

ANNUAL REPORT

OFFICE OF THE ATTORNEY GENERAL

2022 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.



DAVE YOST

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 2022, staff members assisted nearly 23,000 consumers who contacted my office for help with identity theft, home improvement scams, problems obtaining titles to their vehicles 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 2022, the unit elicited more than 15,000 reports of unwanted calls — information we are using to stop these fraudulent calls and texts.

Other notable work from the year:

- Our Civil Investigative Unit opened 183 cases, and the Civil Legal Unit filed 43 lawsuits against bad actors, with the latter obtaining more than \$50 million in judgments on behalf of the Attorney General's Office and all Ohioans.
- Through our Elder Justice Unit, we helped 313 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 372 criminal investigative matters. In cooperation with local law enforcement and prosecutors, the unit filed seven indictments and obtained three convictions. These cases resulted in more than \$123,000 in consumer restitution orders.

We proudly share our accomplishments from 2022 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 proven 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 of 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 2022 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 2022, the Consumer Protection Section opened 183 civil investigations. It also initiated 43 lawsuits for

various unfair, deceptive or unconscionable business practices and obtained 44 judgments and Assurances of Voluntary Compliance totaling more than \$50 million in consumer restitution, civil penalties, costs and other relief.

The following are summaries of the lawsuits, judgments and settlements that occurred in 2022.

LAWSUITS

1st Pick Home Improvement, LLC/Cowans Home Improvement, LLC/Aaron Cowans

Franklin County Court of Common Pleas, Case No. 22CV003512

Aaron Cowans owned and operated 1st Pick Home Improvement, LLC, and Cowans Home Improvement, LLC, both businesses 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 Cowans and his companies on May 24, 2022, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, shoddy workmanship and failure to provide proper notice of cancellation rights. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

Allen's Concrete, LLC/George Allen Back Jr.

Montgomery County Court of Common Pleas, Case No. 2022 CV 04185

George Allen Back Jr. owns and operates Allen's Concrete, LLC, which offers concrete pouring services, including driveways and patios. Consumers complained to the attorney general that they paid the business for services that were not received or that services were performed improperly. The Attorney General's Office filed a lawsuit against Back and his company on Sept. 15, 2022, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to honor warranties, operating with unpaid consumer protection judgments, performing shoddy work and failure to provide proper notice of cancellation rights. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

B&R Fence & More, LLC/Robert Wood

Montgomery County Court of Common Pleas, Case No. 2022 CV 05767

Robert Wood owned and operated B&R Fence & More, an Ohio limited liability company that provided fence repair, removal and installation services in Montgomery County. Consumers complained that they paid the business for services that were not completed or not received at all. The Attorney General's Office filed a lawsuit against B&R Fence & More, LLC, and Robert Wood on Dec. 27, 2022, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, performing work in a shoddy/incomplete manner, and failure to provide proper notice of cancellation rights. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

CLE Door Co., LLC/Joshua Robertson/Matthew Petroff/Thomas DiNardi

Cuyahoga County Court of Common Pleas, Case No. CV-22-967092/

Joshua Robertson, Matthew Petroff, and Thomas DiNardi owned and operated CLE Door Co., LLC, which offered garage door installation and repair services. Consumers complained to the attorney general that they paid the business for new garage doors and installation services that were not provided. The Attorney General’s Office sued CLE Door Co., LLC, and its owners on Aug. 8, 2022, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, misrepresentation and failure to provide proper notice of cancellation rights. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

Clear View Construction, LLC/Ryan Needels

Delaware County Court of Common Pleas, Case No. 22CVH100518

Ryan Needels owned and operated Clear View Construction, LLC, which offered to provide home remodeling and repair services, and specifically pole barns. 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 Needels and his company on Oct. 11, 2022, for violations of the Consumer Sales Practices Act, the Home Construction Service Suppliers Act and the Home Solicitation Sales Act. Counts included failure to deliver, shoddy workmanship, abandoning the worksite, failure to provide proper notice of cancellation rights and failure to provide statutorily required information. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

James C. Boswell/Edward Boswell, dba Discount Paving

Hamilton County Court of Common Pleas, Case No. A2200168

Discount Paving was an unregistered business owned by James and Edward Boswell that offered driveway paving services. Consumers complained to the attorney general that they paid the business for services that were not received or that services were performed improperly. The Attorney General’s Office filed a lawsuit against the Boswells on Jan. 18, 2022, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, performing shoddy work and failure to provide proper notice of cancellation rights. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

Dollar General Corporation/DolGen Corp., LLC

Butler County Court of Common Pleas, Case No. CV 2022 11 1812

The Dollar General chain is headquartered in Tennessee and operates hundreds of stores selling household goods throughout Ohio. Consumers complained that Dollar General advertises goods for a marked price on shelves in their stores but charges another price (usually higher) at the register. The Attorney General’s Office filed a lawsuit against Dollar General on Nov. 1, 2022, for violations of the Consumer Sales Practices Act. Counts include unfair and deceptive acts and practices by representing that a specific price advantage exists when it does not, and bait advertising. The lawsuit seeks declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

Extreme Concrete, LLC/Kenneth Ira Mills Jr.

Cuyahoga County Court of Common Pleas, Case No. CV 22 962094

Kenneth Ira Mills Jr. and his company, Extreme Concrete, LLC, offered concrete installation services, including swimming pools, driveways and walkways. Consumers complained to the attorney general that they paid the business for services that were not received or that services were performed improperly. The Attorney General’s Office filed a lawsuit against Mills and Extreme Concrete on April 14, 2022, for violations of the Consumer Sales Practices Act. Counts included failure to deliver, performing shoddy work, failure to obtain necessary permits or licenses, abandoning the worksite after partial performance, and stalling and evading legal obligations. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

Eric Fabian/Fabian1, LLC, dba Certainty Construction and Home Solutions

Cuyahoga County Court of Common Pleas, Case No. CV 22 967578

Eric Fabian owned and operated Fabian1, LLC, dba Certainty Construction and Home solutions, which offered 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 Fabian and his company on Aug. 18, 2022, for violations of the Consumer Sales Practices Act, the Home Construction Service Suppliers Act and the Home Solicitation Sales Act. Counts included failure to deliver, abandoning the worksite, stalling and evading legal obligations, failure to provide proper notice of cancellation rights and failure to provide statutorily required information. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

Family Dollar Stores of Ohio, LLC, dba Family Dollar/Dollar Tree Inc. dba Family Dollar

Butler County Court of Common Please, Case No. CV 2022 11 1851

The Family Dollar chain is headquartered in Virginia and operates hundreds of stores selling household goods throughout Ohio. Consumers complained that Family Dollar advertises goods for a marked price on shelves/signs in their stores but charges another price (usually higher) at the register. The Attorney General’s Office filed a lawsuit against Family Dollar and Dollar Tree on Nov. 7, 2022, for violations of the Consumer Sales Practices Act. Counts include unfair and deceptive acts and practices by representing that a specific price advantage exists when it does not, and bait advertising. The lawsuit seeks declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

Daryl Renard Allen dba Good News Builders/Bernard Crist dba Good News Builders/Shane Michael Bates dba Good News Builders/Columbus Deck Company

Franklin County Court of Common Pleas, Case No. 22CV008146

The Ohio Attorney General previously sued Daryl Allen in 2019 for violating Ohio’s consumer protection laws with his home improvement company Deck Builders Unlimited, LLC. After having a judgment rendered against him in Franklin County, Allen continued to operate home improvement businesses by starting Columbus Deck Company, LLC, and Good News Builders. His collaborators,

Bernard Crist and Shane Michael Bates, registered the companies for him. Consumers complained to the attorney general that they paid for services that were not received or that were performed improperly. The Attorney General's Office filed a lawsuit against the individuals and businesses on Nov. 17, 2022, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, shoddy and unworkmanlike construction, operating with an outstanding consumer judgment 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.

