

ANNUAL
REPORT

OFFICE OF THE ATTORNEY GENERAL

2021 CONSUMER
PROTECTION



DAVE YOST
OHIO ATTORNEY GENERAL



The Attorney General's Office
protects Ohio and its families.

Our actions are driven by their interests,
guided by the rule of law
and the relentless pursuit of justice.

We seek to constrain evil and empower good,
without partisan preference
or subjective judgment, as defined
by the law and by the Constitutions
of the United States and Ohio.



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OHIO ATTORNEY GENERAL



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Dear Colleagues,

One of the attorney general's foremost responsibilities is protecting Ohio consumers from unfair, deceptive or unconscionable acts or practices. On a daily basis, the Consumer Protection Section of my office protects the unprotected by fighting fraud, advancing fairness in the marketplace and working one-on-one with Ohioans to resolve their complaints.

In 2021, staff members assisted more than 20,500 consumers who contacted my office for help with identity theft, home-improvement scams, vehicle title problems and many other issues. On our own and in collaboration with state and federal partners, we won major settlements that yielded real benefits for consumers and we forced bad actors to comply with the law. Through education and outreach efforts, we taught consumers to protect themselves from scams.

We also grew the Robocall Enforcement Unit, whose goal is to fight fraudsters who bombard Ohioans with illegal calls, hoping to get their hands on unwitting consumers' hard-earned money. In 2021, the unit elicited more than 23,000 reports of unwanted calls — information we are using to stop these fraudulent calls and texts.

And, as the COVID-19 crisis continued to challenge consumers and businesses in 2021, we fielded more than 400 complaints about pandemic-related issues and scams. To comply with ongoing COVID safety protocols, we transitioned our public-education efforts to primarily virtual formats.

Other notable work from the year:

- Our Civil Investigative Unit opened 146 cases, and the Civil Legal Unit filed 42 lawsuits against bad actors, obtaining more than \$37 million in judgments on behalf of the Attorney General's Office and all Ohioans.
- Through our Elder Justice Unit, we helped 377 older Ohioans access law enforcement and various services, such as social workers and adult protective services.
- Our Economic Crimes Unit identified, investigated and prosecuted scam artists, opening 393 criminal investigative matters. In cooperation with local law enforcement and prosecutors, the unit filed four indictments and obtained three convictions. These cases resulted in more than \$465,000 in consumer restitution orders.

We proudly share our accomplishments from 2021 in this annual report, and we pledge to continue doing Big Good on behalf of Ohio consumers.

Yours,

A handwritten signature in blue ink that reads "Dave Yost".

Dave Yost
Ohio Attorney General

REPORT TO THE GOVERNOR AND GENERAL ASSEMBLY ON THE OPERATIONS OF THE ATTORNEY GENERAL UNDER CHAPTER 1345 OF THE OHIO REVISED CODE

A. SCOPE

Chapter 1345 of the Ohio Revised Code, the Consumer Sales Practices Act (CSPA), gives the state attorney general the duty and enforcement authority to prohibit a supplier from committing an unfair, deceptive or unconscionable act or practice in connection with a consumer transaction. The CSPA is the primary consumer protection statute in Ohio and one of the most comprehensive consumer protection statutes in the nation. Since its adoption in 1972, the law has proved to be a fair and effective regulatory tool, providing protection for consumers and marketplace flexibility for businesses.

Consumer protection in Ohio has expanded through the years, giving the attorney general's Consumer Protection Section the responsibility for enforcing many additional consumer protection laws through civil legal proceedings. The section has concurrent jurisdiction to enforce numerous federal consumer protection statutes. Although no consumer protection statute gives the attorney general original criminal prosecutorial authority, if a local prosecutor declines a referral, the attorney general is authorized to prosecute violations of the Homebuyers' Protection Act, the Telephone Solicitation Sales Act and the Credit Services Organization Act. Additionally, the section's Economic Crimes Unit works proactively with local law enforcement and prosecutors to assist in identifying, investigating and prosecuting consumer fraud of a criminal nature.

To further protect Ohioans from predatory and illegal business practices, the section educates consumers and businesses about Ohio consumer law and offers a complaint resolution process to resolve disputes between consumers and businesses.

The CSPA requires the attorney general to report annually to the governor and the general assembly about operations related to Chapter 1345 of the Ohio Revised Code and violations of this chapter. Here is a summary of the Consumer Protection Section's 2021 activities.

B. ENFORCEMENT

The attorney general is empowered to investigate CSPA violations and enforce the law. To accomplish this, the Consumer Protection Section has several tools at its disposal. The attorney general may issue a cease-and-desist order to address a supplier's behavior. The attorney general has authority to enter into an Assurance of Voluntary Compliance, a formal out-of-court agreement between the attorney general and the supplier in which the supplier agrees to cease violating the law, to reform business practices, to make appropriate restitution and, when appropriate, to pay other monetary amounts. Finally, the attorney general can pursue litigation to address possible violations. Some cases are handled as multistate actions in cooperation with other state attorneys general.

The Legal and Investigative Units work together to ensure compliance with Ohio consumer laws. In 2021, the Consumer Protection Section opened 146 civil investigations. It also initiated 42 lawsuits for various unfair, deceptive or unconscionable business practices and obtained 68 judgments and Assurances of Voluntary Compliance totaling more than \$37 million in consumer restitution, civil penalties, costs and other relief.

The following are summaries of the lawsuits, judgments and settlements that occurred in 2021.

LAWSUITS

Richard Underwood, dba A&Z Home Improvement & Renovations

Miami County Court of Common Pleas, Case No. 21-225

Richard Underwood owned and operated A&Z Home Improvement & Renovations, a business offering to provide home remodeling and repair. Consumers complained to the attorney general that they paid the business for services that were not provided or that services were performed in a substandard manner. The Attorney General's Office sued Underwood on July 29, 2021, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, performing work in a shoddy manner and failure to provide proper notice of cancellation rights. The lawsuit seeks a declaratory judgment, a permanent injunction, consumer restitution and civil penalties. The case is pending.

Nicholas Cooper, dba A-Z Auto Body and A-Z Auto Body Repair & Classic Restoration

Franklin County Court of Common Pleas, Case No. 21CV001857

Nicholas Cooper operated a business specializing in auto body repair. Consumers complained to the attorney general that they paid Cooper for repair services that were not completed or were performed in a substandard manner. The Attorney General's Office sued Cooper on March 25, 2021, for violations of the Consumer Sales Practices Act. Counts included failure to deliver, performing shoddy work and failure to register as a motor vehicle collision repair operator. The lawsuit seeks a declaratory judgment, a permanent injunction, consumer restitution and civil penalties. On Nov. 23, 2021, the lawsuit was amended to add Joshua Nicholas as a named defendant. The case is pending.

Affordable Car Cure, Inc.

Franklin County Court of Common Pleas, Case No. 21CV006712

Affordable Car Cure marketed and sold to consumers, via telephone, the goods and services of third parties, including automobile service contracts. In marketing and selling the goods and services to consumers, the defendant engaged in telephone solicitations but failed to comply with the requirements of the Telephone Solicitation Sales Act. The Attorney General's Office sued the business for these violations on Oct. 21, 2021. The lawsuit seeks a declaratory judgment, a permanent injunction, civil penalties and any other appropriate relief. The case is pending.

Amanda Harmon dba The Serape Llama

Geauga County Court of Common Pleas, Case No. 21M000754

Amanda Harmon dba The Serape Llama sold adult, children and infant clothing directly to consumers through its website. Consumers complained to the attorney general that they paid for clothing that was not delivered or that the clothing delivery was so delayed, it was no longer of use. She also failed to provide refunds, or she provided consumers with store credit that was of no value because she was not delivering product. The Attorney General's Office sued Amanda Harmon on Dec. 27, 2021, for failure to deliver, misrepresentations, poor customer service and failure to register a fictitious business name, in violation of the Consumer Sales Practices Act. The lawsuit seeks a declaratory judgment, a permanent injunction, civil penalties and any other appropriate relief. The case is pending.

American Auto Repair Coverage, LLC

Franklin County Court of Common Pleas, Case No. 21CV006716

American Auto Repair Coverage marketed and sold to consumers, via telephone, the goods and services of third parties, including automobile service contracts. In marketing and selling the goods and services to consumers, the defendant engaged in telephone solicitations but failed to comply with the requirements of the Telephone Solicitation Sales Act. The Attorney General's Office sued the business for these violations on Oct. 21, 2021. The lawsuit seeks a declaratory judgment, a permanent injunction, civil penalties and any other appropriate relief. The case is pending.

Aspen Roofing & Siding LLC/Randy S. Jones, Jr.

Hamilton County Court of Common Pleas, Case No. A2101458

Aspen Roofing & Siding offered to provide home-improvement goods and services, specializing in roofing and siding replacement after severe weather. Consumers complained to the attorney general that they paid the business for services that were not provided or that services were performed in a substandard manner. The Attorney General's Office sued the business and its owner on April 27, 2021, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, performing work in a shoddy manner and failure to provide proper notice of cancellation rights. The lawsuit seeks a declaratory judgment, a permanent injunction, consumer restitution and civil penalties. The case is pending.

