



February 12, 2010

“Consumers Have a Powerful Resource in Mediation Center”

By Nebraska Attorney General Jon Bruning

Today’s economic challenges are sometimes made worse by those who prey on Nebraska consumers. Scammers continue to target Nebraskans through fraudulent mail-in offers and solicitations. Con-artists are always finding new ways to steal your money.

While avoiding scammers can be tricky business, dealing with faulty products or services from legitimate companies is often just as problematic. When faced with difficult situations, it’s important for consumers to know they have a powerful resource - our office’s Consumer Protection Division and mediation center.

By providing mediation services, the Consumer Protection Division works to protect Nebraskans from fraud and resolve complaints about businesses. The division also provides information on current scams operating in Nebraska.

Each year, the mediation center tallies the most common complaints. Last year’s top complaints were: electronics (computer hardware issues), credit and financial companies (inaccurate billing), scam sweepstakes/lotteries, motor vehicles (non-delivery or bait-and-switch) and personal/household products (non-delivery of pre-paid goods).

I’m proud of the work done by our office’s dedicated mediation and outreach staff. With more than 5,300 cases opened, the mediation center helped Nebraskans recover more than \$1million in 2009. Not limited to recovering money, the division also provided educational outreach to more than 17,000 Nebraskans at safety presentations, fairs and expos.

Through our Consumer Protection Division, we pledge to continue to provide a voice for consumers. If you need assistance from a trained mediator, call our Consumer Protection Division at (800) 727-6432 or for more information, visit us online at www.ago.ne.gov.