CONSUMER PROTECTION SECTION
Consumer Fraud Unit

Presented By:

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Consumer Fraud Unit

Common Questions:

• What is our mission and how do we accomplish it?
• What type of cases do we engage in?
• How can you help us?
• How might we help you?
Consumer Fraud Unit

**Mission:** To protect consumers and businesses against fraud while maintaining a competitive business environment in Colorado.

**How:** By enforcement of the Colorado Consumer Protection Act (“CCPA”); the Colorado Charitable Solicitations Act; state and federal antitrust laws; and by enforcing state laws on consumer lending, predatory lending, debt collection, mortgage fraud, and deceptive sales.

**What is considered a violation of the CCPA?** Deception and/or misrepresentations in connection with advertisements and sales of goods or services in Colorado; including charitable solicitation misrepresentations (short definition)

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Case Sourcing

- Consumer calls via the Consumer Protection Hotline: 800-222-4444
- Attorney General Website - [www.stopfraudcolorado.gov](http://www.stopfraudcolorado.gov)
- Mail/Email
- Joint cooperation with partner agencies such as: AARP ElderWatch, Better Business Bureaus, other Attorneys General, District Attorney’s, State and Federal agencies, and various others in the law enforcement community, military members, and other public sources.
- Military members, local attorneys, and trusted sources (i.e. You)
### Complaint Statistics

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Complaints</td>
<td>9,520</td>
<td>9,568</td>
<td>8,654</td>
</tr>
<tr>
<td>By Military Members</td>
<td>335</td>
<td>418</td>
<td>NA</td>
</tr>
</tbody>
</table>

#### By Branch - 2015

<table>
<thead>
<tr>
<th>Branch</th>
<th>Total</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Army</td>
<td>150</td>
<td>46%</td>
</tr>
<tr>
<td>Air Force</td>
<td>91</td>
<td>46%</td>
</tr>
<tr>
<td>Navy</td>
<td>63</td>
<td>19%</td>
</tr>
<tr>
<td>Marines</td>
<td>19</td>
<td>6%</td>
</tr>
<tr>
<td>Coast Guard</td>
<td>6</td>
<td>2%</td>
</tr>
</tbody>
</table>

#### By Duty - 2015

<table>
<thead>
<tr>
<th>Duty</th>
<th>Total</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veteran/Retiree</td>
<td>203</td>
<td>65%</td>
</tr>
<tr>
<td>Active Duty</td>
<td>31</td>
<td>10%</td>
</tr>
<tr>
<td>Dependent - Spouse</td>
<td>29</td>
<td>9%</td>
</tr>
<tr>
<td>Inactive Reserve/National Guard</td>
<td>29</td>
<td>9%</td>
</tr>
<tr>
<td>Dependent - Child/Other</td>
<td>9</td>
<td>3%</td>
</tr>
<tr>
<td>Dependent - Child/Other DoD Civilian</td>
<td>9</td>
<td>3%</td>
</tr>
<tr>
<td>DoD Civilian</td>
<td>3</td>
<td>1%</td>
</tr>
</tbody>
</table>

### Top 10 Types of Complaints and Inquiries of 2015:

1. *Debt Collection Companies*
2. *Mortgage Lenders*
3. *Fraudulent/Unwanted Telephone Calls*
4. *Utility Complaints (cable, telecom and satellite)*
5. *Fraudulent/Unwanted Email*
6. *Automobile Sales and Financing*
7. *Shopping – Internet Retailers*
8. *Telephone (Cell Phones and Equipment)*
9. Medical Testing Companies
10. Contractors – Roofing

* Denotes top complaints by Military Members
Case Sampling

• **USA Discounters**: $3.9 million in redress to military members and others.
  - Allegations include: Violation of lending laws, aggressive and illegal debt collections, non-disclosure of finance terms, and improper finance agreements targeting Military members and other consumers throughout Colorado.

• **Cancer Fund of America**: Multistate/Federal cooperation to receive a permanent injunction shuttering a $187 million dollar sham charity.
  - Allegations include: Solicitation of donations, promising contributions would help pay for chemotherapy, hospice care, and other services for cancer patients. Instead, donations were used for the family’s lavish lifestyle including luxury cars, boats, plane tickets, cruises and a family trip to Disneyland.

• **Cash Call**: Over $7 million in debt relief, disgorgement and restitution collected
  - Allegations include: Business made, serviced, and collected personal loans, some of which had annual percentage rates exceeding 355%, to over 5,000 Colorado consumers.

• **College America**: Ongoing case
  - Allegations include: Deceptive marketing of degree opportunities, post-graduate salary earnings, admissions process designed as sales pitches, deceptive offering of EduPlan loans for tuition, and misrepresentation of transferability of education credits and graduation rates.

Resources:  [www.StopFraudColorado.gov](http://www.StopFraudColorado.gov)
Resources

- **StopFraudColorado.gov**
  - Military Based Content Center:
    - Common scams effecting military personnel in Colorado
    - Fraud prevention tips
    - Military focused fraud publications
    - Resources
  - Fraud Reporting at: [www.StopFraudColorado.gov](http://www.StopFraudColorado.gov)
  - Consumer Fraud Hotline: 800-222-4444, Telephone Option 3

- **Consumer Financial Protection Bureau (CFPB)**
  - Office of Service Member Affairs
  - CFPB Hotline: 855-411-2372

Questions?

Protecting consumers from a wide range of fraud.