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**CONSUMER PROTECTION DIVISION**

**2007 ANNUAL REPORT ON**  
**CONSUMER PROTECTION, COMPETITION AND TOBACCO**  
**ENFORCEMENT ACTIVITIES**



*The Attorney General enforces various consumer laws, including Idaho's Consumer Protection Act, Competition Act, Telephone Solicitation Act, Pay-Per-Telephone Call Act and Charitable Solicitation Act. These laws protect consumers, businesses and the marketplace from unfair or deceptive acts and practices. The Attorney General seeks to fulfill this charge efficiently and economically through education, mediation and enforcement.*

*The Attorney General also enforces and defends the state's Master Settlement Agreement (MSA) with the tobacco industry and has been delegated the duty of enforcing Idaho's Tobacco Master Settlement Agreement Act, Tobacco Master Settlement Agreement Complementary Act and Prevention of Minors' Access to Tobacco Act. The MSA and these acts seek to promote the public health and protect the fiscal soundness of the state.*

The Attorney General reports to the public annually regarding consumer protection activities. This report covers the calendar year 2007.

**2007 ACTIVITIES SUMMARY**

In 2007, the Attorney General recovered \$662,252.90 in restitution. This equates to \$1.29 for each taxpayer dollar appropriated for consumer operations. For the past 17 years, the Attorney General has recovered more money for Idaho residents and businesses than the Legislature has appropriated from the general fund for consumer protection operations. Salaries and benefits of those who are involved primarily in consumer protection efforts are expected to cost taxpayers approximately \$555,503 for the 2008 fiscal year. Another \$179,800 is budgeted from the Attorney General's consumer protection account for consumer education efforts. The consumer protection account is comprised of moneys obtained through the Attorney General's enforcement actions.

The Attorney General also recovered \$1,772,174.68 in civil penalties, fees and costs. These amounts do not include the \$22,050,663 the state received in 2007 pursuant to the tobacco

Master Settlement Agreement negotiated between the Office of the Attorney General and tobacco manufacturers.

Activity this year related to consumer protection, competition act, telemarketing, tobacco law enforcement and consumer education and outreach.

The Attorney General settled significant consumer protection cases with pharmaceutical manufacturers, internet auction sellers, and other businesses.

In the antitrust arena, the Attorney General settled significant cases involving computer memory and pharmaceutical products.

The year 2007 marked the Attorney General's seventh year of enforcement and administration of Idaho's No Call Law. By year's end, there were 702,513 Idaho phone numbers registered on the No Call List. This number compares to 2006's 624,222 phone numbers. Citizens continue to report receiving fewer unwanted telephone solicitations.

The Attorney General also undertook actions related to enforcement and defense of Idaho's various tobacco laws.

The Attorney General's Consumer Protection Division logged 6,205 instances of consumer assistance in 2007. Of those, 1,614 contacts were consumer complaints. Idaho consumers reported losses of \$3,634,068.28, the highest amount ever reported. The remainder consisted of information from consumers, requests for information and forms and consumer inquiries about particular businesses. This number does not reflect the multitude of telephone calls and personal contacts that are not logged or tracked by the Attorney General's consumer database.

The Attorney General continued a consumer education program to protect children from Internet sexual predators. ProtecTeens is an award-winning, informative video presentation and resource kit, which includes a video, the Attorney General's Internet Safety manual, A Parent's Guide to Social Networking Websites, The Internet Lingo Dictionary, the Family Contract for Internet Safety and information about parental control software. Numerous ProtecTeens CDs were distributed during the year.

The Attorney General's staff educated thousands of people about consumer issues, attended fairs and other events throughout the state, and distributed consumer education brochures.

The Attorney General deposits money from civil penalties, fees and reimbursed costs into the consumer protection account. Funds from this account pay for the Attorney General's educational activities, pursuant to legislative appropriation. The Attorney General also transferred \$1,282,752 in surplus funds to the General Fund at the end of fiscal year 2007. Prior year transfers were \$151,758 in fiscal year 2006; \$181,292 in fiscal year 2005; \$746,861 in fiscal year 2004; \$503,129 in fiscal year 2003; \$1,128,516 in fiscal year 2002; \$510,948 in fiscal year 2001; and \$700,000 in fiscal year 2000.

