



State of Wisconsin  
Governor Tony Evers

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**Department of Agriculture, Trade and Consumer Protection**

**DATE:** March 3, 2022

**TO:** Board of Agriculture, Trade and Consumer Protection

**FROM:** Randy Romanski, Secretary-Designee  
Lara Sutherlin, Administrator, Division of Trade and Consumer Protection

**SUBJECT: 2021: TCP Year in Review**

**TO BE PRESENTED BY:** Lara Sutherlin, Administrator, Division of Trade and Consumer Protection

**REQUESTED ACTION:**

No action required. For information only.

**BACKGROUND:**

In 2021, DATCP was able to reach beneficial resolutions to many of its 2020 complaints resulting in several settlements with restitution going back to distressed consumers including:

- Reaching a settlement with Voyageurs International, Ltd. and returning \$636,500 to 335 Wisconsin consumers for payments made for the company's 2020 European tour.
- Collaborating in a multistate agreement to settle with Brown Paper Tickets, requiring the company to make owed payments to event organizers and refunds to ticket buyers.
- Working with the Wisconsin Department of Justice (DOJ) to reach a settlement with StubHub to issue refunds to more than 8,663 Wisconsin event-goers whose events were canceled.

The Division also enhanced its outreach efforts for 2021 and will update the Board on its outreach and engagement plan.

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