

Consumer Protection Division

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Agenda

- Consumer Protection Overview
- Programs
- Complaint Process
- Q&A

Consumer Protection

Mission

Our mission is to secure a marketplace free from deceit and unfairness through strong enforcement, effective education, and creative problem solving for the people of Washington State.



Origins of CP

- Who are we?
- RCW 19.86.020
- Divisional growth

Consumer Services Unit



Lemon Law



- Free arbitration
- New motor vehicles
- Eligibility
- What's a “**lemon**”?

lemon@atg.wa.gov

THE ATTORNEY GENERAL'S OFFICE

RECOVERED APPROXIMATELY

**\$6.4
MILLION**

FOR CONSUMERS THROUGH LEMON
LAW ARBITRATION IN 2022

2023 NATIONAL CONSUMER PROTECTION WEEK



Manufactured Housing Dispute Resolution Program

- 
- What is MHDRP?
 - Requesting assistance
 - Program services

mhdr@atg.wa.gov

Outreach Services

- 
- What is Outreach Services?
 - Who can use Outreach Services?
 - How to reach us

cpoutreach@atg.wa.gov

How to File a Complaint



Consumer Resource Center

- Who are we?
 - File a complaint
 - Contact us
- 1.800.551.4636**



THE ATTORNEY GENERAL'S OFFICE

PROCESSED

23,946



CONSUMER COMPLAINTS IN 2022

2023 NATIONAL CONSUMER PROTECTION WEEK



THE ATTORNEY GENERAL'S OFFICE

ANSWERED

21,591



CALLS FROM CONSUMERS IN 2022

2023 NATIONAL CONSUMER PROTECTION WEEK



THE ATTORNEY GENERAL'S OFFICE

SAVED CONSUMERS APPROXIMATELY

**\$16.4
MILLION**

THROUGH INFORMAL COMPLAINT
RESOLUTION IN 2022

2023 NATIONAL CONSUMER PROTECTION WEEK



File a Complaint (atg.wa.gov)

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Washington will receive an additional \$113 million in Purdue Pharma resolution

As a result of AG Ferguson's challenge to Sacklers, Purdue settlement, Washington will receive a total of \$183 million to address the opioid crisis



Have a Consumer Issue?

You can file a consumer complaint with our office online or through the mail.

[FILE A COMPLAINT](#)

Consumer Protection A-Z

Our office provides information on the most important consumer issues and emerging scams.

[READ MORE](#)

Contact Our Office

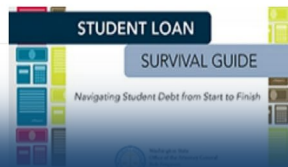
We have offices in 13 cities across Washington to serve you. Contact us by phone, web, or mail.

[CONTACT US](#)

Resources



Dear friends,
Sun, sand, Super Bowl, Super Bowl savings are all in the mix this month. Attorney General's Office tackles a unique range of legal issues.
My consumer protection team is cracking down on deceptive landlord practices, ensuring living conditions for renters, mostly migrant workers, residing in a Seattle-area townhome complex. They are also responding to the growing threat of tech support scams.



Important Topics

[Coronavirus](#)
[COVID-19 Eviction Complaints](#)
[Data Breach Notifications](#)
[Robocalls & Telemarketing Scams](#)
[Fake IRS Call Scam](#)
[Tech Support Scam](#)

Informal Complaint Resolution

- Complaint assigned
- Copy sent to business
- Response requested
- Six – eight week process
- Public record
- File closed

Report

Office of the Attorney General

Consumer Protection Division

1.800.551.4636

www.atg.wa.gov

Questions?

