

# 10 Statements that **SIGNAL A SERIOUS COMPLAINT**

If a consumer uses any of the following phrases, **don't dismiss it.** You probably have a reportable customer complaint:

1. "I'm going to tell everyone I know not to work with your company."
2. "I'm going to post this on social media." **or** "I'm going to leave you a bad review on social media."
3. "I'm going to contact the [news/radio/TV station/media] about this."
4. "I'm going to call my attorney." **or** "I'm going to talk to a lawyer."
5. "This is not legal."
6. "I want the number/address of your president or CEO." **or** "I am going on your CEO's Twitter right now."
7. "I expect a written response from your company."
8. "I would like to talk to your manager about this."
9. "This feels discriminatory." **or** "This is discriminatory."
10. "I think I will contact the CFPB."