

Subject: DE Attorney General - [REDACTED] - Total Auto Protect
Date: Friday, January 17, 2025 at 10:15:38 AM Mountain Standard Time
From: DOJ_Intake_Specialist5
To: [REDACTED]
Attachments: image001.png, Consumer Complaint Form - Document - [REDACTED]



Thank you for submitting your consumer complaint statement to the Delaware Department of Justice (DOJ). Our office has received and reviewed your complaint. **Unfortunately, Delaware's Consumer Mediation Unit would have no authority over a company that is not actually located in Delaware. Many businesses are registered/incorporated in Delaware, but they are not physically located here.** Often, they are operating out of another State and/or outside of the country. That, alone, does not convey jurisdiction to the Consumer Mediation Unit for purposes of investigation or enforcement.

By way of background, this office is charged with enforcement of the provisions of the Delaware Consumer Fraud and Deceptive Trade Practices Acts along with other state criminal and consumer protection laws. We have formal jurisdiction for enforcement only over cases of consumer fraud or violations of related statutes occurring *within Delaware*. **Generally, Delaware law does not authorize us to take formal action in cases of poor workmanship, defective products, breach of contract, or disputes as to prices charged for goods, shipping/returns, or services.**

PLEASE NOTE: The Department of Justice cannot give you legal advice, act as your private attorney, nor can we recommend attorneys. We always recommend that consumers explore their options for private action by consulting with an attorney.

If you have not already done so, we encourage you to file on-line complaints with the following agencies who may be able to provide you further assistance. We anticipate their staff will contact you once an assessment is made of your complaint.

FBI's Internet Crime Complaint Center
www.IC3.gov

eConsumer
www.econsumer.gov

Federal Trade Commission
www.FTC.gov

Although we are unable to assist directly with this complaint, we keep a record of all complaints received and appreciate that you have brought this matter to our attention.

Kind regards,
Consumer Mediation Unit
DE Department of Justice
Office of the Attorney General
Phone: 1-800-220-5424
Email: consumer.protection@delaware.gov