

House Committee on Commerce &
Consumer Protection

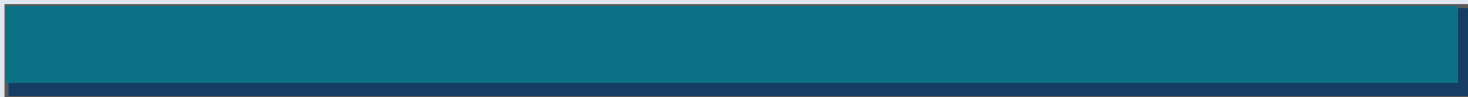
Economic Justice in Oregon: ***Fighting for Working Families***

September 30, 2025



Oregon Department of Justice

ATTORNEY GENERAL DAN RAYFIELD



Vision and Priorities



**WORKING
FAMILIES,
CONSUMERS, AND
SENIORS**

Working Families Roundtable

Learning from other Attorneys General & National Experts



Increased Capacity for Working Families

Team Growth & Restructure

- Restructure and 14 additional positions

Self-Supported

Helping more Oregonians

- **Economic Justice Section:**
 - New unit devoted to working families values
 - Antitrust, false claims, privacy, consumer protection, and working families
 - Collaborative approach to case work
- Responsive to Oregonians' needs through our consumer complaints hotline
- Informed by best practices from around the country



Vision and Priorities



**WORKING
FAMILIES,
CONSUMERS, AND
SENIORS**

Understanding Needs of Oregonians

Consumer Complaints & Hotline

Consumer Protection Survey



Top Consumer Complaints: 2024

1. Telecommunications (1229)
2. Fraudulent Entity/Imposter scams (1135)
3. Auto Sales and Repair (1050)
4. Financial Credit and Lending (741)
5. Health/Medical (569)
6. Travel Services (525)
7. Grocery Food and Beverage (290)
8. Real Estate (274)
9. Construction Contractors (219)
10. Manufacturing (211)

