

Consumer Protection Resources

» Federal Trade Commission

The Federal Trade Commission's [Bureau of Consumer Protection](#) strives to stop unfair, deceptive, and fraudulent business practices. The Bureau of Consumer Protection collects complaints, conducts investigations, brings charges against companies and individuals that break the law, develops rules to maintain a fair marketplace, and educates individuals and businesses about their various rights and responsibilities as consumers.



As the nation's consumer protection agency, the Federal Trade Commission (FTC) registers complaints about businesses that do not make good on their promises or attempt to cheat people out of their money or income. The FTC shares these complaints with partnering law enforcement agencies who uses them to investigate fraud and eliminate unfair business practices.

Consumer complaints can be registered online at: www.ftccomplaintassistant.gov.

The FTC also releases an annual [Consumer Sentinel Network Data Book](#) that provides information and statistics about the scam and fraud related complaints the FTC receives and registers.

» State Government

✓ **Arkansas Attorney General**

The [Consumer Protection Division](#) assists Arkansas consumers when problems arise during consumer transactions. Attorney General staff may assist by contacting a business and mediating a positive resolution. In other instances, attorneys pursue lawsuits against those who violate the *Arkansas Deceptive Trade Practices Act*.



Arkansas consumers can file complaints:

- [online](#)
- email (consumer@ArkansasAG.gov)
- by phone (1-800-482-8982)

✓ **Missouri Attorney General**

The [Consumer Protection Division](#) assists Missouri consumers when problems arise during consumer transactions. Attorney General staff may assist by contacting a business and mediating a positive resolution. In other instances, attorneys pursue lawsuits against those who violate the *Missouri Merchandising Practices Act*.



Missouri consumers can file complaints:

- [online](#)
- by phone (1-800-392-8222)

» **Stopping Unsolicited Mail, Phone Calls, and Email**

Consumer Reporting Companies

If consumers DO NOT want to receive pre-screened offers of credit and insurance, they have two choices:

1. opt out of receiving them for five (5) years
 - online <https://www.optoutprescreen.com>
 - by phone (1-888-567-8688)

The phone number and website are operated by the major consumer reporting companies.

2. opt out of receiving them permanently
 - online <https://www.optoutprescreen.com>

If consumers do not have access to the Internet, a written request may be sent to permanently opt out to each of the major consumer reporting companies:

Experian
Opt Out
P.O. Box 919
Allen, TX 75013

TransUnion
Name Removal Option
P.O. Box 505
Woodlyn, PA 19094

Equifax, Inc.
Options
P.O. Box 740123
Atlanta, GA 30374

Direct Marketing

✓ **Telemarketing**

The federal government's ***National Do Not Call Registry*** is a free, easy way to reduce the telemarketing calls consumers experience.

If consumers DO NOT want to receive pre-screened telemarketing phone calls, they have two choices of registration:

- online www.donotcall.gov
- by phone (1-888-382-1222)

Consumers will experience fewer telemarketing calls within 31 days of registering their telephone number. Telephone numbers on the registry will only be removed when they are disconnected and reassigned, or when consumers elect to remove a number from the registry.

✓ **Mail and Email**

Consumers can register at the Direct Marketing Association's (DMA) consumer website: www.dmachoice.org for a processing fee of \$2 for a period of ten (10) years. In addition, DMAchoice offers online registration for DMA's email *Preference Service* to reduce unsolicited commercial emails.

Mail-in registration:
DMA
PO Box 900
Cos Cob, CT 06807