

File#:
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- ! The information you report on this form will be used to help us investigate violations of consumer laws.
- ! **The Attorney General's Office does not resolve individual consumer complaints.**
- ! This complaint and the information you provide are records open to the public under Texas Law.
- ! We may send a copy of this form to the Business, so **please write legibly and use black ink only.**
- ! Please attach copies of any documents necessary to explain the transaction but **do not send original documents.**
- ! The Attorney General's Office will contact you if additional information is needed.

**Consumer Information**

**Business or Individual Complaint is Against**

Name		Name
Address		Address
City		City
State	Zip	State Zip
Home Phone ( )	Work Phone ( )	Phone ( )
Email address		Person you dealt with:
Age <input type="checkbox"/> Under 19 <input type="checkbox"/> 20-29 <input type="checkbox"/> 30-39 <input type="checkbox"/> 40-49 <input type="checkbox"/> 50-59 <input type="checkbox"/> 60-64 <input type="checkbox"/> 65 or over		Website or Email address:

- |  |   |
|--|---|
| <p>1. Initial contact between you and the business:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Person came to my home</li> <li><input type="checkbox"/> I went to company's place of business</li> <li><input type="checkbox"/> I received a telephone call from business</li> <li><input type="checkbox"/> I telephoned the business</li> <li><input type="checkbox"/> I received information in the mail</li> <li><input type="checkbox"/> I responded to radio/television ad</li> <li><input type="checkbox"/> I responded to printed advertisement</li> <li><input type="checkbox"/> I responded to a Website or e-mail solicitation</li> <li><input type="checkbox"/> I responded to a solicitation in a language other than English (What language?) _____</li> <li><input type="checkbox"/> Other _____</li> </ul> | <p>2. Where did the transaction take place?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> At home</li> <li><input type="checkbox"/> At business</li> <li><input type="checkbox"/> By mail</li> <li><input type="checkbox"/> Over the phone</li> <li><input type="checkbox"/> Over the computer</li> <li><input type="checkbox"/> Trade Show or Hotel</li> <li><input type="checkbox"/> Other _____</li> </ul> |
|--|---|

3. Date(s) of Transaction(s)  
 \_\_\_\_\_

4. Did you sign a contract?
- Yes (please enclose a copy)
  - No

5. How much did the company/individual ask you to pay? \_\_\_\_\_

6. How much did you actually pay? \$ \_\_\_\_\_  Cash  Credit Card  Loan  Check
- Bank Account Debit  Wire Transfer  Money Order  Cashiers Check  Debit Card

Date(s) of Payment: \_\_\_\_\_

7. Have you contacted another agency or attorney about this complaint?  Yes  No  
If yes, list name and address of the agency or attorney.

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8. What action was taken by this agency or attorney?

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9. Please describe your complaint in detail (attach extra sheets if necessary).

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10. Have you complained to the business?  No  Yes If yes, when? \_\_\_\_\_  
What was the business' response?

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11. Have you been sued in relation to this transaction?

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Texas law prohibits us from giving legal advice or opinions or acting as your personal attorney. If you desire legal advice, we suggest you consider contacting a private attorney to discuss your complaint.

In signing this complaint I understand that the Attorney General does not represent private citizens seeking the return of their money or other personal remedies. I am filing this complaint for informational purposes only.

**The above statements are true and accurate to the best of my knowledge.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please return this form to: Office of the Attorney General  
P.O. Box 12548  
Austin, Texas 78711-2548