Top 10 Consumer Complaints 2010
Oregon Department of Justice

#1 Telecommunications 1,456
Satellite TV3 97
Cellular 237
Internet Service Provider 186
Bundled Services 154
Local Phone Service 125
Cable TV 79
Long Distance 56

#2 Int’l Money Transfer Schemes 1,054
$ 1,999,323 in reported losses.
284 uncashed counterfeit items totaling $7,919,315.

#3 Home Ownership Issues 1,002
Real Estate Credit 641
Loan Modifiers 246
Mortgage Brokers 74
Foreclosure Rescue 15
Equity Buyers 11

#4 Collection Agencies 861

#5 Financial Institutions 728
Credit Cards 296
Commercial Banking 166
Sales Financing 108
Payday / Title Loans 80
Consumer Lending 48
Credit Unions 27

#6 Motor Vehicle Sales 636
New Car Dealers 287
Selling new cars 145
Selling used cars 142
Used Car Dealers 268
RV, Trailer, Campers 45
Motorcycles 15

#7 Health Related 495
Food Supplements 101
Physicians 69
Hospitals 33
Dentists2 7
Pharmacies / Drug Stores 26
Weight Loss Programs 21
Medical Discount Cards 2

#8 Internet Retailers 481

#9 Telemarketing Calls 430

#10 Construction Contractors 217

12,963 written complaints and contacts
103 Spanish language
40,191 calls to the Consumer Hotline
33,529 reached a Volunteer
23,208 “Do Not Call” complaints were filed by Oregonians with the FTC and 572 complaints were received by our office directly.