

Businesses, occupations and professions licensed or regulated by Consumer Affairs:

Accountants	Land Surveyors
Acupuncturists	Locksmiths
Alcohol & Drug Counselors	Manicurists
Architects	Marriage & Family Therapists
Art Therapists	Massage Therapists
Athletic Trainers	Midwives
Audiologists	Movers & Warehousemen
Barbers	Nurses
Beauticians	Occupational Therapists
Bio-analytic Lab Directors	Opticians
Brokerage Firms	Optometrists
Burglar Alarm Installers	Orthotists
Cemetery Salespersons	Perfusionists
Charities	Personnel Service Agencies
Chiropractors	Pharmacies
Dentists	Pharmacists
Dental Assistants	Physical Therapists
Dental Hygienists	Physician Assistants
Electricians	Physicians
Electrologists	Plumbers
Elevator, Escalator & Moving-Walkway Services	Podiatrists
Employment Agencies	Polysomnographers
Engineers (P.E.)	Professional Counselors
Fire Alarm Installers	Professional Planners
Fund-raisers	Prosthetists
Funeral Directors	Psychoanalysts
Funeral Homes	Psychologists
Genetic Counselors	Real Estate Appraisers
Health Care Services	Respiratory Care Practitioners
Health Clubs	Court Reporters
Hearing Aid Dispensers	Social Workers
Heating/Air Conditioning Contractors	Speech-Language Pathologists
Home Improvement Contractors	Stockbrokers
Home Inspectors	Telemarketers
Homemaker-Home Health Aides (Certified)	Ticket Agents
Interior Designers	Veterinarians
Investment Advisers	
Landscape Architects	

Division of Consumer Affairs

BE AN INFORMED CONSUMER GUARD AGAINST FRAUD

We Can Help!



800-242-5846



What is the Division of Consumer Affairs?

The Division of Consumer Affairs, part of the *Office of the Attorney General*, is your consumer protection agency. Supported by strong consumer protection laws, this agency provides assistance to consumers who have been defrauded in the marketplace.

Our mission is simple: protect the public from consumer fraud, blanket the State with consumer education and make our operations consumer-friendly to the public when they contact us.

How do we help CONSUMERS?

We regulate many types of businesses, resolve consumer complaints, conduct investigations involving companies and stores and, when necessary, litigate against offenders. In addition, we work to protect your health, safety and welfare by licensing and regulating more than half a million individuals in approximately 100 professions and occupations.

When should you contact us?

Contact us when you think you have been victimized by a store, company or business, or when you have a complaint about the performance of any of the individuals we license or regulate. You will find a listing of the businesses, occupations and professions that we regulate on this brochure.

The largest number of complaints the Division receives annually involve home improvement and repair fraud, automobile sales/service problems, credit/debt collection fraud, loan services and professional and occupational services.

Call us at: 1-800-242-5846
Or visit: NJConsumerAffairs.gov
If you need to . . .

- Verify if a professional is licensed and in good standing.
- File a complaint against a business or individual.
- Confirm that a charity or fund-raiser is registered and in good standing.
- Ensure that the home improvement contractor you are planning to hire is registered.
- Conduct a raffle or run a bingo game.
- Check the background of a physician, podiatrist or optometrist.
- Learn how to protect yourself against identity theft and what steps to take if you are a victim.
- Check whether a stockbroker or investment adviser is registered.



www.NJConsumerAffairs.gov

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How to file a complaint if you think you have been a victim of fraud.

Before filing a complaint, give the business or licensed professional an opportunity to resolve the problem directly. If you still are not satisfied with the outcome:

Contact the Division of Consumer Affairs at:

Consumer Service Center
800-242-5846 (toll free in N.J.)
973-504-6200
njconsumeraffairs.gov

or write:

Division of Consumer Affairs
Consumer Service Center
P. O. Box 45025
Newark, NJ 07101

or visit:

Division of Consumer Affairs
124 Halsey Street
Newark, NJ 07101

Consumer Resources:

Outreach/Anti-Fraud Program-973-504-6317/6348
(Consumer education, request a free speaker)

High School Consumer Bowl-973-504-6441/6348
njconsumeraffairs.gov/bowl/Pages/default.aspx

The New Jersey High School Consumer Bowl is a fun and exciting educational competition for high school students from all over the State. It was established in 1997 to inform young adults about important consumer issues and is sanctioned under N.J. Department of Education guidelines. Schools can compete free of charge and study materials are provided. All participants receive certificates and t-shirts. Trophies and/or medals are awarded at the County, Regional and State levels. The overall goal is to help prepare students for a lifetime role as knowledgeable consumers.

