

From: [REDACTED]
To: [Salman, Josh](#)
Subject: PRA Request 2020-04935
Date: Wednesday, July 1, 2020 10:12:20 AM
Attachments: [2020-07-01_PRA Request 2020-04935.pdf](#)

Re: PRA Request 2020-04935

Dear Josh Salman,

Thank you for your patience. The documents pertaining to your request are attached (CAP001-CAP113).

Personal information has been redacted pursuant to 1 V.S.A. § 317(c)(7) and other provisions protecting private information submitted to State government. A list of exemptions is available at this link: <https://ago.vermont.gov/public-record-act-exemptions/>

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]
Complaint Specialist

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

Phone: 800-649-2424
Email: ago.cap@vermont.gov

Complaint /Intake#	R	Matter #	Intake Category	Received Date	Incident Date	Description	Intake Method	Complaint By NAME	First / Company Name	Last Name	City	State	Zip	Com-plaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip	
AG 20-02136	X		Com-plaint	3/16/2020		Price Gouging Walmart website - trying to send her father [REDACTED] Listed at \$788.99 and usually \$12.	Phone-Voice email		Joelle	Palmer		VT		WALMART Phone: 8009256278 Address: 702 SW 8th Street, Bentonville AR						VT	
AG 20-02233	X		Com-plaint	3/19/2020		Consumer believes she [REDACTED] due to the corona virus so she is going to be moving somewhere else but is unable to get movers until the second week in April. She is not sure what her options are.	Phone-Voice email		Betty	Paquette		VT									
AG 20-02358	X	2020-03605 - Moro, Lorenza (Rutland Town Water District No.6) CAP	Com-plaint	3/22/2020	3/13/2020	Consumer is concerned [REDACTED] but they didn't get back to her in time. Is concerned about [REDACTED].	E-Mail	Moro, Lorenza Phone: [REDACTED] Address: [REDACTED], Rutland VT						Rutland Town Water District No. 6 Address: c/o Kirsten Hathaway, 181 Business Rte 4, Center Rutland VT							

AG 20- 02 39 9	X		Com- plaint	3/30/ 2020	<p>I paid \$700 on the first of February to break a lease with JT's Property Management, Landlord Gehn Fujii for a property in Burlington for which I was renting a room out of. I even paid another \$650 at their request for the month of March, after having already moved out, because they told me I was liable for the rent (in spite of the fee) until I found a replacement.</p> <p>I found over 8 different individuals who were interested in taking over. One of them even already submitted a deposit, and the property manager contacted me directly to confirm that I was "all set".</p> <p>My old roommate had a cough, mentioned it to the property manager, who told me that it spooked her and so she wouldn't be holding more viewings, and would be telling any potential replacements as well as the person already committed that there was a likely COVID case in the house- based on no evidence. She said I must continue paying them in spite of having paid to break the lease, etc., and seeing as I already moved and am renting elsewhere at this point I absolutely cannot afford to do [REDACTED]. I asked her if she could use my security deposit (which they STILL haven't returned to me) for April's rent, which I don't think I should even be paying, and she told me she didn't think so.</p> <p>I wrote out as detailed a letter to send to them, which I will copy and paste below, but I decided against it. I decided against this because I am concerned they might attempt to retaliate against me.</p> <p>I texted the property manager that I may consult with this office for guidance, and she accused me of "threatening" her with "the lawyer card".</p> <p>I am not sure how to proceed with this, I have been a great tenant, always paid my rent early, [REDACTED]. The situation is summarized in more detail below:</p> <p>The payment made to the rental company in order to begin the process of breaking my lease totaled \$700, per bank records, as of the 5th of February.</p> <p>This sum does not include the additional \$650 paid to the company for the month of March. I initially spent my own funds to place advertising in the Front Porch Forum newsletter as well as two Facebook housing marketplaces, doing as much of the work to find a replacement as was possible.</p> <p>Additionally, as of the 24th of March, I was informed, via text, that a full deposit for the property had been accepted, in addition to the application and initial fee, from the new tenant.</p> <p>The text received on the 24th could be reasonably interpreted as the official notice- on the grounds that it was the only notice or means of communicating said information- that a replacement had been found, and a payment received on behalf of the rental company which extended beyond merely accepting an application fee.</p> <p>Further affirmative communication occurred, it was stated the lease would be moved forward with, and as such, with the assurance of your rental company, I completed my new deposit on a property elsewhere.</p> <p>My "Renttrack" user account additionally reflects these changes, the header stating as of two days ago, "Finished Lease". (Image Attached)</p> <p>Moving on, Section 9, page six of the renewed lease states under the heading:</p> <p>"Subleasing or Change of roommate" -</p> <p>"Landlord's acceptance shall not be unreasonably withheld".</p> <p>I have done everything within reasonable limits to find, identify and connect a suitable replacement with the company. This replacement then went on to meet all requirements sufficiently, and further committed to this property through submitting a final deposit. I was notified of this and the communication was intended to inform her that she had been replaced.</p>	E- Mail		Kellyn	Edraney		V T											V T		
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						<p>The property manager then texted me late at night a day later, telling me that [REDACTED] that she would be telling the new tenant there was a likely COVID case in the house, and discouraging her or any new tenants from moving in. This is effectively blocking me from any reasonable means of gaining any approval for a site from which I have been vacant for over two months now, dutifully paying rent throughout the entire duration of the events which are referenced above. Not only that, but I don't think it's legal for her to tell someone there's likely a COVID case when this is pure speculation.</p> <p>This situation is further complicated by the fact that a new tenant is well on their way to moving in, having already completed the vast majority if not all processes to finalize their move in date, and the property manager will be taking action which will presumably reduce the likelihood of this occurring, and holding me accountable for payments as a result.</p> <p>My understanding is approval cannot be reasonably withheld when this rental company will not be conducting any normal viewings, or moving forward with other applicants, one of whom already committed to occupying the new property, on the grounds of a speculative case of COVID in spite of having received both a deposit from the new tenant and multiple cash payments from myself meant to secure my release from the lease agreement- which I informed them I would be breaking going on 60 days ago now, so did I even need to Pay that fee in the first place? Can they really hold me liable for all of this?</p> <p>Thank you in advance,</p> <p>Kellyn Edraney</p>																
AG 20-02451	X		Questions	3/31/2020		My work is not deemed essential but I'm still asked to come into work. What are my options and how do I address my employer [REDACTED].	Phone-Voice email		Andrew			VT								VT		
AG 20-02568	X		Questions	3/31/2020		I am concerned for my son and his wife. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	E-Mail		Sheila	Brown	St. Albans	VT								VT		

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AG 20-02591	X		Complaint	4/7/2020		[REDACTED]	Phone-Voice email		[REDACTED]		Morrisville	VT							VT	
AG 20-02609	X		Complaint	4/8/2020		Consumer wants to talk with someone because he's [REDACTED] due to Covid 19 and needs advice.	Phone-Voice email		William	Tallman		VT								
AG 20-02679	X		Questions	4/10/2020		I'm concerned about my [REDACTED] there should be guidelines on [REDACTED] during COVID-19.	Phone-Voice email		Melissa	Weller		VT							VT	
AG 20-02721	X		Complaint	4/14/2020		Consumer has been [REDACTED] impacted by covid [REDACTED]. Consumer understands there has been legislation on this issue and requests information on such	Phone-Voice email		Rachel	Keener		VT							VT	
AG 20-02788	X		Complaint	4/16/2020		Consumer is staying [REDACTED] [REDACTED] [REDACTED] Has contacted [REDACTED] already, but hoped to complain about the poor customer service she is experiencing.	Phone		Laurie	Johnson		VT							VT	
AG 20-02833	X	2020-04100 - Benjamin, Michelle v. [REDACTED]	COVID-19	4/17/2020		CP is an RN for [REDACTED] VT. She was [REDACTED] in Rutland, VT. CP was unable to attend due to lack of childcare for her [REDACTED]. She expressed her problem with employer, and employer suggested she bring her kids to the training in Rutland, which cp was uncomfortable doing due to risk of exposure to her children. She has never [REDACTED], and wants to know if this is appropriate.	Phone	Benjamin, Michelle Phone: [REDACTED]												
AG 20-02876	X	2020-04329 - Tomasi, Jenna (The Colonel Williams Inn) CAP	Complaint	4/20/2020		Hello, my name is Jenna tomasi and I was just calling to talk to someone about my fiance and I had put a deposit down in Vermont and took over mine at a venue for [REDACTED]. And um, I'm [REDACTED], we feel as though that deposit should be refunded to us [REDACTED] in the time of coronavirus, so I was hoping to receive a call back. My name again is Jenna to Mozzy, and my number is [REDACTED]. Thank you.	Phone-Voice email	Tomasi, Jenna Phone: [REDACTED]						The Colonel Williams Inn Phone: 8022571093 Address: PO Box 126, Marlboro VT						

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AG 20-02895	X		General	4/21/2020		[REDACTED]	Phone-Voice email		[REDACTED]	[REDACTED]		VT										
AG 20-02919	X		Complaint	4/17/2020		<p>SBI We are a small business in Chittenden County working to comply with VT Stay Home, Stay Safe orders during this crises. We are in the process of [REDACTED] are due to move out of our building on April 27. Moving requires: a) several employees to organize, catalog, pack, and move a small manufacturing operation with several large pieces of equipment, and b) several employees from the buyer to travel here from out of state and stay several days in lodging to audit the assets of the sale prior to packing. We don't see how we can safely get this work done while maintaining the 6 foot requirement. [REDACTED]</p> <p>[REDACTED] We are not classified as an essential business and have taken the position with our landlord that we would be violating state law if we were to open our business for the move, and attempt to provide lodging to the buyer's employees when they are here - not to mention the 14 day quarantine requirement. Our landlord is still demanding that we vacate the property by April 27 as our lease is up. If he threatens to take action against our company he will be creating risk [REDACTED]</p> <p>[REDACTED] We have requested two weeks lead time to move out once the stay at home and lodging restrictions have been lifted. Can you please help by encouraging our landlord to be more flexible in allowing us to comply with state law? How best to work our way through this difficult situation for all involved? Thank you sincerely, Brian</p>	Mail	Brian	Degen	South Burlington	VT	5403										

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AG 20-02943	X		Complaint	4/22/2020		<p>Covid - 19</p> <p>██████████ and her landlord keeps asking if she wants to renew her lease in July she doesn't know the answer right now but feels her landlord will try and show the apartment which he can't do because ██████████</p> <p>Hi, my name is Nicole. Racicot I'm ██████████. I'm a renter in South Royalton off with Ferguson management with the business owner is Eric Jacobs and I they're demanding to know now about whether I want to return my lease which isn't up till the end of July and they're talking about showings and things it's not safe to have anyone come into my apartment. I'm ██████████ I don't feel like I can make that decision right now and also because I feel like if I say don't want to come back here they're going to have people try to have people come into my apartment and demand that I vacate which I obviously can't do ██████████ [REDACTED]. Thank you.</p>	Phone-Voice email		Nicole	Racicot		VT				Ferguson Management						
AG 20-02960	X		Complaint	4/22/2020		<p>Hello, my name is Justin Amidon. I live in Kirby Vermont. I've been ██████████ my house payment through mortgage mortgage company out of Dallas Texas named Daniel savings. ██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>phone number is [REDACTED]. Again, this is Justin Emmett on And in regards of colonial mortgage company had a Dallas, Texas. Their phone number is one 809-376-0042 again ██████████</p> <p>██████████ Please get back to me. Thank you. Bye.</p>	Phone-Voice email		Justin	Amidon	Kirby	VT										
AG 20-03078	X		Complaint	3/20/2020		<p>Price Gouging</p> <p>I am writing as a concerned citizen of Vermont. I am currently one of the Vermonter's who is, ██████████</p> <p>██████████</p> <p>After yesterday's news, my prescription that I count on to be able to function has gone from about \$30 a month to \$500 a month. I would respectfully request that something be done about this. Isn't this price gouging?</p> <p>Thank you for your consideration.</p>	E-Mail		Cindy	Rand Van Tine	Burlington	VT								VT		

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AG 20-03080	X		Questions	3/26/2020		I have a small business and am [REDACTED] I paid my rent [REDACTED] I'd like to offer some new product at a low cost to my customers and if I could [REDACTED] to place a huge order I could offer my customers a discount or even some free Please let me know where to go for help Thanks Betty	E-Mail		Betty	Botala		VT								VT		
AG 20-03125	X		Complaint	4/27/2020		mother calling on behalf of son: [REDACTED] worked as a mechanic apprentice, was not paid. when he was finally paid, check bounced. company said that sons was harassing them, and has cut off contact. Wrote two fraudulent checks. VM: I'm calling to see if I can get some assistance for my son. [REDACTED] Phone number is [REDACTED]. He works for a company facc Holdings of Nevada Inc. 50 Woodstock Road White River Junction Vermont. He worked there as a mechanic Apprentice for several months and he was not paid when they finally paid him some of the money they owed him the check bounced and he has the check here. Checked here copies of the check and they bounced he also has money that still owed to him. But somebody please contact him and let him know what he can do. [REDACTED] [REDACTED] [REDACTED] Buddy, please contact him as soon as possible. He really needs help with this situation. He tried to call the company several times and they told them him that he was harassing them and not to call him again. So he stopped calling. Thank you so much and have a wonderful day.	Phone-Voice email		[REDACTED]	[REDACTED]		VT									VT	

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AG 20-03 18 2	X		Complaint	4/22/2020		<p>https://my-site-103417-108583.square.site/ Price Gouging Please take a look at this link. The prices they are selling hand sanitizer for are outrageous. I purchased a 32 ounce bottle of hand sanitizer today at Walmart for around 4 dollars. They advertise that this is being sold "at cost". I find that extremely hard to believe. I would like to hear your agency's thoughts.</p> <p>Thank you.</p> <p>Patrick Ross [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p> <p>I spoke with another spirits manufacturer that is also producing hand sanitizer. They informed me that the cost to manufacture a gallon of hand sanitizer from start to finish is no more than twenty dollars.</p> <p>Caledonia Spirits is charging almost an 80% mark up for the same product.</p>	E-Mail		Patrick	Ross			VT									VT	
AG 20-03 30 7	X		Complaint	4/30/2020		<p>Husband works [REDACTED] in Vermont, husband took off three weeks, had to go back to work yesterday. business is ignoring her concerns about workers not having masks in the workplace as [REDACTED] and her husband could be being exposed to COVID-19. Hi, this is [REDACTED] I'm calling with a Complaint with my husband works [REDACTED] M. And they are not [REDACTED] [REDACTED] and he took off three weeks, but when I called them, right and because he had to go back and I had mentioned I'm worried about and they don't wear masks there. She first name hung up on me. So when I called back I said I'm just I'm really concerned. So we have masks here that we could hand out, but they don't all wear them. I'm very concerned about it, and they're not doing the protocol that my husband has to work in that I if I get it that's not good and told them they don't care. So my numbers [REDACTED]. My name's [REDACTED] Thank you</p>	Phone-Voice email		[REDACTED]	[REDACTED]			VT										

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AG 20-03346	X		Complaint	4/27/2020		<p>She was advised to give our office a call about her housing situation. She lives at [REDACTED]. They are upping her rent, and given the virus situation, she's wondering if they are allowed to do this. First they were trying to [REDACTED].</p> <p>[REDACTED] She was advised not to sign anything unless it was correct. When she said she wasn't going to sign the paperwork, they said they were going to evict her. She has spent the last week or so emailing them and on the phone with them trying to get corrected paperwork. She finally got an email from them telling her they were going to up her rent. She wants to talk to someone about this because she was advised that they cannot do that during this crisis time because of the virus. Please call. (I wasn't sure if I should send this to CAP because it's a landlord/tenant situation, or if it should go to you because it's a COVID-19 related question)</p>	Phone-Voice email		Alicia	Royer		VT			[REDACTED]	[REDACTED]				VT		
AG 20-03363	X		Complaint	5/4/2020		[REDACTED]	Phone-Voice email		[REDACTED]	[REDACTED]		VT							VT			
AG 20-03373	X		Complaint	5/4/2020		<p>Problems with Blanchard Oil Co. Existing Complaint: 2020-03312. Reports just saw an email from the company requiring [REDACTED]. He would like CAP to reach out. He hopes to [REDACTED] until after COVID-19.</p> <p>Hello. My name is Roland Blais. I'm having trouble with Blanchard oil company. My phone number is [REDACTED]. [REDACTED] and I've lost my access to the internet says the library close down and I am [REDACTED]. Right. He has attempted to reach me with an email and I just found that out last night and he also in the email. He says [REDACTED]. And so what I would like to ask you to do is to get in touch with him to get in touch with Blanchard oil company on my behalf and [REDACTED]. I think this would fall under [REDACTED] so I would like this is what I would like you to do. And since I just got read this email last night, I need to look I would like to look at it a little bit more and prepare a response. it also I'm coming to the conclusion that I'm wasting everybody's time and I'm looking for a quick end to this, but I do not want him here without my permission. And I should shouldn't have to do that during the corporate time. Thank you, bye-bye.</p>	Phone-Voice email		Roland	Blais		VT									VT	
AG 20-03407	X		Complaint	5/4/2020		Difficulties gaining access to [REDACTED] due to COVID-19.	E-Mail		Yvonne	Lory		VT		[REDACTED]					VT			

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AG 20-03424	X		Questions	5/5/2020		[REDACTED]	Phone-Voice email		[REDACTED]	[REDACTED]		VT								VT		
AG 20-03457	X		Questions	4/29/2020		[REDACTED] keep having a bunch of people [REDACTED] and not social distancing. I live below them and it's stomping constantly all day long a large amount of children are there as well as their parents. [REDACTED] I take social distancing very serious. It doesn't help the they over flow stuff in the bathroom mad it ends up in my living room. My [REDACTED] live in FL and they have to wait til this is over to have a contractor come over this has been going on for at least 2 years. We have livedther for almost 8 years and these are the only people who just don't get it. Can you help call with any questions.	E-Mail		Amanda	Farrell	Colchester	VT									VT	
AG 20-03473	X		Complaint	5/6/2020		[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]		[REDACTED]									[REDACTED]	[REDACTED]



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AG 20-03578	X		Complaint	5/5/2020		<p>Price Gouging</p> <p>I currently have [REDACTED]. Walgreens in Wilmington was quoting over \$200.00 for one of the drugs. \$180.00+ for another (90 day supply). [REDACTED] I found the Good Rx Gold program which only Price chopper in Bennington participates in. There is a monthly fee of \$9.95 to participate this program. Is it not price gouging, if Walgreens sells these drugs at these kinds of prices; when they should be charging the \$49.40 total I paid at Price Chopper for all 3 ?? I do not understand how they can charge that much over others. Not to mention the 30 minute drive to Bennington and back. Thank you for your attention to this matter. I look forward to your response.</p>	E-Mail		James	Lynch		VT								VT		
AG 20-03579	X		Complaint	5/5/2020		<p>[REDACTED] Renting space that should maybe be condemned, been here since August and paying rent but unable to be open due to RAT INFESTATION and now the Covid-19 virus but still obligated to pay rent. Numerous real estate agency have come to look at space and NO ONE IS INTERESTED that alone says a lot. House is off foundation with many other issues...I am [REDACTED] for help in this matter please can you help me . This has been my dream , I am a [REDACTED] and have been paying on a space I have yet to be able to open... I truly appreciate your time and hope to here from you soon. I have contacted legal Aide on the matter but someone else advised me to contact you and you're an amazing person on matters such as these!!!! Thanks so very much!!!</p>	E-Mail		Jamie	Ransom		VT								VT		
AG 20-03585	X		Complaint	5/7/2020		<p>Hi, my name is Corey Bean, [REDACTED]. I am calling about a problem I'm having with my landlord. I have contacted Vermont Tenants, I have contacted Legal Aid, I have contacted the town health officer over issues of health concerns and fire hazards, I have contacted the Vermont Division of Fire Safety in Williston, I have emailed Jesse Debacci, I have emailed Cynthia Hines. They have both responded to me saying I needed to get in touch and email my Com-</p> <p>plaint – which I have done – to William Brown, their manager, and I have emailed him a couple times now over issues I have with my landlord going back to December. My landlord will not come and fix things. There is black mold, there are issues of fire hazards and wire issues in the apartment. I cannot get in touch with anybody to resolve this issue, and my landlord is threatening to put me out on the street [REDACTED] I don't know what to do. I have a family here. I am just looking for guidance here of where to go next since I cannot get anybody to do a job, and I keep getting put to somebody else to do a job that I thought they could do, but they just keep putting me to somebody else and somebody else. I understand it's COVID time right now but I can't seem to get a straight answer from anybody, and [REDACTED] for my family's safety due to the landlord and what he is doing. If somebody could please give me a call back – [REDACTED] – and hopefully I can get some guidance here. Again, I appreciate your time, especially with circumstances and what's happening in the world. Thank you. Bye.</p>	E-Mail		Corey	Bean	Essex Junction	VT									VT	

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AG 20-03591	X		Correspondence	5/11/2020		<p>Price Gouging</p> <p>I am writing about the insurance companies lately they seem to raise the prices on [REDACTED] and it seems to have gotten worse since the COVID-19. I have had in issue with trying to refill mine they that [REDACTED]. I'm not sure what math they use but no matter how hard I try [REDACTED] does not last [REDACTED]. They usually charge 3.90 for three month supply now some insurance are changing 3.90 for the 1 month. And [REDACTED] there is no way we can touch these by paying cash so my \$400 summer five one of my friends was just told it would cost him \$2000 for [REDACTED] that is crazy I feel like they are price gouging us since this COVID-19 we only get [REDACTED] how in the world can they do this with [REDACTED] that keep [REDACTED].</p> <p>Thank you Suzan Ricard [REDACTED]</p>	E-Mail		Suzan	Ricard		VT										VT	
AG 20-03607	X		Questions	5/12/2020		[REDACTED]	Phone-Voice email		[REDACTED]	[REDACTED]		VT								VT			

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AG 20-03628	X		Complaint	4/22/2020		<p>I, Stanton K. Payne II am writing to inform you that I have been growing frustrated with Fraga & Lilja CPAs in Middlebury. I submitted my tax paperwork to them around the 20th of February of this year in person at the office before the stay home, stay safe order has been enacted. Even before the COVID-19 outbreak, their CPA's have been working from home and they have been working on my paperwork long enough in order have them returned to me. I have tried to touch base with them several times by calling them at this number, [REDACTED] and leaving them messages on their answering systems since March 6th up until today, 22nd of April 2020. Their answering systems is now full and they have not returned my phone calls. I have sent them 4 or 5 emails to touch base with them and recieved only one reply, but they did not confirm that my tax paperwork is done. I would like for them to touch base with me and let me know whether my paperwork is still in possession of one of the CPA's in office or at home or if they have completed my paperwork and mailed them back to me. If they have mailed them back to me, I fear that my paperwork may have been lost in the mail.</p> <p>I have had no problem with the business in the past, but I am concerned about how they are operating the business during the COVID-19 outbreak. I would like your office to look into this issue and possibly find out what is really going on. I really don't want to hurt the business, but I question their professionalism on their handling of clients tax paperwork and other businesses this year during the COVID-19 outbreak. The best way to contact me is via email at [REDACTED] or reaching me in the mornings via phone at [REDACTED]</p>	E-Mail		Stanton	Payne		VT				Fraga & Lilja CPAs							
AG 20-03731	X		Complaint	5/12/2020		<p>Webform intake to ago.info: Good morning. A [REDACTED]. They called February 6 and on the tenth when I told them to not call me as I was at work. Then again at my place of work on February the 12th. I called them back on my day off seeking to have my [REDACTED] be rehabilitated and I sent them a request for email only correspondence and then emailed them my request to have my [REDACTED] per federal law. They did not reply. I then called in april and said due to the covid shutdown I [REDACTED] once the federal grace period wore off and the school (Norwich University) reopened. They again did not reply and sent me a letter dated April 22 that I received yesterday the 11th. They are stating that they won't [REDACTED] which is what I do not wish to do. Please advise on what I should do. I feel they violated cpr 104 by not calling my home phone line in Jericho first then harrassing me on the phone calling multipul times in a week and once right after I told them not to call me at work. They are also being verry resistive and non compliant [REDACTED] t per my rights under federal law regarding [REDACTED] Please advise on what I can do here. Thanks n companion</p>	Web site		Nikolas	Companion	Jericho	VT	5465										

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AG 20-03737	X	2020-04911 - [REDACTED]	COVID-19	5/18/2020		[REDACTED]	Phone-Voice email	[REDACTED] Phone: [REDACTED]													
AG 20-03744	X		Complaint	5/19/2020		I am calling for my friend who is [REDACTED]. They are [REDACTED] her because they want her site to put a tiny house in but they are not willing to accomdate her to another site.	Phone-Voice email		Phillip	Walderson		VT			Whispering Pines Campground				VT		

AG 20-03809	X	2020-04843 - Kerschner, Richard (J. Abair Roofing and Construction) CAP	Com-plaint	5/16/2020	<p>In the fall of 2018, I observed Mr. Abair and his crew replacing a roof on a house in the village of North Ferrisburgh. I occasionally observed their work for a few days and was impressed by the apparent quality of their work and how neatly they maintained the work site. I spoke with Mr. Abair and requested he visit my house and provide an estimate for re-roofing my house, shed and garage.</p> <p>On December 26, 2018, Mr. Abair visited my house and provided a detailed written estimate for the requested roof replacement. The cost was \$15,750 I could not afford to proceed at that time.</p> <p>On September 23, 2019, I contacted Mr. Abair again by email and told him I was ready to have my house reroofed. I requested references and he sent a list by email on September 25. I checked his references on Thumbtack and a few other online construction sites and all were positive, some being very good.</p> <p>On October 2, Mr. Abair again visited my house. We discussed the project and he confirmed that he could do the work for \$16,650. He offering a discount of \$1500 if he could do the work over the winter resulting in a price of \$15,150. He assured me that doing the work during cold weather would not compromise the quality of the work or materials. I questioned the application of rubber membrane on the porch roofs during cold weather. He agreed the rubber roofing material would be easier to work with in the Spring and that he may wait for the warmer weather to do the porch roofs. We discussed the use of zinc strips across the peaks of the north slopes to prevent moss and mildew growth on those roofs that receive little sun. I told Mr. Abair that the work could be done any time over the Winter or even into the Spring.</p> <p>Mr. Abair modified both our copies of the 2018 estimate by adding the following notes in black ink to the 12/26/18 estimate that was hand-written in blue ink:</p> <ul style="list-style-type: none"> (1) Work to be done Dec 10-20th, 2019 Weather Permitting (2) Note: using reinforced rubber and 100' zinc strip (3) \$15,150.00, \$1500.00 discount winter <p>We then both signed the annotated written estimate.</p> <p>Mr. Abair requested payment for 50% of the project cost. I gave him a check for \$7575 (Check [REDACTED] Mr. Abair gave me a receipt, No. 369509, dated 10/02/19. The check was cashed within 2 hours. The estimate and receipt are provided as Attachment 1. All attachments sent by email.</p> <p>Mr. Abair did not contact me or show up on December 10, 2019, to start the roofing project. On December 20, I sent him an email inquiring as to when he planned to begin reroofing my house and specifying Onyx Black Owens Corning Tru Definition Duration Shingles selected from a brochure he had provided on his Oct 2 visit.</p> <p>On January 3, 2020, Mr. Abair responded with an email stating that he should be able to get to my roof in about two weeks. He again asked for confirmation of the Onyx Black shingles. I immediately replied to his email verifying the shingle color and commented that we looked forward to seeing him in a few weeks. A copy of all the emails is provided (Attachment 2).</p> <p>Mr. Abair did not contact me or show up within the two weeks. Then the Covid-19 hit and everything shut down. On March 12, I sent him an email saying that all the snow was off my roofs and asking when he might start the project. On March 16, Mr. Abair responded by email "It's looking like the second week in April. If that doesn't work please let me know." I responded that would work. He did not show up during the second week of April.</p> <p>On April 21, I sent him an email again asking for a start date. I received no reply to that email. I have emailed and called him and left messages several times through the end of April. He has not responded to any emails or returned any of my calls. His last communication to me was the March 16 email.</p> <p>The last week of April, I again searched the internet home improvement web sites where I had originally checked Mr. Abair's references, notably Thumbtack.com and Porch.com. There were few ratings from 2019 and the latest by Joe W. was not good. He posted his phone number and welcomed calls of inquiry about Mr. Abair. I called Joe and he informed me that Mr. Abair was being brought up on fraud charges through the Milton Police Department (see copy of Milton Police Department Facebook post below). He advised I contact Milton Police Detective Hendry. Detective Hendry informed me that there was an ongoing investigation and advised I submit a report to the police serving Ferrisburgh, Vermont where this fraud occurred. He also informed me that the Vermont Attorney General's office is investigating numerous similar accusations of fraud by Mr. Abair and advised I contact Ted Hobson at the AG's Office and file a report with the Vermont AG.</p> <p>On May 2, I wrote a letter to Mr. Abair requesting that he contact me so we can arrange for him to finish at</p>	Web site	<p>Kerschner, Richard Phone: [REDACTED] Address: [REDACTED] Ferrisburg VT</p>	<p>J. Abair Roofing and Construction aka Jason Abair Phone: (802) 582-8365 Address: 361 Rte 7, Milton VT</p>						
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						<p>least the part of my project I have already paid for (Attachment 3). I emailed him the letter and sent it by USPS. I have had no response to either the email or the letter to date of this report.</p> <p>From the January 21, 2020, Milton Police Department Facebook page: Milton Police Department January 21 - Press Release Name: Jason Abair Date/Time: January 21, 2020 Offense: Home Improvement Fraud Case Number: 19MT009291 Investigating Officer: Detective Hendry Summary: On December 19, 2019, the Milton Police Department received multiple Com- plaints about possible Home Improvement Frauds from residents of Milton and other Chittenden County towns. Throughout an investigation, it was determined that Jason Abair, age 40, of Milton had committed the offense of Home Improvement Fraud, and in total six victims had been identified. Abair was cited for Home Improvement Fraud and will be arraigned in court on a later date. Milton Police Department asks that anyone with information on this case please contact us at 802-893-2424</p>															
AG 20-03831	X		Com-plaint	5/22/2020		<p>[REDACTED]</p>	Phone-Voice email		[REDACTED]	[REDACTED]		VT								VT	

