

SAN DIEGO DISTRICT ATTORNEY'S OFFICE - CONSUMER RESOURCES GUIDE

ISSUE OR COMPLAINT	CONTACT
Accountants	California Board of Accountancy 916-263-3680 dca.ca.gov/cba
Attorney Referral Service	San Diego County Bar Association Referral Service 619-231-8585 sdcba.org
Barbering and Cosmetology	Department of Consumer Affairs 800-952-5210 Option 2
Charities: Registry of Charitable Trust	California Attorney General oag.ca.gov/charities
Chiropractors	Chiropractic Examiners 866-543-1311; 916-263-5355 chiro.ca.gov
Contractors, Licensed or Unlicensed All contracting services including plumbing, heating, air conditioning, landscaping, painting, roofing, home repairs, electrical, etc.	Contractors State Licensing Board 800-321-2752 cslb.ca.gov
Credit Counseling Services	Department of Financial Protection & Innovation (DFPI) 866-275-2677 dfpi.ca.gov/check-out-your-credit-counseling-agency
Dental	Dental Board of California 2005 Evergreen St. STE 1550 Sacramento, CA 95815 877-729-7789; 916-263-2300; 916-263-2595 dbc.ca.gov email: dentalboard@dca.ca.gov
Financial Institutions that are State Licensed State-licensed financial institutions including banks, credit unions, money transmitters, issuers of payment instruments and travelers checks, premium finance companies.	Department of Financial Protection and Innovation (CA State Agency) 866-275-2677 dfpi.ca.gov email: ask.dfpi@dfpi.ca.gov
Financial Products and Services Checking accounts, Savings accounts, credit cards, credit repair services, credit reports or other personal consumer reports, debt collection and settlement, money transfers, money services, mortgages, payday loans, personal loans, prepaid cards, student loans, vehicle loans or leases.	Consumer Financial Protection Bureau (U.S. Government Agency) 855-411-2372 consumerfinance.gov
Funeral Sales, pre-paid trusts, cemeteries, crematories.	Department of Consumer Affairs Cemetery and Funeral Bureau cfb.ca.gov 916-928-7870 FAX: 916-928-7988

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<p>Government Look Alike Solicitations</p>	<p>California Attorney General's Office Public Inquiry Unit P.O. BOX 944255 Sacramento, CA 94244-2550 800-952-5225; 916-210-6276 oag.ca.gov/consumers</p> <p>San Diego District Attorney's Office 619-531-3507</p>
<p>Home Issues - Electronics & Major Appliances Service/ Repair: Computer, tablet, video game, television, stereo, fax machine, residential antennae, satellite dish/receiver, washer, dryer, dishwasher, trash compactor, refrigerator, smart (cellular) phone, printer, video camera, installation or repair of vehicle radio/stereo/alarm equipment, and vehicle interlock ignition install and servicing. Sellers of Home Furnishings, Bedding, Mattresses, Custom Upholsterers</p> <p>**The bureau does not regulate: Storage facilities, business to business transactions, new goods delivery services, software installation or removal services.</p>	<p>Bureau of Household Goods and Services 4244 South Market Court Ste. D Sacramento, CA 95834-1243 bhgs.dca.ca.gov 916-999-2041 FAX: 916-921-7279 homeproducts@dca.ca.gov</p>
<p>Insurance</p>	<p>California Department of Insurance 800-927-4357 insurance.ca.gov File a complaint: insurance.ca.gov/01-consumers/101-help/index.cfm</p>
<p>Internet Crimes Intellectual property rights, hacking, online extortion, fraudulent online business practices.</p>	<p>Internet Crime Complaint Center (IC3) ic3.gov</p>
<p>Investments Securities brokers & dealers, investment advisers, deferred deposit/ payday loans, & certain fiduciaries and lenders.</p>	<p>Department of Financial Protection and Innovation 866-275-2677 dfpi.ca.gov email: ask.dfpi@dfpi.ca.gov</p>
<p>Labor Violations Wages, working conditions, OSHA violations.</p>	<p>California Department of Industrial Relations 619-220-5451 dir.ca.gov</p>
<p>Motor Vehicle Repairs</p>	<p>Department of Consumer Affairs Bureau of Automotive Repair 800-952-5210 option 1 bar.ca.gov</p>

