

Filing Complaints against *Notarios* and Immigration Consultants

This list is intended as a resource tool and starting point for staff of immigration legal service organizations to identify and contact state Attorneys General offices throughout the United States for purposes of obtaining information on how and where to file a complaint in each state against immigration consultants. For convenience, the term *immigration consultant* includes *notarios*, travel agents, and any other person or agency that engages in the unauthorized practice of law (UPL) with respect to providing immigration services. This is not a “how to” guide on filing consumer complaints against immigration consultants. Each state will have its own process for filing consumer complaints against immigration consultants. This list is not legal advice.

This list is updated as of August 4, 2006. Attorneys General and/or their contact information will change. Therefore, you should check the websites of the state Attorneys General to verify the contact information. You should also call their offices in order to verify complaint filing procedures.

Immigration Consultants Take Advantage of Unsuspecting Immigrants

In many states unscrupulous immigration consultants are advertising that they can help people file applications for legalization when in fact there is no law permitting legalization. At the time of publication of this list, the President has not signed a law to legalize the undocumented population in the United States. These immigration consultants are collecting money from unsuspecting immigrants and filing applications with the Department of Homeland Security (DHS) for immigration benefits for which these immigrants are not eligible. The result is that the applications bring the applicants to the attention of the DHS, which in turn places undocumented people in removal proceedings.

Similarly, an immigration consultant might help an immigrant apply for an immigration benefit without first screening to make sure that the foreign national is not barred from applying for the benefit because of some offense that s/he might have committed in the past. Many crimes make immigrants deportable from the United States. If the immigration consultant did not properly screen the applicant before filing the application and the applicant has a criminal record, then the applicant will most likely end up in removal proceedings because the application brought the applicant to the attention of the DHS.

In other situations, an immigration consultant might harm an immigrant not only by engaging in the unauthorized practice of law but also by charging exorbitant fees for such legal services.

Federal law restricts who can “represent” an immigrant before the Department of Homeland Security (DHS) and the Executive Office for Immigration Review (EOIR) immigration courts and Board of Immigration Appeals (BIA).

In the above examples, the immigration consultants engaged in the unauthorized practice of law because they are not authorized to *represent* immigrants, *practice*, or *prepare* cases before the DHS or the immigration courts. See 8 Code of Federal Regulations §§ 292.1 & 1292.1, and §§1.1(i), (j), (k), and (m) and 1001.1(i), (j), (k), and (m). **Even if a state law regulates the provision of immigration services, only federal law can authorize who can represent immigrants, who can practice before the DHS and immigration courts, and who can prepare an immigration case (including the study of the facts of a case coupled with the giving of advice).** In effect, these regulations govern who can provide

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immigration *legal* services to immigrants. If your state has a law that regulates immigration consultants and it appears to conflict with the federal regulations on representation, practice, and preparation, then seek further legal advice on the conflict between the state and federal law.

The Board of Immigration Appeals (BIA) is the federal administrative appellate court for immigration law in the United States, and it authorizes six categories of people who can provide *representation* for immigration purposes. Two common categories are attorneys and *accredited representatives*. Accredited representatives are non-attorneys who the BIA authorizes to provide immigration legal services.

A non-profit, religious, charitable, social service or similar organization that charges only nominal fees and that has adequate knowledge, information, and experience in immigration law can apply to the BIA to receive *recognition* to provide immigration legal services. In addition, it can apply to the BIA to obtain *accreditation* for its staff to provide immigration legal services. Refer to 8 CFR §§292.1, 292.2, 1292.1, and 1292.2 for the federal authority on who can provide immigration legal representation and how charitable, nonprofit agencies can gain recognition and accreditation for their staff to provide immigration legal services.

If you want to verify whether a person (non-attorney) or agency is authorized to provide immigration legal services, then check the website of the Executive Office for Immigration Review (EOIR), the umbrella organization that runs the immigration courts in the United States, for the most current list of agencies that are authorized to provide immigration legal services as well as the most current list of people who are accredited by the federal government to provide immigration legal services. The website can be found at: <http://www.usdoj.gov/eoir/statspub/raroster.htm> (last visited August 24, 2006).

Why file a complaint with the state consumer protection unit?

If you have a client who has been harmed by an immigration consultant, then your client might be able to file a complaint with the state Attorney General's office or the state Consumer Affairs Office in the state where the immigration consultant is located. The purpose of filing the complaint is not necessarily to get money back from the immigration consultant but to notify the state agency about possible deceptive and unfair business practices by the immigration consultant. If enough complaints are filed about the same immigration consultant, the state agency might take action against the immigration consultant to stop the deceptive or unfair practices.

It is the client's decision to file a consumer complaint

Remember: it is the client's decision as to whether to file a complaint against an immigration consultant. If you decide to assist a client to file a complaint against an immigration consultant, then you should make sure that the client understands the pros and cons of filing such a complaint.

For example, the restrictionist or anti-immigrant sentiment that is apparent in many states might lead some state officials to question whether they should report undocumented people to the federal Department of Homeland Security (DHS). For example, see the article, "Immigration law tests agencies," in the Denver Post July 27, 2006 regarding a new law in Colorado that makes it illegal to give state benefits to undocumented immigrants. The article discusses the headaches that Colorado government agencies expect when revising their rules to serve only U.S. citizens or lawful permanent residents.

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This may not be as much of an issue in states, such as California, New York, and Texas, where there is a sizable immigrant population and where the Attorneys General in those states have made a public effort to go after immigrant consultants, but it might be an issue in other states where state agencies are not as accustomed to dealing with immigrants.

Regardless of which state, however, there is always some potential risk – even if small – when an undocumented person makes herself/himself known to public officials. Therefore, it is always a good idea for you to approach the public official first, without your client, about the issue to see how the public official will deal with the issue. It is a way of “testing the waters” before actually filing a consumer complaint.

Consumer complaint information is often public record

Consumers filing complaints against immigration consultants should also be aware that most states expect the consumer to first contact the business (i.e., the immigration consultant) to resolve the problem. Then if the problem is not resolved the consumer files a complaint with the state agency but explains how s/he tried to resolve the complaint. If your client (i.e., the consumer) is afraid to file a complaint against the immigration consultant or you believe it will be useless to file a complaint against the immigration consultant, then you must explain this in the complaint to the state agency.

For many states, after you file the complaint with the state agency, the agency will contact the business with a copy of the complaint so that the business can respond to the complaint. Therefore, make sure your client understands before filing the consumer complaint that the immigration consultant will most likely receive a copy of the complaint.