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AG 20-03849	X		Complaint	5/26/2020		[REDACTED]	Phone-Voice email		[REDACTED]	[REDACTED]		VT								VT				
AG 20-03858	X	2020-04892 - Dixon, Ann-Marie High Hill Inn (Evo) CAP	Complaint	4/30/2020		<p>Hello Angela. Thank you for your reply. We are a small Bed and Breakfast (4 guest rooms) and usually quite active and successful in our busy seasons of late Spring through late a Fall (May-October). We have partnered with Evo for 5+ years. We have paid Evo every month an average [REDACTED] in credit card processing fees. The last 2 years we have had gross receipts of approximately [REDACTED]. These were credit cards processed through Evo. We have had very few [REDACTED]s in the 15 years we have owned the High Hill Inn and the 5+ years we have partnered with you. (Maybe [REDACTED].) We did not get your notice in March 2020 of Evo's 10% withholding for "COVID potential chargebacks". We found out about it when a settlement was deposited in our account in late March and Evo shorted us by 10%. We called to find out why the settlement amount wasn't the same as our deposit. We have checked with other B&B's and hotels in Vermont in the last two weeks to see if their credit card processor is charging them a "reserve fee because of potential higher chargebacks with the COVID situation". No other lodging establishment - either a small B&B or a larger hotel - is having a percentage withheld from their credit card transactions for "COVID potential higher chargeback scenarios".</p> <p>AT THIS PANDEMIC TIME WHEN LODGING, ESPECIALLY SMALL ESTABLISHMENTS, ARE EXPERIENCING A 100% SHORT TERM LOSS OF BUSINESS BECAUSE OF STATEWIDE SHUTDOWN OF ALL LODGING IN VERMONT UNTIL JUNE 15, CASH FLOW IS VERY DIFFICULT. We waited 3 weeks for Evo to get our new bank account set up. [REDACTED]. We finally ran 1 credit card deposit/settlement of [REDACTED] 3 days ago for a summer booking. Evo kept 10% of this credit card run. (Because of the lodging shutdown and cancellations there is zero income for current bookings which began mid March and will go through mid June). Evo kept 10% of this credit card run. Now I find out from talking with your customer service department and from your email (see below) of yesterday April 29, that Evo WILL BE HOLDING 10% of the ONLY OTHER SETTLEMENTS (2) which we ran 4/20 for \$482.33 and 4/23 for \$318.83 [REDACTED]. ALL LODGING IN VERMONT IS TEMPORARILY SHUT DOWN UNTIL JUNE 15. The total amount you have kept from the credit cards we processed over a week ago and haven't even deposited into our new bank account yet is [REDACTED] which BELONGS TO US. That would pay a few small bills. We are using [REDACTED] to pay some of the basic expenses to keep our 15 year old very successful (until COVID) business open. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	E-Mail	High Hill Inn , Ann-Marie Dixon Phone: [REDACTED]						Angela LeePow, EVO Payments International Address: 320 Cumberland Avenue , Portland ME										

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AG 20-03889	X		Questions	5/28/2020		[REDACTED]	Phone-Voice email		[REDACTED]	[REDACTED]	Rutland	VT										
AG 20-03897	X		Complaint	5/21/2020		I contacted Kim Dennis via VRBO in February 2020 about renting one of the units she owns for two weeks in August. I sent her a deposit and an additional payment, totaling \$600.00. We stay in that area every summer because my [REDACTED] attends Farm and Wilderness Barn Day Camp. Then COVID-19 hit, I contact Kim Dennis in April asking about canceling and her policy given these extraordinary times. She said she would not refund my \$600.00 and said that in order for her to continue to hold my reservation I needed to pay the balance owed. At this time we didn't know if F & W would be open for the summer. We found out the following week that the camp is closed for the summer so I cancelled our reservation. On the VRBO website - they encourage property owners to be considerate of cancellations during this crisis. When I asked for Kim to reconsider her cancellation policy, as I am a [REDACTED] [REDACTED] [REDACTED] She did not consider my [REDACTED] and will not consider refunding me any of the money I sent her. As well, here is her residential address:	Phone-Voice email	Dawn	Dunleavy	Rosindale	MA	2131	Vacation Rental By Owner (VRBO) Phone: 5126841100 Address: 1011 W. Fifth Street, Suite 300, Austin TX	Kim	Dennis							
WB 20-00248	X		Complaint	3/19/2020	9/23/2019	Since Sept of 2019 internet service at my home has been intermittent at best. At times I have attempted to work from home due to extenuating circumstances. And our daughter while [REDACTED] was trying to work from home from Sept 2019-Jan 2020 and attempted to work with Consolidated on the issue which was never fully resolved. The solution to be able to work was to drive to a place where internet was accessible, library, coffee shop, etc. Now the COVID-19 is upon us and we have mandated to work from home, I am unable to. I need this resolved immediately.	Website		Ann	Cookson	CABOT	VT	5647	Consolidated Communications aka FairPoint Communications Phone: 8028630687 Address: 800 Hinesburg Rd., South Burlington VT								

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WB 20-00290	X		Correspondence	3/31/2020	3/30/2020	<p>I responded to a legitimate looking request from the SBA regarding the EIDL program. I gave banking info and my SSN. What a fool. Help!</p> <p>The email came from: news@updates.sba.gov (Small Business Administration via service.govdelivery.com)</p> <p>We know you are facing challenging times in this current health crisis. The U.S. Small Business Administration is committed to help bring relief to small businesses and nonprofit organizations suffering because of the Coronavirus (COVID-19) pandemic.</p> <p>On March 27, 2020, President Trump signed into law the CARES Act, which provided additional assistance for small business owners and non-profits, including the opportunity to get up to a \$10,000 Advance on an Economic Injury Disaster Loan (EIDL). This Advance may be available even if your EIDL application was declined or is still pending, and will be forgiven.</p> <p>If you wish to apply for the Advance on your EIDL, please visit www.SBA.gov/Disaster as soon as possible to fill out a new, streamlined application. In order to qualify for the Advance, you need to submit this new application even if you previously submitted an EIDL application. Applying for the Advance will not impact the status or slow your existing application.</p> <p>Also, we encourage you to subscribe to our email updates via www.SBA.gov/Updates and follow us on Twitter at @SBAgov for the latest news on available SBA resources and services. If you need additional assistance, you can find your local SBA office and resource partners at www.SBA.gov/LocalAssistance. If you have questions, you may also call 1-800-659-2955.</p>	Website				Williston	VT	5495		Unknown			Unknown	Intern et	VT	unknown
WB 20-00361	X		Complaint	4/14/2020		<p>CVS/Wellcare is telling me that they cannot mail my prescriptions across state lines. We live on the border of VT/NH. My [REDACTED], who expects my prescriptions to be processed at a CVS. The closest is in Claremont, NH. Likewise, my husband's plan is with [REDACTED] who expects us to get his prescriptions from Walmart, also in Claremont, NH. Walmart had his prescriptions delivered. CVS uses USPS, and tells me that they cannot mail across state lines, therefore I have to go to the pharmacy for medications. This seems like a ridiculous situation in times of Covid and 'sheltering in place'.</p>	Website		Cindra	Wallin	Cavendish	VT	5142		CVS Pharmacy			1 Wall St	Claremont	NH	3743

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WB 20-00374	X	2020-04408 - Douglas, Chelsea (Full Circle Property Management) CAP	Complaint	4/17/2020	3/30/2020	<p>Consumer is having issues with lease during pandemic and requests additional time to complete lease processes.</p> <p>Began the process of purchasing a home shortly before COVID-19. As a result of the stay at home order the Town Office of Georgia is closed and unable to do our title work required to close on the mortgage. Before COVID our closing date was 5/8 and we would be out no problem before our lease end date of 5/28. However, that is no longer the case. At this time the Town Office will remained closed until May 15th. We called Full Circle Property Management and explained our unique situation. They already wanted 60 day notice of renewal rather than the required 30 day and the delay is out of our hands. They refused to work with us or have month to month lease during the pandemic. After consultation with our attorney and tenants rights group we gave our notice to not extend our lease past May 28th. However, if we don't close on the home before then [REDACTED]. We have never been late with rent are both blessed to be essential workers and just looking for some understanding during these difficult times.</p>	Web site	Douglas, Chelsea Phone: [REDACTED] Address: [REDACTED], Essex VT							Full Circle Property Management Phone: (802) 864-5200 Address: 346 Shelburne Road, Burlington VT							

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WB 20-00384	X	2020-04251 - [REDACTED]	Complaint	4/18/2020	4/11/2020	[REDACTED]	Web site	[REDACTED] Phone: [REDACTED] Address: [REDACTED] Fairfax VT						Scam Work At Home/Mystery Shopper/other similar scam Job Opportunity						

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WB 20-00398	X		Complaint	4/23/2020	4/17/2020	[REDACTED]	Web site		[REDACTED]	[REDACTED]	[REDACTED]	VT	5488		[REDACTED]	[REDACTED]	[REDACTED]	Montpelier	VT	5633
WB 20-00418	X		Complaint	4/27/2020	4/15/2020	[REDACTED]	Web site		[REDACTED]	[REDACTED]	Springfield	VT	5156		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	VT	5156
WB 20-00425	X		Complaint	4/28/2020	4/15/2020	[REDACTED]	Web site		[REDACTED]	[REDACTED]	Derby Line	VT	5830		[REDACTED]	[REDACTED]	280 state drive	Waterbury	VT	05671-1060

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WB 20-00426	X	2020-04555 - [REDACTED]	Complaint	4/28/2020	3/6/2020	Consumer reports leased vehicle and then endured [REDACTED] hardship that makes her unable to utilize the car [REDACTED]	[REDACTED]	[REDACTED]						[REDACTED]						

WB 20- 00 42 8	X	Com- plaint	4/28/ 2020	4/7/2 020	<p>After speaking with a Police Officer and a legal Representative from Vermont Legal Aid, it has been advised to me that I can submit a Com-</p> <p>plaint regarding the conduct of the realtor by the name of Lee Fitzgerald-Pierce whom works for Century 21 Farm & Forest Realty. There are various issues I will bring to light, however, specifically through this website I would like to address the misconduct on part of Lee Fitzgerald-Pierce, whom on April 7th, 2020 sent an email in regards to wanting me to vacate my apartment by May 31st, 2020 (to which she clarified was due to no fault of my own). Let the record show that as of 04/28/2020 of submitting this Com-</p> <p>plaint, the notice to vacate has not been done legally as I have a) not been hand delivered a notice to vacate in writing b) not received notice to vacate by first class mail to another address and c) not received notice to vacate through certified mail.</p> <p>Through several back and forth emails (to which the Police Officer Jason Letourneau agreed were harassing in nature among other things) Lee persistently rejected my concerns of the global pandemic COVID-19 hindering me from making a sudden move from one shelter to a new one. Specific statements in emails Lee sent to me during this conversation that I believe are inappropriate/potentially illegal on her part in preventing me from equal opportunity in housing/renting as well as [REDACTED] are the following:</p> <ol style="list-style-type: none"> 1. " the need to go out and look for another rental is not necessary" 04/08/2020 (preventing me from fair opportunity to find new shelter) 2. " return to your family home [REDACTED], this may in fact be your best choice" 04/08/2020 (coercing me to leave Vermont which would therefore force me to give up my job and state license) 3. "thank you for your response, however, it is not acceptable. The Owner will be taking possession on or before May 31st, 2020 at 6 p.m." 04/09/2020 (still no legal notice to vacate or legal eviction process started when statement made - making me feel [REDACTED]) 4. the only alternative for you at this time; to return to [REDACTED]" 04/09/2020 (coercing me again to leave Vermont) 5. "there is nothing in the governor\'s suggestions that says you cannot vacate the apartment and return to [REDACTED]... you can go out, therefore you can go home to [REDACTED]" 04/09/2020 (coercing me even more to leave Vermont) 6. "as a rental manager I do have people coming into the state daily" 04/09/2020 (possible violation of Gov Scott\'s executive orders?) 7. "the owner will be taking possession as I have stated on May 31st, 2020. He will no longer be renting to you. Circumstances have changed.... you are not even at the apartment ! " 04/09/2020 (still no legal notice to vacate delivered in writing and now possible retaliation of preventing me from the fair opportunity to find new shelter as she had previously offered other rentals her business has available and then took it back through this statement as well as suggesting she knew whether or not I was inside the apartment - making me feel borderline stalked) 8. "checking in and looking for an update...." 04/17/2020 (I still had not responded to her email on 04/09/2020 recited in number 7 above therefore continuing to make me feel harassed) 9. " you have not been at the apartment for quite sometime.... need to do an inspection of the apartment... I plan to go early afternoon on Wednesday" 04/20/2020 (further [REDACTED] by suggesting she knew whether or not I was physically inside the apartment and [REDACTED] she would force entry - [REDACTED] - the police officer told me he let her know she didn\'t have much grounds to assume i abandoned the property and that she was on thin ice) 10. "would like to get into your unit on Friday afternoon" 04/22/2020 (continued to express wanting to get inside even though I had clearly reasonably denied entry due to COVID-19 on 04/20/2020 and continued to express i was uncomfortable where the website of her company clearly stated they wouldn\'t proceed unless ALL parties were comfortable - [REDACTED]) 11. "i will be the judge of just what type of tenant you ended up being... funds will be returned subject to the inspection by the owner" 04/23/2020 (this was in response to me requesting she treat me like the good tenant she has referred to me as in emails and to the police officer as well as adhere to her company\'s website\'s promise to keep all parties comfortable. furthermore, she does not legally have any possession of any extra funds of mine - security deposit had already been used in April for rent payment through Lee\'s own suggestion with money already being paid in full for renting the apartment for the 	Web site		Kelly	Ireland	Saint Johnsb ury	V T	058 19- 214 8		Lee at Centur y 21 Farm & Forest Realty	Fitzgeral d-Pierce	5043 Route 5 P.O. Box 331	Derby	V T	5829
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Complaint /Intake#	R	Matter #	Intake Category	Received Date	Incident Date	Description	Intake Method	Complaint By NAME	First / Company Name	Last Name	City	State	Zip	Complaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip			
						<p>entire month of May as well- making me [REDACTED] that Lee is/will retaliate against me simply for raising defense to possible eviction and reasonably denying entry due to COVID-19).</p> <p>All 11 statements transcribed above are one situation. A second situation I would like to issue Complaint on is that on 10/03/2019 Lee Fitzgerald-Pierce emailed me in response to raising severe concern of my lack of full access to heat "i think you are over reacting... I think it is best if you look for another apartment... i will send out your notice to vacate today". According to what I have read on vermontjudiciary.org under Affirmative Defenses - I believe Lee\'s violation falls under "started the eviction process after you complained".</p> <p>And my final Complaint I would like to submit is that it is my understanding that according to Vermont Laws, listings for potential renters/home buyers cannot discriminate and cannot make statements such as "perfect for a couple", "great for a small family" etc as it is discriminating in nature and can deter or prevent potential renters/home buyers from renting/buying. Currently, on Century 21 Farm & Forest\'s website, Lee Fitzgerald-Pierce has a listing I screenshot for a property and she published "Traveling Medical Professionals...this ones for you ...". I believe this may be more inappropriate/possible illegal conduct that warrants investigation/consequence.</p> <p>I am considering seeking legal action in order to obtain compensation for [REDACTED] throughout the process of dealing with Lee Fitzgerald-Pierce but am open to the idea of settlement being reached outside of court as well as the opportunity for the owner(s) of Century 21 Farm & Forest Realty to reach out to me to apologize for what I\'ve had to go through and possibly offer something themselves such as paying for movers if I\'m able to successfully find a new place to live and or other reasonable modes of compensation for [REDACTED] I\'ve endured due to their employee\'s Lee Fitzgerald-Pierce\'s actions.</p>																	
WB 20-00497	X		Complaint	5/19/2020	5/15/2020	<p>Quicken Loans, LLC refused to make a COVID accommodation to allow the borrowers attorney to serve as POA for a remote closing under the VT Governor\'s "stay at home mandate" and refused to make a COVID accommodation to waive an internal three day notice requirement, even though Fannie Mae and Freddie Mac have specifically relaxed these guidelines for remote closings during COVID. The purchasers were essential workers - traveling RNs - in separate states, purchasing a home in VT. The sellers were [REDACTED] and [REDACTED] individuals moving out of state. Quicken\'s failure to make these accommodations caused undue hardship and suffering for all parties involved.</p>	Web site		Julia J. Compagna, Esq.	Compagna, Esq.	Morrisville	VT	5661	QUICKEN LOANS Address: 30600 Telegraph Road, Suite 2345, Bingham Farms MI									

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WB 20-00511	X		Complaint	5/21/2020	5/21/2020	Good Afternoon, [REDACTED]	Web site		[REDACTED]	[REDACTED]	Montpelier	VT	5602		Stephenson	Miracle	645 Barnes Road	Montpelier	VT	5602
AG 20-0243	X		Complaint	3/19/2020		COVID 19 DayCare His ex-wife has her son in daycare. The daycare provider has threatened she will give up the son's spot if ex-wife doesn't continue to pay the daycare provider each week for as long as the son is held out of the daycare. The provider threatened the same thing whenever the provider took a vacation – the ex-wife had to still pay to hold her son's spot while the daycare provider was on vacation, so there's definitely some extortion going on. The ex-wife is [REDACTED]. The daycare provider is Catherine Thurber on [REDACTED] in Barre Town. Donald Koch has already called the child care consumer line, but they said they deal only with licensing and safety. Refer to the Governor's office?	Phone-Voice email		Donald	Koch		VT							VT	

<p>AG 20- 03 81 1</p>	<p>X</p>	<p>2020- 04847 - Sargent , Mary (Starpoi nt Resort Group, Inc.) CAP</p>	<p>Com- plaint</p>	<p>5/19/ 2020</p>	<p>I am writing to document my concerns which I discussed with Katherine this morning. While on vacation, on February 9, 2020, I attended a presentation at Starpoint Pines Resort in Sedona Arizona with two friends who are RCI timeshare members, regarding Sapphire Resorts timeshare membership. RCI partners with Sapphire. After the presentation we sat down with a woman named Josie to discuss signing up with Sapphire. She asked another individual, whose name I didn't recall, but was later informed was Lloyd, to join us to encourage me to sign up. They were offering an incentive for signing a 3 day trip for two including airfare to Hawaii or two locations in Mexico. When discussing the trip to Hawaii, I told them a three day trip wasn't worth it for me as I live in Vermont. The man stated it would include airfare to and from Hawaii and he would give me extra points to extend my stay for 7 extra days which would be a total of 10 days. That is the only reason I agreed to sign up as a Sapphire member for the price quoted of \$5395 including a \$600 deposit and \$494 annual membership fee. My two friends were with me during this entire process as witnesses to what he told me. It was also not mentioned during this meeting that I would have 10 days to cancel after signing up. I was on vacation and did not study the paperwork until I returned home on February 20. This process was extremely fast paced which I feel was done so intentionally. I am an [REDACTED] and [REDACTED] by the individuals who worked with me during this process. I have had several phone conversations with individuals in Sapphire's office in Las Vegas, Nevada regarding this matter since returning home to Vermont, mostly with: Kristeena Vasquez New Member Engagement Agent Starpoint Resort Group, Inc. 235 E. Warm Springs Road Las Vegas, NV 89119 Phone: 855-782-7856 kvasquez@starpointresorts.com I was initially asked to send an email explaining what took place in Arizona. I was told that "Lloyd" should not have offered me the extra points for the trip to Hawaii as it is done by a third party and can't be changed. I was eventually offered, because of what he told me, an 8 day, 7 night trip to Hawaii for me and guest but would not include airfare. I asked to have this offer in writing but have not received anything thus far. Each time I call I am told it is being worked on but due to the corona virus it hasn't been completed by the legal department. I have paid \$5395, \$600 and \$305 thus far. The \$305 is partial payment of the first year membership of \$848.90. I will send copies of everything I signed and received while in Arizona with a copy of this email and the one I sent to Kristeena Vasquez. Thank you for any assistance you can give me to resolve this situation. Sincerely, Mary J. Sargent [REDACTED] South Burlington, VT 05403 Phone: [REDACTED] [REDACTED]</p>	<p>E- Mail</p>	<p>SARGENT, MARY J Phone: [REDACTED]] Address: [REDACTED]] SOUTH BURLINGT ON VT</p>					<p>Starpoint Resort Group, Inc. Phone: 8444727744 Address: 235 E Warm Springs Rd STE 107, Las Vegas NV</p>					
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WB 20-00298	X	2020-03941 - Tolba, Mona (Berlin City Kia of Vermont) CAP	Complaint	4/1/2020		<p>my name is Mona Tolba and a mother of Mohamed Mohamed who is [REDACTED]. Dealer took 900 dollar from Mohamed and 650 from my personal credit card despite me telling him not to take the money despite and despite me refusing to sign for him. when i found out that the interest for the car is 20% i told him this is crazy and i explained to him that my son will not be able to pay all this for the car because he never hold a job and he has very [REDACTED] and he will not be able to pay for the car and i explained to [REDACTED]</p> <p>i explained to that what he is doing is wrong, i begged him (the dealership manager) not to give my son the car. but he disregarded my wish and took the 650 from my credit card without my permission. and i also got a bill from Santander Consumer USA for 16,186.10.</p> <p>i returned the car to the dealer and the dealer keeps on calling my son to come to take the car and he keeps on threatening him that he will charge him for putting the car on his dealership property. he told him there is no warranty on the car and he needs to go and pick it up.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>please ask the dealer not give my son the car [REDACTED].</p>	Web site	Tolba, Mona Phone: [REDACTED] Address: [REDACTED] South Burlington VT							Berlin City Kia of Vermont Phone: (802) 892-0984 Address: 586 Marshall Ave, Williston VT							
AG 20-01102			Complaint	2/7/2020		Wants to cancel airline tickets due to the coronavirus. Is talking with travel agent today - call on Monday	Phone-Voice email		Cynthia	Gauthier		VT								VT		
AG 20-01929			Scam Report	3/4/2020		<p>from Deb: scam. phone. antivirus security cost. Coronavirus related.</p> <p>Phone call talked about \$399 JCIP . Caller ID Fire-support and number on ID was 319 number and to call back for #399 protection, gave call back number of 203-689-8681. Security and JCIP...</p>	Phone-Voice email		Pat	Franky		VT								VT		
AG 20-02048		2020-04768 - Robinson, Angela (Amazon) CAP	Complaint	3/11/2020		<p>Price Gouging</p> <p>Ordered N95 face masks (6 in a package) Black Pool FA is the company. Cost was \$141.45 and shipping was \$30 (asked to expedite).</p> <p>Proforma invoice for six masks in US dollars was \$18.00.</p> <p>Complained to Amazon and was directed back to Black Pool FA.</p> <p>Company did respond -</p> <ol style="list-style-type: none"> 1. Advertised as N95, but masks say FF92 2. Did not know the masks were coming from China 3. Why the difference in price from proforma - no response. 	Phone-Voice email	Robinson, Angela Phone: [REDACTED]						AMAZON.COM Address: Amazon Legal Support, 2021 7th Ave, Seattle WA								
AG 20-02148			Scam Report	3/16/2020		Says a company named "Well Help Inc" has reached out to her for employment to bring in COVID-19 testing kits into offices; 100/office. Says does not know how they have access to the kits when healthcare providers do not.	Phone-Voice email		Cynthia	O'Neil		VT								VT		

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AG 20-02149			Complaint	3/16/2020		<p>Price Gouging</p> <p>Today I had some spare time and felt obligated to report sellers on Ebay who are price gouging necessities. I only do this because I can't find it in my heart to condone it. I found a seller who is selling Toilet paper and lysol products at very high prices and excessive shipping.</p> <p>The seller has her name listed so I looked her up and found her to be a pharmacist tech/student at her local drug store in Colchester Vermont.</p> <p>I wanted to alert you of this and my heart goes out to those who are paying her \$48.00 plus shipping for a 8 ct. package of tissue. And of course, the many others on Ebay and elsewhere.</p> <p>This is a traumatic time for everyone so I hope I have done the right thing by contacting you.</p> <p>Thank you</p> <p>Janet Schminkey </p>	E-Mail		Janet	Schminkey		VT									VT	
AG 20-02199			Complaint	3/14/2020		<p>Price Gouging</p> <p>Hi my name Lynette Watson. My phone number is [REDACTED] and I am calling to report price gauging at the Rite Aid pharmacy in Springfield, Vermont. I went in looking for toilet paper and found 4 rolls of toilet paper, not name-brand toilet paper, for \$9.49 and then for 6 rolls, \$12.99. I asked to speak to the manager, I was refused that, and I told them that I would be reporting this, that this is not what we expect in our community. If you could please investigate this, I would greatly appreciate it. Thank you.</p>	Phone-Voice email		Lynette	Watson		VT			Rite Aid Pharmacy				Springfield	VT		
AG 20-02226			Complaint	3/19/2020		<p>Calling again - is WeHelpInc. legitimate?</p> <p>email material in AG20-02226 received mail folder</p>	Phone-Voice email		Cynthia	ONeill		VT								VT		
AG 20-02244			Complaint	3/19/2020		<p>COVID 19 Daycare</p> <p>I have a question about child care centers. My daughters daycare center, along with several others as I have seen on facebook, are continuing to make the clients pay even though the day care is closed because of the Governors action. They are being told if they do not continue to pay they will not hold their spot in the center when this is all over.</p> <p>So basically the centers want to continue to get their money and get paid even when the parents cannot work because they have no child care so they don't have any income themself. They are getting hit twice. Is this legal for them to force people to pay for services they are not providing? Can something be done about this?</p>	Phone-Voice email		Martin	Ploof	Grand Isle		VT								VT	

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AG 20-02 24 7			Com-plaint	3/18/2020		<p>Price Gouging</p> <p>I believe that this CVS may be price gouging certain personal health items that are in high demand related to the Coronavirus.</p> <p>CVS advertises "Charmin Essentials Soft Toilet Paper 6 Mega Rolls" for \$7.49 on their website. Today when my partner purchased a pack at the store in South Burlington, she was charged \$11.79 pre-tax.</p> <p>This \$4.30 difference in price is a 57% increase in price. Toilet paper is in high demand amid fear of the COVID-19 Coronavirus, but I believe that such a price increase unfairly takes advantage of the public during a time of stress. We do have receipts showing the price and item name. I would be happy to provide a photo, but do not want to attach it to the Com-plaint at this time due to other personal information on the receipt.</p> <p>4.30</p> <p>I would like the AG's office to follow up an ensure that retailers in Vermont are not price gouging essential health supplies during a public health crisis.</p>	E-Mail		Joseph	Tomlinson		VT			CVS					South Burlington	VT	
AG 20-02 26 2			Com-plaint	3/20/2020		<p>Com-plaint about misleading interest rate at 802 Hyundai in Mtptr/Barre, the interest rate is 1.9%, while Burlington Auto is .9.</p> <p>Saw ad this morning. 1.9% interest rate on their vehicle. \$190. He is concerned that 1.9% interest actually means 190% interest and believes that it should say .019% interest if it were to really be 1.9% interest.</p> <p>Says first New England Subaru of New England had been showing the ads and now it's local dealers. Has seen on 22, 22 and WCAX and ABC local 22.</p> <p>Also wanted to share that he believes cash transactions should be banned due to the coronavirus.</p>	Phone-Voice email		Bernerd	Ruel		VT									VT	
AG 20-02 26 3			COVID-19	3/20/2020		<p>Consumer has a question regarding free propane due to corona virus said president Trump stated that if you're low on propane companies have to give yu some. He is a customer of Amerigas in Barre.3/23-Consumer left two msgs requesting a call back.</p>	Phone-Voice email		Robert	Clark		VT								VT		
AG 20-02 28 8			Com-plaint	3/23/2020		<p>COVID 19</p> <p>Are the owners of the High Hill Inn in E. Mtptr, VT. Says spoke to John at Governor's Office [REDACTED].Says use Evo Merchant Svcs for processor. Just found out today that they are holding 10% or cash flow b/c of Coronavirus. Says is not fair b/c ppl are canceling their reservations and they sent out a msg that the credit card companies are holding 10% b/c of the Coronavirus. Number of Merchant Services is 888-860-7808. Says filling out SBA loans is also not going well b/c their system is overloaded and they aren't accepting MAC systems.</p>	Phone-Voice email		High Hill Inn		East Montpelier		VT								VT	

