales:** False advertising and other deceptive practices; defective merchandise' problems with coupons; failure to deliver.
5. **Telemarketing:** Misrepresentations during telemarketing calls; failure to abide by do-not-call provisions; telemarketers not being registered with the Division to conduct telemarketing.
6. **Retail Sales/Deposits/Refunds:** Failure to honor stated refund policies.
7. **Auto Repair:** Failure to obtain express authorization prior to providing repairs and services; charging a consumer more than authorized by the consumer.
8. **Repairs and Services - Not Auto Repair:** Failure to obtain express authorization prior to providing repairs and services that are not auto repairs.
9. **Coaching Services:** Misrepresentations regarding the services to be provided and the results of the program; selling "coaching" services for exorbitant fees that usually correlate with the amount that consumers have available on their credit cards. Coaching services are usually for Business Opportunities.
10. **Other:** Consumer transactions that do not fall within one of the Division's established complaint categories.