Christina D’Aloia

Director of Consumer Affairs

The Bergen County Division of Consumer Affairs, Office of Consumer Protection, is charged with the protection of the public, educating the consumers and businesses about their rights, responsibilities, and ensuring that businesses comply with the Consumer Protection laws of the State of New Jersey. **We provide free Educational and Informational Presentations** that will assist Consumers to prevent fraud before it affects them. We will customize a presentation to meet your needs. Some of the programs and topics we cover are:

**Scams & Frauds, Staying Alert**

Most Common Scams, frauds and Skimming Credit Cards

Identity Theft and how to respond and report

**Protecting yourself in a Retail World**

Laws on Retail Gift Cards, Refund Policies and Merchandise Tags

Hiring Home Improvement Contractors

Vehicle Repairs, Lemon law & Leasing a Motor Vehicle

Joining a Health Club

Purchasing a Pet

Hiring Moving Company

**Protecting your Small Business**

Small business scams

Protecting your clients personal information

Data Breach Responsibility

Copier Data Security

In addition, we provide programs to the Police Academy, Local Government and Police departments on how we can help your community and the types of cases to refer to Consumer Affairs. We can customize a program for your group, if needed. Programs duration runs from 25 minutes to 60 minutes. **Call us or email us for your organization**.

The Bergen County Office of Consumer Protection’s representative will discuss how to report a complaint to our office and how to verify online, if a Home Improvement Contractor is registered in the State of New Jersey. We can also discuss the process to file a complaint in Small Claims Court and the Role of the Better Business Bureau, which is very much different from our role. However, if your organization has a specific topic that you would like our representative to cover, please let us know.

All the Investigators assigned to Bergen County Office of Consumer Protection are Retired Law Enforcement with diverse Federal, County and Municipal backgrounds who work closely with a multitude of agencies. Our entire staff is trained and has been certified by the New Jersey Attorney General’s Office.

Thank you for your interest in our program. If you would like to learn more about the Bergen County Office of Consumer Protection, please contact our Outreach Coordinator, Investigator Denis Niland at **201-336-6409 or email dniland@co.bergen.nj.us**