

Angie Burley

Consumer Regulatory Specialist

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OVERVIEW

Angie manages government and consumer regulatory matters within the highly complex consumer regulatory environment. She closely supports attorneys in the Regulatory Investigations, Strategy and Enforcement (RISE) Practice Group, which focuses on negotiating resolutions and litigating multistate regulatory, consumer protection, and related regulatory matters. This includes matters involving advertising, marketing, privacy, and other regulatory issues — both traditional and e-commerce.

For more than 15 years, Angie has represented clients before state and federal agencies and departments, including the Federal Trade Commission (FTC), Consumer Fraud Prevention Bureau (CFPB), and all 50 state attorneys general. She also regularly attends the various meetings of the attorneys general including NAAG, RAGA, DAGA, and CWAG/AGA.

REPRESENTATIVE MATTERS

- Assisted the team in representing an automotive manufacturer in a settlement of a multistate matter involving more than 40 states. In working with co-counsel, we resolved issues related to advertising claims regarding the safety of the client's vehicles.
- Supported the team in advising an online retailer in an investigation involving more than 45 states regarding the client's monthly auto-pay program and clarity of disclosures related to the program.
- Provided assistance to a broadcast satellite service provider in a two-year, nationwide consumer protection investigation brought against the client and other satellite TV providers. While 50 states agreed to the initial settlement, the state of Washington held out, alleging that the client had violated the state's consumer protection statute in connection with its advertising and related practices. Through aggressive litigation, the case was settled on virtually identical terms as the multistate settlement.
- Assisted the team in representing multiple clients in the successful settlement of a multistate regulatory inquiry launched by 47 states and the District of Columbia. These clients run discount clubs and membership programs offering a variety of services such as credit monitoring, roadside assistance, and discounted travel. The complaints against the company alleged that consumers were misled into signing up and paying for its services.
- Assisted the team in representing an American broadcasting company in connection with a consumer protection matter by 47 states related to advertising, auto-renew subscriptions, and similar customer service issues.
- Supported the team in representing a for-profit education services company in connection with a settlement with

the Iowa attorney general regarding marketing and financing of the company's higher education programs.

- Assisted the team in representing a national mobility company in connection with a multistate investigation into advertising related to unlimited data, bundled sales, and buy-one-get-one free offers.
- Worked on several multistate settlement consumer restitution programs by assisting claims administrators under settlements with processing consumer claims for eligibility, and payments if necessary.

TOP AREAS OF FOCUS

- Consumer Products
- Marketing + Advertising
- Regulatory Investigations, Strategy + Enforcement