



LOS ANGELES COUNTY
**CONSUMER &
BUSINESS AFFAIRS**

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PRESS RELEASE

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DCBA PARTNERS WITH L.A. CITY ATTORNEY TO BRING MAID SERVICE OWNER TO TRIAL FOR IDENTITY THEFT

A joint investigation by the Los Angeles County Department of Consumer and Business Affairs (DCBA) and Los Angeles City Attorney Mike Feuer resulted in seven counts of identity theft being filed against Steve Yojin Yun doing business as West Coast Maids and California Maids.

In their complaints, customers reported retaining maid services through the company. After posting negative reviews on Yelp because they were dissatisfied with the service, consumers reported being contacted by "Steve," the office manager, who offered to refund dissatisfied customers if they removed their negative reviews. Customers allege that if they refused to take down their negative reviews, their credit card accounts were charged a second time. In addition, consumers stated that the office manager made threats including threatening to file negative reviews of the customers on the websites of their places of business.

"Consumers should not have their identities stolen because they expressed dissatisfaction with the service they received," said DCBA Director Brian J. Stiger. "DCBA is here to take complaints and fully investigate any instances of identity theft. I'm pleased that we were able to work with L.A. City Attorney Mike Feuer to begin to resolve this issue."

If you have had similar run-ins with this company, please contact DCBA investigator Esther Martinez at (213) 974-9770.

This case is a reminder to keep and regularly inspect your bank and credit card statements. When you make a purchase, pay with a credit card so you can dispute the charge if necessary. You can dispute a transaction in writing within 60 days of the date of the statement.

To learn more about protecting yourself from identity theft or to file a complaint, visit our website at dcba.lacounty.gov or call (800) 593-8222.



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