Gridiron Windows and Doors, LLC/John P. Bartos III

Mahoning County Court of Common Pleas, Case No. 2022CV01100

John P. Bartos III owned and operated Gridiron Windows and Doors, LLC, a business soliciting, selling, repairing and installing home improvement goods and services, including windows and doors. Consumers complained to the attorney general that they paid for services that were not received or that were performed improperly. The Attorney General's Office filed a lawsuit against Gridiron and Bartos on June 27, 2022, 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, misrepresentation 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.

Heath Furniture and Mattress, LLC/Rick Wallace

Licking County Court of Common Pleas Case No. 22CV01416

Rick Wallace owned and operated Heath Furniture and Mattress, LLC, in Heath, Ohio. Consumers complained to the attorney general that Heath Furniture and Mattress sold consumers furniture with far-off delivery dates and misled them about the status of their orders (using the COVID-19 pandemic as cover), and failed to delivered significant portions of orders and in some cases delivered nothing at all. The Attorney General's Office sued the business and its owner on Dec. 28, 2022, for violations of the Consumer Sales Practices Act. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

IM Approved Store, LLC/Benny Ingram

Cuyahoga County Court of Common Pleas, Case No. CV 22 972964

Benny Ingram owned and operated IM Approved Store, LLC, a used-motor-vehicle dealership in Cleveland. Consumers complained that IM Approved Store failed to transfer the titles to the cars they bought there. Claims were paid from the Title Defect Recision (TDR) Fund to resolve three title complaints, but the claims were reimbursed by the surety. The Attorney General's Office sued the business and its owner on Dec. 21, 2022, for violations of the Consumer Sales Practices Act and the TDR Law. The complaint seeks declaratory and injunctive relief, payment to TDR Fund for any additional claims paid, a civil penalty and prohibition to engage in consumer transactions related to motor vehicle sales if not in compliance with the CSPA, and a prohibition to operate as a used motor dealer or salesperson if not in compliance with the CSPA. The case is pending.

Aaron Michael Jones/ Roy Melvin Cox Jr./Stacey Eunjin Yim/Julie Kathryn Bridge/June Ann Batista/ Jovita Migdaris Cedeno Luna/ Livia Szuromi/ Andrea Horvath/Technologic USA, Inc./Technologic, Inc./ Connective MGMT Inc./Virtual Telecom Inc./Virtual Telecom Kft/Davis Telecom Inc./Davis Telecom, Inc./Tech Direct LLC /Posting Express, Inc./Sumco Panama USA/Sumco Panama SA/ Fugle Telecom LLC/Geist Telecom LLC/ Mobi Telecom LLC

United States District Court, Southern District of Ohio, Case No. 2:22-cv-02700

The named businesses and their owners and de facto owners operated a complex scheme to blast billions of robocalls offering extended automobile warranty products. The Attorney General's Office sued the businesses and their owners and de facto owners on July 7, 2022, alleging violations of the Consumer Sales Practices Act, the Telephone Solicitation Sales Act, the Telephone Consumer Protection Act and the Telemarketing Sales Rule. The lawsuit seeks a permanent injunction, consumer restitution and civil penalties. The case is pending.

JUCO, LLC/Jimmie Wells Jr. dba Five Star Painting and Fine Line Imaging

Franklin County Court of Common Pleas, Case No. 22CV003511

Jimmie Wells Jr. owned and operated JUCO, LLC, and also operated under the unregistered business names of Five Star Painting and Fine Line Imaging. Wells' businesses offered 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 Wells and his companies on May 24, 2022, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, shoddy workmanship and failure to provide proper notice of cancellation rights. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

JUUL Labs, Inc.

Franklin County Court of Common Pleas 22CV008483

This case resulted from a multistate investigation arising from JUUL Labs marketing and sale of its JUUL e-cigarettes, including marketing to youth and misrepresenting the amount of nicotine in the products. The Attorney General's Office sued JUUL Labs on Dec. 6, 2022, for unfair and deceptive marketing practices. An Agreed Consent Judgment Entry and Order was immediately submitted to the court and was entered on Dec. 7, 2022. Ohio was joined in the settlement by 30 other states and Puerto Rico. The settlement document contained broad injunctive relief and a payment of more than \$434 million to the states to be paid over five to 10 years. Ohio's share of the payment will be between \$22.8 million and \$24.78 million.

Koellisch Carpet Co., Inc./ James A. Michalski

Lake County Court of Common Pleas, Case No. 2022CV000720

James Michalski owned and operated Koellisch Carpet Co., a business soliciting, selling, repairing, and installing carpet and other flooring products. 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 Michalski and his company on June 10, 2022, for violations of the Consumer Sales Practices Act. Counts included failure to deliver and shoddy work. The case was resolved with the filing of a Default Judgment Entry and Order on Nov. 17, 2022, which included a declaratory judgment, permanent injunction, \$700.00 in consumer restitution and a \$10,000 civil penalty.

Mancini Plumbing, LLC/Shawn Mancini

Lucas County Court of Common Pleas, Case No. G-4801-0202204171-000

Shawn Mancini owned and operated Mancini Plumbing, LLC, a business that offered plumbing and home repair services. Consumers complained to the attorney general that they paid for services that were not received or that were performed improperly. The Attorney General's Office filed a lawsuit against Mancini and his business on Oct. 27, 2022, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, failure to provide proper notice of cancellation rights and failure to comply with the Home Solicitation Sales Act in direct solicitations. The lawsuit seeks a declaratory judgment, a permanent injunction, consumer restitution and civil penalties. The case is pending.

MH&D Construction Limited/Michael Collett

Clark County Court of Common Pleas, Case No. 22 CV 0599

Michael Collett owns and operates MH&D Construction Limited, a home improvement and construction company operating in Clark County. Consumers complained that they made payments for various home improvement projects that weren't completed and for which refunds were never provided. The Attorney General's Office filed a lawsuit against Collett and his business on Dec. 29, 2022, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, shoddy workmanship, and failing to provide notice to consumers of their right to rescind transactions within three days. The lawsuit seeks a declaratory judgment, a permanent injunction, consumer restitution and civil penalties. The case is pending.

