



Complaint Confirmation

Thank you! Your reference # is 119988738. Important: please save this number for future reference.

You have submitted a complaint online at econsumer.gov [\(/en\)](/en) and it has been entered into our complaint database. You can access it, update it, or correct it by [contacting us](mailto:econsumerwb@ftc.gov) (<mailto:econsumerwb@ftc.gov>) and identifying your complaint by its reference number.

What to Expect Next:

Your complaint will be accessible to numerous government agencies to investigate, uncover new scams, pursue regulatory or enforcement actions, and spot consumer trends. However, it may or may not be accessed by those agencies. You should not necessarily expect any agency to pursue your complaint. Many government agencies bring lawsuits to protect the public at large, but do not intervene on behalf of individual consumers. Other agencies may have an obligation to investigate certain individual complaints. For information on how we use and share your information, [click here](/en/OverView). [\(/en/OverView\)](/en/OverView)

What Else You Can Do at econsumer.gov:

Go to "[Other Steps You Can Take](/en/OtherSteps)" [\(/en/OtherSteps\)](/en/OtherSteps) for information that, depending on the situation, may help you resolve your individual dispute.

Go to [news and data](/en/News) [\(/en/News\)](/en/News) for news and tips on how to deal with common consumer issues.

Go to [member links](/en/MemberCountries) [\(/en/MemberCountries\)](/en/MemberCountries) for information on consumer agencies in various countries.

Thank you for helping us spot trends and combat scams!

Related Items

- ▶ [News](/en/News) [\(/en/News\)](/en/News)
- ▶ [Other Steps You Can Take](/en/OtherSteps) [\(/en/OtherSteps\)](/en/OtherSteps)



econsumer.gov is an initiative of the International Consumer Protection and Enforcement Network (ICPEN). ICPEN is a network of governmental organizations in the enforcement of fair trade practice laws and other consumer protection activities. [Learn More](https://icpen.org/) (<https://icpen.org/>).

OMB CONTROL#: 3084-0169

File a Complaint

[Get Started](/en/FileAComplaint) [\(/en/FileAComplaint\)](/en/FileAComplaint)

Other Steps You Can Take

[Contact Merchant](/en/ContactMerchant) [\(/en/ContactMerchant\)](/en/ContactMerchant)
[Alternative Dispute Resolution](/en/AlternativeDisputeResolution) [\(/en/AlternativeDisputeResolution\)](/en/AlternativeDisputeResolution)
[Trust Seals & Escrows](/en/TrustSealsEscrows) [\(/en/TrustSealsEscrows\)](/en/TrustSealsEscrows)
[Payment Card Protections](/en/PaymentCardProtection) [\(/en/PaymentCardProtection\)](/en/PaymentCardProtection)
[Consumer Education](/en/ConsumerEducation) [\(/en/ConsumerEducation\)](/en/ConsumerEducation)

News and Trends

[Featured Story](/en/FeaturedStory) [\(/en/FeaturedStory\)](/en/FeaturedStory)
[News Feeds](/en/NewsFeeds) [\(/en/NewsFeeds\)](/en/NewsFeeds)
[View Complaint Statistics](/en/ComplaintTrend) [\(/en/ComplaintTrend\)](/en/ComplaintTrend)

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