

A message from Attorney General Luther Strange



One of the most important jobs of the Attorney General is the protection of Alabama consumers. Our citizens need to be aware of scams that could cost them thousands of dollars or rob them of their identity. My office is working to empower and equip individuals with the information and tools to protect themselves against fraud and the criminals who prey on the unsuspecting.

In this brochure you will find information about the Attorney General's Consumer Protection Division. Learn about the important ways the Consumer Protection Division helps to protect you.

Sincerely,

A handwritten signature in black ink that reads "Luther Strange". The signature is written in a cursive, slightly slanted style.

Alabama Attorney General's Office
PO Box 300152
Montgomery, AL 36130
334-242-7300

Important Consumer Protection Resources

**Attorney General
Consumer Protection Hotline**
1-800-392-5658
www.ago.alabama.gov

Federal Trade Commission
1-877-382-4357
www.ftc.gov

Better Business Bureau
1-800-824-5274
www.bbb.org

Annual Credit Report
1-877-322-8228
www.annualcreditreport.com

National Do Not Call Registry
1-888-382-1222
www.DoNotCall.gov



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Luther Strange**
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Montgomery, AL 36130
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CONSUMER PROTECTION DIVISION

**Consumer Protection
Contact Information:**

Local: (334) 242-7335

Toll Free: 1-800-392-5658



HOW DOES THE CONSUMER PROTECTION DIVISION SERVE YOU?

The Attorney General's Consumer Protection Division provides three primary services for the State of Alabama and its citizens:

1. Receives consumer calls and provides information regarding fake check scams, telemarketing scams, and mortgage fraud as well as other consumer related frauds.
2. Serves as a mediator of disputes between consumers and businesses involving retail transactions.
3. Offers information and consumer education to the public about how to avoid becoming a victim of fraud.

Lawsuits

If circumstances warrant, the Attorney General can initiate legal action, either civil or criminal, to represent the interests of the State of Alabama and to enforce various laws designed to protect consumers from con men and unscrupulous business practices.

When such action is taken, the Attorney General is authorized to seek restitution for the affected consumers as well as injunctive relief, civil penalties, and criminal penalties.

CONSUMER PROTECTION HOTLINE 1-800-392-5658

Mediation

Although the Attorney General cannot serve as a private attorney for an individual or provide consumers with legal advice, the Consumer Protection Division is very successful in mediating complaints to the mutual satisfaction and benefit of the consumer and the business.

Education

The Consumer Protection Division frequently conducts educational seminars statewide providing valuable information for the detection and prevention of all types of consumer fraud. To request a speaker at your event, call 1-800-392-5658. Along with conducting educational seminars, the Consumer Protection Division also participates in various consumer related events throughout the state displaying an information booth which consumers are encouraged to visit and obtain informational brochures.

Charities

Alabama law requires organizations and institutions that solicit contributions in or from this State register with the Attorney General's Office. You can find out more information about a charity by calling 1-800-392-5658.

Telemarketers

Alabama law requires professional solicitors that solicit in or from this State register with the Attorney General's Office. You can find out more information about a professional solicitor by calling 1-800-392-5658.

HOW TO FILE A CONSUMER COMPLAINT

The Consumer Protection Division is here to assist you!
Below are the ways you can file a complaint with our office:

- File an online complaint at www.ago.alabama.gov
- Contact our office at 1-800-392-5658 and request a complaint form.

ONLINE COMPLAINT FORM

Consumer Hotline: 1-800-392-5658 or 334-242-7335

Please fill out the form completely and describe your situation as accurately as possible. All fields with an * are required.

Prefix»	N/A	*First Name»	<input type="text"/>	Middle Initial»	<input type="text"/>
		*Last Name»	<input type="text"/>	Suffix»	N/A
Your Age»	<input type="text"/>				
*Address»	<input type="text"/>				
Address2»	<input type="text"/>				
*City»	<input type="text"/>				
*State/Province Abbr»	<input type="text"/>	*Zip/Postal»	<input type="text"/>		
*Home Phone»	<input type="text"/>	Work Phone»	<input type="text"/>		
	<small>(123-456-7890)</small>		<small>(123-456-7890)</small>		
*Email»	<input type="text"/>				

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