

From: [Clark, Charity](#)
To: [Mishaan, Jessica](#)
Subject: FW: Complaint #'s against banks and credit unions
Date: Friday, January 24, 2020 9:09:46 AM

From: Marilyn Miller <mmiller@vermontada.org>
Sent: Tuesday, January 21, 2020 11:51 AM
To: Clark, Charity <Charity.Clark@vermont.gov>
Subject: RE: Complaint #'s against banks and credit unions

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Will appreciate whatever you can do. Thanks.

From: Clark, Charity <Charity.Clark@vermont.gov>
Sent: Tuesday, January 21, 2020 11:50 AM
To: Marilyn Miller <mmiller@vermontada.org>
Subject: RE: Complaint #'s against banks and credit unions

We might be able to have them tomorrow, but we are backlogged at CAP, so more time would be better, if possible.
Charity

From: Marilyn Miller <mmiller@vermontada.org>
Sent: Tuesday, January 21, 2020 11:48 AM
To: Clark, Charity <Charity.Clark@vermont.gov>
Subject: RE: Complaint #'s against banks and credit unions

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Hi Charity,
Sorry to bug you with, but do you have any idea how long it will take to get a summary chart of the complaints? We're working on a bill and getting pressure to make a deal.

From: Clark, Charity <Charity.Clark@vermont.gov>
Sent: Tuesday, January 21, 2020 9:31 AM
To: Marilyn Miller <mmiller@vermontada.org>
Cc: Jensen, Lisa <Lisa.Jensen@vermont.gov>
Subject: RE: Complaint #'s against banks and credit unions

Marilyn,

Are you looking for the actual complaints? Or a summarizing chart of the complaints?

Thanks,
Charity

From: Marilyn Miller <mmiller@vermontada.org>
Sent: Tuesday, January 21, 2020 9:25 AM
To: Clark, Charity <Charity.Clark@vermont.gov>
Cc: Jensen, Lisa <Lisa.Jensen@vermont.gov>
Subject: Re: Complaint #'s against banks and credit unions

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Would like all the complaints against banks and credit unions over the past five years. How do I go about getting that? I don't want to make a ton of work for you all, being very familiar with the process for dealer complaints! If there is a process that makes it easier, let me know.

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From: Clark, Charity <Charity.Clark@vermont.gov>
Sent: Tuesday, January 21, 2020 9:20:28 AM
To: Marilyn Miller <mmiller@vermontada.org>
Cc: Jensen, Lisa <Lisa.Jensen@vermont.gov>
Subject: RE: Complaint #'s against banks and credit unions

Yes, we track those at CAP. The complaints and correspondence are public records. Are you looking for complaints against a particular bank or credit union? I've looped in Lisa for her assistance.
Charity

From: Marilyn Miller <mmiller@vermontada.org>
Sent: Monday, January 20, 2020 3:14 PM
To: Clark, Charity <Charity.Clark@vermont.gov>
Subject: Complaint #'s against banks and credit unions

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Hi Charity,

Do you know or does anyone with CAP keep track of the complaints against banks and credit unions? And if CAP or the AG's Office doesn't track those, do you know where else I might look?

Marilyn B. Miller

Executive Director

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