



Melissa Nelson
State Attorney

USEFUL INFORMATION

Better Business Bureau
(904) 721-2288
bbb.org/north-east-florida

Jacksonville Sheriff's Office
(904) 630-0500
coj.net/department/sheriffs-office

Clerk of Court's Office
(904) 255-2000—Duval
(904) 548-4600—Nassau
(904) 278-4769—Clay
duvalclerk.com
nassauclerk.org
clayclerk.com

Florida DBPR
(850) 487-1395
myfloridalicense.com

FL Division Consumer Services
(800) HELP-FLA
freshfromflorida.com

Attorney General Scam Hotline
(866) 966-7226

State Attorney's Office

311 W. Monroe St.
Jacksonville, FL 32202
Phone: (904) 255-2500
Fax: (904) 255-2942
E-mail: SAO4th@coj.net
www.SAO4th.com

STATE ATTORNEY'S OFFICE FOR THE 4TH JUDICIAL CIRCUIT

The most common scams are home repair, sales through mail, over the internet, door-to-door sales, and by telephone.

Things to Remember

- If it sounds too good to be true, it probably is.
- If you win a prize and are asked for your credit card or bank account information, do not provide it.
- Do not give out your Social Security number to strangers.
- Immediately report fraudulent activity to authorities.

Auto Repair Fraud

- Auto repair scams consistently rank as the No. 1 consumer complaint.
- Check with the Better Business Bureau concerning the companies you are planning on hiring.
- If car repairs exceed \$100, the shop **must** give you a written estimate. The repair shop **must** contact you before conducting repairs which exceed the estimate by \$10 or 10%, whichever is greater.
- If the repair shop exceeds the estimate given to you, you are able to dispute the bill by posting a Car Bond with the Clerk of Court's Office.

Home Repair Fraud

- Always hire a licensed professional to do your home repair or improvements and ask to see their license beforehand.
- The Florida Department of Business and Professional Regulation (DBPR) can help you verify a contractor's license.
- Be vigilant about repairmen approaching your home offering unsolicited services.

Tips to Avoid Internet & Telephone Scams

- Don't always believe your Caller ID. Scammers can fake Caller ID information.
- Avoid wire transfers or using reloadable gift cards.
- Hang up on robocalls.
- Be skeptical about free trial offers.
- Don't deposit a check and wire money back.