Boston Scientific Corporation

Franklin County Court of Common Pleas, Case No. 21CV001799

This case resulted from a multi-state investigation arising from false claims made by Boston Scientific regarding the marketing of surgical mesh. The investigation determined that misrepresentations were made concerning potential risks and complications resulting from the use of surgical mesh. The Attorney General's Office sued Boston Scientific on March 23, 2021, for unfair and deceptive marketing. An Agreed Entry and Final Judgment Order was immediately submitted to the court and was entered on March 28, 2021. Ohio was joined in the settlement by 46 other states and the District of Columbia. The settlement document contained broad injunctive relief and a \$188,655,067 payment to the states. Ohio's share of the payment was \$8,065,462.

Buckeye Roofing Solutions LLC/Robert J. Collins

Franklin County Court of Common Pleas, Case No. 21CV000726

Buckeye Roofing Solutions offered to provide home-improvement goods and services, specializing in roofing installation and repair. Consumers complained to the attorney general that they paid the business for services that were not provided or that services were performed in a substandard manner. The Attorney General's Office sued the business and its owner on Feb. 4, 2021, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, performing work in a shoddy manner, engaging in consumer transactions while having unsatisfied judgments arising out of previous consumer transactions, and failure to provide proper notice of cancellation rights. The lawsuit seeks a declaratory judgment, a permanent injunction, consumer restitution and civil penalties. The case is pending.

Conquer Auto LLC/Bihute Amissi

Hamilton County Court of Common Pleas, Case No. A2101329

Conquer Auto sold used motor vehicles to consumers and failed to transfer titles to the purchasers as required by Ohio law. Consumers filed complaints with the attorney general seeking relief from the Title Defect Recision (TDR) Fund. The complaints resulted in payments being made from the TDR Fund to reimburse the injured consumers. The Attorney General's Office sued the business and its owner on April 16, 2021, for violations of the Consumer Sales Practices Act and the TDR Law. The litigation concluded on Oct. 29, 2021, with a Consent Judgment and Agreed Entry and Order. The settlement included a declaratory judgment, a permanent injunction, \$12,416.62 for reimbursement to the TDR Fund, and a \$15,000 civil penalty, suspended in full on the condition of full compliance with the terms of the settlement.

D-Way Construction LLC/David D. Francis

Delaware County Court of Common Pleas, Case No. 21CVH030113

D-Way Construction offered to provide a variety of home-improvement services. Consumers complained to the attorney general that they paid the business for services that were not provided or that services were performed in a substandard manner. The Attorney General's Office sued the business and its owner on March 19, 2021, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. The litigation concluded on July 27, 2021, with a Final Judgment Entry and Order on Consumer Damages and Civil Penalties after the previous award of a default judgment with declaratory and injunctive relief to the attorney general. The Final Judgment included \$63,058 for consumer damages and a \$25,000 civil penalty.

Desiree Gilliam Pace/Flowers by Des

Greene County Court of Common Pleas, Case No. 2021CV0446

Desiree Gilliam Pace and her business, Flowers by Des offered consumers flowers and floral services for weddings and other events. Consumers filed complaints with the attorney general alleging that the supplier accepted money from consumers for flowers and floral services and failed to provide the promised goods and services, sometimes without any notice. The Attorney General's Office sued both the business and its owner on Sept. 22, 2021, for violations of the Consumers Sales Practices Act. Counts included failure to deliver or provide refunds and misrepresentations to consumers of the status of their orders or refunds. The case is pending.

Diamond Auto Group LLC/Brian Hartney

Delaware County Court of Common Pleas, Case No. 21CVH050218

Diamond Auto Group sold used motor vehicles to consumers and failed to transfer titles to the purchasers as required by Ohio law. Consumers filed complaints with the attorney general seeking relief from the Title Defect Recision (TDR) Fund. The complaints resulted in payments being made from the TDR Fund to reimburse the injured consumers. The Attorney General's Office sued the business and its owner on May 6, 2021, for violations of the Consumer Sales Practices Act and the TDR Law. The litigation concluded on June 22, 2021, with a Consent Judgment and Agreed Entry and Order. The settlement included a declaratory judgment; a permanent injunction; \$24,719.98 for reimbursement to the TDR Fund; and a \$25,000 civil penalty, with \$20,000 suspended on the condition of full compliance with the terms of the settlement.

Espino Landscaping LLC/Jose Espino

Franklin County Court of Common Pleas 21CV006258

Jose Espino and Espino Landscaping LLC offered to provide home-improvement and home-landscaping services. Consumers complained to the attorney general that they paid the business for services that were not provided or that services were performed in a substandard manner. The Attorney General’s Office sued the business and its owner on Oct. 4, 2021, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, performing work in a shoddy manner and failure to provide proper notice of cancellation rights. The lawsuit seeks a declaratory judgment, a permanent injunction, consumer restitution and civil penalties. The case is pending.

Fisher Auto Group LLC, dba Racing RV’s LLC/Robert J. Fisher

Montgomery County Court of Common Pleas, Case No. 2021CV01548

Racing RV’s sold used motor vehicles to consumers and failed to transfer titles to the purchasers as required by Ohio law. Consumers filed complaints with the attorney general seeking relief from the Title Defect Recision (TDR) Fund. The complaints resulted in payments being made from the TDR Fund to reimburse the injured consumers. The Attorney General’s Office sued the business and its owner on April 16, 2021, for violations of the Consumer Sales Practices Act and the TDR Law. The complaint seeks a declaratory judgment, a permanent injunction and reimbursement of all money paid to the consumers from the TDR Fund. The case is pending.

Samuel Darling, dba Flamingo Collective

Franklin County Court of Common Pleas, Case No. 21CV007390

Samuel Darling is an Ohio resident who ran a crowdfunding campaign on the website Kickstarter.com. Through this campaign, Darling collected \$31,753 from 101 consumers and, in return, promised to ship them watches and related goods and give some of the funding to a turtle conservation charity. Darling promised to ship the merchandise to consumers by November of 2020 but has failed to do so; he also has failed to refund a majority of the consumers. The Attorney General’s Office sued Darling on Nov. 23, 2021, for violations of the Consumer Sales Practices Act and the Ohio Charitable Organizations Act. The complaint seeks a declaratory judgment, a permanent injunction and reimbursement of all the money consumers paid Darling through the Kickstarter campaign. This litigation, which is being prosecuted jointly with the attorney general’s Charitable Law Section, is pending.

Gateway Student Tours, Inc./Timothy J. Bronchetti

Montgomery County Court of Common Pleas, Case No. 2021CV02858

Gateway Student Tours is a New York business that provides student tour packages. An Ohio high school scheduled a senior trip through Gateway to begin on April 3, 2020. The students were unable to take the trip due to the COVID outbreak. Gateway refused to make refunds, including to consumers who purchased travel insurance from the business. The Attorney General’s Office sued the business and its owner on July 15, 2021, for failure to provide refunds and failure to honor contract terms, both violations of the Consumer Sales Practices Act. The lawsuit seeks a declaratory judgment, a permanent injunction, consumer restitution and civil penalties. The case is pending.

Glory Auto Sales, Ltd./Cedric Gray

Licking County Court of Common Pleas, Case No. 21CV0065

Glory Auto Sales sold used motor vehicles to consumers and failed to transfer titles to the purchasers as required by Ohio law. Consumers filed complaints with the attorney general seeking relief from the Title Defect Recision (TDR) Fund. The Attorney General’s Office sued the business and its owner on Jan. 21, 2021, for violations of the Consumer Sales Practices Act and the TDR Law. The litigation concluded on March 18, 2021, with an Entry and Order granting a default judgment against the defendants. The judgment included a declaratory judgment, permanent injunction and \$25,000 civil penalty.

Harrigan Family Automotive, LLC/Patrick M. Harrigan, Sr./Patrick M. Harrington, Jr.

Wood County Court of Common Pleas, Case No. 2021CV0192

Harrington Family Automotive sold used motor vehicles to consumers and failed to transfer titles to the purchasers as required by Ohio law. Consumers filed complaints with the attorney general seeking relief from the Title Defect Recision (TDR) Fund. The complaints resulted in payments being made from the TDR Fund to reimburse the injured consumers. The Attorney General’s Office sued the business and its owners on May 27, 2021, for violations of the Consumer Sales Practices Act and the TDR Law. The complaint seeks a declaratory judgment, a permanent injunction and reimbursement of all money paid to the consumers from the TDR Fund. The case is pending.

Jessica Everhart aka Jessica Weber, dba Jessica Everhart Photography

Clinton County Court of Common Pleas, Case No. CVH20210164

Jessica Everhart Photography, a business operated by Jessica Everhart, offered to provide various photography-related goods and services. Consumers complained to the attorney general that they paid the business for photography sessions that Everhart failed to attend or for photographs that were not delivered. The Attorney General’s Office sued Everhart on June 8, 2021, for failure to deliver, a violation of the Consumer Sales Practices Act. The lawsuit seeks a declaratory judgment, a permanent injunction, consumer restitution and civil penalties. The case is pending.

KNH Wholesale, LLC/Nicholas Homrock

Summit County Court of Common Pleas, Case No. CV2021010078

KNH Wholesale sold used motor vehicles to consumers and failed to transfer titles to the purchasers as required by Ohio law. Consumers filed complaints with the attorney general seeking relief from the Title Defect Recision (TDR) Fund. The complaints resulted in payments being made from the TDR Fund to reimburse the injured consumers. The Attorney General’s Office sued the business and its owner on Jan. 8, 2021, for violations of the Consumer Sales Practices Act and the TDR Law. The litigation concluded on April 23, 2021, with a Consent Judgment and Agreed Final Entry and Order. The settlement included a declaratory judgment; a permanent injunction; \$42,686.70 for reimbursement to the TDR Fund; and a \$50,000 civil penalty, with \$25,000 suspended on the condition of full compliance with the terms of the settlement.

