



The Military and Veterans Assistance Program (“MVAP”) is an initiative within the Florida Office of the Attorney General’s Consumer Protection Division, which seeks to serve the unique needs of Florida’s military servicemembers, reservists, and veterans. The program was developed to address several concerns that were identified while speaking to military members and veterans across the state.

The MVAP was officially launched on May 17, 2017, at the Veterans Memorial Park and Museum in Tampa, Florida.

I. About the MVAP:

- **Outreach and Education:** We will partner with military and veteran leadership statewide to provide education and information regarding emerging scams targeting servicemembers, reservists, and veterans and ways in which our program can assist this community.
- **Complaint Resolution:** A dedicated team will work to address individual complaints by facilitating contact between the complaining servicemember, reservist, or veteran and the related business. Military servicemembers, reservists, dependents, base representatives, veterans, veteran services representatives, and state or federal agencies can file a complaint at www.myfloridalegal.com/MVAP (click on the red button to file a complaint and follow the prompts to submit via email).
- **Enforcement:** The MVAP team will monitor trends in complaints received and pursue consumer protection enforcement actions where appropriate.
- **Outside Referral:** For matters not within our consumer protection enforcement jurisdiction, our team will connect eligible servicemembers, reservists, and veterans with legal aid offices or other agencies if needed and as appropriate.
- **Improved Communication:** The MVAP team will work to encourage open communication between local, state, and federal partners to help ensure complaints are being handled by the correct organization and new and relevant information is shared.

II. How to Contact Us and Website:

- **MVAP Website:** www.myfloridalegal.com/MVAP
- **Email:** MVAP@myfloridalegal.com
- The Florida Attorney General’s Military Consumer Protection Resource Guide is also available on our website.