



Karen Straughn is an Assistant Attorney General and Director of the Mediation Unit for the Consumer Protection Division, which mediates disputes between consumers and businesses. The mediation Unit is made up of four full time offices, located in Baltimore, Prince George's, Hagerstown and Salisbury, and three part-time offices in Frederick, Cumberland and Hughesville. Under Ms. Straughn's direction, the mediation unit handles approximately 10,000 complaints each year, and has a 60% success rate. She has held this position for over 10 years.

Prior to coming to the Consumer Protection Division in 2008, Ms. Straughn served 3 years as the Director of Consumer Complaints, Property & Casualty Unit, for the Maryland Insurance Administration, after working as a private attorney in the insurance defense field. She received her law degree in 1998 at the University of Baltimore Law School, and her undergraduate degree from Towson University.