Joseph Merrill dba Merrill Complete Construction, LLC

Hamilton County Court of Common Pleas, Case No. A2203554

Joseph Merrill owned and operated Merrill Complete Construction, a business soliciting and selling home improvement services, including concrete pouring. 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 Merrill and his company on Sept. 30, 2022, for violations of the Consumer Sales Practices Act and Home Solicitation Sales Act. Counts included shoddy work and failure to provide a proper three day right of rescission. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

Miami Valley Remodeling & Restoration, LLC/Matthew W. Maloon

Greene County Court of Common Pleas, Case No. 2022CV0068

Matthew Maloon owned and operated Miami Valley Modeling & Restoration, 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 Maloon and his company on Feb. 11, 2022, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver and failure to provide proper notice of cancellation rights. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

Mid Ohio Trailer, LLC/Mervin Miller

Wayne County Court of Common Pleas, Case No. 2022CVC-H000434

Mid Ohio Trailer, operated by Mervin Miller, advertised and sold new trailers on consignment from other businesses. Consumers complained to the attorney general that they paid the business for the trailers but were never provided the necessary documents to title and register them. The Attorney General's Office sued Mid Ohio Trailer and Marvin Miller on Oct. 21, 2022, for unfair and deceptive acts and practices in violation of the Consumer Sales Practices Act and the Motor Vehicle Title Act. The lawsuit seeks a declaratory judgment, a permanent injunction and civil penalties. The case is pending.

Modern Smart Home Inc./Select Source Group, LLC/Jeffery Asherbranner/The Independent Savings Plan Company

Cuyahoga County Court of Common Pleas, Case No. CV 22 973217

Jeffrey Asherbranner operated Modern Smart Home and Select Source Group, Alabama companies that used door-to-door sales representatives to market and sell home security systems under the Modern Smart Home name. Consumers complained that Modern Smart Home ceased monitoring their security systems but were still collecting payments. Nearly all the consumers financed their purchase with a Florida corporation called The Independent Savings Plan Company. The Attorney General's Office filed a lawsuit against Asherbranner and his companies on Dec. 30, 2022, for violations of the Consumer Sales Practices Act and Home Solicitation Sales Act, including failing to deliver, using a fictitious name not registered in Ohio, failing to remit consumer payments to the alarm monitoring company, failing to include notice of the FTC preservation of consumers' claims and defenses in a consumer credit contract, and failing to provide proper cancellation. The lawsuit also included allegations against The Independent Savings Plan Company for suing a consumer in a distant forum, and an action for declaratory injunction cancelling the finance contracts between consumers and ISPC. The lawsuit seeks a declaratory judgment, a permanent injunction, civil penalties and any other appropriate relief. The case is pending.

Charles D. Jeko dba Monster Resale Shop

Lucas County Court of Common Pleas, Case No. CI-0202202151

Monster Resale, an appliance resale business operated by Charles Jeko, advertised and sold used, repaired and refurbished appliances. Consumers complained to the attorney general that they paid the business for appliances that were not in the represented condition and/or did not work. The Attorney General's Office sued Jeko on April 26, 2022, for unfair and deceptive acts and practices, failure to register, and failure to honor warranties 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.

Cole M. Dockery, dba National Anglers Association/Jakob P. Schoenauer, dba National Anglers Association/Alexandria L. McGlaughlin, dba National Anglers Association/Wyatt R. Puffinberger, dba National Anglers Association

Defiance County Court of Common Pleas, Case No. 22-CV-45813

Cole M. Dockery dba National Anglers Association sold fishing lures that he failed to deliver and enrolled customers in a monthly fee-based subscription service that they never agreed to join. When Dockery and the National Anglers Association were removed from payment platforms, the other named individuals would open accounts to accept payments on behalf of NAA. Consumers also complained that the defendants failed to provide refunds when requested. The Attorney General's Office sued Cole M. Dockery, Jakob P. Schoenauer, Alexandria L. McGlaughlin, and Wyatt R. Puffinberger, all dba National Anglers Association, on June 29, 2022, for failure to deliver, unfair and deceptive acts and practices, and unconscionable acts and practices, 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.

Navient Corporation/Navient Solutions/Pioneer Credit Recovery/General Revenue Corporation

Franklin County Court of Common Pleas 22CV000274

This case resulted from a multistate investigation arising from allegations of Navient's unfair and deceptive student loan servicing – specifically, promising to help borrowers find an affordable repayment option but instead steering them into costly long-term repayment plans. The Attorney General's Office sued Navient Corporation, Navient Solutions, Pioneer Credit Recovery and General Revenue Corporation on Jan. 13, 2022, for unfair and deceptive loan servicing practices. A Consent Judgment and Final Agreed Order and Entry was immediately submitted to the court and was entered on Jan. 24, 2022. Ohio was joined in the settlement by 37 other states and the District of Columbia. The settlement document contained broad injunctive relief and a payment of \$142.5 million to the states. Ohio's share of the payment was \$885,728. Ohio also will receive \$5.3 million in restitution payments to be shared among more than 19,800 federal loan borrowers. Additionally, more than 3,500 Ohio borrowers will receive a combined \$81.8 million in cancellation of private loan debt.

William D. Taylor Sr., Inc. dba OG10k/William D. Taylor Sr.

Delaware County Court of Common Pleas, Case No. 22CVH060319

William D. Taylor Sr., Inc. dba OG10k and William D. Taylor Sr. sold computer and PC parts directly to consumers through its website and storefront. Consumers complained to the attorney general that they paid for PC parts – specifically, hard-to-find GPUs -- that were not delivered. OG10k and Taylor also failed to provide refunds. The Attorney General's Office sued William D. Taylor Sr., Inc. dba OG10k and William D. Taylor Sr. on June 30, 2022, for failure to deliver, unfair and deceptive acts and practices, and unconscionable acts and practices, 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.

Ohio Contractors NM, LLC/Terrance King/Mary Hall

Franklin County Court of Common Pleas, Case No. 22CV007406

Ohio Contractors NM, LLC, owned and operated by Terrance King and Mary Hall, 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 owners on Oct. 24, 2022, for violations of the Consumer Sales Practices Act. Counts included failure to deliver and performing work in a shoddy manner. The lawsuit seeks a declaratory judgment, a permanent injunction, civil penalties and any other appropriate relief. The case is pending.