Undocumented immigrants should be aware that for many states, at some point in the consumer complaint process, the information provided in the complaint may become public record. That does not mean that the state agency will affirmatively publicize the information. It means that the information can be accessed through state Freedom of Information Act or Public Records Act requests or if there is a request for the information from another government agency.

The state Attorney General is not your client’s private attorney

In general, Attorneys General cannot act as a private attorney for the individual victims of fraud by immigration consultants. The AG’s office or the state Consumer Affairs Office is there to protect the public interests. The AG will look for the public harm that the immigration consultant is doing. Therefore, the AG’s office might be considering more than just the facts of one person’s case. They might be looking for trends or ongoing consumer transactions harming multiple state residents.

To protect the public interest, they might bring lawsuits, on behalf of their states, against immigration consultants for violating laws protecting consumers. They generally do not bring lawsuits to defend the financial interests of an individual but rather to stop illegal practices.

There are many factors that go into whether the AGs’ offices will bring a lawsuit for the public interest, including the following: the severity of the case in terms of economic loss or the number and gravity of law violations; the possibility of halting a fraudulent scheme quickly; the number of consumers involved; the extent to which consumers will benefit from public enforcement; the costs of enforcement as

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compared to the benefits to the public; and the likelihood of collecting penalties and restitution from the immigration consultant.

Your client should understand that the state agency handling the complaint will most likely not get money back for the client. Instead, the state agency wants to obtain information from complaints about suspected illegal business practices because numerous complaints may allow the state agency to identify frauds and scams and may reveal a pattern of misconduct allowing the state agency to take action.

Be assertive, polite, and persistent with state agencies

The states' Attorneys General exist, in part, to help protect consumers from deceptive and unfair business practices. Generally, they investigate and prosecute violations of the states' Consumer Protection Act or Unfair & Deceptive Trade Practices Act laws. Therefore, the tact you should take when communicating with the state Attorney General's office is that you are helping a *consumer* who is the victim of deceptive or unfair business practices.

If you are going to help a client file a consumer fraud complaint against an immigration consultant, then you must be clear, when communicating with the state Attorney General's office, that you are filing a *consumer complaint against a business for deceptive or unfair business practices*. You are not filing a complaint about immigration law or immigration services.

As soon as the staff of many state offices hear the word "immigration," they automatically assume that you are calling about immigration law rather than calling about a consumer complaint. They therefore think that their state office has no jurisdiction to handle a federal immigration issue. They will then try to refer you to the DHS USCIS National Customer Service Center. If this happens to you, be polite but persistent. Make sure that they understand that you are not calling about federal immigration benefits or immigration law but that you are calling to file a complaint with the state agency about deceptive (fraudulent) and unfair business practices, something that is investigated by state agencies, not federal immigration agencies.

If you try to explain that the immigration consultant is engaged in the "unauthorized practice of law," then the state agency staff person might misunderstand and try to refer you to the state bar association because the state bar association has jurisdiction over complaints about legal services. Many state bar associations do not handle complaints about unlicensed immigration consultants because such consultants are not in fact "licensed" to practice law. Very often state bar associations only regulate "licensed" attorneys. Therefore, do not let the state agency staff person refer you to a state bar association unless you are absolutely sure that is the agency with which you should be communicating.

Be aware that in addition to helping your client file a consumer complaint with the Attorney General's office against an immigration consultant, you might be able to help her/him file a complaint with the state bar association against the immigration consultant for engaging in the "unauthorized practice of law." As mentioned above, not all state bar associations consider these types of complaints. For state bar associations that handle these types of complaints, they might come under the jurisdiction of an "Authorized Practice of Law Committee," or an "Unauthorized Practice of Law Committee," or an "Ethics Committee."

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File complaints against immigration consultants with other associations too

In addition to filing a complaint against an immigration consultant with the state Attorney General's office, you might consider helping your client file a complaint with the Better Business Bureau (BBB) at <http://www.bbb.org/> (last visited on July 24, 2006), or with the Chamber of Commerce at <http://www.chamberofcommerce.com/> (last visited July 24, 2006) or with other city or county business groups. The reason you would also file complaints with these and other business associations is that such associations track such complaints to provide information to consumers. Therefore, a victim of an unscrupulous immigration consultant who files a complaint with these business associations might be helping some future consumer. Moreover, many complaints against a business, including an immigration consultant, might give the business a bad reputation in the business community – particularly if the complaint is about deceptive practices.

If your client does not want to file a complaint with the state Attorney General's office against an immigration consultant, then consider whether it is feasible for your client to pursue a claim against the immigration consultant in Small Claims Court. If the client is undocumented, however, this might be a risky move.

In addition to filing a consumer complaint, consider the feasibility of filing a crime report with the local police or District Attorney's office, particularly if the immigration consultant has threatened your client.

As mentioned previously, determine whether you can also file a complaint with the "Unauthorized Practice of Law Committee" of the state bar association. The American Bar Association (ABA) has a "Directory of Unlicensed Practice of Law Committees" nationwide that can be accessed at http://www.abanet.org/cpr/clientpro/cp-dir_upl.pdf (last visited August 4, 2006).

File complaints against attorneys or BIA accredited representatives elsewhere

If your client was represented by an attorney or an accredited representative of a Board of Immigration Appeals (BIA) recognized agency, then you would not file a complaint with the state Attorney General. Instead, complaints against attorneys must be filed with the attorneys' states bar associations. In addition to filing a complaint against an attorney at the state bar, you may also file a complaint against an attorney with the Office of General Counsel of the Executive Office for Immigration Review (EOIR). You may use Form EOIR-44, Immigration Practitioner Complaint Form. You can access this form at the EOIR website at: <http://www.usdoj.gov/eoir/formslist.htm> (last visited August 3, 2006).

Complaints against first-level or partially accredited representatives (those who represent immigrants exclusively before the DHS) can be filed with the Office of General Counsel of the DHS bureau. There is no specific complaint form to use when filing such a complaint.

Complaints against second-level or fully accredited representatives (those who can represent immigrants before the DHS and before the immigration courts and the BIA) can be filed with the Office of General Counsel of the Executive Office for Immigration Review (EOIR). Because a complaint against a fully accredited representative is filed with EOIR, you may use Form EOIR-44.

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Other consumer information

The National Consumer Law Center (NCLC) created a 120-page guide entitled, *Consumer Rights for Immigrants*, that provides information on how to assist clients with immigration consultant fraud as well as information on many other consumer issues that affect low-income immigrants. For more information on or to order this guide, visit the NCLC website at: <http://www.consumerlaw.org/> (last visited July 24, 2006) or call the NCLC at (617) 542-8010. The guide costs \$10.