## APPLICABLE LAWS

In the field of consumer protection, competition, tobacco and telephone and charitable solicitations, the Attorney General enforces the following Idaho statutes and rules:<sup>1</sup>

- Consumer Protection Act
- Competition Act
- Charitable Solicitation Act
- Pay-Per-Telephone Call Act
- Telephone Solicitation Act, including the Idaho No Call Law
- Tobacco Master Settlement Agreement Act
- Tobacco Master Settlement Agreement Complementary Act
- Prevention of Minors' Access to Tobacco Act
- Consumer Protection Rules
- Telephone Solicitation and Pay-Per-Telephone Call Services Rules
- Tobacco Master Settlement Agreement Complementary Act Rule

The Attorney General also enforces provisions of other consumer-related statutes, including those dealing with chain and pyramid distribution schemes. In addition, the Office of the Attorney General provides information regarding Idaho's Lemon Law and Mobile Home Park Acts, as well as Idaho's landlord tenant laws.

## LEGISLATION

The Attorney General did not sponsor any consumer related legislation in 2007.

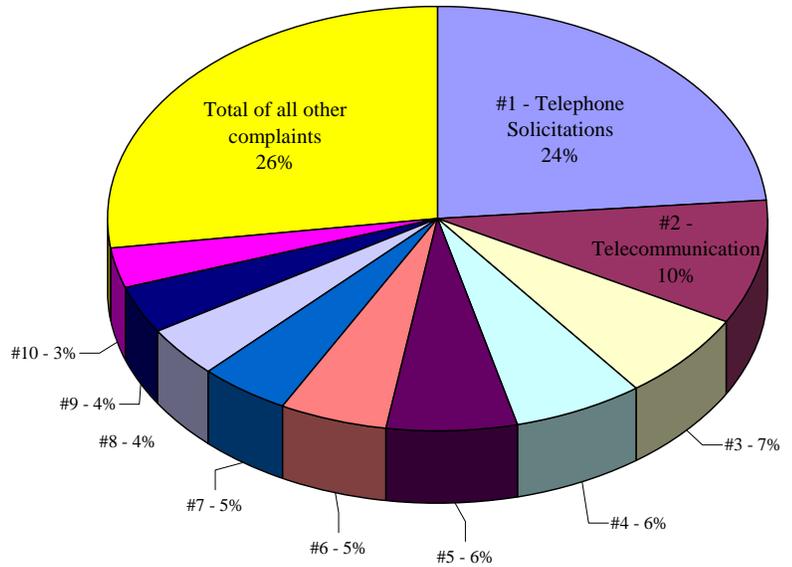
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<sup>1</sup> The listed Idaho statutes and rules are codified, respectively, as follows: Consumer Protection Act, title 48, chapter 6, Idaho Code; Competition Act, title 48, chapter 1, Idaho Code; Charitable Solicitation Act, title 48, chapter 12, Idaho Code; Pay-Per-Telephone Call Act, title 48, chapter 11, Idaho Code; Telephone Solicitation Act, title 48, chapter 10, Idaho Code; Tobacco Master Settlement Agreement Act, title 39, chapter 78, Idaho Code; Tobacco Master Settlement Agreement Complementary Act, title 39, chapter 84, Idaho Code (Supp.); Prevention of Minors' Access to Tobacco Act, title 39, chapter 57, Idaho Code; Consumer Protection Rules, IDAPA 04.02.01 et seq.; Telephone Solicitation and Pay-Per-Telephone Call Services Rules, IDAPA 04.02.02 et seq.; and Tobacco Master Settlement Agreement Complementary Act Rule, IDAPA 04.20.01 et seq.

