

The Federal Trade Commission is required by statute under the Fair Debt Collection Practices Act (FDCPA), to submit a report to Congress each year. The following information in the table below compares the types of consumer complaints the Commission received in 2005 and in 2006.

Please be aware that debt collectors contact millions of consumers each year, and the number of complaints received by the FTC is a small percentage of the overall contacts. However, according to the FTC the Commission does believe that the number of consumers who file complaints represents a very small percentage of the consumers who come across problems with debt collectors.

NUMBER OF COMPLAINTS:

VIOLATIONS ALLEGED:

Demanding larger payment than is permitted by law:

<u>2005</u>	<u>2006</u>	
28,470	27,929	Misrepresentation of the character, amount or legal status of the alleged debt
3,013	2,387	Collectors demanded unauthorized interest, fees, or expenses

Harassing the alleged debtor or others:

<u>2005</u>	<u>2006</u>	
14,352	14,656	Harassment by calling repeatedly or continuously
8,018	7,967	Collectors used obscene, profane or abusive language
1,715	1,620	Calling prior to 8 a.m. or after 9 p.m.
284	179	Used or threatened to use violence for failure to pay

Threatening dire consequences if consumer fails to pay:

<u>2005</u>	<u>2006</u>	
6,410	5,842	Falsely threatened to file lawsuit or other legal action
2,212	2,071	Falsely threatened arrest or seizure of property

Impermissible calls to consumer's place of employment:

<u>2005</u>	<u>2006</u>	
4,193	4,037	Impermissible calls to consumer's place of employment

Revealing alleged debt to third parties:

<u>2005</u>	<u>2006</u>	
3,028	2,967	Illegally disclosed a purported debt to a third party
7,337	8,310	Contacted third party repeatedly to obtain location information

Failure to send required consumer notice:

<u>2005</u>	<u>2006</u>	
3,106	2,706	Not providing the required consumer notice

Failure to verify disputed debts:

<u>2005</u>	<u>2006</u>	
1,684	1,752	Failure to verify debts alleged owed

Continue to contact after “cease communication” notice:

<u>2005</u>	<u>2006</u>	
2,053	2,032	Ignored the cease communication notice

The Commission’s FDCPA program does have vigorous law enforcement. The FTC continues to investigate debt collectors to identify and try to correct various violations of the FDCPA. Therefore, it only makes sense for consumers to educate themselves. Most importantly, if you or anyone you know has endured any type of harassment, threat, or illegal action by a debt collector, to file a complaint with the Federal Trade Commission. Remember, these reports are submitted to Congress every year.

To learn more about consumer education through the Commission’s Consumer Response Center (“CRC”) or to learn how to file a consumer complaint on-line please go to <http://www.ftc.gov>.

Jeff

<http://www.jeffcanhelp.com>
Jeffrey L. Suher, Attorney at Law
1-877-YES-JEFF
412-374-9005

4328 Old Willam Penn Highway
Suite 2J
Monroeville, Pennsylvania 15146