

From: [REDACTED]
To: jessek@turkestrauss.com
Subject: Public Records Act Request 2020-01765
Date: Monday, February 10, 2020 11:41:50 AM
Attachments: [2020-02-06 Kelaidis PRA request.pdf](#)
[2020-00054 CAP Complaint Redacted.pdf](#)

Dear Jesse Kelaidis,

I write in response to your Public Records Act request dated February 6, 2020, a copy of which is attached for your convenience.

The documents pertaining to your request are attached. The Consumer Assistance Program identified one specific complaint regarding the Do Not Call registry between December 30, 2019 and January 31, 2020. Please note that in addition to receiving written complaints, the Consumer Assistance Program operates a consumer hotline. Many of the calls fielded by this hotline involve the reporting of robocalls, which may be violations of the Do Not Call Registry, but are not specified as such. Since your request is specific to "consumer complaints," we have reported information that is responsive to that specific request.

Personal information has been redacted pursuant to 1 V.S.A. § 317(c)(7).

To the extent you feel information has been withheld in error, you may appeal to the Deputy Attorney General, Joshua Diamond. Such appeal should be in writing:

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,

[REDACTED]
Consumer Advisor

State of Vermont
Office of the Attorney General
Consumer Assistance Program
109 State Street
Montpelier, VT 05609-1001

Email: ago.cap@vermont.gov

Website: <http://www.uvm.edu/consumer>

Phone: (800) 649-2424 (toll free from VT phone)

Fax: (802) 304-1014

From: [AGO CAP](#)
To: [AGO - CAP](#)
Subject: CAP Complaint
Date: Wednesday, December 18, 2019 3:03:15 PM

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

The following CAP complaint was submitted:

Your First Name	Chad
Your Last Name	Staro
Confirmation Number	WB19-01214
Your E-Mail Address	[REDACTED]
Your Daytime Phone	[REDACTED]
Daytime Phone Type	Mobile
Your Mailing Address	[REDACTED]
Your City	West Wardsboro
Your State	VT
Your Zip Code	05360
Is your complaint about:	A bank, credit card or finance company
Business Name or Person's First Name	Gateway Mortgage Corporation
Business Phone (1)	(877)406-8109
Business Address	P.O. Box 5013
Business City	Troy
Business State	MI
Business Zip Code	48007
Description	Company is spoofing local numbers and shielding their corporate ID from caller ID in addition to contacting phone numbers registered on the Do Not Call List.

Incident Date

12/18/2019 12:00:00 AM