

# Resources

Below are some other agencies that help with consumer protection.



## Federal Trade Commission

Protects the public from unfair or deceptive business practices



## Better Business Bureau

Helps people find businesses they can trust



## Federal Motor Carrier Safety Administration

Regulates interstate moving laws



## FL Dept of Agriculture & Consumer Services

The state's clearinghouse for consumer complaints, information and protection



## Consumer Financial Protection Bureau

Educates and offers complaint resolution services for consumers and businesses

[Broward.org/Consumer](http://Broward.org/Consumer)



***The more you know,  
the more you're  
protected!***

We regulate certain businesses in Broward County, investigate complaints, and help consumers make informed decisions. To learn more about the industries we regulate, visit our website or scan the QR Code below.



## Contact



[www.broward.org/consumer](http://www.broward.org/consumer)



Call 311 to file a complaint



[consumer@broward.org](mailto:consumer@broward.org)



BrowardConsumerProtection



# Consumer Protection

An *Informed* Consumer is a *Protected* Consumer



[Broward.org/Consumer](http://Broward.org/Consumer)

# Who We Are

Broward County Consumer Protection investigates and mediates complaints between consumers and businesses involving unfair or deceptive trade practices.

In addition, we license and regulate the following to ensure a fair, safe and competitive marketplace:



**Chauffeurs / For-Hire Vehicles**



**Child Care Providers**



**Medical Transport Services**



**Motor Vehicle Repair / Body & Paint**



**Movers**



**Towing**

# Ready, Set, Know!

## Chauffeur/For-Hire Vehicles

- Refuse rides from unauthorized transportation operators at the airport/port.
- Before entering a taxi, note the company name and cab number.
- When riding in a taxi, ensure the taximeter is running.

## Child Care Providers

- Verify a provider is licensed by visiting [broward.org/Consumer/ChildcareLicensingEnforcement](http://broward.org/Consumer/ChildcareLicensingEnforcement)

## Motor Vehicle Repair / Body & Paint

- Always get a written estimate.
- Authorize all work/repairs in writing.
- Maintain good records - keep receipts!
- Don't feel pressured into a fast decision.

## Movers

- Get a written estimate and detailed contract.
- A mover cannot charge more than the written estimate unless there is a change.

## Towing

- Maximum authorized fees can be found at: [broward.org/Consumer/ConsumerProtection/Towing](http://broward.org/Consumer/ConsumerProtection/Towing)
- Obtain a copy of the invoice/manifest upon payment.

[broward.org/consumer](http://broward.org/consumer)

# Consumer Tips



## Ask for a detailed receipt

The receipt should have your name, address, business name and address, list the service or product, amount, and transaction date.



## Know who you spoke with

Write down the names of the individuals you spoke with during your transaction.



## Pay via credit card or check

Avoid cash, Zelle, or Venmo payments.



## Check company reviews

Ensure the company is licensed, if required, and read customer reviews before signing any documents.

# File a Complaint

1

Go to [broward.org/consumer/Complaints](http://broward.org/consumer/Complaints)

2

Click on the link to file a "complaint online"

3

Complete the form and attach any supporting documents