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Top 2014 Consumer Complaints and Inquiries



In recognition of [National Consumer Protection Week](#), the Consumer Protection Section of the Colorado Attorney General's Office unveiled its annual list of the top ten consumer complaints. During the 2014 calendar year, consumers filed 9,568 complaints and inquiries. This represents a 10% increase in complaints and inquiries from 2013. "Year-over-year, complaint numbers go up, which tells us that Coloradans are better informed about scams and fraud and more proactive in reporting abuse," said Attorney General Cynthia H. Coffman. "One of the most important missions of the Colorado Attorney General's Office is protecting consumers and we do this through consistent outreach, warnings about the latest scams, and through consumer education that empowers Coloradans to protect themselves. [View the Top 10 Complaints & Inquiries.](#)

Colorado Attorney General's Office Warns Consumers: Beware IRS Imposter Scams



With tax time just around the corner, the Colorado Attorney General's Office is warning people to beware of a scam in which people pose as IRS agents and threaten consumers with arrest, deportation, and even drivers' license revocation if they do not immediately pay their taxes. "These callers can seem very official and will portray themselves as IRS agents to the point of providing phony badge numbers," advised the Attorney General Cynthia H. Coffman. "Just like the debt collection scam we warned about, in the IRS scam, the caller demands payment by wire transfer or with a prepaid money card and may threaten arrest, litigation or to have liens placed on consumers' property if payment isn't immediately received. Countless Coloradans have been frightened by these calls and we want people to understand they are not legitimate," Coffman continued. [Learn More.](#)

New Characters Join StopFraudColorado.gov Initiative

In support of National Consumer Protection Week, [StopFraudColorado.gov](#) is introducing Coloradans to two new animals. The new alligator asks, "How do you know if your loan modifier is out for a pound of flesh?" A snake raises the question, "Do you know how to spot a snake oil salesman?" Along with the boar (representing charitable fraud) and chameleon (representing identity theft), these four animals are helping educate Coloradans on common scams and how to file fraud reports. [Watch the videos.](#)



Abusive Telemarketing Practices Lead to Settlement with Caribbean Cruise Line



The Colorado Attorney General's Office, the Federal Trade Commission, and nine other state attorneys general announced a \$500,000 settlement to resolve state and federal violations of no-call laws. Billions of illegal robocalls were made on behalf of Caribbean Cruise Line that generated millions of dollars in illegal cruise vacation sales. "Approximately 1.8 billion robocalls were placed to consumers in violation of Colorado and federal do-not-call laws," said Colorado Attorney General Cynthia H. Coffman. "This settlement with Caribbean Cruise Line is proof that when consumers stand up and report fraud, state and federal government agencies work together to protect them." [Learn more.](#)