



Office of the Attorney General of Guam

590 S. Marine Corps Dr., Ste. 901, Tamuning, Guam 96913



Consumer Information Form

Dear Consumer:

Enclosed is a consumer complaint form for you to fill out. Please do the following:

1. Fill out the form completely using a typewriter or clear block letters. We must be able to read your complaint in order to review it.
2. When you have completely filled out the form, **make a copy for yourself** and attach a **copy** of all documents necessary to explain or identify the transaction, such as a sales receipts, contracts, newspaper ads, invoices, warranties, etc. Please note that all documents and materials submitted with complaint become the property of the Territory and will not be returned, so please send **copies** of your documents, **not originals**.
3. Return the complaint form and all attachments to the Office of the Attorney General, 590 S. Marine Corps Drive, Suite 901 ITC Building, Tamuning, GU 96913.

When we receive your completed complaint form and attachments, we will review the information to determine whether we may proceed with your complaint. If we do not have jurisdiction over your complaint, we will refer you to an agency that may be better able to assist you.

If your complaint is accepted, the Consumer Advocate will attempt to mediate the problem between you and the business or merchant involved, and to assure compliance with Guam laws. Please note that while this office is authorized to file lawsuits when it is in the best interests of the public to do so, we are **NOT** permitted to give legal advice or legal opinions or to act as your personal attorney. If you are seeking legal advice or legal opinion, please consult your personal attorney. If you do not have an attorney, the Guam Bar Association Lawyer Referral Service may be able to assist you in finding one. Contact the Service at (671) 864-5297, Website address: www.guamag.org.

Thank you for taking the time to contact us about your concerns.

Sincerely,



FRED S. NISHIHIRA
Consumer General Counsel



Office of the Attorney General of Guam

590 S. Marine Corps Dr., Ste. 901, Tamuning, Guam 96913



CONSUMER COMPLAINT FORM

- 1. BEFORE FILLING OUT THIS FORM, MAKE AN ATTEMPT TO RESOLVE THIS MATTER WITH THE BUSINESS.**
2. After you complete the form, make a copy for yourself and return this original to the Consumer Advocate. Also, please enclose one **copy** of all relevant documents. **DO NOT SEND ORIGINALS.** If you do not want your name or address revealed, we will not accept your complaint, and this form will be used for information purposes only. Please note that after the business is sent notice of this complaint, the complaint form is open to public record, and must by law be given to anyone who asks.

PLEASE WRITE CLEARLY.

AG# _____

Your Name:	Name of Business You Are Complaining Against:
Mailing Address:	Mailing Address/Location of Business:
E-Mail Address:	E-Mail Address:
Contact Information:	Business Phone:
	Name and Title of Person You Dealt With:

1. **FIRST contact between you and the business:**

- Someone came to my house.
- I went to the company's place of business.
- I received a telephone call/fax/e-mail from the business.
- I telephone the business.
- I received the information in the mail.
- I responded to a radio/TV ad/e-mail.
- I responded to a printed ad in the newspaper. Name: _____
- Other: _____

2. **Where did the transaction take place?**

- At my home.
- At my workplace.
- Over the phone.
- At the respondent's business.
- By mail.
- Other: _____

3. **Date(s) of transaction:**

1. _____ 3. _____
2. _____ 4. _____

4. **Did you sign a contract? (Enclose a copy.)**

- Yes No

7. a. Have you filed a complaint with another government agency concerning this matter?

Yes **No**

b. If yes, which agency?

c. If yes, what action has this agency taken?

8. a. Have you talked to a private lawyer about your case?

Yes **No**

b. What private legal action, if any, have you taken?

10. What do you believe would be a fair resolution to this complaint? Please note that by law, we can only request restitution (refund) and warranty work on your behalf; we cannot seek damages.

11. If you do not want a copy of this complaint sent to the business, please check here. If you check here, we cannot intervene in your complaint and will use this form for information only.

THE ABOVE STATEMENTS ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE.

SIGNATURE

DATE

Should you need additional information or have any questions, contact Bernie Alvarez, Consumer Advocate at balvarez@guamag.org.