

From: [Jensen, Lisa](#)
To: colin@sevendaysvt.com
Subject: Records Request
Date: Tuesday, November 16, 2021 12:19:36 PM
Attachments: [Seven Days PRR 11.9.21 response letter.pdf](#)
[2021.11.12 SevenDays PRR Binder Redacted.pdf](#)

Dear Colin Flanders,

Attached is the response to your records request.

Sincerely,

Lisa Jensen, MPA
Assistant Director
Consumer Assistance Program
Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001
Direct 802.489.6058
Pronouns: she/her/hers

Consumer Assistance Hotline: 800-649-2424

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
e-mail: ago.cap@vermont.gov

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

November 12, 2021

Via email to colin@sevendaysvt.com

Re: Public Records Request

Dear Colin Flanders,

After review of your records request dated November 9, 2021, we have determined that we have 16 records that are responsive to your request.

We reviewed our records for the month of April, 2021 using the search words "doctor" and "hospital". Attached is the spreadsheet you requested.

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 for contacting the Vermont Attorney General's Office.

Sincerely,

Lisa Jensen
Consumer Assistance Program
Office of the Attorney General

Title	Matter #	Intake Category	Processing Division	Received Date	Incident Date	Description	Follow-up	Intake Method	Category	Contact Method	Compliance Letter?	Complaint By	Complaint Company Name	First / Last Name	Address	City	State	Zip	E-Mail	Phone No 1	Type	Phone No 2	Type	Company	Complaint Against Name	First / Last Name	Address	City	State	Zip	E-Mail	Phone No 1	Type	Phone No 2	Type	Company	Referred By	Referred To	Referred by date	Referral Notes	Status/Stage	Status Date	Status Notes	Create AGO Matter	Complaint /intake#
CAP		Online Scam Form	CAP	4/28/2021		scam phishing - SSN, consumer gave SSN, DOB, doctor's information. Response ID: 266 The consumer shared the following information with the scammers: ["Social Security number","Date of Birth","Doctor's information and address"] Type of scam: Social Security Administration Contact: Phone Call (live person on the line) Description: Said her name was Connie Bookska calling from 802-658-1451 and was from the Social Security Department and wanted to get me more benefits	Website	Complaint Intake								Vershire	VT	5079							Scam Phishing (Social Security Number)															Complete	MB emailed 4/30		AG21-03254		
CAP		Scam Report	CAP	4/22/2021		Scam, Phishing, Medicare [redacted] weekly appointments at the hospital and received a call after one appointment and his [redacted] and the name of the doctor.	Phone	Complaint Intake							Sheffield	VT	5886							Scam Phishing (MEDICARE CARD - may happen during open enrollment)																Complete	1-800-633-4227 Medicare Fraud Hotline.	4/22 - talked with [redacted] LPJ		AG21-03010	
CAP		Complaint	CAP	4/19/2021		HR and Risk Manager for Primary Care Health partners, group of doctors office in VT has 125 employees, rec'd 6th fraudulent unemployment claim, 4 of 6 have targeted owners (doctors of company), referred to CAP from Main Office and police in St. Albans. how do employees talk about this happening state wide? how do employees get a handle on the extent of the unemployment fraud issue?	Lisa - saved message as well	Phone-Voicemail	Complaint Intake					Sheryl Trowle		VT																						Complete	She has contacted VTDOJ and a private IT security company, I referred her concern to Chris Curtis to notify DOL.	4/19 - left message with my direct line. LPJ 4/20 - spoke with consumer, sending scam report info [redacted] MT 4/30 - could not leave a message on VM, will try again later today. MT 5/4 - [redacted] and could not chat, scheduled call for tomorrow morning. MT 4/13 - no answer. LPJ 4/14 - left voicemail with our number as well as medicare fraud number. LPJ 4/15 - called twice, consumer hung up both times. MT		AG21-02921			