Pave Tech Asphalt Services, LLC

Franklin County Court of Common Pleas, Case No. 22CV009080

Pave Tech Asphalt Services is a limited liability company registered in Ohio offering driveway repair and installation services in Franklin County. Consumers complained that the business failed to complete work or provide a refund, failed to honor warranties, left work incomplete, and produced shoddy work. The Attorney General’s Office sued Pave Tech Asphalt Services on Dec. 29, 2022, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, shoddy work, abandoning the worksite, failure to honor warranties, and failure to provide proper notice of cancellation rights. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

Po-Boys Garage Doors, LLC/Richard Loughman

Licking Country Court of Common Pleas, Case No. 2022 CV 00436

Richard Loughman owned and operated Po-Boys Garage Doors, LLC, a business offering to provide garage door repairs and replacement services. Consumers complained to the attorney general that they paid the business for services that were not provided. The Attorney General’s Office sued Loughman and Po-Boys Garage Doors on April 25, 2022, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver 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.

Terry D. Haynes, dba Queen City Appliance, A Plus Appliance Repair, and Certified Appliance Repair/ Amy N. Garcia, dba Queen City Appliance, A Plus Appliance Repair, and Certified Appliance Repair

Hamilton County Court of Common Pleas, Case No. A2204687

Terry D. Haynes and Amy N. Garcia dba Queen City Appliance, A Plus Appliance Repair, and Certified Appliance Repair are home appliance repair suppliers in Hamilton County. None of the names are registered with the Secretary of State’s Office. Consumers complained that they paid Haynes and Garcia for goods and services that were not received or for services that turned out to be shoddy or incomplete. The Attorney General’s Office filed a lawsuit against Haynes and Garcia on Dec. 22, 2022,

for violations of the Consumer Sales Practices Act. Counts included failure to deliver, shoddy/incomplete work, failure to register with the SOS, and engaging in consumer transactions after failing to pay judgment (defendant Haynes only). The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

Timothy D. Fannon dba Riteway Plumbing

Franklin County Court of Common Pleas, Case No. 22CV000854

Timothy Fannon owned and operated Riteway Plumbing, an unincorporated business that offered plumbing and home remodeling services. Consumers complained to the attorney general that they paid for services that were not received or that were performed improperly. The Attorney General's Office filed a lawsuit against Fannon on Feb. 9, 2022, 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 provide proper notice of cancellation rights, and operating while having outstanding consumer protection judgments. The lawsuit seeks a declaratory judgment, a permanent injunction, consumer restitution and civil penalties. The case is pending.

Carmen Michael dba The Paul M. Yauger Monumental Works

Madison County Court of Common Pleas, Case No. CVH20220073

The Paul M. Yauger Monumental Works, a business operated by Carmen Michael, offered to provide monuments, grave markers and other related goods and services. Consumers complained to the attorney general that they paid the business for monuments and grave markers, but that Michael failed to provide the ordered goods or give refunds. The Attorney General's Office sued Michael on April 6, 2022, for failure to deliver in violation of the Consumer Sales Practices Act. The case was resolved with a Consent Judgment and Final Agreed Order and Entry on Oct. 11, 2022. The settlement included a declaratory judgment, a permanent injunction, \$16,685 in consumer restitution, and a \$25,000 civil penalty suspended on the condition of full compliance with the terms of the settlement.

Power Home Solar, LLC, dba Pink Energy

Cuyahoga County Court of Common Pleas, Case No. CV22 969176

Power Home Solar, LLC, dba Pink Energy offered the sale and installation of residential solar panel systems. Consumers complained to the attorney general that they paid the business for solar panel systems but that the systems installed did not work properly, did not provide the energy benefits represented and damaged consumers' homes. In addition, they complained that Power Home Solar failed to honor the warranty on the system. The Attorney General's Office sued the company on Sept. 26, 2022, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included high pressure sales tactics, shoddy work, misrepresentations, and failure to provide proper notice of cancellation rights. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

David Morgan dba Pro Touch Remodeling & Construction, LLC

Lorain County Court of Common Pleas, Case No. 22CV206957

David Morgan owned and operated Pro Touch Remodeling & Construction, 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 Morgan on Sept. 15, 2022, for violations of the Consumer Sales Practices Act, the Home Construction Service Suppliers Act, and the Home Solicitation Sales Act. Counts included failure to deliver, misrepresentations, and failure to provide proper notice of cancellation rights and other required information. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

Scott M. Redding/Hope R. Redding

Mercer County Court of Common Pleas, Case No. 22-CIV-091

Defendants Scott and Hope Redding operated Hopsco Energy Products, LLC, which sold outdoor furnaces/air stoves over the internet. Consumers complained to the attorney general that they had paid for the outdoor furnaces but did not receive the product. The Attorney General's office sued the Reddings on Dec. 1, 2022, for failure to deliver and misrepresentation under the Consumer Sales Practices Act. The case was resolved with a Consent Judgment and Final Agreed Order And Entry on Dec. 13, 2022. The settlement included a declaratory judgment, a permanent injunction, \$12,820 in consumer restitution, and a \$5,000 civil penalty suspended on the condition of full compliance with the terms of the settlement.

United Power Company, LLC/Marc Ryder

Franklin County Court of Common Pleas, Case No. 22CV005719

Marc Ryder owned and operated United Power Company, which offered the sale and installation of generators. Consumers complained to the attorney general that they paid the business for a generator and installation services that were not provided. The Attorney General's Office sued United Power Company and its owner on Aug. 17, 2022, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, shoddy work, engaging in consumer transactions while having an outstanding judgment arising from previous consumer transactions, and failure to provide proper notice of cancellation rights. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

Tasteful Occasion, LLC/Kool Daddy's BBQ, LLC/Michael Morales

Franklin County Court of Common Pleas, Case No. 22 CV 009010

Michael Morales owned and operated Tasteful Occasion and Kool Daddy's BBQ. Both entities are Ohio limited liability companies that operated out of Franklin County to provide catering services. Consumers complained to the attorney general that they paid the businesses for services that were either provided in an inadequate manner or not provided at all. The Attorney General's Office filed a lawsuit against Tasteful Occasion, Kool Daddy's BBQ and Michael Morales on Dec. 27, 2022, for violations of the

Consumer Sales Practices Act. Counts included failure to provide services, inadequate services and failure to provide refunds. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

Thrifty Propane Inc.

Medina County Court of Common Pleas, Case No. 22CIV0749

Thrifty Propane sold propane and propane tanks to consumers throughout Ohio. Consumers complained that deliveries failed to come in a timely manner and that the business refused to refund payments for propane and propane tanks that were never delivered. Thrifty received increased complaints in 2021 and 2022, and the Attorney General's Office filed a lawsuit against the company on Sept.15, 2022, for violations of the Consumer Sales Practices Act. Counts included failure to deliver, poor customer service practices, and violations of previous consent judgments with the company filed in 2016 and 2019. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution, the appointment of a receiver to run the business during the pendency of the litigation, and civil penalties. The case is pending.

