

# NEWS FROM SCDCA

South Carolina Department of Consumer Affairs



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## FOR IMMEDIATE RELEASE MORTGAGE FRAUD HOTLINE UPDATE

**Columbia, SC.....**During its first six weeks, the state's first Mortgage Fraud Hotline has assisted over 180 consumers with a wide range of concerns. The hotline went live on June 10, 2008, as part of a collaborative effort between the South Carolina Department of Consumer Affairs (SCDCA) and the South Carolina Attorney General's Office. The estimated 180 calls received in that period came from consumers across the state. As expected, a significant number of calls have come from the state's top three metropolitan regions: Richland-Lexington, Greenville-Spartanburg, and the Charleston trident area.

Consumer calls cover topics ranging from suspected fraud and deceptive practices to mortgage trouble and requests for business information. Over 80 of the calls received reported possible incidents of unfair and criminal practices, which SCDCA further investigates. Expert staff operating the hotline, which housed at SCDCA provide appropriate information and solutions on a case-by-case basis, giving each consumer the personal attention the concern requires. A number of calls are filed as complaints within SCDCA where they are assigned a case analyst. Other calls are referred to appropriate state agencies, credit counselors, and other non-profit organizations specializing in legal and mortgage assistance.

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### About the South Carolina Department of Consumer Affairs:

Established by the Consumer Protection code in 1974, The South Carolina Department of Consumer Affairs represents the interests of South Carolina Consumers.

Our mission is to protect consumers from inequities in the marketplace through advocacy, mediation, enforcement and education.

For more information, visit [www.sccoconsumer.gov](http://www.sccoconsumer.gov).

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The hotline is available Monday through Friday from 8:30 a.m. until 5:00 p.m. For more information, contact the Public Information Division at 803.734.4190, toll free in SC at 1.800.922.1594, or online at [www.sconsumer.gov](http://www.sconsumer.gov).

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