CAP		Scam Report	CAP	4/19/2021		Possible scam w/ loss - gave SSN, drivers license, doctors name. Says contacted attorneys about Purdue Pharma lawsuit through Facebook and now can't find the original email exchange [redacted] back 4/29, ask if they ever received form? 5/10 - talked to consumer and he received the complaint form.	AG21-03238 Consumer called back 4/29, ask if they ever received form? 5/10 - talked to consumer and he received the complaint form.	Phone-Voicemail	Complaint Intake						Burlington	VT	5401								Scam Imposter (does not conform to other "Imposter" categories)															Complete			AG21-02948		
CAP		Scam Report	CAP	4/13/2021		Scam, Phone, Medicare [redacted] Received two calls - one stating they were from the Berlin Health Dept. and the other from his doctor.		Phone-Voicemail	Complaint Intake					Wayne		VT																						Complete			AG21-02803				
CAP		General	CAP	4/13/2021		Consumer went to see [redacted] in NH [redacted] saw doctor in Middlebury -> sent link to lecture [redacted] Doctor [redacted] couldn't do in Montpelier so transferred to Dartmouth Hitchcock Dermatology, going to see Dr. Greenfield. Went on March 1st, Dr said she didn't know how [redacted] -> doctor in Montpelier did not answer. Appt. was cancelled, consumer got after visit summary. [redacted] Consumer called to speak with office about this/fell then this wasn't true. After weeks of trying to speak to supervisor (receptionist rude according to consumer) -> doctor told consumer they needed to put a code in to bill insurance so they just used a random one. Consumer was upset by this/thought it was fraud. Called Medicare to tell them, Medicare said they dont want to get involved and consumer could sue. Insurance covered around [redacted] of bill, not against Gary Fuel Inc but cannot be removed. Consumer doesnt want to pay because they dont want to agree with false after visit report.		Phone-Voicemail	Complaint Intake							Randolph	VT									GARYS FUEL INC NORTH HAVRAL NH													Complete	4/14 - left VM with callback #, [redacted] gave # for NH AGO. MT 4/14 - spoke with consumer, referred to HCA w/ VT legal aid, joint Commission, NH AGO, Board of Medical Practice. MT		AG21-02809			
CAP		Scam Report	CAP	4/12/2021		scam - Medicare fraud, victims of fraud, received equipment in the mail, identity theft, Medicare fraud Have been harassing consumer for weeks, stopped answering phone, sent consumer package of knee support/medical equipment. Gave Medicare #, name of doctor, address, phone number.	rec'd 1:32pm 4/12/2021	Phone-Voicemail	Complaint Intake							VT								Scam Phishing (MEDICARE CARD - may happen during open enrollment)														Complete	4/12 - emailing consumer id theft and scam info J.C, gave medicare fraud #, recommended consumer call doctor, and could bring package to post office to RTS. MT		AG21-02774				
CAP		Online Scam Form	CAP	4/6/2021		SCAM PHISHING MEDICARE: [redacted] Doctor's name. Response ID: 194 The consumer shared the following information with the scammers: [redacted] "address and husband's doctor's name" Description: Answered the phone and it took a few seconds for the person to start talking (probably stated as a robotic. Man with an accent (Indian?) said he was from the medicare verification department asked if I received my new Medicare card last year or was I still using the old one. When I said I am using the new one, he said "thank you" and hung up. My husband got a very similar call yesterday on his business phone from a woman with an Indian accent, saying she was from the Medicare Verification Dept wanted to verify his address. She knew his business address and first name so it seemed legit. [redacted] and doctor's name. The scammer's number on the caller ID was different, but when I called back both numbers, I found that they were no longer in service.	husband's business phone [redacted]	Website	Complaint Intake						Ieanne Mabcowski		East Montpelier	VT	5651							Business	Scam Phishing (MEDICARE CARD - may happen during open enrollment)												Complete	4/9 - no loss, spoke to consumer. MT		AG21-02673			

