

CTS NO. _____
REGIONAL NO. _____
CATEG. CODE: _____

Consumer Complaint Form

- 1. Please be sure to complain to the company or individual before filing.
- 2. Please type or print clearly in dark ink.
- 3. Incomplete or unclear forms will be returned to you.
- 4. Make sure you enclose copies of important papers concerning your transaction.

Consumer

Name: _____ Senior Citizen? Yes No
Day Telephone: _____ Night Telephone: _____
Address: _____ City: _____ State: _____ Zip: _____

Complaint

Name of Seller or Provider of Services: _____
Address: _____ City: _____ State: _____ Zip: _____
Telephone: _____

Name of Other Seller or Provider of Services: _____
Address: _____ City: _____ State: _____ Zip: _____
Telephone: _____

Date of Transaction: _____ Cost of Product: _____ How Paid: _____
Did you sign a contract? Yes No Where? _____ Date: _____
Was product or service advertised? Yes No Where? _____ Date: _____

Type of Complaint (e.g. car, mail order, etc.) please provide details on reverse side:

Have you complained to the company or the individual? Yes No Date: _____
How? By Phone By Mail In Person Other _____
Person Contacted: _____ Job Title: _____
Nature of Response: _____ Date: _____

Has matter been submitted to another agency or attorney? Yes No
If yes, give name and address: _____

Is court action pending? Yes No

Fill out a complaint if about a motor vehicle or appliance

Make: _____ Model: _____ Year: _____

Mileage: _____ Purchased: New Used Sold: With Warranty As Is

Briefly describe your complaint: _____

What form of relief are you seeking (e.g. exchange, repair, refund, etc.)? _____

Who referred you to this office? _____

READ THE FOLLOWING BEFORE SIGNING BELOW.

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled checks - front and back, correspondence, etc.) **DO NOT SEND ORIGINALS.**

In order to resolve your complaint we may send a copy of this form to the person or firm you are complaining about.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objections to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

Signature: _____ Date: _____



Commonwealth of the Northern Mariana Islands

Office of the Attorney General

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Attorney General/Civil Division

Tel: (670) 664-2341

Fax: (670) 664-2349

Criminal Division

Tel: (670) 664-2366

Fax: (670) 234-7016

Dear Consumer:

Thank you for contacting the Office of the Attorney General/Consumer Counsel concerning your consumer problem. Enclosed you will find a complaint form which I ask you to fill out completely and return to this office. Also, please enclose two (2) copies of any document relevant to your complaint. Please do not send any original documents.

Upon receipt of your complaint, a staff person will first review your complaint to determine if the complaint pertains to a matter better addressed by another agency. If so, your complaint is retained by this office. A staff person will forward your complaint to the business involved requesting a response. Any response will be forwarded to you.

If this informal dispute resolution process does not result in a satisfactory conclusion, this office cannot require a business to respond to or adjust your complaint. Commonwealth law does not permit the Office of the Attorney General to represent private citizens in legal actions.

Where evidence indicates that a business is engaging in substantial and systemic violations of consumer protection laws, we do bring legal actions on behalf of the Commonwealth of the Northern Mariana Islands that are in the public interest. If your complaint supports a pattern of deceptive practices, it may be included in future investigations or litigation.

I appreciate your interest in bringing this complaint to our attention. One of the most valuable ways we can learn of problems existing in the marketplace is by receiving complaints from concerned citizens.

Sincerely,

A handwritten signature in cursive script, appearing to read "M. Callan".

MEREDITH CALLAN

Assistant Attorney General

Consumer Counsel