

## Hearing Aid Dispenser Board Meeting Written Enforcement Report

This report covers the period from 1/1/2020 - present

- Total number of new complaints received: **2 cases**

Allegations include:

- False/misleading advertisement of staff credentials (Art. 37-A, GBL, §799.2 (i))
- Customer requested a full refund after purchased hearing aids were not fitted properly (Art. 37-A, GBL, §799.2 (l))

- Total number of closed complaints: **2 cases**

Allegations include:

- Customer purchased hearing aid from a dispenser who later closed business (Resolved)
- Customer requested a full refund after purchased hearing aids were not properly fitted (Withdrawn)

- Total number of current open complaints with investigation pending: **7 cases**

Allegations include

- False/misleading advertisement of medical services (Art. 37-A, GBL, §799.2 (i)) - **1 complaint**
- Dispenser providing services without license (Art. 37-A, GBL, §799.2 (a)) - **1 complaint**
- Customer requested refund after being dissatisfied with service/product (Art. 37-A, GBL, §799.2 (l)) - **4 complaints**
- Dispenser offers online hearing aids (Art. 37-A, GBL, §799.2 (s)) - **1 complaint**

- Total number of new complaints received over the past 12 months: **2 cases**
- Total number of complaints involving audiologists: **0 cases**
- Total number of complaints involving dispensers: **9 cases**
- Total number of complaints against online hearing aid vendors: **1 case**