
From: Clare MacNeil [<mailto:claremacneil482@gmail.com>]

Sent: Wednesday, December 27, 2017 1:12 PM

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

Subject: Inquiry

Having spoken with someone in the Consumer Assistance office at phone 802-656-3183, I understand there were problems reported in connection with two businesses that have offered to give us free estimates for "restoration services" in our home. One of the businesses was the only referral made by our insurance representative who was recently assigned to our account. I inquired with the office of financial regulation for the State of Vermont and that insurance representative's record is clear.

I would like to know the details of the complaints on record at your office for the following businesses

Puroclean complaint made in 2017

G.W. Savage complaint made in 2016.

Thank you.