

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
Dentists ²	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.