The Consumer Action Website Federal Citizen Information Center at <http://www.consumeraction.gov/index.shtml> has a 2006 handbook that offers general consumer tips (not specific to immigrants). The website also contains a list of state, county, and city consumer protection offices at <http://www.consumeraction.gov/pdfs/StateOffices.pdf> (last visited July 26, 2006).

List of state contact information for consumer protection issues

The source of the website addresses in this list is the National Association of Attorneys General. Their website can be found at: <http://www.naag.org/> (last visited July 24, 2006).

Alabama: Troy King (R) (334) 242-7300
State House, 11 S. Union St. Montgomery, AL 36130-0152
<http://www.ago.state.al.us> (last visited July 26, 2006). You can submit a consumer complaint online or you can write a complaint to the Consumer Affairs Section of the Office of Attorney General at the above mailing address. The telephone number is (334) 242-7334 or toll-free in Alabama (800) 392-5658. The fax number is (334) 242-2433.

Alaska: David W. Márquez (R) (907) 465-3600
P.O. Box 110300, Diamond Courthouse, Juneau, AK 99811-0300
<http://www.law.state.ak.us/> (last visited July 26, 2006).
Contact Information: Consumer Protection Unit, 1031 West 4th Avenue, Ste. 200, Anchorage, AK 99501. Telephone: 907-269-5200 or 800-576-2529. Fax: 907-276-8554.
<http://www.law.state.ak.us/department/civil/consumer/cpindex.html> -- You can download a complaint form from the website or call to request a complaint packet.

American Samoa: Malaetasi M. Togafau (684) 633-4163
American Samoa Gov't, Exec. Ofc. Bldg, Utulei, Territory of American Samoa, Pago Pago, AS 96799.
<http://www.samoanet.com/asg/asgdla97.html> (although last visited on July 26, 2006, this website apparently has not been updated since May of 1997).
Office of the Attorney General, Post Office Box 7, Pago Pago, AS 96799

Arizona: Terry Goddard (D) (602) 542-4266
1275 W. Washington St., Phoenix, AZ 85007-2926
<http://www.azag.gov/> (last visited July 26, 2006)
Office of the Attorney General, Consumer Information and Complaints
602.542.5763 (Phoenix). 520.628.6504 (Tucson). 800.352.8431 (outside Phoenix and Tucson). You can submit a consumer complaint online by going to:
<http://www.azag.gov/consumer/OnlineInstructionsEng.html> or you can download the complaint form, complete it, and mail it to either the Phoenix office at the above address or to the Tucson office at

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OFFICE OF THE ATTORNEY GENERAL, Consumer Information and Complaints, 400 W. Congress, South Building, Suite 315, Tucson, Arizona 85701-1367.

Arkansas: Mike Beebe (D) (800) 482-8982
200 Tower Bldg., 323 Center St., Little Rock, AR 72201-2610

<http://www.ag.state.ar.us>

Contact information:

Consumer Protection Division

1-800-482-8982. The victim must fill out one of the complaint forms,

<http://www.ag.state.ar.us/complaint.pdf> or they can send a letter with their signature stating the matter.

There is also a method to submit complaints online from our website,

http://www.ag.state.ar.us/index_high.htm. Currently there is one bilingual (Spanish) speaker on staff,

Marie Peters if needed. The Consumer Protection Division has no criminal enforcement power, so

allegations of criminal wrongdoing go to the local prosecuting attorney.

California: Bill Lockyer (D) (916) 445-9555

1300 I St., Ste. 1740, Sacramento, CA 95814

<http://ag.ca.gov> (last visited July 26, 2006)

Office of Immigrant Assistance (888) 587-0557

You can call in a complaint at 1-800-952-5225 (Toll-free in CA) or (916) 322-3360 or file a complaint

online at: <http://ag.ca.gov/consumers/general.htm>

The Office of Immigrant Assistance also has numerous publications for immigrants, including warnings about immigration consultants, which can be found at: <http://ag.ca.gov/immigrant/publications.htm>.

There is also an entire web page dedicated to the issue of immigration consultants at

http://ag.ca.gov/consumers/general/immigration_consultants.htm

Colorado: John W. Suthers (R) (303) 866-4500

1525 Sherman Street, 5th Floor, Denver, CO 80203

<http://www.ago.state.co.us/index.cfm> (last visited July 26, 2006). You can download a complaint form at the above website, complete it, and mail it back to Office of Attorney General, Consumer Protection Section at the above mailing address. Complaints submitted to the AG's office are first handled by the local Better Business Bureau in the service area where the business is located before the AG's office steps in.

Consumer Complaint Line - in Denver and Out of State - 303-866-5189

Consumer Complaint Line - Outside of Denver but in Colorado - 1-800-222-4444

Consumer Protection - stop.fraud@state.co.us

Connecticut: Richard Blumenthal (D) (860) 808-5318

55 Elm St., Hartford, CT 06141-0120

<http://www.ct.gov/ag/> (last visited July 26, 2006). Apparently, you start by filing a consumer complaint through the Department of Consumer Protection (DCP). You can download a complaint form from the

DCP's website at <http://www.ct.gov/dcp/site/default.asp> (last visited July 26, 2006). Complete the form and mail it to State of Connecticut, Department of Consumer Protection, 165 Capitol Avenue, Hartford,

CT 06106. The Commissioner of Consumer Protection's telephone number is: (860) 713-6050. The toll-free number within the state is (800) 842-2649. If you would like to speak with someone in the DCP

before filing the complaint or to verify filing procedures, call (860) 713-6100. You can submit E-mail inquiries to: trade.practices@po.state.ct.us. The fax number is (860) 713-7239.

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Delaware: Carl C. Danberg (D) (302) 577-8338

Carvel State Office Bldg., 820 N. French St., Wilmington, DE 19801

<http://www.state.de.us/attgen> (last visited July 26, 2006)

Fraud & Consumer Protection (302)577-8600

Consumer Protection Hotline: (800) 220-5424

You can E-mail inquiries to: consumer.protection@state.de.us. The above website indicates that you can download a consumer complaint form, complete it, and mail it to Delaware Department of Justice, Consumer Protection Division at the above mailing address or you can fax it to 302-577-6499. However, the complaint form was not accessible during the last visit.

District of Columbia: Robert Spagnoletti (D) (202) 724-1305 (main number)

Main office: John A. Wilson Building, 1350 Pennsylvania Ave, NW Suite 409, Washington, DC 20009.

