

Lack of Communication... Who can I trust?

Human Services Spotlight Series #18

Sometime during May of 2020, the Complainant rented a storage container from the Subject. The storage container was used to store the Complainant's furniture and belongings in preparation for a planned move.

Approximately four (4) months later, the Complainant returned to the location where the storage container was stored to retrieve their property. They discovered their furniture and belongings suffered from water damage. The Complainant realized the storage container had leaks in four (4) different spots. Rainwater from a recent storm had seeped into the container causing the damage to their property. The Complainant filed a claim for damage with the Subject.

The Complainant stated, the Subject never acknowledged the claim nor attempted to communicate with them. After waiting for approximately two (2) months for a reply from the Subject, they filed a complaint with Consumer Protection.

The Consumer Protection (CP) Investigator attempted to communicate with the Subject on several occasions. The CP Investigator called the Subject, sent written communication through the mail and via email, all to no availability. The CP Investigator conducted a field visit to the Subject's

corporate office in a final effort to establish communication with the Subject.

Due in part to the CP Investigator's efforts, the Subject and the Complainant reached an agreement. The Subject provided the Complainant with full compensation for their damaged furniture and belongings, totaling \$5,200.00.

Protect Regulate Investigate Educate

Sometimes it is hard to spot fraud when it is happening. Scams can be large or small, sophisticated, or simple, but the people behind them have two things in common: They want to steal your money and avoid being caught. The reality is anyone could fall victim to a scam, no matter your age, intellect, or economic status. Most consumer transactions are completed satisfactorily. On occasion, however, any consumer could experience unresolved problems such as defective products, erroneous bills or non-delivery of goods or services.

When you are confronted with such a situation, the dedicated employees of Pinellas County Consumer Protection are here to assist you. Investigators are available to speak with you regarding a consumer transaction at (727) 464-6200.

consumer@pinellascounty.org



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