L&D Custom Homes & General Contracting/Daryl Judd

Licking County Court of Common Pleas, Case No. 21CV0298

Daryl Judd operated L&D Custom Homes & General Contracting, an unregistered business offering to provide home-remodeling and -repair services. Consumers complained to the attorney general that they paid the business for services that were not provided or that services were performed in a substandard manner. The Attorney General's Office sued Judd on April 9, 2021, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, performing work in a shoddy manner and failure to provide proper notice of cancellation rights. The defendants failed to answer the lawsuit, and a Default Judgment was granted. The litigation concluded on Oct. 1, 2021, with a Final Judgment Entry and Order. The judgment included a declaratory judgment, a permanent injunction, \$68,110.27 in consumer restitution and a \$50,000 civil penalty.

Let's Drive Auto Credit LLC/Irene Alekseyev

Cuyahoga County Court of Common Pleas, Case No. CV21945004

Let's Drive Auto Credit sold used motor vehicles to consumers and failed to transfer titles to the purchasers as required by Ohio law. Consumers filed complaints with the attorney general seeking relief from the Title Defect Recision (TDR) Fund. The complaints resulted in payments being made from the TDR Fund to reimburse the injured consumers. The Attorney General's Office sued the business and its owner on March 12, 2021, for violations of the Consumer Sales Practices Act and the TDR Law. On June 24, 2021, the court issued a Judgment Entry and Order awarding the attorney general a default judgment. The judgment included a declaratory judgment, a permanent injunction, \$35,820.92 for reimbursement to the TDR Fund and a \$25,000 civil penalty.

Keith Erickson, dba Lizards for Peace

Cuyahoga County Court of Common Pleas, Case No. CV21948479

Keith Erickson operated an online store on Amazon under the name Lizards for Peace. The site offered masks and sanitizer for sale at extremely inflated prices due to the necessity and scarcity of the items caused by the COVID-19 virus. The Attorney General's Office sued Erickson on June 8, 2021, for violations of the Consumer Sales Practices Act. Counts included substantially inflating prices due to a national health crisis and entering into transactions with consumers that Erickson knew were one-sided in his favor. On Oct. 15, 2021, the court issued a Judgment Entry granting a default judgment against the defendant. The judgment included a declaratory judgment, permanent injunction and \$25,000 civil penalty.

Major Performance LLC/Lee Lyndol Majors/Julie Lynn Majors

Butler County Court of Common Pleas, Case No. CV2021071036

Major Performance sold used motor vehicles to consumers and failed to transfer titles to the purchasers as required by Ohio law. Consumers filed complaints with the attorney general seeking relief from the Title Defect Recision (TDR) Fund. The complaints resulted in payments being made from the TDR Fund to reimburse the injured consumers. The Attorney General's Office sued the business and its owners filed a lawsuit on July 26, 2021, for violations of the Consumer Sales Practices Act and the TDR Law. The complaint seeks a declaratory judgment, a permanent injunction and reimbursement of all money paid to the consumers from the TDR Fund. The case is pending.

McKinsey & Company, Inc.

Franklin County Court of Common Pleas, Case No. 21CV000708

Ohio joined a multi-state investigation that looked into the business practices of McKinsey & Company. The business provided consulting and other marketing services to opioid pharmaceutical drug manufacturers, which then sold and distributed the opioid pharmaceutical drugs in Ohio. McKinsey & Company worked with opioid manufacturing clients to aggressively promote and sell more opioids to more patients for longer periods of time. These consulting services helped cause and contributed to the opioid crisis. The Attorney General's Office sued the business on Feb. 4, 2021, for unfair and unconscionable business practices. An Agreed Entry and Final Judgment Order was immediately submitted to the court and was entered on Feb. 8, 2021. The settlement between McKinsey and 47 states, the District of Columbia and five U.S. territories contained broad injunctive relief and a \$573,919,331 payment to the states. Ohio's share of the payment was \$24,728,106.31.

Maid in Columbus, 614 LLC and Kayla Reyes aka Kayla Padilla dba 614 Maid Brigade and dba Home Sweet Home Cleaning Services

Franklin County Court of Common Pleas, Case No. 21CV007536

Maid in Columbus 614 LLC and Kayla Reyes solicited and sold cleaning services to consumers through third-party websites. Consumers complained to the attorney general that they paid in advance for cleaning services that were not provided. The Attorney General's Office sued the business and its owner on Dec. 2, 2021, for failure to deliver and failure to register a fictitious business name in violation of the Consumer Sales Practices Act. The lawsuit seeks a declaratory judgment, a permanent injunction, consumer restitution and civil penalties. The case is pending.

Kevin Lonseth, dba MET Tours Cruises

Wood County Court of Common Pleas, Case No. 2021CV0167

MET Tours Cruises, an unregistered business operated by Kevin Lonseth, was a travel agency specializing in domestic and international vacation tour packages. Consumers complained to the attorney general that they did not receive refunds for canceled trips for which they had either paid or put down deposits. The Attorney General's Office sued Lonseth on May 14, 2021, for violations of the Consumer Sales Practices Act. Counts included failure to deliver, failure to honor contract terms and failure to register a fictitious business name. The lawsuit seeks a declaratory judgment, a permanent injunction, consumer restitution and civil penalties. The case is pending.

Michael Ray Auto Group, Inc./Kenneth Wayne Adams/Vartan Alexander

Cuyahoga County Court of Common Pleas, Case No. CV21949184

Michael Ray Auto Group sold used motor vehicles to consumers and failed to transfer titles to the purchasers as required by Ohio law. Consumers filed complaints with the attorney general seeking relief from the Title Defect Recision (TDR) Fund. The complaints resulted in payments being made from the TDR Fund to reimburse the injured consumers. The Attorney General's Office sued the business and its operators on June 24, 2021, for violations of the Consumer Sales Practices Act and the TDR Law. The litigation was resolved against Michael Ray Auto Group and Kenneth Wayne Adams on Nov. 19, 2021, with an Order and Entry granting a default judgment to the attorney general. The order included a declaratory judgment, a permanent injunction, joint and several liability for \$156,028.21 for reimbursement to the TDR Fund and \$150,000 in civil penalties. Additionally, defendant Adams is prohibited from applying for a salesperson or auto dealer license. The case against defendant Alexander remains pending.

MTK Auto Detailing, dba MTK Auto Loft LLC/Virgil Montez McDaniel

Franklin County Court of Common Pleas, Case No. 21CV001312

MTK Auto Loft sold used motor vehicles to consumers and failed to transfer titles to the purchasers as required by Ohio law. Consumers filed a complaint with the attorney general seeking relief from the Title Defect Recision (TDR) Fund. The complaint resulted in a payment being made from the TDR Fund to reimburse the injured consumers. The Attorney General’s Office sued the business and its owner on March 2, 2021, for violations of the Consumer Sales Practices Act and the TDR Law. The complaint seeks a declaratory judgment, a permanent injunction, and reimbursement of all money paid to the consumers from the TDR Fund. The case is pending.

Natola Construction LLC/Sean Natola

Knox Country Court of Common Pleas 21OT12-0297

Sean Natola owned and operated Natola Construction LLC, a business offering to provide home- improvement and construction services. Consumers complained to the attorney general that they paid the business for services that were not provided or that services were performed in a substandard manner. The Attorney General’s Office sued Natola and Natola Construction on Dec. 21, 2021, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, performing work in a shoddy manner and failure to provide proper notice of cancellation rights. The lawsuit seeks a declaratory judgment, a permanent injunction, consumer restitution and civil penalties. The case is pending.

Neil Construction Company, Inc./Neil Wolfe

Cuyahoga County Court of Common Pleas, Case No. CV21944255

Neil Construction Company offered to provide various home-improvement services. Consumers complained to the attorney general that they paid the business for services that were not completed or were performed in a substandard manner. The company refused to make any refunds to the consumers. The Attorney General’s Office sued the business and its owner on Feb. 22, 2021, for violations of the Consumer Sales Practices Act, the Home Solicitation Sales Act, and the Home Construction Service Suppliers Act. Counts included failure to deliver, performing substandard work, failure to obtain required permits and licenses, and failure to make required disclosures. The lawsuit seeks a declaratory judgment, a permanent injunction, consumer restitution and civil penalties. This is the third time the Attorney General’s Office has sued the business and its owner for similar violations. The case is pending.

Neil Construction Company, Inc./Neil Wolfe

Cuyahoga County, Euclid Municipal Court, Case No. 21CVI00009

The Attorney General’s Office filed this lawsuit on May 20, 2021, in order to intervene in a matter filed in Euclid Municipal Court by a private consumer. The case involved issues similar to those in a matter filed against the same defendants in the Cuyahoga Court of Common Pleas. Counts included numerous violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. The lawsuit seeks a declaratory judgment, a permanent injunction, consumer restitution, civil penalties and removal of improperly filed liens. The case is pending.

Justin Woosley dba Pure Renovation Construction, LLC

Knox Country Court of Common Pleas 21OT12-0291

Justin Woosley owned and operated Pure Renovation Construction LLC, a business offering to provide home remodeling and repair. Consumers complained to the attorney general that they paid the business for services that were not provided or that services were performed in a substandard manner. The Attorney General's Office sued Woosley on Dec. 14, 2021, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, performing work in a shoddy manner and failure to provide proper notice of cancellation rights. The lawsuit seeks a declaratory judgment, a permanent injunction, consumer restitution and civil penalties. The case is pending.

