



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

New Jersey Division of Consumer Affairs

April, 2012

▶ 1

Home Improvement/Repair

Unsatisfactory Service/Billing Disputes

2

Motor Vehicles

Advertising/Unsatisfactory Service/Billing Disputes

3

Telemarketing

Do Not Call/Debt Collection Calls/Phone Solicitations

4

Credit/Debt Collection

Harrasment/Billing Disputes

5

Home Appliances

Unsatisfactory Service/Billing Disputes

6

Loans/Loan Services

Deception-Fraud/Failure to Deliver

7

Photography & Art Studio Services

Unsatisfactory Service/Billing Disputes

8

Banks/Financial Institutions

Billing Disputes/Excessive Charges

9

Insurance Services

Deception-Fraud/Failure to Deliver

10

Mail Order

Catalog Sales/Failure to Deliver