Did you know that ...

- The Division's **Office of Consumer Protection** is the unit that enforces the *Consumer Fraud Act* and its regulations.
- You can check the licenses and/or status of approximately 100 professions and occupations including physicians, pharmacists, electricians, plumbers, beauticians and home improvement contractors.
- The **N.J. Prescription Monitoring Program (P.M.P.)**, a statewide database that collects prescription information on Controlled Dangerous Substances and Human Growth Hormone, is an important component of the Division of Consumer Affairs' initiative to halt the abuse and diversion of prescription drugs.
- The Division of Consumer Affairs has developed **Project Medicine Drop** in an effort to halt the abuse and diversion of prescription drugs. It allows consumers to dispose of unused and expired medications anonymously, 365 days a year, at "prescription drug drop boxes" located within participating police departments in all 21 counties.
- On the Division's **Prescription Drug Price Registry** you can check and compare prices of the most widely prescribed drugs offered by pharmacies in your area. Just go to njdrugprices.nj.gov to take advantage of the opportunity to compare prices.



Some Units within the Division

Alternative Dispute Resolution (ADR)
(A program using mediation and arbitration to resolve problems without use of the court system)
973-504-6100

njconsumeraffairs.gov/ocp/Pages/adr.aspx

Bureau of Securities-866-446-8378
(Regulates/licenses stockbrokers, investment advisers, securities and mutual funds)
njconsumeraffairs.gov/bos/

Charities Hotline-973-504-6215
(Regulates fund-raising activities and organizations)
njconsumeraffairs.gov/charities/Pages/default.aspx

"Do Not Call" Information
nj.gov/donotcall/ (info., file a complaint)
888-382-1222 (FTC—to register)

Home Improvement (Registration)-888-656-6225

Certified Homemaker-Home Health Aides
973-504-6430

Halal Food Enforcement-973-504-6200

Kosher Food Enforcement-973-504-6200

Legalized Games of Chance Control Commission-973-273-8000
(Regulates/licenses bingo, raffles & amusement games)

N.J. Lemon Law Unit-973-504-6200
(autos, motorcycles, motorized wheelchairs & scooters)
njconsumeraffairs.gov/llu/Pages/default.aspx

Office of Weights & Measures-732-815-4840
(Regulates items sold by weight, volume, length, count or measure)

Cyber Fraud-(Internet Fraud, Foreign Lottery Scams)
njconsumeraffairs.gov/ocp/Pages/cyberfraud.aspx

Toll Free in N.J. 800-242-5846

Professional and Occupational Boards and Committees
(Boards and Committees within the Division license and supervise more than 100 professions and occupations)
njconsumeraffairs.gov

Physician Health Care Profile-888-654-2712
(Background check of physicians, podiatrists & optometrists)
njdoctorlist.com

Regulated Business-973-504-6370
(Over 45,000 businesses are registered with the Division)
njconsumeraffairs.gov/regulated/Pages/default.aspx

Division of Consumer Affairs locations

Division of Consumer Affairs
124 Halsey Street
Newark, NJ 07101
973-504-6200

Bureau of Securities, 6th Floor A.D.R., 7th Floor
153 Halsey Street
Newark, NJ 07101
973-504-3600—B.O.S.
973-504-6100—A.D.R./Kosher

State Board of Medical Examiners
140 East Front Street
Trenton, NJ 08624-0183
609-826-7100

NEWARK

AVENEL

TRENTON

N.J. Office of Weights & Measures
1261 Route 1&9 South
Avenel, NJ 07001
732-815-4840

Consumer Affairs Local Assistance (CALA)- County and municipal offices in liaison with the Division of Consumer Affairs.

The New Jersey Division of Consumer Affairs works in conjunction with Consumer Affairs Local Assistance offices (CALA) to inform consumers of their rights and provide assistance when needed. Under the authorization of the Office of the Attorney General, the New Jersey Division of Consumer Affairs and Consumer Affairs Local Assistance offices work together to educate consumers, investigate consumer complaints, mediate consumer disputes and prosecute violations of the New Jersey Consumer Fraud Act.

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