

**From:** Braz, Madison  
**Sent:** Tuesday, July 16, 2019 3:37 PM  
**To:** 'gpazdan@vtlegalaid.org' <[gpazdan@vtlegalaid.org](mailto:gpazdan@vtlegalaid.org)>  
**Subject:**

Dear Ms. Pazdan,

Thank you for contacting the Attorney General's Office. Please see the attached letter in response to your public records request.

Sincerely,

Madison Braz  
Consumer Assistance Program

State of Vermont  
Office of the Attorney General  
Consumer Assistance Program  
109 State Street  
Montpelier, VT 05609-1001

Website: [consumer.vermont.gov](http://consumer.vermont.gov)  
Email: [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov)  
Phone: (800) 649-2424 (toll free from VT phone)

**THOMAS J. DONOVAN, JR.**  
ATTORNEY GENERAL

**JOSHUA R. DIAMOND**  
DEPUTY ATTORNEY GENERAL

**SARAH E. B. LONDON**  
CHIEF ASST. ATTORNEY  
GENERAL



**ADDRESS REPLY TO:**  
**CONSUMER ASSISTANCE PROGRAM**  
109 State Street  
Montpelier, Vt 05609  
website: [ago.vermont.gov/cap](http://ago.vermont.gov/cap)  
e-mail: [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov)

**STATE OF VERMONT**  
**OFFICE OF THE ATTORNEY GENERAL**  
**PUBLIC PROTECTION DIVISION**  
TEL: 1-800-649-2424  
FAX: (802) 304-1014

July 16, 2019

*Via U.S. mail and email to [gpazdan@vtlegalaid.org](mailto:gpazdan@vtlegalaid.org)*

Grace Pazdan  
Vermont Legal Aid, Inc.  
56 College Street  
Montpelier, Vermont 05602

Re: Public Records Request

Dear Ms. Pazdan:

I write in response to your Public Records Act request dated July 15, 2019.

Regarding your original request for "certified" copies of each complaint against Berlin City Kia, the Consumer Assistance Program does not have a process for certifying copies of complaints. We usually provide responsive documents in PDF format via e-mail.

We found roughly 25 responsive documents among 11 matters. We estimate that review and redactions of these documents will take about 125 minutes. Note that there is no charge for the first 30 minutes. Therefore, we estimate that at 95 minutes, billed at the lowest possible rate under the Secretary of State's fee schedule (\$.33 a minute), the cost of your Public Records Act request is an estimated \$31.35.

We ask that you confirm your willingness to pay the above estimated cost of \$31.35 before we proceed further with processing your request.

Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Braz", with a long, sweeping underline.

Madison Braz  
Consumer Assistance Program  
Office of the Vermont Attorney General

**From:** Grace Pazdan [<mailto:GPazdan@vtlegalaid.org>]  
**Sent:** Tuesday, July 16, 2019 3:40 PM  
**To:** Braz, Madison <[Madison.Braz@partner.vermont.gov](mailto:Madison.Braz@partner.vermont.gov)>  
**Subject:** RE:

Hi Madison:

I can confirm that Vermont Legal Aid will pay the \$31.35 public record fee. I would greatly appreciate an estimated timeframe for fulfilling the request.

Thanks in advance,  
Grace

Grace B. Pazdan  
Staff Attorney  
Vermont Legal Aid, Inc.  
56 College Street  
Montpelier, VT 05602  
Phone: 802-839-1331  
Fax: 802-223-7281

**PLEASE NOTE:** The Montpelier office of Vermont Legal Aid has moved and our mailing address has changed to 56 College Street as indicated in my signature. Our phone numbers and emails will stay the same.

#### CONFIDENTIALITY NOTICE

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