

Defined terms: "Board" § 13-628

"Consumer" § 13-628

"Region" § 13-601

"State" § 9-101

13-635. CONSUMER COMPLAINT.

(A) IN GENERAL.

A CONSUMER WHO IS SUBJECTED TO AN UNLAWFUL, UNFAIR, OR DECEPTIVE TRADE PRACTICE MAY FILE A WRITTEN COMPLAINT WITH THE BOARD.

(B) CONTENTS.

THE COMPLAINT SHALL CONTAIN:

(1) THE NAME AND ADDRESS OF THE PERSON ALLEGED TO HAVE COMMITTED THE PARTICULAR TRADE PRACTICE; AND

(2) THE OTHER INFORMATION THAT THE BOARD REQUIRES.

REVISOR'S NOTE: This section is new language derived without substantive change from former Art. 20, § 4-106.

Defined terms: "Board" § 13-628

"Consumer" § 13-628

"Person" § 9-101

13-636. INVESTIGATION.

(A) AUTHORITY.

THE BOARD MAY INVESTIGATE DECEPTIVE OR UNFAIR TRADE PRACTICES:

(1) BASED ON A CONSUMER COMPLAINT; OR

(2) ON ITS OWN INITIATIVE.

(B) COMPLAINT.

THE BOARD SHALL INVESTIGATE EACH COMPLAINT TO ASCERTAIN FACTS AND ISSUES.

REVISOR'S NOTE: This section is new language derived without substantive change from former Art. 20, § 4-105(a) and the first sentence of § 4-107(a).

Defined terms: "Board" § 13-628

"Consumer" § 13-628

13-637. CONCILIATION; CIVIL PENALTY.

(A) CONFERENCE.

(1) IF THE BOARD DETERMINES THERE ARE REASONABLE GROUNDS TO BELIEVE AN UNLAWFUL, UNFAIR, OR DECEPTIVE TRADE PRACTICE HAS OCCURRED, THE