



## Roy Cooper North Carolina Attorney General

### What happened to the people who shared their experiences about scams in our video “Standing Up, Fighting Back”

**George** never got his \$900 back, but he learned his lesson. He continues to receive solicitations from telemarketers and sweepstakes con artists. But he forwards them to the Attorney General’s Office so the Consumer Protection Division can keep track of the schemes that are being used. The solicitations can also be used to help build cases against scammers.

**Alicia** kept good records of her financial transactions, and her communications with the company that sold her the magnetic mattress pad. Her records came in handy when she filed a complaint against the company, and the Attorney General’s Office helped Alicia get a full refund.

**Thomas** got a notebook of official-looking documents from the company that promised to help him put his estate in order for his children. But the documents weren’t really helpful. The Attorney General’s office won a court order that bans the company from selling prepaid legal services, estate planning, living trusts, insurance and annuities in North Carolina.

When **Juanita** found out that she didn’t have toxic mold in her house after all, she fought back. Eventually she got a partial refund from the company that came to clean her air ducts and then scammed her. But it was less than half of what she had originally paid.

The Attorney General’s Office went to court against **Carol**’s builder, to keep him from hurting anyone else. And after media reports about her situation, volunteers donated labor and materials. The faulty, half-completed renovations were removed and rebuilt, and Carol was finally able to move into her newly-remodeled home. The local District Attorney also brought criminal charges against the builder, who pleaded guilty to four felony fraud counts, was sentenced to 16-20 months in jail, and ordered to pay Carol restitution.

After the air duct cleaners stuck her with a huge bill, **Mildred**’s family hired a private attorney and got her in touch with the Attorney General’s office. After several months the company finally gave in to the pressure. The Attorney General’s Office helped Mildred secure a full refund of the \$2,000 she’d paid.

**Evelyn** and **Stella** contacted the Attorney General’s office about the companies that had taken advantage of them, and they also took the companies to court. Their private lawsuits were settled out of court for an undisclosed amount. In order to receive their settlements, they had to agree not to disclose the terms of the agreement.