

Troutman Pepper Locke State Attorneys General Monitor – August 21, 2025

WRITTEN BY

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State attorneys general increasingly impact businesses in all industries. Our nationally recognized [state AG team](#) has been trusted by clients for more than 20 years to navigate their most complicated state AG investigations and enforcement actions.

State Attorneys General Monitor analyzes regulatory actions by state AGs and other state administrative agencies throughout the nation. Contributors to this newsletter and related [blog](#) include attorneys experienced in regulatory enforcement, litigation, and compliance. Also visit our [State Attorneys General Monitor microsite](#).

Contact our State AG Team at StateAG@troutman.com.

Troutman Pepper Locke Spotlight

UNDERSTANDING BBB RATINGS: STRATEGIC APPROACHES TO CONSUMER COMPLAINTS

By [Stephen C. Piepgrass](#), [Michael Yaghi](#), and [Daniel Waltz](#)

In this episode of *Regulatory Oversight*, Stephen Piepgrass, Michael Yaghi, and Dan Waltz conclude their two-part series on the Better Business Bureau (BBB). The group discusses strategies for managing and improving BBB ratings for businesses, while examining how consumer complaints impact potential regulatory actions. They emphasize the importance of addressing these consumer complaints promptly, highlighting the need for effective training and streamlining complaint handling processes within companies to prevent issues from being overlooked.

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New AG on the Block

CATHERINE HANAWAY APPOINTED AS MISSOURI AG

By [Troutman Pepper Locke State Attorneys General Team](#)

On Tuesday, Governor Mike Kehoe announced that Catherine Lucille Hanaway will become attorney general (AG) of Missouri on September 8. Her appointment follows the resignation of Andrew Bailey, who is stepping down to assume a federal role as co-deputy director of the Federal Bureau of Investigation (FBI).

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Multistate State AG News

UNDERSTANDING THE IMPACT OF HCA HEALTHCARE'S SETTLEMENT

By [Troutman Pepper Locke State Attorneys General Team](#) and [Jessica Birdsong](#)

What Happened

HCA Healthcare Inc., a major U.S. hospital operator with more than 180 hospitals across 20 states, announced a \$3.5 million settlement to address allegations of state consumer protection and labor law violations brought by the attorneys general (AG) of [California](#), [Colorado](#), and [Nevada](#). The allegations centered on HCA's enforcement of training repayment agreements (TRAs) with new nurses.

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Single State AG News

ARIZONA AG AND BBB LAUNCH EDUCATIONAL CAMPAIGN ON MODERN CONSUMER SCAMS

By [Troutman Pepper Locke State Attorneys General Team](#) and [Nick Gouverneur](#)

On June 18, Arizona Attorney General (AG) Kris Mayes, in partnership with the Better Business Bureau (BBB), announced a new consumer educational campaign aimed at teaching Arizona residents how to avoid falling victim to a variety of scams. The education campaign targets consumers lacking awareness of such scams, especially senior citizens. The series of video public service announcements (PSAs) aims to enable Arizona consumers to spot and avoid scams on their own. According to the FBI Internet Crime Complaint Center, Arizona residents lost approximately \$392 million due to consumer fraud in 2024. The AG's office received almost 22,000 consumer complaints, answered more than 28,000 phone calls, and reviewed more than 23,000 emails from consumers regarding potential fraud during this time.

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AG of the Week

DREW WRIGLEY, NORTH DAKOTA

Drew Wrigley was appointed as North Dakota's 30th AG in February 2022 by Governor Doug Burgum, following the passing of AG Wayne Stenehjem. A fourth-generation North Dakotan, Wrigley has deep family roots in Walsh County and Burke County, where the Wrigley Brothers Farm continues to operate. He graduated with honors in Economics and Philosophy from the University of North Dakota and earned his law degree from the American University, Washington College of Law.

Wrigley began his legal career as an assistant district attorney in Philadelphia before returning to North Dakota in 1998. In 2001, he was nominated and confirmed as North Dakota's 17th U.S. attorney. After stepping down in 2009, he served as vice-president for a national Medicare and Medicaid contractor in Fargo and later as North Dakota's 37th lieutenant governor from 2010 to 2016. He then transitioned to the private sector, advising a

regional health care, insurance, research, and philanthropic organization.

In 2019, Wrigley was again nominated and confirmed as North Dakota's 19th U.S. attorney, becoming the first North Dakotan to hold the position twice. He returned to the private sector in 2021, serving as general counsel for his family's contracting companies.

North Dakota AG in the News:

- Wrigley [announced](#) a new concealed weapon license (CWL) validation tool designed to streamline the verification process of a purchaser's CWL.
- Wrigley [shared](#) information on how the North Dakota Lottery funds the Multijurisdictional Drug Task Force Grant Fund, supporting the operational needs of 11 drug task forces across the state.

Upcoming AG Events

- August: AGA | Chair's Initiative | Alaska
- September: RAGA | Fall National Meeting | Miami, FL
- September: DAGA | Denver Policy Conference | Denver, CO

For more on upcoming AG Events, [click here](#).

Troutman Pepper Locke's State Attorneys General team combines legal acumen and government experience to develop comprehensive, thoughtful strategies for clients. Our attorneys handle individual and multistate AG investigations, proactive counseling and litigation, and manage ancillary regulatory issues. Our successful approach has been recognized by *Chambers USA*, which ranked our practice as a leader in the industry.

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