






The Florida Department of Agriculture and Consumer Services (FDACS) is the state's leading consumer protection agency. The agency works to protect consumers by actively investigating telemarketing fraud and through targeted public education and outreach.

The Florida Telemarketing Act governs the actions of these businesses. All non-exempt telemarketing companies must be licensed with FDACS and post a security bond of no less than \$50,000 prior to soliciting. Each individual telemarketing salesperson of a non-exempt business is also required to be licensed. Applicants are required to disclose information about their criminal and litigation history. Individuals with a criminal history may be denied licensure.

### **Consumers should be aware of the following**

-  Telemarketing calls can only be made between 8 a.m. and 9 p.m., and the salesperson must state his or her true name, the company that he or she is representing, and the products or services being sold within the first 30 seconds of the phone call.
-  Once a sale is completed, the consumer must be told his or her cancellation rights, the license number of both the business and the salesperson, as well as the street address of the business.
-  The business or salesperson cannot require payment by credit card.





**Avoid Becoming a Victim - When dealing with telemarketers, keep these tips in mind:**



Before any purchase is made, research whether the telemarketer or telemarketing salesperson is registered with FDACS, and if there have been any complaints filed against them. This can be done by utilizing the “Business Search” at **FloridaConsumerHelp.com** or by calling **1-800-HELP-FLA** (435-7352) and asking a member of the assistance center staff.



Don't provide personal or financial information over the phone unless it is to a known and trusted source.



Do not pay with cash, using a credit card will allow you to dispute the charges if you don't get what you were promised.



Don't answer the phone if you don't recognize the number on your caller ID.



Be wary of any unsolicited calls and telemarketers that demand immediate action.



Register for the **Florida Do Not Call Program** by calling **1-800-HELP-FLA** (435-7352) or subscribe online at **FloridaConsumerHelp.com**.

**Report Telemarketing Scams**

Fraudulent telemarketers should be reported to FDACS. Filing a complaint can be done online at **FloridaConsumerHelp.com**. You can also request a copy of the form be mailed to you by calling our assistance center at **1-800-HELP-FLA** (435-7352) or **1-800-FL-AYUDA** (352-9832) en Español.



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