4/20 - consumer called during live call. gets free WiFi from [REDACTED] consumer had complaint w/infinity -> pop-up would appear when using their network that wouldn't allow consumer to use computer/would block entire screen. consumer then used wifi provided by community room [REDACTED] worked completely fine. Comcast is coming onsite to fix today -> concerns consumer is getting scanned by CTS. had doctor's app. couldn't use Zoom -> [REDACTED] provided by UVM/MC told consumer to get VSee to contact their operations team about setting it up. Consumer contacted them -> was told to give them remote access to computer to help set up, concerned this is what started pop-ups. Suggested consumer go to GeekSquad to get checked out, sending FTC packets/scam info, FYING Lisa about UVM/MC [REDACTED] involvement.

has a program called "PC protect" on his computer that is blocking email and YouTube.

4/19 VM: Consumer is having email issues as well. Consumer is still having issues with YouTube - was prompted to start a trial that asks for CC and info. did not seem like he gave the info

email: "PC Protect" is getting in the way of my internet services. There's a "cat and mouse" thing that's going on whenever I try to evade their blocking to try to maneuver me into buying their "protection" services. I already have the cost-free "Avast" service and I am satisfied with it. "PC Protect" is obviously competing with them, and it's disturbing my pleasure of using my computer. I can't get to my E Mail or YouTube directly because of them. They claim that I have made an agreement to use their services and this agreement "has now expired and needs to be upgraded, etc., etc. since they cover the whole page preventing you from going anywhere else they put in a little piece stating that if you want to get past this page, or something like that, "click here" After you do get through you find that you made some commitment that you really didn't sign into. After I uninstalled the app it returned with a vengeance!! This has support professional E-Mail Complaint Intake

Scam Phishing (Computer Tech Support/CTS)

MB emailed consumer 4/5 4:20 Phone would stop ringing Lt 4/20 - spoke with consumer, sending scam info and FTC packets. FYING Lisa about UVM/MC [REDACTED] MT

AG21-02630

Title	Matter #	Intake Category	Processing	Division	Received Date	Incident Date	Description	Follow-up	Intake Method	Category	Contact Method	Compliance Letter?	Complaint By NAME
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cap		Scam Report		CAP	4/28/2021		Small business owner of a cleaning company. Has rec'd scam text msgs, saying they are a customer looking for cleaning svc. They aren't in VT now, they are in another state or in the hospital w/ a health issue. Says just reporting it, but does have info he can provide to CAP.		Phone-Voicemail	Complaint Intake			
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CAP		Complaint		CAP	4/28/2021		home they are renting is up for sale. [REDACTED] in and out of hospital. landlord wants to do an in-person walk-through. wants the tenants to leave for 4 hours at a time. consumer wants landlord to virtual walk through for [REDACTED]/not able to leave house. landlord refuses. began renting in 2014. rent-to-own. landlord is no longer able to pay for repairs. septic system recently went. landlord is no longer providing basic maintenance. month to month lease. leech field is blown, septic is currently.		Phone	Complaint Intake			
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CAP-003

2021-11-11

CAP	Scam Report	CAP	4/22/2021	<p>Scam. Phishing. Medicare</p> <p>He has regular weekly appointments at the hospital and received a call after one appointment and he provided his Medicare number and the name of the doctor.</p> <p>[REDACTED] internet. met on Facebook, chat on Google Hangouts. [REDACTED] : [REDACTED] sent via FedEx. [REDACTED]</p> <p>Scammer posed [REDACTED] . claimed to need money for hospital stay overseas.</p> <p>[REDACTED]</p> <p>[REDACTED] is also mentioned in report (South Barre).</p> <p>Fedexed money sent to Paul Howard, [REDACTED] Baltimore, MD 21206. tracking #: [REDACTED]</p> <p>filed report with Barre Police Department. reported to ic3.gov (FBI)</p> <p>phone notes: Barre Town Police [REDACTED]</p> <p>[REDACTED] . began in February 2021. notified the real individual Facebook friend request. [REDACTED] [REDACTED] (FedEx) 3/1/2021 was picked up by the scammers: Paul Howard, [REDACTED] signed for delivered in the mail. [REDACTED] [REDACTED] phone number and address given. [REDACTED] told her that he needed medical expenses in Dital Health Hospital Istanbul.</p>	Phone	Complaint Intake
<p>[REDACTED] - Fedex, Google Play, Amazon, Facebook, [REDACTED], Dollar General)</p> <p>2021-04740 - [REDACTED] - Fedex, Google Play, Amazon, Facebook, [REDACTED], Dollar General)</p>	Scam Report	CAP	4/21/2021	<p>Consumer called 5/19 saying paperwork was sent a month ago, never heard back.</p>	Phone	CP/AT Issue
CAP	Scam Report	CAP	4/14/2021	<p>Scam. Phone. Phishing. Medicare. [REDACTED] hospital [REDACTED] . Police referred her to CAP. She did not provide any personal information. They only had her name and caught her when she was sleeping and is getting frustrated with the scams.</p>	Phone-Voicemail	Complaint Intake

Phone:
Address:
Barre VT

DEAR WHOM THIS MAY CONCERN,

I am using a ebay to sell some of my item on a weekly if not monthly basis. Paypal is my main source of financial institution from which I pay and receive funds. Unfortunately, there have been TWO instances that PayPal has confiscated funds from my sales and I think it is time that somebody takes swift action against these repeatedly made unfair instances.

