

# **Scams Complaint Form**

Bureau of Consumer Protection 2515 Green Tech Drive State College, PA 16803

Commonwealth of Pennshi	<b>1-800-441-2555</b> – 1 1-570-963-4913	PA ONLY	consumers@attorneygeneral.gov www.attorneygeneral.gov
	Please check i		liate family member is a member
Your Information Fields marked with (*) are required.	Please check i	f you are age 60 c	or older.
NAME*			
STREET ADDRESS*			
CITY*		STATE*	
5-DIGIT ZIP CODE*		COUNTY*	
BEST PHONE NUMBER	•	ALTERNATIVE	PHONE NUMBER
	email address, you agree to om the Pennsylvania Office		AGE
Complaint Information - Please Provide Any Information	ion You Have on the S	cammer's Iden	tity and Whereabouts:
BUSINESS NAME (IF KN	IOWN) STATED BY THE	CALLER OR EM	IAIL
PERSON TO WHOM YOU SPOKE		PHONENUMB	BERDISPLAYEDONCALLERID
DID TH	E CALL BEGIN WITH A F	RECORDED ME	SSAGE? YES NO
DID THE S	SCAMMER CONTACT YO	DU BY TEXT ME	SSAGE? YES NO
DID THE SCAMMER REFU	JSE TO IDENTIFY HIMS	ELF OR THE COI	MPANY? YES NO
HAVE YOU AS	SKED THE SCAMMER T	O STOP CALLIN	IG YOU? ☐ YES ☐ NO
DATE SCAMMER FIRST	CONTACTED YOU	TIME SCAMME	AM PM ER FIRST CONTACTED YOU

HOW MUCH DID THE SCAMMER ASK YOU TO PAY?	HOW MUCH DID YOU ACTUALLY PAY?		
FORM OF PAYMENT:			
	CREDIT CARD WIRE TRANSFER  ATM/DEBIT CARD GIFT CARD - TYPE OF GIFT CARD:		
PREPAID CARD OTHER			
DID THE SCAMMER REFUSE TO IDENTIFY HIMSE	ELF OR THE COMPANY? YES NO		
HAVE YOU ASKED THE SCAMMER T	O STOP CALLING YOU? YES NO		
<b>PLEASE EXPLAIN YOUR COMPLAINT:</b> Try to be brief, b WHERE it happened. Be specific about any oral statements the but o deal with the company, including how you heard about the company.	isiness made to you, <b>ESPECIALLY</b> those that influenced you		
WHAT WOULD YOU LIKE THE BUSINESS TO DO TO R	PESOLVE YOUR COMPLAINT?		
WHAT WOOLD TOO LIKE THE BOSINESS TO DO TO K	RESOLVE TOUR COMPLAINT!		
Other Information			
WHAT IS YOUR RACE OR ETHNICITY?			
HISPANIC/LATINO	ASIAN		
WHITE (NOT HISPANIC/LATINO)	NATIVE AMERICAN		
BLACK/AFRICANAMERICAN(NOTHISPANI	C/LATINO)		
NATIVE HAWAIIAN/PACIFIC ISLANDER	OTHER		
	PREFER NOT TO ANSWER		
PLEASE READ CAREFULLY	I NEI EKKOT TO MOVEK		
The Attorney General cannot act as your private attorney. As a law enforcement is to represent the public at large by enforcing laws prohibiting Bureau of Consumer Protection, provides a mediation service to consumer complaint if it falls within the jurisdiction of the office. Please with the party against which you have filed a complaint. Additionally governmental law enforcement or regulatory agencies. Your complaint contained therein may be used to establish violations of Pennsylvania I which will help you in completion of the complaint form and also will a authorize the Bureau of Consumer Protection to contact the party(ies an amicable resolution. I further authorize the party(ies) against which information related to my complaint to the Bureau of Consumer Protection because of Consumer Protection to consumer Protection and also will be a sufficient to the party(ies) against which information related to my complaint to the Bureau of Consumer Protection to consumer Protection and the party (ies) against which information related to my complaint to the Bureau of Consumer Protection to	gunfair or deceptive practices. The Attorney General, through to the series where an attempt may be made to mediate your individual see be advised that the information you provide will be shared by, your complaint may be shared with or referred to other not will also be kept on file with our office and the information where we are also complaint form is an informational sheet explain in greater detail the mediation process. By signing below against which I have filed a complaint in an effort to reach I have filed a complaint to communicate with and provide cition. I verify that I have read and understand the informational		
YOUR SIGNATURE	DATE		

Please include copies of all documents regarding your problem. Be sure to send COPIES, not originals.

#### WHEN SHOULD YOU FILE A COMPLAINT

If you are unable to resolve a problem with a business (see, "Problem-Solving Tips", below), you may wish to file a complaint with the Office of Attorney General, Bureau of Consumer Protection ("Bureau"). You can download a complaint form from our website at www.attorneygeneral.gov or you can call our toll-free number, 1.800.441.2555, to have a form mailed to you.