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AG 20-02 31 4		2020-03518 - Farkas, Michelle (American Airlines) CAP	Com-plaint	3/11/2020		Consumer purchased tickets through the airline for an admitted students day which was canceled. American has put in a policy to allow people to move their tickets to a later date due to the corona virus - they claim since she purchased them in February this does not apply.	Mail	Farkas, Michelle Address: [REDACTED], Burlington VT													
AG 20-02 31 5			Com-plaint	3/24/2020		Price Gouging Consumer got an email from their optometrist offering to sell to patients four different disinfect sprays for eyes, hands and surfaces. Claims it will work on covid 19 virus. Product prices seem very high.	Phone-Voice email		Jessica			VT									VT
AG 20-02 31 6			Com-plaint	3/24/2020		Scam. Email. COVID 19 Family Prepping - advertising sale of face masks	Phone-Voice email		Henrietta	Splain		VT									
AG 20-02 31 8			Com-plaint	3/24/2020		Maplefields - regional manager named Willie with a no trespass order because he coughed and made a reference to the corona virus and he was served by two armed police officers. Expected the Ag's office to do something - call them and say he can't do this to people.	Phone-Voice email														
AG 20-02 31 9			Correspondence	3/24/2020		COVID 19 Wants a statement from our office about how stores are not taking American Legal Tender especially Jolly and SP Collins?	Phone-Voice email		Shawn			VT									
AG 20-02 32 1			Com-plaint	3/24/2020		Price Gouging. Delivery fee was \$5 and now it's \$10 - can't leave the house and have a child who needs medicine.	Phone-Voice email		Morah	Chowning		VT			Valley Messenger Pharmacy						
AG 20-02 32 9			Com-plaint	3/24/2020		Com-plaint against hoarding - not able to find toilet paper anywhere.	Phone-Voice email		Doug	Carpenter		VT									VT
AG 20-02 33 2			Com-plaint	3/25/2020		COVID 19 Wants a statement from our office about how stores are not taking American Legal Tender especially Jolly and SP Collins? 48	Phone-Voice email		Lisa	Seigle		VT									VT

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AG 20-02 34 3			Complaint	3/25/2020		Consumer's husband works at [REDACTED] and he is being ordered to continue to report to work - wants to know if this is appropriate and allowed?	Phone-Voice email		Ashley	Wright		VT								VT	
AG 20-02 34 8			Complaint	3/26/2020		Why is Norwich still open and allowing staff and students on campus?	Phone-Voice email		Mario	Nelson		VT								VT	
AG 20-02 35 1			Complaint	3/26/2020		Scam. Phone Debt Relief 2 calls - Hardship loan program for up to \$55,000. No mention of COVID19.	Phone-Voice email		Virginia	Bogni-LeMay		VT		Scam Debt Relief (GENERAL) Relief/Settlement/Adjustment/Consolidation						VT	
AG 20-02 35 5			Complaint	3/20/2020		Message can an unregistered day care insist on payment after they close to hold a spot for future care? also can they insist on their 2 wk notice and pay after they make the decision to close, in the event the child is not returning??	Phone-Voice email		Ann	Dandurand		VT								VT	
AG 20-02 35 6			Questions	3/20/2020		I have a small business and am [REDACTED] right now due to Covid I paid my rent for March but I'm [REDACTED] about upcoming month and insurance as well. I'd like to offer some new product at a low cost to my customers and if I could [REDACTED] to place a huge order I could offer my customers a discount or even some free Please let me know where to go for help Thanks Betty	E-Mail		Betty			VT								VT	
AG 20-02 36 3			Complaint	3/26/2020		Received a call from her insurance company asking if she wanted to make an adjustment to her plan. Consumer believes they are targeting [REDACTED] to get them to cash out their plans now so they don't have to pay out due to covid-19. Is this related to COVID19?	Phone-Voice email		Susan			VT									
AG 20-02 36 4			Complaint	3/26/2020		Broke her apartment lease two months ago, agreed to pay for the two months and found a subletter. Subletter paid the deposit and is now being told someone in the building has tested positive for COVID19 and the landlord is not letting anyone move in. She was told she is responsible for the rest of the rent under the lease agreement.	Phone-Voice email		Kayla			VT								VT	
AG 20-02 36 6			Complaint	3/26/2020		price gouging - cleaning supplies on ebay are overpriced.	Phone-Voice email		Hazel			VT								VT	

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AG 20-02 36 8			Complaint	3/26/2020		Price Gouging at Dollar General Price of eggs doubled	Phone-Voice email		Paul	Pike		VT								VT	
AG 20-02 37 0			Complaint	3/26/2020		Her family owns a small business and the bank agreed to [REDACTED], [REDACTED] Excavating Business	Phone-Voice email		Carolyn		Richford	VT								VT	
AG 20-02 37 2			COVID-19	3/26/2020		He is being charged for a service he is not receiving - Daycare related due to Covid-19.	Phone-Voice email		James	Gorham		VT								VT	
AG 20-02 37 7			Correspondence	3/27/2020		says rec'd a call back from us, requesting more information. Says emailed two pictures of some of the cleaning stuff they were trying to sell on there. Says is not sure if got the right CAP email address, so if we don't get her email, we can email her at [REDACTED] Did not leave call back number.	Phone-Voice email		Hazel	Hillier		VT								VT	
AG 20-02 37 8			Complaint	3/27/2020		Price Gouging:Says received a call for hand sanitizer for sale from the "Fastenal Company" in Rutland for \$135 for a 1 gallon jug of Purrell hand sanitizer. Solicitor's number is 802-747-7722	Phone		Business calling			VT								VT	
AG 20-02 38 0			Complaint	3/27/2020		Price Gouging Chittenden Solid Waste District.Check out their website. Former rate used to be \$2.75 per bag and you can bring up to 4 bags. Now charging a flat fee of \$10 whether you bring 1 or 4 bags.	Phone-Voice email		Bruce	Palmer		VT									
AG 20-02 38 5			Complaint	3/27/2020		Cubsmart - self storage unit monthly rate from \$73 to \$81. Is this price gouging.	Phone-Voice email		Roland	Lyon		VT									
AG 20-02 38 9			Complaint	3/26/2020		It would appear that gas prices at the pump are way out of line. With crude oil tanking and gasoline falling it would seem that the pump prices at 2.199 are in the neighborhood of 1.00 to high. API will give the prices. We are getting beat up enough without being ripped off for gas too. Please look into this.	E-Mail		Stephen	Huestis		VT								VT	
AG 20-02 39 1			Scam Report	3/30/2020		scam. online. benefits fraud Says heard TJ on VT Edition about scams. Says reminded of something that happened in Addison County. Says someone put in a request for support and submitted it twice and volunteer identified they had seen the same request in Brooklyn NY document. The name of the person who submitted it is [REDACTED] [REDACTED], phone: [REDACTED]. They also provided a paypal account and cash up id.	Phone-Voice email		Amy	Mason	Weybridge	VT		Scam benefits fraud (such as someone misrepresenting situation or submitting several applications)						VT	

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AG 20-02 39 3			Scam Report	3/30/2020		Scam. online. Craigslist property listing scam Says had a person by the name of Gordon Silvino, claiming he was the landlord of a camp at 32 Spaulding East Shore in Colchester, VT. He asked them to deposit first and last mo. rent, pet dep., cleaning fee, security dep. into bank account and would not speak to anyone. Called town office and found the property is owned by Gordon and Beverly Watson who are renting the 32 Spaulding East Shore property under RVBO. Did notify them via RVBO of the issue. They have not responded yet. Says has name of the scammer's account. Has acct no and routing number to send payment to. Also said it was called Silvino Tapia Bank, Bank of America [REDACTED] They are in NC. Had friends in vicinity who went to look. It was unoccupied. Asked if friends could walk thru. Said couldn't do walk thru b/d virus going around, couldn't grant access.	Phone-Voice email		Kim	Adayer (?)		V	T		Scam Craigslist or other Listing (Rental Scam)						V	T	
AG 20-02 39 5			Scam Report	3/30/2020		Scam. email. stimulus Rec'd says needs to accept the beneficiary relief payment and referencing the COVID-19 tax relief (stimulus)	Phone-Voice email		Joanne	Lund		V	T	Scam Free Money (GOVERNMENT STIMULUS MONEY) - NOT grants Phone: 7148774451						V	T		
AG 20-02 39 7			Scam Report	3/30/2020		scam. email. Compromising video bribes, threats will give family COVID-19 if does not respond. Has received three emails in the past two weeks, threatening to use password if didn't send them money. Say they have a video of her and are observing her. One of them said something about getting her and her whole family sick with the virus. Heard on the radio it's considered terrorism.	Phone-Voice email		Heather	Davis		V	T	scam bribe (claims requires payment to keep a secret (like sextortionscam)- sometimes bitcoin)									
AG 20-02 41 2			Questions	3/30/2020		Covid-19 Thomas called her at five n drum motel 802-442-4074 received letter about compliance of shut down. He's confused and concerned and not sure what to do.	Phone-Voice email		Erika from Covid 19 Hotline			V	T										
AG 20-02 41 3			Complaint	3/30/2020		File a Complaint against Redding Farms Estate. Booked a reservation and paid in full for 7500 for a group of 45 for a retreat for April 24th-26th 2020. I tried to reschedule due to covid 19 and they said they were canceling because I hadn't placed a deposit. They said I could lose deposit or reschedule for next April. Now asking for a refund - and they are refusing.	Phone-Voice email		Mary	Donnelly		V	T										
AG 20-02 41 6			Complaint	3/30/2020		Price Gouging Eggs have doubled in price in the Franklin County Area - Those who receive snap are not able to afford this.	Phone-Voice email		Cindy	Carbaneau	Richford	V	T										

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AG 20-02427			Complaint	3/31/2020		Jolly is not taking cash	Phone-Voice email		Darlene	Johnson		VT								VT	
AG 20-02432		2020-03762 - [REDACTED] (craigslist scam - western union wire transfer)	Scam Report	3/31/2020		[REDACTED]	Phone-Voice email	[REDACTED]						Scam Craigslist or other Listing (Rental Scam)							

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AG 20-02433			Questions	3/31/2020		Not sure if an email re: the SBA loan is real or a scam.	Phone-Voice email		David	Evarts	Williston	VT								VT		
AG 20-02439			Complaint	3/31/2020		Consumer wants to speak with somebody about an Air Bnb reservation cancellation	Phone-Voice email		Nancy	Picna		VT										
AG 20-02440			Citizen Inquiry	3/31/2020		Consumer wants to report a business being opened when they believe they shouldn't	Phone-Voice email		Shawn	Giroux		VT								VT		
AG 20-02445			Complaint	3/31/2020		Governor EO Question Construction going on in downtown St. Albans [REDACTED]	Phone-Voice email		John	Bushey	St. Albans	VT								VT		
AG 20-02447			Complaint	3/31/2020		CSWD Trash pricing Hazard to hold onto trash for 3 months. It will cost \$15 and recycling will not be free. Discrimination against people who do not generate alot of trash.	Phone-Voice email		Daniel		Hinesburg	VT								VT		
AG 20-02452			Complaint	3/31/2020		Why is Peerless still open and operating. Why can they go to work and I can't	Phone-Voice email		Thomas	Dupre		VT								VT		
AG 20-02461			Complaint	4/1/2020		Mover won't move anyone until emergency order is up. Landlord offered up their moving company. on the phone 3/31. she was too busy to send the lease. \$3000 deposit. craigslist. NEDDE is rental company. property manager involved. did not pay the deposit yet. filed form with Governor's Office. reported to State Police. Property Owner: Nedde Real Estate Company, leasing agent Nikki Fitzcharles: [REDACTED]. Virginia Quesnel: [REDACTED]. Consumer is generally concerned that they are violating the Governor's orders. Consumer is trying to rent an apartment - the landlord is saying he has to move in today or he loses it. Consumer does not want to move in due to Covid -19 and his movers aren't able to.	Phone-Voice email		Frank	Giacobbi		VT									VT	

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AG 20-02462			Complaint	4/1/2020		Consumer wants to report that landscapers from Fournier Landscaping are still working at Heritage Ford.	Phone-Voice email															
AG 20-02468			Scam Report	3/31/2020		<p>Scam. Email COVID 19</p> <p>I am writing to you based on our online conference due to ongoing (COVID-19) and I wish to inform you that UN Foundation has approved to release your awaiting \$4.5 Million USD as urgent as possible.</p> <p>Please find the below email to contact Ms. Anshula Kant The Chief Financial Officer of the World Bank Group</p> <p>E-mail: worldbankteledepartment@gmail.com</p> <p>Thanks and congratulations</p> <p>Ms. Kristalina Georgieva Managing Director International Monetary Fund (IMF)</p>	E-Mail	Weiner, Howard Phone: [REDACTED] Address: [REDACTED], Berlin VT				VT								VT		
AG 20-02475			Complaint	4/1/2020		price gouging. CSWD.	Phone-Voice email		Daniel			VT									VT	
AG 20-02485			Questions	4/1/2020		Day care question	Phone-Voice email		Jason	LaFlam		VT									VT	

Complaint /Intake#	R	Matter #	Intake Category	Received Date	Incident Date	Description	Intake Method	Complaint By NAME	First / Company Name	Last Name	City	State	Zip	Com-plaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip		
AG 20-02494		2020-03756 - Donnelly, Mary (Reading Farms Estate) CAP	Com-plaint	3/29/2020		<p>I found Reading Farms Estate on VRBO.com in Nov, 2019 and at that time made a reservation for April 24 - 26, 2020. My reservation was paid in full by the end of Jan. 2020.</p> <p>I was to send a \$5000 Security Deposit by check only 30 days prior to the reservation, which would have been March 25, 2020.</p> <p>I contact the estate on 3/16/2020 to inquire the status of the reservation in light of the COVID-19 pandemic and was told the owners had just returned from Europe, were self quarantining. Additionally, that they were monitoring the situation and would be in touch to reschedule our reservation if we chose to.</p> <p>I did not hear from them again and contacted them again on 3/24/2020, the same day the Gov. of VT declared the latest Executive Order, to discuss our options. I was hopeful that we could reschedule within a reasonable time frame, but expected a refund, if not.</p> <p>They did not respond. They then sent me an email on 3/26/2020 to stating that since they did not receive a security deposit from me on 3/25/2020 my reservation was cancelled without refund.</p> <p>I explained that I was still in compliance with the contract as at that time we still did not have a secured date for our reservation.</p> <p>They then asked me to wire them \$5000 by the end of day on March 27th in order to reinstate my reservation for April 24 - 26, 2020.</p> <p>The Estate lodges up to 45 people and we are a group of 45. They cannot legally, morally or ethically demand we keep this reserved date under the circumstances of a global pandemic.</p> <p>I have sent an email demanding a full refund at this time for the health and safety of all parties.</p>	Web site	Donnelly, Mary Phone: [REDACTED] Address: [REDACTED], Hudson NH							Reading Farms Estate Phone: 8024843333 Address: 188 Readings Farm Rd , Reading VT							
AG 20-02507			Com-plaint	4/2/2020		<p>Price Gouging</p> <p>Store is crossing off original prices and jacking up the prices. 18 roll pack of 1 ply toilet paper is now \$27.99. Other essential items also had their prices crossed out and marked with higher prices. will go back in a day or two and take pictures and get more information to file a written Com-plaint.</p>	Phone-Voice email		Jamie			VT			Mr. G's			Windsor	VT			
AG 20-02512			Com-plaint	4/2/2020		<p>Price Gouging. Wife [REDACTED] and relies on eggs for nutrition. Dollar General's price for a dozen eggs is \$3.95 and it used to be \$1.30. Will send the receipt and detailed information for the Barre store.</p>	Phone-Voice email		Jim			VT			Dollar General - Barre		74 South Main Street	Barre	VT			
AG 20-02518			Com-plaint	4/2/2020		<p>Price Gouging concern</p>	Phone-Voice email		James			VT							VT			
AG 20-02522			Com-plaint	4/3/2020		<p>Was advised by 211 hotline to call CAP. Does not feel that Wal-Mart is complying with the Stay Home Stay Safe order. Would like to explain when CAP calls back.</p>	Phone-Voice email		Robin	Powers		VT							VT			

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AG 20-02524			Scam Report	4/3/2020		<p>Scam. Calls. Phishing - personal information</p> <p>I received a voice message at 3:46 pm April 2, 2020. Here is a transcript of the Voice message:</p> <p>"This is Donna Corrigan from [REDACTED]. I am calling to let you know your tax return is ready to be mailed to you. I just need you to call me, please and confirm the address where you would like it mailed. Our office number is 527-0505. Please keep in mind in light of the current situation of things. We are working your irregular hours, but if you leave a message, I will get it and I will get it mailed to you. Thank you. Our number is 527-0505."</p> <p>I have no reason to believe that they would have my tax return as I have never dealt with [REDACTED] [REDACTED] If they are legitimate and they do have my tax return then it has been submitted by someone other than myself. The message requesting what address to mail it to is very suspicious, as there would be no options other than my home address at [REDACTED] in Colchester VT.</p> <p>I am reluctant to call them back, but I am fearful that they may have an alternate (scammed) number to call and might get a scammed address to send the item to.</p> <p>Please get back to me ASAP.</p>	E-Mail		[REDACTED]	[REDACTED]	Colchester	VT	5446	Scam Phishing (requests to update personal info, not money)								
AG 20-02529			Com-plaint	4/3/2020		Says received information from a reliable source within Upper Valley Produce in WRJ,VT that there is a positive test result and that person is still working and packing fruits and vegetables. They are touching and part of the packing process.	Phone-Voice email	ANONYMOUS, ANONYMOUS				VT								VT		
AG 20-02538			Com-plaint	4/3/2020		<p>Price Gouging</p> <p>Derby Country Store</p> <p>Consumer said the price of eggs for a dozen was \$4.36</p>	Phone-Voice email															
AG 20-02547			Com-plaint	4/6/2020		price gouging. Walgreen's ad is not honoring sales in store -- Lysol liquid buy one get one. went from 3.99 to 4.99. then went up to 6.20. sugar price is also up. would not honor advertisement. Walgreen's in Brattleboro	Phone-Voice email		Kathy	Gandria		VT								VT		

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AG 20-02549			Correspondence	4/6/2020		I just want to thank you for your help with our aggressive landlord. As we fixed one problem he (Landlord) has created another. The enclosed attachment is Jason's termination letter. If the COVID-19 pandemic goes into June can the Landlord make him move out? Thanks again for your help. Michael Carroll & Vicki Carroll [REDACTED]Morrisville, Vt. 05661 [REDACTED]	E-Mail		Michael and Vicki	Carroll	Morrisville	VT	5661							VT	
AG 20-02557			Complaint	4/6/2020		Consumer purchased a thermometer online and after purchase they said they were out and she could not get a refund. She believes this website is a scam and she lost money.	Phone-Voice email		Margaret	Gilbert	Essex	VT									
AG 20-02558			Complaint	4/6/2020		Consumer's girlfriend works at [REDACTED] and there's only 1 bathroom and they are still required to go to work. Wants to know why they are still open due to stay home order as it's not essential.	Phone-Voice email		David			VT									
AG 20-02560			Complaint	4/6/2020		Consumer is calling regarding a campsite that is closed still charging rent and fees when they aren't able to access it.	Phone-Voice email		Arthur	Bergeron		VT									
AG 20-02565			Complaint	4/6/2020		CEO of an industrial LED lighting company, Advanced Illumination. wants to report that Amazon is selling a product from China - claims it is a germ disinfectant light source. Amazon refuses to pull the product. COVID-19	Phone-Voice email		John	Threlkill		VT								VT	
AG 20-02566			Complaint	4/6/2020		seasonal camper in Danville at Sugar Ridge Campground. received bill for entire season. beginning May 1. feels the business is being irresponsible. scheduling potluck for the summer, acting as business as usual and they are taking reservations. COVID-19	Phone-Voice email		Heather	Payne		VT								VT	
AG 20-02573			Correspondence	4/4/2020		You can still go to VRBO and book a reservation online. My little town is still getting flooded by out of state people who are not observing the quarantine. I thought the order was going to be enforced but clearly it is not. Something needs to be done about it.	Website		Jascha	Sonis		VT								VT	

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AG 20-02 62 1			Complaint	4/8/2020		Dollar General. Morrisville. not practicing any safety measures for customers. COVID-19.	Phone-Voice email		Shorty	Town		VT								VT		
AG 20-02 62 2			Complaint	4/8/2020		purchase from Lowe's. needs help with return. credit card company issue as well.. Bought an appliance and appliance, opened a credit card to get 10% off. Delivered the wrong fridge and wants a refund applied for a new fridge. Was told it would take two months. Also concerned about exposure to COVID-19 since the delivery employees did not wear masks.	Phone-Voice email		Linda	Dano	Swanton	VT			Lowe's				Essex	VT		
AG 20-02 62 3			Complaint	4/8/2020		<p>Hello, I received the following email today indicating that a donor has recommended my foundation US Maher Friends, Inc. for a grant of \$5,000. They want my banking information. I'm cautious about giving out any banking information and wanted your opinion.</p> <p>Thank you Brenda Howley</p> <p>Hello Brenda, I hope this message finds you safe and well in these challenging times. I am writing with some positive news. A donor at RSF Social Finance has recommended US Maher Friends for a grant of \$5,000 for general operating support. During the pandemic, RSF will be issuing all grants via wire disbursements. Could you provide us with your banks wire details? If you do not have them in PDF format, I can share a secure form via DocuSign for your use.</p> <p>Thank you for your help. I look forward to hearing from you.</p> <p>Best, Raquel Raquel Iglesias Senior Program Associate, Philanthropic Services She/Her RSF Social Finance 1002 O'Reilly Avenue San Francisco, CA 94129 direct: 415.561.6154 rsfsocialfinance.org Learn about our 10 years of participatory grantmaking through Shared Gifting here. Twitter Facebook LinkedIn Medium RSF-logo-email</p>	Website		Brenda	Howley	South Burlington	VT	5403		RSF Social Finance							
AG 20-02 62 4			Scam Report	4/8/2020		<p>Scam. Text Message. Free Money Government Stimulus.</p> <p>I just received this text. It looks like someone may be attempting to scam people waiting for their stimulus money. I wanted to pass it along to you to warn people.</p>	E-Mail		Michelle	Mathias		VT		Scam Free Money (GOVERNMENT STIMULUS MONEY) - NOT grants Phone: 7148774451								

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AG 20-02 62 5		2020-03892 - Care Electrolysis by Wheeler, Michele (Hibu) CAP	Com-plaint	3/31/2020		<p>My business had a print ad contract with HIBU for many years. I was always contacted to review and approve ad for the next years publication. In the fall of 2019, I called them to verify and was told they were no longer publishing printed books - I asked them if my commitment would end at the end of Dec 2019 and was told yes. They continued to auto debit my business account in 2020. When I called to ask about this, I was told that I was now using their online platform services.</p> <p>I never requested or agreed either in writing, email or via phone to change my services. My previous print contracts were always signed for or if no changes, then automatically extended. According to their own client terms, this was a change in service and thus I should have approved it.</p> <p>Since I didn't request or sign up for this service,I feel I have been deceptively charged for services not requested.</p> <p>I have since called and had them cancel the service I actually never signed up for but they are refusing to credit back my bank account for the months they have already charged me. I am hoping that they will reassess their egregious action if an inquiry from a proper authority is made. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] Thank you for your assistance.</p>	Web site	Care Electrolysis Phone: [REDACTED] Address: c/o Michele Wheeler [REDACTED], South Burlington VT							Hibu Phone: 8002425774 Address: 221 3rd Ave South East, Suite 300, Cedar Rapids IA							
AG 20-02 62 7			Com-plaint	4/9/2020		<p>Price Gouging</p> <p>Would like to report that Walmart and Amazon are price gouging all their canning equipment, They are making it so us home canners can't afford to can anymore. Their prices have more than doubled and almost tripled. The price of jar lids have jumped from around 4.00 to over 13.00 since Dec. on line for walmart. Jars I use to pay around 8.00 for a case of 12 on amazon are now between 20.00 and 30.00</p>	E-Mail		Pamela	Jacques	Hancock	VT	574 8		Wal-Mart & Amazon							
AG 20-02 63 5			Com-plaint	4/9/2020		<p>We live in a campground in the summer in Newfane Vermont. Our address is there but we take our trailer and go south for the winter [REDACTED]. Governor is not returning my calls. Can someone please call me back and tell me what my options are.</p>	Phone-Voice email		Donna			VT									VT	
AG 20-02 63 7			Questions	4/9/2020		<p>Put down security deposit on a travel camper and with COVID-19 now, if I did not receive the camper due to the camping season being unavailable. Do I have a right to get my deposit back?</p>	Phone-Voice email		Richard	Munsell		VT									VT	
AG 20-02 63 9		2020-03922 - Surks, Allison (JustFly) CAP	Com-plaint	4/4/2020		<p>We had booked flights through "Just Fly" and then had to cancel due to the Corona virus. We were offered a credit as they would not provide a refund. We have the credit and would like to re-book but the credit is completely unavailable to us and whenever we call and get through to someone they refuse to help us. We have been told someone will call us back but they have not despite repeated attempts and promises. The amount (our money) is significant, \$1763.80. We are willing to take the credit but again, they will not release it to us and have placed a time limit on when it can be used.</p>	Web site	Surks, Allison Phone: [REDACTED] Address: [REDACTED] Underhill VT						JustFly.com Phone: 2139863515 Address: 520 112th Ave NE Suite 200, Bellevue WA								

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AG 20-02 66 1			Complaint	4/10/2020		Price Gouging Consumer is reporting that Hannafords and PC in Milton and price gouging eggs. It it \$2 extra for an 18 count of large eggs. He feels this is affecting WICK recipients.	Phone-Voice email		Eric	Gratton	Milton	VT									
AG 20-02 66 4			Complaint	4/10/2020		Tammy Jermaine Germain phone number [REDACTED] My landlord is telling me that I have to move out of my place on April 30th. I was wondering if she can make me do that at a time like this. Please give me a call back. Again. My name is Tammy Jermaine. [REDACTED]. Thank you.	Phone-Voice email		Tammy	Germain	Bristol	VT	5443								
AG 20-02 68 3			Questions	4/10/2020		I am a roofing contractor and have questions about what activities are allowed to continue under the OE	Phone-Voice email		Jeff		White River Junction	VT								VT	
AG 20-02 69 0			Complaint	4/13/2020		Price Gouging. Concerns with Chittenden solid price gouging.	Phone-Voice email		Kyle			VT									
AG 20-02 69 1			Scam Report	4/13/2020		Consumer is the treasurer of the MT Holly Town Library and they received a check from Benevity Community Impact Fund who wants the library to set up an EFT account. Consumer wants to speak with someone to discuss possible scam	Phone-Voice email		Cheryl	Jansen		VT									
AG 20-02 69 4			Complaint	4/13/2020		[REDACTED]	Phone-Voice email		[REDACTED]	[REDACTED]		VT		Stowe Cable Phone: 8022539282 Address: 172 Thomas Ln., Stowe VT							
AG 20-02 69 7			General	4/13/2020		I own a shop and I noticed that were not allowed to groom but others are	Phone-Voice email		Rande	Pluth		VT									
AG 20-02 70 6			Complaint	4/13/2020		Consumer also filed a Complaint - Doesn't believe Michael's should be okay during Covid-19 they are reportedly letting customers in the store.	Phone-Voice email		David	McGinley		VT									
AG 20-02 71 0			Questions	4/13/2020		Consumer wants to know what the difference is between short and long term rentals (perhaps related to Governor's Order).	Phone-Voice email		Jonathan	Blache		VT									

