

**From:** [AGO - CAP](#)  
**To:** [melanie.hicken@cnn.com](mailto:melanie.hicken@cnn.com)  
**Subject:** Public Record Request 2024-07046  
**Date:** Friday, July 26, 2024 4:41:50 PM  
**Attachments:** [2024-07-25 Response to Hicken w Spreadsheet and related docs 2024-07046.pdf](#)  
[CAP spreadsheet to Hicken 07.25.2024 Redacted BatesNumbered 2024-07046.pdf](#)  
[2024-07-23 Hicken PRA request.pdf](#)

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Dear Melanie Hicken,

Please see attached in response to your Public Records Act request.

Thank you,

Crystal Baldwin  
Consumer Assistance Program  
Office of the Attorney General  
Mailing Address:  
109 State Street  
Montpelier, VT 05609-1001

Hotline: 800-649-2424  
Website: [ago.vermont.gov/cap](http://ago.vermont.gov/cap)



STATE OF VERMONT  
OFFICE OF THE ATTORNEY GENERAL  
109 STATE STREET  
MONTPELIER, VT  
05609-1001

July 26, 2024

**Via email to** [melanie.hicken@cnn.com](mailto:melanie.hicken@cnn.com)

Melanie Hicken  
CNN Los Angeles  
4000 Warner Blvd. Building 750, Floor #9  
Burbank, CA 91522

Re: Public Records Request 2024-07046

Dear Melanie Hicken,

I write in response to your Public Records Act request dated July 23, 2024, for records of consumer complaints concerning “WinRed and ActBlue from 1/1/2020 to present,” a copy of which is attached for your convenience.

A spreadsheet highlighting the file pertaining to your request and its related documents are attached (Attachment “CAP spreadsheet to Hicken 7.25.2024\_Redacted\_BatesNumbered 2024-07046.pdf”, CAP000001-000003).

Personal information has been redacted pursuant to 1 V.S.A. § 317(c)(7).

To the extent you feel information has been withheld in error, you may appeal to the Deputy Attorney General, Robert McDougall. Such appeal should be in writing:

Robert McDougall  
Deputy Attorney General  
Office of the Attorney General  
109 State Street  
Montpelier, VT 05609-1001

Thank you for contacting the Vermont Attorney General's Office.

Sincerely,

Crystal Baldwin  
Consumer Assistance Program  
Office of the Attorney General  
State of Vermont

Matter Name	Received Date	Matter Summary	Claimed Losses	Process Code
<p>Scam with Loss (identity theft - unauthorized charges, cred card - American Express charges notate "ActBlue")</p>	<p>8/13/2020</p>	<p>scam with loss. unauthorized charges on American Express credit card titled "ActBlue".</p> <p>consumer reports a cyber criminal is using credit card. Loss: \$2000</p> <p>A cyber criminal using the name of Stanley Wright has hacked my credit cards and is using the cover name for ActBlue to steal from my accounts. ActBlue has not been very helpful in resolving this. Credit cards are blocked to ActBlue now, but he keeps trying and will eventually find a way.</p>	<p>\$2,000.00</p>	<p>SWL – Scam with loss</p>



Delta SkyMiles® Gold Card

p. 3/13

Account Ending [REDACTED]



Customer Care & Billing Inquiries  
International Collect  
Large Print & Braille Statements  
Cash Advance at ATMs Inquiries

1-800-430-1000  
1-336-393-1111  
1-800-430-1000  
1-800-CASH-NOW

Hearing Impaired  
TTY: 1-800-221-9950  
FAX: 1-623-707-4442  
In NY: 1-800-522-1897

SkyMiles Account Balance and  
Award Redemption

1-800-325-3999  
delta.com/skymiles



Website: americanexpress.com

Customer Care  
& Billing Inquiries  
P.O. BOX 981535  
EL PASO, TX  
79998-1535

Payments  
P.O. BOX 1270  
NEWARK NJ 07101-  
1270

Payments and Credits

Summary

	Total
Payments	[REDACTED]
Credits	[REDACTED]
<b>Total Payments and Credits</b>	[REDACTED]