<http://occ.dc.gov> (last visited July 22, 2006). You can submit a consumer complaint online at the above website or you can download the form and mail it to Consumer Complaints, Office of the Attorney General, Consumer and Trade Protection Section, 441 Fourth Street NW, Suite 450 North, Washington, DC 20001

Email: consumercomplaint.oag@dc.gov. Consumer Fraud (202) 727-3500 or hotline at (202) 442-9828. Fax: (202) 727-6546.

Florida: Charlie Crist (R) (850) 414-3300

The Capitol, PL 01, Tallahassee, FL 32399-1050

<http://myfloridalegal.com/>

The Florida Attorney General is your first contact if you want to file a complaint against an immigration consultant. The complaint line is: (850) 414-3990 or toll-free within Florida (866) 966-7226. If a crime is involved, then the AG will not handle the case. Instead, the case will be referred to one of the state attorneys that has jurisdiction over the geographic area. The Florida Department of Agriculture and Consumer Services (FDACS) is a clearing house for complaints against businesses. They will provide mediation services between the consumer and the business. However, their services stop there. If the business is fraudulent (e.g., *notario*), then the Division of Consumer Services cannot investigate or enforce the law against the fraudulent business. Information on the Division of Consumer Services can be found at: <http://www.800helpfla.com/index.html> or at 1-800-HELP-FLA (435-7352).

FDACS Division of Consumer Services Main Office Line is 1-850-922-2966.

Consumer Services Hotline:

1-800-HELP-FLA (435-7352) - Florida only

1-800-FL-AYUDA (352-9832) - ¡Español!

1-850-488-2221 - Calling from outside of Florida

Georgia: The state Attorney General does not handle consumer affairs issues. Contact the Office of Consumer Affairs of the Governor's Office at (404) 656-3790 or at 404.651.8600, or toll-free at 800.869.1123 or visit the website at: www.consumer.georgia.gov/. You can submit a written complaint to Georgia Governor's Office, Office of Consumer Affairs, 2 Martin Luther King Jr. Drive, SE, Suite 356, Atlanta, Georgia 30334. Or you can use the 7-page complaint form that is located on the website at: http://consumer.georgia.gov/vgn/images/portal/cit_1210/17/31/39333627consumercomplaint.pdf (last visited July 26, 2006).

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Guam: Douglas B. Moylan (671) 475-3409 or (671) 475-3324
Judicial Center Bldg., Ste. 2-200E, 120 W. O'Brien Dr., Hagåtña, Guam 96910
<http://www.guamattorneygeneral.com/> (last visited July 26, 2006)
E-mail: law@mail.justice.gov.gu

The Attorney General's office has a Consumer Unit in its Civil Division, and you can download a six-page consumer complaint form from the above website, complete it, and mail it back to the above mailing address.

Hawaii: Mark J. Bennett (R) (808) 586-1500 (main number)
425 Queen St., Honolulu, HI 96813. <http://www.state.hi.us/ag/index.html> (last visited July 26, 2006).
Note: The Department of Commerce and Consumer Affairs – Office of Consumer Protection first handles these types of cases instead of the AG's office. Call (808) 586-2653 or visit its website at <http://www.hawaii.gov/dcca/> (last visited July 26, 2006). You can download the consumer complaint form from this website, complete it, and mail it to one of the addresses listed on the form. For questions and new complaints, you can call (808) 587-3222. The telephone number for investigations is (808) 586-2630. The fax number is: (808) 586-2640.

Idaho: Lawrence Wasden (R) (208) 334-2400
Statehouse, Boise, ID 83720-1000
<http://www2.state.id.us/ag/> (last visited July 26, 2006). You can download a consumer complaint form from the above website, complete it, and mail it to Office of the Attorney General, Consumer Protection Unit, 650 W. State Street, Room B-20, P.O. Box 83720, Boise, ID 83720-0010. Phone (208) 334-2424 or toll free in Idaho at: 1-800-432-3545
Fax (208) 334-2830 E-mail: consumer_protection@ag.idaho.gov

Illinois: Lisa Madigan (D) (312) 814-3000 (general number)
James R. Thompson Ctr., 100 W. Randolph St., Chicago, IL 60601
<http://illinoisattorneygeneral.gov/> (last visited July 24, 2006). You can download the two-page consumer complaint form, complete it, and mail it to: Illinois Attorney General, Consumer Fraud Bureau, 500 South Second Street, Springfield, IL 62706. The telephone number is: (217) 782-1090 or (toll-free within Illinois) 1-800-243-0618. You can also fax the completed form to: (312) 814-2549 or (312) 814-3806. If you fax the form to either of these two numbers, then do not use blue ink on the form because the fax is not picking up blue ink. Some consumer fraud hotlines that work within the state of Illinois only:

Chicago

1-800-386-5438

1-800-964-3013 (TTY)

Springfield

1-800-243-0618

1-877-844-5461 (TTY)

Carbondale

1-800-243-0607

1-877-675-9339 (TTY)

Spanish Language Toll Free Hotline: 1-866-310-8398

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Indiana: Steve Carter (R) (317) 232-6201 (general) or 6330 (consumer protection)
Indiana Government Center South - 5th Floor, 302 West Washington Street, Indianapolis, IN 46204.
<http://www.in.gov/attorneygeneral/> (last visited July 24, 2006). You can file a general consumer complaint online or download it, complete it, and mail it back to:
Consumer Protection Division, Office of the Indiana Attorney General, 302 W. Washington St., 5th Floor, Indianapolis, IN 46204. You can order a consumer complaint form by calling 800-382-5516 or 317-232-6330.

Iowa: Tom Miller (D) (515) 281-5164
Consumer Protection Division, Hoover State Office Bldg., 1300 E. Walnut, Des Moines, IA 50319
<http://www.IowaAttorneyGeneral.org> (last visited July 24, 2006).
You may file a written complaint form online or you may download the complaint form and mail it to the address above. For more information, call (515) 281-5926 or E-mail consumer@ag.state.ia.us.

Kansas: Phill Kline (R) (785) 296-2215 (general) or 3751 (consumer protection)
Consumer Protection/Antitrust Division, 120 S.W. 10th Ave., Suite 430, Topeka, KS 66612-1597.
<http://www.ink.org/public/ksag> (last visited July 24, 2006). You can file a consumer complaint online or download the form, complete it, and mail it to the above address. There is also a complaint form in Spanish. There is also a Consumer Infoline at (785) 296-2424 and a Consumer Hotline at (800) 432-2310.

