

## Speaking Engagement Requests

The Consumer Protection Unit is available to speak to your group.

### Topics Include:

- ❖ Scam Alert
- ❖ Financial Literacy Games
  - Senior Savvy Showdown*
  - Grades 5-12*
  - Rebuilding Credit for Adults*
- ❖ Buying a Used Car
- ❖ Building/Rebuilding Credit
- ❖ Landlord Tenant Issues



**NorthwesternDA.org**



A Senior Savvy Showdown

**Call us with your consumer questions**



**413-774-3186  
Franklin County**

**413-586-9225  
Hampshire County**

Working in cooperation with the MA  
Attorney General's Office

**Office of Northwestern  
District Attorney  
David E. Sullivan**

**Consumer Protection Unit**



**We'll fight for your  
consumer rights!**

**Greenfield, MA 01301  
413-774-3186**

**Northampton, MA 01060  
413-586-9225**

**NorthwesternDA.org**

## Consumer Protection Unit

The Northwestern District Attorney's Office has been home to a local consumer protection program since 1973. The Consumer Protection Unit's Director, Anita Wilson, and Case Coordinator Joanne O'Donoghue are trained specialists who work to resolve consumer complaints through an informal process and also provide resources and referrals to the public. They deliver education and outreach programs throughout both counties, giving consumers the information they need to make informed decisions and protect themselves against scams and fraud.

The Consumer Protection Unit (CPU) works in cooperation with the MA Attorney General's Office (AGO). We are one of 20 programs throughout the state which receives a grant from the AGO to provide a local consumer program.

Consumer Protection staff will assist consumers in the following areas:

- New and Used Automobiles Purchases
- Home Improvement
- Shopping Rights
- Credit and Debt Issues
- Landlord/Tenant Rights
- Identity Theft
- Auto Repair
- Internet Sales
- Telemarketing Scams



Consumer Protection Director Anita Wilson and specialist Joanne O'Donoghue are ready to help you with your consumer needs.

Free help for Hampshire County Consumers

**Joanne O'Donoghue at 413-586-9225**

Free Help for Franklin County Consumers  
**Anita Wilson at 413-774-3186**

### WAYS WE CAN HELP YOU

- Help with complaints between consumers & businesses
- Offer consumer education programs
- Help to avoid scams
- Help to resolve issues related to home improvement rights, car sales & repair, credit & debit issues, ID theft, landlord/tenant disputes & telemarketing

We handle complaints through an informal process involving letters and telephone calls in an effort to reach a mutually agreeable settlement.

## Consumer Protection Laws What are they?

The Consumer Protection Laws are designed to ensure fair trade competition and the free flow of truthful information in the marketplace. These laws are designed to prevent businesses that engage in unfair practices from gaining an advantage over competitors. Consumer Protection Laws are a form of government regulations which aim to protect the rights of the consumers.

## To File a Complaint

1. See how to file a complaint online at <https://www.NorthwesternDA.org>
2. Call our office in Hampshire County at 413-586-9225 and in Franklin County at 413-774-3186
3. Please include your complete address and a telephone number where you can be reached during the day