

**From:** [AGO - CAP](#)  
**To:** [REDACTED]  
**Subject:** Lawler, James (DMV) request for complaint AG22-04041  
**Date:** Thursday, July 7, 2022 4:02:58 PM  
**Attachments:** [2022-07-01 Lawler PRA request.pdf](#)  
[CAP Complaint Form Submission.msg](#)  
[CAP Complaint Form Submission.msg](#)  
[FW Lawler James \(State of Vermont DMV\) CAP AG22-04041 - Referred to the Office of Governor Phil Scott.msg](#)  
[CAP Complaint Form Submission.msg](#)  
[Lawler James \(State of Vermont DMV\) CAP AG22-04041 - Referred to the Office of Governor Phil Scott.msg](#)

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RE: AG22-04041

Dear James Lawler,

I write in response to your Public Records Act request dated July 7, 2022, a copy of which is attached for your convenience. I left two voicemails on the phone number you provided in attempt to obtain clarification. It appears the documents you are requesting are specific to a complaint submitted by you to our office, using the same email address. A Public Records Act (PRA) request is not necessary to obtain copies of your own complaint submission. Assuming your intent was to receive your complaint documents for your records, they are attached.

In compiling your files, I noted you expressed some concerns as to how your complaint was processed by the Consumer Assistance Program. Thank you for bringing your concerns to our attention. The Consumer Assistance Program (CAP) is a partnership program between the VT Attorney General's Office and the University of Vermont, which provides informal letter mediation services regarding consumer transaction disputes against private businesses. Where appropriate, we refer complaints to organizations or agencies that may be better able to assist with matters. It appears you contacted our office about a dispute involving a state agency, the Vermont Department of Motor Vehicles. Agency disputes are generally outside CAP's bailiwick as state agencies are not private businesses. Further, a primary duty of the Attorney General's Office is to serve as the law office to state agencies. This presents a conflict of interest for CAP to mediate disputes with state agencies. The referral our office made to the Governor's Office is a good one, as constituent services representatives can communicate with Vermont state agencies regarding your concerns.

The following information may also be helpful as you navigate your concern:

Use Tax Information from the VT Department of Taxes:

<https://tax.vermont.gov/individuals/use-tax> DMV information: <https://dmv.vermont.gov/tax-title/vehicle-taxation>

**The Vermont Taxpayer Advocate:** <https://tax.vermont.gov/taxpayer-advocate>

Please contact me again if further clarification is necessary as to the request you submitted regarding your complaint.

Thank you,

Crystal Baldwin  
Consumer Assistance Program  
Office of the Attorney General  
Mailing Address:  
109 State Street

Montpelier, VT 05609-1001

Consumer Assistance Hotline: 800-649-2424

Email: [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov)

**From:** [AGO - CAP](#)  
**To:** [AGO - CAP](#): [REDACTED]  
**Subject:** CAP Complaint Form Submission  
**Date:** Wednesday, June 29, 2022 1:53:25 PM

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**EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.**

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<b>First Name</b>	James
<b>Last Name</b>	Lawler
<b>Email</b>	[REDACTED]
<b>Daytime Phone</b>	[REDACTED]
<b>Daytime Phone Type</b>	Mobile
<b>Address</b>	[REDACTED]
<b>City</b>	Windham
<b>State</b>	VT
<b>Zip Code</b>	05359
<b>Your Age</b>	[REDACTED]
<b>I am a... (Select all that apply)</b>	Veteran
<b>Is your complaint about:</b>	Other
<b>Business Address</b>	State of Vermont DMV
<b>Type of business</b>	Corrupt
<b>Business Name or Person's First Name</b>	Division of Motor Vehicles

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**Business City** Springfield

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**Business State** VT

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**Please Describe Your Complaint** I recently moved to Vermont from NC. I bought a truck in NC last year when a resident there. Vermont DMV wants to charge me a sales tax in order to register my truck in VT. I already paid the sales tax in the relevant State where the purchase occurred. Yet Vermont wants to tax that out of State purchase again or will deny me registration if I refuse their extortion demands for a 2nd sales tax they are not entitled to.

