

Phil Weiser

COLORADO ATTORNEY GENERAL

**FILE A COMPLAINT**

Attorney General Phil Weiser announces Pfizer will refund more than \$100K to Colorado consumers after failing to honor coupons

May 20, 2022 (DENVER) – Attorney General Phil Weiser today announced Pfizer will refund \$107,174.82 to approximately 1,500 Colorado consumers after it failed to honor coupons for three medications. Colorado collaborated with Vermont, Arizona, and Kansas to reach [this settlement](#).

From at least 2014-2018, Pfizer offered copayment coupons to assist patients with some of their out-of-pocket costs for Estring®, which treats moderate to severe symptoms related to menopause; Quillivant, which treats attention deficit hyperactivity disorder; and FlectoOr Patch®, a prescription NSAID patch that treats acute pain due to minor strains, sprains, and bruises.

Many of the coupons stated consumers would “pay no more than” a certain amount. An investigation by the Colorado Department of Law’s Consumer Protection Section found that, during that time, hundreds of patients paid more than the “pay no more than” amount listed on the coupons.

Although the coupons Pfizer provided included small-print terms and conditions that listed a cap on potential savings and noting that out-of-pocket expenses could exceed the “pay no more than” amount listed on the face of the coupon, those terms were not listed clearly, thereby violating the Colorado Consumer Protection Act.

“Many Coloradans use coupons from drugmakers to access and pay for high-cost medications. The Colorado Consumer Protection Act protects consumers from misleading practices, like those of drug companies issuing these coupons but not following through on their promises,” Weiser said. “We will continue to prioritize fair treatment for Colorado consumers and hold companies like Pfizer accountable for not living up to their promises or hiding critical terms in hard-to-read fine print.”

The company gave consumers the coupons either via their healthcare provider as a plastic card or a printable internet-provided coupon. In the settlement, the company agreed to pay restitution to impacted consumers who used these coupons and paid more than the amount listed on the coupon. Pfizer will also pay \$30,000 to the Attorney General’s Office to reimburse the state’s costs and attorneys’ fees and for future consumer fraud, consumer credit or antitrust enforcement, consumer education, or public welfare purposes.

The more than \$100,000 will be distributed to Colorado consumers in a mailed check within the next four months along with a letter explaining the settlement. Neither the Attorney General’s Office nor Pfizer will ask consumers for their personal information or bank account details.

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Media Contact

Lawrence Pacheco

Director of Communications

(720) 508-6553

Lawrence.pacheco@coag.gov

Most Recent



Attorney General Phil Weiser gives Coloradans instructions on how to access payment from \$700 million Google Play Store settlement

Dec. 9, 2025 (DENVER) – Attorney General Phil Weiser today shared information and instructions on how consumers can receive funds from a \$700 million settlement with Google resolving a lawsuit regarding the company’s monopoly tactics with Google Play Store. The court granted [...]



Safe2Tell reports lead to timely interventions as more than 3,000 concerns are submitted in November

Dec. 9, 2025 (DENVER) — Early reporting through Safe2Tell prompted swift intervention in several serious situations last month, demonstrating how students and community members continue to use the program to protect one another and prevent harm. Among the 3,038 reports [...]



Attorney General Phil Weiser urges Congress to reject unlawful restrictions on reproductive health care in ACA plans

Dec. 8, 2025 (DENVER) — Attorney General Phil Weiser today joined a coalition of 21 states in sending a letter to congressional leadership urging them to reject attempts to derail negotiations around extension of the Enhanced Premium Tax Credits that [...]

Office of the Attorney General
Colorado Department of Law
Ralph L. Carr Judicial Building
1300 Broadway, 10th Floor
Denver, CO 80203
(720) 508-6000

Contact the Office of the Attorney General

CONTACT

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