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AG 20-02 71 2			Complaint	4/13/2020		Consumer uses West Lake financial and they told her they would defer payments for a month due to Covid-19 and are now not honoring it.	Phone-Voice email		Theresa	Ellmay		VT								VT		
AG 20-02 71 4			Scam Report	4/10/2020		Covid-19 ECONOMIC INJURY DISASTER LOAN APPLICATION - I applied to this site and concern that it might have been a scam . Looking for some information. I am sole proprietor and [REDACTED] . Any help would be appreciated . Catherine Hock	E-Mail		Catherine	Hock		VT								VT		
AG 20-02 71 8			Questions	4/14/2020		Yes, this is a message for Lisa Jensen. This is Jonathan Blake town of Salisbury select board game. Fortunately, we're missing tonight's meeting. The question I had was extremely. simple the state says you can't have short-term rentals. I need the exact number. Is that a 14-day rental 15 Daryl a 21-day rental 28-day around a 30 day rental? made an executive order that nobody could rent their properties for a short-term rental, but they never put a definition in for it. I live in a lake District where everybody has rental properties dead. Can they run it for 29 days off? 30 days 31 when does short-term become long-term month? Sorry to sound that Kirk, but I've actually spent days calling agencies and they made the order without a definition and I would really like to have that. I was hoping to have it tonight, which isn't going to happen now. Anyway, [REDACTED]. You can call me during the day on my personal cell [REDACTED] and thank you for calling back. I appreciate it. Sorry I missed you so late today, but that's the question kind of simple song. And I will call that [REDACTED] tomorrow. So what happened Thank you, Lisa. I know you're working remotely, and thanks for what you're doing. Have a good night. I am a selectman? Of Salisbury and I need to know the definition of a short term rental is (perhaps related to EO). Lisa just called me and this is a huge topic for a meeting tonight	Phone-Voice email		Jonathan	Blake		VT									VT	
AG 20-02 73 3			Complaint	4/14/2020		Consumer does not have access to the internet or cable. Consumer now cannot access Bennington Banner and feels completley clueless during this pandemic	Phone-Voice email		Ted	Sousi	Bennington	VT								VT		

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AG 20-02753			Complaint	4/15/2020		[REDACTED]	Phone-Voice email		[REDACTED]	[REDACTED]		VT								
AG 20-02769			Complaint	4/15/2020		Covid-19 My name is Robert Baldwin. my phone number is [REDACTED] and this call concerns an employer forcing an employee. To return to work this employee has [REDACTED] trouble believing that this can be done in this time of crisis. Thank you. I'll wait to hear from you, but you won't have an answering machine and I also have a fax machine. And the number for the fax is the same as my home phone number. Thank you. Have a great afternoon by.	Phone-Voice email		Robert	Baldwin		VT								
AG 20-02777			Correspondence	4/16/2020		GV: I received a message I missed the call from Lisa Jensen regarding the time that we can speak on Thursday. She asked me to call back to leave a Time. So I'm thinking sometime in the morning, maybe between 8 and 10. And if that doesn't work, so she can call me back. I'm I'm pretty flexible. So I'll just leave it between I'll be available between 8:00 and 10:00 this Thursday for at least a Jensen off. Again. My number [REDACTED]. Thank you. Called again at 10 am: Hi, my name is Jeremy Levine. I called and left a message yesterday to speak with Lisa Jensen who asked me to call back today to give her time that we could speak. So I'm just following up on that seeing if maybe I can catch her before she goes she can reach me. At this point probably till 10:30 at [REDACTED]. Thank you.	Phone-Voice email		Jeremy	Levine		VT								VT
AG 20-02785			Questions	4/16/2020		[REDACTED]	Phone-Voice email		[REDACTED]	[REDACTED]		VT								
AG 20-02791			Questions	4/16/2020		Hi, my name is Mike and I'm looking to speak with someone about what is essential business and what is not as if you could give me a call back. The number is [REDACTED]. Again, my name is Mike looking for a list of essential businesses and non-essential businesses that can be operating during this time. And again, my number is [REDACTED]. Thank you very much. Looking forward to hearing you a call by by.	Phone		Mike			VT								VT

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AG 20-02792			Questions	4/16/2020		<p>Consumer is concerned that Condo Association (Steve is president) plans to assess a \$500 fine if he and his family do not vacate extended-stay lodging.</p> <p>Hello, my name is Justin Domino. I am currently renting a property as permanent residents at Mount Snow Mount Snow staff of the condo association is saying that they need to turn in the owners and to the attorney general and fine them \$500 a day for us living here (COVID-19 lodging rules). I need to call back cuz I need to figure out what our rights are for myself my wife and my two children just got active duty military. Just got out of the service and you know, we're trying to live here and they're saying we can't. So please give me a call back. I'd appreciate it. [REDACTED]. Thank you.</p>	Phone		Justin	Domino		VT		Mount Snow, Ltd. Address: 39 Mount Snow Road, West Dover VT						VT	
AG 20-02804			General	4/16/2020		<p>Hi. Yes. I'm calling because the state of Vermont is scamming people. They take people's tax money and they tell them that if something really bad happens and they get unemployed. They'll be paid money and they're not shelling out the money that they're obliged to pay people and they're also trying to renege on contract that they made with an individual purchase Mass from and and now they're suing the individual because they're saying the price was too high right the fact that if they could find the money Mass cheaper elsewhere, they would have bought that we're so obviously the price was not too high. And so basically now they're trying to get back to money that they already agreed to pay and already paid, you know, that's not a name for that is a scam, you know. So, you know, we've got the state of Vermont that's going around scamming the crap out of people. You know, and I know your office can't do anything about it because you work for the state of Vermont. And so it's kind of ridiculous. We're we're we're being scammed. You know, we're being scammed at the you know, the whole coronavirus we were told that we needed to lock down prevent their hospitals from being overwhelmed their hospitals are now clearly. There's no longer at risk of our hospitals being overwhelmed but yet we're not getting our rights and freedoms back that they told us they did it but only because they had to to prevent the hospital from being overwhelmed. And now they want to offend it longer and longer and longer. As if you know the lockdown is an end in itself. You know people are sick and tired of being scammed. by the government Thank you.</p>	Phone-Voice email		Brian		Cambri dge	VT								VT	
AG 20-02805			Com-plaint	4/16/2020		<p>Reports Paypal shut down his family member's business account without warning after he deposited a large sum of money into it [REDACTED] Now they cannot access and Paypal is being non-reponsive to him and the business.</p> <p>Hi, my name is Benjamin Trask. And my number is [REDACTED] I was calling because I have a problem with PayPal . I forwarded [REDACTED] and then PayPal for some reason terminated this person's account and they are unable to access it. and there pretty unhelpful, so I'm not sure if I can talk to her office. Give me a call back. That would be great. Okay. Thank you. Bye.</p>	Phone-Voice email		Benjamin	Trask		VT		PAYPAL Phone: 888221-1161 Address: 12312 Port Grace Boulevard, LaVista NE						VT	

Complaint /Intake#	R	Matter #	Intake Category	Received Date	Incident Date	Description	Intake Method	Complaint By NAME	First / Company Name	Last Name	City	State	Zip	Complaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip		
AG 20-02808			Complaint	4/16/2020		<p>Reports Hannafords and Walgreens are not following COVID-19 health/safety guidelines (not wearing face masks, no hand sanitizer available). Champlain Chevrolet is encouraging ppl to meet them in the front of their store. Says it's not essential and not in compliance. Would like Champl. Chev. to be fined.</p> <p>I have two Complaints phone. Number one. I'm a [REDACTED]. I want to Hannaford's at 6:00 this morning. No one was wearing facial mask there was no hand sanitizer. I also went to Walgreens no facial mask no hand sanitizer at the store number to reach you at Champlain Chevrolet. They're reeling in people customers to buy products cars online and they meet them in the front of their store. There's this is not a an essential work. Their service department is open which is right. Well, you should close everything off for their sales. This is this is a slap in the face for people like us who are trying to stay home and stay safe. I look forward to your return confirmation. That's Kareem Krug [REDACTED] I think Champlain Chevrolet should be fined. Goodbye.</p>	Phone-Voice email		Corinne	Klug		VT				Hannaford and Walgreens					VT	
AG 20-02810			Complaint	4/15/2020		<p>My husband, Andrew Stein, and I signed up for Comcast Xfinity internet service at our home address in May 2018 for a monthly amount of \$41.68. In December of that year, the amount charged per month increased by 53% to \$63.77; after another small increase to \$64.83 in January 2020, the rate again increased by a large 31% leap to \$84.83. We called Comcast to ask about the increases, for which we had not been notified, and the company representative claimed that we had signed a contract that allowed for two increases — one after a year (which does not explain the jump after 7 months in December 2018) and another after a further six months (again, this does not match what happened.). She then described two different "promotions" (new contracts) that we could enter if we wished. However, when asked to provide the actual text of either the original contract or the new, proposed contract, she informed us she was unable to provide either, and that changing our terms could only be completed over the phone. There has been no discernible improvement in the quality or speed of internet service since May 2018, and yet we are paying more than double the amount for this exact same service. It seems that the company is intentionally engaging in practices that allow them to incrementally raise rates on consumers over time without notice and without improvement in service.</p> <p>At this time, with the state under a stay at home order due to COVID-19, internet is an absolute necessity for many of us to do our jobs. My husband and I have the privilege to be able to work from home and serve the state of Vermont in our capacity as public servants, but we need the internet to do so. It is time that Vermont recognized internet service as a public utility and regulated it as such.</p>	Website	Harris, Mairead Phone: [REDACTED] Address: [REDACTED] Montpelier VT					VT		Comcast Cable Corporation Phone: 8002662278 Address: 90 Phoenix Ave ATTN Cust. Rel., Enfield CT							
AG 20-02811			Complaint	4/16/2020		<p>Yes, my name is Tammy Martin. My telephone number is [REDACTED], and I see now that you're only taking calls until 3. So I'm sorry. It's the end of the day, but you may call me tomorrow as well. There's some price gouging and consumer concerns about a grocery store in my town that I'd like to speak to somebody about. Thank you.</p>	Phone-Voice email		Tammy	Martin		VT								VT		

Complaint /Intake#	R	Matter #	Intake Category	Received Date	Incident Date	Description	Intake Method	Complaint By NAME	First / Company Name	Last Name	City	State	Zip	Complaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip		
AG 20-02824			Scam Report	4/17/2020		scam. text. recd text message 854-227-8955. wanted her to text owen.5PIQ.COM/FAVOP5. stimulus check info	Phone		Helen	Owen		VT		Scam Free Money (GOVERNMENT STIMULUS MONEY) - NOT grants Phone: 7148774451								
AG 20-02825			Complaint	4/17/2020		property maintenance company came to do spring clean-up. not listed as an essential work. Stowe Homecare Maintenance 8028887736 - Stowe Police referred her to us? said they are not responding to local reports	Phone-Voice email		Sarah		Stowe	VT										
AG 20-02831			Questions	4/17/2020		Hi, my name is Deirdre. I am Deirdre. Last name is H. I am my phone number is [REDACTED]. I live in Putney Vermont, and I just have a question about refunds for programs. That would have been cancelled as a result of nineteen. I'm not getting a refund from one of the programs. I had involved my student, and so just had a question about that. I appreciate your call back. Thank you, bye-bye.	Phone-Voice email		Dierdre		Putney	VT										
AG 20-02835			Complaint	4/17/2020		has a tenant in White River Junction who is not able to pay their rent. wants to know if there is any support she can receive from the state?	Phone		Jane		Windsor	VT										
AG 20-02854			Complaint	4/17/2020		Price Gouging - Amazon My name is mayumi Cornell. Mayumi, mayumi Cornell Cornell. My phone number is [REDACTED]. Again, that's [REDACTED], and I'm calling because I do some sellers on Amazon or price gouging off because the cat food that I normally get is now double what it was the last time I ordered it in September. They thank you. Goodbye.	Phone-Voice email		Mayami	Cornell		VT		AMAZON.COM Address: Amazon Legal Support, 2021 7th Ave, Seattle WA								
AG 20-02864			Complaint	4/20/2020		Price Gouging Hi, my name is Sarah and I'm calling from Burlington Vermont. So q v c is going to sound crazy but HQ is selling. hand sanitizer for \$78 for for little bottles and I'm like, I don't know whether that's price gouging and a time of a pandemic or I've never seen prices like that. So anyway, I tried to fill out the online form. It needed the the business address and everything like that. And I don't I don't I didn't know what to put in there cuz I tried Googling that stuff too. But anyway, I do not require a call back. I just thought I would put a bug in somebody in here that HQ is selling hand sanitizer and bottled the 4 for \$78. You can buy six of them for \$98 a month. And so I thought that might be a an area of concern. So, thank you. Have a good day.	Phone-Voice email		Sarah		Burlington	VT										

Complaint /Intake#	R	Matter #	Intake Category	Received Date	Incident Date	Description	Intake Method	Complaint By NAME	First / Company Name	Last Name	City	State	Zip	Complaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip		
AG 20-02 88 1			Complaint	4/20/2020		<p>Consumer also states there is a business in Rutland called Ocean State Job Lot which is charging a 2% fee even on sales tax to help supplement employee income - wants to flag for supervisor, I let her know it says consumers can opt out but she said they are doing it sneakily and not alerting consumers as they are checking out.</p> <p>I was wondering I belong to Vermont Sport and Fitness in Rutland, and I haven't been there since the middle of March yet for two months. They're charging me with a membership fee of \$62. So I was just wondering if they're allowed to do that and several other people were wondering as well. If you could give me a call back. My number is [REDACTED] area code [REDACTED]. And if I'm not here, you can just leave a message. Thank you.</p>	Phone-Voice email		Unknown			V T										
AG 20-02 88 2			Scam Report	4/20/2020		<p>Scam. Free Money. PCH.</p> <p>Hi, this is Paul hunt from Bradford. [REDACTED]. That's [REDACTED]. And I have a report of a quote unquote Publishers Clearing House scammer along with phone number and details and so forth. If you would like it, give me a call back or if this coronavirus means that you really can't take this kind of a report right now. That's okay, too. Thank you.</p>	Phone-Voice email		Paul	Hunt	Bradford	V T		Scam Free Money (Sweepstakes (PUBLISHERS CLEARINGHOUSE (PCH) Representation								
AG 20-02 90 5			Complaint	4/21/2020		<p>Price Gouging</p> <p>Yeah, I don't care about a call back. But I just want to set you guys ways to something this hand sanitizer. We've got places up here, This is up towards the Northeast Kingdom, that it's charging a quart of it for twenty four dollars. to me that's price gouging. I know there's a situation, but I thought you people might like to know it. Okay. Thank you.</p>	Phone-Voice email					V T								V T		
AG 20-02 92 1			Questions	4/21/2020		<p>Hello, my name is Megan Matta. I can be reached at [REDACTED]. I have a question about running our business office. I was directed to call this number. If you could please give me a call back for clarification, I'd really appreciate it. Thank you. Take care. Goodbye.</p>	Phone-Voice email		Megan	Matta		V T								V T		
AG 20-02 92 8			Complaint	4/21/2020		<p>Consumer says \$750 spent on tickets that were purchased months Feb./early March and now the game is cancelled due to COVID-19. Seeking to get money back.</p> <p>I can be reached at [REDACTED], and my concern is baseball tickets bought I bought 10 tickets at the Chicago Cubs for May 14th, and there's no information on refund. I don't think it's fair if they're going to give me a rain check or credit because this was part of a big trip to Chicago. I see that there's lawsuits starting. I don't want to start a lawsuit, but I would like to file a Complaint against Scott Kilpatrick [REDACTED]. Thank you.</p>	Phone-Voice email		Scott	Kilpatrick		V T									V T	

Complaint /Intake#	R	Matter #	Intake Category	Received Date	Incident Date	Description	Intake Method	Complaint By NAME	First / Company Name	Last Name	City	State	Zip	Com-plaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip	
AG 20-02 93 5			Questions	4/22/2020		Good morning, and thank you for being there. I hope you're well in the family as well to again. Thank you for your time. My name is Tim Allen. That's right. Tim Allen phone number [REDACTED]. I'm calling in regards to why and Chittenden County Vermont. We're still paying outrageous gas prices when the gas is below \$37 a month negative \$37 a barrel and why skip Vallee still able to monopolize and gouges why it's not under \$2. I don't understand it. I just doesn't make any sense while he's able to get as much money as he can and I hope they turn the Attorney General looks into why gas prices are any different County but they are everywhere sales. Thank you for your time. I know you're busy. I know you have a lot to deal with wage, but this is really important to people. Thank you and stay well.	Phone-Voice email		Tim	Allen		V T									
AG 20-02 94 0			Com-plaint	4/22/2020		I own a small wheelchair company. They have to be inspected every year and its a private inspector. He is not with the state. They had the elevator board meeting in barre. the building is closed so we cannot get in to inspect. This company is calling my clients. KSP said to send in a written Com-plaint for review.	Phone		Donna			V T							V T		
AG 20-02 97 0			Com-plaint	4/11/2020		Dear Mr. Donovan, Can you have someone look into the possibility that there might be a case of price fixing going on in Vermont as it pertains to gasoline prices? Some states are down to 90 cents a gallon. We are still over 2.00. There are only two gasoline suppliers in the state. This is probably not good for us. It makes funny business easy when you only have two suppliers. The citizens of Vermont are getting taken advantage of. There is no reason that we should be this far out of line with the rest of the country. Either the suppliers or the sellers appear to be getting together to keep the prices up. Someone is making a fortune off of the low oil prices because they are buying cheap gas and selling it to the citizens at inflated prices. I believe someone is breaking the law.	Phone-Voice email		Wade	Holt	Williamstown	V T								V T	
AG 20-02 97 6			Questions	4/22/2020		Hi, my name is Julie Peterson. My phone number is [REDACTED]. I was watching the news and they were saying that the census sent out information last month and the governor was saying that only 40% of people had responded because other have not received that I never got anything in my mail so long and he's got back to me, but I think that's something that you should look at. I am going to get in touch with this since this and ensure that I got something in writing, but also in terms of people that were protesting today in front of the Capitol building and my pits here. Yep. Was carrying the sign thing Sweden has no issues with coronavirus. They have thought they had a you know, they didn't do any lockdowns. The fact is that Sweden has a highest rate of covet and I believe that that and all scanned It Off. You very much. Bye.	Phone-Voice email		Julie	Peterson		V T								V T	

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AG 20-02979			Correspondence	4/23/2020		<p>I tried to send an email on the Attorney General's website, and it won't go through. I am not a business...Related AGO.CAP email received states:</p> <p>"Dear AGO Donovan,</p> <p>Yesterday I heard some very disturbing news from NPR.</p> <p>JP Morgan Bank is charging very high rates to process money that SHOULD BE going to small businesses. So high are they that they made TEN BILLION DOLLARS in TWO WEEKS. Taxpayers money that should have gone have gone to help the economy get restarted. Please look into this matter and Stop large banks like JP Morgan and Wells Fargo from profiting in this process of vetting small companies. This is outrageous. I took steps myself; I called my broker to sell all my JP Morgan stock as well as Wells Fargo vest in green stocks and socially responsible companies.</p> <p>This is as critical as stopping the CORVID19 virus. THIS IS A HIGH CRIME. PLEASE LOOK INTO THIS IMMEDIATELY.</p> <p>Thank you.</p> <p>Sincerely, John Hamerslough Richmond,VT"</p>	Phone-Voice email		John	Hamerslough		VT										VT	
AG 20-02992		2020-04223 - Lubanko, Valerie (Vacasa LLC) CAP	Complaint	4/17/2020		<p>On March 5, 2020, I reserved a house located at 871 Stratton Arlington Road, Stratton, VT 05360, on Airbnb for a two night stay the weekend of July 24, 2020. The house has 10 beds and the reservation was for 14 people. The host is Vacasa, a rental firm that has several locations in Vermont. On or about March 11, 2020, the World Health Organization declared the COVID-19 outbreak a pandemic. This health crisis has gotten progressively worse, claiming over 36,000 deaths in the US alone. While I hope businesses and quarantines will be lifted by July, I cancelled my reservation for the safety of myself and the guests, and to comply with the current social distancing recommendations issued by the CDC. In light of the extraordinary circumstances, I requested a full refund. Airbnb informed me that this could not be done, and that the host (Vacasa) had a strict cancellation policy of only refunding 50% 48 hours after the reservation is made. I find this inherently unfair in light of the circumstances, and goes against Airbnb's statement that they would issue a full refund for cancellations during this pandemic. In reality, if an individual made the reservation prior to March 11, and your checkin date is between March 14 and May 31, 2020, a full refund (or credit) may be issued. Again, this is particularly distressing because of the current health crisis, and because of the amount of people (14) that were scheduled to stay in a house with 10 beds. Assuming social distancing guidelines remain in effect for the next several months, it would not be safe or responsible for 14 people to share such close quarters.</p>	Website	Lubanko, Valerie Phone: [REDACTED] Address: [REDACTED], Niskayuna NY							VACASA LLC Phone: 5033459399 Address: 926 NW 13th Avenue, Suite 200, Portland OR								

Complaint /Intake#	R	Matter #	Intake Category	Received Date	Incident Date	Description	Intake Method	Complaint By NAME	First / Company Name	Last Name	City	State	Zip	Complaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip		
AG 20-03024			Complaint	4/23/2020		Price Gouging Hi, my name is Ruth McPhee. And my number is [REDACTED] and I would like to make a Complaint. I don't know how this works. But you know, we're done this but I was in the store in Middlebury called the one dollar store. I guess it's called and the right on Route 7 and I was looking at buying masks and they have masks for \$2 a piece. And then they're selling the the whole box for over \$100 and I didn't know if that was gouging the price or not. I mean I work with special needs people and we need the math for my job and I figured I'd buy some because I'm not able to get them through my job. So I figured I'd buy them but they're charging over \$100 for old box of 50 massge and I was just wondering if that's legit if that's a totally is that wrong or what? I just felt it was wrong. So I wanted to report it. It's the my number. [REDACTED]. Again, my name is Ruth McPhee. I was in the store called the one dollar store in Middlebury Vermont and they are selling mask off for I don't know. I think it's over a hundred dollars a box. It's \$2 a Mac. So it would be box of 50 would be \$200 or \$100 story plus tax. So I don't think that's right or fair. So, I just wanted to let you guys know so that you guys could handle it appropriately if need be. Thank you so much. Have a great day and be healthy and safe. Again, this is Ruth McPhee [REDACTED]. Thank you so much for your time.	Phone-Voice email		Ruth	McPhee			VT								VT	
AG 20-03040			Complaint	4/24/2020		Price Gouging Oral and Dental Implant Office purchased N95 masks in March.	Phone		Jodi		Bennington	VT								VT		
AG 20-03077			Questions	3/20/2020		We were contacted by a constituent in Groton at risk of a propane shutoff. She had heard that many utilities had disconnection moratoriums, but was being told as recently as yesterday that her tank would be locked if she didn't pay her bill. Has there been any guidance we can make her aware of for consumers that use propane as a utility and who are impacted by the COVID-19 crisis?	E-Mail		Ted	Berg		VT								VT		
AG 20-03079			Complaint	3/20/2020		Price Gouging My first complain is more general than for the official one against a store . I will go back back there someday to see what they say . A lot of Vermont stores ask me if I want a receipt , I always say yes and this last time I noticed a pack of hotdogs cost me almost 30 dollars . Without that receipt I would never know . Haven't been back because of the recent trouble .	E-Mail		Paul	Pomfrey		VT								VT		
AG 20-03081			Complaint	3/26/2020		Price Gouging Please see this advertisement and let me know if it is an example of price gouging The "offer" came by email. A similar hand sanitizer at CVS is sold for about \$4.	E-Mail	Greenblott, Elliot Phone: [REDACTED] Address: [REDACTED], Brattleboro VT				VT								VT		

Complaint /Intake#	R	Matter #	Intake Category	Received Date	Incident Date	Description	Intake Method	Complaint By NAME	First / Company Name	Last Name	City	State	Zip	Complaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip			
AG 20-03 08 2			Complaint	3/24/2020		<p>I just received an offer from my optometrist to buy various forms of disinfectant sprays and gels at what I believe is an inflated price. I received the offer today (3/24/2020). The office is Advanced Vision Care, located at 30 Main Street, Suite 120 in Burlington. Their website is www.visionsource-burlingtonvt.com.</p> <p>They appear to be trying to sell 2 oz of Lid Prep for \$17 (I'm not completely sure what that is, so I don't know if that is inflated), 2 oz of hand gel for \$17, 8 oz of hand prep spray for \$25, and 16 oz of surface spray for \$25. A screenshot of the email I received is provided below, and a full copy can be sent as well.</p> <p>Please let me know if there is any additional information I can provide.</p>	E-Mail		Elizabeth	Filosa	Burlington	VT								VT			
AG 20-03 08 3			Complaint	3/24/2020		<p>Price Gouging</p> <p>Got this strange email from what claims to be an optometrist office. These products sound way too expensive and since when is the optometrist selling disinfectant? :</p> <p>We have a disinfectant spray in several forms. One we use to treat lid infections (off label, it can be effective in treating eye infections) one is for hands, and one for surfaces. We have a limited supply so we are limiting 2 of each product to each patient. You can only order and pay for it over the phone. We will give you an appointment to pick it up, or we may be able to ship it to you. The active ingredient is Hypochlorous Acid, and it is effective at killing the coronavirus. We have been spraying our masks with it and storing them in an open bag, again off label, allowing us to reuse them.</p> <p>2 oz Lid Prep is \$17 2 oz Hand Gel is \$17 8 oz Hand Prep Spray \$25 16 oz Surface Spray \$25</p> <p>(802) 448-4763 Email us Visit our website</p> <p>30 Main Street #120, Burlington, VT 05401</p> <p>Appointments Website http://www.facebook.com/pages/Advanced-Vision-Care/141869932494823 https://www.google.com/search?q=Advanced+Vision+Care+30+Main+Street&lrd=0x4cca7afa6d2f54a7:0xbbab6db91291b744,3,,&trex=m_t:lcl_akp,rc_f:nav,rc_ludocids:13523022947757963076 AdvVision http://www.yelp.com/biz/advanced-vision-care-and-contact-lens-center-burlington Affiliation 01 Affiliation 02 Affiliation 03</p>	E-Mail		Patricia	Spaulding		VT										VT	

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AG 20-03 08 4			Com-plaint	3/24/2020		Selling overpriced silver bars or unrealistically efficient Amish heaters is one thing.... this should be beyond the pale during this national emergency... can you help? See today's free press image attached.	E-Mail		Paul	Irish		V T								V T		
AG 20-03 08 5			Scam Report	3/25/2020		Scam Dear Attorney General Donovan: Now that we lawyers (and churches, and fitness classes, and mediators, and who knows what else) have mostly moved to online meetings, folks should beware: I received an email from Zoom today, purporting to be a reminder for my 7 AM zoom meeting and claiming a named participant (not a familiar name) was waiting for me. Fortunately, I KNOW I would never schedule a meeting for 7 AM! There's a link in the email which I did not click on, but I assume it would have been trouble. I know you sometimes give people warnings about scams and thought you should be aware of this. This also concerns me about the confidentiality of the platform. If there's anyone particularly technologically savvy in your office – I'd like to know, could people also be listening in to our meetings?!	E-Mail		Deb	Kerchwey	Brattleboro	V T									V T	
AG 20-03 08 6			Com-plaint	3/26/2020		Price Gouging Hi, I believe I was ripped off at the Walmart in Berlin this morning. I went in for batteries, but I looked for toilet paper too, as I am on my next to last roll. They had tp, so I took a 12 roll pack of Northern Quilted, my usual pick. When I scanned it at checkout, it came to \$12.48. I believe it's usually around \$10.00, so a 25% markup. The batteries, a pack of 16 AAA's, were \$12.78. That seemed high to me too, but I don't use them much so I can't remember what I normally pay. I should have gone right to the refund desk, but I needed the stuff, so I didn't. I'm stewing about it here at home, so I decided to vent to you - Thanks!	E-Mail		Chris	Byrom		V T									V T	
AG 20-03 08 7			Com-plaint	3/26/2020		It would appear that gas prices at the pump are way out of line. With crude oil tanking and gasoline falling it would seem that the pump prices at 2.199 are in the neighborhood of 1.00 to high. API will give the prices. We are getting beat up enough without being ripped off for gas too. Please look into this.	E-Mail		Stephen	Huestis		V T								V T		
AG 20-03 08 8			Com-plaint	3/26/2020		Price Gouging My name is Phil Vanasse and I reside in Wheelock, Vt. I am forwarding this email to you, it is from a site I have never visited and appears to be price gouging for masks.	E-Mail		Phil	Vanasse		V T								V T		