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**Incident Date** June 9, 2022

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**How would you like this matter to be resolved?** Immediately

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**From:** [AGO - CAP](#)  
**To:** [AGO - CAP](#): [REDACTED]  
**Subject:** CAP Complaint Form Submission  
**Date:** Wednesday, June 29, 2022 1:53:25 PM

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<b>First Name</b>	James
<b>Last Name</b>	Lawler
<b>Email</b>	[REDACTED]
<b>Daytime Phone</b>	[REDACTED]
<b>Daytime Phone Type</b>	Mobile
<b>Address</b>	[REDACTED]
<b>City</b>	Windham
<b>State</b>	VT
<b>Zip Code</b>	05359
<b>Your Age</b>	[REDACTED]
<b>I am a... (Select all that apply)</b>	Veteran
<b>Is your complaint about:</b>	Other
<b>Business Address</b>	State of Vermont DMV
<b>Type of business</b>	Corrupt
<b>Business Name or Person's First Name</b>	Division of Motor Vehicles

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**Business City** Springfield

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**Business State** VT

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**Please Describe Your Complaint** I recently moved to Vermont from NC. I bought a truck in NC last year when a resident there. Vermont DMV wants to charge me a sales tax in order to register my truck in VT. I already paid the sales tax in the relevant State where the purchase occurred. Yet Vermont wants to tax that out of State purchase again or will deny me registration if I refuse their extortion demands for a 2nd sales tax they are not entitled to.

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**Incident Date** June 9, 2022

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**How would you like this matter to be resolved?** Immediately

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**From:** [AGO - CAP](#)  
**To:** [AGO - CAP](#): [REDACTED]  
**Subject:** CAP Complaint Form Submission  
**Date:** Thursday, June 30, 2022 11:44:50 AM

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**EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.**

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<b>First Name</b>	James
<b>Last Name</b>	Lawler
<b>Email</b>	[REDACTED]
<b>Daytime Phone</b>	[REDACTED]
<b>Daytime Phone Type</b>	Mobile
<b>Address</b>	[REDACTED]
<b>City</b>	Windham
<b>State</b>	VT
<b>Zip Code</b>	05359
<b>Your Age</b>	[REDACTED]
<b>I am a... (Select all that apply)</b>	Veteran
<b>Is your complaint about:</b>	Other
<b>Business Address</b>	Vermont State DMV
<b>Type of business</b>	Extortion
<b>Business Name or Person's First Name</b>	Robin
<b>Business City</b>	Unknown
<b>Person's</b>	Unknown

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**Last Name**

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**Business State** VT**Business E-Mail Address** Unknown**Business Zip Code** Unknown**Please Describe Your Complaint** Today on 30Jun2022 I was extorted by the Springfield Vermont office of the DMV. I was forced to pay over \$2400 in taxes on a vehicle I purchased in NC when I resided in NC or DMV in Springfield refused to register my truck. They deducted the amount I paid of sales tax in NC at the time of purchase. However they still charged me a sales tax a second time for an out of State purchase. This is a violation of federal statute and the US Constitution. I demand action be taken and a full refund asap for this criminal act of extortion thru taxation.**Amount of Loss** \$2400**Incident Date** June 30, 2022**How would you like this matter to be resolved?** Accountability, a refund and criminal charges against the State DMV.



**From:** James Lawler [REDACTED]  
**Sent:** Thursday, June 30, 2022 1:49 PM  
**To:** AGO - CAP <[AGO.CAP@vermont.gov](mailto:AGO.CAP@vermont.gov)>  
**Subject:** Re: Lawler, James (State of Vermont DMV) CAP AG22-04041 - Referred to the Office of Governor Phil Scott

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That's it, pass the buck? An agency in your jurisdiction is violating FTC regulations and tax code. And your answer is to call someone else. Does the governor have investigative and enforcement authority? Pretty sure that's your job.

[Sent from Yahoo Mail on Android](#)

On Thu, Jun 30, 2022 at 13:28, AGO - CAP  
<[AGO.CAP@vermont.gov](mailto:AGO.CAP@vermont.gov)> wrote:  
Re: Complaint AG22-04041

Dear James Lawler:

Thank you for your complaint. Based on the information you provided, it appears that another office may be better able to assist you with this matter. Our office recommends you bring your complaint to the attention of the Office of Governor Phil Scott. I have included their contact information below:

[Office of Governor Phil Scott](#)  
Consumer Affairs and Public Information (CAPI) Division  
109 State Street, Pavilion  
Montpelier, VT 05609  
Call: (802) 828-3333 or (800) 649-6825

Please direct any further inquiries about this matter to the office listed above. If you have additional questions for the Consumer Assistance Program, you may contact us at (800) 649-2424 or [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov).

Sincerely,

Jack Bond

Complaint Specialist

State of Vermont

Office of the Attorney General

Consumer Assistance Program

109 State Street

Montpelier, VT 05609-1001

Website: [ago.vermont.gov/cap](http://ago.vermont.gov/cap)

Email: [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov)

Phone: (800) 649-2424