Tri County Asphalt, LLC

Franklin County Court of Common Pleas, Case No. 22CV009081

Tri County Asphalt is a limited liability company registered in Ohio offering driveway repair and installation services in Franklin County. Consumers complained that Tri County failed to complete work or provide a refund, failed to honor warranties, left work incomplete, and produced shoddy work. The Attorney General's Office sued **Tri County Asphalt** on Dec. 29, 2022, for violations of the Consumer Sales Practices Act and the Home Solicitation Sales Act. Counts included failure to deliver, shoddy work, abandoning the worksite, failure to honor warranties, and failure to provide proper notice of cancellation rights. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

Lawrence Hurst dba True 2 Finish

Warren County Court of Common Pleas, Case No. 22CV095549

Lawrence Hurst owned and operated True 2 Finish, an unincorporated business that offered concrete pouring services. Consumers complained to the attorney general that they paid the business for services that were not received or that services were performed improperly. The Attorney General's Office filed a lawsuit against Lawrence Hurst dba True 2 Finish on Oct. 18, 2022, 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, operating as a supplier while having outstanding consumer protection judgments, and failure to provide proper notice of cancellation rights. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

Window Planet/Tara Curles

Hamilton County Court of Common Pleas, Case No. A2200891

Window Planet -- a Kentucky-based business located in Cincinnati and owned by Tara Curles -- offered the sale and installation of windows. Consumers complained to the attorney general that they paid the business for windows that were not received or that window installation services were performed improperly. The Attorney General's Office filed a lawsuit against the Window Planet and Curles on March 11, 2022, for violations of the Consumer Sales Practices Act. Counts included failure to deliver, performing shoddy work and misrepresentations. The lawsuit seeks a declaratory judgment, permanent injunction, consumer restitution and civil penalties. The case is pending.

OTHER SETTLEMENTS

Advantage Group Enterprises, LLC, dba Advantage Window and Door Co./David B. Boneselaar

Franklin County Court of Common Pleas, Case No. 20CV008368

The business offered a variety of home improvement services, including replacement of windows, doors, siding and roofs, but consumers complained that they paid 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 Dec. 30, 2020, alleging 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 and failure to provide proper notice of cancellation rights. The case was resolved with respect to Advantage Group with a Default Judgment Entry and Order entered on Nov. 21, 2022. The Entry included a declaratory judgment, a permanent injunction, \$68,236.17 in consumer restitution, and a \$70,000 civil penalty. A Summary Judgment Order as to liability only was entered against defendant Boneselaar on Nov. 1, 2022, and a Final Judgment Entry was entered on Dec. 15, 2022, which incorporated the Summary Judgment Order's findings of fact and conclusions of law and included additional orders. The Final Judgment Entry included a declaratory judgment, a permanent injunction, \$68,236.17 in consumer restitution, and a \$70,000 civil penalty.

American Memorial Monuments LLC/Darren Boykin/Robert Katz/Douglas Shane Arrington

Montgomery County Court of Common Pleas, Case No. 2019CV04212

American Memorial Monuments sold cemetery monuments, including agreements to set the monuments in the cemetery. Consumers complained to the attorney general that they paid for headstones that were never delivered, were improperly designed or could not be properly set in the cemeteries. The Attorney General's Office filed a lawsuit against the business and its owners and operators on Sept. 26, 2019, for violations of the Consumer Sales Practices Act. Counts included failure to deliver and misrepresentations of the product. The lawsuit seeks a declaratory judgment, a permanent injunction, consumer restitution and civil penalties. The case against Darren Boyken was resolved with a Consent Judgment and Final Agreed Order and Entry on June 1, 2022. The settlement included a declaratory judgment, a permanent injunction, \$7,500 in consumer restitution, and a \$7,000 civil penalty suspended on the condition of full compliance with the terms of the settlement. The case against Robert Katz was resolved with a Consent

Judgment and Final Agreed Order and Entry on Aug. 5, 2022. The settlement included a declaratory judgment, a permanent injunction, \$40,000 in consumer restitution, and a \$30,000 civil penalty suspended on the condition of full compliance with the terms of the settlement. The case against Shane Arrington was resolved with a Consent Judgment and Final Agreed Order and Entry on Aug. 30, 2022. The settlement included a declaratory judgment, a permanent injunction, \$9033.92 in consumer restitution, and a \$7,500 civil penalty suspended on the condition of full compliance with the terms of the settlement. The case is pending against American Memorial Monuments.

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 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 case was resolved with a Default Judgment Entry and Order filed on Jan. 21, 2022, which included a declaratory judgment, permanent injunction, \$66,700 in consumer restitution and a \$50,000 civil penalty.

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 case was resolved with a Default Judgment Entry and Order filed on Feb. 10, 2022, which included a declaratory judgment, permanent injunction, \$41,017 in consumer restitution, and a \$40,000 civil penalty.

Assurance Roofing and More, LLC/Thomas Cutura

Cuyahoga County Court of Common Pleas, Case No. 19CV200003

Assurance Roofing and More and its owner, Thomas Cutura, offered to provide a variety of home improvement services, including constructing new residential structures. Consumers complained to the attorney general that they paid the business for services that were not received, were only partially performed, or were performed in a substandard manner. The Attorney General's Office filed a lawsuit against the business and its operator on Dec. 4, 2019, 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 work in a shoddy manner, failure to provide proper notice of cancellation rights and failure to provide service contracts with required information. The case was resolved with a

Consent Judgment and Final Agreed Order and Entry against Cutura on Jan. 6, 2022. The settlement included a declaratory judgment, a permanent injunction, \$19,110 in consumer restitution, and a \$150,000 civil penalty. The case was resolved against Assurance Roofing and More with a Default Judgment Entry and Order filed on Jan. 7, 2022, which included a declaratory judgment, permanent injunction, \$124,050 in consumer restitution, and a \$150,000 civil penalty.

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 case was resolved with a Default Judgment Entry and Order filed on April 5, 2022, which included a declaratory judgment, permanent injunction, \$8,555.21 in consumer restitution assessed jointly and severally against both defendants, a \$100,000 civil penalty against Collins and a \$75,000 civil penalty against Buckeye Roofing Solutions.

Desiree Gilliam Pace/Flowers by Des

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

Desiree Gilliam Pace and her business Flowers by Des offered consumers floral services for weddings and other events. Consumers filed complaints with the attorney general alleging that the supplier accepted money from consumers but 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. The case was resolved with the filing of a Default Judgment Entry and Order on May 26, 2022, which included a declaratory judgment, permanent injunction, \$54,036.67 in consumer restitution and a \$50,000 civil penalty.

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 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 business and its owner on April 16, 2021, for violations of the Consumer Sales Practices Act and the TDR law. The case was resolved with a Consent Judgment and Final Agreed Order and Entry on March 21, 2022. The settlement included a declaratory judgment, a permanent injunction, payment of \$25,000 to the TDR fund, and a \$15,000 civil penalty. The \$15,000 civil penalty is suspended on the condition of full compliance with the payment plan and terms of the settlement.