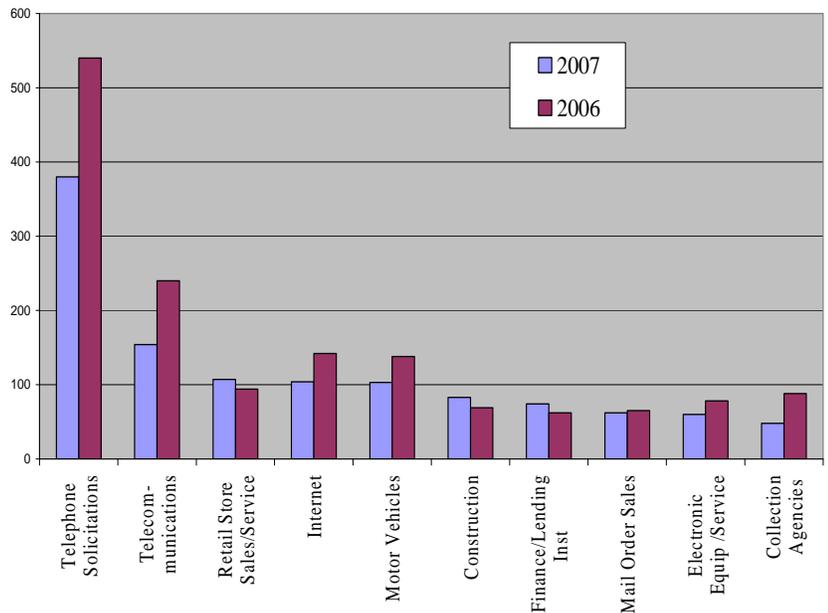
## 2007 TOP TEN CONSUMER COMPLAINTS

Overall, complaints decreased by 21% in 2007. Although telephone solicitations complaints declined in 2007, they still ranked as the number one complaint of Idaho consumers. Telephone solicitations complaints include deceptive telemarketing offers and violations of Idaho's No Call Law. Other complaint categories, including telecommunications and the Internet, also saw a drop in numbers. Telephone solicitation and telecommunications complaints have held the first or second position on the Top Ten Consumer Complaint List for more than ten years.

<b>2007 Total</b>	<b>1,614</b>
1. Telephone Solicitations	380
2. Telecommunications	154
3. Retail Store Sales/Service	107
4. Internet	104
5. Motor Vehicles	103
6. Construction	83
7. Finance/Lending Inst.	74
8. Mail Order Sales	62
9. Electronic Equip./Service	60
10. Collection Agencies	48
Total of all other complaints	439



<b>2006 Total</b>	<b>2,051</b>
1. Telephone Solicitations	540
2. Telecommunications	240
3. Internet	142
4. Motor Vehicles	138
5. Retail Store Sales/Service	94
6. Collection Agencies	88
7. Electronic Equip./Service	78
8. Construction	69
9. Credit Cards	65
10. Finance/Lending Inst.	62
Total of all other complaints	535



## **ENFORCEMENT**

### **THE ATTORNEY GENERAL'S NO CALL LIST**

Idahoans continue to add phone numbers to the Attorney General's No Call List. By the end of 2007, Idahoans had registered 702,513 telephone numbers. This compares to 2006's 624,222 registered telephone numbers. Idahoans who have registered on the No Call List continue to report that unwanted telephone solicitations have decreased significantly or have stopped completely.

Complaints concerning Idaho's No Call Law decreased to 380, a 23% decrease from the 491 complaints in 2006. The Attorney General continues to monitor complaints and oversee compliance with Idaho's No Call Law.

### **CONSUMER PROTECTION**

Enforcement of Idaho's consumer laws protects the free and competitive market and ensures a level playing field for all businesses. The Attorney General undertook a variety of consumer protection matters in 2007. Several were noteworthy in scope and impact.

#### **HEALTH CARE MATTERS:**

**BAYER CORPORATION.** The Attorney General reached a consent judgment with the Bayer Corporation resolving issues relating to the marketing of the drug Baycol. The judgment requires Bayer's compliance with the law in the marketing, sale and promotion of its pharmaceutical and biological products and prohibits Bayer from making false and misleading claims relating to its products. In addition, the Attorney General received \$200,229 from Bayer pursuant to the settlement.

**PURDUE PHARMA.** The Attorney General reached a settlement agreement with Purdue Pharma resolving issues relating to the marketing of the drug OxyContin. The agreement requires Purdue to provide an internal abuse and diversion detection program to detect problems with the prescribing of the drug. The agreement also prohibits Purdue from marketing and promoting OxyContin for "off-label" purposes – those beyond the approved indications and uses of the drug - and sets other limitations on the marketing of the drug. Further, the Attorney General received \$720,217 from Purdue pursuant to the settlement.