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AG 20-03089			Com-plaint	3/26/2020		Price Gouging I just found out that CSWD (cassella) just doubled their price for house hold garbage disposal. Because they are the only ones open they feel they can do that, as we the consumer, have no choice but to pay to keep our garbage from stock piling. Does that gouging law cover them? Or are we to consider our garbage at hot commodity? Thank you.	E-Mail					V T								V T			
AG 20-03090			Com-plaint	3/27/2020		Price Gouging I heard TDonovan on VPR yesterday, very helpful. Nothing urgent, but wondered if you have any reports of price gauging by UPS delivery. I am a [REDACTED] in Fairfield, needing [REDACTED] not available locally. I had Healthy Living in S. Burlington put together a small package of [REDACTED] for UPS to pick up and deliver to me at home. Small package weighs 2.5 lbs, and UPS is charging me \$20 for standard delivery. I've never had to do this before, so not sure whether this charge sounds about right or is it way out of line.	E-Mail		Gail	Salzman	Fairfield	V T									V T		
AG 20-03091			Com-plaint	3/29/2020		Price Gouging Looking for a decent webcam for my daughter, using the The Wirecutter review site to review my choices and noticed that a normally \$70 webcam is now being sold by resellers on the Amazon Marketplace for \$330 in painfully obvious attempt to exploit the COVID-19 crisis and price gouge. https://thewirecutter.com/reviews/the-best-webcams/ I hope that the Vermont AG office would bring this matter to Amazon's attention and ask what they are going to do to protect consumers. It is understandable that this item would be out-of-stock due to high demand, but to facilitate price gouging on a national scale and platform is not ethical and arguably criminal in light of the COVID-19 crisis. A huge thank you to the Vermont Attorney General office for the March 25, 2020 letter which highlights the action your office has taken.	E-Mail		John	Connors			V T									V T	
AG 20-03092			Correspondence	3/31/2020		I saw the president of the vermont retail grocers association. The company i work frito lay is a member she talked to vermonters about the unnecessary hoarding.Well i dont think vermonters are paying attention to because iam and out of quite stores and as soon as it comes into hannafor it gone or any other store. i think the attorney general should look at a criminal aspect for those who hoard toilet paper and other supplies there is no need to do it	E-Mail		Scott	Miller		V T									V T		

Complaint /Intake#	R	Matter #	Intake Category	Received Date	Incident Date	Description	Intake Method	Complaint By NAME	First / Company Name	Last Name	City	State	Zip	Complaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip	
AG 20-03 09 3			Complaint	3/31/2020		Price Gouging We ordered a 55-in LG TV on the 28th It's supposed to arrive on the 6th I just was looking at my order the tv cost us 326.99 plus tax I just today clicked on the item just to look at the details It's now priced at \$499 ! there has to be something wrong with this from \$326.99 to \$499 people shouldn't be getting raked over to Kohl's just cuz they're stuck at home got their tax returns and stainless package This sounds like price gouging [REDACTED]	E-Mail		Eric	Gratton		VT								VT	
AG 20-03 09 4			Complaint	4/1/2020		Price Gouging I am deeply concerned that people around the country, including Vermonters, are being taken advantage of. Even at these prices people are desperate and buying them because you can see how many are being sold each hour or day on the listing. I took these photos not more than 36 hours ago. eBay isn't doing any due diligence in taking the listings down even if you flag them for price gouging. Is there anyway to block eBay from selling in Vermont until they resolve this? They are benefiting from this and taking a 10% or more portion from each sale (I'm a seller so I know). This is wrong! Please step in soon.	E-Mail		Evan	Litwin	Burlington	VT								VT	
AG 20-03 09 5			Complaint	4/1/2020		There are several sellers on eBay that reside within your state that are price gouging hand sanitizer, masks, and wipes. It is rampant. I could spend all day reporting listings to eBay and only scratch the surface. I am not sure if eBay is even taking action. here is an example I took this just now. This seller has many other items, 100% of their inventory is price gouging. They were at one point selling wipes for \$200.	E-Mail		Kyle	Waid		VT								VT	
AG 20-03 09 6			Scam Report	4/1/2020		Scam. Email On the advice of Meg McCarthy from the VT Dept. of Health, I am forwarding an email I received today. The sender's email is phony — using MY website after the @ sign. N95's are desperately needed by health care providers. I hope this scam can be stopped.	E-Mail		Susan	Kelly, DVM		VT		Scam of Businesses - Imposter of Business Personnel (impersonates biz rep/owner/CEO/Boss/other rep. of business)						VT	
AG 20-03 09 7			Correspondence	4/3/2020		We have a small hunting and fishing store in St. Johnsbury. We just saw an ad for Rite Way Sports In Hardwick declaring that they are an essential business and want to know how we can do this since fishing and hunting seasons are coming up and people need to have things to do while still practicing social distancing.	E-Mail		Colleen	Racenet		VT								VT	
AG 20-03 09 8			Complaint	4/3/2020		Price Gouging I am just writing to ask what is considered price gouging. Some of the Grocery Stores in my area are telling that prices of meat, eggs and some flour are going way up. I know they have to raise the price because of what they are being charged to get the product. Is this ILLEGAL?? Thanking you in advance.	E-Mail		Virginia	Brown	West Glover	VT								VT	

Complaint /Intake#	R	Matter #	Intake Category	Received Date	Incident Date	Description	Intake Method	Complaint By NAME	First / Company Name	Last Name	City	State	Zip	Complaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip		
AG 20-03099			Complaint	4/3/2020		Price Gouging This website is selling toilet paper and other important items at outrageous prices. They are price gouging. I cant report them through your form because they have zero information about their business on their website. I hope you can find who they are and shot them down asap.	E-Mail		Andriana	Clower		VT								VT		
AG 20-03100			Questions	4/5/2020		This is a very difficult Complaint to right. With the coronavirus delaying or potentially closing Vermont campgrounds many campers are not able to send in their payment for the 2020 camping season. These campers would be seasonal campers that some have had sites here for many years. Some are having financial issues or are afraid that there will not be a prorated refund if the campground is closed due to the coronavirus crisis. Many campers have received late notices that may affect their ability to remain tenants of this campground. What are the rights of fellow campers in this difficult situation? This is a very fragile time for families. No additional stress is needed. Thank you	E-Mail		Robert	Harrington	Bennington	VT									VT	
AG 20-03101			Complaint	4/5/2020		Below is an email that I have been receiving from a company that claims to be based in your state. They give a price list and minimum order number. Given what they are trying to sell me, it seems like a really high price! The "numbers" do not add up...max order is 1000 pcs but yet they list what the prices are for items above the 1000 pcs order would be. Something just does not seem right with what they are doing.	E-Mail		Bob	Carter		VT									VT	
AG 20-03102			Questions	4/6/2020		The company I work for owns several solar fields in southern Vermont that require regular maintenance to function optimally. This maintenance is one to two people (they can maintain 6+ feet apart) out in a field. Under the Governor's stay at home order, am I allowed to send contractors out to perform regular maintenance? They are happy to go but we want to make sure we are in compliance with Covid-19 orders.	E-Mail		Maria	Bowen		VT									VT	
AG 20-03103			Questions	4/6/2020		How can 1 gas station charge \$1.56 a gallon and 100 feet away another gas station charge \$2.05 a gallon, same grade of fuel. We have a huge problem with over paying for fuel here in the state of Vermont. What are we going to do about this?	E-Mail		Mike	Clark		VT									VT	
AG 20-03105			Scam Report	4/9/2020		Good morning, I received this email from Hassan McCrae asking to buy 80 meals for April 28 for Frontline workers. I think it is a scam. Forwarding you email if you could check this out, Thanks!	E-Mail		Herve	Mahe		VT									VT	
AG 20-03106			Complaint	4/9/2020		365 Organic Quick Oats 42 oz are being sold at a lot higher than at Whole Foods .i can't buy them at Whole Food because these people bought them to sell on eBay	E-Mail		Nhoc	Semus		VT									VT	

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AG 20-03 10 7			Complaint	4/11/2020		Price Gouging It seems to me that egg producers are taking advantage of the Covid-19 situation. Please see the sign from the Hannaford's in Morrisville. I would appreciate it if this would be investigated. Thanks.	E-Mail		James	Brewster		VT								VT		
AG 20-03 10 8			Questions	4/11/2020		I'm wondering why dairy farmers are suddenly dumping milk from the bulk tank down the drain when prices of dairy products have seriously increased at the grocery store. Seems to me that if the raw milk was processed & shipped to consumers, dairy products would be more affordable & there would be no need for dumping. Educate me please.	E-Mail		Judy	Hilts		VT								VT		
AG 20-03 10 9			Complaint	4/13/2020		Price Gouging Attached please find screenshots of my usual coffee order from Walmart. They of all companies should be held accountable! Almost double the price on just my coffee and that's not the only item they are gouging on! I am disabled and live on a fixed income, this is just awful!!!	E-Mail		Michelle	Norris	Athens	VT								VT		
AG 20-03 11 0			Complaint	4/13/2020		Price Gouging ebay has a approved list of sellers who are allowed to price gouge. it was stated in a email from there trust and support team to us. we try to sale plastic bottles on ebay which were non essential items and were denied because they claim it was price gouging. when we responded and asked how those items were non essential they responded that due to the corona virus they have certain sellers that are allowed to price gouge. we found a example of a seller who has sold over 2800 kn95 mask retail value at 2.00 for 12.99 on ebay. ebay is blatantly allowing who it chooses to price gouge on there platform.	E-Mail		Roger	Chen		VT									VT	
AG 20-03 11 2			Complaint	4/15/2020		Price Gouging Yesterday I visited the Gulf gas station at 414 Canal St. in Brattleboro, VT. They are selling Great Value products (Walmart brand) and other items at a much higher price than I've ever seen. One of the items is a great value disinfectant wipes for \$9.99. Online you can purchase a package of three of these together for less than \$9.99. I also find it strange that a gas station is selling Walmart brand items. I appreciate you reading this email.	E-Mail		Beth	Houle		VT									VT	
AG 20-03 11 3			Complaint	4/16/2020		Price Gouging This is gracies store on Williston Rd in South Burlington. My husband took this photo. They have been selling these mask since the pandemic started. This is not ok or right in anyway.	E-Mail		Patricia	Hamblin		VT									VT	
AG 20-03 11 4			Complaint	4/16/2020		This is gracies store on Williston road in South Burlington.	E-Mail		Dennis	Duffy		VT									VT	

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AG 20-03 11 5			Scam Report	4/16/2020		Scam. Email	E-Mail		Donna	Dickson		VT		Scam of Businesses - Fake Order of Goods/Services (may involve fake check)						VT			
AG 20-03 11 6			Complaint	4/19/2020		I wanted to report a case of potential price gouging during the Covid19 crisis. Gracie's Store and Deli, which is at 1333 Williston Road, South Burlington, is selling packets of 20 hospital masks for \$30. I am not talking about the N95, I am talking about the disposable masks. I don't know how much they paid for the packets but I think \$1.5 per mask is a little expensive, especially since they are in short supply. Thank you.	E-Mail		Karen	Flinn		VT								VT			
AG 20-03 11 7			Scam Report	4/27/2020		scam. phone. offering money claiming to be with VT Health Dept. caller said she was from VA and said she worked with VT Health Dept. 8022543593. disconnected number. asked her questions, believes the call was a scam. caller was offering her money to help her. VM: Yes, my name is Diana Adams. I live in Montpelier and I don't need a a call back but someone called me just a few minutes ago and it was so many she said she's from Virginia and she's working with the Vermont Health Department and and taking information. Well, I'm [REDACTED], but I'm no dummy. So I was going to tell you the number that they got the number that that that she called she called me. She called my house and I don't know how she got my number but but her number because I had caller ID. Is it believe it or not? 802-254-6593 and so I called that number and it's been disconnected. So somebody is is they're doing this from Vermont. She said she was working for them for the job. It department and I I just know isn't true and she she met and how they got my number and stuff. I don't know. She started asking questions and I'm like, okay, why are you doing this who are you know, whatever so there's a scam out there and they're trying to get information from people because she she said well if you don't have enough money and stuff we can help you. Well, obviously, they're they're out for something with this lady, you know, it's probably not a criminal but but some of these offered her maybe ten dollars an hour to make calls and she didn't she's from Virginia but puts off the anyway, so it's all it's okay. I I I'm sure this is going to happen for a long time. Well, thank you for your service to the community life.	Phone-Voice email		Diana	Adams		VT			Scam Imposter (does not conform to other "Imposter" categories)								
AG 20-03 12 9			Complaint	4/27/2020		calling to report price gouging. I am reaching out for what i hope to be as justifiable price regarding a significant increase in the cost of hand sanitizer! Yesterday afternoon i sent a friend to the local Tenneybrook store located 261 Benmont Ave, Bennington, VT to pick up a few items, one of them being hand sanitizer, & to my surprise i was told it was \$12.59 for an 8oz bottle & when the attendant was asked about the price the reasoning was that the cost of isopropyl alcohol was increased. I'm hoping for classification regarding this issue. VM: Hi, my name is Mindy surname, and I'm calling from Bennington Vermont. I'm calling to report price gouging if somebody could give me a call back at [REDACTED]. That'd be great. Thanks.	Phone-Voice email		Mindy	Surnam		VT									VT		

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AG 20-03135			Complaint	4/27/2020		[REDACTED]	Phone-Voice email		[REDACTED]	[REDACTED]		VT							VT		
AG 20-03137			Complaint	4/27/2020		<p>First issue: will need to move daughter out of apt housing in May. Is concerned about the EO and ability to travel in state as well as travel ban on lodging. Where can she stay while trying to help her daughter move out? Is there an exception?</p> <p>Second issue: will file a Complaint about.</p> <p>rented a week long stay. cannot stay. cannot get refund or response from the renter.</p> <p>Owner is seeking a golden statement from Smuggs. That Smuggs can't supply until after they are reopen, which is after the rental date.</p> <p>Hi, my name is Linda not on Agora. My number is [REDACTED]. This may you may not be able to help me I have rented a week in Smuggler's Notch from an owner not from Smugglers Notch the official office, but it is noted. It's an official rental \$600 off. The Smugglers Notch is closed and the person will not return my money. She keeps giving Smugglers Notch and myself a run around and you know, I still have to figure out how to move my daughter out of Burlington and I and there's no UVM graduation, and this woman has my \$600 and it's making me nuts, and I don't know if I have any recourse through an official Channel. I would appreciate a call back if you could. Thank you very much. Bye.</p>	Phone-Voice email	Linda			VT									VT	

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AG 20-03138			Complaint	4/27/2020		calling on behalf of niece. wedding scheduled for May 23, has postponed. having an issue with a vendor. nonrefundable florist deposit. has an 8-page contract VM: Good morning. My name is Terry O'Neill. And my number is [REDACTED]. I'm actually calling on behalf of a niece that I have that lives in Burlington. She's a nurse as much around. So her time for calling is very very limited. So that's why I'm trying to help her. She was supposed to get married on May 23rd. And because of this virus, you know, they had in Vermont in Burlington. The wedding had to be postponed until next year and she's having a problem with one of our vendors. Everybody else. Just moved everything forward all the deposits off next year. This one vendor. She had a contract non-refundable \$1,300 a florist. So basically, it's person has not lost any money buying anything as yet. Anyway, I really would she wants. She still wants to use this woman, but now she's asking for a 50% deposit the next year. This is a 30% deposit issue. So if if someone could call me back, you know, she does have money to get a lawyer. She gave her an eight-page contract to sign. So clearly this woman had a lawyer. It's it's it's ridiculous. I don't even know what legally with what if anything, you know, my niece is right. So especially under the circumstances. So again, if if you could please call me back. I really would appreciate it. [REDACTED]. Thank you so much. Bye.	Phone-Voice email		Teri	O'Neill			VT									VT	
AG 20-03141			Complaint	4/27/2020		Im calling about a concern with a business regarding covid 19. I think how they operate falls below the standards of what the Governor set	Phone-Voice email		Robert	King		VT								VT			
AG 20-03143			Complaint	4/27/2020		National guard in Rutland provided emergency food rations for Vermonters. A consumer used that ration that was free and is selling it on FB (Rutland VT Online Garage Sale) for \$60	Phone-Voice email		Christopher	Louras		VT		Facebook Phone: 6505434800 Address: 1601 Willow Road, Menlo Park CA	Janet	Jenkins				VT			
AG 20-03145			Complaint	4/27/2020		[REDACTED]	Phone		Stu	Davis	West Rutland	VT		Facebook Phone: 6505434800 Address: 1601 Willow Road, Menlo Park CA						VT			
AG 20-03173			Complaint	4/22/2020		Was denied SBA loan / PPP	E-Mail		Gerard	Rainville	Colchester	VT								VT			

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AG 20-03175			Complaint	4/27/2020		<p>Price Gouging</p> <p>VM: Hi, my name is Crystal k r i s t a l. Last name is pronounced. An a y n e. My telephone number is [REDACTED] for [REDACTED] and I was told that the governor governor wanted to hear about Complaints wage that stores food food chains and food stores were. Conducting so I would like to make a Complaint. I have got to Shaw's and I have been overcharged items that they say are on sale or not available and the prices are much higher than they should be recently. They had a sale for cream cheese at 2428 South packages for 3:49. I believe it was and instead of the only thing open to me was bought two packages of cream cheese. It was \$399 for two packages of cream cheese and what they sold me was two packages for \$998. I am [REDACTED]. I am [REDACTED]. I have a [REDACTED]. I'm recovering from a [REDACTED]. I have other people going to the store because I can't go to the store and my grocery bill is a lot higher than it should be I have complained to the manager who tells me that's the way the business is run. Again. My number is [REDACTED]. Thank you.</p>	Phone-Voice email		Kristal	Anayne		VT								VT		
AG 20-03179			Complaint	4/27/2020		<p>Difficulty receiving refund of SW flight to FL for team of 19 people scheduled to go to cancelled event.</p> <p>VM: Hi, my name is Margo Austin, and my phone number is [REDACTED], and I am looking to just spoke with somebody about whether or not filing a Complaint at all with the Vermont attorney general's makes sense, and it's about flights that were not found because of covert nineteen and the possibility of getting refunds. So if someone could call me back and I can explain more the details, that would be great. Thanks so much. Bye.</p> <p>Parent; daughter and teammates at Mount Mansfield Union HS were going to travel down to FL Purchased from SW Airlines. They were not going to refund the money. Paid for the entire fare. Has been back and forth w/ them and they said they would give vouchers to fly again. Continued to work with directly.</p> <p>Called Capital One credit card. Hasn't issued charge back request yet. Over the phone, reviewed the contract, which said if you missed the flight...SW said in writing they would offer gift cards.</p> <p>DOT has been clear that if flights did not go off and were cancelled and didn't happen, funds should be refunded per DOT guidelines.</p> <p>Dated April 20th - said can take up to a month.</p> <p>19 tickets on SW</p>	Phone-Voice email		Margo	Austin		VT		SOUTHWEST AIRLINES Phone: 8008967161 Address: 2702 LOVE FIELD DRIVE, DALLAS TX								

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AG 20-03181			Complaint	4/25/2020		<p>Good afternoon,</p> <p>I didn't purchase any of the products at issue but wanted to report that the Jiffy Mart in Chester, VT is engaging in what appears to be price gouging.</p> <p>The address is 89 Vermont Rt 103 S, Chester, VT. I was at this mart just now—Saturday, April 25 at approximately 4:00 pm.</p> <p>The products I saw for sale were individual rolls of Scott and Charmin toilet paper, the Scott rolls were for sale for \$1.49 per roll (and a different price for buying several, I think it was five).</p> <p>The store also sold hand sanitizer in 7.1 oz bottles and gallons. The 7.1 oz container was priced at \$12.99, and the gallon was \$39.99.</p> <p>There were also face masks, gloves, and bleach. I didn't note the prices for those.</p> <p>All of these products were on a table at front is the store (left side of entrance) with a 8 1/2 x 11 size paper with the prices printed.</p> <p>Please contact if you have any questions, though the above information is essentially all I saw.</p> <p>Thank you for your work!</p>	E-Mail		Amanda	Palmeira		VT									VT		
AG 20-03183			Complaint	4/23/2020		<p>Price Gouging</p> <p>Generator makerspace charges \$25 for donated face shields . Volunteers and materials. \$500 for acrylic boxes. Please investigate high markup and why hospitals are running out of \$. they took members machines to use. And have a full staff that is outperformed by a single person in southern vt</p>	E-Mail					VT									VT		
AG 20-03184			Complaint	4/24/2020		<p>Price Gouging</p> <p>I am contacting you from Oral & Dental Implant Surgery on Price Gouging for proper PPE equipment. N95 surgical masks and Nexcare earloop masks and Caremate earloop masks. The following will be the answers to your questions in order.</p> <ol style="list-style-type: none"> The date of purchase March 2, 2020, March 27, 2020 Gulf Coast Pharmaceuticals Plus for all purchases on the above dates Caremates Earloop Masks 20 ct, Lot # 1804707 3 M Nexcare Earloop mask 20 ct, Lot #20042 Exp date October 18,2021 Eco solutions N95 particulate Respirator 10 CT - Eco N95 175.00 per box of 10 ct Nexcare 135.00 per box of 20 ct Caremates 125.00 per box of 20 ct. See attached invoices <p>Thank you for taking the time to look into this matter. Please let me know if you have any questions or concerns. You may contact me by phone or email, [REDACTED] and email is [REDACTED]</p>	E-Mail		Jodi	Albowicz	Bennington	VT										VT	

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AG 20-03 21 1			Complaint	4/28/2020		Hello, this is Paul Beaugard calling. I'm calling from a local business here from our small business of Cambridge called on site propane. Hey want to chat with someone for a minute. We we signed up for and paid for in advance a home show and Burlington the spring that was canceled. And there was no real contractual. Peace. Do it that said anything about Thursday, but we ask for a refund for \$100 and they told us to go pound sand, so we're wondering if you can help us. We would like to see it get back in. There was actually dead. You know, I know hundred and fifty vendors are so who are in the same boat. So if you give me a shout back and be great [REDACTED]. And again, this is Pablo regard you.	Phone-Voice email		On site Propane c/o Paul			VT								VT		
AG 20-03 21 3			Questions	4/28/2020		Yes, my name is Donna Arnold. It's[REDACTED]. Thank you. Why aren't my suppliers accepting cash payment - states it's in the Governor's EO.	Phone		Donna	Arnold	Northfield	VT								VT		
AG 20-03 23 2			Complaint	4/28/2020		Price Gouging Calling regarding the recent court case and wants someone to explain how these gas companies aren't price gouging.	Phone-Voice email		Terry	Wright	Enosburg	VT								VT		
AG 20-03 25 6			Complaint	4/29/2020		I'm informing you of face mask price gouging at the Kinney Drugs, Milton, Vermont. They are charging \$7.00/4 pack, equivalent of \$1.85/mask, which is not far from the amount that Shelley Palmer was charging (\$2.50/mask). Considering the cheap quality of the Chinese made imported masks that Kinney Drugs is selling, makes the problem even worse. I'm sure the wholesale cost of the masks are close to 30 cents. I purchased two packs, then after inspection realized the poor quality of the masks. I have the receipt in hand. Since your office has deemed Mr. Palmer has committed a crime at \$2.50/mask, it would be hypocritical not to investigate and charge Kinney Drugs for the same crime.	E-Mail		John	Schnader	Milton	VT		Kinney Drugs Phone: 8027482778 Address: 957 Memorial Drive, Saint Johnsbury VT							VT	

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AG 20-03266			Complaint	4/29/2020		<p>Price Gouging</p> <p>Yes, this is Pat Williams here in Clarendon Springs Vermont. I'm calling to find out is why you know with this virus going on and everything else that the grocery store is not being checked for price skates gouging when you pay for \$79 for a dozen of eggs, and three weeks ago. They were a dollar Seventy ninth. There's something wrong and nobody's looking into the food in the stores and the prices that they're jacking up. I mean, like I said toilet paper is going right out of the street for a price off. Can you imagine for \$79 for a dozen of eggs and you don't have to call me back? I'm just trying to give a heads up and I also call channel 3 news about this, you know about the doing this and doing that but they're not watching out for the consumers that are going into the grocery stores and the prices were paid a \$5 might as well. Say \$5 for a dozen of eggs dead. It's a little much especially three weeks ago. It wasn't this much orange juice. Everything is going skyrocketing, and it's that, you know, this is not right, and I just wanted the Attorney General's office to be aware of what's going on. And I think now it's time. They start checking the stores because once they get the prices up, they're never going to bring them back down and it's not fair to us. So that are trying to do right and follow the rules, but they're not following the rules about gauging and my number's at [REDACTED]. Thank you.</p>	Phone-Voice email	Pat	Williams	Clarendon Springs	VT										VT	
AG 20-03268			Questions	4/29/2020		<p>Hi, my name's Amanda feral. I can be reached at area code [REDACTED]. I was calling in regards to the social distancing laws and my neighbor, a as a flow of people coming over. There were talked to the cops yesterday, and I sent an email. So I didn't know if you guys could help since the cops told me it was your decision to find people. So, I'd greatly appreciate it. If you guys give me a call back, and again, the number is [REDACTED]. Thank you. Have a good day.</p>	Phone-Voice email	Amanda	Feral			VT								VT		

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AG 20-03293			Complaint	4/30/2020		<p>Hi, this is Anne Marie Jackson the owner of the High Hill in bed and breakfast in East Montpelier Vermont. Thank you for your very detailed and informative going message. The reason I'm calling is I we are identifying that our credit card processor, which is Evo payments out of Portland, Maine Evo. 860 Evo payments are starting to do something since it started in the middle of March. They did not notify us. They said they did notify all their Merchants but I never saw a dead or anything in the post office mail about their notification that they are going to withhold 10% of every credit card run that we do for deposits. Obviously, we don't have gas now but for future deposit and we really had very few, but they take 10% Of course. [REDACTED] And so when we do get a credit card reservation, you know through the email or through our booking online booking booking.com. And so on hotels.com, when we get a reservation, we are responsible for the card services do not run the car that we don't allow that so we run the card and unbeknownst to us at the beginning. They were taking 10% out of every settlement we did on our machines. We've [REDACTED]</p> <p>[REDACTED] So my issue is why are they taking 10% out? No one else is doing that. I've checked with fellow DMV in the area and even some friends who run a larger hotels and nobody's doing that accept Evo payments as far as I can research and so I've written a long letter to the person in charge of their risk and loss prevention department and I'm going to send a copy of the email to your to the attorney Thursday. I just didn't want it to show up at your office without any pre-warning. It's just an email that I'm sending making a case for why they should not do that to us and small businesses, especially at this time. We cash flow is such a serious issue. And so you will get a copy of that email, it's Anne Marie and Joe Jackson the owners of the High Hill in we've been in business fifteen plus years and we're doing very very long until covered hit and so like everyone else where it's a very serious low income level now, so I just want to give you a heads up. My my cell phone number is [REDACTED] and I'm making a case in this email as to why they should not keep 10% in addition to their credit card processing fees, which they've always charge once a month which we agreed upon. Of course, they charge us for the service of running credit cards or for refunding but they're saying that it's there's worried about coded chargebacks and these</p>	Phone-Voice email		High Hill Bed and Breakfast				VT									VT	

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AG 20-03 29 4			Complaint	4/30/2020		<p>Called again 5/1 VM: Good afternoon. My name is Donna line. I called yesterday afternoon and left a message. My telephone is [REDACTED]. I am a summer seasonal residence at Lone Pine campsites in Colchester Vermont. Today is the opening of of the season for seasonal. However, we were sent a former pertaining to cope nineteen, and we're being told we have to sign this form or we cannot come into the campground and go to our summer homes, so I'm a little annoyed with that. I don't want to sign that but I guess I really should speak with somebody before I I make a big to-do about it or perhaps I'm wrong altogether, but I do need to know so that I can go to my summer home [REDACTED]. And again, my name is Donna in line and this pertains to a covid-19 release form. Thank you.</p> <p>4/30 VM: Seeking guidance and assistance. Says she is summer resident of a campground. Says as of May 1st the campground is opening up to seasonal residents and presenting residents with a contract. Is concerned about signing a contract in order to be admitted to the campground and it's related to COVID-19.</p> <p>Good afternoon. My name is Donna line line. My telephone is [REDACTED]. I'm seeking a little guidance in a long-distance. I'm not sure if I have a legitimate Complaint or not, but I guess I need to speak with somebody. I am a summer resident of Lone Pine camp grounds and on May 1st. The campground is opening up to seasonal residents yesterday. We received our contract letting us know that we must sign this before. We took it to the campground and they they're asking us to sign something in relation to the virus. If somebody wants to give me a call back. I'm happy to to go through it with you, but it's kind of a lengthy message. I guess to leave over the phone. So again [REDACTED] and it is Thursday. But I think it's 1:00. Thank you.</p>	Phone-Voice email	Donna	Line		VT											VT	
AG 20-03 29 5			Complaint	4/30/2020		<p>Is concerned about an inmate at NW Regional State Correctional Facility. Is seeking to get inmate released due to active COVID-19 cases.</p> <p>Hi, my name is Lynn a dark. My telephone number is [REDACTED] I am calling about games busines inmate number [REDACTED] at Northwest State Correctional Facility. I am calling because they were just re-tested June seven of them not including [REDACTED] have tested positive for the coronavirus yet again, and I am trying to get him released cuz he has not had a new charge and eleven years the charges in which he was put back in jail on were dropped dismissed and he's dead in jail on a six-month interrupt which should have been dropped as well. And I'm looking for help because they have yet to release him and he dead. Well treatment and they have yet to give him medical treatment. I have called Jennifer Governor Phil Scott Jim Bakker off the office. Well your office. I've called a Burlington Free Press his lawyer Channel 5 news. I'm not calling anybody. So if someone can give me a call back at [REDACTED]. I would greatly appreciate it. Thank you.</p>	Phone-Voice email	Lynn	Badard		VT											VT	