Retrieval-Masters Credit Bureau, dba American Medical Collection Agency

Franklin County Court of Common Pleas, Case No. 21CV001515

Retrieval-Masters Creditors Bureau is a New York incorporated debt collection agency. Under the name American Medical Collection (AMCA), it engaged in nationwide debt collection on behalf of medical providers. In June 2019, AMCA publicly disclosed that an unauthorized user had compromised its internal systems and gained access to the records of over 20 million individuals, including names, dates of birth, Social Security numbers, financial information and medical information. A multi-state investigation ensued, focused primarily on whether the company had reasonable procedures in place to safeguard the information. Shortly after the breach, AMCA filed a Chapter 11 bankruptcy petition. The Attorney General's Office sued the business on March 11, 2021, for unfair and deceptive acts and practices. An Agreed Entry and Final Judgment Order was immediately submitted to the court and was entered on April 1, 2021. The settlement provides strong injunctive relief aimed at preventing similar breaches in the future and includes a \$21 million payment to the states. Ohio's share of the payment is \$379,297. The payment is suspended, but it may be reinstated if the court finds that AMCA failed to disclose any material asset or made any material misstatements or omissions in representations filed in the bankruptcy proceeding.

S&S Imports LLC/Matthew N. Spradlin

Allen County Court of Common Pleas, Case No. CV20210019

S&S Imports sold used motor vehicles to consumers and failed to transfer titles to the purchasers as required by Ohio law. Consumers filed complaints with the attorney general seeking relief from the Title Defect Recision (TDR) Fund. The complaints resulted in payments being made from the TDR Fund to reimburse the injured consumers. The Attorney General's Office sued the dealership and its owner on Jan. 21, 2021, for violations of the Consumer Sales Practices Act and the TDR Law. The litigation concluded on April 29, 2021, with an Order and Entry granting a default judgment to the attorney general. The order included a declaratory judgment, a permanent injunction, \$5,210 for reimbursement to the TDR Fund, and \$20,000 in civil penalties.

Sixto Landscape Services, LLC/Sixto Falcon

Franklin County Court of Common Pleas, Case No. 21CV005110

Sixto Landscape Services offered to provide home-landscaping services. Consumers complained to the attorney general that they paid the business for services that were not provided or that services were performed in a substandard manner. The Attorney General's Office sued the business and its owner on Aug. 12, 2021, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, performing work in a shoddy manner and failure to provide proper notice of cancellation rights. The lawsuit seeks a declaratory judgment, a permanent injunction, consumer restitution and civil penalties. The case is pending.

Stormaid Restoration, LLC/Tyler A. Puckett

Montgomery County Court of Common Pleas, Case No. 2021CV00987

Stormaid Restoration offered to provide a variety of home-improvement services, including the installation of new roofs. Consumers complained to the attorney general that they paid the business for services that were not provided or that services were performed in a substandard manner. The Attorney General's Office sued the business and its owner on March 12, 2021, for violations of the Consumer Sales Practices Act. Counts included failure to deliver, performing work in a shoddy manner and using an unfair liquidated damages clause in its contract. The litigation concluded on Dec. 14, 2021, with a Nunc Pro Tunc Entry and Order granting a default judgment to the attorney general. The order included a declaratory judgment, a permanent injunction, \$259,052.23 in consumer damages and \$25,000 in civil penalties.

StubHub, Inc.

Franklin County Court of Common Pleas, Case No. 21CV005778

StubHub, Inc. is an online ticket reseller. Prior to March 2020, StubHub's policies included the "FanProtect guarantee" which stated that consumers would receive the full purchase price, including fees, for canceled events. As a result of the COVID 19 pandemic, StubHub unilaterally suspended that policy and began denying refund requests and providing consumers credits equal to 120% of their purchases for future events. The Attorney General's Office collaborated with other states investigating StubHub, and the investigation resulted in the filing of a complaint on Sept. 14, 2021. The parties immediately submitted a Consent Judgment, which the court signed on Sept. 16, 2021. In the Consent Judgment, StubHub agreed to honor its refund policies, not change its refund policies for purchased tickets without consumer consent, and promptly process refunds for the events at issue. Failure to comply with the consent judgment will require StubHub to pay a suspended penalty of \$654,100 to Ohio.

Robert Eberle III, dba T&R Renovations

Allen County Court of Common Pleas, Case No. CV20210157

Robert Eberle owned and operated T&R Renovations, a business offering to provide various home-improvement services. Consumers complained to the attorney general that they paid the business for services that were not provided or that services were performed in a substandard manner. The Attorney General's Office sued Everly on May 24, 2021, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, performing work in a shoddy manner and failure to provide proper notice of cancellation rights. On Oct. 14, 2021, the court entered a Consent Judgment and Final Agreed Order. The consent

judgment included a declaratory judgment; a permanent injunction; \$90,000 in consumer restitution; and a \$75,000 civil penalty, with \$10,000 being due and \$65,000 suspended upon compliance with the consent judgment. The consent judgment established a monthly payment plan of \$2,500 until paid in full.

TK Home Improvement, LLC/Robert Tracy Green

Montgomery County Court of Common Pleas, Case No. 2021CV000572

TK Home Improvement offered to provide various home-improvement services, including home repair, remodeling and installation services. Consumers complained to the attorney general that they paid the business for services that were not provided or that services were performed in a substandard manner. The Attorney General's Office sued the business and its owner on Feb. 11, 2021, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, performing work in a shoddy manner and failure to provide proper notice of cancellation rights. The litigation concluded on Dec. 16, 2021, with a Final Judgment Entry and Order granting a default judgment to the attorney general. The order included a declaratory judgment, a permanent injunction, \$64,350 in consumer damages and \$50,000 civil penalties.

Sam Lorenz, dba Top Tech Electronics and dba L&L Tech Solutions

Stark County Court of Common Pleas, Case No. 2021CV00196

Sam Lorenz operated an unregistered business offering to provide computers and related equipment. Consumers complained to the attorney general that they paid Lorenz for the computers and other goods but that he failed to deliver the products or provide refunds. The Attorney General's Office sued Lorenz on Feb. 19, 2021, for violations of the Consumer Sales Practices Act. Counts included failure to deliver, misrepresentations and poor customer service. The litigation concluded on Nov. 17, 2021, with a Final Judgment Entry and Order granting a default judgment to the attorney general. The order included a declaratory judgment, a permanent injunction, \$1,720.87 in consumer damages, and \$5,000 in civil penalties.

Vehicle Protection Specialists, LLC dba Vehicle Services Center

Franklin County Court of Common Pleas, Case No. 21CV006713

Vehicle Protection Specialists marketed and sold to consumers, via telephone, the goods and services of third parties, including automobile service contracts. In marketing and selling the goods and services to consumers, the defendant engaged in telephone solicitations without complying with the requirements of the Telephone Solicitation Sales Act. The Attorney General's Office sued the business for these violations on Oct. 21, 2021. The lawsuit seeks a declaratory judgment, a permanent injunction, civil penalties and any other appropriate relief. The case is pending.

OTHER JUDGMENTS

Ronald Randall Slusher, dba A1 Concrete Finishing

Licking County Court of Common Pleas, Case No. 19CV0724

Ronald Slusher operated an unregistered home-improvement business under the name of A1 Concrete Finishing, which offered to provide concrete repair and installation services. Consumers complained to the attorney general that they paid the business for services that were not completed or that services were performed improperly. The Attorney General's Office sued Slusher on July 15, 2019, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, performing work in a shoddy manner, failure to register a fictitious business name and failure to provide proper notice of cancellation rights. The litigation concluded on March 18, 2021, with a Final Judgment Entry and Order after the previous award of a default judgment to the attorney general. The order included a declaratory judgment, a permanent injunction, \$17,975 for consumer damages and a \$25,000 civil penalty.

A&J's Used Auto Sales LLC/Jasmine Lynne Evans/Allan B. Trager

Belmont County Court of Common Pleas, Case No. 19CV348

A&J's Used Auto Sales sold used motor vehicles to consumers. The business failed to transfer titles to purchasers as required by Ohio law. The consumers filed complaints with the attorney general seeking relief from the Title Defect Recision (TDR) Fund. The complaint resulted in payments from the TDR Fund to reimburse the injured consumers. The Attorney General's Office sued the dealership and its owners on Sept. 25, 2019, for violations of the Consumer Sales Practices Act and the TDR Law. A default judgment was granted against defendant A&S's Used Auto Sales in December 2020. On March 2, 2021, the court approved a Consent Judgment and Agreed Entry and Order with defendant Jasmine Lynne Evans. The settlement included a declaratory judgment, a permanent injunction, \$7,574 for reimbursement to the TDR Fund, and a \$7,500 civil penalty suspended on the condition of full compliance with the terms of the settlement. On Sept. 14, 2021, the court approved a Consent Judgment and Agreed Entry and Order with defendant Allan Trager. The settlement included a declaratory judgment, a permanent injunction and a \$3,787 civil penalty.

Absolute Surfaces, LLC/Angelo Dormendo/Stephanie Dormendo

Allen County Court of Common Pleas, Case No. 2019CVH454

Absolute Surfaces offered to provide home improvement-related services, including kitchen and bathroom granite countertop installation. Consumers complained to the attorney general that they paid the business for services that were not received and that their money was not returned. The Attorney General's Office sued the business and its owners on Dec. 4, 2019, for failure to deliver, a violation of the Consumer Sales Practices Act. The litigation concluded on April 1, 2021, with a Final Judgment Entry and Order after the previous award of a default judgment to the attorney general. The order included a declaratory judgment, a permanent injunction, \$4,870 for consumer damages and a \$10,000 civil penalty.

