

Carr reveals Georgia's top consumer complaints for 2020

Attorney General Chris Carr today announced Georgia's top consumer complaints for 2020. This announcement follows the release of the latest report from the annual survey of state and local consumer agencies conducted by Consumer Federation of America (CFA).

"In 2020, our Consumer Protection Division saw new kinds of complaints related to the pandemic, including price gouging of food, paper goods and personal protective equipment; COVID-related scams; and businesses failing to refund consumers for cancelled events and travel," said Attorney General Carr. "We are proud that in spite of the influx of complaints and the change to teleworking, our office was able to record \$76.3 million dollars in recoveries, savings and benefits last year. Georgians can contact us at consumer.ga.gov to report unfair practices and to learn how to protect themselves from scams and unscrupulous behavior."

The Georgia Attorney General's Office was one of 34 agencies from 18 states that participated in the survey. Participating entities were asked about the most common complaints, the fastest-growing complaints and the worst complaints received in 2020. In addition, the report identified new kinds of consumer problems, agencies' greatest achievements and new laws enacted in the agencies' jurisdictions last year to protect consumers.

Our Consumer Protection Division served 55,170 consumers in 2020.

The top ten complaints reported to the Georgia Attorney General's Consumer Protection Division in 2020 were:

- Debt Issues (debt collection, loan companies, credit report problems, title pawns, payday loans, credit card providers, credit repair, debt adjustment)
- Used Car Sales
- Price Gouging/Public Health State of Emergency
- Landlord/Tenant Issues
- Automotive Repairs
- Employment Issues
- Home Improvement/Repairs (home improvements, home repairs, security systems, roofing, HVAC, plumbing, electrical, landscaping, pest control, swimming pools)
- Health-Related Services/Billing (medical services, billing by provider or in-house 3rd party collector, personal care services, pharmacy, hospital inpatient billing, home health services, health sharing plans, DUI/alcohol/drug risk reduction programs)
- New Car Sales
- Utilities (cell phones, landline phones, bundled services, cable, satellite, electricity, internet/email, natural gas, garbage, recycling, water/sewer, propane)

Nationwide Top Ten Complaints in 2020

These are the top ten nationwide complaints that were reported to state and local consumer agencies last year based on the CFA survey.

Auto: Misrepresentations in advertising or sales of new and used

cars, deceptive financing practices, defective vehicles, faulty repairs, car leasing and rentals, towing disputes.

Home Improvement/Construction: Shoddy work, failure to start or complete the job, failure to have required licensing or registration.

Landlord/Tenant: Unhealthy or unsafe conditions, failure to make repairs or provide promised amenities, deposit and rent disputes, illegal eviction tactics.

Credit/Debt: Billing and fee disputes, mortgage problems, credit repair and debt relief services, predatory lending, illegal or abusive debt collection tactics.

Services: Misrepresentations, shoddy work, failure to have required licensing or registration, nonperformance.

Utilities: Complaints about gas, electric, water and cable billing and service.

Retail Sales: False advertising and other deceptive practices, defective merchandise, problems with rebates, coupons, gift cards and gift certificates, failure to deliver.

Travel: Misrepresentations about cost, amenities or other aspects of travel packages, failure to provide promised services, disputes about refunds.

(Tie) Health Products/Services: Misleading claims, unlicensed practitioners, failure to deliver, billing issues; Internet Sales: Misrepresentations or other deceptive practices, failure to deliver online purchases.

(Tie) Pandemic: price gouging, refunds for cancelled events and travel, financial issues, problems getting repairs and other services, "self-help" evictions, scams, and other complaints stemming from the pandemic; Fraud: Bogus sweepstakes and lotteries, work-at-home schemes, grant offers, fake check scams, imposter scams and other common frauds; Household Goods: Misrepresentations, failure to

deliver, repair issues in connection with furniture and major appliances.

This ranking is based on the categories that appeared most frequently in the consumer agencies' "top ten" complaint lists. Collectively, the 34 agencies that participated in the survey handled 280,413 complaints and recovered or saved more than \$262,973,073 for consumers in 2020 through informal mediation, administrative action, and lawsuits.

Georgia consumers who have a complaint against a business can contact the Georgia Attorney General's Consumer Protection Division at 404-651-8600 or consumer.ga.gov.



Lincoln County Elementary School Lunch Menu

Mon., Aug. 16 - Fri., Aug. 20

• Monday - Deli sub sandwich, potato chips, lettuce & tomato, raw veggies w/dip, applesauce.

• Tuesday - Spaghetti w/meat sauce, hot garlic breadstick, Italian garden salad, buttered corn, watermelon chunks.