Detail

\*Indicates posting date

Payments	Amount
07/17/20* PAYMENT RECEIVED ACH - THANK YOU	[REDACTED]
Credits	Amount
09/23/19 PAYPAL *ACTBLUE 6175177600 MA	-\$50.00
01/29/20 ACTBLUE*DONATETODEMACTBLUECC.COM MA	-\$5.00
01/31/20 ACTBLUE*ALEXANDRIA.ACTBLUECC.COM MA	-\$15.00
01/31/20 ACTBLUE*BERNIE.2020ACTBLUECC.COM MA	-\$10.00
01/31/20 ACTBLUE*DONATETODEMACTBLUECC.COM MA	-\$10.00
01/31/20 ACTBLUE*P.TURNOUT ACTBLUECC.COM MA	-\$10.00
01/31/20 ACTBLUE*BERNIE.2020ACTBLUECC.COM MA	-\$5.00
01/31/20 ACTBLUE*JUSTICE.DEMACTBLUECC.COM MA	-\$8.75
01/31/20 ACTBLUE*BERNIE.2020ACTBLUECC.COM MA	-\$10.00
01/31/20 ACTBLUE*BERNIE.2020ACTBLUECC.COM MA	-\$5.00
01/31/20 ACTBLUE*BERNIE.2020ACTBLUECC.COM MA	-\$12.00
01/31/20 ACTBLUE*BERNIE.2020ACTBLUECC.COM MA	-\$12.00
01/31/20 ACTBLUE*BERNIE.2020ACTBLUECC.COM MA	-\$10.00
01/31/20 ACTBLUE*TECHNICALSEACTBLUECC.COM MA	-\$7.00
02/01/20 ACTBLUE*DONATETODEMACTBLUECC.COM MA	-\$25.00
02/01/20 ACTBLUE*BERNIE.2020ACTBLUECC.COM MA	-\$18.00
02/01/20 ACTBLUE*JUSTICE.DEMACTBLUECC.COM MA	-\$3.00
02/02/20 ACTBLUE*BERNIE.2020ACTBLUECC.COM MA	-\$12.00
02/03/20 ACTBLUE*OUR.REVOLUTACTBLUECC.COM MA	-\$5.00
02/03/20 ACTBLUE*BERNIE.2020ACTBLUECC.COM MA	-\$2.70
02/03/20 ACTBLUE*BERNIE.2020ACTBLUECC.COM MA	-\$27.00
02/03/20 ACTBLUE*BERNIE.2020ACTBLUECC.COM MA	-\$12.00
02/03/20 ACTBLUE*BERNIE.2020ACTBLUECC.COM MA	-\$12.00
02/03/20 ACTBLUE*BERNIE.2020ACTBLUECC.COM MA	-\$2.70
02/03/20 ACTBLUE*BERNIE.2020ACTBLUECC.COM MA	-\$2.70
02/03/20 ACTBLUE*BERNIE.2020ACTBLUECC.COM MA	-\$2.70

Continued on reverse



American Express  
1500 NW 136<sup>th</sup> Avenue  
MC FL 05-03-17  
Sunrise, FL 33323

September 29, 2020

[REDACTED]

Attorney General Ref: 2020-08205

Ref: [REDACTED]

Account Ending in [REDACTED]

Dear [REDACTED]

We're writing in response to your recent correspondence to the Office of the Vermont Attorney General. We credited [REDACTED] account \$702.45 on July 21, 2020.

American Express understands how frustrating it can be to see unexpected charges on your account and we work hard to protect you from fraud. Due to the fraudulent activity on your account, we invalidated the account on July 21, 2020 and replaced your card on July 30, 2020 assigning a new account number. We also issued credits totaling \$702.45 for the identified charges from the merchant ACTBLUE, which appeared on your August 2020 statement. The credit adjustments reflect all fraudulent charges billed to your account. Additionally, a merchant block was added to the account for the merchant ACTBLUE on July 23, 2020.

If you identify additional charges, you will need to contact us directly to initiate a new fraud dispute by calling the number on the back of your card and asking for the Fraud Department. You can learn more about how to protect yourself from identity theft and what to do if you think you might be a victim by visiting [americanexpress.com](https://americanexpress.com) and following the Security Center link at the bottom of the page.

I hope this letter has answered your questions and addressed your concerns.

Sincerely,

*J. Bravo*

Customer Advocate Services Team  
American Express

cc: Crystal Baldwin, Office of the Vermont Attorney General, 109 State Street, Montpelier, VT 05609-1001