

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

News & publications

The news about recent activities for needed peoples.

[More News](#)

6 Jun 2025

Donate to Our Jamestown Office on June 12th for Give Big CHQ!

Save the date — our Jamestown office will be participating in #GiveBigCHQ this...

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14 Feb 2025

Total and Permanent Disability Discharge for Federal Student Loans

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

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