

From: Curtis, Christopher
Sent: Monday, August 19, 2024 4:24 PM
To: deyermann@wral.com
Subject: Response to Your Public Records Request

Dear Delaney Eyermann,

Attached please find a response to your recent public records request. Please let me know if you have any difficulty opening the attachments.

Best, Christopher

Christopher J. Curtis, Assistant Attorney General
Director, Consumer Assistance Program
Office of the Attorney General
State of Vermont
109 State Street
Montpelier, VT 05609
802-279-5496

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

August 19, 2024

Delaney Eyermann,
WRAL
2619 Western Blvd.
Raleigh, NC 27606

Dear Delaney Eyermann,

Thank you for your public records request received August 15, 2024. You requested “all of the complaints you’ve received about Regus, a company that rents office space.”

We have one record responsive to your request. Please find it attached to the email also containing this letter.

The response to your request took less than 30 minutes to complete, as a result there is no charge for providing the responsive record to you.

If you believe this response is in error, you may appeal this determination to:

Deputy Attorney General Rob McDougall
109 State Street
Montpelier, VT 05609-00109

Thank you for your time and consideration.

Regards,

/s/ Christopher J. Curtis
Christopher J. Curtis
Assistant Attorney General
Director, Consumer Assistance Program

Encl.

Submitted on Tue, 10/03/2023 - 22:56

Submitted by: Anonymous

Submitted values are:

Your Contact Information

First Name

Tyler

Last Name

sweisford

Email

[REDACTED]

Daytime Phone

[REDACTED]

Daytime Phone Type

Mobile

Personal Information

Address

[REDACTED]

City

South Barre

State

Vermont

Zip Code

05670

Your Age

[REDACTED]

Complaint Information

Is your complaint about:

Not receiving a refund from a service business

Business Name or Person's First Name

Regus Property Management

Business Address

15305 Dallas Pkwy Fl 12

Business City

Addison

Business State

Texas

Business Zip Code

75001

Please Describe Your Complaint

On September 18, 2023, I was traveling through Bozeman, MT and needed office space to work. I did a Google search and found Regus Property Management. I noticed they were also opened 24 hours. Being someone from the east coast and needing to work with east coast time, this flexibility was appealing to me. I called the office and was connected to a [REDACTED]. I inquired about booking a desk and he said it would cost around \$7.00 for the day but I needed to be a member first. I explained that I only needed the space for one day and he advised me to just enroll and cancel the day after I was done using the space. Knowing this, I downloaded the Regus app and enrolled for membership. They charged me \$55.60 which threw me off but they also allowed me to book a desk from 7:00 AM. The next day, I drove downtown to the Regus office but they were closed. Frustrated, I tried calling a help number but it was closed (I tried this number for several days and at various times but it would not connect me to anyone). I called [REDACTED] at the location frustrated and asked to cancel my membership and refund my money. I also logged onto the app to cancel my membership which the app gave me a confirmation on the screen. He advised that he couldn't do that and that I would need to submit a helpdesk ticket from the app so I did. When I received a response, the rep did very little to resolve my concern. Additionally, they said my membership was never cancelled even though it was. I just want Regus to refund what they owe me because I never used any of their services and engaged into an agreement with misleading information.

Amount of Loss

194.60

Incident Date

2023-09-18

How would you like this matter to be resolved?

A full refund of \$194.60 to my credit card.