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E-Mail: consumer@wvago.gov

**CONSUMER COMPLAINT**

**1. PARTY COMPLAINING**

Mr.  Mrs.  Ms.

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

County: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Home Telephone: \_\_\_\_\_

Work Telephone: \_\_\_\_\_

Cell Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Best time to contact me: \_\_\_\_\_

**2. COMPLAINT AGAINST**

Business Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

County: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone: \_\_\_\_\_

Name of person you dealt with: \_\_\_\_\_

Title: \_\_\_\_\_

3. Date of purchase or transaction: \_\_\_\_\_

4. Product or service involved: \_\_\_\_\_

5. Price and terms of payment: \_\_\_\_\_

6. Type of payment:  Cash  Loan  Credit Card  Wire Transfer  
*Please check*  Check  Installment  Debit Card  Western Union  
*all that apply*  Other \_\_\_\_\_  PayPal

7. A. If your purchase was **financed**, please provide the name, address, and telephone number of the **finance company**:

B. If your complaint concerns **product defects or repairs**, please provide the name, address, and telephone number of the **manufacturer**:

C. If your complaint is against a **debt collector**, please provide the name, address, and telephone number of the **original creditor**:

8. First contact between you and individual/business:

- Person came to my home
- Went to place of business
- Received information in the mail
- Responded to a radio – TV – printed advertisement
- Telephoned the business/individual
- Received telephone call from business/individual
- Email
- Internet

Name and address of publication – TV – radio station where offer was advertised:

Have you contacted the publication, TV or radio station? . . . . .  Yes  No

9. Where did the purchase/transaction take place?

- At my home
- Over the telephone
- There was no transaction
- Wire Transfer
- At the place of business
- By mail
- Internet
- Other \_\_\_\_\_

10. Have you contacted the business about your complaint? . . . . .  Yes  No

11. Have you filed this complaint with any other agency or organization? . . .  Yes  No

If Yes - Identify organization:

What action was taken?

12. Describe any legal action you have taken:

13. Did you sign a contract? . . . . .  Yes  No

14. Did you receive a copy of the contract? . . . . .  Yes  No

15. Did you receive a 3-Day Right to Cancel? . . . . .  Yes  No

16. Is there a warranty involved? . . . . .  Yes  No

**Attach copies of all documents – front and back – related to the transaction.**

**If statements or promises were not in writing, describe them in Question 17.**

**If you need additional space to tell what happened,  
please continue on a separate page and attach it to your complaint.**

17. Please describe your complaint in detail:

18. How do you want your complaint resolved?

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**The information you provide will be used in efforts to resolve your problem and may be shared with the party complained against or other state agencies which may also regulate the party complained against. It may also be used to enforce applicable state laws.**

**I hereby authorize any party to whom the Attorney General directs this complaint to release any and all information about this matter, including account information, to the Attorney General's Office.**

**I certify that all information on this form is true and accurate to the best of my knowledge and belief, and that I have the legal authority to submit this claim.**

**SIGNATURE *(Required)***

**DATE**

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Return this form and copies of your papers to:

Office of the Attorney General  
Consumer Protection Division  
PO Box 1789  
Charleston, WV 25326-1789