I want first to complain about last year transaction from which seller used Ebay as a Marketing Platform to purchase one of my \$4600 retail item or \$1104 sold and took money and then completely disappeared from ebay and PayPal. After contacting PayPal, they told me that the money can NOT be reimbursed to the owner which is me. Absolutely NON COMPLAINT

Second item which was most recent also valuing \$4500 sold for \$1453.05 in which a member from EBAY used the same principle to manipulate sellers by returning item, trying to sell for higher price and then returning item through ebay or Paypal in a hope that like myself or asking Paypal after the fact or in this case one month of the original Purchase to return the ring while knowing exactly what they bought and claiming it was different item. During this short time when Paypal contacted me I DID NOT have an access to internet nor email while being away [REDACTED] in hospital [REDACTED] and no email on the phone available at the time while PAYPAL ONLY communication is through EMAIL and if you dont respond within specific time frame (10 days of request and policy is 6 months for returns) so if you dont respond to their ONLY EMAIL request in WHICH THEY WERE SEEKING INFORMATION REGARDING THIS ITEM FROM WHICH THEY HAVE A VERY EASY ACCESS BY CHECKING ITEM NUMBER ON EBAY PLATFORM FOR ANY PARTICULAR INFORMATION, THEY COULD OF EASILY DENY BUYER RETURN especially seeing knowing and seeing this member that she tried to sell that same item for higher price AND REFUND THE MONEY TO ME. Instead they only emailed to me request(which is the ONLY option to contact PAYPA) which is very poor, misleading, and undoubtedly wary to confiscate funds or money that sellers should be granted access in which unfortunately I didn't have an access to while this request closed into the buyer favor to keep the product and money. If THEY ARE PLANNING TO USE THIS POLICY THEY SHALL AT LEAST TRY TO CALL OR MAIL for non response cases so people are aware what is going on instead taking hard earned funds and money from sellers. THIS TYPE OF POLICY IS UNJUSTIFIABLE and shall be changed. I have provided images of funds taken away from Paypal and Pictures of this ebay member who falsely claimed the item to be different then what has been pictured or described after she tried to sell that same item for several weeks after initial purchase. The images have clear detailed pictures and description in the listing shows everything exactly as it should be.

Barucic, Ertan (PAYPAL) CAP	Complaint	CAP	4/8/2021	4/5/2021		Website	Complaint Intake	Website
CAP	Scam Report	CAP	4/2/2021		Scam. Phone. Imposter. Spoofing Copley Hospital	Phone	Complaint Intake	

CAP-005

2021-11-11

First / Company Name	Last Name	Address	City	State	Zip	E-Mail	Phone No 1	Type	Phone No 2	Type	Company	Complaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip
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Justin				VT			[REDACTED]					Scam CRAIGSLIST or other Listing (PUPPY SCAM or purchase of pet online)					VT	
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Larry			Orange	VT			[REDACTED]										VT	
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Don Rodenhaven [REDACTED] Sheffield VT 5886 [REDACTED]

Scam Phishing (MEDICARE CARD - may happen during open enrollment)

VT

Scam Imposter [REDACTED]
(general)

Lila Rowell Weathersfield VT [REDACTED]

Scam Phishing (MEDICARE CARD - may happen during open enrollment)

VT

Ertan Barucic [REDACTED] Burlington VT 5408 [REDACTED] [REDACTED] Business [REDACTED] PAYPAL 2211 North First Street San Jose CA 95131

Gail Leach VT [REDACTED] Scam Imposter (does not conform to other "Imposter" categories) VT

E-Mail	Phone No 1	Type	Phone No 2	Type	Company	Referred By	Referred To	Referred by date	Referral Notes	Status/Stage	Status/Stage Date	Status Notes	Create AGO Matter	Complaint/Intake#
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										Complete		4/28: Left VM. BA 5/5 - spoke with Justin. LPJ		AG21-03176
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									VT Tenants Hotline	Complete		advised general tenant/landlord issues could be covered by CAP mediation. immediate need regarding entry into home for walk-through with buyer, VT Tenants. MB 4/28		AG21-03201
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CAP-009

2021-11-11

1-800-633-4227
Medicare
Fraud
Hotline. Complete
4/22 - talked with Don
and [REDACTED]
[REDACTED] LPJ
AG21-03010

Complete
emailed and mailed
consumer 4/21 - NOTE
ACCIDENTLY PUT
AG21-02970 ON
EMAIL. -MB
MB processed 5/21.
emailed consumer. AG21-02969

Complete
4/15 - left message.
LPJ
4/19: Left VM: BA
4/20 Left voicemail: LS
AG21-02844

PAYPAL@com

(888) 221-1161

(888) 221-1161

WB21-00372

Complete

AG21-02567

CAP-011

2021-11-11