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NC Attorney General Releases Top 10 Consumer Complaints of 2019 Attorney Congress Lock Stein this week shared the ten 10 consumer complaints

Attorney General Josh Stein this week shared the top 10 consumer complaints that his office received in 2019.

Last year, people in North Carolina filed 14,462 consumer complaints. In the course of mediating those complaints, the NC Department of Justice (NCDOJ) secured consumer refunds of nearly \$580,000, of which more than \$293,000 went to refund elder fraud victims.

The top 10 consumer complaints of 2019 are:

- Telemarketing/Do Not Call: Telemarketing complaints are related to robocalls, spoofed calls, and calls that violate the Do Not Call Registry.
 NCDOJ received 1,545 telemarketing complaints.
- Lenders/Credit: Lender and credit complaints involve issues with mortgage lenders, creditors, debt adjustors, credit reporting and recovery, and collection agencies. NCDOJ received 1,477 lender and creditor complaints.
- Motor Vehicles: Motor vehicle complaints involve issues related to car rentals, sales or purchases of new and used cars, and car repair issues.
 NCDOJ received 1,381 motor vehicle complaints.
- Elder Fraud: Elder fraud scams cover a range of scams that target older adults, including imposter and sweetheart scams. NCDOJ received 1,249 elder fraud complaints.
- **Home Repair:** Home repair scams involve home improvement, repair, construction, and care. NCDOJ received 1,215 home repair complaints.
- Health Care: Health care complaints include health services and products, and hospital, doctor and healthcare-provider services. NCDOJ received 783 health care complaints.
- Cable TV/Satellite: Cable TV and satellite complaints are related to cable TV and satellite service providers with a state-issued franchise.
 NCDOJ received 780 cable TV and satellite complaints.

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- Landlord-Tenant: Landlord-tenant complaints involve disputes over the rights and responsibilities of landlords and tenants. NCDOJ received 680 landlord-tenant complaints.
- Telecommunications: Telecommunications complaints involve issues with cellular providers and other telephone companies. NCDOJ received 675 telecommunications complaints.
- Home Furnishings/Appliances: Home furnishing and appliance complaints include issues with furniture companies and appliance repair.
 NCDOJ received 421 home furnishings and appliance complaints.

North Carolina consumers can visit ncdoj.gov to learn more about ways to protect themselves from scams and fraud. People can also request a presentation for a group or organization about public safety issues, scams and frauds, and ways to prevent crime and protect yourself and your information. If you believe you or someone you know has been the victim of a scam, file a complaint with our Consumer Protection Division at ncdoj.gov/complaint or by calling 1-877-5-NO-SCAM.

Be Wary of Medicare Scams

The North Carolina Insurance Commissioner is warning Medicare recipients to be on alert for scams. The Insurance Department has received reports of phone calls with the Caller ID listed as "Senior Center" but the number is unavailable. The callers are saying they are conducting a Medicare survey and are asking for personal information or asking if those they have called if they have received their new 2020 Medicare card.

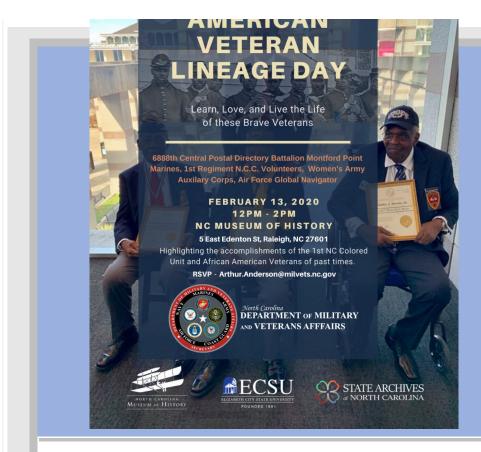
"If someone is calling, claiming to be from Medicare and asking for your Social Security number or bank information, hang up, it's a scam," said Commissioner Causey. "First, Medicare won't call you. Second, Medicare will never ask for your Social Security number or bank information," he added.

If someone is threatening to cancel your benefits if you don't give up information or money, report it to the Department's Seniors' Health Insurance Information Program or SHIIP or the N.C. Senior Medicare Patrol at 1-855-408-1212.

AFRICAN-AMERICAN VETERAN LINEAGE DAY



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I welcome your comments and concerns. Please continue to send me your input and ideas. I look forward to reading them and will continue to do my best to represent you well. PEACE!!





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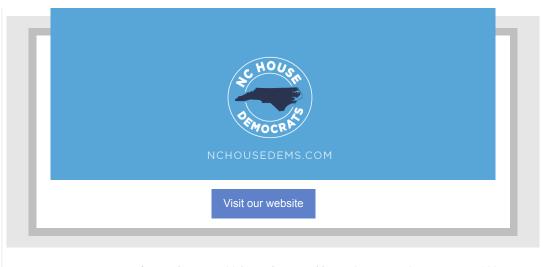


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