Advanced Capital Solutions, Inc.

Stark County Court of Common Pleas, Case No. 2020CV01259

Advance Capital Solutions is a debt collection company operating in Canton. The case was part of an FTC/multi-state sweep to expose egregious debt collection practices. An investigation revealed a pattern of illegal practices, including calling and harassing consumers' co-workers and family members, attempting to collect debts that consumers did not owe or had already paid, and failing to verify debts. On Sept. 11, 2020, the Attorney General's Office sued Advanced Capital Solutions alleging violations of the Consumer Sales Practices Act and the Fair Debt Collection Practices Act. The litigation concluded on April 13, 2021, with an Agreed Consent Judgment Entry and Order. The settlement included a declaratory judgment, a permanent injunction, \$7,000 for consumer restitution and a \$19,000 payment to the Consumer Protection Enforcement Fund.

AKH Development, LLC/Andrew Hauss

Hamilton County Court of Common Pleas, Case No. A2002819

AKH Development offered to provide home-improvement services related to concrete installation. Consumers complained to the attorney general that they paid the business for services that were performed in a substandard manner. The Attorney General's Office sued the business and its owner on Aug, 12, 2020, for violations of the Consumer Sales Practices Act. Counts included performing work in a shoddy manner and failure to obtain required registration. The attorney general was awarded a default judgment and the litigation concluded on Jan. 26, 2021 with a Final Entry and Order granting a judgment against the defendants. The order included a declaratory judgment, a permanent injunction, \$14,742.80 for consumer restitution and a \$15,000 civil penalty.

Matthew Hoyd, dba Angeletti Overhead Door Co. LLC and Hoyd's Overhead Door Co. LLC

Licking County Court of Common Pleas, Case No. 20CV00870

Matthew Hoyd operated businesses that provided and installed garage doors, but consumers complained that they had paid for services that were never provided. The Attorney General's Office sued Hoyd on Aug. 10, 2020, alleging violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Allegations included failure to deliver and failure to provide proper notice of cancellation rights. The lawsuit sought a declaratory judgment, a permanent injunction, consumer restitution and civil penalties. The attorney general was awarded a default judgment and the litigation concluded on Sept. 23, 2021, with a Final Judgment Entry and Order. The judgment included a declaratory judgment, a permanent injunction, \$3,475 in consumer restitution and a \$5,000 civil penalty.

Anytime Auto Sales Inc./Brandon L. Adkins

Butler County Court of Common Pleas, Case No. CV2020071084

Anytime Auto Sales sold used motor vehicles to consumers and failed to transfer titles to the purchasers as required by Ohio law. Consumers filed complaints with the attorney general seeking relief from the Title Defect Recision (TDR) Fund. The complaints resulted in payments being made from the TDR Fund to reimburse the injured consumers. The Attorney General's Office sued the dealership and its owner on July 6, 2020, for violations of the Consumer Sales Practices Act and the TDR Law. The litigation concluded on March 30, 2021,

with a Final Entry and Order after the previous award of a default judgment to the attorney general. The judgment included a declaratory judgment, a permanent injunction, \$6,452.10 in consumer restitution, \$46,285 for reimbursement to the TDR Fund and a \$50,000 civil penalty.

Ashley Nihiser and Brian Stepp, d/b/a Ashley Contractors, LLC

Cuyahoga County Court of Common Pleas, Case No. CV18901172

Ashley Nihiser and Brian Stepp operated Ashley Contractors, a dissolved corporation. The business provided various home-improvement services. Consumers complained to the attorney general that they paid the business for services that were not provided or work that was done was performed in a substandard manner. The Attorney General's Office sued Nihiser and Stepp on July 25, 2018, for violations of the Consumer Sales Practices Act. Counts included failure to deliver and performing services in a shoddy and unworkmanlike manner. The litigation concluded on Aug. 31, 2021 after the court granted a summary judgment on Feb. 26, 2021. The judgment included a declaratory judgment, a permanent injunction, \$93,649.95 for consumer restitution and a \$100,000 civil penalty.

Buckeye Storm Solutions, LLC/Brandon Valandingham

Montgomery County Court of Common Pleas, Case No. 2020CV00338

Buckeye Storm Solutions offered to provide a variety of home-improvement services, including the repair and installation of roofs, siding, gutters and flooring. Consumers complained to the attorney general that they had paid the business for services that were not provided or that services were performed in a substandard manner. The Attorney General's Office sued the business and its owner on Jan. 23, 2020, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, performing work in a shoddy manner, and failure to provide proper notice of cancellation rights. The litigation concluded on May 6, 2021, with a Consent Judgment and Final Agreed Order and Entry. The settlement included a declaratory judgment, a permanent injunction, and \$9,145.63 for consumer damages.

Patricia North, dba Cincinnati Fluteworks

Hamilton County Court of Common Pleas, Case No. A2001605

Patricia North owned and operated Cincinnati Fluteworks, an unincorporated musical instrument repair shop that also offered to sell musical instruments on consignment. Consumers complained to the attorney general that they sent musical instruments to Cincinnati Fluteworks for repairs or to be sold on consignment but that the business never completed any repairs, never provided any money from the sales and/or never returned the instruments. The Attorney General's Office sued North on April 15, 2020, for violations of the Consumer Sales Practices Act. Counts included failure to deliver and failure to register the use of a fictitious name. After an award of a default judgment to the attorney general, the litigation concluded on Feb. 11, 2021, with a Final Entry and Order granting a judgment against the defendant. The order included a declaratory judgment, a permanent injunction, \$9,617.97 for consumer restitution and a \$25,000 civil penalty.

CitywideAutoMall LLC./Arlin J. Wallace, Jr.

Cuyahoga County Court of Common Pleas, Case No. CV20936968

CitywideAutoMall sold used motor vehicles to consumers and failed to transfer titles to the purchasers as required by Ohio law. Consumers filed complaints with the attorney general seeking relief from the Title Defect Recision (TDR) Fund. The complaints resulted in payments being made from the TDR Fund to reimburse the injured consumers. The Attorney General's Office sued the dealership and its owner on Sept. 9, 2020, for violations of the Consumer Sales Practices Act and the TDR Law. The litigation concluded on March 30, 2021, with an Order and Entry granting a default judgment. The judgment included a declaratory judgment, a permanent injunction, \$8,021 for reimbursement to the TDR Fund and a \$20,000 civil penalty.

Anthony C. Pate, dba Crete Doctors

Hamilton County Court of Common Pleas, Case No. A2004156

Anthony Pate owned and operated Crete Doctors, a home-improvement business specializing in concrete work. Consumers complained to the Attorney General's Office and Better Business Bureau that they had paid for services that were not received or that services were performed improperly. The Attorney General's Office sued Pate on Nov. 30, 2020, alleging violations of the Consumer Sales Practices Act. Allegations included failure to deliver, performing work in a shoddy manner, failure to register the use of a fictitious name and failure to register as a contractor when operating in Cincinnati. The litigation concluded on Oct. 15, 2021, with a Final Judgment Entry and Order after the previous award of a default judgment with declaratory and injunctive relief to the attorney general. The Final Judgment included \$3,144 for consumer damages and a \$15,000 civil penalty.

Marcus Fultz, dba Danielle's on 2nd

Athens County Court of Common Pleas, Case No. 20CI0110

Marcus Fultz operated an online store on Amazon under the name Danielle's on 2nd. The site offered hand sanitizer for sale at extremely inflated prices due to the necessity and scarcity of the items caused by the COVID-19 virus. The Attorney General's Office sued Fultz on June 17, 2020, for violations of the Consumer Sales Practices Act. Counts included substantially inflating prices due to a national health crisis and entering into transactions with consumers that Fultz knew were one-sided in his favor. The litigation concluded on March 17, 2021, with a Consent Order and Judgment. The settlement included a declaratory judgment and a \$12,500 payment to the Consumer Protection Enforcement Fund.

Kelsea Hopkins, dba Dear Tomasine Stills and Films and Blue Boots Photography

Preble County Court of Common Pleas, Case No. 19CV31735

Kelsea Hopkins operated unregistered businesses that provided a variety of photography and videography services, including those for weddings. Consumers complained to the attorney general that they paid the businesses for services that were not received or that services were performed improperly. The Attorney General's Office sued Hopkins on Aug. 6, 2019, for violations of the Consumer Sales Practices Act. The litigation concluded on May 12, 2021, with a Consent Judgment and Final Agreed Order and Entry. The settlement included a declaratory judgment, a permanent injunction, \$2,190.65 for consumer restitution, and a \$5,000 civil penalty suspended on the condition of full compliance with the terms of the settlement.

Deck Builders Unlimited LLC/Daryl Allen

Franklin County Court of Common Pleas, Case No. 19CV009679

Deck Builders Unlimited performed a variety of home-improvement services, including home repair and remodeling. Consumers complained to the attorney general that they had paid the business for services that were never completed or were performed in a substandard manner. The Attorney General’s Office sued the business and its owner on Dec. 4, 2019, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. The litigation concluded on Jan. 4, 2021, with a Final Judgment Entry and Order after the previous award of a default judgment to the attorney general. The order included a declaratory judgment, a permanent injunction, \$47,920.90 for consumer damages and a \$50,000 civil penalty.

