

Consumer Protection Pathfinder: Scams, Frauds, and Identity Theft

False Advertising

Where can I file a complaint against a company's misleading claims?

<http://caag.state.ca.us/consumers/>

The Attorney General of California works to prosecute scam artists and fights deceptive trade practices that range from the use of misleading national sweepstakes mailers to undelivered vacation promises by sellers of travel.

Where can I find information about misleading health claims?

<http://www.quackwatch.org/>

Quackwatch, Inc is a nonprofit corporation whose purpose is to combat health-related frauds, myths, fads, and fallacies. Its primary focus is on quackery related information that is difficult or impossible to get elsewhere.

Scams/Fraud

I think I'm a victim of a scam. What can I do?

<http://www.consumer-action.org/>

Consumer Action serves consumers nationwide by advancing consumer rights, referring consumers to complaint-handling agencies through a free hotline, publishing educational materials and advocating for consumers in the media and before lawmakers.

<http://www.fraud.org>

Gives consumers the information they need to avoid becoming victims of telemarketing and Internet fraud and to help them get their complaints to law enforcement agencies quickly and easily.

The vacation deal seems too good to be true. How can I check it out?

<http://www.ftc.gov/bcp/consumer.shtm>

The Federal Trade Commission works for the consumer to prevent fraudulent, deceptive and unfair business practices in the marketplace and to provide information to help consumer's spot, stop, and avoid them.

I ordered a clock online from Germany that never arrived.

<http://www.econsumer.gov/>

Econsumer was developed in response to the challenges of multinational Internet fraud, and working to enhance consumer protection and consumer confidence in e-

commerce, thirteen countries unveiled econsumer.gov, a joint effort to gather and share cross-border e-commerce.

Identity Theft

I think someone is making purchases in my name.

<http://www.ftc.gov/bcp/edu/microsites/idtheft/>

This website is a one-stop national resource to learn about the crime of identity theft. It provides detailed information to help you protect yourself from identity theft, and the steps to take if it occurs.

There are charges on my phone bill for calls that I didn't make.

<http://www.fcc.gov/cgb/>

The Consumer Inquiries and Complaints Division of the FCC provides informal mediation and resolution of individual informal consumer inquiries and complaints consistent with controlling laws and FCC regulations, and in accordance with the Bureau's delegated authority.

How can I protect my personal information from getting into the wrong hands?

<http://www.privacyrights.org/>

Privacy Rights Clearinghouse empowers consumers to take action to control their own personal information by providing practical tips on privacy protection.

A special focus is on how technology affects personal privacy.