Complaint /Intake#	R	Matter #	Intake Category	Received Date	Incident Date	Description	Intake Method	Complaint By NAME	First / Company Name	Last Name	City	State	Zip	Complaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip		
AG 20-03305			Complaint	4/30/2020		Price gouging of masks at CVS Hello, my name is Gavin Porter. My phone number is [REDACTED]. I'm calling to report a business in Vermont CVS. Pharmacy is selling masks at a \$1.99 each and know that there was recently a case with a man accused of price gouging and the TV went after them. So, I just wanted to report this month. As you know, these are masks that are in critical need for the safety of people in the public in this markup. It's just absolutely outrageous. So if you want to give me a call back you can and then again, the number is [REDACTED]. Thank you.	Phone-Voice email		Gavin	Porter		VT			CVS Pharmacy in VT					VT		
AG 20-03314			Complaint	5/1/2020		Price gouging CVS Pharmacy in Morrisville Surgical Gloves I am calling to report price gouging at the CVS Pharmacy in Morrisville. I went there on Wednesday and I had a question for the pharmacist and I asked the pharmacist I said, do you have any of those surgical gloves? And she said yes, she said we have them up at the front register and I thought well, how much are they ma'am? And she said they're \$2.50 a piece and I just got done reading an article. We're just put in junction box. The guy who was trying to sell them lose \$0.10 mass for \$2.50 a piece and the judge I forget the judge his name, but he put a stop to it. Anyway, it's the CVS Pharm the CVS in Morrisville. They're the ones that are selling the mass at \$2.50 a piece. Which is priced couch, and so I just thought I would notify her office. All right. Thank you.	Phone-Voice email		Jeff	Nolan		VT			CVS Pharmacy in Morrisville					VT		
AG 20-03320			Complaint	5/1/2020		Price gouging on soap and hand sanitizer Hi, I'd like to talk to someone about possible price gouging going on at a specific area. Considerably High. Give me a call back at [REDACTED]. Also price gouging on a central products such as mass and soap and hand sanitizer, which I believe is against federal law. But please give me a call back at that number. I just mentioned. Thank you. Bye.	Phone-Voice email		Unknown caller - possibly male			VT								VT		
AG 20-03358			Questions	5/2/2020		Problem with Hotel in Newport VT. Concerns about Governor's Order and Extended Stay situations. This is my second. Good afternoon. This is Christine Rose for calling. It's May 2nd about 12:30 p.m. I'm calling because I need some guidance and assistance on how to proceed with a situation. I have at my hotel in Newport Vermont. I'm calling because there are Extended Stay people in the unit and have quite an issue between the governor's order to shut down motels, and let's stay at extended-stay people there. If I could get a call back, I would greatly appreciate it. My number is [REDACTED]. Again, it's [REDACTED]. And I am in need of guidance on the situation. Thank you so much. I appreciate it. Stay safe by.	Phone-Voice email		Christine	Rose	Newport	VT									VT	

Complaint /Intake#	R	Matter #	Intake Category	Received Date	Incident Date	Description	Intake Method	Complaint By NAME	First / Company Name	Last Name	City	State	Zip	Complaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip		
AG 20-03360			Scam Report	5/2/2020		scam. imposter of business COVID-19 Hello, my name is Laura Tobin. My number is [REDACTED], and I'm calling because a scam went out with my name from an organization on president of the Northeast Kingdom Audubon Association. Looking for funds for some kind of coded nineteen support kind of thing off. Anyhow, I'm calling to report that just to make sure that it's documented. We have tried to let our membership know that that's not legitimate, but I want to make sure that we go through all the correct channels took care of it. So if you need any more information, please let me know and I'll be happy to go through it all with you. Thank you very much. Good night.	Phone-Voice email		North east Kingdom Audubon Assn			VT		Scam of Businesses - Imposter of Business Personnel (impersonates biz rep/owner/CEO/Boss/other rep. of business)						VT		
AG 20-03369			Questions	5/4/2020		Inquiring about Clean Zone Masks, because called them two credit cards and they said both weren't good. Hello, this is Jerry Smith calling. I'm wondering if a company called clean Zone mass as has a scam. I had received I tried calling them yesterday because I needed some mass that they were advertising and when I gave him my cell phone number my own Visa card number. They said sorry this number is not good. And I know it's a perfectly good perfectly good number, and then I tried calling again, and then I tried using a different cellphone a different Visa card and that did they didn't like that either. So I'm wondering if the scam I'm wondering if I should cancel my credit cards. Please. Give me a call back. My number is [REDACTED]. One is Barrett and Joe Smith. Thank you very much. Again,[REDACTED]. Thank you.	Phone-Voice email		Joyce and Derick	Smith		VT			Clean Zone Masks						VT	
AG 20-03386			Complaint	5/4/2020		Wants to report a hair salon in Johnson for being open during COVID-19. I am not sure if this is the Cove it reporting hotline phone number is [REDACTED], and I don't need a call back if it is, but I don't think hair salons are supposed to be open. I live in Johnson. Then I went through Johnson and look like Northern highlights Salon 53 lower main street right on a corner of 3rd Street is got customers again. You don't need to call me back if this is the right number. If not, I don't can't find any other phone number. And if you know what it is and could call me back and let me know then I would call that number cuz it doesn't seem like they should be doing business right now. Thank you.	Phone-Voice email		Unknown			VT									VT	

Complaint / Intake#	R	Matter #	Intake Category	Received Date	Incident Date	Description	Intake Method	Complaint By NAME	First / Company Name	Last Name	City	State	Zip	Complaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip				
AG 20-03392		2020-04426 - Bertz, Theresa (Sugarbush Mountain Ski Resort) CAP	Complaint	4/22/2020		<p>Hello and thank you for taking my question. I hope you and your loved ones are safe and I hope you are finding ways to find moments of joy in these difficult days.</p> <p>My question is regarding a refund for pre-purchased ski lift tickets that could not be used due to the Covid-19 crises. We bought "Quad Pack" ski lift tickets for Sugarbush Ski Resort in Warren, Vermont for skiing during the 2019/2020 season which was advertised as having a projected finish perhaps in May. Sugarbush has been our favorite ski mountain for over forty years. Vermont, by far, is our favorite ski location on the east.</p> <p>In response to the early closing of the ski mountain and resort due to the coronavirus crises, Sugarbush Resort promised refunds to those holding hotel reservations and reservations for ski lessons, but no such refunds for our Quad Pack ski lift tickets which were basically reservations for skiing any days of our choice during the 2019/2020 season, advertised to end in May of 2020.</p> <p>As a consolation, Sugarbush decided to "generously" extend the use of our Quad Pack ski lift tickets through the "end" of the year 2020 which they determined would not include the last week of the year, a well-known desirable holiday week.</p> <p>First of all, there is no guarantee Sugarbush will be open in December of 2020. Second of all, Sugarbush is assuming we are able to travel to Vermont to ski in December of 2019, and we can't.</p> <p>We purchased our tickets in order to "make reservations" to ski during the 2019/2020 season which Sugarbush listed as ending in May of 2020, NOT December of 2020. That was our deal and our intentions. We love spring skiing in March and April.</p> <p>How can we get our money back? Sugarbush has ignored our letter requesting they reconsider this offer and make it more fair. We are willing to accept at least a comparable credit for the months of the season in which we intended to use them. (January/February/March/April of 2021--NOT December.)</p> <p>Our reserved ticket value is quite substantial. Six Quad Pack ski lift tickets. We think it's wrong to offer refunds for reservations on hotel rooms and ski lessons, but not reservations for ski days.</p> <p>Thank you for your help.</p> <p>Sincerely, Theresa and Eric Bertz [REDACTED]</p>	Web site	Bertz, Theresa Phone: [REDACTED] Address: [REDACTED], Northborough MA								SUGARBUSH RESORT Phone: 5832381 Address: ATTN: LINDA HAGENS, RR1 BOX 350, WARREN VT								

Complaint /Intake#	R	Matter #	Intake Category	Received Date	Incident Date	Description	Intake Method	Complaint By NAME	First / Company Name	Last Name	City	State	Zip	Complaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip	
AG 20-03414			Scam Report	5/5/2020		Scam. Phone. Scam of Business disabled veterans of Covid 19. They are looking for gift card things ello, this is Gary re-telling. I'm the president of of the foot of the Mountain snow Travelers in Middlebury Vermont here, and somebody is using my name when the weird email address hitting up some businesses and different things for like gift cards and trying to get money out of our snowmobile club for veterans needing care and for preventing folded nineteen so such and forth, but if I could get a call cuz this is the third person that I've heard that my name's out there and you know, they're probably going to get some money or trying to get money out of her our snowmobile club or the people we deal with are in Vermont, but if you can give me a shout at [REDACTED]. Again, that's [REDACTED]. Thank you God. off	Phone-Voice email		Foot of the Mountain Snow Plower	President: Gary		V T		Scam of Businesses - Imposter of Business Personnel (impersonates biz rep/owner/CEO/Boss/other rep. of business)						V T	
AG 20-03430			Complaint	5/5/2020		Price Gouging Yes, this message is for attorney general attorney general TJ Donovan. And I do not need a call back. But I wanted to advise him that last week well between 7 and 10 days ago. I went to the CVS Pharmacy in Morrisville. And while I was at the pharmacy asked if I said you probably don't have any of those surgical gloves or probably sold out of them. Right and the pharmacist said to me know we do have them. She said they're up at the front register. May I ask what would the price was? She said they're \$2.50 a piece and I had just finished reading an article day before about some guy that they caught trying to do the exact same thing and they got a judge to issue a cease-and-desist order from him trying to sell them at that that price towns in, Georgia. So anyway, I wanted to report them because that is not right. There are totally taking advantage of people selling a consent and ask for \$2.50 off. So anyway, again, it's the CVS Pharmacy and it's located in Morrisville. So that's all the information I wanted to leave with you. All right. Thank you.	Phone-Voice email		unknown			V T								V T	
AG 20-03458			Questions	4/29/2020		Bissonette Properties has Not Pulled Construction permits to be Tearing apart any Apartments at 603 Riverside Avenue in Burlington. They Never Notified any of the Tenants in the Building , and the workers are NOT following the Covid 19 Guidelines for Social Distancing. The workers aren't wearing masks , and Have Not stayed 6 feet apart for the last 2 days. I have a [REDACTED] Adult in this Apartment that has [REDACTED] that is being Put at risk by these people. This Is an Occupied Building which 3/4 of the Tenants have Compromised Imune Systems. The Tenants in #5 has[REDACTED] and a [REDACTED] and they've got Construction Dust Everywhere, and they've turned off the Water to the first floor with no Notice. This Needs to Stop Immediately.	E-Mail		Christie	Delphia	Burlington	V T							V T		

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AG 20-03465			Com-plaint	5/4/2020		Price Gouging In both Shaws and Hannafords In Middlebury last night (Sunday, May 3, 2003) I feel that the price that Hannafords is charging is inflated.... but Shaws is OUTRAGEOUS! at \$9.99 for a 16.9 ounce bottle at Shaws = \$.59 per ounce at \$7.99 for a 16.9 ounce bottle at Shaws = \$.47 per ounce (sale price)! Ha! at \$4.99 for a 12 ounce bottle at Hannafords = \$.59 per ounce Ethyl Alcohol is the active ingredient listed in both. In Walgreens Middlebury, I saw that they were selling a 50 pack of disposable (surgical type) masks for \$39.99!!!!!! But I didn't get a photo.... Thank you for following-up on this, Sheri Cameron [REDACTED]	E-Mail		Sheri	Cameron		V	T							V	T		
AG 20-03474			Scam Report	5/6/2020		scam. email. Stimulus money from VDH Yes, my name is Sean. Katro. My phone number is [REDACTED]. I got an email that says it's from the Vermont Department of Health, and it says covid-19 stimulus check update from vdh, and then it says in the area written. It said funds approval form is attached review now to claim your stimulus from Vermont Department of Health Mark Levine MD commissioner towel, and then it has an attachment that you're supposed to click on Thursday, and I don't know how to go from there, but I just want to know if this is a scam. I received it today at May 6th 2020 at 10:57 a.m. You could please give me a call back. I'd appreciate it.	Phone-Voice email		Sean	Katro		V	T	Scam Free Money (GOVERNMENT STIMULUS MONEY) - NOT grants Phone: 7148774451						V	T		
AG 20-03488			Com-plaint	5/7/2020		Gym charging while shut down during COVID-19 Partner also had concerns about how Federal Stimulus funds were allocated by the House. Yes. I was wondering my gym is still charging me monthly membership fees, and they've been closed for two and half months. So you haven't been able to go, but it's just taking the money out of my checking account I noticed so I was wondering if that was legal to do or if there was anything I can do about that. So if you live in Rutland. Give me a call. My name is Pat, and my number is [REDACTED]. Thank you.	Phone-Voice email		Pat			V	T							V	T		
AG 20-03491			Com-plaint	5/7/2020		Ordered COVID-19 product. Did not receive. Seeking refund. Hi, my name is Kim folk, f as in Frank o l t as in Tom, Z as in zebra. My number is [REDACTED]. I ordered a oximeters one of [REDACTED] from a company called Pure vital like t u r a v as in Victor i d a l i k e I did this in the beginning of April. I've been emailing with them back and forth asking them with product is they deducted the money from my account on April 7th still? No product. They keep telling you taking longer than expected and there's no tracking capability. And I'm the last email I sent them. I requested a refund and I still haven't heard anything again that was in the beginning of April. So it's over a month ago. If someone could give me a call and tell me where to go from here. I would greatly appreciate it. Thank you so much.	Phone-Voice email		Kim	Foltz		V	T										

Complaint /Intake#	R	Matter #	Intake Category	Received Date	Incident Date	Description	Intake Method	Complaint By NAME	First / Company Name	Last Name	City	State	Zip	Complaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip		
AG 20-03494			Complaint	5/7/2020		Zoom requirements related to condo meeting in the age of COVID-19. All right. I'm going from White River Junction. I live in a condo association community living and our Master board of directors has so far refused to use the zoom capability for the annual meeting. And they have sent out proxy letters naming themselves as the proxy and asking. All the owners to just sign that paper giving them full authority to make all decisions for the upcoming years, including selecting new board members wage. I'm calling to find out if the state statutes around Community Living cover any aspect of this. My name is Sally. Dalu B e l l e w phone. Oh my God. My phone isn't working. I'm using my neighbor's phone Bowie. I'll give you my email. [REDACTED] and I'll leave my phone number just in case I can get it fixed [REDACTED]. Thank you very much.	Phone-Voice email		Sally	Bellew	White River Junction	VT										
AG 20-03497			Correspondence	5/7/2020		Hi, this is Marsha Barber. It's Wayne and Marsha Barber. I sent in a Complaint about Son run back in November December and the last I heard they were going to send them another letter, and I haven't heard anything since and I don't know if it has to do with this coronavirus nice thing or what, but it's never been resolved. So if my number is [REDACTED]. I would like a call back if you can tell me what's going on. I'd appreciate it. Thank you. Bye.	Phone-Voice email		Marsha	Barber		VT								VT		
AG 20-03524			Complaint	5/8/2020		Hi, my name is Robert Kirkpatrick. And my telephone number is [REDACTED]. I have a question regarding an upcoming wedding for my daughter and certain venues and vendors that we are using for that wedding in August month. Um, we're getting some kind of back and forth between what's going to be allowed and what's not and whether or not we're going to get repaid if they cancel on us off. So I've got some major questions here cuz we have a lot of money out to some of these vendors and some of the questions are asking of us right now are making me have a couple red flags. So I would really like to call back and kind of know where I stand what my rights are and what they're allowed to do and not to do in Vermont regarding weddings this upcoming month. August actually, so thank you for your time. Again, it's Robert Kirkpatrick. [REDACTED]	Phone-Voice email		Robert	Kirkpatrick		VT									VT	

Complaint /Intake#	R	Matter #	Intake Category	Received Date	Incident Date	Description	Intake Method	Complaint By NAME	First / Company Name	Last Name	City	State	Zip	Complaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip		
AG 20-03533		2020-04708 - Colannino, Christine (International Classroom (IC Tours)) CAP	Complaint	5/8/2020		<p>Consumer (representing Mendham High School in Mendham, NJ) was set to travel to Italy with IC Tours (International Classroom) in June 2020. Class of 44 students. In January 2020, IC Tours told them to hold off on cancelling. Included insurance plan was purchased in December 2019. Trip could not take place due to COVID-19. Consumer was told insurance would cover the costs. All were given travel vouchers. Consumer does not want travel vouchers, as students will have graduated by the time the vouchers can be used. Total loss (44 students) in excess of \$150,000. https://www.internationalclassroom.com/</p> <p>voicemail 5/11: Good morning. My name is Christine Colony know, my phone number is [REDACTED]. I am calling regarding a tour company called I see tours in Vermont the gentleman that runs it I don't know if he's the president or whatever. You want to call him. His name is Mike Huff h u f f we are actually in New Jersey. There's something of us where we all paid thousands of dollars for our seniors to go on a European tour several of the students actually were paying themselves and we are getting absolutely no responses. We got one saying contact the insurance company I could go on and on it doesn't matter. The insurance company says pandemics aren't covered. They say we have to go to the tour operator and he is responsible and he said maybe I can offer you a voucher for next year. But of course our kids can't go next April cuz they're all going to be in college. So it's just a bad thing. And I think we're at upwards of you know, \$70,000. He's keeping of our money. My phone number again is [REDACTED], and I'm not quite sure if we need to go through you cuz this companies in Vermont where in New Jersey that's where he came in our high school. So if you can call back, I would greatly appreciate it. Thank you so much, bye-bye.</p>	E-Mail	Colannino, Christine Phone: [REDACTED]							ATTN: Mike Huff, International Classroom (IC Tours) Phone: 8775431090 Address: 7290 Route 131, P.O. Box 263, Weathersfield VT							
AG 20-03544			Complaint	5/8/2020		<p>Business called him and said can't refund money of him and 26 other people (he does not know). Says the business canceled the date, but offered to move it to next year. Consumer says if they can't do it until next year, he'd like a full refund. Says paid \$1800 deposit and a total of \$5200 additional to pay for the venue up front and is seeking a refund of the \$5200. Says there was only a verbal agreement and no written contract, however he has receipts. Seeking opinion.</p> <p>Hi, my name is Jonathan Palermo. I it was your wedding and you at the Grand oil lake house for the summer and I gave them \$7,000 for deposits payment up to a wedding. Just got a call from them saying that they have spent my money and cannot refund my money as long as as long as there's twenty-six other people. There's also cancel their weddings for the summer and I guess they basically don't have any money to pay anybody back because they spent it all off. So, I don't know if that's anything that you guys would investigate or look at. I guess. I'm just looking for some guidance. Again. My name is Jimmy Smith in Palermo. I would like a callback. [REDACTED] just hear your opinion on where I should go and I should approach this. Thank you for your time, and hope to hear from you soon. Okay. Thanks. Bye.</p>	Phone-Voicemail	Jonathan	Palermo		VT			Grand Isle Lake House						VT		

Complaint /Intake#	R	Matter #	Intake Category	Received Date	Incident Date	Description	Intake Method	Complaint By NAME	First / Company Name	Last Name	City	State	Zip	Com-plaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip		
AG 20-03546			Com-plaint	5/8/2020		Price Gouging Hi, this is Thomas Savage calling from Derby Vermont at [REDACTED]. The Jolly store in Derby is selling 12-pack paper towels of Sherman for \$22. It seems obvious that they're price gouging. If you could give me a call back, that'd be great. Thanks.	Phone-Voice email		Thomas	Savage		VT								VT		
AG 20-03558			Scam Report	5/9/2020		SCAM. text. stimulus check avail via Cash App if he provides his checking and routing number. Hi, my name is Rick Heitman. Phone number is [REDACTED]. I got a cash app alert kind of thing stating that stimulus checks will be provided by you need to submit your routing number and account number and then it says two or more tap off. Anyways, just wanted to pass that on. You can call me if you wish. Thank you.	Phone-Voice email		Rick	Heitman		VT		Scam Free Money (GOVERNMENT STIMULUS MONEY) - NOT grants Phone: 7148774451								
AG 20-03560			Com-plaint	5/9/2020		Price Gouging \$8/Bottle hand sanitizer at Shaws in Manchester. price gouging report. I'm calling to make a report on a store called Shaw's in Manchester Vermont. Their price gathering is showing Purell hand cleaner for almost 8000 bottle. It's a product that normally sells on sale for a dollar and not on sale maybe a dollar and some cents. There were people two brothers that were arrested for selling. It's on the internet initially for \$5 a bottle about six weeks ago and then in turn started selling for \$50 a bottle, but apparently he's selling it for five bucks a bottle was enough to bring criminal charges against them. I called the store and the manager said they don't make the price as the corporate office does I think there's very often then there's no recent big business should be exempt for price gouging procedures. Most people ain't going to make a Com-plaint because they just want to get this stuff bought-and-paid-for and get home, but I found this outrageous wage. So again, it's a store in Manchester Vermont. The name of the store is shorts. Thank you.	Phone-Voice email					VT									VT	
AG 20-03565			Questions	5/11/2020		Hi, this is Jerry Rice. Phone number is area code [REDACTED]. I'm calling in relation to Airlines. I'm not willing to give out cash refunds for events that were canceled on the airline tickets that were cancelled because the events were cancelled and I would just wondering I heard that the it was on the news that the airlines were supposed to give you a cash refunds if it was a virus related, so, I was just wondering what's going on here cuz those are lines seem to have different stories. If you could give me a call back and let me know what the story is. I appreciate it. Thank you. Bye.	Phone-Voice email		Gary	Rice		VT									VT	
AG 20-03581			Scam Report	5/6/2020		I have received a few phone calls from Vermonters stating that they have received an email from the Vermont Department of Health with the Subject line: Covid19 Stimulus Check Update. This is a scam and we would like you to notify Vermonters. Within the email is a web link titled "VDH.html". We are going to put something up on our Health website notifying people but wanted you to be aware of it.	E-Mail		Sarah	Gregorek		VT		Scam Phishing (UNKNOWN/unidentified/general)							VT	
AG 20-03584			Com-plaint	5/4/2020		Good afternoon. I have some questions on how to file a Com-plaint. I'm having an issue with NBT Bank that is not specific to a branch located within the state but with them overall and I would like to file a Com-plaint about their handling of, and response to, the issue. It was initially attempted to be resolved at a local branch in Williston, but with the current coronavirus situation, everything has been done either online or on the phone unsuccessfully, and unwillingly on their part. Any guidance would be appreciated.	E-Mail		Trista	Williams		VT		NBT Bank Phone: 8006282265 Address: P.O. Box 351, Norwich NY								

Complaint /Intake#	R	Matter #	Intake Category	Received Date	Incident Date	Description	Intake Method	Complaint By NAME	First / Company Name	Last Name	City	State	Zip	Complaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip	
AG 20-03586			Complaint	5/8/2020		Hi, I write to request that you issue guidance protecting couples who were supposed to have a wedding but couldn't due to state and federal limits on gathering sizes. We had to cancel our May wedding and several vendors are not issuing any refunds even though they legally could not perform the terms of the contract. We are losing thousands of dollars, and I know all industries are struggling right now, but the wedding industry can apply for state and federal relief for Covid impacts on their business. The UK has issued an order that all industries who cannot fulfill their contract terms due to Covid must issue a full refund, and the MA AG has issued similar guidance. Your help would be appreciated, Emily & Kaitlin	E-Mail		Emily	Diorio		V T								V T	
AG 20-03601			Complaint	5/7/2020		Price Gouging 2oz bottle of hand sanitizer at Kinney Drug on Shelburne st So Burl vt. Excessive Price of \$7.99 for 2oz bottle. Thank you.	E-Mail		Norman	Lovejoy		V T			Kinney Drug					V T	
AG 20-03602			Complaint	5/11/2020		Price Gouging Sent picture of hand sanitizer for \$14.99	E-Mail		Serena	Snider		V T			Champaign Farms Store			Enosburg	V T		
AG 20-03603			Complaint	5/11/2020		Price Gouging 5/9/2020 The Jolly store in Derby is selling 12pc toilet paper for 21.99\$	E-Mail					V T			Jolly			Derby	V T		

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AG 20-03604			Correspondence	5/11/2020		<p>5/12 message - Yes, this is Thomas over at [REDACTED]. Again, [REDACTED] and I'm calling in conjunction with a Complaint that I sent to you folks on King Property Maintenance and Cambridge and I was just off the phone with George there and he's giving me a hard time and one of the things though. He said is that I had sent to you folks on the piece of paper on both sides. The Complaints one side was the Complaint cocktails and the other side says the relief you desire and he claims that he did not get that second half they're so forth. So I'd like to have them see that second day after they're also Madison said that they emailed me something back on five four. Well, I've been using the library to read my emails. Coronavirus set shut it down. So if you could tell me what the email says, I would appreciate it and also since he seemed to be in transit and trying to fix the situation of the Complaint what procedures do I have here to get them to comply? So again Tom traber [REDACTED]. Again, [REDACTED]. Thank you.</p> <p>Thomas Craver [REDACTED] again, Tom is Trevor [REDACTED] here in Fairfax and Madison left me a voicemail message earlier today and I had originally talked to Lisa and with Lisa my whole point it out the digital divide to her. So she emailed me or she snail mailed me the Complaint Form which I sent back and yet Madison said that on 5/11 you email me? Well, I've been using the library for email until they got shut down by the Corona virus. So I'm on the other end of the digital side with phone only there. So any rate I said Madison said she mailed the Complaint to King Properties. My question is what will be going on from here. I would like to get my property back in order for Thursday. Season is coming into effect, and I don't want him to come back and said he did do it. So I wanted to have some sort of resolution so that he can address the problems that he created on the issue. Thank you. home off</p>	Phone-Voice email		Thomas	Traber			VT									VT	
AG 20-03606			Complaint	5/12/2020		Hair Salon Open The Head Shead in Morrisville is open and has been operating this whole time.	Phone-Voice email		No Name			VT											
AG 20-03610			Complaint	5/12/2020		<p>Price Gouging</p> <p>Good morning, Ralph Sumner calling phone number [REDACTED] have a not sure I have a great agency or not. But I have questions about LP gas liquid propane cost in the state of Vermont it the commodity itself is down approximately 40% 39.71% as of today, but the local LP gas agencies are scheduling their LP for the exact same price that they did in December. I was wondering what's the what's the mechanics of this? How how could this possibly be happening when a liquid propane is a derivative of oil and oil prices are down so dramatically, why isn't liquid propane down as it has come down in the past month. If you could please give me a ring back, that would be great. Thanks so much. Bye.</p>	Phone-Voice email		Ralph	Sumner			VT									VT	

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AG 20-03619			Complaint	5/12/2020		Hi, my name is Barbara Frizzell. My home number is [REDACTED]. And I mistakenly without realizing it purchased tickets to a slim Theater concert schedule for last March through ticket office., And I'm obviously the contract didn't go forward everything has been canceled. They have offered me a credit of 120% of my ticket price which was \$727 off. But I have to use it in the next eighteen months and or I can get a refund and I want to refund but whenever I try to contact them they say they don't recognize my email or they don't know what the order number is. I'm not yet talked to a person. I've just tried to contact him by the methods. They have suggested in the letter I song. Because when I called them I have to push number six to get a refund number six eight times before it gives me to something else and then I have to push that for another 10 times and I think there's just a delay going on and my deadline to get through to them is actually tomorrow. I just would like to know if you have any other suggestions on how I can get my refund to their customer service since I keep bouncing it back and telling me they don't recognize my email address. I will page him again today and I'll stay on the line for a couple of hours if I have to but I just wondered if anyone else had reported any fraudulent suspicious month. Not legal practices from this company and the company again was ticketoffices.com. Thank you.	Phone-Voice email		Barbara	Frizzell		VT		TicketOffices.com Phone: (844) 379-0370 Address: 19266 Coastal Hwy Unit 40510 , Rehoboth Beach DE								
AG 20-03620			Public Records	5/12/2020		Hi, my name is [REDACTED]. And I'm a student at the University of Vermont. I would like to receive a call back. You can contact me anytime at this number [REDACTED]. I am calling because I have filed a month on multiple occasions public records requests to the presiding officer Gary der at the University of Vermont to request financial documents that are covered under the Vermont public records act and it is my understanding that under the state law an individual has three days to respond to public records act requests. Unfortunately, I've received no communication from Gary Durand response to log. These requests which is deeply upsetting to me because University of Vermont tends to cut low salaried faculty to help fix the budget crisis that has been brought on by covid-19 and I've spoken to many different affected faculty and students and it seems that the University of Vermont is trying to obstruct independent investigation into their finances and finances and records that which made publicly available. It's my understanding that a violation of this apt constitutes both a misdemeanor and a \$500 fine and if that is the case and there are grounds to do so, but I would like to Levy charges against Mister character for violation of the public records Act of Vermont. I'd appreciate a call back at any time as I said, my name is [REDACTED] and you can reach me anytime at this number [REDACTED]. I look forward to hearing back from you and thank you for your time.	Phone-Voice email		[REDACTED]	[REDACTED]		VT								VT		