• Wednesday - Breakfast for lunch! Scrambled eggs, hot biscuits, sausage pattie, cheesy grits, orange wedges.

• Thursday - Beef nachos w/cheese and salsa, seasoned corn, tossed salad, carrot sticks, fruit.

• Friday - Crispy chicken sandwich, lettuce & tomato, potato chips, baked beans, fruit.

All meals include a choice of milk and 100% fruit juice. Alternative entrée choice: pizza or peanut butter and jelly sandwich. Menus subject to change due to availability.

Lincoln County Middle/High School Lunch Menu

Mon., Aug. 16 - Fri., Aug. 20

• Monday - Deli sub sandwich, potato chips, lettuce & tomato, raw veggies w/dip, applesauce.

• Tuesday - Spaghetti w/meat sauce, hot garlic breadstick, Italian garden salad, buttered corn, watermelon chunks.

• Wednesday - Breakfast for lunch! Scrambled eggs, hot biscuits, sausage pattie, cheesy grits, orange wedges.

• Thursday - Pulled pork nachos, shredded cheeses/salsa, seasoned corn, tossed salad, carrot sticks, fruit.

• Friday - Crispy chicken sandwich, lettuce & tomato, potato chips, baked beans, fruit.

All meals include a choice of milk, 100% fruit juice and other fruit choices are offered daily. Alternative entrée choice: pizza, peanut butter and jelly sandwich, or chef salad. Menus subject to change due to availability.

Legals continued

sioner's Office or posted on the official website of this county, if any.

Clerk of Court

We, the committee selected to inspect the office of the Clerk of Court found the office to be orderly, neat, properly maintained and proper staff was in place. However, the following needs to be addressed:

1. The ceiling needs to be repaired;
2. Door locks need to be examined and replace if needed; and
3. Additional outlets in the file room are needed to replace the numerous power strips in use.

Probate Court

We, the committee selected to inspect to office of the Probate Court found the office to be orderly, neat, properly maintained and proper staff was in place. However, the following needs to be addressed:

1. HVAC system needs to be evaluated and reconfigured;
2. Filters need to be placed to sound proof the attorney room; and
3. A piece of rebar is exposed creating a trip hazard at the front door.

County Commissioners

We, the committee selected to inspect the office of the County Commissioner's Office found the office to be orderly, neat, properly maintained and proper staff was in place. However, the following needs to be addressed:

1. AC vents need to cleaning; and
2. The Chairman's desk needs refinishing/replacing due to numerous scratches and finish defects.

Tax Commissioners

We, the committee selected to inspect the office of the Clerk of Court found the office to be orderly, neat, properly maintained and proper staff was in place. However, the following needs to be addressed:

1. Ceiling tiles are dirty and need replacing; and
2. Additional space is needed to avoid clutter.

Georgia, Lincoln County Respectfully submitted

Order of the Court

It is hereby ordered that the above and foregoing presentments and recommendations of the Grand Jury of Lincoln County, Georgia for the June Term 2021 be spread upon the minutes of the Superior Court of said County and that the same be published in the *Lincoln Journal*, the official

organ of Lincoln County, Georgia, once. This the 4th day of August 2021.

Thomas B. "Britt" Hammond
Judge of Superior Court
Toombs Judicial Circuit
8 12 1tc

Notice of Publication

Notice is hereby given that the business operated at 3003 Soap Creek Landing, Lincolnton, GA 30817, in the trade name of "Inspire & Transform Consulting" is owned and carried on by Jennifer Murphy, whose address is 3003 Soap Creek Landing, Lincolnton, GA 30817, and the statement relating thereto by O.C.G.A. Section 10-1-490, has been filed with the Clerk of the Superior Court of Lincoln County, Georgia.

Wendell E. Johnston, Jr.
Georgia Bar #397005

Johnston & Smith, LLP
P.O. Box 211509
Augusta, GA 30917-1509
706-860-1952
8 12 2tp

Notice

Georgia, Lincoln County Probate Court
The petition of Walter H. Morris, Jr. for a year's support from the estate of Sherry Jane B. Morris, deceased, for decedent's surviving spouse, having been duly filed, interested persons are hereby notified to show cause, if any, on or before September 3, 2021, why said petition should not be granted.

Objections to the petition must be in writing, setting forth the grounds of any such objections, and must be filed on or before the time stated in the preceding sentence. All pleadings/objections must be signed before a notary public or a probate court clerk, and filing fees must be tendered with your pleadings/objections. Contact probate court personnel at the following address/telephone number for the required amount of filing fees. If any objections are filed, a hearing will be scheduled at a later date. If no objections are filed, the petition may be granted without a hearing.