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 honor contract terms as stipulated by the Consumer Sales Practices Act. The case was resolved with the filing of a Default Judgment Entry and Order on June 9, 2022, which included a declaratory judgment, permanent injunction, \$47,094.00 in consumer restitution and a \$40,000 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 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 business and its owners on May 27, 2021, for violations of the Consumer Sales Practices Act and the TDR law. The case was resolved with a Default Judgment Entry and Order on March 29, 2022. The order included a declaratory judgment, a permanent injunction, payment of \$16,486.50 to the TDR fund, and a \$20,000 civil penalty against each.

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 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 dealership, its owner and its operator on June 25, 2020, for violations of the Consumer Sales Practices Act and the TDR law. The case was resolved with a Consent Judgment and Final Agreed Order and Entry on Aug.4, 2022. The settlement included a declaratory judgment, a permanent injunction, payment of \$15,000 to the TDR fund, and a \$15,000 civil penalty. The \$15,000 civil penalty and \$3,000 of the TDR Fund payment are suspended on the condition of full compliance with the payment plan and terms of the settlement.

Livingston Partners, LLC, dba Your Car/Stephen Urell

Franklin County Court of Common Pleas, Case No. 19CV008699

Your Car 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 and received reimbursement. The Attorney General's Office filed a lawsuit on Oct. 29, 2019, against the dealership and its owner for violations of the Consumer Sales Practices Act and the

TDR law. The case was resolved with a Consent Judgment and Final Agreed Order and Entry on Oct. 11, 2022. The settlement included a declaratory judgment, and a permanent injunction against both defendants. Defendant Your Car must payment \$50,081.96 to the TDR fund and a \$25,000 civil penalty.

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 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 case was resolved with a Consent Judgment and Final Agreed Order and Entry on Jan. 7, 2022. The settlement included a declaratory judgment, a permanent injunction, \$9,950 in consumer restitution, and a \$10,000 civil penalty suspended on the condition of full compliance with the terms of the settlement.

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 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 business and its owners on July 26, 2021, for violations of the Consumer Sales Practices Act and the TDR law. The case was resolved with a Consent Judgment and Final Agreed Order and Entry on June 1, 2022. The settlement included a declaratory judgment, a permanent injunction, payment of \$65,000 to the TDR fund, and a \$35,000 civil penalty. The \$15,000 civil penalty is suspended on the condition of full compliance with the payment plan and terms of the settlement.

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 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 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 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, Adams is prohibited from applying for a salesperson or auto dealer license. The case was resolved against Alexander on Oct.

13, 2022. The settlement included a declaratory judgment, a permanent injunction, and a \$50,000 civil penalty; \$40,000 of the civil penalty is suspended on the condition of full compliance with the payment plan and terms of the settlement.

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 but 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 parties entered into a settlement on March 15, 2022. The settlement included a declaratory judgment, a permanent injunction, payment of \$4,434.50 to the TDR fund, and a \$5,000 civil penalty. The \$5,000 civil penalty is suspended on the condition of full compliance with the payment plan and terms of the settlement.

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 make any 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 following a trial of the matter. The order affirmed the \$165,000 in civil penalties assessed against the defendants. Defendants have appealed the court's judgment. On May 10, 2022, the Ohio 9th District Court of Appeals affirmed the trial court's award of \$165,000 in civil penalties to the state.

Ohio Building & Remodeling, LLC/Robert T. Mills

Hamilton County Court of Common Pleas, Case No. A2004158

Ohio Building and Remodeling offered various home improvement services. Consumers complained that they paid for services that were not received or that services were performed in an unworkmanlike manner. The Attorney General's Office sued the business and its owner on Nov. 30, 2020, alleging violations of the Consumer Sales Practices Act. Allegations included failure to deliver and performing work in a shoddy manner. The case was resolved against the defendants with the filing of a Default Judgment Entry and Order on Feb. 17, 2022, which included a declaratory judgment, permanent injunction, \$24,650 in consumer restitution, and a \$25,000 civil penalty.

Justin Woosley dba Pure Renovation Construction, LLC

Knox County Court of Common Pleas 21OT12-0291

Justin Woosley owned and operated Pure Renovation Construction, 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 case was resolved against the defendants with the filing of a Default Judgment Entry and Order on July 1, 2022, which included a declaratory judgment, permanent injunction, \$11,439.64 in consumer restitution, and a \$25,000 civil penalty.

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 that it was no longer of use. Consumers also said she refused to provide refunds, or provided 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 case was resolved with a Consent Judgment and Final Agreed Order and Entry on Oct. 7, 2022. The settlement included a declaratory judgment, a permanent injunction, \$8754.79 in consumer restitution, and a \$30,000 civil penalty with \$25,000 suspended on the condition of full compliance with the terms of the settlement.

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 case was resolved against the defendants with the filing of a Default Judgment Entry and Order on Nov. 22, 2022, which included a declaratory judgment, permanent injunction, \$5,450 in consumer restitution, and a \$25,000 civil penalty.

Messauod Choubane dba UNI Auto Sales

Butler County Court of Common Pleas, Case No. CV2020050860

Messauod Choubane owned and operated UNI Auto Sales, a business that sold used motor vehicles but failed to transfer titles to 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 Choubane on May 14, 2020, alleging violations of the Consumer Sales Practices Act and the TDR law. The case was resolved against the defendants with a Consent Judgment and Final Agreed Order on Feb. 17, 2022. The settlement included a declaratory judgment, a permanent injunction, and payment of \$27,063.50 to the TDR fund, and a \$15,000 civil penalty. The \$15,000 civil penalty and \$18,531.75 of the TDR payment are suspended on the condition of full compliance with the payment plan and terms of the settlement.

Joshua Swann, dba Window City of Cincinnati and dba Custom Window Solutions

Hamilton County Court of Common Pleas, Case No. A2001558

Window City of Cincinnati and Custom Window Solutions, unregistered businesses operated by Joshua Swann, offered home improvement services such as window repair and installation. Consumers complained that they paid for services that were not received or that services were performed in an unworkmanlike manner. The Attorney General's Office sued Swann on April 8, 2020, alleging 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 register the use of fictitious names, and failure to provide proper notice of cancellation rights. The case was resolved against the defendant with the filing of a Default Judgment Entry and Order on March 1, 2022, which included a declaratory judgment, permanent injunction, \$42,433.73 in consumer restitution, and a \$50,000 civil penalty.

ASSURANCES OF VOLUNTARY COMPLIANCE

American Frame Corporation

The attorney general entered into an Assurance of Voluntary Compliance (AVC) with Ohio-based American Frame Corporation stemming from a 2020 data cybersecurity attack. The settlement resolved an investigation of the data breach, which involved the personal information of its employees and customers. The case was resolved with the filing of an AVC on Oct. 24, 2022, which included a number of injunctive terms designed to increase American Frame's data security practices and to ensure proper consumer notification and a \$60,000 payment to the Consumer Protection Enforcement Fund.

