

NEWS FROM SCDCA

South Carolina Department of Consumer Affairs



Brandolyn Thomas Pinkston, Administrator

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FOR IMMEDIATE RELEASE

SCDCA BUYER BEWARE LIST GROWING

The South Carolina Department of Consumer Affairs is serious about businesses responding to consumer complaints. According to Brandolyn Thomas Pinkston, Administrator of the South Carolina Department of Consumer Affairs, **the department has placed nearly 60 names on its Buyer Beware List for not responding to consumer complaints or failing to provide resolutions to consumer complaints.**

The Buyer Beware list, which began on October 15, 2003, contains all businesses that do not comply with response requests regarding complaints. Pinkston said that while the majority of businesses in South Carolina work to resolve complaints, there are businesses that will be placed on the list for the following reasons:

- Not responding to complaints.
- Response received, but the resolution is not provided as promised.
- A complaint extension is requested by a business or individual, but a response is not received.

The list contains the name, address, and category for both in and out of state businesses. **A business may be removed from the listing after ALL complaints filed against it have been answered in writing.** The Buyer Beware list – and how it is implemented – is available on the Department's website at www.state.sc.us/consumer.

About the South Carolina Department of Consumer Affairs:

Established by the Consumer Protection code in 1974, The South Carolina Department of Consumer Affairs represents the interests of South Carolina Consumers. Our mission is to protect consumers from inequities in the marketplace through advocacy, mediation, enforcement and education. For more information, visit www.state.sc.us/consumer.

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Pinkston added that the department has implemented this list to educate and inform consumers. “Knowledge is power and essential in assisting consumers in making informed decisions. This should give notice to businesses that there are consequences in South Carolina for not responding to consumer complaints.”

The list is updated on a monthly basis. Consumers can access the list by logging on to the agency website at www.state.sc.us/consumer, or call the department and request a copy at (803) 734.4200 or 1.800.922.1594 (toll free in SC).

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