



New Jersey's **TOP TEN** Consumer Complaints

Top Ten Consumer Complaint Trends

MAY, 2009

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Telecommunications

Unsatisfactory Service / Billing Disputes

2

Home Improvement Repair—General

Unsatisfactory Service / Billing Disputes

3

Loans / Loan Services

Deception-Fraud / Failure to Deliver

4

Used Cars

Advertising / Used Car Lemon Law / Prior Use and Damage

5

Home Furnishings / Furniture

Failure to Deliver / Damaged Furniture / Refunds

6

Internet Sales / Goods

Defective Merchandise / Failure to Deliver

7

Credit

Credit Counseling / Debt Consolidation / Credit Reporting

8

Debt Collection

Harassment / Billing Disputes

9

Cable / TV Subscriptions

Unsatisfactory Service / Billing Disputes

10

Telemarketing

Do Not Call / Debt Collection Calls / Phone Solicitations