Kentucky: Gregory D. Stumbo (D) (502) 696-5300
State Capitol, Rm. 116, Frankfort, KY 40601
<http://ag.ky.gov> (last visited July 24, 2006). The Consumer Hotline is (888) 432-9257. For the Louisville office, call (502) 429-7134 or (502) 696-5389 statewide. You can download a consumer complaint form from the above website. For complaints against immigration consultants located in Jefferson, Bullit, and Oldham counties, you mail the completed complaint form to: Office of the Attorney General, Consumer Protection Division, 8911 Shelbyville Road, Louisville, KY 40222. For all other counties, mail the complaint form to the Office of Attorney General, Consumer Protection Division, 1024 Capital Center Drive, Frankfort, KY 40601.

Louisiana: Charles C. Foti, Jr. (D) (225) 342-7013 (general number)
<http://www.ag.state.la.us/> (last visited on July 24, 2006)
For more information about Consumer Protection, please call our office at 1-800-351-4889. In Baton Rouge, the local number is 225-326-6465. You can download a consumer complaint form from the above website, complete it, and fax or mail it to the following address: Office of the Attorney General, Consumer Protection Section, P.O. Box 94005, Baton Rouge, LA 70804-9005. Fax: (225) 326-6499

Maine: G. Steven Rowe (D) (207) 626-8800 (general)
<http://www.state.me.us/ag> (last visited July 25, 2006).
You can write a letter to the AG at: Attorney General's Consumer, Information and Mediation Service, 6 State House Station, Augusta, Maine 04333. You can also submit a complaint online at the above website. You can call the Consumer Information and Mediation Service between 9 a.m. and 12 p.m. at 207-626-8849. Unfortunately, their phones are often busy. If their phone is busy, consider submitting the online complaint or sending an E-mail to consumer.mediation@maine.gov. On May 4, 2006, the Governor signed into law Legislative Document (LD) 1996, which became Public Law, Chapter 629, which in turn amended title 4 of the Maine Revised Statutes Annotated (M RSA) to add under Chapter 17

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(for Attorneys At Law) and under Subchapter 1 (for Admission to Practice) and under Section 807 (for Unauthorized Practice of Law), a new Section 807-B entitled “Authorized Immigration and Nationality Law Assistance.” At the time of creation of this list, it is unclear whether the Financial Crimes and Civil Rights Division of the AG’s office or the Consumer Division of the AG’s office will enforce this new law. Until it becomes clear which division will enforce this new law, to initiate an investigation into an immigration consultant, you can contact either Leanne Robbin, Chief, Financial Crimes and Civil Rights Division, or Brian MacMaster, Director of Investigations. If you are interested in seeing the text of the new law, visit <http://www.mainelegislature.org/legis/bills/chapters/PUBLIC629.asp> (last visited August 1, 2006).

Maryland: J. Joseph Curran, Jr. (D) (410) 576-6300 (general) or (888) 743-0023 (toll-free in Maryland). Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, 16th Floor, Baltimore, MD 21202-2202. <http://www.oag.state.md.us> (last visited July 25, 2006). For consumer questions: consumer@oag.state.md.us

You can file a complaint with the Consumer Protection Division either online or by filling out and mailing a consumer complaint form. You can file a complaint in order to request that the Division mediate a problem between you and the business, or file a complaint just for the record. Mail the complaint form to one of the three offices that is nearest to you. The Eastern Shore Office: 201 Baptist Street, Suite 30, Salisbury, Md 21801 – (410) 713-3620. The Western Maryland Office: 44 North Potomac Street, Suite 104, Hagerstown, MD 21740 – (301) 791-4780. For additional information, call the hotline between 9 a.m. and 3 p.m. at (410) 528-8662 or 1-888-743-0023 toll-free in Maryland.

Massachusetts: Tom Reilly (D) (617) 727-2200

Office of the Attorney General, Consumer Complaint and Information Section, One Ashburton Place, Boston, MA 02108-1698.

<http://www.ago.state.ma.us> (last visited July 25, 2006). You can download a consumer complaint form, complete it, and mail it to the above address. Complaint forms cannot be submitted via E-mail at this time. You can also order the complaint form by calling (617) 727-8400 (this is also the consumer hotline). The Criminal Bureau investigates criminal consumer fraud cases including the unlicensed practice of law and frauds that prey on immigrants. The Massachusetts AG’s office has issued some press releases about the topic. See <http://www.ago.state.ma.us/sp.cfm?pageid=986&id=1015> (last visited July 27, 2006) (regarding an East Boston man who was sent to state prison for defrauding immigrants seeking green cards.). See <http://www.ago.state.ma.us/sp.cfm?pageid=986&id=1082> (last visited July 27, 2006) (regarding a Lowell man order to repay \$51,000 for defrauding immigrants seeking legal services).

Michigan: Mike Cox (R) (517) 373-1110 (general)

Main office: P.O.Box 30212, 525 W. Ottawa St., Lansing, MI 48909-0212

<http://www.ag.state.mi.us> (last visited July 25, 2006)

Consumer Protection Division, G. Mennen Williams Building, 6th Floor, 525 W. Ottawa Street, P.O. Box 30213, Lansing, MI 48909. Telephone: (517) 335-0855.

Complaints (517) 373-1140 or toll-free at (877) 765-8388 between 8:00 a.m. to 4:30 p.m.

Facsimile (517) 241-3771. You can either download a complaint form from the above website, complete it, and fax it or mail it to the address above or complete the complaint form and submit it online.

Minnesota: Mike Hatch (D) (651) 296-3353 (consumer complaints)

Main office: State Capitol, Ste. 102, St. Paul, MN 55155

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<http://www.ag.state.mn.us> (last visited July 25, 2006). You can download a complaint form, complete it and mail it to the following address:

Office of Minnesota Attorney General Mike Hatch
Consumer Protection Division
1400 Bremer Tower
445 Minnesota Street
St. Paul, MN 55101
toll-free consumer complaints: 1-800-657-3787
TTY: (651) 297-7206 or toll-free TTY: 1-800-366-4812

Mississippi: Jim Hood (D) (601) 359-3680

Main office: Department of Justice, P.O. Box 220, Jackson, MS 37205-0220

<http://www.ago.state.ms.us/>

Consumer Protection Division

P.O. Box 22947

Jackson, MS 39225-2947

You can download a complaint form from the above website and mail it to the Consumer Protection Division address above. Toll Free Telephone: 800-281-4418. Telephone: 601-359-4230 Facsimile: 601-359-4231

Remote Location:

280 Rue Petit Bois

Biloxi, MS

Telephone: 228-388-4486

Fax: 228-388-6820

Missouri: Jeremiah W. (Jay) Nixon (D) (573) 751-3321 (main number)

Supreme Ct. Bldg., 207 W. High St., Jefferson City, MO 65101

<http://www.ago.mo.gov/> (last visited July 25, 2006)

You can submit a complaint form online at the above website or download a complaint form and mail it to the Consumer Protection Unit, P.O. Box 899, Jefferson City, MO 65102. The toll-free consumer hotline is: (800) 392-8222.