**GUIDANT CORPORATION.** The Attorney General reached a settlement agreement with the Guidant Corporation to resolve issues relating to the sale of certain heart defibrillators. Under the settlement, Guidant agreed to extend the length of its warranty program, pay \$1,000,000 which will be used to supplement the warranty program for Idahoans and residents of other states, and take certain actions to improve the safety of its products. The Attorney General received \$390,000 pursuant to the settlement.

**AVERAGE WHOLESALE PRICE LITIGATION.** The Attorney General initiated litigation with a number of pharmaceutical manufacturers asserting that the manufacturers

reported false, inflated “average wholesale prices” for their drugs. “Average wholesale price” is used as a basis for reimbursement of the cost of pharmaceutical products by Idaho Medicaid.

**IDAHO FREE MEDS.** The Attorney General settled with Jennifer Reecer, doing business as Idaho Free Meds, a Boise business that assisted consumers in obtaining low-cost prescription medications. Reecer paid the Attorney General attorney fees and costs and stopped doing business.

#### **FINANCIAL MATTERS:**

**AMERIQUEST MORTGAGE.** In 2006, the Attorney General and the Idaho Department of Finance reached a joint settlement with Ameriquest Mortgage Company that provided more than 600 Idahoans the opportunity to obtain restitution payments for alleged predatory lending practices. Under the agreement, Ameriquest also agreed to make extensive changes in its lending practices. In 2007, more than \$432,000 in restitution payments were mailed to 455 Idahoans pursuant to the agreement.

**HIGHLAND FINANCIAL.** The Attorney General entered into a settlement agreement with Highland Financial to resolve claims relating to its business and advertising practices. Under the agreement, Highland Financial must make certain disclosures to its customers. Highland Financial also paid the Attorney General \$1,000 in civil penalties and reimbursed the Attorney General \$2,000 for attorney fees and costs.

**CHOICEPOINT.** The Attorney General, along with other states, entered into a settlement agreement with ChoicePoint to resolve issues relating to access to personally identifiable information. Under the agreement, ChoicePoint agreed to make significant, ongoing changes in the way it registers new customers. The Attorney General received \$5,500 from ChoicePoint pursuant to the settlement.

#### **OTHER CONSUMER MATTERS:**

**“YELLOW PAGES” COMPANIES.** The Attorney General reached an agreement with Thompson Hill Publishing resolving claims that it misrepresented its product and relationship to the consumer. Under the agreement, Thompson Hill cancelled certain consumer accounts and made refunds to business owners. Thompson Hill also agreed to certain business practices for future marketing, and paid the Attorney General \$2,686 in civil penalties and attorney fees.

**“HAND WASHING POSTERS.”** The Attorney General reached an agreement with the Idaho Food Service Compliance Center resolving claims relating to the company’s promotion of its “hand washing posters.” Under the agreement, the Center must make refunds to all Idaho businesses that purchased the poster. The Center also paid the Attorney General \$10,000 in civil and investigative costs.

**“WORK AT HOME” SOLICITATIONS.** The Attorney General reached an agreement with Nationwide Mailing Systems resolving claims relating to the advertisement of a work at home process. Under the agreement, Nationwide agreed to refund to consumers their application fees. Nationwide paid the Attorney General \$1,419.56 for attorney fees and costs.

The Attorney General also reached an agreement with Building Wealth Institute, LLC, regarding the advertisement of its work at home process. Under the settlement, Building Wealth agreed to refund a portion of the money that each consumer spent on materials, and paid the Attorney General \$2,008 in attorney fees and costs.

**AUTOMOBILE ADVERTISEMENTS.** The Attorney General entered into a settlement with Larry Miller Sundance Dodge resolving claims relating to the advertisement of motor vehicles. Under the agreement, Sundance Dodge paid a \$5,000 civil penalty and \$830.12 in attorney fees and costs.

**TELEPHONE SOLICITATIONS.** The Attorney General entered into a settlement with John Belcastro, who operates Authorized Cleaning Services, resolving claims relating to unwanted telephone solicitations. Under the agreement, Belcastro was required to pay \$10,000 in civil penalties and attorney fees, cease telemarketing until he registers with the Attorney General's Office, and comply with Idaho's Telephone Solicitations Act.

**PROPERTY MANAGEMENT COMPANIES.** The Attorney General reached an agreement with the owners of two property management companies, Michael and Linda Lowe, resolving allegations that they misled property owners and tenants. Under the agreement, the Lowes will provide restitution to consumers and institute certain business practices. The Lowes also reimbursed the Attorney General \$2,049.80 for attorney fees and costs.

