

Minutes of the Fairfax County Consumer Protection Commission

September 18, 2013

7:30 PM Conference 4/5
Government Center
12000 Government Center Pkwy.
Fairfax, Virginia 22035
Vice Chairman Nguyen, presiding

Attendance:

Commissioners: Belkowitz, Chung, Durant
Hargraves, Hine, Kazmi, Luse, Nguyen, Roark,
Rosier

Absent:

Commissioners: Fee, Kirk, Martz

Staff:

Susan C. Jones, Branch Chief,
Consumer Affairs

The meeting was called to order at 7:55 PM by Vice Chairman Nguyen.

Minutes

The minutes of the June 18, 2013, and July 16, 2013, meetings were approved.

Report of the Chairman

Vice Chairman Nguyen informed the commission at next month's meeting will be on the allocation of taxicab certificates.

Report of the Director

Director Liberman was absent from the meeting.

Commission Matters

Commissioner Belkowitz mentioned he received an aggressive phone message from a payday lender on his cell phone implying he had signed an agreement when he had not.

Commissioner Durant had no matters to bring before the commission.

Commissioner Rosier inquired about the security in the Government Center after the shooting at the Navy Yard. In addition, she received another Bank of America scam letter asking for personal information so her accounts would not be closed.

Commissioner Luse took her vehicle for repairs and was quoted one price, but when she went to pick up the car, the price was considerably higher. She attempted to talk to the owner, but the discussion did not go well, and she ended paying the increased price to get her car.

Commissioner Luse felt a reminder to consumers to always get a written estimate to avoid confusion would be helpful.

Commissioner Hine had no matters to bring before the commission.

Commissioner Roark had no matters to bring before the commission.

Commissioner Kazmi stated he was approached by a person in the parking lot in the Tysons Corner area indicating he could repair the dent in his vehicle. Commissioner Kazmi paid the individual who provided faulty service. Commissioner Kazmi later learned that it was a common scam.

Commissioner Chung had no matters to bring before the commission.

Commissioner Hargraves stated he was also approached by an individual to make a minor paint repair to his car which washed off when he had it cleaned.

Old Business

There was no old business to discuss.

New Business

1. Adopt Standard Operating Procedures.

Vice Chairman Nguyen made the motion to adopt the standard operating procedures. Commissioner Chung seconded the motion. The motion passed unanimously.

Commissioner Hargraves point out the Affordable Care Act is now available and to be aware of the impact on consumers.

The meeting adjourned at 8:13 PM.