

Arizona Attorney General: Elder Affairs

LESLIE KYMAN COOPER
CIVIL LITIGATION DIVISION

KRIS



MAYES

Elder Affairs Unit: Focused On Stopping And Preventing Elder Abuse

- Vulnerable adult abuse (civil and criminal)
 - Adult Protective Services Act (A.R.S. 46-451 – 461)
 - A.R.S. 13-3623
- Medicaid fraud
- Consumer fraud



Consumer Protection & Advocacy

- Consumer Information & Complaints (CIC)
- Consumer Litigation Unit (CLU)



AGO Top Consumer Complaints FY2022 - Ages 60-80+

- Energy Saving Devices (Solar)
- Insurance (Service Contracts / Warranty)
- Motor Vehicles (Sales and Repairs)
- Computer Internet Scams / Spam
- Construction (Home Improvement / Repairs)
- Telephone Scams



CONSUMER COMPLAINT
OFFICE OF THE ARIZONA ATTORNEY GENERAL
ATTORNEY GENERAL KRIS MAYES
www.azag.gov

Section 1: YOUR INFORMATION

YOUR NAME		YOUR STREET ADDRESS		
BEST NUMBER TO CALL DURING DAY	EMAIL ADDRESS	CITY	STATE	ZIP CODE

Section 2: WHO YOU ARE COMPLAINING AGAINST

NAME OF BUSINESS YOU ARE COMPLAINING AGAINST		STREET ADDRESS OF BUSINESS		
PHONE NUMBER OF BUSINESS	EMAIL ADDRESS	CITY	STATE	ZIP CODE

Section 3: AUTHORIZATIONS

May we send a copy of this to the person or firm you are complaining against? Yes No
(By selecting the answer, "Yes," to the question, "May we send a copy of this to the person or business you are complaining against," I hereby authorize the Office of the Arizona Attorney General to communicate with the party(ies) against whom I have filed this complaint. I also authorize the party(ies) against whom I have filed this complaint to communicate with and provide information related to my complaint, including disclosure of non-public personal information, to the Office of the Arizona Attorney General in connection with this complaint. If your response is "No," we may be prevented from taking any action on your complaint.)

May we provide your name and telephone number to the media in the event of an inquiry about this matter? Yes No

May we send a copy of your complaint to another government agency for its review or investigation? Yes No

Section 4: STATISTICAL INFORMATION (Optional)

For statistical purposes, please indicate:

Your Age:
 Under the age of 30 Between the age of 60-79
 Between the age of 31-59 Over the age of 80

Military / Veteran:
 Currently in military service
 A veteran

How did you hear about our complaint form (please choose only one):
 Called Phoenix AG Office Visited an AG Satellite Office Another Arizona State Agency/State Legislator
 Called Tucson AG Office An Out Of State Agency Attended AG Presentation/Event
 Went onto AG Website Media: Newspaper/Radio/TV Other

Section 5: TELEMARKETING / ROBOCALL COMPLAINTS (If your complaint is not against a telemarketer, skip to Section 6)

Is your complaint about a telemarketer or robocall? Yes No

Are you on the National Do Not Call Registry? Yes No

Date of phone call _____ List the phone number that called you _____ List the phone number that received the phone call _____

Was the caller offering a product or service? Yes No

What was the call about?

You do not need to fill out Section 6 unless applicable to your complaint. Please make sure to review your complaint for accuracy and then sign and date your complaint (located at Section 7 at the end of this form).



Consumer Litigation Unit

AmeraPest Control

- Achieved \$100,000 in restitution for customers of a Sun City pest control company when some customers long-term warranties were not honored

Budget Hearing Aids

- Stopped deceptive advertising regarding over-the-counter hearing aids

PublisherTech LLC

- Obtained a Consent Judgment worth up to \$1.4 million against a telemarketer selling amateurish and substandard website development to consumers who hoped to make money from home

Home warranty companies

- Reached settlements with two home warranty companies for misrepresentations about expedited service and fake online reviews

Avid Telecom

- Leading litigation, with 48 other states, to stop millions of illegal robocalls, many of which appeared to come from government and law enforcement



Community Outreach and Education

Attends statewide conferences and meetings to provide education and resources on the following topics:

- Elder Abuse
- Consumer Fraud
- Advance Directives
- Opioid Awareness
- Online Safety



TASA

Task Force Against Senior Abuse

- Law Enforcement
 - Jim Hennelly, Supervising Special Agent
 - Meet bi-monthly
 - Elder Abuse reports
 - Case review/discussion
 - Closed meetings
- Community Stakeholders
 - Sophia Braham, Public Programs Coordinator
(602.542.7826 Sophia.braham@azag.gov)
 - Courtney Bennett, Community Outreach and Education
 - Meet quarterly
 - Supporting Law Enforcement Committee



How to Help in Civil Matters

Education

- Share information with friends and family and about elder abuse awareness in general

Keep records

- When purchasing goods or services, it is important, and helpful to investigations, to keep records and any additional information regarding the situation

File a complaint

- Make sure to fill out a consumer complaint with the AGO
- All complaints made to the AGO must be submitted in writing



How to Help in Criminal Matters

Stay Connected

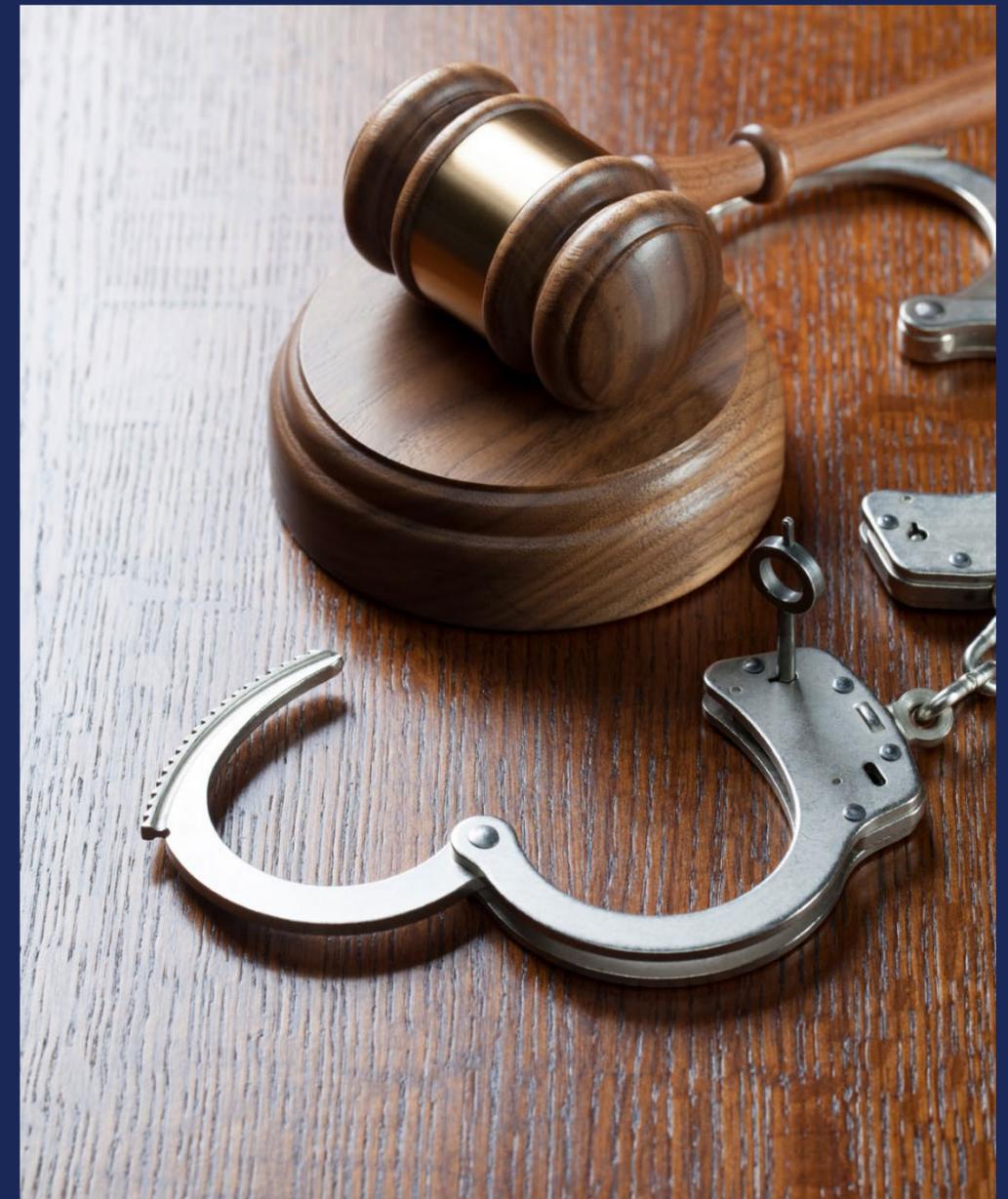
- Check in with friends and family that receive care
- Share information about elder abuse and where to report it

Keep records

- Take photos, get copies of records, write down names and information of people you talk to

Report

- Call 911 in emergency situations
- Contact the AGO Duty Agent to ask about reporting to the AGO
- File a criminal complaint with the AGO online



Reporting to the AGO

Civil Division

Phone: (602) 542-5763

Connects with CIC Staff who can help with the process

Consumer Complaint form on website

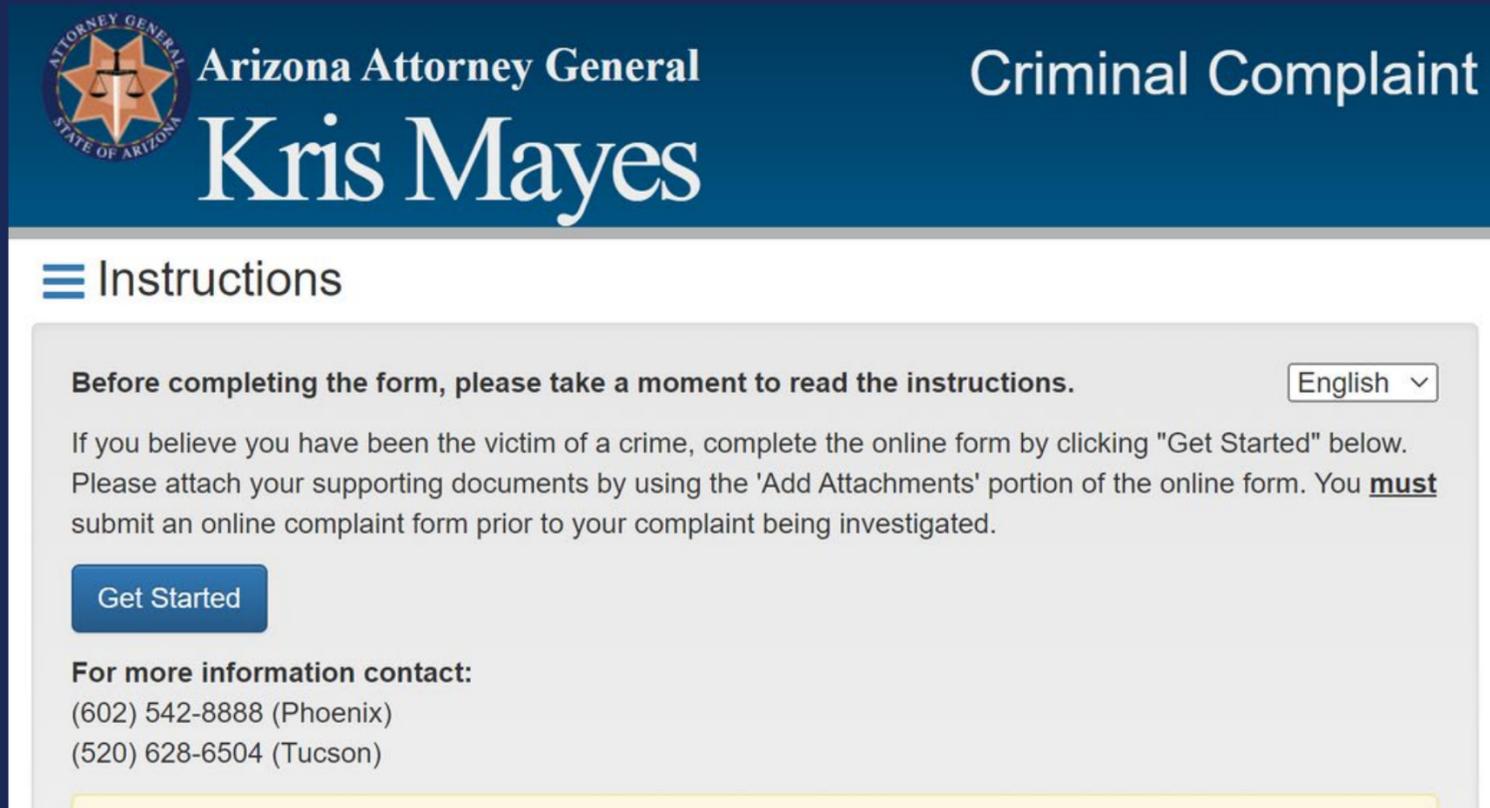
Criminal Division

Phone: (602) 542-8888

Connects with a duty agent who can help determine next steps

Criminal Complaint form on website

WWW.AZAG.GOV



The screenshot shows the Arizona Attorney General's website header with the logo and name of Kris Mayes. The page title is "Criminal Complaint". Below the header, there is a navigation menu with "Instructions" selected. The main content area contains the following text:

Before completing the form, please take a moment to read the instructions. English ▾

If you believe you have been the victim of a crime, complete the online form by clicking "Get Started" below. Please attach your supporting documents by using the 'Add Attachments' portion of the online form. You **must** submit an online complaint form prior to your complaint being investigated.

[Get Started](#)

For more information contact:
(602) 542-8888 (Phoenix)
(520) 628-6504 (Tucson)



Reporting Vulnerable Adult Abuse to the Attorney General

<https://www.azag.gov/issues/elder-affairs>

<https://www.azag.gov/complaints/consumer>

<https://www.azag.gov/complaints/criminal>

<https://www.azag.gov/complaints/mfcu>



Additional Places to Report

- Local Law Enforcement
- Adult Protective Services
- Department of Health Services
- County Attorneys
- Private Attorneys



Questions?



Thank You!

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