**AMERICA ONLINE.** The Attorney General, along with other states, entered into a settlement with America Online resolving consumer complaints relating to difficulties canceling their accounts. Under the agreement, America Online will resolve complaints and be restricted from certain practices. America Online also agreed to provide consumer refunds, and pay the Attorney General \$45,000 as reimbursement for attorney fees and costs.

**INTERNET AUCTION SELLERS.** The Attorney General entered into an agreement with Blake Freer, who operated a business called Squared Circle Toys that sold toys on eBay. The agreement resolves claims that the business did not ship the toys after receiving payments. Freer agreed to pay consumers restitution and pay the Attorney General \$1,352.13 for attorney fees and costs.

## **COMPETITION ACT**

In enacting Idaho's Competition Act, the Legislature stated that the Act's purposes are to maintain and promote economic competition in Idaho commerce, to provide the benefits of that competition to consumers and businesses in the state and to establish efficient and economical procedures to accomplish these purposes and policies. The Attorney General took action in 2007 under the Competition Act to realize these purposes.

**DRAM PRICE FIXING.** The Attorney General joined a multistate action concerning the manipulation of prices by seven manufacturers of Dynamic Random Access Memory (DRAM). The lawsuit seeks injunctive and monetary relief on behalf of Idaho consumers, businesses and governmental agencies that paid more for computers because of the alleged price-fixing. DRAM

is a widely used form of computer memory that is found in personal computers, servers and other electronic devices.

The Attorney General, along with other states, entered into a settlement with Samsung Semiconductor, Inc. and Samsung Electronics Company Ltd. resolving the State's DRAM claims against it. Under the agreement, Samsung agreed to refrain from certain conduct, provide refunds to consumers, and refund the Attorney General's fees and costs.

REMERON. In 2004, the Attorney General entered a settlement with Oraganon USA Inc. and Akzo Nobel N.V. resolving allegations that the companies violated antitrust laws to prevent consumers from having access to lower-priced generic equivalents of the drug Remeron. In 2007, 289 Idahoans received checks totaling nearly \$45,000 in refunds for the purchase of this drug. State agencies received \$18,121 in reimbursement for overcharges for the drug.

OVCON. The Attorney General entered into an agreement with Warner Chilcott and Barr Pharmaceuticals resolving allegations of antitrust violations that prevented generic versions of the drug Ovcon from being available to consumers. Under the agreement, the State will receive \$74,804.

## **TOBACCO ENFORCEMENT**

The Legislature has assigned the Attorney General enforcement duties under Idaho's Tobacco Master Settlement Agreement Act (MSA Act), Tobacco Master Settlement Agreement Complementary Act (Complementary Act) and Prevention of Minors' Access to Tobacco Act. The Attorney General prosecutes and defends these laws against constitutional challenge in state and federal court actions. The Attorney General also enforces and defends the state's Master Settlement Agreement (MSA). The Attorney General also serves on the Board of Directors of the American Legacy Foundation. The foundation was created by the Master Settlement Agreement to conduct on-going national advertising to discourage youth tobacco use.

The MSA has had a substantial impact on cigarette consumption in the United States. Since 1998, the year the MSA was signed, cigarette consumption has dropped more than 30%. Youth smoking rates also have declined significantly, according to a study sponsored by the National Institute on Drug Abuse.

**MASTER SETTLEMENT AGREEMENT.** During 2007, the tobacco industry paid \$22,050,663 to Idaho, pursuant to its settlement agreement. The Attorney General continues to defend the MSA and Idaho's tobacco laws in state and federal lawsuits. The lawsuits assert that the MSA, as well as Idaho's MSA and Complementary Acts, violate constitutional provisions or are preempted by federal law. To date, the Attorney General has defeated challenges to these Idaho laws in actions arising in Idaho, California, Washington, D.C., Oregon, Kentucky and New York. Several matters are still pending.

Pursuant to Idaho's Complementary Act, the Attorney General maintains and administers a directory of tobacco manufacturers and brands in compliance with Idaho's Tobacco Master Settlement Agreement Complementary Act. At present, the Attorney General has certified 62 tobacco manufacturers and 384 tobacco brands. The directory is available at:

[http://www2.state.id.us/ag/consumer/tobacco/directory\\_index.htm](http://www2.state.id.us/ag/consumer/tobacco/directory_index.htm).

