



Debbie Taylor <d76013@gmail.com>

# AGO Complaint

1 message

**crcmail@atg.wa.gov** <crcmail@atg.wa.gov>

Wed, Jun 6, 2018 at 11:47 AM

To:

Debbie,

Thank you for contacting the Consumer Protection Division of the Attorney General's Office. The consumer complaint you submitted through our online form was received on 6/6/2018. Your complaint is very important to us and we have assigned it to a consumer resource center specialist for review. You will be provided with a complaint number and the status of your complaint within 5 business days. During times when we experience peak complaint volumes, it may take up to 7 business days for us to contact you with your complaint number and status. Thank you for your patience during this time.

Please do not respond to this email address. The mailbox is not monitored. If you have questions, please contact our Consumer Resource Center at 1-800-551-4636.

Information Submitted:

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Debbie S Taylor

Arlington, TX

Contact Phone:

Alternate Phone:

Email:

Age Range: 59+

Are you an active duty service member, a military dependent, retired from active duty, or a veteran: No

If English is not your first language, what is your first language:

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Business Name: Big Fish Games, Inc  
333 Elliott Ave West Ste 200  
Seattle, WA 98119

Bus Phone: 206-213-5753

Email:

Website: <https://www.bigfishgames.com/daily/slots/jackpot-c>

Names and addresses of any other businesses involved in your complaint:

Transaction date:

Amount in dispute:

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Explanation of complaint:

FALSE ADVERTISING COMPLAINT -- I have been playing Big Fish Games online casino slots - Jackpot Magic Slots for approximately 2 years. In that time I have paid approximately \$2,000 or more to purchase fake coins to continue playing after constantly losing on the slots. Recently, a Federal Judge in your state ruled that these games constitute illegal online gambling (see that ruling attached,) and I totally concur with that ruling. Once players lose their free coins they are then forced to buy more fake coins to continue playing. The problem is - Big Fish Games is also guilty of FALSE ADVERTISING in my opinion. Each game introduction touts "Win Big...with 4 levels of Jackpots." See screen captures

attached. Jackpots are generally at 4 different levels - 1)Mini Jackpot - 2)Mega Jackpot - 3)Monster Jackpot - 4)Colossal Jackpot. However, I have noticed during my play that jackpots above the Mini are either not turned on or not truly accessible to all players at all times. That means that players are buying coins to play and continually spinning (and losing) while trying to attain one of these jackpots - when they are not even truly possible to attain. This is a big rip-off and I consider it to be blatant FALSE ADVERTISING! Big Fish does not play fair and the consumer is being taken advantage of in a big way.

Complaint as Public Record: Yes  
Disclosure Notices: Yes

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If you have any questions about the complaint submittal process, you may contact our Consumer Resource Center at 1-800-551-4636 between 10:00 a.m. and 3:00 p.m., Monday through Friday.

Sincerely,

Bob Ferguson and the AGO staff

Consumer protection issues constantly change, with new scams and threats emerging every week. To be automatically notified, please consider signing up for one or more of our newsletters (<http://eepurl.com/bd6bM5>) to keep up-to-date on the latest AGO news, opinions, consumer alerts, Ask the AG columns, and blog posts.

You can also follow us on the social networking sites Twitter (<http://www.twitter.com/agowa>), YouTube (<http://www.youtube.com/washingtonago>) and Facebook (<https://www.facebook.com/WAStateAttorneyGeneral>).