



Florida Department of Agriculture and Consumer Services
Division of Consumer Services

FLORIDA DO NOT CALL COMPLAINT FORM

ADAM H. PUTNAM COMMISSIONER

Section 501.059, Florida Statutes
Rule 5J-5.002, Florida Administrative Code

Please Send Complaint Form to:

FDACS
Division of Consumer Services
Mediation and Enforcement
2005 Apalachee Parkway
Tallahassee, FL 32399-6500

www.800helpfla.com

1-800-HELP-FLA (435-7352) FL Only
(850) 410-3800 Calling Outside Florida

Statement: I answered the telephone and/or received a voice message in which a telephonic sales call (unsolicited or prerecorded) was made to my number currently on the Florida Do Not Call List. I want the department to take appropriate action. I acknowledge that all information I provide with my complaint is a matter of public record and is not considered confidential. Morevoer, I understand that not all sales calls are a violation, for instance, when: 1. a prior or existing business relationship exists; 2. in response to an express request of the person called; 3. from a newspaper publisher; 4. in connection with an existing debt or contract; 5. a real estate agent responds to my advertisement. Further, I understand that calls from political parties, research/survey companies, collection agencies and organizations requesting a donation generally do not sell products or services and therefore are not making a sales call in violation. I understand that the ability of the department to successfully pursue action depends, in part, on the accuracy and timeliness of the information that is provided.

By checking the box I certify that I have read and understand the above statement.

YOUR INFORMATION (CONSUMER)

Mr. Mrs. Ms.

Full Legal Name:

Address:

City: State: Zip Code:

Residential Telephone Number the Business Called: ( ) -

SALES CALL INFORMATION (BUSINESS)

Date of Call: Please note: One date of call per complaint form / /

Time of Call: : AM PM

Name of Business (Solicitor):

Business Telephone Number: ( ) -

Product or Service(s) Offered:

Address (if provided):

City: State: Zip Code:

Caller Name (if provided):

- Yes No The (sales) call was a prerecorded sales call.
Yes No I have Caller ID and the business telephone number identified above is from my Caller ID.
Yes No The business telephone number identified above was provided to me verbally by the caller or was included in the prerecorded sales call.
Yes No The caller immediately identified him/herself and the business they represent.
Yes No I would be willing to testify in court or a hearing, if necessary.

Comments: Please describe any relevant information about the (sales) call.

Large empty box for comments.

Signature: Date:

Yes, I would like to receive the Florida Consumer E-Newsletter at the following email address:
The newsletter provides monthly consumer tips and information and is only distributed by email.