Economy Motors LLC, dba Gas Hogs/Jeremy Skeens/Kristopher Wolff

Hamilton County Court of Common Pleas, Case No. A2000240

Gas Hogs sold used motor vehicles but failed to transfer titles to the purchasers as required by Ohio law. Consumers filed complaints with the attorney general seeking relief from the Title Defect Recision (TDR) Fund, which resulted in payments being made. The Attorney General’s Office sued the dealership and its owners on Jan. 16, 2020, alleging violations of the Consumer Sales Practices Act and the TDR Law. The litigation concluded on Nov. 18, 2021, with final entries against each defendant. The Final Judgment Order and Entry granting a default judgment against Economy Motors, LLC dba Gas Hogs awarded a declaratory judgment, a permanent injunction, \$18,820.54 to the attorney general to reimburse the TDR Fund and a \$25,000 civil penalty. The Consent Judgment and Agreed Entry and Order with Kristopher Wolff include a declaratory judgment, a permanent injunction, payment of \$18,820.54 to the attorney general to reimburse the TDR Fund and a \$15,000 civil penalty that is suspended in full upon compliance with the Consent Judgment. The Consent Judgment and Agreed Entry and Order with Jeremy Skeens included a permanent injunction, payment of \$18,820.54 to the attorney general to reimburse the TDR Fund and a \$15,000 civil penalty suspended in full upon compliance with the Consent Judgment.

Good to Go Auto Sales LLC/Brian E. Felix

Franklin County Court of Common Pleas, Case No. 20CV004123

Good to Go Auto Sales sold used motor vehicles to consumers and failed to transfer titles to the purchasers as required by Ohio law. A consumer filed a complaint with the attorney general seeking relief from the Title Defect Recision (TDR) Fund. The complaint resulted in a payment being made from the TDR Fund to reimburse the injured consumer. The Attorney General’s Office sued the dealership and its owner on June 26, 2020, for violating the Consumer Sales Practices Act and the TDR Law. The litigation concluded on Jan. 22, 2021, with a Final Judgment Entry and Order granting a default judgment. The judgment included a declaratory judgment, a permanent injunction, \$475.36 for reimbursement to the TDR Fund and a \$10,000 civil penalty.

Infinity Car Company/Jasmine Fletcher/Laron Huckleby

Franklin County Court of Common Pleas, Case No. 20CV004139

Infinity Car Company sold used motor vehicles to consumers and failed to transfer titles to the purchasers as required by Ohio law. Consumers filed complaints with the attorney general seeking relief from the Title Defect Recision (TDR) Fund. The complaints resulted in payments being made from the TDR Fund to reimburse the injured consumers. The Attorney General's Office sued the dealership, its owner, and its operator on June 25, 2020, for violating the Consumer Sales Practices Act and the TDR Law. On Jan. 12, 2021, the court issued a Judgment Entry granting a default judgment against Infinity Car Company and Jasmine Fletcher. The judgment included a declaratory judgment, a permanent injunction, \$30,196.50 for reimbursement to the TDR Fund and a \$50,000 civil penalty. The case is still pending against defendant Huckleby.

Iron Horse Excavating, LLC/Black River Farms & Contracting, LLC/Brian Watkins, individually and dba Dig it Deep and Black River Farms & Contracting

Delaware County Court of Common Pleas, Case No. 20CVH050230

Brian Watkins owned and operated a number of home-improvement businesses, some registered with the Ohio Secretary of State's Office and others unregistered. The businesses offered to provide primarily pond and general excavation-related services. Consumers complained to the attorney general that they paid the businesses for services that were never started and that deposits were not returned. The Attorney General's Office sued the businesses and Watkins on May 26, 2020, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. The court awarded the attorney general a default judgment and the litigation concluded on Feb. 19, 2021, with a Final Judgment Entry and Order. The order included a declaratory judgment, a permanent injunction, \$45,750 for consumer damages, and a \$50,000 civil penalty.

The Legacy Lofts on Courtland, LLC/Scott Call

Hamilton County Court of Common Pleas, Case No. A1901251

Legacy Lofts was a condominium developer that planned to develop a school building and church building into condominiums. In 2017, Legacy Lofts began soliciting consumers to enter into agreements to purchase units in the condominium project. The consumers made deposits, often totaling \$5,000, and agreed to close on the units when the project was completed. Problems arose, and the development was never completed. Consumers were not refunded their deposits. The Attorney General's Office sued the business and its owner on March 11, 2019, for violations of the Consumer Sales Practices Act and Condominium Property Act. The court awarded the attorney general a default judgment and the litigation concluded on Feb. 4, 2021, with a Final Judgment Entry and Order. The order included a declaratory judgment, a permanent injunction, \$43,750 for consumer damages and a \$50,000 civil penalty.

Lighthouse Auto Group Services LLC/Jerry M. Putteet/Jerry D. Putteet

Clermont County Court of Common Pleas, Case No. 2020CVH326

Lighthouse Auto Group Services sold used motor vehicles to consumers and failed to transfer titles to the purchasers as required by Ohio law. Consumers filed complaints with the attorney general seeking relief from the Title Defect Recision (TDR) Fund. The complaints resulted in payments being made from the TDR Fund to reimburse the injured consumers. The Attorney General's Office sued the dealership and its owners on March 26, 2020, for violations of the Consumer Sales Practices Act and the TDR Law. On March 26, 2021, the court issued a Judgment Entry granting a default judgment against Lighthouse Auto Group Services. The judgment included a declaratory judgment, a permanent injunction, \$31,271.50 for reimbursement to the TDR Fund and a \$25,000 civil penalty. The case against the individual defendants remains pending.

Master Landscaping Sprinklers/Alejandro S. Sanchez

Lorain County Court of Common Pleas, Case No. 19CV198523

Master Landscaping Sprinklers offered to provide a variety of landscaping services, including patio replacement, lot grading and tree planting. Consumers complained to the attorney general that they paid the business for services that were not provided or were performed in a substandard manner. The Attorney General's Office sued the business and its owner on June 28, 2019, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. The attorney general was awarded a default judgment and the litigation concluded on March 23, 2021, with a Final Judgment Entry and Order. The order included a declaratory judgment, a permanent injunction, \$26,000 for consumer damages and a \$25,000 civil penalty.

Mosley's Meat Market, LLC/J. Gram Mosley/Dawn Mosley

Franklin County Court of Common Pleas, Case No. 20CV007582

Moseley's Meat Market sold meat directly to consumers through sales on its website. Consumers complained to the attorney general that they had paid for meat that was not delivered or had received spoiled meat. The Attorney General's Office sued the business and its owners on Nov. 20, 2020, for failure to deliver, a violation of the Consumer Sales Practices Act. The attorney general was awarded a default judgment and the litigation concluded on June 29, 2021, with a Final Judgment Entry and Order. The order included a declaratory judgment, a permanent injunction, \$2,213 for consumer damages and a \$5,000 civil penalty.

Neil Construction Company, Inc./Neil Wolfe

Summit County Court of Common Pleas, Case No. CV2017114755

Neil Construction Company offered to provide various home-improvement services. Consumers complained to the attorney general that they paid the business for services that were not completed or were performed in a substandard manner. The company refused to provide refunds to the consumers. The Attorney General's Office sued the business and its owner on Nov. 14, 2017, for violations of the Consumer Sales Practices Act. The litigation concluded on May 20, 2021, with an order adopting the magistrate's decision after a trial of the matter. The order affirmed the \$165,000 in civil penalties assessed against the defendants. The defendants have appealed the court's judgment.

Bernard John Rafferty, Bernard John Rafferty (son), and John Michael Rafferty, dba Ohio Road Maintenance

Cuyahoga County Court of Common Pleas, Case No. CV20933157

Ohio Road Maintenance was an unregistered business operated by the Rafferty family. The business offered home-improvement services, including asphalt paving, tar and chip sealing, driveway resurfacing and resealing, and painting. The Rafferty family had previously operated similar businesses under other unregistered business names. Consumers complained to the attorney general that they had paid the business for services that were not received or were performed in an unworkmanlike manner. The Attorney General's Office sued the Rafferty family on June 8, 2020, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. The attorney general was awarded a default judgment, and the litigation concluded on April 30, 2021, with a Final Judgment Entry and Order. The order included a declaratory judgment, a permanent injunction, \$29,175 for consumer damages and a \$30,000 civil penalty.

Peak Construction Services, LLC/Byron Ingram

Butler County Court of Common Pleas, Case No. CV2020010219

Peak Construction offered to provide various home-improvement services. Consumers complained to the attorney general that they had paid the business for services that were not received or were performed in an unworkmanlike manner. The Attorney General's Office sued the business and its owner on Jan. 30, 2020, for violations of the Consumer Sales Practices Act. The Attorney General was awarded a default judgment and the litigation concluded on Feb. 24, 2021, with a Final Entry and Order. The order included a declaratory judgment, a permanent injunction, \$16,462.89 for consumer damages and a \$25,000 civil penalty.

Allan Gulliford, dba Perfect Inground Pool

Lake County Court of Common Pleas, Case No. 19CV007404

Allan Gilliford operated Perfect Inground Pool, a business that provided swimming pool construction and related services. Consumers complained to the attorney general that they had paid Gulliford for services that were not received or were performed improperly. The Attorney General's Office sued Gulliford on Sept. 13, 2019, for violations of the Consumer Sales Practices Act. The litigation concluded on Feb. 24, 2021, with an Order and Entry adopting the magistrate's decision after the previous award of a default judgment to the attorney general. The order included a declaratory judgment, a permanent injunction, \$42,126.20 for consumer restitution and a \$40,000 civil penalty.