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AG 20-03631			Complaint	5/6/2020		<p>For reference, the invoice number was [REDACTED]. For further reference, my Verizon account number: [REDACTED] The in-store representative added a tablet that he assured me was free. At the time, I was unaware of Verizon's nefariousness: On page 2 of the linked bill (see immediately below), please find a comparison of my Verizon bill for March and for April. Note, also on page 2, the increase in monthly charges from \$64.56 to 204.72. This increase includes a charge of at least \$36.35 for the "free" tablet which, incidentally, I HAVE NEVER EVEN OPENED. https://myvpostpay.verizonwireless.com/ui/bill/data/ao/printPdf?stmtDate=April+12,+2020 When I went to the Bennington store on May 3, and requested to delete my Tablet "service" I had never even asked to sign up for, I was told I will be charged a cancellation fee of approximately \$175. All told, these duplicitous charges will tally approximately \$210. This occurs in the time of Covid-19, when one might think customer service, cooperation, and integrity would especially matter. But apparently they don't matter to Verizon. One more time, note that: a) I never asked for the tablet. b) I have never removed the tablet from its packaging. c) I have never activated the tablet. d) Despite these facts, I am expected to pay \$210 for the device and its unused services. That is an odd use of the word "free." Is there a way you can make this right? At this point, I would recommend to all friends and family that they steer far away from Verizon and its unethical practices.</p>	Phone-Voice email	Stefano	Donati	Bennington	VT	5201	VERIZON WIRELESS Phone: 8009220204 Address: One Verizon Place, Attn: Executive Relations, Mailcode GA3B1REG, Alpharetta GA									
AG 20-03643			Complaint	5/13/2020		<p>Price Gouging Yeah, my name's Rob Walker. I'm not sure if I have the right number, but I'm trying to get a hold of someone to report price gouging at a local establishment off. If you could give me a call [REDACTED]. Appreciate it.</p>	Phone-Voice email	Rob	Walker		KY									VT		
AG 20-03648		2020-04638 - Stern, Catherine (Seresto) CAP	Complaint	5/5/2020	3/17/2020	<p>On March 17, 2020 I ordered 3 Seresto dog collars for tick protection (2 large and 1 small) and \$72.98 was charged on my credit card. The website homepage says 2 day free shipping. The shipping page says usually all orders are processed and shipped within 7 working days and delivery is with 4-12 days. To date I have not received the collars. I have sent numerous emails and received responses stating that shipment had been delayed due to the Coronavirus. I was given a USPS tracking number [REDACTED] that has consistently shown the status of the order to be "Pre-Shipment". My May 4th email stated that I wanted my order to be cancelled and my credit card payment to be refunded within 24 hours. On May 5th I received an email stating that my order had been sent but they were not able to track it and I needed to continue to be patient. Because ticks have returned, my dogs need to wear to the Seresto collars and I have had to order them from another pet supplier.</p>	Website	Stern, Catherine Address: [REDACTED] Hartland VT						Seresto Phone: 7135604312 Address: 8382 Hills Parkway, Montgomery TX								

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AG 20-03651			Complaint	5/13/2020		<p>Kenny's not accepting refunds</p> <p>Yes, my name is Roland a telephone number [REDACTED]. I'm calling about Kenny's in st. Johnsbury and other stores. There are corporate offices told them not to take any returns. I told them that that off for March state law and they have to follow them on state law not what corporate says up in, Maine. or the corporate offices are and they said well, I don't know they'd have to call us and tell I'm telling you. Please forward this information the Attorney General. So it can be taken care of. Because I'm sitting on. \$30 worth of product that I need to return that was wrong. And they won't give me my money back. And as you know, the coronavirus has made us all very tight on cash. They've got plenty. Thank you. I'll be expecting a call back.</p>	Phone-Voice email		Roland			VT								VT	
AG 20-03656			Complaint	5/13/2020		<p>Price Gouging</p> <p>Hi, my name is Christine Dipper and I do not require a call back. I just wanted to inform somebody about some pricing that was going on at our local Hardwick Village Market here in Hardwick Vermont. I went there today to purchase Hamburg and they were charging eight \$49 a pound. I felt that that was a little bit unreasonable and does not match any other business in our area for the price of Hamburg. And if someone could look into Iraq, I would appreciate it. Thank you.</p>	Phone-Voice email		Christine	Dipper		VT									
AG 20-03664			Complaint	5/12/2020		<p>price gouging</p> <p>To whom it may concern,</p> <p>I am writing to you as a matter of attention to what is happening in northern VT. It has become aware that several food stores, i.e grocery stores have started to increase food prices of beef products in huge prices mark ups.</p> <p>These prices were not like this a few days ago. This matter needs state attention to make sure the VT people are not being ripped off by local and corporate business practices.</p> <p>I have attached a photo of one such item to this email. Please look into this matter as soon as possible .</p> <p>Regards,</p> <p>Adam J. Guyette Town of Derby VT</p>	E-Mail		Adam	Guyette		VT								VT	

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AG 20-03670			Complaint	5/14/2020		<p>Price Gouging</p> <p>Hi, this is Susan best. I live in Newport town and I'm calling about the Vista grocery store in Newport City. I was there a couple of days ago and food the meat price was the same right now as of yesterday. Less than a pound of meat chopped meat ground chuck. The cheapest was selling for \$9.29 a pound which is more than \$5 over what their standard price is. I would consider that price gouging. I don't know whether you're interested in that or whether you're monitoring that but since the this decision is primarily a welfare store. They are not only taking advantage of the welfare people, but doubly taking advantage of someone else because now we're paying for the welfare office and we're paying double on the food prices. So I hope that you are monitoring price gouging because I think this certainly qualifies as such, Once again, my name is Susan best. I live in Newport town and I do not require a call back, but I hope that you are monitoring. Price gouging which I'm sure that not the only store that's doing it, but I think it is pretty low of them to do such a thing. Once again, the standard price of ground chuck is about \$599 and that store and yesterday it was 929. Thank you very much.</p>	Phone-Voice email		Susan	Best		V T								V T	
AG 20-03679			Complaint	5/13/2020		<p>Price Gouging</p> <p>Hi,</p> <p>I found these posts on Craigslist Vermont: https://vermont.craigslist.org/for/d/saint-albans-5-pack-face-mask-kn-95-fda/7119181307.html 3M N95 Masks can be purchased for less than a dollar each elsewhere. https://vermont.craigslist.org/for/d/saint-albans-50-3-ply-disposable-face/7119179059.html You can also buy a box of 50 of these for \$7.00 elsewhere.</p> <p>Steve</p>	E-Mail		Steve	Picknell		V T								V T	

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AG 20-03685		2020-04672 - Daige, Kathleen (Grand Circle Travel) CAP	Complaint	5/11/2020		<p>I am writing in hopes of getting some help and information from your office.</p> <p>I paid for a trip from Grand Circle Travel that had to be cancelled because of the pandemic. I have forwarded the email that was sent to me on March 18, 2020 informing me of the cancellation. In the email 3 options are given and I no longer want to travel with them so I chose option 3 , the full refund. The email states that if they do not hear from me that after May 1st all funds will automatically be sent to me. On March 31, 2020 I received another email asking me to confirm my reservation on a cruise in 2021 like the one I was supposed to take this year. On April 1,2020 I called the company to tell them that I wasn't going to take the trip and was taking the third option of the total refund. I was then told by their agent, John Silva, that since sending the cancellation email the " higher ups" had met and decided that they would not give any cash refunds, only travel credit toward future trips.</p> <p>I do not want to travel with this company. Since they cancelled the trip and offered cash refunds as an option can they now just keep my money? I would totally understand if there was a charge of a few hundred dollars for the service they provided by making the reservations but it doesn't seem legal to me for them to just keep my money. I was told that I could transfer the trip to someone else but I have to do it by June 1,2020 and it is a \$4500 trip so I may not be able to find someone who wants to spend that much money right now.</p> <p>I know that your office is probably very busy with Covid 19 issues but I am hoping you can give me some guidance with this problem.</p>	E-Mail	Daige, Kathleen Phone: [REDACTED] Address: [REDACTED] Eden VT							Grand Circle Travel Phone: 8005972452 Address: 347 Congress St, Boston MA							
AG 20-03694			Complaint	5/15/2020		<p>HAND SANITIZER. COVID19. price gouging</p> <p>VM: Yeah, I'd like to report Ft. Collins Store and More Town more Town General store bought a small hand sanitizer ten bucks 12 rolls of toilet paper twenty-three dollars. I think they're scamming us on Essentials with the 19 virus the same way they did about gasoline. I think they should be looked at and checked.</p>	Phone-Voice email					VT										
AG 20-03707			Complaint	5/15/2020		<p>Hi, my name is Deirdre. I am and I'm calling with questions about getting refunds due to the cove and if there is any way to get a refund if the program didn't occur, and there was no refund policy listed. My number is + [REDACTED] Thank you.</p>	Phone-Voice email	Deidre	Heim			VT								VT		

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AG 20-03727			Com-plaint	5/18/2020		Colleen Palmiter [REDACTED] the Vermont Massachusetts, Main Island, Better Business Bureau suggested we start with the Vermont consumer assistance number regarding the wedding of our kids on August 1st at Nora Winery. We're trying to figure out how to move forward but they won't return our deposit or retainers because we think we're going to have to cancel this wedding because of the Cove in nineteen regulations set forth by the state. The wedding was supposed to have a hundred fifty people and they want us to still have the wedding the air with 10 people and then, you know have another wedding another time after everything is lifted and we can't do that at this time. So we need some assistance on Thursday. Seed with this the winery told us that we need to now talk to the caterer in Massachusetts because they don't handle this now even though we did contract with the winery for the wedding. So if you could call us back at [REDACTED] and maybe help us with how we proceed with this that would be really appreciated kind of like at a loss. We have about \$11,850 in deposit and payments that we made throughout the year for this wedding and they said we can't have our money back, you know, they want us to reschedule them and we can't due to circumstances with elderly adults the most of the people from the wedding are coming from New York or Florida and Florida in Colorado wage. Connecticut not Vermont, I think only six people from the state of Vermont. So there's, you know, there's definitely an issue here. We know there's a 10 or less limitation right now on Gathering and that the governor of Vermont is going to do a soft opening and may increase it to 25 depending on metrics and data, but we don't know so we took can't plan and we just need some help. Thank you. Again. I look forward to hearing from you. My name is Colleen Palmiter, and I appreciate the ability to Off Lease speak to somebody and give us assistance. Thank you so much by now.	Phone-Voice email		Colleen	Palmiter			VT										
AG 20-03728			Questions	5/18/2020		[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] e.	Phone-Voice email		[REDACTED]		[REDACTED]	VT									VT		
AG 20-03762		2020-04788 - Racine, Steve (Village by the Sea) CAP	Com-plaint	5/14/2020		hi there. I booked a room for june to this hotel back on 1/10/2020. of course they are not letting people stay there with this virus going on. I called to get a credit an was told was non refundable room I booked. its not like im backing out of it. they are breaking the contract for a room. they want to credit me for a room for next year. well told them id like my money back so I can take the family somewhere in vt for few days. they said to bad, credit for next year. or there after. not what I wanted .	Website	Racine, Steve Phone: [REDACTED] Address: [REDACTED], Shelburne VT						Village by the Sea Phone: 8004448862 Address: PO Box 1107 1373 Post Road, Wells ME									

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AG 20-03792			Complaint	5/15/2020		I just had my car serviced at this dealership today and was really surprised to see none of the staff wearing masks. There was also several staff members crowding a small table where customers, such as myself, had to fill out a form and drop keys off. They also didn't follow thru with maintaining a 6ft distance when they hadn't followed directions correctly for when I picked up my car. keys were supposed to be left in the car and I had to go up to the office to find them. I am [REDACTED] and anxious about this pandemic and was really bothered by this. I thought all essential businesses had strict rules about wearing masks and following the safety guidelines.	E-Mail		Jamie	McKenzie		VT			Key Chevrolet Buick GMC					VT	

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AG 20-03801			Complaint	5/19/2020		<p>My name is Monte Mason. I am writing to you to issue a Complaint regarding the customer service (or lack thereof) of Xfinity. I have been a long time customer of theirs for many years and never late on my payments.</p> <p>Over the past two years I have had many issues with this company. The FIRST being the fact that I could not get any service from them to address issues until my wife "spoke" with the technician. They said this was due to the fact that the bill was addressed to her. After my wife talked with them at length, the issue was resolved and either of us could call with the account number and address to amend or resolve issues. After the above issues were addressed, we had many incidences where we lost internet service. I could often times fix it by turning off my modem and restarting it to reset the WiFi. This became more and more frequent, so I called several times to get assistance from Xfinity. Each time, I had to sit through a long, automated, answering message that did NOT give me an option to address my issues. I chose the ones that I thought might be the closest to what I was experiencing only to be dumped into cyberspace with no resolution.</p> <p>Finally, after at least six tries, I was able to contact an actual human being. The technician checked out the issue and told me that my modem needed to be replaced. The Technician also had confirmed that the switch over was very easy, just disconnect, reconnect. I received the modem about three days later (on a Sunday morning at 7:50 AM to be exact.) The new modem was delivered and placed on the doorstep by an Xfinity installer. I managed to catch him before he left the driveway and he stated that all I needed to do was switch the cables and I'd be all set. (He was not allowed inside my house because of the Covid-19 Pandemic, which I fully understood..)</p> <p>I replaced the modem right away and found that it was much more detailed than what they had told me. For one, there was no paperwork in the new modem to tell me that after the switch over, a technician would have to program the new modem. After triple checking all the connections, I called the number once again, went through the same lengthy automated system and twenty five minutes and two dumped calls later, I was finally connected with a human being. She handled the changeover very well, and then she set our account up to (supposedly) recognize either my wife and I for service.</p> <p>I thought everything was back to normal. Then I went to print an important document and I could not, because the WiFi did not recognize my HP Printer. After another round of conversations and another hour on the phone, it was decided that Xfinity couldn't help me. I needed to call the Hullett Packard people! (Which I did.)</p> <p>Since all of this has happened, I have tried several attempts to get a shipping label to return the old modem. The Xfinity technician told me to go on line and choose xfinity.com/returns and print out a label. Then, all I had to do was place the equipment in a box and drop it off at a UPS shipping place. The Problem with THAT was that the Xfinity site would NOT ACCEPT MY REQUEST! It said that I did not have an email or password that matched my account.</p> <p>In conclusion, today, I tried again to contact a service technician to return the equipment. This time I located a site that gave me a contact through "Messenger". I was told that I would be connected in about two minutes. (That was at 11:22 AM on Tuesday, May 19, 2020.) At 12:04 PM I left the conversation without ever having received communication from Xfinity.</p> <p>I am activity seeking another carrier for my communications needs but it is hard to find one that supplies a cable. I am not excited to go with satellite communications due to the problems I have had in the past with storms and winter conditions. The reason I am contacting you is to inform you of my difficulties with Xfinity and to prepare for their demand that I pay them for equipment that was not returned. At this point, I am at a loss as to what my next step should be. If your office is not where I need to go, can you direct me to where I should seek assistance?</p> <p>Thanks! Sorry for the long-winded message! Respectfully,</p>	E-Mail		Monte	Mason	Morrisville	V T	5661	Comcast Cable Corporation Phone: 8002662278 Address: 90 Phoenix Ave ATTN Cust. Rel., Enfield CT										

Complaint /Intake#	R	Matter #	Intake Category	Received Date	Incident Date	Description	Intake Method	Complaint By NAME	First / Company Name	Last Name	City	State	Zip	Com-plaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip		
AG 20-03802			Com-plaint	5/21/2020		Hello, my name is Mark Martin. Telephone number is [REDACTED]. I don't necessarily need a call back. This is my message today. I went to drugs on the barre-montpelier road. They have mask off cost of four for just under \$20 to round it up to \$20. They are \$5 a piece. Hi purchase mask at a farm & Country Hardware in Williamstown where I live and the Carfax for 5 with seven dollars and fifty cents there a dollar fifty apiece. I thought that we bought we're not supposed to be making a profit on such. Things as mask that is my message. I would actually appreciate a call back to home tell me. What this status is on such things. Thank you. Goodbye.	Phone-Voice email		Mark	Martin		VT								VT		
AG 20-03804			Questions	5/21/2020		hang up call in google. Was calling to report a business not opening safely.	Phone-Voice email		anonym			VT								VT		
AG 20-03808		2020-04840 - Doherty, Becky (AirBnB) CAP	Com-plaint	5/16/2020		We have had to cancel plans to fly to Colorado on June 6th due to Covid 19. We booked a house in Willets, CO in Feb. There is an extenuating circumstances clause pertaining to covid and cancellations. It states that the traveler has the option of a full refund or travel credit. The host of the home is refusing to give a full refund. I had been working with Tiffany- specialist with B&B to get our refund and she says that it is ultimately the host to decided policy. It has proven impossible, so far, to get a refund so we took the travel credit option but who knows what the future will be. Lodging hasn't even been determined for opening until the end of the month- there is a refer around May 26th to determine if lodging will open. If it doesn't, that would be another reason for a refund.	Website	Doherty, Becky Phone: [REDACTED] Address: [REDACTED], Wolcott VT						Airbnb Phone: 8554247262 Address: 888 Brannan St., San Francisco CA								
AG 20-03812			Com-plaint	5/14/2020	5/4/2020	Consumers report Directv service tech entered home to replace service box without COVID-19 protective equipment, specifically a facial covering. Consumers are particularly concerned about the risk of senior consumers exposed and believes company should provide their staff appropriate safety equipment.	Mail		Elizabeth	Haartz	Hartland	VT	5048	DIRECTV Phone: 8005315000 Address: AT&T Office of the President, 308 S Akard Street, Suite 1110, Dallas TX						VT		
AG 20-03842			Questions	5/26/2020		Scam. Mail. Bank Received card from bank that is was \$ [REDACTED] My name is Iris MacDonald. My phone number is [REDACTED], and I would like a call back about a Visa credit card that I received from a bank claiming to be from the government. It's the mid Bank, NA and when I call to activate it for my social security number. I do not want to give it unless this is a really verified [REDACTED]. So please call me when you can. Thank you very much. [REDACTED]. I live in South Burlington.	Phone-Voice email		Iris	MacDonald	South Burlington	VT		Unknown							VT	
AG 20-03844			Com-plaint	5/26/2020		Price gouging A&B Beverage. \$9.99lb for ground chuck???	E-Mail		Michael	Murdoch		VT			A&B Beverage						VT	

Complaint /Intake#	R	Matter #	Intake Category	Received Date	Incident Date	Description	Intake Method	Complaint By NAME	First / Company Name	Last Name	City	State	Zip	Complaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip		
AG 20-03894			Complaint	5/27/2020		<p>Consumer's daughter is part of a dance studio, they pre paid for competitions which were cancelled. They are not sure what to do now - looks like they paid the owner of the dance studio who then pays the competitions.</p> <p>Hi, this is Michelle Colette m i c h e l l e d o l o e t t e. My phone number is [REDACTED]. I'm calling in regards to a Samsung that my teenage daughter belongs to you and she is on their competition team and I had to pay entrance fees for her to attend a competition in March 22nd weekend and then the weekend of April 8th two two different competitions and they were both canceled due to the pandemic and neither one are wanting to give the money back to the dance studio. And she's telling the parents age that unfortunately this is out of her hand and and they're one of the competition's is offering a percentage back and the rest of the money has to go towards next year's. Feels well when the you know, we don't even know what's going to happen next year and I feel that's not right for them to be withholding all this money. I have \$580 tied up between the two competition companies, and I paid that to the studio dance studio, and then she deals with all the money and pays them directly. It all goes through the studio. If someone could help me out as far as how to get my money back. I would greatly appreciate it. My number is [REDACTED] Thank you.</p>	Phone-Voice email		Michelle	Colette		VT									VT	
AG 20-03909			Scam Report	5/28/2020		<p>Scam. Phone. Claimed order was made and needed to call to cancel and if doesn't \$399 will be taken out of acct. b/c of COVID-19 if didn't cancel anything...something ordered and if didn't cancel ...robocall</p> <p>This is Robert Mercier. Eighth Foster Street Montpelier. I'm just calling about a scam cuz I got the other yesterday that they they're not requiring pay \$300 or \$399 or they're going to get into my account or something. But if it came from a number that the number that they left me to call back, which I did not do was to 223-4534. Yeah that that was what it was. I just like to report that fact that they're trying to get \$399 out of me. You could call me at [REDACTED]. Thank you.</p>	Phone-Voice email		Robert	Mercier	Montpelier	VT		scam phishing (claims an order was made and needs to verify info OR package delivery)								
AG 20-03927			Complaint	5/27/2020		<p>Hi,</p> <p>I am concerned that my contractor that I am in dispute with is well aware of COVID19 preventing the state (attorney general) from mediating our dispute due to a backlog and limited availability. This leaves me uncertain how best to proceed? Should I wait a bit longer until submitting a Complaint?</p> <p>Long Story Short: He promised to refund me in writing but ever since the onset of COVID19 he reneged his offer. So I think I have a clear case, but COVID19 is concerning me as a potential diversion he can leverage right now to avoid any repercussions.</p> <p>Thanks for your thoughts and advice on this,</p> <p>Evan</p>	E-Mail		Evan	Coe		VT								VT		
WB 20-00226			Complaint	3/12/2020	3/12/2020	<p>Price Gouging</p> <p>I believe that Shaw\'s is price gouging on toilet paper given that all of the other stores are out. I paid \$14.99 for a package of Charmin toilet paper. The same package was \$9.99 at Walmart (except they had already sold). I understand that stores can charge different prices, but I feel a 50% difference in price seems as though they are taking advantage of our current health crisis.</p>	Website		Peggy	Clay	EAST BURKE	VT	05832-9661		Shaw\'s Store# 610		4340 US Route 5	Derby	VT	5855		

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WB 20-00232			Complaint	3/13/2020	3/13/2020	I believe that this CVS may be price gouging certain personal health items that are in high demand related to the Coronavirus. CVS advertises "Charmin Essentials Soft Toilet Paper 6 Mega Rolls" for \$7.49 on their website. Today when my partner purchased a pack at the store in South Burlington, she was charged \$11.79 pre-tax. This \$4.30 difference in price is a 57% increase in price. Toilet paper is in high demand amid fear of the COVID-19 Coronavirus, but I believe that such a price increase unfairly takes advantage of the public during a time of stress. We do have receipts showing the price and item name. I would be happy to provide a photo, but do not want to attach it to the Complaint at this time due to other personal information on the receipt.	Web site		Joseph	Tomlison	South Burlington	VT	5403		CVS		1 Dorset Street	South Burlington	VT	5403
WB 20-00246			Complaint	3/18/2020	3/16/2020	Price Gouging This Complaint is purely based on the principle of price gouging (not money lost). The 2011 movie Contagion has been free on On Demand for years. Now that the movie is very popular and citizens are required to stay at home (watching more TV), the movie now costs \$3.99 - we had started watching it for free, and now we would have to pay to finish watching. I hope this is not a trend with TV services during this time of COVID-19.	Web site		Ellen	Ammirato	Westford	VT	5494		Comcast		205 Dorset Street	South Burlington	VT	8E+09

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WB 20-00249		2020-03578 - DiModica, John (Sugarbush Resort) CAP	Complaint	3/19/2020	3/19/2020	<p>Consumer purchased lift tickets at Sugarbush - which they typically use at the end of the season. Now that the corona virus shut down the mountain they want refunds or the tickets to be moved so they can use them next year at the end of the season.</p> <p>Wife and I bought 2 Sugarbush "Quad Packs" - of 4 lift tickets each in the pre-season (August, 2019) for use during the ski season 2019-2020. Cost was \$239.each x2 = \$478 + tax \$28.68 = \$506.68 total.</p> <p>Due to Coronavirus, the resort closed abruptly on 3/15/20. We were planning to use our quad pack tickets at Sugarbush in the Spring ski season after Mad River Glen closes for the season (we are season pass holders at Mad River Glen, so we ski there until they stop operations which is always at least a month earlier than Sugarbush. So, to be perfectly clear, we bought the Quad Packs from Sugarbush for the sole purpose of using them during the Spring ski season from late March - early May.</p> <p>I asked for a refund from Sugarbush and they said they are not offering a refund, but rather that they would extend the use period of the Quad packs and that they would be able to be used in the early season next year until 12/24/20. Frankly, that is useless to us - we never go skiing before Christmas as life is too busy during December for us to have any time to go.</p> <p>So, in my book, this amounts to them taking my money and providing no good or service for it! We got no value for this large amount of money that we gave them! I demand that we get fully reimbursed for the unused portion of these tickets (I believe that I did use 1 of 4 tickets earlier in the season; my wife used 0 of hers; so we would request 7/8 of \$506.68 = \$443.36).</p> <p>Finally, I do understand the collective burden that we are all working to bear in the face of the coronavirus. However, I strongly believe that this business should refund its customers FULLY for any products they bought that have been made fully unusable as intended when purchased. This should be applied to all customers who request a refund! This should not amount to them gaining a business development opportunity that induces people to show up when they are at their slowest point of the year in December and are happy to have customers to ride otherwise empty lifts and sell other products (i.e., lunch) and services (i.e., lessons)!</p> <p>Please help me seek a full refund that I deserve!</p>	Web site	DiModica, John Phone: [REDACTED] Address:[REDACTED] Somerville MA								SUGARBUSH RESORT Phone: 5832381 Address: ATTN: LINDA HAGENS, RR1 BOX 350, WARREN VT							
WB 20-00254			Complaint	3/20/2020		<p>Price Gouging</p> <p>Due to the fact that I've had [REDACTED] and now that Walmart.com has jacked up the prices to 5X the original amount I can't. I have photos of price I usually pay and photo of what they are charging now. This is ridiculous. I'm trying to not go out in public which is why I order online.</p>	Web site		Melissa	Helms	Stalban	V T	5478		Walma	rt	700 Tucker's way	Stalban	V T	5478			
WB 20-00256		2020-03643 - Ouellette, Susan (Allegiant Airlines) CAP	Complaint	3/20/2020	3/20/2020	<p>I booked flights to Florida for my husband and myself before the coronavirus epidemic became critical. My husband and I [REDACTED] traveling right now would be foolish. I am now trying to cancel my flights but the airline does not answer the phone number, nor do they answer email or allow customers to change or cancel flights on their website. The message I do get is that I have to cancel soon in order to get a credit or refund, but I haven't been able to contact anyone with the power to do that. Our confirmation number for our flight is [REDACTED].</p>	Web site	Ouellette, Susan Phone:[REDACTED] Address: [REDACTED] Essex Junction VT						Allegiant Air Phone: 7025058888 Address: PO Box 3771477, Las Vegas NV									

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WB 20-00260		2020-03666 - Muir, Robert (Jet Blue) CAP	Com-plaint	3/20/2020	3/14/2020	My partner, Alicia Woods, and I, booked a flight (confirmation code [REDACTED]), with Jet Blue, to Seattle prior to COVID-19 being labeled a pandemic and Seattle being the hot spot it is for the virus. As things turned out we needed to cancel our flight because of the pandemic. We canceled our flight. Much to our surprise, instead of a refund back to our credit card our money was put in a Jet Blue "Travel Bank Account". Are you serious?!. We have 365 days in which to use the credit in that "bank account" or it expires. If we learned anything from this virus thing, we have no idea what will happen 365 days from now, much less if we will be traveling. ABB, the rental car agency, both fully refunded our money back to our cards. The airline industry has the gall to put our money in a "Travel Bank Account", that they control, and tells us it will expire in 365 days, all while asking for a Federal Gov\'t bailout with my, our, taxpayer\'s money. Shame on them!!.	Web site	Muir, Robert Phone: [REDACTED] Address: [REDACTED], Saint Johnsbury VT							Jet Blue Address: 6322 S 3000 E Ste G20, Salt Lake City UT							
WB 20-00263			Com-plaint	3/21/2020	3/14/2020	Price Gouging I bought some groceries on the 14 th , a lot later I looked at the receipt which they always ask if I want , the price for the hotdogs seem a little high , 5.80 a pound . It was a five pound package of Essem franks , I thought from the confusing tags that every store uses now that the package was about 14 dollars . The receipt says 28.99 . I would have bought bacon or steak if I knew it cost that much . But the fact they always ask if I want a receipt makes me think they can be making a bundle on people that don\'t get one . Haven\'t gone back cause of the trouble and maybe there is a simple explanation but asking if I want a receipt seems like something you should look into	Web site		Paul	Pomfrey	Brookline	V T	5345		River Bend Farm Market			Townsend	Townsend	V T	5353	

