



# New Jersey's **TOP TEN** Consumer Complaints

**New Jersey Division of Consumer Affairs**

December, 2011

**▶ 1**

## **Home Improvement/Repair**

Unsatisfactory Service/Billing Disputes

**2**

## **Motor Vehicles**

Advertising/Unsatisfactory Service/Billing Dispute

**3**

## **Loans/Loan Services**

Deception-Fraud/Failure to Deliver

**4**

## **Credit/Debt Collection**

Harrasment/Billing Disputes

**5**

## **Internet Sales/Goods**

Defective Merchandise/Failure to Deliver

**6**

## **Professional/Occupational Services**

Unsatisfactory Service/Billing Disputes

**7**

## **Telemarketing**

Do Not Call/Debt Collection Calls/Phone Solicitations

**8**

## **Cellular Phone Services**

Unsatisfactory Service/Billing Disputes

**9**

## **Gasoline Pricing**

Price Inflation/Billing Disputes

**10**

## **Home Furnishings/Furniture**

Failure to Deliver/Damaged Furniture/Refunds