



NEWS FROM SCDCA

SOUTH CAROLINA DEPARTMENT OF CONSUMER AFFAIRS
Carri Grube Lybarker, Administrator



May 22, 2012
SCDCA Media Contact: Juliana Harris, 803.734.4296
Email: JHarris@scconsumer.gov

Release #12-009
1.800.922.1594 (toll free in SC)

FOR IMMEDIATE RELEASE

Debt Collection Complaints Remain #1; Nearly \$700,000 to Consumers

Columbia, SC...The calendar year 2011 brought approximately **5,000** complaints to the South Carolina Department of Consumer Affairs (SCDCA). Debt Collection continued to garner the most complaints at 15%. Not far behind were Vehicles (12.5%); Utilities (10%); Credit (6%) and Real Estate (5%). Debt Collection and Vehicle complaints consistently hold spots in the agency's top three complaint categories.

In total, the Department saved consumers nearly **\$700,000** in 2011 in the form of refunds, credits and adjustments. This constitutes a **17%** increase from 2010. "SCDCA's Consumer Services Division is dedicated to securing voluntary resolutions for complaints filed with the Department," said John Smith, a complaint analyst with the Department for over 17 years. He added, "We are proud of the work we do." The top five consumer refunds were related to Vehicles: \$50,000 (consumer traded vehicle for a new one); \$44,708 (consumer's vehicle replaced-lemon law); \$29,110 (consumer's vehicle was replaced due to recall issues); \$20,304 and \$19,993 (both due to contractual issues).

Thus far in 2012, the Consumer Services Division has received **1,933** complaints and returned **\$437,495.11** in credits, adjustments or refunds to consumers in South Carolina. Over the past five years, SCDCA has fielded over **28,000** complaints and saved consumers **\$5.8 million**.

-end-

05/22/12-ajh

SCDCA aims to protect consumers from inequities in the marketplace through advocacy, complaint mediation, enforcement and education. To file a complaint or get information on consumer issues, visit www.consumer.sc.gov or call toll-free, 1.800.922.1594.

Connect with us:

