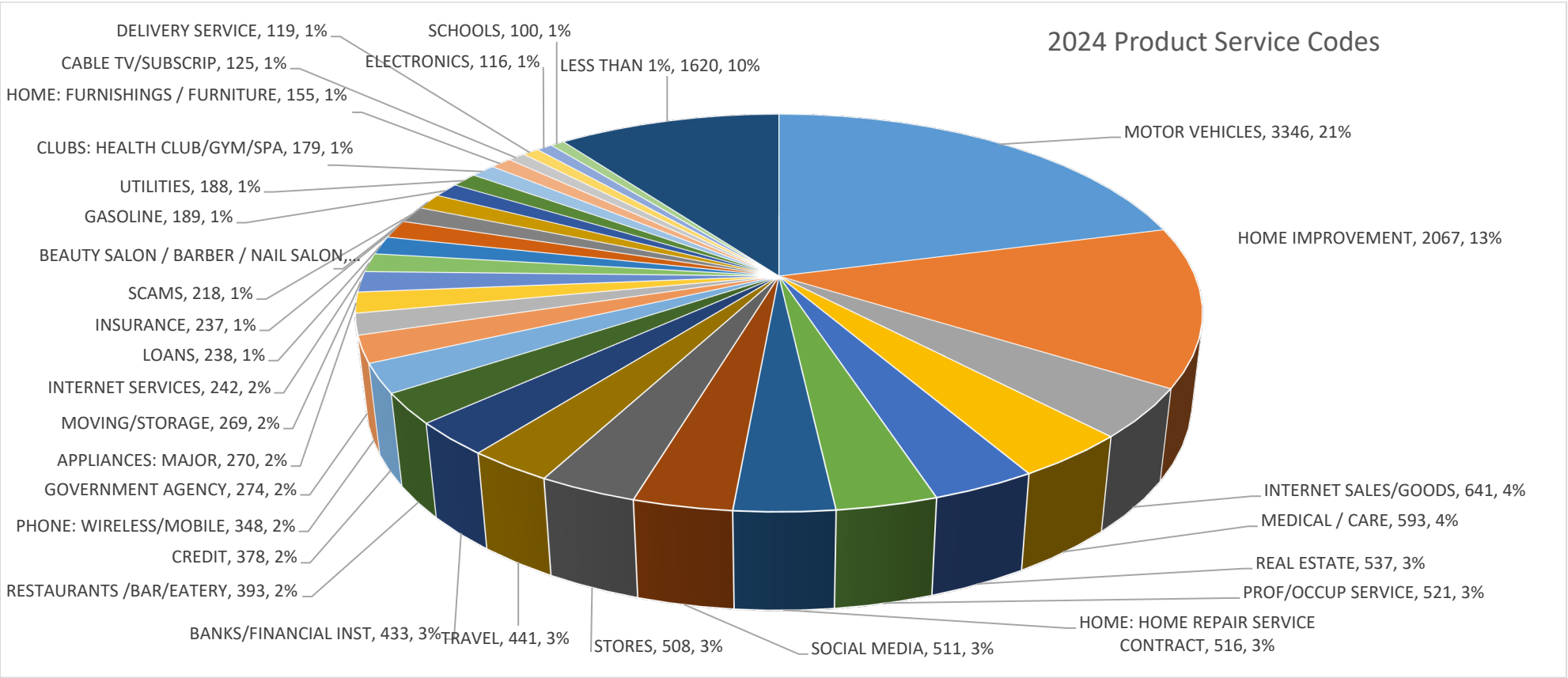
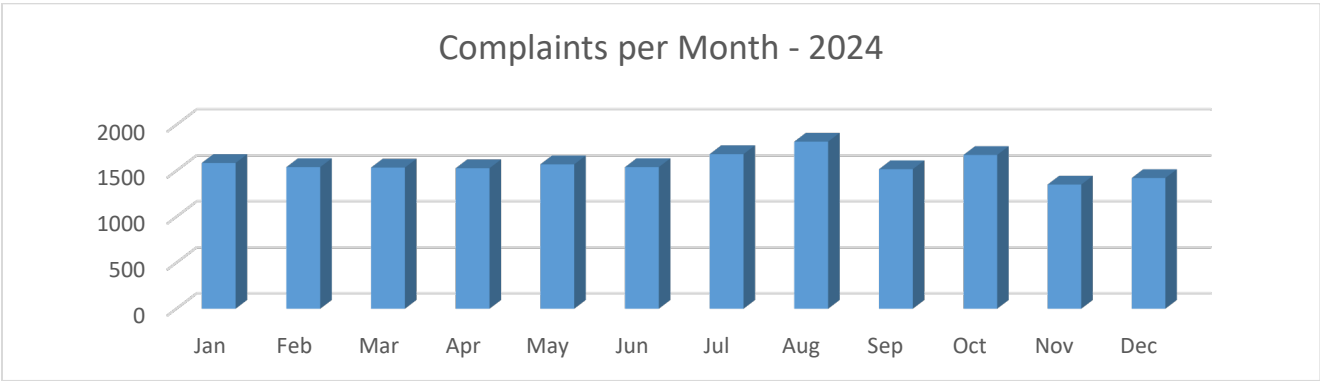


