

What happens when I talk to a CLPE advocate?

The advocate will go over your problem and ask for more detailed information. All information you provide will remain confidential.

The CLPE advocate will explain your legal rights and provide legal advice, guidance or legal assistance.

You may also be provided with educational materials and referrals to other service providers. All services provided by the CLPE are free of charge.

The Consumer Law Project for Elders is a project of Connecticut Legal Services, Inc.

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CONSUMER LAW PROJECT FOR ELDERS

**Free Legal Help for Seniors
with Consumer Problems**

1-800-296-1467

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PROJECT FOR ELDERS
1-800-296-1467**

**Monday – Friday
9:00am - 5:00pm**

1-800-296-1467

Asistencia en Español
está disponible

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responsible for the content of
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CONSUMER LAW PROJECT FOR ELDERS

What is the Consumer Law Project for Elders (CLPE)?

The Consumer Law Project for Elders (CLPE) is a project of Connecticut Legal Services, Inc., a not-for-profit law firm. CLPE advocates (attorneys and paralegals) provide free legal assistance to seniors with consumer legal problems through a statewide telephone hotline.

Who can call the CLPE Hotline?

Anyone 60 years of age or older who has a consumer problem such as those described below (or someone calling on their behalf) can call the CLPE Hotline. Income and asset limits may apply.

What can I expect when I call the CLPE Hotline?

You will be asked to leave a message for a call back from CLPE intake staff. A staff person will call you back and ask for some basic information and a brief description of your problem. Then, you will be told when to expect a call from one of our advocates to discuss your problem.

Will I have to pay any fees to the CLPE?

No. All services provided by the CLPE are free of charge.

What are some examples of consumer problems?

- You have billing, debt or collection problems, including medical debt or credit card debt.
- Debt collectors are using abusive/harassing collection tactics or are threatening you.
- You are being billed for things you never bought.
- You are considering bankruptcy.
- You are a victim of financial exploitation, where someone has taken your money or property without your permission.
- You are a victim of identity theft, fraud or a scam.
- You have a contract dispute involving the purchase of goods or services.
- You have been sued by a debt collector.
- You have received a bank or wage execution.

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