



News Releases

MONTGOMERY COUNTY, MARYLAND

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Montgomery County's Office of Consumer Protection Featured on NBC Today Show

Montgomery County's Office of Consumer Protection (OCP) was featured today in a consumer report on the NBC "Today Show" alerting consumers to the nationwide problem created by certain towing practices.

The [Today Show segment](#) focused on predatory and aggressive towing practices. TODAY National Investigative Correspondent Jeff Rossen captured video of vehicles being towed minutes after the owner parked and walked away. Rossen interviewed OCP Director Eric Friedman regarding trespass towing and the complaints handled by OCP's investigators.

"Predatory towing of vehicles in shopping centers is a complicated issue in our business districts," said County Executive Ike Leggett. "I am proud of the work done by our Office of Consumer Protection, and I am pleased that they are receiving national exposure. This office has the critical role of investigating complaints and seeking to enforce fair and balanced regulations."

OCP, the County's consumer protection agency, investigates thousands of complaints each year involving automotive sales and repairs, new home purchases, home improvements, credit issues, retail sales, Internet services and most other consumer transactions. OCP provides pre-purchase information to consumers, as well as speakers to the community on consumer issues.

For more information and consumer advice, call 240-777-3636 or visit the [website](#).

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