

Attorney General unveils top 2010 consumer complaints

DENVER — Colorado Attorney General John Suthers unveiled today statistics on the top consumer complaints for 2010 and the first two months of 2011 to mark the beginning of National Consumer Protection Week.

“Investigating companies that defraud Colorado consumers is one of the most important jobs of Colorado’s attorney general,” Suthers said. “Thanks to our aggressive outreach, warning consumers about prevalent scams and informing Coloradans on how to protect themselves, we have made great progress over the past five years.

The growing number of complaints Coloradans submit to us highlights the strides we have made in informing consumers about types of fraud and how to report scams to us as well as our federal counterparts.”

During the 2010 calendar year, Colorado consumers filed 6,462 complaints with the Office of the Attorney General — a nearly 37 percent increase over 2009’s total of 4,723 complaints and a 117 percent increase over 2008’s total of 2,969 complaints.

The top 10 types of complaints received last year were:

	Type of business	Complaints
1	Rebate offers	704
2	Utility complaints (cable and satellite television)	535
3	Consumer finance and loan companies	359
4	Personal care products	215
5	Online shopping services	191
6	Roofing and guttering contractors	174
7	Telephone (Cell phones and equipment)	151
8	Magazine subscription agents	143
9	Tanning salons	138
10	Automobile dealers	120

By business, the top 10 complaint-getters for 2010 were:

	Business	Complaints
1	National Energy Rebate Fund	621
2	Real Talk Network	337
3	DirecTV	271
4	At Last Fulfillment	217
5	Dish Network	197
6	At The Beach	137
7	Vacation Ventures	100
8	American Shingle	85
9	Qwest	85
10	Video Professor, Inc.	81

During January and February 2011, Colorado consumers filed 703 of complaints with the Office of the Attorney General. The top 10 types of complaints were:

	Type of business	Complaints
1	Utility complaints (cable and satellite television)	77
2	Tanning salons	70
3	Telephone (Cell phones and equipment)	22
4	Internet shopping services	19
5	Telephone (equipment and systems dealers)	16
6	Consumer finance and loan companies	16
7	Business consultants	9
8	Magazine subscription agents	9
9	Rebate offers	9
10	Automobile dealers	8

The top 10 complaint-getters by business for January and February 2011 were:

	Business	Complaints
1	At The Beach	70
2	DirecTV	45
3	Dish Network	22
4	Real Talk Network	16
5	Qwest	16
6	Corporate Acquisitions Group	9
7	National Energy Rebate Fund	8
8	Western Union	8
9	E-470 Public Highway Authority	6
10	Ivory White	6

If a consumer believes they have been defrauded or victimized by a Colorado business or nonprofit, they can file a report by visiting www.coloradoattorneygeneral.gov/complaint or by calling 1-800-222-4444. Consumers interested in receiving updates on the latest scams facing Coloradans as well as information on how to avoid being victimized can sign up for the Consumer Fraud Awareness newsletter by visiting www.coloradoattorneygeneral.gov/fraudawareness.

To learn more about the Office of the Attorney General's Consumer Protection Section and its recent cases, visit www.coloradoattorneygeneral.gov. To learn more about National Consumer Protection Week, visit www.consumer.gov.