

**From:** [Jensen, Lisa](#)  
**To:** [ablutstein@americarisingllc.com](mailto:ablutstein@americarisingllc.com)  
**Subject:** Public Records Act Request | ActBlue  
**Date:** Monday, July 12, 2021 4:41:26 PM  
**Attachments:** [RE\\_PRR American Rising Corp Request Form 7.8.21.pdf](#)  
[PRR American Rising Corp response letter 7.12.21.pdf](#)  
[PRR American Rising Corp 7.8.21\\_Redacted.pdf](#)  
[PRR American Rising Corp 7.8.21.pdf 2.pdf](#)  
[PRR American Rising Corp 7.8.21.pdf 3\\_Redacted.pdf](#)

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Allan L Blutstein,

Please see the attached regarding the Public Records Act Request.

Thank you,

Lisa Jensen, MPA  
Consumer Assistance Program  
Office of the Attorney General  
109 State Street  
Montpelier, VT 05609-1001  
Consumer Assistance Hotline: 800-649-2424  
[ago.vermont.gov](http://ago.vermont.gov)

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 05609-1001  
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 12, 2021

**VIA EMAIL**

Allan L Blutstein  
American Rising Corp.  
1500 Wilson Blvd.  
5th Floor  
Arlington, VA 22209

**Re: Vermont Public Records Act Request | ActBlue**

Dear Allan L Blutstein,

After review of your records request dated July 8, 2021, we have determined that we have one record that is responsive to your request (2016-00830). We reviewed our records for consumer complaints filed since June 1, 2004 against "ActBlue", a nonprofit technology firm with headquarters in Somerville, MA. The responsive record is attached.

If you feel information or records have been withheld in error, you may appeal to the Deputy Attorney General in writing at:

Josh Diamond  
Deputy Attorney General  
Office of the Attorney General  
109 State Street  
Montpelier, VT 05609-1001

Thank you.

Sincerely,

/s/

Lisa Jensen  
Assistant Director  
Consumer Assistance Program

**From:** [twomey@actblue.com](mailto:twomey@actblue.com)  
**To:** [consumer@uvm.edu](mailto:consumer@uvm.edu)  
**Cc:** [twomey@actblue.com](mailto:twomey@actblue.com)  
**Subject:** Complaint Response Form  
**Date:** Wednesday, February 3, 2016 3:13:53 PM

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Below is the result of your feedback form. It was submitted by  
(twomey@actblue.com) on Wednesday, February 3, 2016 at 15:10:47

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email: twomey@actblue.com

Complaint Number: 2016-00830

Responder: Business

Status: Resolved

Name: Lois Reynolds

Business Name: ActBlue

Contact: Alyssa Twomey

Update: Hi There. We issued the refund as requested (\$750) and sent the below message directly to the donor. She first contacted us within the past 24 hours, and we simply had not yet seen her email. We're happy to have been able to get this resolved.

Hi Lois -

Thanks for writing! We have issued a refund for \$750 back to your credit card, and you should see that credit within 1-2 business days. It appears that you had stored your credit card information with ActBlue, probably when making a previous (intended) donation, so it made it very easy for you to donate quickly -- perhaps without realizing you were even doing it. So, I have deleted your stored credit card information and when you click through petitions from Bernie Sanders, or others, you'll want to be very careful to simply close out the donation window. Please do not try to enter an amount of \$0 as that will no be accepted.

Please let me know if you have any questions at all, or if there's anything else we can do to help.

Best,  
Alyssa

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REMOTE\_ADDR: 216.38.150.73  
HTTP\_USER\_AGENT: Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_9\_5) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/47.0.2526.111 Safari/537.36

**From:** [REDACTED]  
**To:** [AGO - CAP](#)  
**Subject:** Re: FW: Complaint Response Form  
**Date:** Wednesday, February 3, 2016 5:35:21 PM

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Thank you for your message and including the response from ActBlue. I'm relieved that it was resolved so quickly but also want to restate my intention for contacting your office. I was confident it would be straightened out but wanted your office to have this documented for a record in the event others contacted you. I honestly don't believe I hit a wrong button making the donation and I certainly didn't hit an additional button that gave ActBlue a 'tip'.

The ActBlue representative informed me that my credit card information would be deleted so this won't be happening to me again. I can't help but believe that if it happened to me twice, that it isn't happening to others as well.

Thank you for your work.

Sincerely,  
Lois Reynolds

On Wed, Feb 3, 2016 at 3:18 PM, AGO - CAP <[AGO.CAP@vermont.gov](mailto:AGO.CAP@vermont.gov)> wrote:

Ms. Reynolds,

Enclosed is a copy of a letter from the business named in your complaint. According to the letter a proposal has been offered which may solve your dispute. At this juncture we have closed your file under a "resolved" status, however if you wish to dispute the terms of the agreement, please contact our office in writing.

If you have any further questions or if we can be of service in the future, please contact us again.

