



Division of Consumer Services

Making a Difference for
Florida's Consumers

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Consumer Outreach Coordinator

THE ARC OF FLORIDA 2019 CONVENTION


Sec-UR-ity
You Are At The
Center

Every person deserves
the chance to reach his
or her full potential



Our **mission** is to make a positive difference for Florida consumers by educating and informing them of consumer protection related issues and for businesses by assisting them to achieve compliance with regulatory requirements while providing an exceptional level of customer service.

Our **vision** is to be the preeminent consumer services agency in the nation.



Division of Consumer Services

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Florida's
Clearinghouse
for Consumer
Information
and
Complaints

Contact us when...

- You need to check out a business or charity
- You need to file a consumer complaint
- You don't know where else to go

Division of
Consumer
Services

The State's
Clearinghouse
for Consumer
Complaints and
Information

FDACS.GOV

**1-800-HELP-FLA
(435-7352)**

**1-800-FL-AYUDA
(352-9832)**

Regulatory Programs

Agricultural Dealer's Licenses
Fair Rides Inspections
Florida Do Not Call
Game Promotions/Sweepstakes
Health Studios
Liquified Petroleum Gas (Propane)
Motor Vehicle Repair
Intrastate Moving Companies
Pawnbrokers
Petroleum Devices and Products
Professional Surveyors and Mappers
Sellers of Business Franchises
Sellers of Travel
Solicitation of Contributions (Charities)
Telemarketing
Weights and Measures

2018 in Review



2017 Complaints Processed: 40,855

2018 Complaints Processed: 42,849



190,758



26,403



11,463

- ▶ Unsolicited Calls (Do Not Call and Telemarketing)* -22,689
- ▶ Landlord/Tenant - 2,153
- ▶ Motor Vehicle Repair* - 1,518
- ▶ Petroleum* - 1,434
- ▶ Communications - 1,342
- ▶ Medical (billing) - 1,239
- ▶ Construction - 1,142
- ▶ Motor Vehicle/Sales Accessories - 1,123
- ▶ Travel/Vacation Plans* - 1,087
- ▶ Moving & Storage-Household* - 1,030

2018 Top 10 Complaints

Education and Outreach

- A-Z Resource Guide
- Business Services
- Business/Complaint Lookup
- Check-A-Charity
- Consumer Protection Speaker Request
- Consumer Resources
- File a Complaint
- Florida Consumer E-Newsletter
- Florida Do Not Call
- Landlord/Tenant Law in Florida
- LifeSmarts
- Scams and Frauds

Request a speaker.' Below the banner, the text reads: 'The Florida Department of Agriculture and Consumer Services' Division of Consumer Services'."/>

fdacs.gov/Divisions-Offices/Consumer-Services

Commissioner Nicole "Nikki" Fried

Home / Divisions & Offices / **Consumer Services**

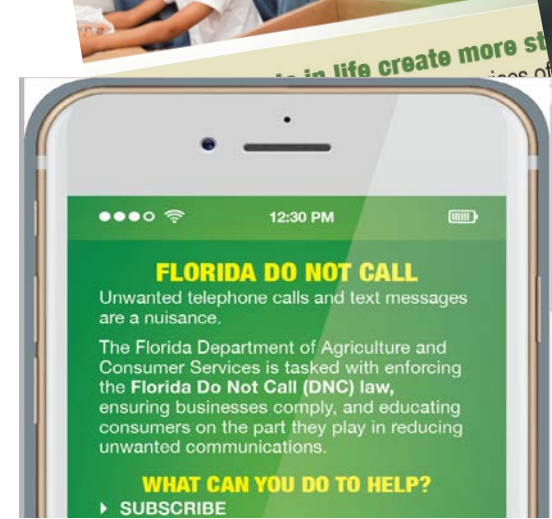
Division of Consumer Services

Request a Consumer Protection Speaker


We have the latest information on scams that bilk people out of millions of dollars annually. At your next event or meeting, let one of our representatives educate your group on the latest consumer issues. We're here for you and we're FREE! [Request a speaker.](#)

The Florida Department of Agriculture and Consumer Services' Division of Consumer Services

Education and Outreach



All charities soliciting within or from the state of Florida, excluding those soliciting for named individuals or only from its membership and veterans' organizations chartered under Title 36, U.S.C., are required to register and file financial information with the Florida Department of Agriculture and Consumer Services. Registration requirements do not apply to bona fide religious and educational institutions or governmental entities.

A photograph of a wooden board game, possibly a checkers or similar board game, with colorful wooden blocks (yellow, orange, red, pink, purple) and a black piece on a wooden surface. The image is overlaid with a green geometric pattern on the right side.

Obstacles Unique to People with Intellectual and Developmental Disabilities

Social and Legal Problems Faced by People with Intellectual and Developmental Disabilities

- ▶ Isolation
- ▶ Limited Access
 - ▶ Physical Access
 - ▶ Attitudinal
Accessibility
- ▶ Underreporting
of the Crime
- ▶ Limited Advocacy

Myths

Three myths contribute to stereotype which often results in discrimination against people with intellectual and developmental disabilities

▶ Top Three Myths

- ▶ *The First Myth:* Perception that people with disabilities are “suffering.” Before the passage of ADA societal response was to extend “charity”
- ▶ *The Second Myth:* People with disabilities lack the ability to make choices or determine for themselves what is best for them in all spheres of life. Although those with severe impairments may need greater support, this doesn't impede their ability or preclude their right to make decisions.
- ▶ *The Third Myth:* According to crime victim advocates, is that many people in society fear contact with crime victims generally, as distress is contagious. Deviations from the norm frightens those who don't have disability.

Common Scams & Frauds

- ▶ Internet Scam
- ▶ Health Scam
- ▶ Telemarketing Scam
- ▶ Financial Scam
- ▶ Charity Scam
- ▶ Love Scam



SCAMS
TARGET YOU
PROTECT YOURSELF

Quick Tips for Avoiding Fraud

1. Don't give out personal information.
2. Don't be intimidated.
3. Don't pay with a wire transfer or gift cards.
4. Don't rely on caller ID displays.
5. Ignore unsolicited offers.

What does a victim do?

- ▶ File a report with your local police
- ▶ File a complaint with the Federal Trade Commission and/or the Division of Consumer Services
- ▶ Review your credit report
- ▶ Place a freeze/fraud alert with each of the reporting agencies



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