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Motor Vehicle Purchases - New or Used	Department of Motor Vehicles Investigations/ Complaints Central-Mission Valley - 619-491-3065 Southern-Chula Vista - 619-426-8070 Northern-San Diego - 858-627-3951 dmv.ca.gov
Moving Services Moving services of residential household goods that drive upon California highways and going to/from/within California for compensation; restoration companies that move the consumer's household goods off their property for repairs.	Bureau of Household Goods and Services 4244 South Market Court Ste. D Sacramento, CA 95834-1243 bhgs.dca.ca.gov 916-999-2041 FAX: 916-921-7279 homeproducts@dca.ca.gov
Pest Control	Structural Pest Control Board 916-561-8700 pestboard.ca.gov
Pharmacists/ Pharmacies	California State Board of Pharmacy 916-518-3100 pharmacy.ca.gov
Physicians (Licensed or unlicensed)	Medical Board, Central Complaint Unit 800-633-2322; 916-263-2382 mbc.ca.gov email: webmaster@mbc.ca.gov
Privacy Protection Assistance with identity theft and privacy concerns.	California Attorney General's Public Inquiry Unit 800-952-5225; 916-210-6276 oag.ca.gov/privacy
Private Issues Loss valued at \$10,000 or less.	Small Claims Court Legal Advisory Board 858-634-1900; 858-634-1777 courts.ca.gov/sdcourt/smallclaims2/claimsadvisor
Real Estate Real estate agents, real estate transactions, mortgage loans, property management, new development/home sales and public reports, mobile homes, timeshares, pre-paid listing services.	Department of Real Estate (DRE) - The mission of DRE is to safeguard and promote the public interests in real estate matters through licensure, regulation, education and enforcement DRE Public Information Line: 1-877-373-4542 DRE website: dre.ca.gov/ Consumer Information and Resources: dre.ca.gov/Consumers/ Verify a real estate license: https://www2.dre.ca.gov/PublicASP/pplinfo.asp Filing a complaint: dre.ca.gov/Consumers/FileComplaint.html
Sales Tax Fraud - Retailers - All Products Wholesalers/distributors, cigarette/tobacco, fuel, cannabis.	Department of Tax and Fee Administration 800-400-7115 cdtfa.ca.gov

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ISSUE OR COMPLAINT	CONTACT
Scanner Overcharges, Short Weight Packing Issues Retail consumer goods including gasoline.	San Diego County Department of Agriculture, Weights and Measures 858-694-2778 sdcawm.com Email for questions or complaints: wm.awm@sdcounty.ca.gov
Security Services Sales, all phases of installation, monitoring, responding, etc. - Alarm companies, car alarms, locksmiths, private investigators, repossession companies, security guards.	Bureau of Security and Investigative Services 916-322-4000 800-952-5210 Option 3 bsis.ca.gov
Social Security Fraud	Social Security Administration 800-269-0271 (M-F 10am-4pm EST) www.ssa.gov (Report 24 hours)
Solicitation by Mail and/or Telephone Sweepstakes, lotteries, and prize notifications.	U.S. Postal Inspector 877-876-2455 uspis.ca.gov
Transportation - Limousines, Buses, or Taxis	Department of Consumer Affairs Passenger Carrier Complaints - 800-894-9444 cpuc.ca.gov
Travel Agencies	State Attorney General's Office, Seller of Travel 213-269-6564 (refers people to website) www.oag.ca.gov/travel email: sellers.travel@doj.ca.gov
Utility Companies	Department of Consumer Affairs Utility Complaints - 800-649-7570 Passenger Carrier Complaints - 800-894-9444 cpuc.ca.gov
Warranties - Extended Warranties for Many Home Products and Services	Bureau of Household Goods and Services 4244 South Market Court Ste. D Sacramento, CA 95834-1243 bhgs.dca.ca.gov 916-999-2041 FAX: 916-921-7279 homeproducts@dca.ca.gov