The Attorney General also promulgated and enforces Idaho's Tobacco Master Settlement Agreement Complementary Rule.

In 2007, the Attorney General settled a dispute over the enforcement of the Complementary Act with Joseph Anderson, doing business as Smokin Joes. Under this agreement, Smokin Joes is prohibited from selling cigarettes that are not listed on the Attorney General's Directory. Smokin Joes also must report sales to the Attorney General, and pay the state \$3,750.

The Attorney General is presently litigating a dispute with the tobacco industry over the state's enforcement of Idaho's Tobacco Master Settlement Agreement Act. The industry disputes the effectiveness of the state's efforts. The state has introduced evidence that its enforcement efforts have produced a compliance rate of 99% and that this indicates effective, diligent enforcement. A finding of diligent enforcement will insulate the state from monetary claims of the tobacco industry. The matter has not been resolved or determined yet.

**PREVENTION OF MINORS' ACCESS TO TOBACCO.** The Attorney General entered into an agreement with The Kroger Company to implement new policies and procedures to reduce tobacco sales to minors in the company's stores in Idaho and throughout the country. Among other provisions, Kroger agreed to:

- Implement comprehensive youth prevention tobacco retailing practices;
- Require franchisees to report violations to the corporate office; and
- Modify franchise agreements to provide that violations of youth access laws could constitute grounds for termination or non-renewal of the franchise agreement.

The Kroger settlement is the result of an ongoing, multi-state enforcement effort. The Attorney General, along with other states, previously negotiated similar agreements with Chevron, Wal-Mart, Walgreens and RiteAid stores, as well as gas stations and convenience stores operating under the ConocoPhillips, ExxonMobil and BP brand names. The goal of these settlements is to secure an agreement to adopt policies and practices to prevent youth access to cigarettes and other tobacco products. Preliminary research indicates that the agreements are meeting that goal.

## **CONSUMER EDUCATION**

**PROTECTEENS.** ProtecTeens is a video presentation and resource kit to educate parents about the potential danger to their children from sexual predators on the Internet. Attorney General Lawrence Wasden and Secretary of State Ben Ysursa are responsible for the development of ProtecTeens. The Attorney General and the Secretary of State created a broad partnership that includes the Governor C.L. "Butch" Otter, First Lady Lori Otter, Superintendent of Public Instruction Tom Luna, the Idaho Prosecuting Attorneys Association, the Idaho Sheriffs' Association, the Idaho Chiefs of Police Association, the Idaho Internet Crimes Against

Children Task Force, the Idaho Medical Association, the Idaho School Boards Association, the Idaho Association of School Administrators and the Idaho PTA.

Attorney General Wasden presented ProtecTeens to various groups throughout Idaho in 2007. In addition to the presentations by Attorney General Wasden, his partners provided additional presentations.

The Attorney General and his partners have distributed more than 98,000 ProtecTeens CDs to Idahoans to date.

The Attorney General makes the ProtecTeens CD and resource kit available on his website. Idahoans may download this information from the website and view it from their home computer, or they may request a copy of the CD to be mailed to them. In addition, Idahoans may make a request for a ProtecTeens presentation to a group or organization.

**IDENTITY THEFT.** Consumers too often continue to receive the unwelcome news that they are the victims of a computer-security breach. These breaches expose thousands of Idahoans to possible identity theft. In 2007, the Attorney General's staff continued to educate consumers about identity theft and tips to prevent it, through their participation at fairs, meeting with consumers and by giving presentations to groups.

**CONSUMER EDUCATION PUBLICATIONS.** Consumer publications by the Attorney General include: A Parent's Guide to Social Networking, The Internet Lingo Dictionary, Credit and Debt, The Idaho Consumer Protection Manual, The Young Adult Handbook, Identity Theft, Idaho Lemon Law, Charitable Giving, Landlord and Tenant Guidelines, Internet Safety, Pyramids, Gift Schemes & Network Marketing and Telephone Solicitations.

The Attorney General offers Spanish translations of the consumer protection publications listed above. The Spanish materials were produced using grant funds. The Attorney General's Consumer Protection Division continues to utilize the Language Line Service to enable Spanish-speaking consumers to obtain consumer information and referral by telephone.

