



PRESS RELEASE

Colorado Department of Law
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ATTORNEY GENERAL UNVEILS TOP CONSUMER COMPLAINTS FOR 2013

DENVER —In recognition of [National Consumer Protection Week](#), the Attorney General's Office unveiled its list of the top ten consumer complaints of 2013. Consumers filed 8,654 complaints with Office's [Consumer Protection Section](#).

"The numbers tell us that every year Colorado consumers grow increasingly savvy of scams and fraud and the steps to take to report and stop abuse," said Attorney General John Suthers. "One of the most important missions of the Attorney General's Office is protecting Colorado consumers and we do this through consistent outreach, warnings about prevalent scams, and efforts to inform consumers on how to protect themselves."

The Top 10 Consumer Complaints for 2013

Type of Complaint	Complaints
1. Debt Collection Companies	1037
2. Mortgage Lenders	970
3. Utility Complaints (cable, telecom and satellite)	325
4. Fraudulent or Unwanted/Spam Email	320
5. Fraudulent or Unwanted Telephone Calls	240
6. Internet Shopping Services	162
7. Payday Lenders	111
8. Automobile Dealers New and Used	110
9. Telephone (cell phones and equipment)	106

“Complaints about debt collection companies again top our list,” said Suthers. “That’s why my office is urging the Consumer Financial Protection Bureau to implement new rules that ensure debt buyers and collectors are following the law and better protecting consumers,” said Suthers. “I’m pleased to announce that Colorado joins 31 other state attorneys general in filing comments to the CFPB that outline our recommendations for enhancing consumer protection rules and help consumers better understand their rights,” Suthers concluded.

A number of these complaints involve businesses and individuals against whom the Attorney General has already brought enforcement actions, including [Western Sky Financial LLC](#), [Russ Dalbey and his Dalbey Educational Institute](#) and businesses involved in the [National Mortgage Settlement](#). Publicity about a case, or information sought for purposes of restitution, often result in consumers filing additional complaints which aid in the Office’s enforcement actions.

The Attorney General’s Consumer Protection Section also develops and distributes educational resources free of charge to consumers and other agencies. To make a request or view downloadable content, please visit the [publication order form](#).

Consumers may also [sign up](#) to receive the [Consumer Fraud Bulletin](#) or visit the [Office of the Attorney General’s Facebook page](#) for fraud alerts and important updates.

If a consumer believes they have been defrauded or victimized by a Colorado business or nonprofit, they may file a report by visiting www.coloradoattorneygeneral.gov/complaint or by calling 1-800-222-4444.

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