Roofing and Paving Solutions LLC/Jonathan S. Wanko

Franklin County Court of Common Pleas, Case No. 20CV003926

Roofing and Paving Solutions offered home repairs and driveway paving. Consumers complained that they had paid for services that were not received or were performed in a substandard manner. The Attorney General's Office sued the business and its owner on June 17, 2020, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Allegations included failure to deliver, performing work in a shoddy manner, failure to honor a warranty, failure to register the use of a fictitious name and failure to provide proper notice of cancellation rights. The litigation was resolved with a Consent Judgment on Nov. 19, 2021. The order included a declaratory judgment; a permanent injunction, \$48,190 for consumer damages; and a \$50,000 civil penalty, with \$38,000 to be suspended upon compliance with the Consent Judgment.

Rt. 82 Auto Gallery, LLC /Angelo M. Guzzo, Jr./Sean Nightingale

Lorain County Court of Common Pleas, Case No. 20CV201543

Rt. 82 Auto Gallery sold used motor vehicles to consumers and failed to transfer titles to the purchasers as required by Ohio law. Consumers filed complaints with the attorney general seeking relief from the Title Defect Recision (TDR) Fund. The complaints resulted in payments being made from the TDR Fund to reimburse the injured consumers. The Attorney General's Office sued the business and its owners on July 29, 2020, for violations of the Consumer Sales Practices Act and the TDR Law. The litigation concluded on March 31, 2021, with a Journal Entry adopting the magistrate's award of a default judgment to the attorney general. The default judgment included a declaratory judgment, a permanent injunction, \$72,426.50 for reimbursement to the TDR Fund and a \$75,000 civil penalty.

Tri-Majestic LLC dba Majestic Motors/Jeffrey Corfman/Derek Rutter

Summit County Court of Common Pleas, Case No. CV2019062094

Majestic Motors sold used motor vehicles to consumers but failed to transfer titles to the purchasers as required by Ohio law. Consumers filed complaints with the attorney general seeking relief from the Title Defect Recision (TDR) Fund. The complaints resulted in payments being made from the TDR Fund to reimburse the injured consumers. The Attorney General's Office sued the corporation and its owners on June 7, 2019, for violations of the Consumer Sales Practices Act and the TDR Law. The litigation concluded on May 10, 2021, with an Order and Entry granting a summary judgment against Derek Rutter. The judgment included a declaratory judgment, a permanent injunction, \$62,612.36 for reimbursement to the TDR Fund and a \$25,000 civil penalty. The attorney general was previously awarded a default judgment against the other defendants.

True Quality Home Improvements, LLC/Christopher Wilder/Karmella Andreu-Vivas

Franklin County Court of Common Pleas, Case No. 20CV001678

True Quality Home Improvements offered to provide home-repair and -remodeling services. Consumers complained to the attorney general that they had paid the business for services that were not received or were performed in an unworkmanlike manner. Some of the complaints involved home repair after a severe storm. The Attorney General's Office sued the business and its owners on Feb. 27, 2020, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. The attorney general was awarded a default judgment and the litigation concluded on July 12, 2021, with a Decision and Final Judgment. The order included a declaratory judgment, a permanent injunction, \$22,344.84 for consumer damages and a \$25,000 civil penalty.

Roofless General Contracting LLC/Gutter Downspout LLC/Weylin W. Stewart

Franklin County Court of Common Pleas, Case No. 20CV008050

Weylin Stewart owned and operated businesses that offered various home-improvement services. Consumers complained that they had paid for services that were not received or that services were performed in a substandard manner. The Attorney General's Office sued the businesses and Stewart on Dec. 15, 2020, alleging violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. The Attorney General's Office had previously sued Stewart and been awarded a judgment for similar violations. The court granted the state a default judgment on March 22, 2021. The Final Judgment Entry and Order, entered on Sept. 15, 2021, granted the state a declaratory judgment, a permanent injunction, \$191,694.27 in consumer damages and \$175,000 in civil penalties.

Wells Heating and Air Conditioning, Inc./Floyd C. Wells

Montgomery County Court of Common Pleas, Case No. 2019CV05585

Wells Heating and Air Conditioning offered to provide services related to the repair and installation of heating and air-conditioning systems. Consumers complained that they had paid the business for services that were not provided or were performed in a substandard manner. The Attorney General's Office sued the business and its owner on Nov. 25, 2019, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. The attorney general was awarded a default judgment and the litigation concluded on March 25, 2021, with a Final Judgment Entry and Order. The order included a declaratory judgment, a permanent injunction, \$2,771.89 for consumer damages and a \$5,000 civil penalty.

ASSURANCES OF VOLUNTARY COMPLIANCE

Zhaoqian Liu and Flynn Ming, LLC dba Acology

Acology operated an online business offering various products. The attorney general investigated the business after it bought up hand sanitizers from local retailers and offered them for sale at extremely inflated prices due to the necessity and scarcity of the items caused by the COVID virus. The investigation was resolved on Feb. 4, 2021. In the Assurance, the business and its owner agreed to operate in compliance with the Consumer Sales Practices Act and pay \$3,000 to reimburse the attorney general for the cost of the investigation.

DavesDealsForYou

DavesDealsForYou was an online business offering various products. The attorney general investigated the business after it bought up hand sanitizers and mask products from local retailers and offered them for sale at extremely inflated prices due to the necessity and scarcity of the items caused by the COVID virus. The investigation was resolved on Aug. 10, 2021. In the Assurance, the business and its owner agreed to operate in compliance with the Consumer Sales Practices Act and pay \$3,500 to reimburse the attorney general for the cost of the investigation.

Naton Shoemake dba Discounted Deals

Discounted Deals was an online business offering various products. The attorney general investigated the business after it bought up disinfectant wipes, hand sanitizers and mask products from local retailers and offered them for sale at extremely inflated prices due to the necessity and scarcity of the items caused by the COVID virus. The investigation was resolved on Sept. 3, 2021. In the Assurance, the business and its owner agreed to operate in compliance with the Consumer Sales Practices Act and pay \$2,500 to reimburse the attorney general for the cost of the investigation.

Fat Boy Tools, LLC

Fat Boy Tools operates a hardware store specializing in power tools. In addition to its brick-and-mortar location, it operates an online storefront at Amazon and other online websites. The attorney general investigated the business after it sold N95 masks online at increased prices due to the necessity and scarcity of the items caused by

the COVID virus. The investigation was resolved on Nov. 16, 2021. In the Assurance, the business and its owner agreed to operate in compliance with the Consumer Sales Practices Act and pay \$50,000 to reimburse the attorney general for the cost of the investigation.

Frontier North, Inc./Frontier Communications of Michigan, Inc./Frontier Communications Corporation/Frontier Communications Parent, Inc./Frontier Communications of America, Inc.

Frontier Communications provided internet services in Ohio, often to underserved areas of the state. Consumers complained about the quality and speed of the internet service. An attorney general investigation revealed that the internet provider was charging customers prices for certain levels of internet speeds that the company knew could not be reached. The investigation resulted in an Assurance of Voluntary Compliance entered on June 17, 2021. In the Assurance, Frontier agreed to invest \$15 million in capital expenditures to provide or enhance existing internet services in Ohio and for Ohio consumers. Frontier must also cease advertisements that were deceptive in terms of the levels of internet speeds in certain pricing tiers. Consumers were given the option to discontinue the service with no cancellation fee or move to a lower-speed service package. The Assurance included an \$825,000 payment to the attorney general for attorney fees and investigative costs.

Phine Finds, LLC

Phine Finds operated an online business offering masks, hand sanitizer, and other products. The attorney general investigated after the business bought up additional products from retailers around Ohio and offered them for sale at extremely inflated prices due to the necessity and scarcity of the items caused by the COVID virus. The investigation was resolved Nov, 5, 2021. In the Assurance, Phine Finds agreed to operate in compliance with the Consumer Sales Practices Act, donate \$2500 in face shields to health-care workers, reimburse consumers \$15,334, and reimburse the attorney general for the \$5,000 cost of the investigation.

Michael Cook, dba Please Buy 2 or More

Please Buy 2 or More was an online business offering various products. The attorney general investigated the business after it bought up hand sanitizers from local retailers and offered them for sale at extremely inflated prices due to the necessity and scarcity of the items caused by the COVID virus. The investigation was resolved on Feb. 2, 2021. In the Assurance, the business and its owner agreed to operate in compliance with the Consumer Sales Practices Act and reimburse the attorney general \$5,500 for the cost of the investigation.

Sanderson Professional Services, LLC/Alexia Sanderson

Sanderson Professional Services offered to provide various home-improvement goods and services. The attorney general investigated the business after consumers complained that they had paid the business for services that were not delivered or were performed poorly. The investigation was resolved on Feb. 15, 2021. In the Assurance, the business and its owner agreed operate in compliance with the Consumer Sales Practices Act and pay \$4,600 for consumer damages.

Smarter Buying Enterprises, LLC/David Steciw

David Steciw and Smarter Buying Enterprises offers various products online, including hand sanitizers and disinfecting products. The attorney general investigated the business after it bought up hand sanitizers and disinfecting products from local retailers and offered them for sale at extremely inflated prices due to the necessity and scarcity of the items caused by the COVID virus. The investigation was resolved on Sept. 28, 2021. In the Assurance, the business and its owner agreed to operate in compliance with the Consumer Sales Practices Act and the Valentine Act, to pay \$5,000 in consumer restitution, and reimburse the attorney general \$3,500 for the cost of the investigation.

