Information on health care fraud taken from the Web site of the FTC at www.ftc.gov.

DO
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General to report a scam, a potential Do Not Call Registry violation or for more information.
Hang up the phone if you're not interested.

BEWARE

Reduce the number of telemarketing calls you receive by signing up for the national Do Not Call Registry: Log on to www.donotcall.gov or phone 1-888-382-1222;

Contractor offers "discount" prices or full payment before work is completed.
Contractor demands cash payment or cash rather than check.
Solicitor insists on sending someone to your door to obtain a donation.

You receive solicitations from local connections offer to do home repair work for much less than the market price.
Door-to-door salespersons with no local connections offer to do home repair work for much less than the market price.

You get solicitations from paid mailing to persuade you to donate.
Promoter claims there is a conspiracy to suppress the product.

Magazine sellers or clearinghouses will bill you for magazines or products you never ordered.

You get solicitations from a phony charity with a name that sounds like a better-known, reputable organization.
Charities with unfamiliar names and no programs in Illinois.

You receive solicitations from phony charities that use jargon that you don't understand to hide the deficiencies of their claims.
Promotions are written in medical jargon that you don't understand to hide the deficiencies of their claims.

Health product is advertised as being health product is advertised as being

You win a "free" gift, vacation, or prize but must pay for postage and handling or other charges.
Promoter makes statements such as "Don't miss this high-profit, no-risk offer!"

Solicitor insists on the payment by credit card or bank account number, or have a check picked up by courier before you've had a chance to carefully consider the offer.

You get a letter endorsement from "Doctors agree" or from celebrities, engineers, or other "experts." You are promised a no-risk, money-back guarantee.

Promoters give you the idea that you have an equal chance of winning, even if you do not make any purchases.
Promoters make measurements smaller or less precise.

You win a "free" gift, vacation, or grand prize.

Foundations, "charities," home repair charities, health care sweepstakes, and sweepstakes. If you aren't careful, you might discover that the scam isn't a scam at all.

Phone the Attorney General's Consumer Fraud Bureau at 877-305-5145 (TTY: 800-964-3013) for more information or to report a scam.

Contact the Office of the Attorney General by calling (312) 814-2595.

Ask that the charity provide you with the Office of the Attorney General’s complaint form. You must send money, give a credit card or bank account number, or have a check picked up by courier before you've had a chance to carefully consider the offer.

If you feel a solicitation is suspicious, do not donate money and report it to the Office of the Attorney General.

Hang up the phone if you're not interested.

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You get solicitations from paid mailing to persuade you to donate.
Nothing can be more frustrating than spending your hard-earned money on a product or service only to find that what you received isn’t what you thought you were paying for. In most cases, simply contacting the business, its store manager or a customer service representative can settle any dispute you may have. But when that doesn’t work, the Consumer Protection Division of my office may be able to help.

Although our attorneys cannot represent an individual in a lawsuit, our mediation program can assist in resolving disputes or complaints filed by individual consumers. \[...\] the less likely a fly-by-night operator will leave town or go out of business before consumers can get their money back.

If you feel you have been a victim of consumer fraud, please contact one of my Consumer Hotlines listed on this brochure. By working together, we can all help to protect ourselves from consumer fraud.

**CHICAGO**
100 W. Randolph Street
Chicago, Illinois 60601
1-800-386-5438
TTY: 1-800-964-3013

**SPRINGFIELD**
500 S. Second Street
Springfield, Illinois 62706
1-800-243-0618
TTY: 1-877-844-5461

**CARBONDALE**
1001 E. Main Street
Carbondale, Illinois 62901
1-800-243-0607
TTY: 1-877-675-9339

**HOW TO FILE A CONSUMER COMPLAINT**
When submitting a consumer complaint, please supply all information requested on the consumer complaint form, including: ... information you submit will be used by attorneys, investigators and other members of the Attorney General’s staff.

If appropriate, we will forward a copy of your complaint to the person or business about which you are complaining. This information may also be shared with other governmental enforcement agencies responsible for consumer protection and other laws.

Complaint forms are public records which are subject to the Freedom of Information Act. If we receive a request for copies of records that include your complaint, we ... be deleted from copies that we provide, allowing the requester to read your complaint without compromising your privacy.

Complaint forms may be downloaded from our Web site, www.IllinoisAttorneyGeneral.gov, or obtained by calling one of our consumer fraud hotlines listed on the back of this brochure. Please mail the complaint form and any other relevant documents to:

Office of Illinois Attorney General
Consumer Fraud Bureau
500 S. Second Street
Springfield, Illinois 62706

Or
100 W. Randolph Street
Chicago, Illinois 60601

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A Message From
ILLINOIS ATTORNEY GENERAL
LISA MADIGAN

CONSUMER FRAUD HOTLINES
Lisa Madigan

LISA MADIGAN
ILLINOIS ATTORNEY GENERAL