

# WYOMING ATTORNEY GENERAL'S OFFICE

## CONSUMER PROTECTION UNIT

### Consumer Protection

The Wyoming Consumer Protection Act (Act) prohibits businesses from taking advantage of consumers through various types of misrepresentations, and unfair or deceptive acts or practices. Although the Wyoming Attorney General is not authorized to act as an attorney for individual consumers, the Act does allow him to file a lawsuit when he has reasonable cause to believe that a business has violated the Act and that proceedings would be in the public interest.

### Investigations

Our office investigates complaints alleging a pattern or practice of unfair and deceptive acts or practices. Information from consumers allows us to identify and devote our resources to the most serious cases involving widespread injury to Wyoming's consumers and its business enforcement. We accept written complaints from consumers. The complaint form can be found on our website or by calling our office.

### Collaboration

The Consumer Protection Unit values its relationships with local, state and federal enforcement agencies. Your law enforcement office may receive calls or complaints that may also be addressed by our office. Some of the common complaints forwarded from law enforcement include:

- Door to door sales;
- Grandparent and lottery scam phone calls;
- Fraudulent or deceptive consumer sales; and
- Identity theft.

Although we may not be able to investigate every fraudulent or deceptive activity reported to our office, we may be able to use the information provided by Wyoming citizens or law enforcement to alert the public and other governmental agencies. We may also be able to help citizens identify other agencies that may be able to assist them.



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Consumer Protection Unit  
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Please visit our website at  
[ag.wyo.gov/cpu](http://ag.wyo.gov/cpu)

### Top 10 Wyoming Consumer Complaints

1. Collections
2. Retail Sales
3. Grandparent and Lottery Scams
4. Contractors and Home Repairs
5. Business Opportunity Scams
6. Timeshare Scams
7. Government Imposter Scams
8. Auto Sales and Warranties
9. Door to Door Sales
10. Unauthorized Billing