

donotcall@attorneygeneral.gov

www.attorneygeneral.gov



Do Not Call Complaint Form

Bureau of Consumer Protection
4801 Atlantic Avenue
Erie, PA 16506

1-888-777-3406

Required fields are marked with an asterisk*

Your Information:

Are you a veteran? <input type="checkbox"/> Yes <input type="checkbox"/> No		Age Group:	
Are you on active duty? <input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Under 18	<input type="checkbox"/> 60-64
		<input type="checkbox"/> 18-34	<input type="checkbox"/> 65 and older
		<input type="checkbox"/> 35-59	
<input type="checkbox"/> Mr. <input type="checkbox"/> Ms. <input type="checkbox"/> Mrs. <input type="checkbox"/> Dr.	Name*		
Address*			
City*		State*	Zip Code*
			County*
Daytime Phone Number*	Home Phone Number*	Email Address	
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Information about the Telemarketer: *

Telemarketer Name		
Address		
City		State
		Zip Code
Date and Time of call:	Company on whose behalf the call was made:	
Phone number from which the call was made:	Do you have caller ID? <input type="checkbox"/> Yes <input type="checkbox"/> No	Caller ID Displayed <input type="checkbox"/> Yes <input type="checkbox"/> No
Was this a recorded message? <input type="checkbox"/> Yes <input type="checkbox"/> No	Did the Telemarketer refuse to identify himself or the company? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Did the Telemarketer disclose the purpose of the call? <input type="checkbox"/> Yes <input type="checkbox"/> No	Identify the product or service that was offered:	
Provide details of the offer: (Please use additional paper if necessary.)		
If you mentioned that you were on the Do Not Call list, what did the telemarketer say?		

PLEASE READ CAREFULLY
THE ATTORNEY GENERAL CANNOT ACT AS YOUR PRIVATE ATTORNEY

As a law enforcement agency, the primary function of the Office of Attorney General is to represent the public at large by enforcing laws prohibiting fraudulent or deceptive trade practices that impact the public interest.

The Attorney General, through the Bureau of Consumer Protection (“Bureau”), provides a mediation service to consumers where an attempt may be made to mediate individual consumer complaints which fall within the Bureau’s jurisdiction. The information you provide will be used in an attempt to resolve your complaint and will be shared with the party(ies) against which the complaint is filed. Additionally, your complaint may be shared with or referred to other Governmental Law Enforcement or Regulatory Agencies.

NOTE: We cannot mediate a matter which is or has been the subject of legal action.

Your complaint will be kept on file and may be used to establish violations of PA law.

By signing below:

1. I certify that the information provided in my complaint, including my identity and any factual statements or allegations, are true and correct to the best of my knowledge, information and belief.
2. I certify that I have read and understand the informational sheet about the mediation process; and, further certify my understanding that the Bureau cannot provide individual legal representation to me.
3. I certify that I have authorized the Bureau to contact the party(ies) against which I have filed a complaint; and, that I further authorize the party(ies) against which I have filed a complaint to communicate with and provide information related to my complaint to the Bureau.
4. I certify that I have authorized the Bureau to transfer my complaint, and any or all attachments related to it, to another federal, state, local or other agency which may have jurisdiction over this matter.

YOUR SIGNATURE

DATE

Information you should know:

The Do Not Call law provides for several exceptions under which telemarketers may call your home even if your name is registered on the Do Not Call list. Those exceptions include calls from:

Telemarketers calling at your expressed request.

Telemarketers who have had an established business relationship with the residential telephone customer within 12 months preceding the call.

Tax-exempt charitable organizations, veterans organizations chartered by the United States Congress, and calls made on behalf of a political candidate or political party.

Telemarketers calling in reference to an existing debt, contract, payment or performance.

(In addition to PA’s DO NOT CALL law, you are permitted to ask the telemarketer to remove your name from their calling list. A telemarketer who fails to do so violates the law).