Carnival Cruise Lines

The attorney general entered into an Assurance of Voluntary Compliance with Florida-based Carnival Cruise Line stemming from a 2019 data breach. The settlement resolved a multistate investigation of the data breach, which involved the personal information of about 180,000 Carnival employees and customers, including 4,000 Ohioans. The case was resolved with the filing of an AVC on June 22, 2022, which included a number of injunctive terms designed to increase Carnival's data security practices and to ensure proper consumer notification and a \$1.25 million settlement, including \$48,000 for Ohio.

EL Freedom, LLC, dba Freedom Express/ Eric Bischoff

Eric Bischoff and EL Freedom, LLC, dba Freedom Express operated an online business offering respirator masks and other products. The attorney general investigated Bischoff after he purchased respirator masks with the intent to offer 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 with Assurance of Voluntary Compliance entered on May 2, 2022. In the assurance, Bischoff and EL Freedom agreed to operate in compliance with the Consumer Sales Practices Act and pay \$750 to reimburse the Attorney General's Office for the cost of the investigation.

Experian Data Corp.

On Nov. 7, 2022, the attorney general entered into an Assurance of Voluntary Compliance with Experian Data Corp. stemming from a 2012 data breach. The breach occurred when an identity thief posing as a private investigator was given access to sensitive personal information stored in the company's commercial databases. Under the settlement, entered into by a separate group of 40 states, Experian has agreed to strengthen its vetting and oversight of third parties to which it provides personal information, investigate and report data-security incidents to the attorneys general, and maintain a "Red Flags" program to detect and respond to potential identity theft. Experian will pay a combined total of \$1 million to the states, with \$20,000 to Ohio to be placed into the Consumer Protection Enforcement Fund.

Experian Information Solutions Inc.

On Nov. 7, 2022, the Attorney General entered into an Assurance of Voluntary Compliance with Experian and a separate but related AVC with T-Mobile stemming from a 2015 data breach. The breach involved data about consumers who had applied for T-Mobile services and device financing between September 2013 and September 2015, including names, addresses, dates of birth, Social Security numbers, identification numbers (such as driver's license and passport numbers), and related data used in T-Mobile's own credit assessments. More than 446,000 Ohio residents were affected. Under the settlement, entered into by a group of 40 states, Experian agreed to strengthen its vetting and oversight of third parties to which it provides personal information, investigate and report data-security incidents to the attorneys general, and maintain a "Red Flags" program to detect and respond to potential identity theft. In addition to a number of injunctive provisions and an extension of credit monitoring for five years, Experian agreed to pay \$12.67 million dollars. Ohio will receive \$350,224.97 under the settlement.

Ford Motor Company

This case resulted from a multistate investigation into Ford's representations of the fuel economy of its 2013 and 2014 C-Max hybrids and the payload capacity of its 2011-2014 Super Duty pickup trucks. Ford's ads for the C-Max misrepresented the real-world fuel economy and the distance that the hybrid could drive on one tank of gas; the ads also claimed that driving style would not affect fuel economy. Ford claimed "Best-in-Class" payload capacity for its F-250, F-350 and F-450 models, a Super Duty pickup line that caters to consumers who haul and tow heavy loads. But before calculating the maximum payload, Ford stripped the pickup of standard items – a spare wheel, tire and jack, center flow console (replacing it with a mini-console), and radio – in order to increase the payload capacity by roughly 40 pounds. Forty states and the District of Columbia entered into an Assurance of Voluntary Compliance with Ford on May 23, 2022. The AVC prohibits Ford from making false or misleading advertising claims, in violation of Ohio consumer protection laws, regarding estimated fuel economy and payload capacity for its motor vehicles. Ford will pay the Attorney General's Office \$431,354.84 for costs associated with the investigation.

G4 Telecom Inc./Joseph L. Putegnat

Joseph L. Putegnat operated G4 Telecom, a Voice over Internet Protocol (VoIP) business that carried voice calls to individuals in the state of Ohio. The Attorney General's Office investigated G4 Telecom and Putegnat after G4 showed up in tracebacks of robocalls sent to Ohio phone numbers. The investigation was resolved with an Assurance of Voluntary Compliance entered on June 28, 2022. In the Assurance, G4 Telecom and Putegnat agreed to operate in compliance with the Federal Telephone Solicitation Rule, implement significant business practice changes, and pay \$20,000 to reimburse the Attorney General's Office for the cost of the investigation.

Google, LLC

The Ohio attorney general and 39 other states reached a \$391.5 million multistate settlement with Google over the company's deceptive location-tracking practices. Ohio's share of the payment is \$13,397,237.31. The multistate investigation was initiated after reports of Google tracking user locations even after users had turned off the location-tracking feature in their account settings. The investigation revealed that location tracking was not truly disabled unless a user turned off multiple other settings. Specifically, Google confused users about the scope of its Location History setting and its Web & App Activity setting – a lesser known setting that also allows for location tracking that defaults to the “on” position – and the extent to which consumers who use Google products and services could limit Google's location tracking by adjusting account and device settings. The settlement, reached on Nov. 14, 2022, requires Google to be more transparent, including by: (a) showing additional information to users when they turn a location-related account setting “on” or “off”; (b) making key information about location tracking unavoidable for users (i.e., not hidden); and (c) giving users detailed information about the types of location data that the company collects and how it's used on an enhanced Location Technologies webpage. The settlement also limits Google's use and storage of certain types of location information and requires Google account controls to be more user-friendly.

Gospel Light Mennonite Church Medical Aid Plain Inc. dba Liberty HealthShare

Liberty Healthshare is a registered trade name of Gospel Light Mennonite Church Medical Aid Plan Inc. Liberty solicits and sells healthcare sharing ministry services to consumers in Ohio and across the United States. The Attorney General's Office investigated Liberty for its failure to timely share and pay the bills submitted for sharing. On Aug. 31, 2021, the investigation was resolved with an Assurance of Voluntary Compliance under which Liberty agreed to numerous business practices aimed at remedying the complaints of its members and to operate in compliance with the Consumer Sales Practices Act. Liberty reimbursed the Attorney General's Office \$25,000 for the costs of the investigation.

Intuit Inc.

This case resulted from a multistate investigation into Intuit's advertising for its TurboTax tax filing programs. Intuit entered into a partnership with the IRS's Free File program to provide free tax filing services for low-income Americans. Intuit created online tax-filing programs for Free File eligible

consumers to use. At the same time, Intuit offered its own “Free Edition” as a “freemium” business strategy that monetizes free products. Intuit ran an ad campaign for the “freemium” edition where essentially the only word spoken is “free,” both confusing consumers and steering them away from the IRS Free File program toward their own paid program. This caused many consumers to pay to file their taxes through Intuit, even if they would have been eligible to file free using the IRS Free File program. All 50 states and the District of Columbia entered into an Assurance of Voluntary Compliance with Intuit on May 4, 2022. The AVC includes multiple injunctive provisions to prevent deception in the promotion, advertising and marketing of Intuit’s tax preparation products. As a result of the settlement, Intuit will distribute a total of \$5,058,606.95 to 163,367 eligible Ohio consumers.