Montana: Mike McGrath (D) (406) 444-2026 (main number)

Main Office: Justice Bldg., 215 N. Sanders, Helena, MT 59620-1401

<http://www.doj.mt.gov> (last visited July 25, 2006)

Office of Consumer Protection at (406) 444-4500 or (800) 481-6896.

1219 8th Avenue

P.O. Box 200151

Helena, MT 59620-0151

E-mail: JHammill@mt.gov or contactdoj@mt.gov

You can download a complaint form from the above website, complete it, and mail the signed original back to the above address for the Office of Consumer Protection. Consumer/civil complaints are handled by the Office of Consumer Protection. If a criminal issue is involved, however, then it will be handled by a local county attorney.

Nebraska: Jon Bruning (R) (402) 471-2682 (main number)

Main office: State Capitol, P.O.Box 98920, Lincoln, NE 68509-8920

www.cliniclegal.org

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<http://www.ago.state.ne.us/> (last visited July 25, 2006)

Consumer Protection Hotline: 1-800-727-6432

Fax: (402) 471-0006

(402) 471-3891 or 1-888-850-7555 (en Español)

You can either download a complaint form from the above website or call one of the telephone numbers above to order a complaint form. Complete it and mail it to the following address:

Nebraska Department of Justice

Office of the Attorney General

Consumer Protection Division

2115 State Capitol Building

Lincoln, NE 68509

Nevada: George J. Chanos (R) (775) 684-1100 (main number)

Main office: Old Supreme Ct. Bldg., 100 N. Carson St., Carson City, NV 89701

<http://ag.state.nv.us/> (last visited July 25, 2006)

Bureau of Consumer Protection: You can download the complaint form from the above website, complete it, and fax or mail it back to the appropriate address: Office of the Attorney General Nevada Department of Justice, Bureau of Consumer Protection, 555 East Washington Avenue, Suite 3900, Las Vegas, Nevada 89101, or Office of the Attorney General Nevada Department of Justice, Bureau of Consumer Protection

100 North Carson Street, Carson City, Nevada 89701. Telephone number: 702-486-3194. Fax numbers: Southern Nevada Fax: (702) 486-3283, Northern Nevada Fax: (775) 684-1170. You can also E-mail the complaint form to: bcpinfo@ag.state.nv.us (scan your form and attachments to the pdf file format).

New Hampshire: Kelly Ayotte (R) (603) 271-3658 (main number)

State House Annex, 33 Capitol St., Concord, NH 03301-6397

<http://www.state.nh.us/nhdoj/> (last visited July 25, 2006). You can download a complaint form from the above website, complete it, and mail it to the following address:

Consumer Protection and Antitrust Bureau

33 CAPITOL STREET

CONCORD, NH 03301

(603) 271-3641 and (888) 468-4454. Fax: (603) 223-6202.

New Jersey: Zulima V. Farber (D) (609) 292-8740

Richard J. Hughes Justice Complex, 25 Market St., CN 080, Trenton, NJ 08625

<http://www.state.nj.us/lps/> (last visited July 25, 2006)

Within the Office of the Attorney General is the Division of Consumer Affairs (DCA). You can submit a complaint online at the above website. You can call DCA consumer hotline at (973) 504-6200 or (800) 242-5846 (toll free, New Jersey only). You may submit E-mail inquiries to

askconsumeraffairs@lps.state.nj.us – You can write a letter to the DCA at: 124 Halsey Street, Newark, New Jersey 07102 or fax it to (973) 273-8035.

New Mexico: Patricia A. Madrid (D) (505) 827-6000

P.O. Drawer 1508, Sante Fe, NM 87504-1508

<http://www.ago.state.nm.us> (last visited July 25, 2006). You can download a complaint form from the above website, complete it, and mail it to the above address.

Consumer Protection Division may be contacted at:

www.cliniclegal.org

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(800) 678-1508 (In-State Toll Free)

(505) 827-6060 (Santa Fe)

Fax: (505) 827-6685

Albuquerque: (505) 222-9000

New York: Eliot Spitzer (D) (518) 474-7330 (main number)

Main Office: Dept. of Law - The Capitol, 2nd fl., Albany, NY 12224

<http://www.oag.state.ny.us>

Consumer Helpline at 1-800-771-7755

You can download a consumer complaint form from the above address, complete it, and mail it to the following address: Office of the Attorney General, Bureau of Consumer Frauds and Protection, 120 Broadway, 3rd Floor, New York, NY 10271-0332. The Attorney General's office issued a notice titled, "Things you should know before hiring an immigration consultant," which is located at

http://www.oag.state.ny.us/press/2004/jul/jul1a_04_attach1.html (last visited July 25, 2006).

The New York Governor's Citizenship Unit and the New York State Consumer Protection Board created a brochure entitled, "Immigration Consultant Fraud," and a brochure summarizing New York State's "Immigration Assistance Service Fraud" law, both of which can be accessed at:

<http://www.consumer.state.ny.us/publications.htm> (last visited July 25, 2006). In addition to English, these two materials are also published in seven other languages.

Note: although New York state and the city of New York each have laws that *regulate* "immigration consultants," neither law authorizes such service providers to provide *legal* services. The New York State law is titled, "Immigrant Assistance Services," and is located at New York State General Business (GBS) Law Article 28-C, which can be found online at:

<http://public.leginfo.state.ny.us/menugtf.cgi?COMMONQUERY=LAWS> (last visited July 25, 2006).

Title 20 (Consumer Affairs) of the New York City Administrative Code was amended to add subchapter 14 about "immigration assistance services" at chapter 5 (about Unfair Trade Practices). You can access the NYC administrative code online at: <http://24.97.137.100/nyc/AdCode/entered.htm> (last visited July 25, 2006).

North Carolina: Roy Cooper (D) (919) 716-6400 (main number)

Main office: Dept. of Justice, P.O.Box 629, Raleigh, NC 27602-0629

<http://www.ncdoj.com/default.jsp> (last visited July 25, 2006)

Consumer Protection Division hotline: (877)-5-NO-SCAM, or (919) 716-6000 from outside of North Carolina, or (919) 716-0058 for Spanish speakers. You cannot submit a consumer complaint form online at this time. Download the complaint form (in English or Spanish) from the above website, complete it, and mail it back to the following address: Consumer Protection, Attorney General's Office, 9001 Mail Service Center, Raleigh, NC 27699-9001.

