

The Hudson County Department of Consumer Protection is a free service available to consumers who are experiencing difficulties with a business and need assistance in resolving a problem.

This office is a law enforcement agency granted the legal authority to enforce the NJ Consumer Fraud Act, which prohibits businesses from engaging in unconscionable business practices, deception, and misrepresentation in the sale of goods and services.

The department staff has the resources and the authority to investigate consumer complaints about billing, gift cards, home repair, automobile sales and repairs, vacation clubs and much more. Each year we investigate hundreds of complaints.

Speakers are available through this department to senior groups, civic, community, educational, philanthropic, or religious organization. Our staff is well trained to respond to your questions.

Hudson County Office of Consumer Affairs  
Website: <https://www.hcnj.us/>

To File a Complaint Contact:

Lynda Kennedy – Senior Investigator  
lkennedy@hcnj.us  
(201) 795-6295 ext: 6415

Alyssa Quiroga - Investigator  
aquiroga@hcnj.us  
(201) 795-6250 ext: 6257

Herminio Aviles - Investigator  
haviles@hcnj.us  
(201) 795-6250 ext: 6174

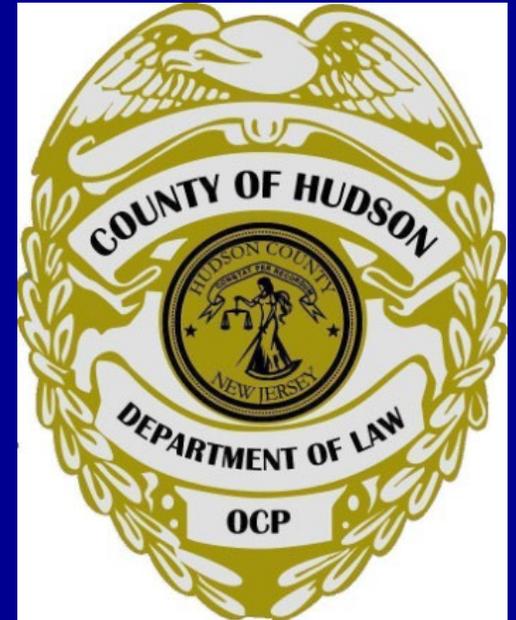
For Educational Presentations:

Angelica Jimenez – Community Outreach Officer  
ajimenez@hcnj.us  
(201) 795-6295 Ext: 6413

## Hudson County Office of Consumer Protection

# Consumer Problems or Questions?

**Hudson County Office of Consumer  
Protection**



**OFFICE OF CONSUMER PROTECTION  
ADMINISTRATION BUILDING ANNEX  
567 PAVONIA AVENUE**

**Jersey City, NJ 07306**

**Steve D. Krywinski, Chief**

**Alberico De Pierro, Deputy County Counsel**

Main Number: (201) 795-6295

Fax Number: (201) 795-6468

Hudson County Executive Craig J. Guy  
And Board of Commissioners

## What is consumer protection authorized to do?

At the direction of the NJ State Attorney General's Office Division of Consumer Affairs our state-certified staff are empowered to:

- Enforce the Consumer Fraud Act and its regulations
- Protect the public from fraud, deceit, and misrepresentation in the sale of goods and services
- Provide help with consumer complaints
- Investigate and provide assistance to consumers who may have been a victim of consumer fraud
- Investigate whether your complaint violates the NJ Consumer Fraud Act
- Negotiate settlement agreements
- Initiate legal action in Municipal and Superior Court when necessary
- Maintain a database of complaints that can provide you with a complaint history of a particular business

## How can someone file a complaint?

You can file a complaint in person, by mail, by fax, by email or online.

Here are some ways to get you started:

- Call or visit the Consumer Affairs Office to obtain a complaint form
- Write and send a letter that details the problem
- Send an email that details your issue to: [hcdca@hcnj.us](mailto:hcdca@hcnj.us)
- From the home page, click on Consumer Protection; click on "HCDCP Consumer Complaint" Form;
- Complete the form and submit it electronically or print out the form and mail or fax to the office.

## Hudson County Office of Consumer Protection



## Information you need to provide:

- Your name and address
- Daytime, cell, and work phone numbers
- Full name, address and phone number of the business involved in the complaint. If known, include name of business owner or representative
- Description of the problem
- Copies of any contracts, invoices or other documents that pertain to the problem - keep all original documents in your possession and submit copies only
- Copies of any canceled checks (both front and back)
- Be specific about the resolution you are seeking