The Bureau provides a mediation service to consumers where an attempt may be made to mediate individual 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:** (1) Participation in the mediation process is voluntary and we cannot compel a business to cooperate; and (2) We cannot mediate a matter that is already or has been the subject of legal action.

When we receive your completed complaint form, it will be reviewed by our staff and, depending on the nature of the complaint, one of the following courses of action may be taken.

- We may refer your complaint to a local, state or federal agency, which has primary jurisdiction over the subject matter. If your complaint is referred to such an agency or organization, you will be notified by mail of its name and address, so you may follow up on your complaint.
- If your complaint falls with the Bureau's jurisdiction, we may attempt to initiate our voluntary mediation process with the business, in which case you will receive a letter with your file number and the name of the agent who will handle the mediation. Please keep your file number for future reference when contacting this office.

**NOTE:** Because of the volume of complaints the Bureau receives, it may take some time before we review and process your complaint. We ask for and appreciate your patience during this time.

**NOTE:** In order to document your complaint file and keep it up-to-date, we request communications from you and the business to be in writing.

You will be notified by mail when we receive information regarding your case.

TO HELP US HELP YOU, PLEASE REFRAIN FROM CALLING FOR "STATUS REPORTS."

If mediation efforts are not successful, you may be advised to seek relief either through a private attorney or through Magisterial District Court. The Bureau cannot provide you with private legal counsel or offer legal advice. The Bureau represents the public at large in its enforcement of the Unfair Trade Practices and Consumer Protection Law ("Consumer Protection Law"). The Consumer Protection Law does provide individual consumers with the ability to bring a private action, citing unfair and deceptive business practices.

## **PROBLEM-SOLVING TIPS**

It is helpful for you to try to resolve your own complaint before contacting the Bureau. However, if you have exhausted your efforts to resolve the problem without success, contact the Office of Attorney General promptly for assistance.

**NOTE:** If your claim involves a dispute of charges placed on your credit card, or billing statement or if a merchant has promised to reverse or credit your charge card but has failed to do so, you must act quickly to preserve your right to challenge a charge. Under the Federal Fair Credit Billing Act, your credit card company must receive a written dispute notice from you within 60 days after the first bill containing the disputed charge was mailed to you. The Bureau cannot dispute this charge for you. Look at the back of your credit card statement for specific information regarding the procedure for filing your dispute. You must file your dispute with your credit card company, a complaint to the merchant or company that made the charge is not sufficient. Even if you file a credit card dispute, you can still file a complaint with our office.

#### **IDENTIFY THE PROBLEM**

Before you complain to a company, be sure to identify the problem, what (if anything) you have already done to resolve the problem and what you think is a fair settlement. For example, do you want your money back? Would you like the product repaired? Do you want the product exchanged?

#### **GATHER RECORDS**

Start a file about your complaint. Include copies of sales receipts, repair orders, warranties, canceled checks, and contracts which will back up your complaint and help the company solve your problem.

Go to the place you made the purchase. Contact the person who sold you the item or performed the service. Calmly and accurately explain the problem and what action you would like taken. If that person is not helpful, ask for the supervisor or manager and restate your case. A large percentage of consumer problems are resolved at this level. Chances are, yours will be too.

Allow each person you contact time to resolve your problem before contacting someone else.

Keep a record of your efforts and include the names of those you spoke with and what was done about the problem. Save copies of any letters you send to the company, as well as letters sent to you.

#### WRITING A COMPLAINT LETTER

The letter should include your name, address, home and work telephone numbers, and the account number, if appropriate.

Make your letter brief and to the point. Specify all the important facts about your purchase, including the date and place you made the purchase and any information you can give about the product, such as the serial or model number. If you are writing to complain about a service you received, describe the service and who performed it.

State exactly what you want done about the problem and how long you are willing to wait to resolve it. Have reasonable expectations.

Include copies of all documents regarding your problem. Be sure to send COPIES, not originals.

Don't write an angry, sarcastic, or threatening letter. The person reading your letter probably was not responsible for your problem, but may be very helpful in resolving it.

Type your letter if possible. If it is handwritten, make sure it is neat and easy to read.

Keep a copy of all correspondence to and from the company, as well as a copy of your complaint.

### **OTHER ASSISTANCE**

If you are not satisfied with the response, don't give up. If the company operates nationally or the product is a national brand, call or write a letter to the person responsible for consumer complaints at the company's headquarters, e.g., the company's public relations representative or president. Many companies have toll-free telephone numbers, often printed on the product. Before telephoning a company long distance, check to see if the firm has a toll-free number.

If you have questions concerning the specific application or interpretation of the law, you should consult a private attorney. If you do not have an attorney, you can call your county lawyer referral service or your county bar association. Other agencies may be accessed through the blue pages of your telephone director.

The Bureau is charged with identifying patterns of business practices which may violate the Consumer Protection Law. Even if you have resolved your complaint, you can forward a statement regarding your experience, with attached documents, for the Bureau's reference.

Thank you for bringing this matter to our attention. We hope we can be of assistance to you.