Lee D. Moss, Probate Judge
By: Debbie Pruett, Clerk
P.O. Box 205
Lincolnton, GA 30817
706-359-5528
8 12 4tc

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 2021-16 DODGE CHALLENGER SXT'S, R/T'S #221571A, BIG V-8'S, LEATHER, LOW MILES, ON SALE FROM \$21,910	 2021-18 CHRYSLER PACIFICAS, LIMITEDS PLUS, TOURINGS #221454A, 3RD SEAT, NAVIGATION, SUNROOF, HEATED & COOLED LEATHER, SIRIUS/XM, NAVIGATION, LOW MILES, WARRANTY, ON SALE FROM \$24,791	 2016 JEEP CHEROKEE 4X4 TRAILHAWK #221557, ALLOYS, FOG LIGHTS, V-6 ENGINE, LOW MILES, SIRIUS/XM, NAVIGATION \$23,740	 2022-20 FORD MUSTANG #2201035A, 1,000 MILES, NAVIGATION, FACTORY WARRANTY, NOW, ON SALE FROM \$33,990
 2019 RAM CREW LARIMIE NEW BODY STYLE #221572A, HEMI V-8, RUNNING BOARDS, DUAL EXHAUST, 8.4 SIRIUS/XM, NAVI, LEATHER PWR SEAT, BED LINER \$44,990	 2021-19 KIA SPORTAGE LX'S, SE'S #221534A, FACTORY WARRANTY, 27,000 MILES, ON SALE FROM \$21,890	 2019 VOLKSWAGEN GOLF GTI #221512A, HEATED LEATHER, 14,000 MILES, POWER SUNROOF, FACTORY WARRANTY, NOW, ON SALE \$28,916	 2018 CHEVY SILVERADO CREW CAB 4X4 #18366, 1LT PACKAGE, POWER SEAT, AIR CONDITIONING, NOW ON SALE \$41,490
 2016 FORD SUPERCREW XLT #221527B, LOW MILES, V-8, RUNNING BOARDS, DUAL PWR SEAT, BEDLINER, SLIDING REAR WINDOW, ALLOYS \$32,990	 JEEP GRAND CHEROKEE SUMMITS #221600C, 5.7 HEMI, HEATED COOLED LEATHER SEATS, NAVI, NOW ON SALE FROM \$25,190	 FORD ESCAPES XLT'S, SE #221484A, 31,000 MILES, WARRANTY, LEATHER, 6 CYLINDERS, CLOTH, NOW ON SALE FROM \$20,130	 2019 JEEP GRAND CHEROKEE ALTITUDE PACKAGE #221522A, 8.4" SIRIUS/XM NAVIGATION, ALLOYS, LEATHER, PWR SEAT, CLIMATE CONTROL \$31,990
 2021-20 KIA SOUL GT LINE #221614A, MANY EXTRAS., 9,000 MILES, FACTORY WARRANTY, ON SALE FROM \$22,070	 2021-18 RAM BIGHORN EXPRESS 4X4 #18367, LEATHER COOLED/HEATED SEATS, 4X4, HEMI V-8, LOW MILES, WARRANTY, ON SALE FROM \$28,360	 2020-16 TOYOTA TUNDRA CREW MAX 4X4 XSP-X PACKAGE'S #221513A, LEATHER, TRD OFFROAD PACKAGE, LOW MILES, WARRANTY, NOW ON SALE FROM \$43,920	 2020 GMC SIERRA SLT CREW CAB 4X4 #221639A, WARRANTY, LOW MILES, COOLED, HEATED LEATHER, NAVI, 2ND ROW HEATED LEATHER, ON SALE \$56,882
 JEEP WRANGLER SPORTS #221464B, RIGHT HAND DRIVE, AUTO, A/C, HARD TOP, NOW ON SALE FROM \$8,990	 2018 DODGE DURANGO R/T 20" ALLOYS, LEATHER POWER SEAT, TOW GROUP, CAPTAIN'S CHAIRS, BEATS STEREO, 38,000 MILES \$40,000	 2019 DODGE CHARGER R/T 35,000 MILES, 5.7 V-8, ALLOYS, PERFORMANCE HOOD, REAR SPOILER, SIRIUS/XM, STEREO, PWR SEAT \$35,400	 2021-19 RAM 1500'S, 2500'S, LARAMIES 4X4 CREW CAB'S #221573A, 5.7 HEMI V-8'S, LEATHER, SUNROOF, NOW ON SALE FROM \$39,980

Plus tax & tag. With approved credit. Pictures for illustration, offer not in conjunction with any other offer. Sale ends 8/9/21 at close of business.

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