



PRESS RELEASE

Colorado Department of Law
Attorney General Cynthia H. Coffman

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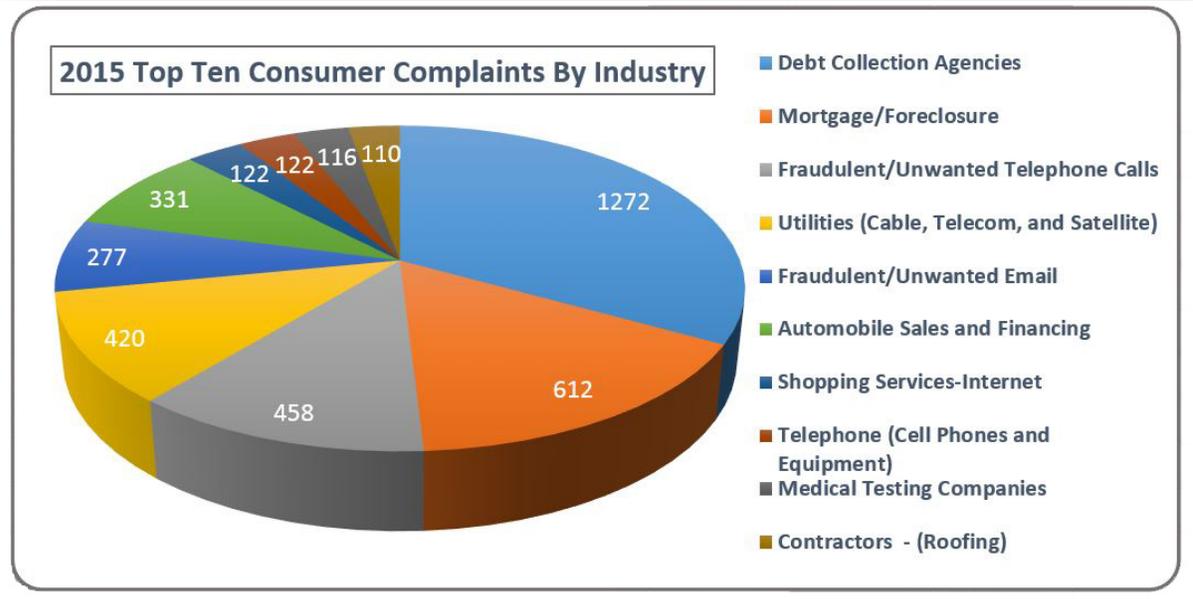
Colorado Attorney General Cynthia H. Coffman Shares Top Ten Consumer Complaints and Inquiries for 2015

DENVER – In recognition of National Consumer Protection Week, Colorado Attorney General Cynthia H. Coffman shares Colorado’s top ten consumer complaints of 2015.

During calendar year 2015, consumers filed 9,520 complaints and inquiries with the Colorado Attorney General’s Office. For the third year in a row, debt collection agencies topped the list of complaints by industry. Mortgage and foreclosure-related businesses had the second highest number of complaints.

“The Attorney General’s Office is committed to protecting Colorado consumers from deceptive business practices and fraud. We take consumer complaints seriously and want Coloradans to be aware of companies that pose a concern,” said Attorney General Coffman. “While the vast majority of Colorado businesses operate within the law, there are those whose practices range from poor customer service to out-and-out fraud.”

General Coffman reported that her office filed twenty-one consumer protection enforcement actions in 2015 based in large part on consumer complaints. While it is impossible to formally investigate all of these complaints, the Attorney General’s Office handles some complaints informally and constantly analyzes all of the complaints to identify fraud trends and to prioritize its investigations. A total of 17 enforcement actions (including five filed in 2015) were resolved through settlement or judgment resulting in nearly \$50 million in restitution and penalties paid in 2015.



Among the companies subject to recent enforcement actions are [Austin Home Ventures, LLC](#), [Caribbean Cruise Lines](#), [Verizon Wireless](#), [Freedom Furniture & Electronics](#), [AAAA Television Electronic Vacuum and Appliance](#), and businesses involved in [Operation Collection Protection](#), a collaborative effort with the Federal Trade Commission highlighting seventeen law enforcement actions the Attorney General has taken against licensed and unlicensed debt collectors.

“In every one of these cases, and others that are ongoing, consumer complaints triggered an investigation and enforcement action,” said Attorney General Coffman. “If you believe you are the victim of fraud, please file a complaint with our office. We want to get justice for victims and prevent others from being defrauded through these costly scams.”

Please visit StopFraudColorado.gov for a [comprehensive case list](#) or to learn about common types of fraud, get tips on how to avoid becoming a victim of fraud, and easily file fraud reports. If you believe you have been defrauded or victimized by a Colorado business or nonprofit, file a report by visiting www.stopfraudcolorado.gov or by calling 1-800-222-4444.

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