

STATE OF MISSISSIPPI



**JIM HOOD  
ATTORNEY GENERAL**

**Bridgette Wiggins, Director  
CONSUMER PROTECTION DIVISION**

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Dear Consumer,

Thank you for bringing your complaint to our attention. It is our intent to help you reach a prompt resolution of this matter. In order for this office to properly consider your case, it will be necessary for you to follow the directions outlined below. While we may be able to offer advice, **we cannot take action to assist you until the following steps have been completed.**

1. Write a letter of complaint to the business which sold you the item or performed the service. Ask for specific and reasonable action from the company. Send the letter by certified mail with a return receipt requested.
2. If the business does not respond within ten working days, or if it indicates an unwillingness to work with you, complete the **Online Consumer Complaint Form**. Attach any correspondence with the business and any contracts, bills, receipts, or canceled checks. Allow three (3) weeks for a review of your complaint and a response from our office.

While we can sometimes assist with the mediation of a dispute when both parties are willing, we cannot by law act as a lawyer for any one person who has a dispute with another. We strongly urge you to meet with a private attorney to review your dispute to see if it is suitable for litigation. **Please note that all civil actions are governed by a statute of limitations. If you fail to file a civil suit prior to the end of the statute of limitations, you could be prevented from pursuing your claim.**

\*\*Under the Mississippi Consumer Protection Act, the Attorney General is allowed to sue only to prevent unfair and deceptive business practices occurring statewide or affecting large numbers of people. We encourage consumers to send us information about suspected illegal business practices. Often, the more reports we receive, the clearer the practice is revealed. Numerous complaints may reveal a pattern of misconduct, allowing us to take action.

If we cannot assist you, we will refer you, whenever possible, to other more appropriate agencies or organizations which may be of assistance. In any event, we will do everything within our authority to help resolve your problem.

Thank you for your cooperation.

Sincerely,

**JIM HOOD, ATTORNEY GENERAL**

550 HIGH STREET - POST OFFICE BOX 22947  
JACKSON, MISSISSIPPI 39225-2947  
TELEPHONE (601) 359-4230 - FACSIMILE (601) 359-4231

## Sample Complaint Letter

(Your Address) |  
(Your City, State, ZIP Code) |  
(Date) |  
(Name of Contact Person, if available) |  
(Title, if available) |  
(Company Name) |  
(Consumer Complaint Division, if you |  
have no contact person) |  
(Street Address) |  
(City, State, ZIP Code) |  
Dear (Contact Person): |  
>describe | Re: (Account number, if applicable) |  
purchase | |  
| On (date), I )bought, leased, rented, or | >include date and  
>name of | had repaired) a (name of the product with | place of purchase  
product, | serial or model number or service performed) |  
serial | at (location, date and other important |  
numbers | details of the transaction). |  
|  
| Unfortunately, your product (or service) | >state problem  
has not performed well (or the service was |  
inadequate) because (state the problem). I |  
am disappointed because (explain the problem: | >give history  
for example, the product does not work properly, |  
the service was not performed correctly, I was |  
billed the wrong amount, something was not |  
disclosed clearly or was misrepresented, etc). |  
|  
>ask for | To resolve the problem, I would appreciate |  
specific | your (state the specific action you want--money |  
action | back, charge card credit, repair, exchange, etc.) |  
| Enclosed are copies (do not send originals) of |  
>enclose | my records (include receipts, guarantees, |  
copies of | warranties, canceled checks, contracts, model and |  
documents | serial numbers, and any other documents). |  
|  
| I look forward to your reply and a resolution | >allow time for action  
to my problem, and will wait until (set a time |  
limit) before seeking help from a consumer | >state how you can  
protection agency or the Better Business Bureau. | be reached  
Please contact me at the above address or by |  
phone at (home and/or office numbers with area |  
codes). |  
|  
Sincerely, |  
|  
(your name) |

|  
Enclosure(s) |  
cc: (reference to whom you are sending a copy of |  
this letter, if anyone) |  
|

**KEEP COPIES OF YOUR LETTER AND ALL RELATED**