North Dakota: Wayne Stenehjem (R) (701) 328-2210

State Capitol, 600 E. Boulevard Ave., Bismarck, ND 58505-0040

<http://www.ag.state.nd.us> (last visited July 25, 2006).

Consumer Protection & Antitrust Division: (701) 328-3404, 800-366-6888 (TTY), or toll free at 1-800-472-2600.

You can download a consumer complaint form from the above website, complete it, and mail it to the following address: Consumer Protection Division, Office of the Attorney General, 4205 State Street, P.O. Box 1054, Bismarck, ND 58502-1054.

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Northern Mariana Islands: Pam Brown (670) 664-2341

Caller Box 10007, Capitol Hill, Saipan, MP 95960

<http://www.cnmiago.gov.mp/> (last visited July 22, 2006). Note: The Division of Immigration of the Attorney General's Office regulates immigration to the Commonwealth of the Northern Mariana Islands. In addition to submitting *inquiries* online at the website, you can submit inquiries to:

Attorney General

Office of the Governor,

Hon. Juan A. Sablan Memorial Bldg.

Caller Box 10007, Capitol Hill,

Saipan, MP 96950

Tel: (670) 664-2341

Fax: (670) 664-2349

To submit a consumer complaint, you must download a complaint form from the above website, complete it, and mail it to the following address:

Office of the Attorney General

Caller Box 10007, Capitol Hill

Saipan, MP. 96950

Attn: Consumer Counsel

Ohio: Jim Petro (R) (614) 466-4320 (main number)

Consumer Protection Section, Ohio Attorney General, State Office Tower, 30 E. Broad St., 14th Floor, Columbus, OH 43215-3400

<http://www.ag.state.oh.us> (last visited July 22, 2006)

Consumer hotline: (800) 282-0515 (Ohio only) or 614-466-4986

You can submit a consumer complaint online or you can download the complaint form from the above address and mail it to the above address.

Oklahoma: W. A. Drew Edmondson (D) (405) 521-3921

Main office: State Capitol, Rm. 112, 2300 N. Lincoln Blvd., Oklahoma City, OK 73105

<http://www.oag.state.ok.us> (last visited July 22, 2006)

You can download a consumer complaint form from the above address, complete it, and mail it to: Office of the Attorney General, Consumer Protection Unit, Investigative Analyst, 4545 North Lincoln Blvd., Suite 260, Oklahoma City, OK 73105-3498. You cannot submit a complaint online at this time.

Oregon: Hardy Myers (D) (503) 378-4732 (main number)

Justice Bldg., 1162 Court St., NE, Salem, OR 97301

<http://www.doj.state.or.us> (last visited July 22, 2006)

Attorney General's Consumer Hotline is staffed from 8:30 a.m. to 4:30 p.m.

Phone: Salem area (503) 378-4320, Portland area (503) 229-5576, In Oregon (toll free) 1 (877) 877-9392

Email: consumer.hotline@doj.state.or.us

You can submit a consumer complaint online at the above website or download the consumer complaint form (in English or Spanish) from the website, complete it, and mail it to: Oregon Department of Justice, Financial Fraud/Consumer Protection Section, 1162 Court Street, N.E., Salem, OR 97301-4096.

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Pennsylvania: Tom Corbett (R) (717) 787-3391 (main number)

Main office: 1600 Strawberry Square, Harrisburg, PA 17120

<http://www.attorneygeneral.gov> (last visited July 22, 2006)

You can submit a consumer complaint online at the above address or you can download a complaint, complete it, and mail it to: Office of Attorney General, Bureau of Consumer Protection, 14th Floor, Strawberry Square, Harrisburg, PA 17120. (717) 787-9707

Puerto Rico: *Secreterio de Justicia*, Roberto J. Sanchez-Ramos (787) 721-2900 (main number), GPO Box 9020192, San Juan, PR 00902-0192

<http://www.justicia.gobierno.pr> (last visited July 22, 2006). Although the website states that you can download a complaint form, a complaint form was not accessible. The *Oficina del Procurador General* is responsible for investigating complaints against attorneys licensed in Puerto Rico and *notarios*.

Rhode Island: Patrick Lynch (D) (401) 274-4400

Consumer Protection Unit, 150 S. Main St., Providence, RI 02903

<http://www.riag.state.ri.us> (last visited July 25, 2006)

You can download the complaint form from the above website, complete it, and mail it to the above address.

South Carolina: The State Attorney General's Office does not handle consumer complaints. Instead, you must go to the South Carolina Department of Consumer Affairs (SCDCA) at

<http://www.scconsumer.gov/> (last visited July 25, 2006). You can submit a consumer complaint online at the above website or you can download the complaint, complete it, and mail it to the South Carolina Department of Consumer Affairs, P.O. Box 5757, 3600 Forest Drive, 3rd Floor, Columbia, South Carolina 29250. The telephone number is: 803-734-4200 or toll-free in SC 1-800-922-1594. The Fax is 803-734-4286. If you would like to submit an E-mail inquiry: scdca@dca.state.sc.us.

South Dakota: Larry Long (R) (605) 773-3215 (main number)

1302 East Highway 14, Suite 1, Pierre, SD 57501-8501

<http://www.state.sd.us/attorney/> (last visited July 25, 2006)

You can submit a consumer complaint online at the above website or download the complaint form and mail it to the Office of Attorney General, Division of Consumer Protection, 500 East Capitol, Pierre, SD 57501-5070. The telephone number is: (800) 300-1986 (toll-free in state) or (605) 773-4400. The fax number is: (605) 773-7163.

Tennessee: Paul G. Summers (D) (615) 741-5860 (main number)

500 Charlotte Ave., Nashville, TN 37243

<http://www.attorneygeneral.state.tn.us> (last visited July 25, 2006)

The Consumer Advocate & Protection Division of the Tennessee Attorney General's Office handles complaints regarding the unauthorized practice of law (UPL) and enforcement under the Tennessee Unauthorized Practice and Improper Conduct statutes, Tenn. Code Ann. § 23-3-101 *et seq.* Therefore, complaints regarding the unauthorized practice of law by non-attorney immigration consultants or notarios should be made directly to that office. It has an UPL Complaint Form that they send to consumers or attorneys to complete regarding these situations. The best way for a consumer or attorney to contact the office regarding these situations is by telephone at (615) 741-1671 or to go to the website at <http://www.attorneygeneral.state.tn.us/cpro/upl.htm> (last visited July 27, 2006) and click on "complaint form" to print off, complete and mail back to the office. Tennessee also has a statute prohibiting

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deceptive advertising by notaries public in other languages at § 8-16-401: “Notice that Notary Public is Not an Attorney.” You can E-mail inquiries to: Consumer.Affairs@state.tn.us.

