



Nevada Attorney General's Office: Consumer Protection and Other Priorities

July 14, 2025

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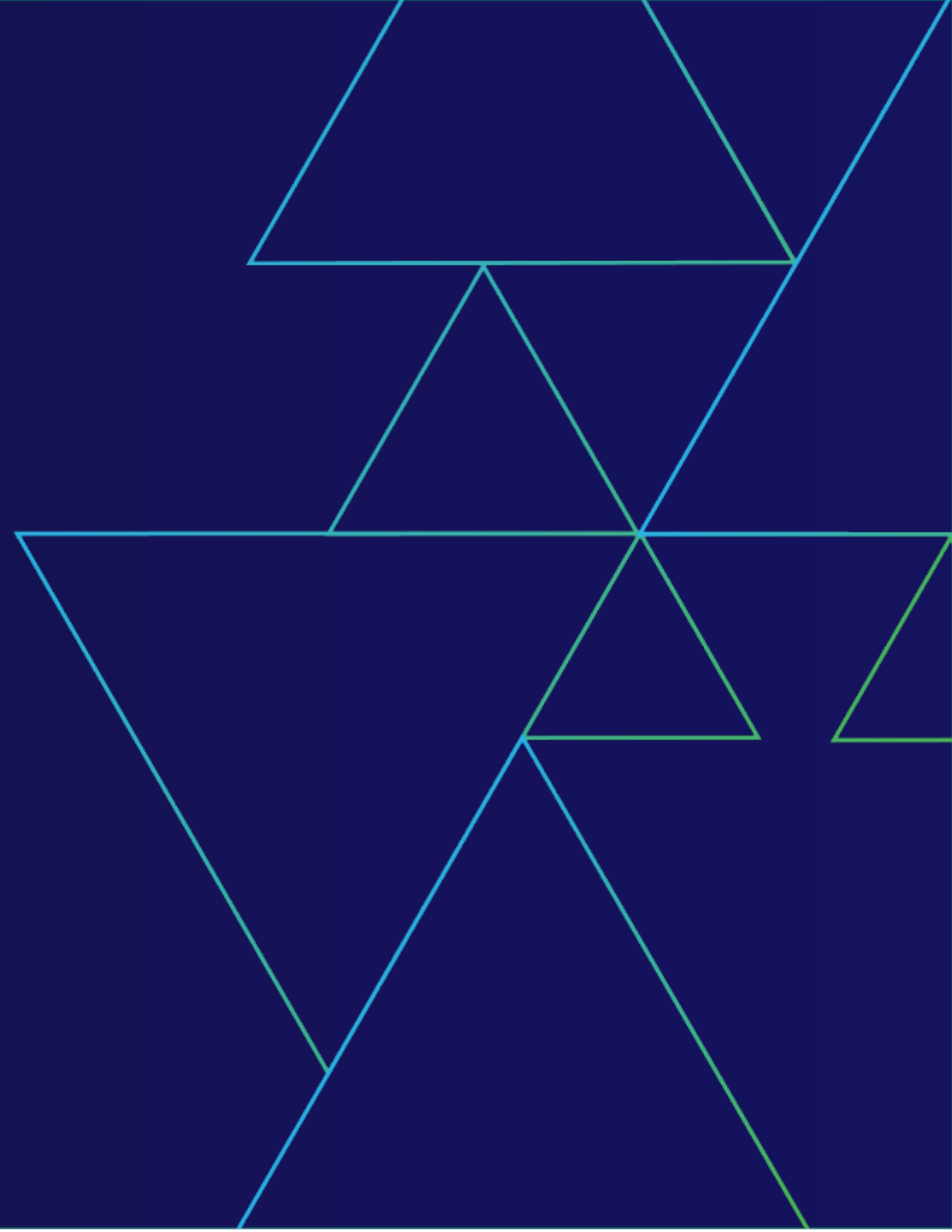
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Agenda

- General Ford's Five C's
- Consumer Protection Law Lightning Round
- Consumer Protection Hot Topics
- Suggested Best Practices for Businesses

