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# Consumer Law Project

LawNY launched the Consumer Law Project on December 1, 2017. Our Consumer Hotline provides callers with basic information and pro se resources on different topics such as:

- credit reports,
- debt collection,
- scams,
- student loans,
- identity theft,
- vehicle repossession,
- lemon law issues, and more.

In addition to getting answers to pressing legal questions, LawNY advocates provide full representation to eligible callers in many consumer cases.

**The project covers all of LawNY's counties (Monroe, Ontario, Wayne, Seneca, Yates, Livingston, Tompkins, Tioga, Allegany, Steuben, Chemung, Schuyler, Cattaraugus, and Chautauqua).**

In order to reach our Hotline, [please first contact your local LawNY office](#). They will direct you to the Hotline messaging system, where you can leave a voicemail. An advocate from our Consumer Law Project will call you back within three business days to speak with you and give you information about your rights.

## Articles that may be of interest to you:

[Scams During COVID-19](#) (infographic)

[COVID-19 and Federal Student Loans](#) (infographic)

[COVID-19 and Private Student Loans in New York State](#) (infographic)

[COVID-19 and NYS Nursing Homes](#) (infographic)

Last updated on April 16, 2024.

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NEWS

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August 19, 2025

General Information for Filing an Article 7-D Petition

Para ver este artículo en español por favor visite aquí. (To view this article...

[Read More about General Information for Filing an Article 7-D Petition](#)

February 14, 2025

## Total and Permanent Disability Discharge for Federal Student Loans

LawNY®'s consumer unit discusses Total and Permanent Disability (TPD)...

[Read More about Total and Permanent Disability Discharge for Federal Student Loans](#)

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*PDF downloaded from <https://www.lawny.org/Consumer>*