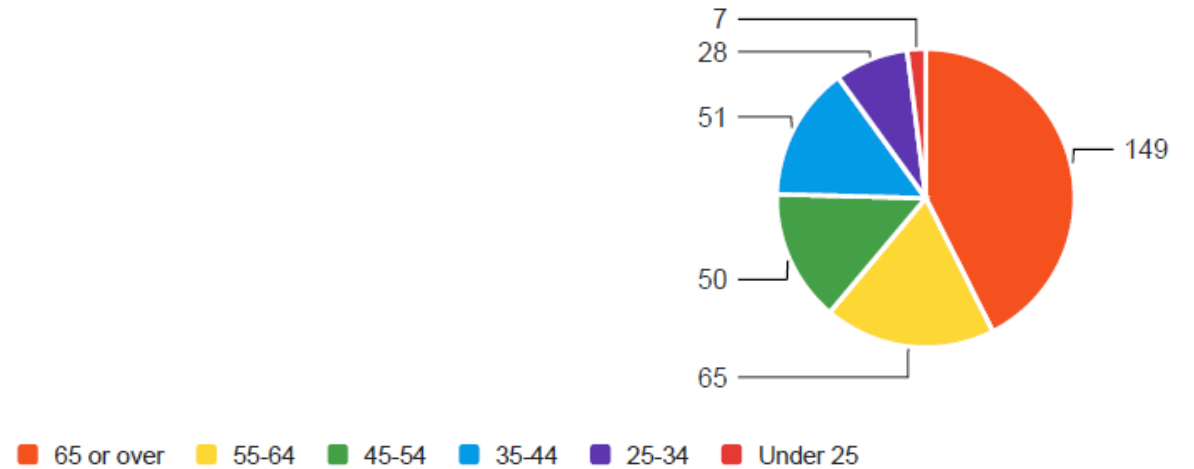


Understanding Needs of Oregonians

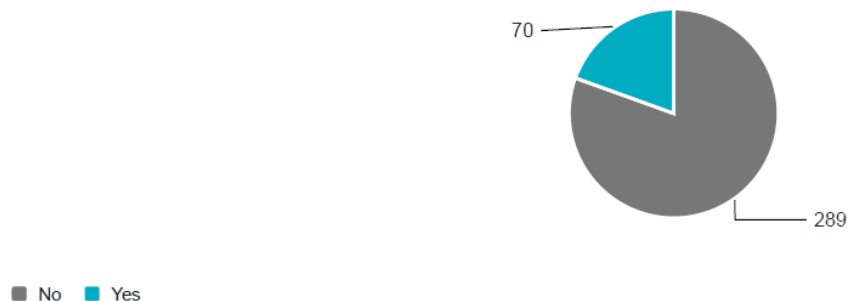
AG's Consumer Protection Survey

- Over 350 Oregonians
- 25 different counties
- 70 small businesses

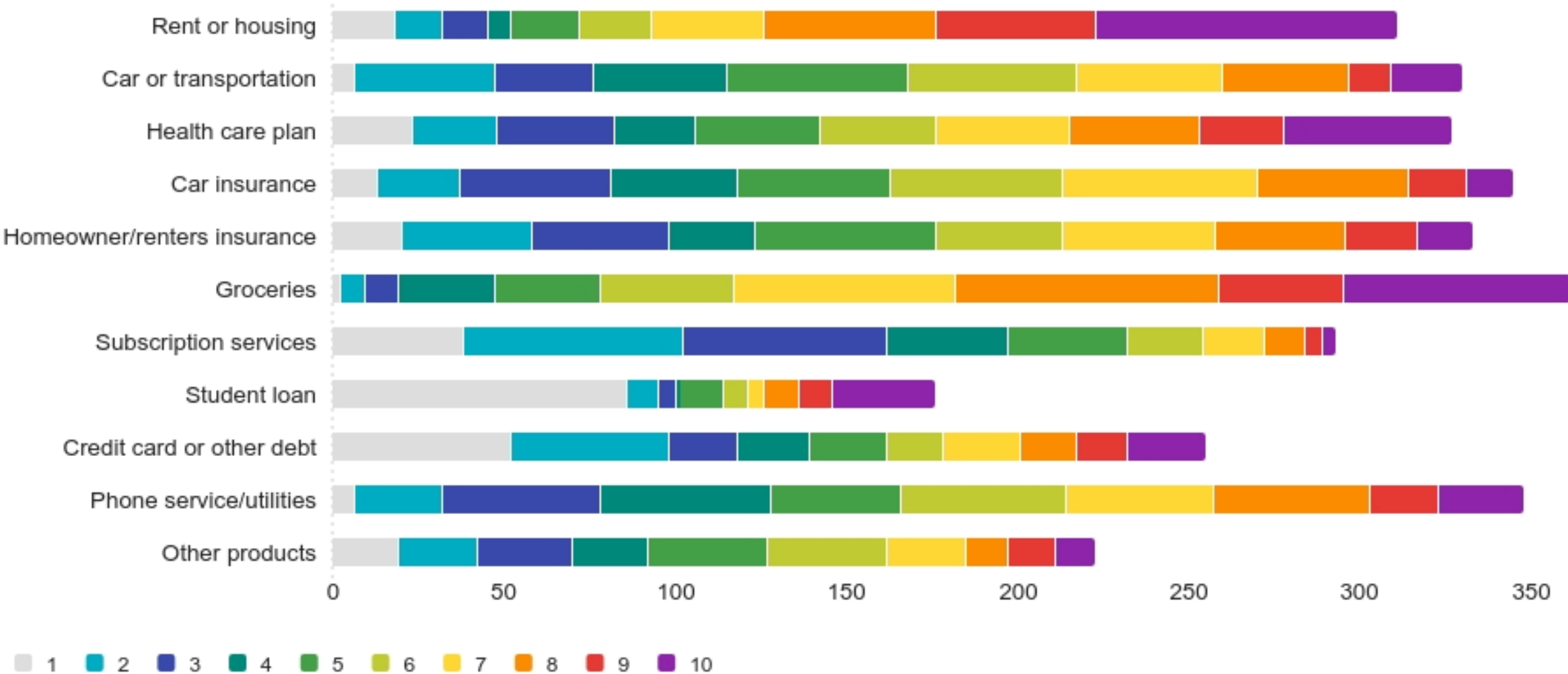
Q22 - What is your age range?