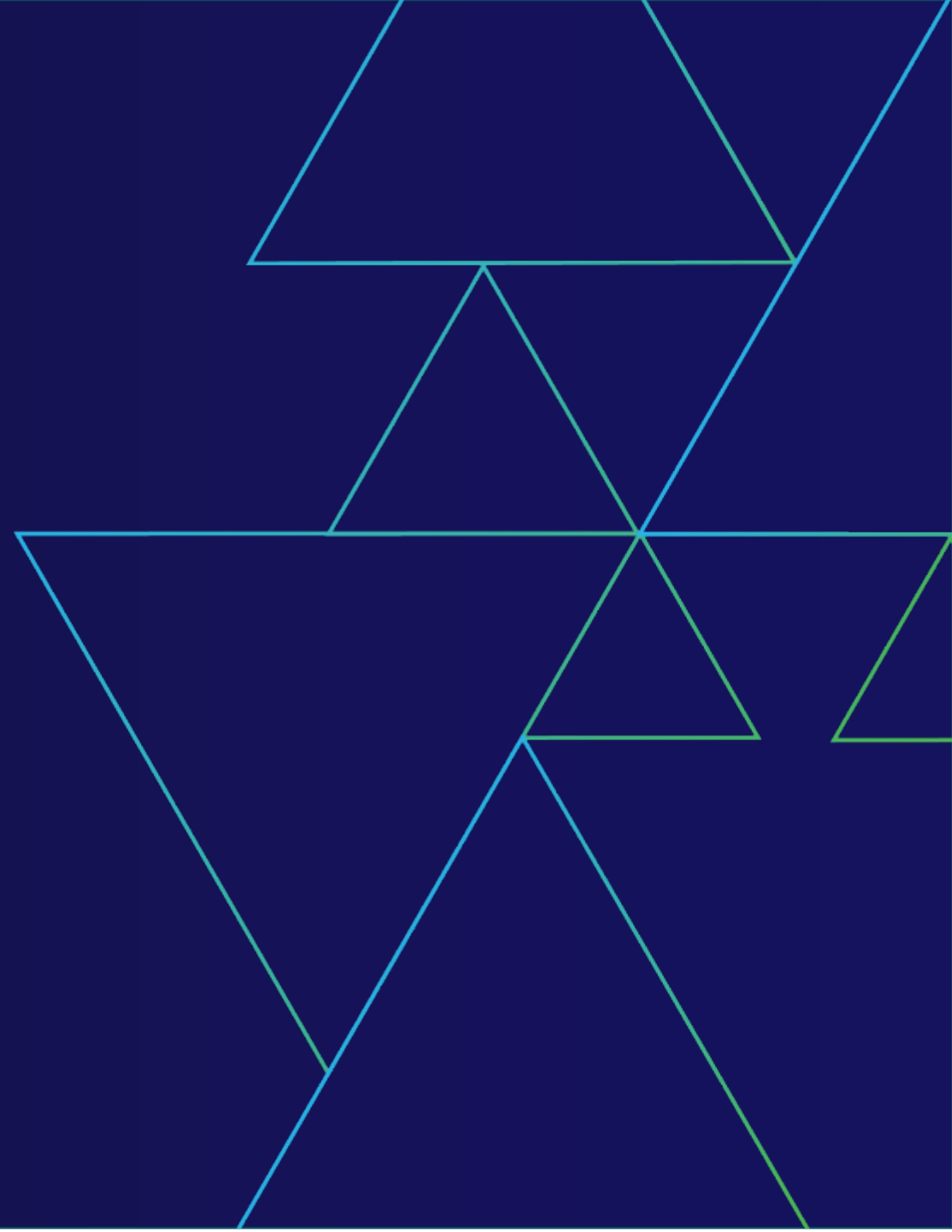
General Ford's Five C's



General Ford's Five C's

- **C**onstitutional Rights
- **C**riminal Justice Reform
- **C**lient Services
- **C**ommunity Engagement
- **C**onsumer Protection

Consumer Protection Lightning Round



Consumer Protection Lightning Round: Background & Policy

- How is the AG selected in your state?
- How is consumer protection organized in your office?
- How are consumer protection priorities set in your office?
- Do you participate in multistate consumer investigations?
- Do you receive consumer complaints?
- Do you perform any complaint resolution role?