The Stinson Group, LLC dba Ivory Paper Co., Alitzah Stinson and Brandon Stinson Schmidt

Alitzah Stinson and Brandon Stinson Schmidt own and operate The Stinson Group, LLC dba Ivory Paper Co. The attorney general investigated the business after receiving a large number of complaints in early 2021 regarding failure to deliver personalized planners, stationery and similar goods available on the supplier's website. The investigation was resolved on Oct. 13, 2021. In the Assurance, the business and its owner agreed to operate in compliance with the Consumer Sales Practices Act; pay restitution to all consumers identified by the Attorney General's Office; and reimburse the attorney general \$25,000 for the costs of the investigation, with this payment being suspended upon compliance with the terms of the Assurance.

Successincline/Matthew Cline

Successincline was an online business offering various products. The attorney general investigated the business after it bought up hand sanitizers and masks from local retailers and offered them for sale at extremely inflated prices due to the necessity and scarcity of the items caused by the COVID virus. The investigation was resolved on March 25, 2021. In the Assurance, the business and its owner agreed to operate in compliance with the Consumer Sales Practices Act and reimburse the attorney general for the \$1,500 cost of the investigation.

Crystal Tacke/James Tacke

The Tackes operated an online business offering hand sanitizer, PPE and other pandemic-related products. The attorney general investigated the business after it bought up hand sanitizers and PPE products from local retailers and offered them for sale at extremely inflated prices due to the necessity and scarcity of the items caused by the COVID virus. The investigation was resolved on Oct. 6, 2021. In the Assurance, the business and its owner agreed to operate in compliance with the Consumer Sales Practices Act and the Valentine Act, and reimburse the attorney general for the \$7,000 cost of the investigation.

Wayne Rogers

Wayne Rogers operated an online business offering disinfecting products. The attorney general investigated Rogers after he bought up additional sanitizing products from local retailers and offered them for sale at extremely inflated prices due to the necessity and scarcity of the items caused by the COVID virus. The investigation was resolved on April 27, 2021. In the Assurance, the business and its owner agreed to operate in compliance with the Consumer Sales Practices Act and reimburse the attorney general for the \$3,000 cost of the investigation.

Michael Williams dba Williams Brothers

Michael Williams dba Williams Brothers operated an online business offering masks, hand sanitizer, hand soap and other products. The attorney general investigated Williams after he bought up additional products from local retailers and offered them for sale at extremely inflated prices due to the necessity and scarcity of the items caused by the COVID virus. The investigation on Oct. 15, 2021. In the Assurance, Williams agreed to operate in compliance with the Consumer Sales Practices Act and reimburse the attorney general for the \$500 cost of the investigation.

C. ECONOMIC CRIMES UNIT

The Consumer Protection Section's Economic Crimes Unit (ECU) works with county prosecutors and local law enforcement to investigate and prosecute economic crime. This extensive cooperation has fueled the unit's success in indicting large- and small-scale criminals. In 2021, the unit and local partners obtained four indictments and three convictions.

The following are cases that the ECU assisted with in 2021:

State v. Patrick Wilson

Washington County Court of Common Pleas, Case No. 20CR69

Wilson accepted large down payments from clients to buy building materials for decks, pole barns, garages and houses, but he never delivered supplies, completed work or refunded the money. A total of 34 people from Ohio and West Virginia say they lost a combined \$412,000 from January 2017 through June 2019. A Washington County grand jury indicted Wilson on 68 counts of theft and one count each of engaging in a pattern of corrupt activity and telecommunications fraud. After entering a guilty plea to engaging in a pattern of corrupt activity, Wilson was sentenced to eight years in prison in August 2021. The judge also ordered him to pay \$413,750 in restitution.

State v. Christopher Felzke

Morrow Co. Court of Common Pleas, Case No. 2021CR0017

Christopher Felzke operated a business called Redwood Contracting, and consumers said they had paid him about \$14,000 for services that were never provided. In January 2021 a Morrow County grand jury indicted the contractor on seven counts of felony theft and three counts of telecommunications fraud. In October 2021, the defendant pled guilty to four felony counts and was sentenced to 18 months in prison and consumer restitution.

State v. Randy Jones

Hamilton Co. Court of Common Pleas, Case No. B2101435

Randy Jones Jr., owner of Aspen Roofing & Siding LLC, was accused of taking money from homeowners but failing to do the work. An investigation led to Jones' indictment in April 2021 in Hamilton County on eight counts of felony theft. He had not done any work or offered refunds. In August 2021, after the court found the defendant eligible for treatment in lieu of conviction, Jones entered a plea of guilty. As a condition of the plea, Jones made about \$17,000 in consumer restitution. He is under the supervision of the probation department for two years.

State v. Leandre Sellon

Butler County Court of Common Pleas, Case No. CR2021-11-1514

An investigation found that Leandre Sellon, a Butler County contractor, had accepted a consumer's \$7,000 deposit but did not perform any services and failed to refund the homeowner. In November 2021, a Butler County grand jury indicted Sellon on charges of felony theft. The case is pending.

State v. Tammy Lowe

Ross County Court of Common Pleas, Case No. 22CR000009

Tammy Lowe allegedly embezzled an estimated \$100,000 from a Duchess Shoppes (BP) gas station in Chillicothe – where she was an employee. An investigation led to the December 2021 indictment of Lowe on theft charges. The case is pending.

D. CONSUMER ASSISTANCE UNIT

The Consumer Assistance Unit encompasses complaint specialists, the Identity Theft Unit and Title Defect Recision Fund (TDR) personnel. The staff serves consumers, small businesses and nonprofits that file complaints against various businesses or who believe they have been the victims of identity theft.

Complaint specialists provide informal dispute resolution by contacting the businesses in an attempt to resolve the complaints and, if necessary, to bring the businesses into compliance with Ohio law. The specialists have concentrated areas of expertise. For instance, TDR staff members administer the TDR Fund and help motor-vehicle buyers obtain automobile titles and temporary tags.

In 2021, the Consumer Assistance Unit continued to help small businesses and nonprofits resolve their consumer-related disputes and enhance the office's ability to monitor the marketplace for unfair and deceptive practices.

Complaint specialists are trained to identify problems, and consumer complaint information may be referred for further investigation. Specialists make these referrals based on consumer complaint volume, monetary loss, egregiousness, patterns of abuse and other factors. The ability to identify potential violations is critical to the Consumer Protection Section's efforts to protect consumers. Many complaint referrals have led to successful litigation.

In 2021, the Identity Theft Unit received 819 complaints. Because children in the foster care system may be especially vulnerable to identity theft, Attorney General Dave Yost has maintained a relationship with the Ohio Department of Job and Family Services to correct errors that are discovered on the credit reports of foster youth. In 2021, the Identity Theft Unit assisted with 104 complaints involving minors in foster care.

TOP CONSUMER COMPLAINTS REPORTED TO THE ATTORNEY GENERAL'S OFFICE

Every year, the Attorney General's Office compiles a list of the top complaint-generating areas. In 2021, the Consumer Protection Section received more than 20,500 complaints. The top areas were:

1. Motor vehicles
2. Shopping, food or beverages
3. Professional services
4. Home or property improvement
5. Collections, credit reporting or financial services
6. Utilities, phone, internet or TV service

E. EDUCATION UNIT

The Education Unit works to inform Ohioans about their rights as consumers and to warn them about scams. The Education Unit conducts consumer protection presentations throughout the state to build collaboration and awareness in the fight against fraud and to help protect Ohioans. In 2021, the Education Unit conducted 155 educational events, reaching 7,355 attendees.

F. ELDER JUSTICE UNIT

The Elder Justice Unit provides leadership and advocacy to combat elder abuse and exploitation statewide. The Attorney General's Office works with law enforcement, prosecutors, adult protective services and communities to:

- Identify, investigate and prosecute elder abuse cases.
- Improve services for victims.
- Raise awareness of the warning signs of abuse.
- Build local capacity to protect older adults.

Housed in the Consumer Protection Section, the Elder Justice Unit works collaboratively with several sections of the Attorney General's Office, including Crime Victim Services, Consumer Protection, Health Care Fraud, Special Prosecutions and the Ohio Bureau of Criminal Investigation.

The team helps communities with elder abuse and financial exploitation investigations, forensic analysis, case presentation and prosecution, victim advocacy and assistance, and training and technical assistance. The team hosts and presents at trainings, symposiums and outreach events for professionals, including those in law enforcement, social work, adult protective services and the financial industry.

Since its inception, the Elder Justice Unit has assisted more than 2,500 older Ohioans and their family members to better understand and address elder abuse and exploitation. In 2021, the Elder Justice Unit conducted 45 trainings and presentations, reaching more than 3,400 attendees.

G. ROBOCALL ENFORCEMENT UNIT

In 2021, the Robocall Enforcement Unit fielded more than 23,000 reports of unwanted calls. Information from these calls is shared by the unit with various industry actors to try to identify patterns and practices of bad behavior. In 2021, the unit opened 11 investigations and filed three complaints. [See above in "Lawsuits" – Affordable Car Cure, Inc.; American Auto Repair Coverage, LLC; and Vehicle Protection Specialist, LLC]. Other investigations remain open, with additional lawsuits expected in the coming year.



DAVE YOST

OHIO ATTORNEY GENERAL

CONSUMER PROTECTION

ANNUAL REPORT

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