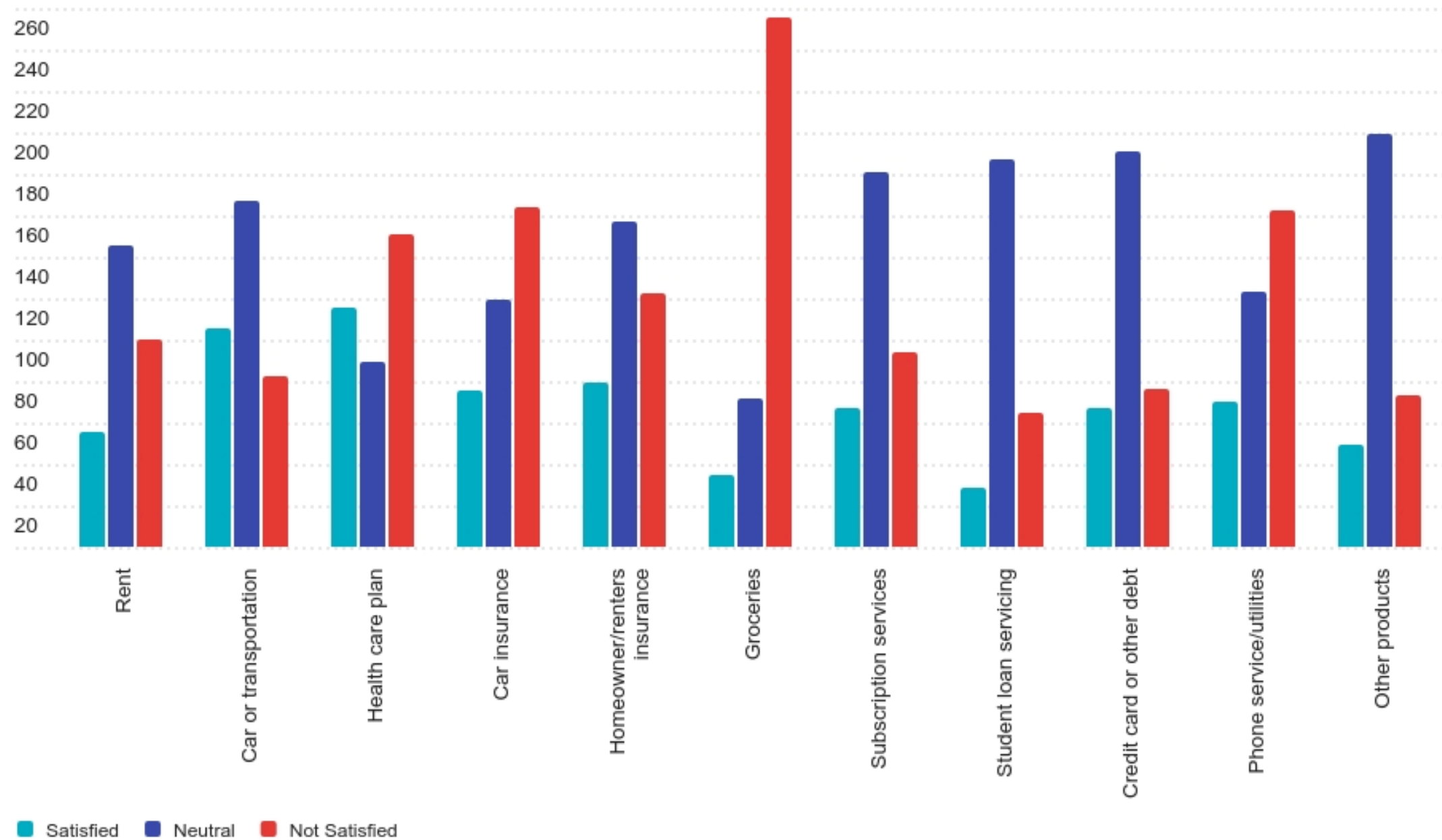


Q13 - Do you own or operate a small business?

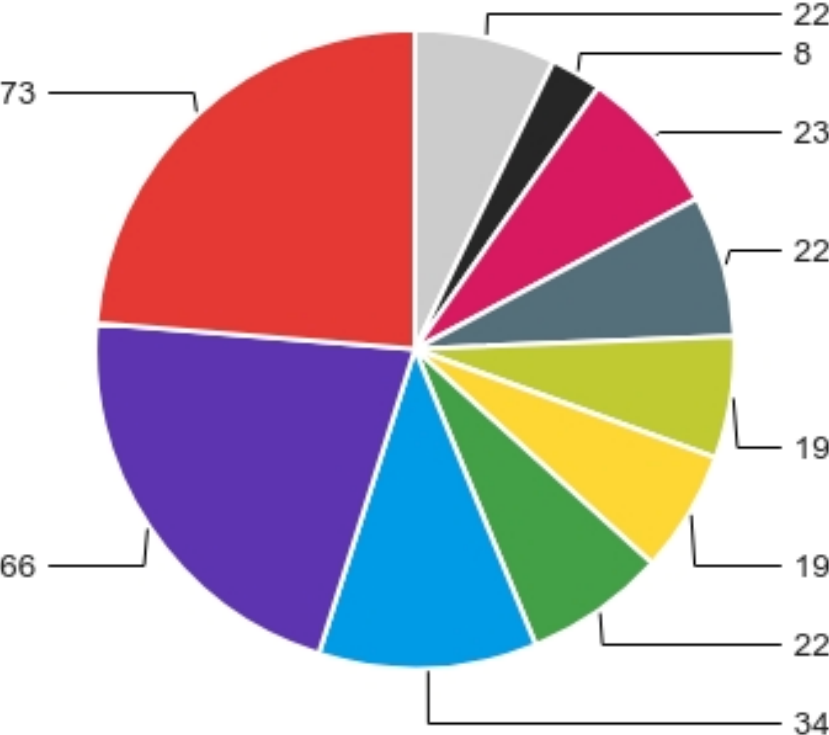


Q1 - Rank the expenses that have the biggest impact on your budget.





Q10 - Did you use any of the following in making your complaint? - Selected Choice



- Other
- Other federal agency
- Other state agency
- A lawyer
- Consumer Financial Protection bureau
- Federal Trade Commission
- Oregon Department of Consumer and Business Services
- Oregon DOJ Consumer Complaints
- Google or Yelp reviews
- Better Business Bureau

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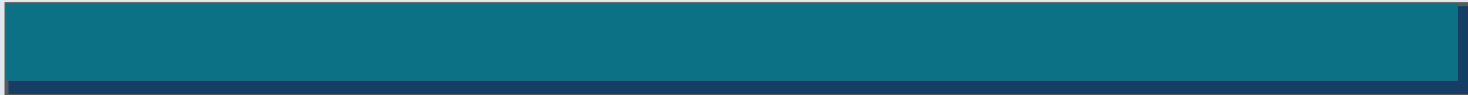
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Samuel Levine

Impacts of federal actions on working families in Oregon

Senior Fellow, the UC Berkeley Center for Consumer Law and Economic Justice

Formerly Director of the Federal Trade Commission's (FTC) Bureau of Consumer Protection