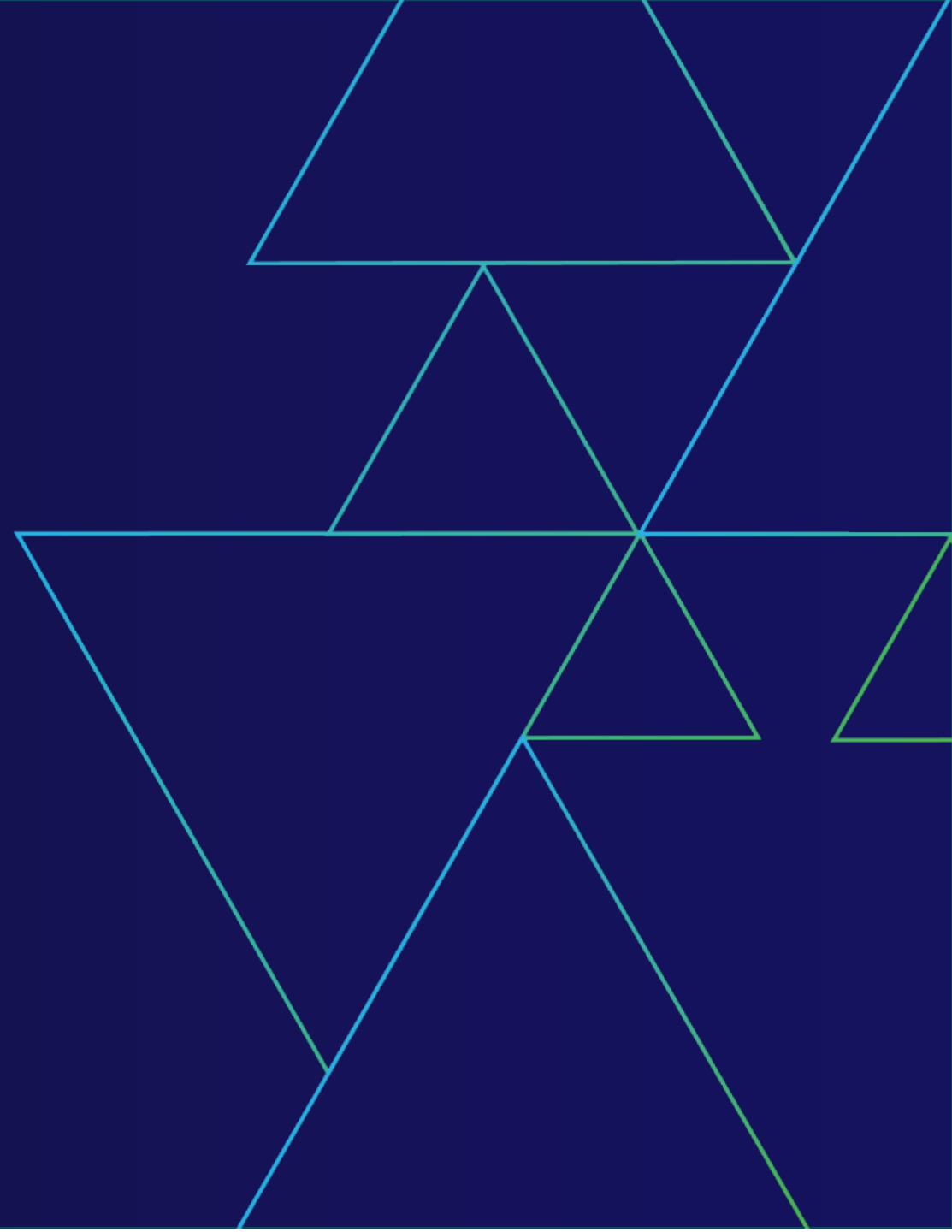
Consumer Protection Lightning Round: State-Specific UDAP Law

- What is your primary consumer protection statute?
- Are you able to conduct pre-suit investigations by statute?
- Can you request documents? Take statements? Depositions?
- Are CIDs confidential? Are answers confidential?
- Does your law allow a party to object or set aside? If so, in what timeframe?
- How can you enforce compliance?
- Do you have a statute of limitations? If so, what is it?
- Do you have to provide pre-suit notice? If so, what timeframe?

Consumer Protection Lightning Round: Remedies & Other Laws

- What types of settlements can you enter into?
- What is your civil penalty authority?
- Can you obtain restitution? Disgorgement?
- What is your parens patriae authority?
- Are there times you don't get injunctive relief? Penalties/payment?
- How are IR terms enforced? What if they are in an AOD or AVC?
- Do you have specific laws and remedies for auto-renewals?
- Do you have a privacy law?