Thank you.

Best Regards,

Jason Duquette-Hoffman  
Program Coordinator

Vermont Attorney General's Office  
Consumer Assistance Program

[\(802\) 656-3183](tel:8026563183) CONSUMER HOTLINE

[\(802\) 656-8755](tel:8026568755) DIRECT LINE

[\(802\) 304-1014](tel:8023041014) FAX

[www.uvm.edu/consumer](http://www.uvm.edu/consumer)

146 University Place  
Burlington, VT 05405

-----Original Message-----

From: [twomey@actblue.com](mailto:twomey@actblue.com) [mailto:[twomey@actblue.com](mailto:twomey@actblue.com)]

Sent: Wednesday, February 03, 2016 3:11 PM

To: [consumer@uvm.edu](mailto:consumer@uvm.edu)

Cc: [twomey@actblue.com](mailto:twomey@actblue.com)

Subject: Complaint Response Form

Below is the result of your feedback form. It was submitted by  
([twomey@actblue.com](mailto:twomey@actblue.com)) on Wednesday, February 3, 2016 at 15:10:47

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email: [twomey@actblue.com](mailto:twomey@actblue.com)

Complaint Number: 2016-00830

Responder: Business

Status: Resolved

Name: Lois Reynolds

Business Name: ActBlue

Contact: Alyssa Twomey

Update: Hi There. We issued the refund as requested (\$750) and sent the below message directly to the donor. She first contacted us within the past 24 hours, and we simply had not yet seen her email. We're happy to have been able to get this resolved.

Hi Lois -

Thanks for writing! We have issued a refund for \$750 back to your credit card, and you should see that credit within 1-2 business days. It appears that you had stored your credit card information with ActBlue, probably when making a previous (intended) donation, so it made it very easy for you to donate quickly -- perhaps without realizing you were even doing it. So, I have deleted your stored credit card information and when you click through petitions from Bernie Sanders, or others, you'll want to be very careful to simply close out the donation window. Please do not try to enter an amount of \$0 as that will not be accepted.

Please let me know if you have any questions at all, or if there's anything else we can do to help.

Best,  
Alyssa

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REMOTE\_ADDR: [216.38.150.73](#)

HTTP\_USER\_AGENT: Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_9\_5)

AppleWebKit/537.36 (KHTML, like Gecko) Chrome/47.0.2526.111 Safari/537.36

**From:** [REDACTED]  
**To:** [consumer@uvm.edu](mailto:consumer@uvm.edu)  
**Cc:** [REDACTED]  
**Subject:** Consumer Complaint Form - THIS IS A PUBLIC RECORD  
**Date:** Wednesday, February 3, 2016 2:28:01 PM

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Below is the result of your feedback form. It was submitted by [REDACTED] on Wednesday, February 3, 2016 at 14:24:55

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email: [REDACTED]

Intake Number: AG 16-01003

Name: Lois Reynolds

Street: [REDACTED]

City: Brattleboro

State: Vermont

ZIP: 05301-9649

Phone: [REDACTED]

Age: 75

Senior: Yes

Consumer is Business: No

Veteran or Service Member: No

Business Name: ActBlue

Business Street: <https://secure.actblue.com>

Business City: ActBlue is an organization formed in 2004 as an online source to secure funds for Democratic candidates.

Business Phone: 617-517-7600

Business E-mail: email: [info@actblue.com](mailto:info@actblue.com)

Complaint: I have made several small donations to Bernie's campaign via ActBlue, thus they have my credit card info.

In Dec. I was thanked for a donation of \$550 which I had not made. I informed ActBlue and it was quickly reversed. I wondered at the time, how it could have happened and it was coincidentally at a time of major effort to raise funds.

Yesterday I was thanked for a donation of \$750, which I had not made. I immediately responded to the message that I HAD NOT made the donation. This morning I called ActBlue and left a message. No return call as of 2 pm today. I then sent an email to [info@actblue.com](mailto:info@actblue.com) (the address I had success with in the Dec error) and have not heard back yet. I alerted my credit card company however they can't do anything at this point.

I'm [REDACTED]. I am concerned about others who might have this

happening and don't notice the unexpected charges. Two things come to mind that are concerning. Both charges fell right at an important campaign time, yesterday being right after the Iowa caucus. Both charges were posted right after I'd signed a petition for Bernie. The last page of the petition form has a place to donate. I never do. But wondering if I'd somehow hit a wrong key, the answer came with the knowledge that I'd also been charged for a 'tip' to ActBlue. Even if I'd hit a wrong key (which I find hard to imagine) I certainly wouldn't have hit an additional one giving them a tip.

I'm hesitant to file this because I don't want it to reflect badly on Bernie's campaign. I think it's important to document though. If it happened twice to me, it must be happening to others as well.

Loss: \$750

Relief Requested: Reverse charge to my card

Found By: googled legal help

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