

Nebraska Attorney General's Office – Consumer Protection Mediation Center

Top Ten Complaint Information - 2015

- 1.) **Identity Theft:** When someone appropriates your personal identifying information (like your Social Security number or credit card account number) to commit fraud or theft.
Complaints: 637
Calls: 322

- 2.) **Travel, Vacations and Timeshare Plans:** Deceptive offers for "free" or low-cost vacations; cut-rate student travel packages; misleading timeshare offers; etc. (e.g. Creative Creations Omaha)
Complaints: 587
Calls: 883

- 3.) **Impostor Scams:** Complaints about scammers claiming to be friends, family, a romantic interest, companies or government agencies to induce people to send money or divulge personal information. Complaints include the following: scammers posing as friends or relatives stranded in foreign countries without money; scammers claiming to be working for or affiliated with a government agency; and scammers claiming to be affiliated with a private entity (e.g. IRS Scam or Tech Support Scam).
Complaints: 471
Calls: 2,291

- 4.) **Prizes, Sweepstakes and Lotteries:** Promotions for "free" prizes for a fee; foreign lotteries and sweepstakes offered through the phone, fax, e-mail or mail; etc.
Complaints: 346
Calls: 251

- 5.) **Home Repair, Improvement and Products:** Defective furniture or appliances; service or warranty-related issues; furniture or appliance delivery problems, including receiving wrong or incomplete products; problems with home repair services and contractors; etc.
Complaints: 279
Calls: 283

- 6.) **Auto Related Complaints:** Misleading or deceptive claims regarding auto warranties; repair/maintenance issues with newly purchased used or new cars, including dissatisfaction with service provided by auto mechanics; price fixing and price gouging concerns against gas stations and oil companies; etc.
Complaints: 187
Calls: 224

7.) **Health Care:** Fraudulent, misleading, or deceptive claims for vision correction procedures; dietary supplements; weight loss products or services; impotency treatments; health spas and equipment; infertility services; sunscreens; HIV test kits; etc.

Complaints: 175

Calls: 180

8.) **Debt Collection:** Debt collector calls repeatedly or continuously; falsely represents the amount or status of debt; fails to send written notice of debt; falsely threatens suit; uses profane language; fails to identify self as debt collector; and/or violates other provisions of the Fair Debt Collection Practices Act.

Complaints: 163

Calls: 286

9.) **Business and Job Opportunities:** Complaints about business opportunities: promotion of distributing goods and services, provided by the promoter, with assistance in the form of locations or accounts or customers. Also, complaints about work at-home plans: an offer a consumer may receive or seek out to work directly from home (e.g. stuffing envelopes or processing medical claims), as well as complaints about multi-level marketing schemes.

Complaints: 97

Calls: 68

10.) **Internet Services:** Problems with trial offers from Internet Service Providers ("ISPs"); difficulty canceling an ISP account; issues with Internet entertainment services, Internet gaming, and social networking services; undisclosed charges; website design and hosting services; spyware, adware, and malware issues; etc.

Complaints: 95

Calls: 77