CONSUMER SERVICE CENTER - 2024 YEAR END COMPLAINT TREND REPORT

COMPLAINT TOTALS – 18,756 Complaints were filed in 2024. 1,109 Complaints were closed as Duplicates.

The total number of complaints with duplicates removed = 17,647 Complaints

(2023 TOTAL = 19,180 - 1,533 fewer complaints)



2024 TOP 25 COMPLAINTS PRODUCT SERVICE CODES

PRODUCT SERVICE CODE	COUNT
MOTOR VEHICLES	3346
HOME IMPROVEMENT	2067
INTERNET SALES/GOODS	641
MEDICAL / CARE	593
REAL ESTATE	537
PROF/OCCUP SERVICE	521
HOME: HOME REPAIR SERVICE CONTRACT	516
SOCIAL MEDIA	511
STORES	508
TRAVEL	441
BANKS/FINANCIAL INST	433
RESTAURANTS /BAR/EATERY	393
CREDIT	378
PHONE: WIRELESS/MOBILE	348
GOVERNMENT AGENCY	274
APPLIANCES: MAJOR	270
MOVING/STORAGE	269
INTERNET SERVICES	242
LOANS	238
INSURANCE	237
SCAMS	218
BEAUTY SALON / BARBER / NAIL SALON	209
GASOLINE	189
UTILITIES	188
CLUBS: HEALTH CLUB/GYM/SPA	179

SUBJECTS WITH THE MOST COMPLAINTS

RANK	Subject	# of Complaints		RANK	Subject	# of Complaints
1	Meta Platforms, Inc. d/b/a Meta; Facebook; Instagram; WhatsApp	575		26	Dunhill Group Ltd	36
2	CHW Group, Inc. d/b/a Choice Home Warranty	339		27	Open Road Auto Group NJ ©	33
3	Samsung Electronics America, Inc.	203		28	Bank of America ©	32
4	E-ZPass® New Jersey	162		29	Experian ©	32
5	Verizon Wireless ©	144		30	Lowes / Corporate	32
6	Select Home Warranty of America, LLC	111		31	Route 46 Autos	32
7	Amazon.com, LLC	91		32	ATLANTIC CITY ELECTRIC ©	31
8	T-Mobile US, Inc.	91		33	Equifax Inc. ©	31
9	CSC Holdings, LLC d/b/a Optimum	87		34	Home Depot / Corporate	31
10	Comcast Cable Communications Management, LLC d/b/a Xfinity	85		35	SPHW Company, Inc. f/k/a Total Home Protection ©	31
11	LG Electronics U.S.A. Inc.	81		36	TRANSUNION ©	31
12	Sunnova Energy Corporation ©	64		37	Carvana / Corporate	30
13	FantaSea Resorts ©	57		38	Team Auto Group d/b/a Volkswagen of Freehold	30
14	Sunrun ©	56		39	Capital One®	29
15	Verizon New Jersey, Inc.	51		40	Apple Inc. ©	28
16	AT&T®	48		41	Essex Motors DBA Square One Auto	28
17	Venture Motor Cars ©	48		42	Palmer Administration ©	27
18	A.M.G. Auto Inc. / Somerville	43		43	21st Century Auto Group ©	26
19	AVIS®	43		44	JP Morgan Chase ©	26
20	American Water Resources, LLC	40		45	Spruce Power Holding Corporation f/k/a XL Fleet Corp.	26
21	Bob Ciasulli Auto Group	39		46	Synchrony Bank ©	26
22	Public Service Enterprise Group Incorporated d/b/a PSE&G	38		47	A.J. Perri ©	25
23	D. Dip Automotive Group, LLC	37		48	Excel Auto Lounge	25
24	DCH AUTO GROUP © (Lithia Motors)	37		49	Parkwood Automall	25
25	Walmart / Corporate	37		50	Ticketmaster Entertainment, LLC	25

Indicates Open Investigation
Indicates - Referral Relationship with the Business for Mediation
Indicates Closed Investigation
Indicates in Post Consent
Indicates under review by OCP but no Open I#

COMPLAINTS REFERRED TO FEDERAL AGENCIES

REFERRED TO FEDERAL AGENCIES	COMPLAINTS REFERRED
Consumer Financial Protection Bureau	552
Federal Motor Carrier Safety Administration	145
Federal Trade Commission	116
U.S. Department of Transportation - Aviation Consumer Protection Division	55
US Postal Inspector	25
National Credit Union Administration	9
Federal Bureau of Investigation	7
National Highway Traffic Safety Administration US Dept of Transportation	6
Direct Marketing Association	4
Social Security Administration	4
United State Postal Inspector - Criminal Investigations Unit	4
Federal Maritime Commission	3
United States Department of Labor	3
US Attorney's Office - District of New Jersey	3
US Consumer Product Safety Commission	3
Centers for Medicare & Medicaid Services	2
Commodity Futures Trading Commission	2
Internal Revenue Service	2
US Food & Drug Administration	2
Office of the Comptroller of the Currency	1
Office of the Inspector General - Small Business Administration	1
U.S. Department of Veterans Affairs	1
US Department of Housing and Urban Development	1
Grand Total	2087

COMPLAINTS REFERRED TO BOARD/COMMITTEE/OTHER DCA

REFERRED TO BOARD/COMMITTEE/OTHER DCA	COMPLAINTS REFERRED		REFERRED TO BOARD/COMMITTEE/OTHER DCA	COMPLAINTS REFERRED
New Jersey Office of Weights and Measures	177		Elevator, Escalator, and Moving Walkway Mechanics Licensing Board	5
New Jersey Board of Dentistry	164		New Jersey Board of Physical Therapy	5
New Jersey Board of Cosmetology and Hairstyling	160		Professional Counselor Examination Committee	5
New Jersey Board of HVACR	104		Charities Registration & Investigation Section	4
New Jersey Board of Master Plumbers	93		New Jersey Board of Architects	4
New Jersey Board of Medical Examiners	84		Hearing Aid Dispensers	3
New Jersey Board of Pharmacy	79		Home Inspection Advisory Committee	3
Fire Alarm, Burglar Alarm & Locksmith Advisory Committee	67		New Jersey Board of Chiropractic Examiners	3
New Jersey Board of Nursing	64		State Board of Applied Behavior Analyst Examiners	3
New Jersey Board of Electrical Contractors	48		Lottery Commission	2
New Jersey Bureau of Securities	29		New Jersey Board of Professional Engineers and Land Surveyors	2
New Jersey Board of Veterinary Medical Examiners	28		Real Estate Appraisers	2
Legalized Games of Chance Control Commission	14		State Board of Dietetics and Nutrition	2
Massage, Body Work & Somatic Therapists	13		State Board of Marriage and Family Therapy Examiners	2
New Jersey Cemetery Board	13		Acupuncture Examining Board	1
New Jersey Board of Mortuary Science	11		Alcohol & Drug Counselor Committee	1
New Jersey Board of Optometrists	11		Athletic Training Advisory Committee	1
Ophthalmic Dispensers & Technicians	10		Drug Control Unit	1
New Jersey Board of Accountancy	8		Licensed Master Hearth Specialist Advisory Committee	1
Board of Social Work Examiners	7		Orthotics & Prosthetics	1
Psychological Examiners	6		Respiratory Care	1

COMPLAINTS REFERRED TO CALA OFFICES

REFERRED TO CALA	COMPLAINTS REFERRED
Bergen County Consumer Affairs	770
Cape May County Consumer Affairs	41
Hudson County Consumer Affairs	227
Mercer County Office of Consumer Affairs	229
Middlesex County Consumer Affairs	371
Monmouth County Department of Consumer Affairs	242
Ocean County Consumer Affairs	228
Union County Consumer Affairs	283
Grand Total	2087

COMPLAINTS REFERRED TO NJ AGENCIES

REFERRED TO NJ AGENCY	COMPLAINTS REFERRED		REFERRED TO NJ AGENCY	COMPLAINTS REFERRED
New Jersey Board of Public Utilities	317		Office of the Secretary of Higher Education	13
New Jersey Department of Banking and Insurance	315		NJ Department of Transportation	10
New Jersey Department of Community Affairs	196		New Jersey State Police	9
New Jersey Turnpike Authority	138		New Jersey Board of Tree Experts	8
New Jersey Department of Health	112		Office of the Insurance Fraud Prosecutor	7
New Jersey Real Estate Commission	91		New Jersey Higher Education Student Assistant Authority	6
New Jersey Motor Vehicle Commission	63		Office of Communications New Jersey Casino Control Commission	6
Division of Gaming Enforcement	57		NJ Department of Environmental Protection	5
New Jersey Department of Treasury	44		Department of Children and Families	4
NJ Department of Labor and Workforce Development	41		New Jersey Department of Education	4
Office of Attorney Ethics	41		Lottery Commission	2
Cannabis Regulatory Commission	35		New Jersey Election Law Enforcement Commission	2
New Jersey Division on Civil Rights	29		Administrative Office of the Courts - Family Division	1
Department of Human Services	28		Delaware River Port Authority	1
NJ Transit Headquarters	23		New Jersey Housing and Mortgage Finance Agency	1
New Jersey Division of Criminal Justice	14		New Jersey Office of the State Comptroller	1
Division of Alcohol Beverage Control	13		Office of Public Integrity & Accountability	1
			The Port Authority of NY & NJ	1

COMPLAINTS REFERRED TO OTHER STATE CONSUMER PROTECTION AGENCIES

REFERRED TO OTHER STATE	COMPLAINTS REFERRED		REFERRED TO OTHER STATE	COMPLAINTS REFERRED
California Department of Justice - Office of the Attorney General - Public Inquiry Unit	294		Maryland Consumer Protection Division	11
Office of the Attorney General of New York	229		Office of the Attorney General of Nevada	11
Texas Consumer Affairs	118		Office of the Attorney General of South Carolina	11
Florida Department of Agriculture and Consumer Services	115		Florida Division of Real Estate	10
Office of the Attorney General of Pennsylvania	112		Office of the Attorney General of Oregon	9
Office of the Attorney General of Illinois	88		Indiana Consumer Protection Division	8
Tennessee Department of Consumer Affairs	57		Office of the Attorney General of Iowa	8
Delaware Fraud & Consumer Protection Division	45		Kansas Consumer Protection & Antitrust Division	4
Office of the Attorney General of North Carolina	42		Office of the Attorney General of Alabama	4
Georgia Governor's Office of Consumer Affairs	38		Office of the Attorney General of New Hampshire	4
Massachusetts Office of the Attorney General Consumer Advocacy & Response Division	36		Office of the Attorney General of New Mexico	4
Office of the Attorney General of Washington	35		Office of the Attorney General of Rhode Island	4
Michigan Office of the Attorney General	32		Office of the Attorney General of South Dakota	4
Colorado Consumer Protection Section	30		Office of the Attorney General of Wyoming	4
Office of the Attorney General of Ohio	30		Office of the Attorney General of Louisiana	2
Connecticut Department of Consumer Protection	27		Office of the Attorney General of Nebraska	2
Office of the Attorney General of Utah	23		Office of the Attorney General of Oklahoma	2
Missouri Consumer Protection & Trade Offense Division	21		Arkansas Consumer Protection Division	1
California Department of Consumer Affairs	18		Mississippi Consumer Protection Division	1
Office of the Attorney General of Virginia	18		New Jersey Board of Pharmacy	1
Arizona Consumer Protection and Advocacy Section	14		Office of the Attorney General of Idaho	1
Office of the Attorney General of Kentucky	14		Office of the Attorney General of Hawaii	1
Office of the Attorney General of Minnesota	13		Office of the Attorney General of North Dakota	1
Office of the Attorney General of Wisconsin	12		Office of the Maine Attorney General	1

COMPLAINTS REFERRED TO BUSINESS FOR ATTEMPTED RESOLUTION (sorted by most resolved)

Row Labels	Referral (Other)	Resolved	Unresolved	Grand Total
Verizon Wireless ©	35	37	9	81
Samsung Electronics America, Inc.	20	25	33	78
T-Mobile US, Inc.	15	24	12	51
AT&T®	16	20	1	37
Lowes / Corporate	6	14	3	23
Amazon.com, LLC	32	8	1	41
AVIS®	17	7	2	26
Sunrun ©	14	7		21
Walmart / Corporate	10	7		17
Sunnova Energy Corporation ©	5	6	9	20
Home Depot / Corporate	10	4	1	15
Apple Inc. ©	3	3	6	12
DRIVO RENT A CAR ©	4	3	3	10
Verizon New Jersey, Inc.	2	3		5
Cinch Home Services ©		2		2
DCH AUTO GROUP ©	22	2	1	25
eBay Inc. ©	5	2	2	9
Macy's ©	7	2		9
PayPal®	4	2	2	8
Target / Corporate	2	2	1	5
Costco / East Hanover		1		1
CVS / Union / Morris Ave.		1		1
DISH Network ©	1	1		2
Ebay	2	1		3
Forever Valentine Beauty		1		1
Hertz Rent-A-Car ©	7	1	2	10
Home Depot / East Hanover		1		1
Home Depot / Nanuet		1		1
Lowes / Deptford		1		1
Lowes / Voorhees		1		1
NEWARK CAR CARE CTR		1		1
PHH Mortgage Corporation ©	3	1		4
PlatePass		1		1
Sam's Club / Deptford		1		1
Sam's Club / Secaucus		1		1

State of New Jersey Department of the Treasury Division of Taxation		1		1
Target / Edison Menlo Park		1		1
The Shed Lot		1		1
Tiger Medical		1		1
Total Body Secrets		1		1
Walmart / Flemington		1		1
Walmart / Howell		1		1
Walmart / Neptune		1		1
Wyndham Destinations		1		1
Wyndham Destinations © (Timeshare)	2	1	4	7
ACTIVISION / BLIZZARD	1			1
Amazon Audible	1			1
AMC CLIFTON COMMONS 16	1			1
AMC Theatres	2			2
Audible ©	2			2
Avas Flowers Florists ©	1			1
Bed Bath & Beyond Inc. ©	1			1
Best Buy / Corporate	10		1	11
Best Buy / Princeton	1			1
Best Buy Inc	1			1
BJ'S WHOLESALE CLUB INC.	1			1
Brother International Corp. ©	1			1
CarlD.com	1			1
COACH USA ©	3			3
Comcast Cable Communications Management, LLC d/b/a Xfinity	1			1
Costco / Bridgewater	1			1
Costco / Corporate	1			1
Costco / Edison	1			1
CVS / Corporate			1	1
CVS / Franklin Park	1			1
Data Breach	1			1
Days Inn / Parsippany	1			1
Dell, Inc ©	1			1
DirectTV			1	1
Dunkin Donuts	1			1
Dunkin Donuts / Plainfield	1			1
Equifax Inc. ©	1			1
Ergo Newtral	1			1
FIAT OF MAPLE SHADE			2	2
Foulke Management ©	15			15

Hawthorn Suites by Wyndham	1			1
Jamaican Operations Linked to Telemarketing (JOLT)	6			6
JPAY ©	1			1
Little Rustic Shop	1			1
Lowes / Delran	1			1
LycaMobile USA Inc ©	3			3
Lyft ©	1			1
Lynne's Nissan Dealership	1			1
Megabus Corporate Office & Headquarters ©			1	1
Meta Platforms, Inc. d/b/a Meta; Facebook; Instagram; WhatsApp	279			279
Metropcs	1			1
NISSAN World of Denville	1			1
OnTel Products Corporation	1			1
Parts iD, Inc.	5			5
Quest Diagnostics, Inc.	12			12
Route 46 Autos	20			20
ROUTE 46 CHRYSLER JEEP DODGE	1			1
SAMS CLUB	1			1
Sixt Car Rentals	1			1
SPORT HYUNDAI DODGE ©	1			1
SUNTUITY SOLAR LLC	1			1
Super 8 by Wyndam / Atlantic City	1			1
Super 8 by Wyndham Atlantic City			1	1
T Mobil	1			1
The Madison Hotel			1	1
Total by Verizon	1			1
Total By Verizon / Jersey City	1			1
TracFone Wireless, Inc.	1			1
Unidentified Subject	1			1
Vivint Solar ©	2			2
Walmart / Brick			1	1
Walmart / Ledgewood			1	1
Walmart / Lumberton	1			1
Walmart / Union	1			1
Wawa / Corporate	2			2
Wawa / Vineland	1			1
Wayfair LLC ©	1			1
Wireless Zone / Pennington	1			1
Wyndham Hotels & Resorts, Inc. ©	5		1	6
Wyndham Vacation Resorts, Inc	4			4

REFERRALS RECEIVED FROM OTHER OFFICES

AGENCY REFERRED FROM	COUNT
NJ Division of Consumer Affairs - Lemon Law Unit	137
New Jersey Department of Banking and Insurance	75
Office of the Attorney General of New York	64
New Jersey Bureau of Securities	63
Office of the Attorney General of Pennsylvania	59
New Jersey Board of Architects	10
National Credit Union Administration	7
Ocean County Consumer Affairs	7
Union County Consumer Affairs	7
Office of the Attorney General of South Carolina	6
Cape May County Consumer Affairs	5
New Jersey Office of Weights and Measures	5
Office of the Attorney General of Illinois	5
Office of the Attorney General of Washington	5
Connecticut Department of Consumer Protection	4
Maryland Consumer Protection Division	4
Middlesex County Consumer Affairs	4
Missouri Consumer Protection & Trade Offense Division	4
Monmouth County Department of Consumer Affairs	4
New Jersey Board of Public Utilities	4
Florida Department of Agriculture and Consumer Services	3
Office of the Attorney General of Wisconsin	3
Home Inspection Advisory Committee	2
New Jersey Department of Community Affairs	2
Office of the Attorney General of Idaho	2
Office of the Attorney General of Michigan	2
Office of the Attorney General of North Carolina	2
Board of Acupuncture	1
Cumberland County Consumer Affairs	1
Hudson County Consumer Affairs	1
Indiana Consumer Protection Division	1
New Jersey Board of Master Plumbers	1
New Jersey Board of Nursing	1
New Jersey Department of Health	1
Office of the Attorney General of Hawaii	1
Office of the Attorney General of Oklahoma	1
Office of the Attorney General of South Dakota	1
Office of the Attorney General of West Virginia	1
Pool and Spa Builders and Installers Advisory Committee	1
Securities and Exchange Commission	1
Tennessee Division of Consumer Affairs	1