



# *Office of the Attorney General*

## Consumer Protection Unit

### **Top Five Consumer Complaints in 2015**

Here are the top five formal written consumer complaints received by our office last year:

#### **1. Contractor / Home Repair Issues:**

Shoddy work, failure to start or complete the job, misleading estimates.

#### **2. Online Retailers:**

Failure to deliver online purchases, misrepresentations or other deceptive practices.

#### **3. Auto Repair & Service:**

Faulty repairs, misrepresentations in advertising or sales of new and used vehicles, lemons, etc.

#### **4. Unauthorized Billing:**

Billing and fee disputes, hidden or unexplained charges and fees, negative option plans, problems with rebates, coupons, etc.

#### **5. Brick-and-Mortar Business Complaints:**

Businesses unresponsive to consumers, misrepresentations, refunds, failure to deliver.

#### About Us:

The Consumer Protection Unit at the Wyoming Attorney General's Office aims to educate and protect Wyoming consumer, and enforce Wyoming's Consumer Protection Act. Our office investigates complaints against businesses alleging a pattern or practice of unfair or deceptive acts or practices. We also handle consumer complaints against businesses. Learn more about our complaint process here: <http://ag.wyo.gov/cpu/consumer-complaints>

Connect with us on Facebook (facebook.com/WYCPU) and Twitter (@WYCPU) to learn more about our work.