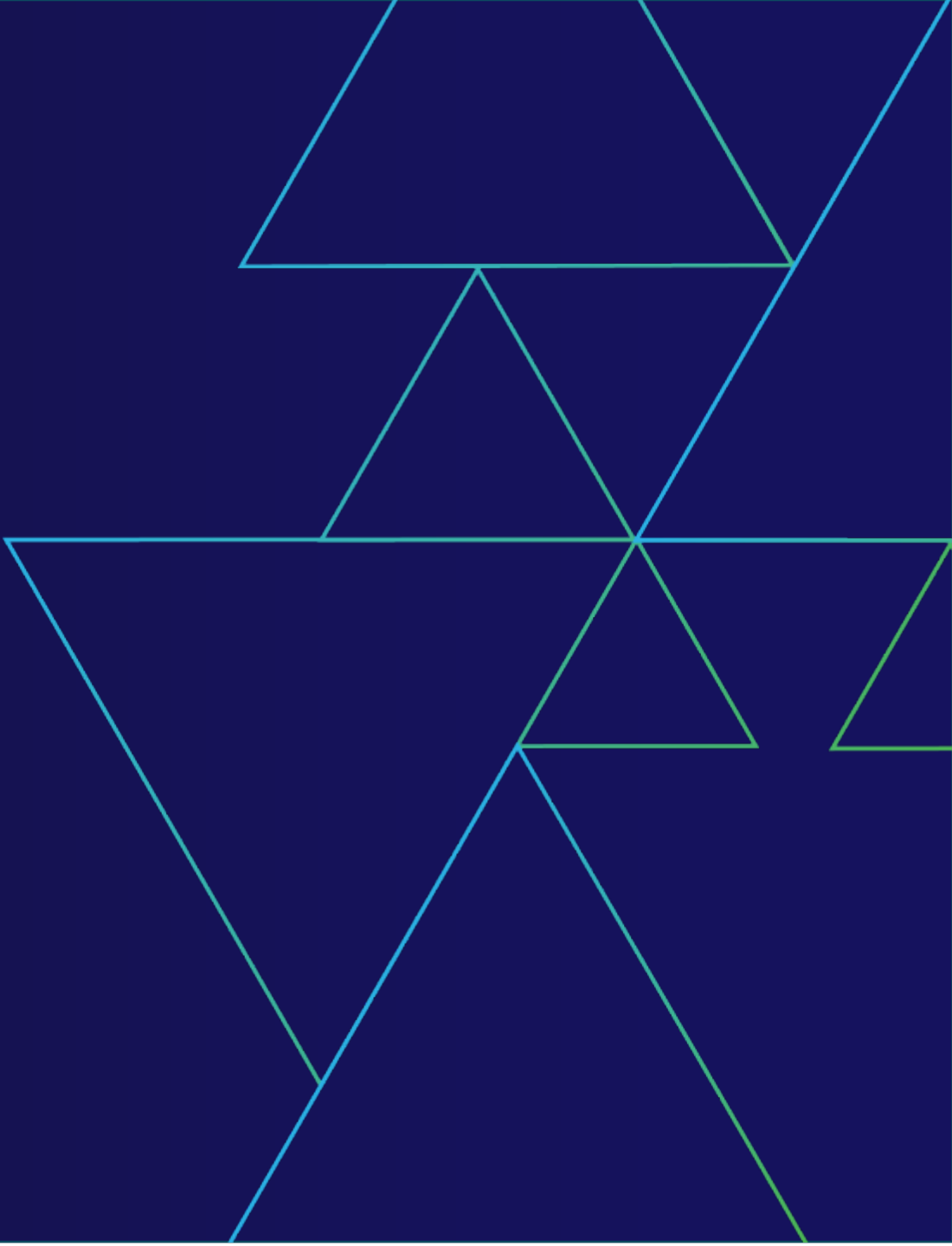
Consumer Protection Hot Topics



Consumer Protection: Hot Topics

- Opioids
- Social Media
- Residential Rooftop Solar
- Price Gouging
- Price Fixing

Suggested Best Practices for Businesses



Suggested Best Practices for Businesses

- When is outreach to the office a good idea?
- When is outreach to the office not recommended?
- Who in the office should be contacted?
- Is it ever appropriate to bypass an AAG and contact the front office or AG directly?
- Can legal advice be provided?
- What practices should be avoided?

Thank you



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