Texas: Greg Abbott (R) (512) 463-2100 (main number)
Office of the Attorney General, Capitol Station, P.O.Box 12548, Austin, TX 78711-2548
<http://www.oag.state.tx.us> (last visited July 25, 2006). You can submit a consumer complaint online at the above address or you can download the form, complete it, and mail it to the above mailing address. For help in filing complaints against immigration consultants or *notarios*, call 1-800-252-8011 (toll-free in Texas); assistance is available in English and Spanish. The Attorney General of Texas has pursued law suits against immigration consultants and has issued statements and press releases on the topic. See <http://www.oag.state.tx.us/newspubs/weeklyag/2005/0905immigration.txt> (last visited July 25, 2006) (“Fraudulent Schemes Target Immigrants, Spanish Speakers”). The press releases can be found at <http://www.oag.state.tx.us/consumer/lawsuits.php> (last visited July 26, 2006). Scroll down to “special initiatives” and “Scams targeting Hispanics in Texas.” The Attorney General’s Office also has a flyer entitled “Beware of *Notarios*” which can be found at <http://www.oag.state.tx.us/newspubs/releases/2004/notarios.pdf> (last visited July 25, 2006).

Utah: Mark Shurtleff (R) (801) 538-9600 (main number)
Main Office: State Capitol, Rm. 236, Salt Lake City, UT 84114-0810
<http://attorneygeneral.utah.gov/> (last visited July 26, 2006). The Attorney General’s Commercial Enforcement Division enforces laws that protect consumers and businesses, including laws that prohibit deception, fraud, misrepresentation, or concealment of facts in the sale or advertisement of goods and services. The office works closely with the Utah Division of Consumer Protection to investigate and prosecute violations of these laws.
You can download the consumer complaint form from the website for the Utah Department of Commerce, Division of Consumer Protection at <http://consumerprotection.utah.gov/howdoi/index.html> (last visited July 26, 2006)
complete it, and fax it to (801) 530-6001 or mail it to Division of Consumer Protection, Attention Complaint Processor, Heber M. Wells Building, Second Floor, 160 East 300 South, SM Box 146704, Salt Lake City, Utah 84114-6704. Telephone: 801-530-6601 or toll-free in Utah: 800-721-7233.

Vermont: William H. Sorrell (D) (802) 828-3173
109 State St., Montpelier, VT 05609-1001
<http://www.state.vt.us/atg> (last visited July 26, 2006). You can download a consumer complaint form from the above website, complete it, and mail it to Consumer Assistance Program, 206 Morrill Hall, UVM, Burlington, VT 05405. You can contact the office at (802) 656-3183 (Chittendon County) or toll-free in Vermont (800) 649-2424. You can submit E-mail inquiries to ConsumerComplaint@atg.state.vt.us.

Virgin Islands: Kerry Drue (340) 774-5666
Dept. of Justice, G.E.R.S. Complex 488-50C Kronprinsdens Gade, St. Thomas, VI 00802

Virginia: Bob McDonnell (R) (804) 786-2071 (main number)
Main office: 900 E. Main St., Richmond, VA 23219
<http://www.oag.state.va.us> (last visited July 26, 2006). The Attorney General’s office is not the first stop for filing consumer complaints. You must first go to the Office of Consumer Affairs (“OCA”) in the Department of Agriculture and Consumer Affairs. The website is:

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<http://www.vdacs.virginia.gov/consumers/index.html> (last visited July 26, 2006). You can download a complaint form from this website, complete it, and mail it to Virginia Department of Agriculture and Consumer Services, Office of Consumer Affairs, 102 Governor Street, Richmond, VA 23219. Consumer Protection HOTLINE

Toll free in Virginia: 1.800.552.9963 or 804.786.2042. Fax: 804-225-2666 Monday through Friday, 8:15 am to 5:00 pm. The OCA only handles complaints against businesses. Therefore, if it is an individual who is holding himself or herself out as an “immigration consultant,” it is important that you explain to the OCA that even though the individual is not a legitimate business s/he is holding himself/herself out as a business by offering to provide services to complete forms, etc. If the OCA identifies a pattern of misconduct or wrongdoing, then it will contact the AG’s office.

Washington: Rob McKenna (R) (360) 753-6200 (main number)

Main Office: 900 Fourth Street, Suite 2000, Olympia, WA 98504-0100

<http://www.atg.wa.gov/> (last visited July 26, 2006). The Consumer Protection Division handles consumer complaints. You can submit a consumer complaint online at the above website or you can download the complaint form, complete it, and mail it to one of the five offices that is closest to you. The addresses for the offices are contained on the complaint form. The statewide toll-free telephone number is: (800) 551-4636.

West Virginia: Darrell V. McGraw Jr. (D) (304) 558-2021 (main number)

Main Office: State Capitol, 1900 Kanawha Blvd. , E., Charleston, WV 25305

<http://www.wvago.us/> (last visited July 26, 2006). The Consumer Protection & Antitrust Division handles consumer complaints. You can download a complaint form from the above website, complete it, and mail it to Office of the Attorney General, Consumer Protection Division, P.O. Box 1789, Charleston, WV 25326. The telephone numbers are:

(304) 558-8986 and 1-800-368-8808. You can submit E-mail inquiries to consumer@wvago.gov

Wisconsin: Peg Lautenschlager (D) (608) 266-1221

State Capitol, Ste. 114 E., P.O.Box 7857, Madison, WI 53707-7857

<http://www.doj.state.wi.us> (last visited July 26, 2006). The AG’s office generally takes cases that are referred by other state agencies. To file a consumer complaint, go to the Department of Agriculture, Trade & Consumer Protection at <http://www.datcp.state.wi.us/index.html> (last visited July 26, 2006). You can submit a consumer complaint online at the DATCP’s website above or you can download the complaint form, complete it, and mail it to one of the four offices that is nearest to you. The addresses for the offices are listed on the complaint form. The state-wide toll-free hotline is (800) 422-7128 and (608) 224-4953.

You can E-mail inquiries to: datcp hotline@datcp.state.wi.us.

Wyoming: Pat Crank (D) (307) 777-7841

State Capitol Bldg., Cheyenne, WY 82002

<http://attorneygeneral.state.wy.us> (last visited July 26, 2006). You can request a consumer complaint form by contacting the Consumer Protection Unit, 123 State Capitol

Cheyenne, WY 82002 or by E-mail at baylwa@state.wy.us or by phone at 307-777-7874 or toll-free: 800-438-5799 or by FAX: 307-777-7956.