

From: Julia Arbutus <jarbutus@thecapitolforum.com>
Sent: Wednesday, June 8, 2022 5:06 PM
To: Jandl, Lauren <Lauren.Jandl@vermont.gov>
Subject: Re: PRR - cost waiver request: Arbutus, Julia - PRR response 2022-04363

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Hi Lauren,

Thanks so much! Could you send the updated price estimate? I'm going to have to talk it over with my colleague first though before we can commit to anything.

Thanks again for all your help on this,

Julia

Julia Arbutus
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From: Jandl, Lauren <Lauren.Jandl@vermont.gov>
Sent: Wednesday, June 8, 2022 3:04 PM
To: Julia Arbutus <jarbutus@thecapitolforum.com>
Subject: RE: PRR - cost waiver request: Arbutus, Julia - PRR response 2022-04363

Hello, Julia,

Based on our conversation, my understanding is that you wish to receive any consumer complaints made against TD Bank concerning auto financing. Using this narrowed search parameter, the Consumer Assistance Program found one consumer complaint filed in 2013 against TD Auto Finance, a division of TD Bank. This complaint does not immediately appear to be related to gap coverage.

Please let me know if you would like to request a copy of the above-referenced consumer complaint and we will provide an updated cost estimate.

Sincerely,

Lauren

Lauren Jandl
Chief of Staff

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From: Julia Arbutus <jarbutus@thecapitolforum.com>
Sent: Thursday, June 2, 2022 4:19 PM
To: AGO - CAP <AGO.CAP@vermont.gov>
Subject: Re: Arbutus, Julia - PRR response 2022-04363

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Hi Crystal,

Thank you for your help gathering this information!

We are a news organization conducting an investigation into possible consumer abuses in Vermont and neighboring states. The information you've gathered will contribute to a story in the public interest. While we certainly value the time spent on this matter, please let us know if there is any way that you could share this information without charge so that we can continue to push ahead with this investigation.

Thank you again for your time and help,

Julia

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