

From: AGO - CAP <AGO.CAP@vermont.gov>

Sent: Monday, August 26, 2024 3:51 PM

To: [REDACTED]

Subject: RE: Webform submission from: Public Records Request Form 2024-08210

Dear Florin Negru,

Thank you for your inquiry to the Consumer Assistance Program of the Vermont Attorney General's Office. I attempted to call the number provided twice today to get clarification on your request, however the call would not go through (the phone rings, but the receiver is quiet). Depending on the information or files you seek, there may be a cost associated with the search for records, so it is important that I clarify the level of detail you require so that I may provide a cost estimate, if needed. Please clarify:

-Is there a date range to your request?

-Do you seek only the number of complaints?

-Do you seek only the intake entry associated with the complaints (likely can be produced by spreadsheet with little cost)?

-Do you seek the files related to all complaints (the search and production will likely generate a fee).

Please note there is no charge for the first half hour of accumulated time.

If you prefer to have a conversation about your request, please let me know if there is a better time or phone number to call.

Sincerely,

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