



COMMONWEALTH OF KENTUCKY
OFFICE OF THE ATTORNEY GENERAL

DANIEL CAMERON
ATTORNEY GENERAL

1024 CAPITAL CENTER DRIVE
SUITE 200
FRANKFORT, KENTUCKY 40601

Dear Kentucky Consumer:

The Office of the Attorney General works with consumers and businesses to address marketplace concerns.

The mediation services provided by the Attorney General's Office under the Consumer Protection Act assist consumers with problems, complaints, and disagreements over goods or services in the marketplace. Many complaints against businesses are resolved upon notice of the problem to the business by this office.

During our office's preliminary review of your complaint, if your problem is determined to be outside our office's jurisdiction, we will return your inquiry and refer you as efficiently as possible to the governmental agency you should contact for assistance. Should your problem be determined appropriate for mediation, we would initiate contact with the company you have indicated in your complaint and request a written response from the company within 30 days. We would then provide you with a copy of the company's response and work with you to determine if further steps are appropriate. **Should you submit a consumer complaint form and mediation ultimately be explored with the business, please keep in mind that it could take 30-40 days before we can provide you with an update.**

Our office cannot act as a private attorney for any consumer's complaint. If you are in need of immediate legal action, please contact a private attorney, and/or consider Small Claims Court if your disputed claim is less than \$2,500.00 total. If you do not have a private attorney and are not sure where to begin, please consider utilizing one of the Kentucky Bar Association's lawyer referral programs for guidance. Information for the regional lawyer referral programs can be found at: <https://www.kybar.org/page/lawreferserv>.

Thank you.

SCAM ALERTS- Text KYOAG Scam to GOV 311 (468311) to be alerted when scammers are on the [attack](#) or visit www.ag.ky.gov.

CONSUMER MEDIATION REQUEST FORM

DANIEL CAMERON
ATTORNEY GENERAL



RETURN TO:
Office of the Attorney General
Office of Consumer Protection
310 Whittington Parkway, Suite 101 • Louisville, KY 40222
Hotline: 1-888-432-9257 • Phone: 502-429-7134
FAX: 502-429-7129 • www.ag.ky.gov

TYPE OR PRINT NEATLY. SUBMIT TWO COPIES OF THE COMPLAINT AND TWO COPIES OF ANY DOCUMENTS SUBMITTED.

Name Mr Mrs Ms _____

Address _____

City _____ State _____ Zip Code _____ County _____

Home phone _____ Work/Cell Phone _____

Email Address _____

PLEASE NOTE WE ARE UNABLE TO OFFER MEDIATION SERVICES WITHOUT COMPLETE INFORMATION IN THIS SECTION.

Company your complaint is against? _____

Address _____

City _____ State _____ Zip _____ County _____

Phone _____

Please fill in this section completely.

Was a contract signed? YES NO (If yes, please attach a copy of your contract)

Where was the contract signed? In your home At the business Other _____

Date(s) of transactions _____ Product/Service Involved _____

Total Price \$ _____ Amount Paid \$ _____ Was product/service advertised YES NO

How was service advertised? Newspaper TV Radio Mail Phone Email Internet Other _____

With what other agencies have you filed this complaint? _____

What action was taken? _____

Have you hired or retained a private attorney? YES NO Have you started court action? YES NO

If you have retained a private attorney or this matter is pending before or has been decided in the courts, our office will be unable to offer mediation services.

What action will resolve your complaint? _____