In addition to the publications listed above, the Attorney General offers consumer tip sheets covering telephone solicitors, automobile repairs, mail fraud, construction fraud, charitable donations and other subjects.

All of the Attorney General's printed written consumer education materials are available free of charge upon request or through the Attorney General's Internet site ([www.ag.idaho.gov](http://www.ag.idaho.gov)). The Internet site also contains Idaho's consumer protection laws and information for citizens who wish to file a consumer complaint. Consumers may obtain additional information on consumer issues by calling 334-2424 (Boise) or toll-free (in-state) 800-432-3545.

**CONSUMER OUTREACH.** Consumer Protection staff made consumer education presentations throughout the state. Attorney General staff spoke to hundreds of people in many different speaking engagements.

In April, the staff hosted an Internet Safety booth on the campus of the College of Southern Idaho. In May, the staff conducted financial privacy workshops at senior centers in north Idaho. The staff educated 145 members of the Idaho Association of County Commissioners and Clerks about preventing identity theft, as well as 60 members of Boise's Rotary organizations and 75 members of the Association of Government Accountants. The staff also attended "scam jams" in Boise, Coeur d'Alene, and Pocatello. During August and September, the Attorney General sponsored a consumer education booth at fairs in Boise, Twin Falls, Coeur d'Alene, and Blackfoot.

The Attorney General's educational efforts do not use tax dollars. Money from civil penalties, fees and reimbursed costs is deposited into the consumer protection account. Funds from this account pay for the Attorney General's educational activities, pursuant to legislative appropriation.

### **MEDIATION**

The Office of the Attorney General mediated 1,614 complaints in 2007 and, as a result of that effort, recovered \$162,346.99 for Idaho consumers.



## CONSUMER PROTECTION -- BY THE NUMBERS

ACTIVITY	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998
Complaints*	1,243	1,614	2,525	3,367	3,130	3,228	3,627	4,497	5,451	5,678
Dollars Claimed Lost	\$735,731	\$680,172	\$489,467	\$831,437	\$1,042,885	\$1,268,283	\$960,191	\$528,945	\$920,285	\$882,486
Consumer Restitution Recovered	\$22,201	\$130,469	\$263,435	\$394,376	\$986,571	\$1,757,469	\$532,657	\$1,363,375	\$1,918,676	\$638,360
Civil Penalties & Costs Recovered	\$0	\$500	\$56,500	\$127,845	\$243,571	\$163,621	\$134,000	\$164,300	\$537,768	\$413,121
Enforcement Actions**	6	9	62	66	100	78	96	63	50	56
Telemarketers Registered	N/A	N/A	N/A	18	41	66	57	61	46	51

ACTIVITY	1999	2000	2001	2002	2003	2004	2005	2006	2007
Complaints*	1,874	2,193	3,664	3,076	2,259	4,079	1,875	2,051	1,614
Other Consumer Contacts*	8,005	8,125	21,925	11,998	7,635	2,762	5,236	3,226	4,591
Dollars Claimed Lost	\$793,493	\$765,555	\$1,190,849	\$860,542	\$967,673	N/A	\$1,380,717	\$2,622,263	\$3,641,859
Consumer Restitution Recovered	\$376,972	\$905,055	\$1,429,325	\$1,147,339	\$1,671,078	\$5,777,643	\$603,089	\$1,692,089	\$662,253
Civil Penalties & Costs Recovered	\$962,019	\$546,136	\$209,560	\$1,569,232	\$566,486	\$528,138	\$252,777	\$281,678	\$1,772,175
Enforcement Actions**	29	23	32	45	30	15	22	12	19
Telemarketers Registered	48	46	30	69	76	76	52	66	71
Idaho Numbers on No Call List	N/A	N/A	33,731	45,968	256,182	362,061	434,382	624,222	702,513

\* From 1989 to 1998, this category included all written complaints lodged, inquiries made, information provided and consumers' requests for written information. Implementation of a new database in 1999 enables the Division to now track complaints and other consumer contacts separately.

\*\* Includes Assurances of Voluntary Compliance, Judgments and Orders Compelling Response and Granting Injunctive Relief obtained. Lawsuits filed, but not yet concluded, are not counted.