

Consumer Protection Unit

In 2008, the Consumer Protection Unit received 78 consumer complaints. The Consumer Protection Unit, in collaboration with the *Pacific Daily News*, publishes a weekly series of consumer articles to educate consumers on issues affecting Guam. In enforcing Guam's consumer laws, the Unit provides the following services:

- Mediate complaints between the consumer and business;
- Bring civil actions against companies who are engaging in deceptive practices;
- Conduct consumer education in schools, private organizations, and military installations;
- Monitor telemarketing activities ensuring that all telemarketers, especially those from off-island register with the Office before contacting any Guam consumers;
- Monitor promotional print ads for compliance of 9 Guam Code Annotated §64.70(f)(2) and 5 Guam Code Annotated §32201(b)(29);
- Monitor industry practices;
- Issue consumer alerts on scams as well as other consumer advisories of public interest; and

- Review and clear all Independent Sales Agent business license applications before conducting door-to-door sales.