Nathaniel Ellis dba Massive Family Marketing

Nathaniel Ellis dba Massive Family Marketing operated an online business offering hand sanitizer and other products. The Attorney General’s Office investigated Ellis 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 was resolved with an Assurance of Voluntary Compliance entered on Jan. 11, 2022. In the AVC, Ellis agreed to operate in compliance with the Consumer Sales Practices Act, pay consumer restitution of \$7467.94 and pay \$2000 to reimburse the Attorney General’s Office for the cost of the investigation.

T-Mobile USA Inc.

On Nov. 7, 2022, the Attorney General’s Office entered into an Assurance of Voluntary Compliance with T-Mobile and a separate but related AVC with Experian Corporation stemming from a 2015 data breach. The breach involved data about consumers who had applied for T-Mobile services and device financing between September 2013 and September 2015, including names, addresses, dates of birth, Social Security numbers, identification numbers (such as driver’s license and passport numbers), and related data used in T-Mobile’s own credit assessments. More than 446,000 Ohio residents were affected. In the AVC, entered into by a separate group of 40 states, T-Mobile agreed to pay \$2.43 million and adopt detailed vendor management provisions designed to strengthen its vendor oversight of information and data security. Ohio will receive \$68,137.15 under the settlement.

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. Thanks to that extensive cooperation, the unit has been successful in indicting large- and small-scale criminals. In 2022, the unit and local partners obtained seven indictments and three convictions.

The following are cases that the Economic Crimes Unit assisted with in 2022.

State v. Sellon

An ECU investigation found that Leandre Sellon accepted a consumer's deposit but never performed any services and failed to refund the homeowner, defrauding the homeowner of \$7,000. In November 2021, a Butler County grand jury indicted Sellon for felony theft. An ECU investigator spearheaded the investigation, and the Butler County Prosecutor's Office handled the prosecution. In June 2022, the defendant pleaded guilty to misdemeanor theft and made full victim restitution.

State v. Tammy Lowe

Tammy Lowe embezzled approximately \$100,000 from a Duchess Shoppes gas station in Chillicothe where she was an employee. Local law enforcement requested the ECU to investigate the theft claims. In December 2021, Lowe was indicted on a charge of stealing from her employer. In June 2022, she pleaded guilty to felony theft and was sentenced to one year in prison. The court also ordered restitution in the amount of \$31,693. The Ross County Prosecutor's Office appointed an ECU attorney as special prosecutor to handle the matter.

State v. Cottrell

Stephanie Cottrell of Ross County was suspected of embezzling more than \$650,000 from the company where she worked. A Ross County grand jury indicted Cottrell on two felony theft charges in June 2022. The case was dismissed in November 2022 upon the death of the defendant.

State v. Jackson

In June 2022, a Hamilton County grand jury indicted John F. Jackson on two theft counts. Jackson worked under the business name Hallmarked Restorations Inc. After receiving a customer's \$9,500 deposit, Jackson allegedly never delivered any materials, performed any work, or refunded any money. The case is pending.

State v. Curles

A Hamilton County window company owner was sentenced to 12 months in prison for accepting money and failing to provide refunds for windows she never delivered. In October 2022, Tara Curles, the operator of Window Planet Inc., was sentenced in the Hamilton County Common Pleas Court after entering a guilty plea in September to attempting to engage in a pattern of corrupt activity. The case

investigation found that Curles stole from 38 customers who had signed contracts with Window Planet. The defendant was indicted in June 2022. In addition to the prison sentence, the court ordered Curles to pay consumers the full restitution of \$82,812 and banned her for life from “owning, operating or managing any sales business.” ECU served as the special prosecutor in the case.

State v. Smith

In June 2022, a Hamilton County grand jury indicted Helen Marie Nichole Smith, the owner of H&K DJ and Event Services, on felony counts of theft, telecommunications fraud, and engaging in a pattern of corrupt activity. From Feb. 25, 2020, through April 30, 2021, Smith allegedly received \$30,322.50 from 88 victims. Smith collected payments for H&K DJ and Event Services and then failed to deliver any materials, attend any events, provide any services or refund any money. The victims come from 20 Ohio counties and eight states. The case is pending.

State v. Pennington

In August 2022, a Clermont County grand jury indicted builder Ronald Pennington of Pennington Builders on four felony theft counts. A Clermont County man paid \$3,700 to Pennington to install siding on his home. He allegedly did no work, delivered no materials and provided no refund. Separately, a Kentucky woman paid Pennington \$3,200 to install siding on her home. She also alleges that Pennington did no work, delivered no materials and has provided no refund. The case is pending.

State v. Weeks

Jerry Weeks, owner of Grizzly Buildings, LLC, is accused of taking money from homeowners without performing the work he promised. Seven victims lost approximately \$140,000 in their dealings with Grizzly Buildings. Weeks was indicted in December 2022 on 16 counts of felony theft, telecommunications fraud and engaging in a pattern of corrupt activity in Wood County. The case is pending.

State v. Pace

In October 2022, a Hamilton County grand jury indicted business owner Gillian Pace. Pace collected payments for flowers and other event materials for weddings and then failed to deliver any goods or services, failed to reserve rentals for weddings as promised, and failed to refund any money. From Aug. 2, 2019 through July 31, 2021, Pace allegedly accepted more than \$30,400 from 27 victims. Pace’s charges include engaging in a pattern of corrupt activity, theft and telecommunications fraud. The case is pending.

D. CONSUMER ASSISTANCE UNIT

The Consumer Assistance Unit includes complaint specialists, the Identity Theft Unit and Title Defect Recision (TDR) Fund 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 contact the businesses to provide informal dispute resolution 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 purchasers obtain automobile titles and temporary tags.

In 2022, 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 the consumer complaint information they gather 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 2022, the Identity Theft Unit received 585 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 2022, the Identity Theft Unit assisted with 85 complaints for 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 areas that generate the most consumer complaints. In 2022, the Consumer Protection Section received nearly 23,000 complaints. The top areas were:

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

F. EDUCATION UNIT

The goal of the Education Unit is 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 2022, the Education Unit conducted 160 educational events, reaching 9,143 attendees.

G. ELDER JUSTICE UNIT

The Elder Justice Unit provides leadership and advocacy to combat elder abuse and exploitation throughout the state. 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 in a collaborative manner and partners 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 2,861 older Ohioans and their family members to better understand and address elder abuse and exploitation. In 2022, the Elder Justice Unit conducted 46 trainings and presentations, reaching more than 3,160 attendees.



DAVE YOST

OHIO ATTORNEY GENERAL

CONSUMER PROTECTION

ANNUAL REPORT

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