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WB 20-00266			Complaint	3/22/2020	2/20/2020	I found a vacation rental house in Warren Vermont on Craigslist. I contacted the poster via Craigslist inquiring about the total cost of the house for the weekend and if it was available the weekend of March 27-29, 2020. The poster responded with an email stating they wanted my personal email address so they could contact me directly and send me the details of the house and reservation process and the contract. I responded with my home/mail email address ([REDACTED]). "John Homles" responded from email account (ownersdirectrentals111@gmail.com). They said the total cost was \$800 for the two nights and that I would need to send the full amount immediately to secure the weekend as there was someone else interested in the same weekend. I sent another inquiry about the location of the house to confirm that it was ski in/out because on google maps, it didn't look like it would be. They responded it was and included additional pictures. I thought this was good enough proof that it was a legitimate transaction so I signed the contract they sent me and sent them the money via my paypal account ([REDACTED]) to his noted paypal account (jbizops421@gmail.com). Per the contract, I could cancel for a refund within 14 days of the time of check in. Then all the Corona virus stuff hit and on March 12 I contacted them via the ownersdirectrentals111 email address to request a refund. I did not get a response within a day so I tried again. Still no response. Then I email ownersdirectrentals111 as well as jbizops421@gmail.com to try and get a response. No response. During that time I was also trying to call the phone number listed on the contract (908-652-3590) but was not (or no longer) a valid phone number and no one answered. I started googling everything i could find in the contract with not much luck tying anything to the person named or the company or the property. I searched for the name, number and email address in case there were other reports of fraud or scams associated with any of them but I didn't find anything at all - not valid business information or fraud reported. But I believe it was a scam and I was tricked out of my money. Then to try and confirm I created a fake email address ([REDACTED]) and replied to the original post, which was still listed on craigslist. They immediately responded! They asked the same thing as the first time...to send my home email address so they could send me the reservation process and the dates I wanted. I responded that I had questions about the house first and that I wanted to talk on the phone about it first, not just via email and I gave them dates that overlapped with my original reservation. They said the house was available for those dates! But they didn't want to give out a phone number, they asked me for mine and said they'd call me. I created a fake number using the TEXT ME app and sent them the number but said that I don't answer calls from numbers I don't know so I asked what number they'd be calling from. They didn't respond for two days. Then when I followed up to see if the rental was still going to happen, they responded with a duplicate of their first email to me - asking for my home email address so they could send the details of the reservation process. This sealed it that it was fraud and a scam and they are not giving out their real details. And they still haven't responded to my original emails asking for a refund. In hind site, I should have noticed to signs that it was not legitimate...I should have called them from the beginning to talk to someone in person, if they didn't answer, I should have avoided it. I should have noticed that the contract had some spelling and grammar problems...not big ones like some emails scams, but a few that would not have been in a legit contract and there were details in the contract that looked like cut and paste jobs that I noticed but ignored and I shouldn't have.	Web site		Gary	Kiefer	Philadelphia	PA	19130					JHolmes Home Rentals			3 Main St	Bristol	VT	5443

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WB 20-00271			Complaint	3/24/2020	3/24/2020	Sanitizer price gouging during pandemic. I received an email with the following: "We have a disinfectant spray in several forms. One we use to treat lid infections (off label, it can be effective in treating eye infections) one is for hands, and one for surfaces. We have a limited supply so we are limiting 2 of each product to each patient. You can only order and pay for it over the phone. We will give you an appointment to pick it up, or we may be able to ship it to you. The active ingredient is Hypochlorous Acid, and it is effective at killing the coronavirus. We have been spraying our masks with it and storing them in an open bag, again off label, allowing us to reuse them. 2 oz Lid Prep is \$17 2 oz Hand Gel is \$17 8 oz Hand Prep Spray \$25 16 oz Surface Spray \$25" These prices are over 500% or more of retail prior to the pandemic. I am happy to forward the email to anyone interested Thank you for taking this inquiry seriously.	Web site		Jonathan	Tollefson	Barre	VT	5641		Advanced Vision Care			30 Main Street #120	Burlington	VT	5401
WB 20-00272		2020-03531 - Adamcik, Chris (Innsbruck Inn at Stowe) CAP	Complaint	3/24/2020	3/2/2020	Consumer booked a room in Stowe for the weekend before the corona virus outbreak and now he wants to either cancel or change the room reservations. The hotel now is saying it's too late to do so. I booked this room on 3/2/2020 for 3/26 - 3/27 thru Expedia.com confirmation [REDACTED]. Starting 3/14/2020 resorts started closing down, on 3/17/2020 all bars and restaurants in Vermont closed which canceled a show for the 3/21/2020 we were planning on attending. On 3/18/2020 Smugglers Notch shut for the season which we had passes for on 3/27 Then 3/20/2020 Stowe closed for the season which we had passes for 3/28 & 3/29. Expedia had asked not to try and contact them for any trip changes no earlier than days prior to schedule and prefer to be within 72hours of travel due to extreme volume of calls. I tried doing everything as soon as the situation occurred to suit all involved. Innsbruck Inn is unwilling to refund due to their policy they have. I've tried contacting their office since 3/2/2020 just to make late night arrival accommodations as they request and have no luck getting a response from that or making changes to my reservation for this matter.	Web site	Adamcik, Chris Phone: [REDACTED] Address: [REDACTED], Bethlehem PA							INNSBRUCK INN Phone: 8022538582 Address: 4361 MOUNTAIN RD, STOWE VT						

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WB 20-00273			Complaint	3/24/2020	3/19/2020	Price Gouging I purchased a case of gloves from Amazon LLC, not an amazon reseller. Item purchased was listed as 10 boxes of 200 gloves for 119.99 plus tax. Upon shipment arriving, only one box of 200 gloves was sent. When I checked the Amazon listing after receiving the incorrect order, the product description had been changed to be more accurate to what will be actually sent. Even though the product description is more accurate now, it is still incorrect. As of today, March 24th, listing shows "Per case 200 gloves/ double case". I understand prices increase due to demand, however increasing the price 10 times above normal pricing is the definition of price gouging, not to mention the bate a switch of changing the product description between the time ordered to when the package arrived. Amazon did offer to process a full refund if I returned the item. However as this item is in high demand, I would like to keep the the one box that was sent and be refunded for the additional 9 boxes not shipped, or I would like to have the additional 9 boxes shipped. I will be emailing over the applicable screen shots from Amazon as well as my chat with them. Thank you very much for investigating this matter. Please let me know if you have any questions or concerns.	Web site		Robert	Morris	South Burlington	VT	5403		Amazon LLC			P.O. Box 81226	Seattle	WA	98108-1226
WB 20-00275			Complaint	3/24/2020		https://www.hyperbaricvermont.org/ is marketing HBOT as a treatment/prevention for CoVid-19	Web site		Someone	InVermont	VT Town	VT	5641		Hyperbaric Vermont			41 IDX Dr, Suite 271	South Burlington	VT	5403
WB 20-00276			Complaint	3/25/2020	3/23/2020	Price Gouging I have shopped at this store regularly as it is only 3 minutes from my home. During this pandemic and the lack of TP in all of our regular stores this store owner marked up his individual rolls of TP by .40 cents per roll! No I guess when you say it. It doesn't seem like much but this is not fair to people that are struggling to make ends meet! When I commented to the owner that I noticed his increase as I only bought one roll. HE smugly stated "your lucky to have found it!"	Web site		Sandra	Lane	Barton	VT	5822		Evansville Trading post			645 Evansville Road VT 05860	Brownington	VT	5860
WB 20-00278			Complaint	3/26/2020	3/26/2020	Price Gouging CSWD posted an update on their website that beginning Saturday, March 28,2020, they will be charging consumers a flat \$10 per visit fee. The fee prior to this date to drop off a large trash bag was \$5.25. This is price gouging and an attempt at taking advantage of the consumer at a time when they are under health and economic stress. Please intervene and prevent this abuse.	Web site		Bradley	Kennison	Essex	VT	5451		Chittenden Solid Waste District			1021 Redmond Rd., Williston, VT 05495	Williston	VT	5495

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WB 20-00285			Complaint	3/30/2020	3/30/2020	<p>Price Gouging</p> <p>During this COVID-19 pandemic, our business is being required to use credit cards over the phone, or just simply having to key them in on our device-which causes higher fees. Since I have never had to do this on a large scale, (and have only had it happen once since the pandemic started) this pandemic is going to cause excessive transaction fees and could be detrimental to our already reduced income levels. I am using Square credit card processing. They have the websites of www.square.com and www.squareup.com and a phone number 855-700-6000. I am a small business and the dollar impact may seem small, but I am more concerned with the hundreds of other VT small businesses being forced to do the same thing. I called Square and they told me they are working on a solution, but The VT Attorney General's office can get alot further with them to ensure that Square does something about this. Considering the growing number of people understandably not wanting to subject themselves to person to person contact, I believe that this could be seen as a form of price gouging. Square may even have an unintentional monopoly going on with money collections at mine and many other businesses. I am sure all credit card processing companies are collecting the same fees, but square happens to be the one I use.</p>	Web site		Bradley	Welch	Waterbury	VT	5676										
WB 20-00292		2020-03893 - Bienvenu, Rachael (The Log Furniture Store) CAP	Complaint	3/31/2020	10/28/2019	<p>I purchased a custom log bed (Order # [REDACTED]) from thelogfurniturestore.com on Oct. 28th, 2019, and I haven't received it. I've tried calling them many times over the past few months, but I'm either disconnected or when I leave a voicemail; they never call me. I've also tried sending messages through their website and to their email, with no success. They're the worst company I've ever purchased anything from, and they don't belong in business if this is how they treat their customers.</p> <p>The last time I spoke to someone was in mid-December, and she told me that they were taking two weeks off for the holidays, so it was going to take until the end of Jan. until I was to receive my bed. The website says it takes 6-8 weeks, and it was close to the holidays, so I understood that it would take longer. But at the end of Jan. came, I didn't get a call, nor did I receive my bed. Now it's the end of March, and nothing's happened.</p> <p>Since we're dealing with the COVID-19 pandemic, I bet they're closed by now. Regardless, I ordered this long before this nationwide crisis, so that shouldn't be a valid excuse. If there were any issues with my purchase, they should have had the decency to tell me.</p> <p>At this point, I want my money back. I paid \$729.19, including insurance (\$34.20) and short-gate truck delivery (\$125.00). I tried getting my bank (Mascoma Savings) to assist me since I used my debit card, but it's been over 60 days, and there isn't any guarantee/warranty that enables them to do anything. They told me to contact the BBB (which I have), the state attorney's office, and the local police because they think I've had my money stolen from me and, I agree with them. The state attorney's office of Minnesota and their local police will be my next steps.</p> <p>I'm hopeful that you'll help me in reclaiming my money, as there is nothing more that I can do on my own. Let me know if there is any more information you need. You can contact me through email or by phone. Thank you.</p> <p>Sincerely, Rachael Bienvenu</p>	Web site	Bienvenu, Rachael Phone: [REDACTED] Address: [REDACTED], Hartland VT						The Log Furniture Store Phone: (866) 401-8150 Address: 307 E 6TH Street , Chaska MN									

Complaint /Intake#	R	Matter #	Intake Category	Received Date	Incident Date	Description	Intake Method	Complaint By NAME	First / Company Name	Last Name	City	State	Zip	Com-plaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip	
WB 20-00300			Com-plaint	4/1/2020	4/1/2020	`Why are the price of eggs \$4.00 a dozen. They are raising the price of some foods at a time we are suppose to be in this together. Raising prices isn't going to help any of us.	Web site		Maria nne	McCart hy	Springfi eld	V T	515 6		Shaws		Springfi eld	VT	V T	5156	
WB 20-00301		2020-03915 - Bourge a, David (A Canine Gem Rescue) CAP	Com-plaint	4/2/2020	2/22/2020	Hilary Davis , owner of A Canine Gem, a 501c3, was deceptive about the health and condition of a dog my wife and I adopted. The online ad said the dog was very friendly with people and respectful children. The second day the dog growled and nipped at me while I was gently petting him. That was the point we knew we couldn't keep him as we have very young grandchildren. She never mentioned that the dog was a special needs dog that would require extensive vet visits. After meeting the dog for about 5 minutes, she had my wife sign a contract releasing the organization from any liability regarding health or condition. She had told us that the dog had been given a clean bill of health from a southern US vet. She mentioned that he had some vision issues but stated "sometimes I believe he can see perfectly". We had him groomed immediately as he was very unkempt when we adopted him. Our vet saw him right away and told us he was severely limited vision that would require a specialist. We then informed Ms. Davis that we could not keep the dog. It broke my wife's heart to give up this dog after only a week, but Ms. Davis had found a new home for the dog and thus was paid again. Today we asked Ms Davis if she would be willing to pay another rescue organization to get a dog if we found one. She refused and quickly hung up one saying there are no refunds, as is in the contract. Please be aware that this organization is deceptive at best, and is still bringing dogs into Vermont during this Coronavirus shutdown. From the Yelp reviews online we are not alone.	Web site	Bourgea, David Phone: [REDACTED] Address: [REDACTED], South Burlington VT						A Canine Gem Rescue Phone: (802) 989-1675 Address: 312 Commerce Street #50, Williston VT							
WB 20-00318			Com-plaint	4/3/2020	4/2/2020	Stay at Home / Stay Safe directive for Construction The construction sector must suspend most in-person operations under the Governor's Executive Order. Only construction needed to support the COVID-19 response, maintain critical infrastructure, or for the safety, sanitation and operations of residences or businesses is allowed. DEW Construction continues to perform cosmetic renovation on the DoubleTree Hotel guestrooms and are in violaiton of this order.	Web site		█	█	Essex Junction	V T	054 52-338 7		DEW Constr uction		870 Williston Rd	South Burling ton	V T	5403	

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WB 20-00325		2020-03882 - Firkey, Ronald (Orange Lake Resort) CAP	Com-plaint	4/8/2020	4/7/2020	<p>timeshare Com-plaint. resort is closed due to COVID-19. consumer was supposed to stay at resort at the end of April. Called resort. Resort told him to call RCI (Resort Condominiums International). RCI said he needed to payu \$50 to start membership. Consumer would like to be able to postpone his stay to later in the year.</p> <p>1) On 3/30 I received an email from the email address provided that Orange Lake would be closing the resort at least through 4/17/20 as a result of the Corona virus. The website for Orange Lake is orangelake.com/home. 2) I checked the status of the resort on 4/7. 3) On their website it stated that the closure was now through 4/30. 4) My wife and I have a condo that is in week 17 which starts on 4/24. It is a 3 bedroom unit.</p> <p>5) I contacted Orange Lake immediately to discuss my options. 6) I was told there is nothing I could do with them and that I needed to contact RCI which is a timeshare exchange company. 7) RCI told me that because I am not a member with them, I would need to pay a \$49 charge to be reinstated and a minimum of \$99 which is a one year membership. There is also a fee to make the switch after you join which is quite expensive most likely \$200 or so. Also, they informed me that me week at Orange Lake would lose some of its trading value due to the fact that we are so close to when I checked in, My bad that I could not control the virus. There is no question in my mind that they are trying to get additional revenue due to the virus. Lastly. we have paid our taxes and maintenance fees this year of almost \$1100 directly to Orange Lake.</p>	Web site	Firkey, Ronald Phone: [REDACTED] Address: [REDACTED], Bolton VI							ORANGE LAKE RESORT Phone: 4072392299 Address: 8505 W. IRLO BRONSOM MEMORIAL HWY, KISSIMEE FL							
WB 20-00332			Com-plaint	4/9/2020	4/9/2020	<p>Once again the above-named businesses are over-charging the residents/citizens in Franklin and Chittenden Counties for gasoline.</p> <p>The price of gasoline in the above-mentioned counties is currently (as of 4/9/20) between \$1.99-\$2.09 per gallon for regular unleaded. However, go south a bit and in Middlebury, Vergennes it's \$1.59 per gallon. Greensboro, VT is \$1.50. And if the 3 monopolies want to claim "transportation" then please explain why over the mountain in Troy it's \$1.67.</p> <p>These companies are once again ripping off our communities.</p> <p>I hope that someone would please investigate them. Again!!! Thank you.</p> <p>Please look at GasBuddy and you will see.</p>	Web site		stacy charbonneau	Franklin	VT	5457		S.B.Collins, R.L. Vallee, Brown \s			Franklin County, VT	St. Albans	VT	5478		
WB 20-00333			Com-plaint	4/9/2020	4/9/2020	<p>I respectfully ask why it is that gas prices in Chittenden and Franklin Counties are running (on average) 50 cents higher per gallon than in Milton, Vergennes, Middlebury, Newport, Rutland? There was a lawsuit recently settled re: price setting against Brown, Valley and another. It seems like they are continuing the practice of setting higher gas prices in certain counties. Monopoly at work again/still. I hope you can address this matter.</p> <p>Gas in Burlington area - \$2.09 Gas in St. Albans area, \$1.99 to 2.09. Gas in Vergennes, Milton and the other outlying areas - \$1.59. How is this possible?????</p>	Web site		Paul Martelle	Colchester	VT	5446		Gas price in Chittenden county			Route 7	Colchester	VT	5446		

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WB 20-00343			Complaint	4/10/2020	4/7/2020	<p>On 7 April 2020, a woman named Kelly called me on my cell, from the "SAT Testing Center".</p> <p>She said that the test (SAT) has been rescheduled for June and that Taylor, my Daughter, had signed up for information about study guides when she took her PSAT....and that they can send us 2 CD's that have study guides for SAT and ACT tests, but I, as an adult, had to confirm that I would send the CD's back to them once my daughter was done with them since they need them to send to other students to use....a few exchanges later she stated we'd have to pay a "refundable" fee of \$219.98.</p> <p>Now, I was very frank with her. I said "...sorry that's not happening. I think this was fraudulent and if by chance it isn't it's immoral and inappropriate to ask families to send that amount of money, even if it's "refundable" since so many families don't even have that now to pay for bills (due to Covid-19). She replied ..."that she understood that you have to be so careful now, that I could ask my daughter's guidance counselor about it and that she'd get "everything updated" for me...and bye".</p> <p>I have been in touch with my daughter's guidance counselor, who said this didn't sound legitimate, who then contacted the College Board who said they have heard of this exact scam before and gave me this link to report it.</p> <p>I did not loose any money, but wonder how they got our info and am also concerned that there will be families that will fall for this. Therefore I feel a need to report this incident.</p>	Web site		Nicki	Bevins	Jericho	V T	5465		"Kelly" from "SAT Testing Center"	?		N/a	N/a	V T	5465

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WB 20-00346		2020-04039 - Norton, Mary Ellen (Suburban Propane, LP) CAP	Complaint	4/10/2020	4/6/2020	<p>My wife and I reserved two vacation packages from Discovery Tours By Gate One. Our package was for May 10th land and air services from JFK Airport to Greece, and back. I booked these reservations on September 20th 2019. The Confirmation # is [REDACTED], and I agreed to a deposit of \$2830 being deducted from my credit card on this date. I submitted the balance due of \$4594.20 on January 14th, 2020 via check to Discovery Tours by Gate One. As of January 14th Discovery has \$7424.20 of my money.</p> <p>On March 10th, 2020 while out of town on vacation I called Discovery Tours by Gate One after receiving an email from the company stating that some customers on tour with the company have tested positive for the Coronavirus. This same email from Gate One included a NEW company policy specifically to address the options available to Gate One customers as regards the virus.</p> <p>I wanted, and want, a full refund. Gate One is offering 75% after deducting the full cost of airline tickets, and travel insurance purchased from Gate One insurance company Arch Insurance Company, 11350 McCormick Road, Suite 102, Hunt Valley, MD 21031, customer service #1-844-827-9996. Gate One cannot assure my families safety at this time. The company cannot deliver on the contract/agreement I have with them.</p> <p>On April 6th I wrote a letter to the Discovery Tours supervisor I spoke with on March 10th, Chad Bridge. In my letter I insisted that the monies due to me via refund should be forwarded to me asap. I wrote this letter to Mr. Bridge because my credit card company notified me on April 4th that \$1038.90 was being deposited into my credit card. The letter I wrote to Gate One I will try to attach with this Complaint form.</p> <p>I received a check from Gate One today for \$2856.75. The refund I've received is \$3895.65. Not including the cost of travel protection I am still owed \$3090.55 by Gate One.</p> <p>As a result of looking more closely at the Gate One airfare included policy, and charges, I am stunned. The Gate One advertisement for this trip to Greece shows an airline ticket price as \$820/per person. When I looked on the air line website I saw the same non-refundable ticket for less than \$285 one way, or \$530 round trip. Please explain these radically different price points, and how Gate One justifies the large mark up?</p>	Web site	ROISMAN, DANIEL Phone: [REDACTED] Address: [REDACTED], WINDSOR VT								Gate 1 Travel Phone: 8006823333 Address: 455 Maryland Drive, Fort Washington PA							
WB 20-00352		2020-04045 - Shepard, Harry (Way) CAP	Complaint	4/12/2020	3/25/2020	<p>Because of Covid-19, we were forced to cancel a trip. We had reserved and paid for parking thru Way.com in Boston. Way.com advertises "Cancellation at any time". We canceled our reservations in March. We never received credit for fees paid. When we inquired with Way, we were told that we were being reimbursed in Way Dollars. Way claims change in policy reimbursing cancellations in "Way Dollars. " My bank does not accept Way Dollars. They should not be allowed such business practices. If their reimbursement policy is conditioned on reimbursement in Way \$\'s, they should be required to notice such.</p> <p>Thank you, Harry Shepard</p>	Web site	Shepard, Harry Phone: [REDACTED] Address: [REDACTED] Waterbury VT						Way Phone: 4085983338 Address: 47627 Lakeview Blvd. CA , Fremont, CA									

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WB 20-00359			Com-plaint	4/13/2020	4/13/2020	I find it BEYOND despicable that our local gas stations are BLATANTLY gouging and taking advantage of the local communities during this national crisis. It is my understanding that gas prices are the lowest they have been since the 1950\'s, and yet virtually none of these cost savings are being passed on to consumers. These companies and their owners should be investigated, and fined.	Web site		Todd	Kinneston	South Burlington	VT	5403		ALL gas stations in Chittenden County		All local stations	South Burlington	VT	5403	
WB 20-00362		2020-04172 - Costa, Michael (EM General) CAP	Com-plaint	4/14/2020	2/25/2020	I purchased masks from EM General on February 25th. They were not delivered in the 2 week promised time frame. They sent an email on March 18th stating that product would be shipped. They have not shipped the items, and they will not respond to phone or email inquiries, including a request for a refund. This seems like a COVID-19 scam, which is particularly unscrupulous.	Web site	Costa, Michael Phone: [REDACTED] Address: [REDACTED], Norwich VT						EM General Phone: (800) 913-8548 Address: Los Angeles, Los Angeles CA							
WB 20-00368			Com-plaint	4/16/2020		Price Gouging The Londonderry Village Market have been raising their prices on essential goods exponentially throughout this pandemic. The price of eggs has more than doubled and the price of bacon and other meats have tripled. This is a prime example of price gouging and this is unacceptable. There are many vulnerable adults and students that are worried greatly about their finances. Having to pay double and triple the prices of what we are used to while not being allowed by the government to work should not be allowed. I know this is not the only case of price gouging in the area, there are many supermarkets responsible. Something must be done.	Web site		Joe	Citera	Londonderry	VT	5148		Londonderry Village Market		5700 route 100	Londonderry	VT	5148	
WB 20-00371			Com-plaint	4/17/2020		price gouging selling \$7 clorox wiped for \$30. absolutely disgusting. i know they are based in VT. I do not know anything else since it\'s not on their site where they are	Web site		j	j	brooklyn	NY	11225		Supergems		dont know	dont know	VT	dont know	

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WB 20-00375		2020-04176 - St Thomas Benoit, Jill (PayPal) CAP	Com-plaint	4/17/2020	2/6/2020	<p>I ordered products from a clothing company most likely based in China on Feb9. The order was delayed and arrived a month later but only part of the order arrived. I got three pieces out of five. Two of the pieces were not what I ordered. Immediately started working with the company but they wanted me to pay for the return of the wrong items. We went back and forth and they wouldn't budge. I also still haven't received the second part of the order. My event had passed and I don't need these items anyway so no big deal, however the company won't refund me the four pieces. They want me to settle as if this is a negotiation. Which it isn't.</p> <p>So I disputed it with the payment company PAYPAL. I went thru a month long dispute process and even with this very through info and picture of the emails and Facebook messages they denied my dispute.</p> <p>Currently you Can NOT reach anyone at all from PayPal as they're blaming it on CoVid. They aren't taking any consumer related calls.</p> <p>When I called my bank to dispute they advised me it's an ACH transaction and it's to late and they can't dispute it.</p> <p>After doing research it seems as if this is a common trend with PayPal and their customers.</p> <p>I saw numerous reports of locking people's accounts with Money in them and PayPal not granting access to their monies and via email just saying I'm sorry this happened with no resolution or instances like mine where they deny and there's no recourse.</p> <p>This is fraud. I did t get my order! 1 piece out of five is not acceptable.</p>	Web site	St Thomas Benoit, Jill Phone: [REDACTED] Address: [REDACTED], Burlington VT							PAYPAL Phone: 888221-1161 Address: 12312 Port Grace Boulevard, LaVista NE							
WB 20-00382			Com-plaint	4/18/2020	4/18/2020	<p>Elizabeth posted on the Facebook Page (How can I help prepare for covid19) https://www.facebook.com/groups/191774325439518/ That she was making masks for people. Many people sent her money as donations towards making masks, None of which got delivered.</p> <p>I sent her \$5 on April 3rd. She told me the mask would be sent the next day. A week later I checked back and she told me the mask would be sent the next day. A week later I checked back asking for a refund, she said yes, but then blocked me and did not send a refund. Meanwhile, she started charging more on Facebook. It is my understanding no one from the page has received a mask, and some people spent hundreds of dollars. I along with the group admins believe she is scamming.</p> <p>In the attached files you can see my payment receipt. And also some of the communication with Elizabeth that took place before I was blocked.</p>	Web site		Jasmin e	DeLude	Burlington	V T	5401		Elizabeth	Holmes	N/A	N/A	V T	5401		
WB 20-00388			Com-plaint	4/20/2020	4/15/2020	<p>Water and Rock studio is unable to provide the services I contracted for at this time, due to the COVID-19 pandemic. Water and Rock automatically renewed my 24 week contract with them, which I no longer want to be in. When I signed the contract all classes were in person, now due to COVID-19 they are on zoom, which I do not feel has the same value as in person classes.</p>	Web site		Tara	Beattie	Middle town Springs	V T	5757		Water and Rock Studio	Brubaker	294 N Winooski Ave, Suite 125	Burlington	V T	5401		

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WB 20-00389		2020-04226 - Beattie, Tara (Water and Rock Studio) CAP	Com-plaint	4/20/2020	4/15/2020	Water and Rock studio is unable to provide the services I contracted for at this time, due to the COVID-19 pandemic. Water and Rock automatically renewed my 24 week contract with them, which I no longer want to be in. When I signed the contract all classes were in person, now due to COVID-19 they are on zoom, which I do not feel has the same value as in person classes.	Web site	Beattie, Tara Phone: [REDACTED] Address: [REDACTED], Middletown Springs VT						Water and Rock Studio Phone: (802) 242-6281 Address: 294 N Winooski Ave, suite 125, Winooski VT								
WB 20-00390		2020-04293 - Brothers, Matthew (VT Tent Company) CAP	Com-plaint	4/20/2020	4/20/2020	Consumer prepaid for services for his wedding but needed to cancel due to pandemic. Consumer is requesting a full refund and business allegedly will not do so. I am writing to report an ongoing dispute I am experiencing with Vermont Tent Company and owner Mike Lubas. My fiancée and I put down a deposit of \$3,228 for services to be rendered on 8/8/2020 which was the date of our wedding before we had to cancel due to Covid-19. In light of these unprecedented circumstances we requested a refund as absolutely no services had been rendered and we were cancelling the event with over 100 days notice due to the global pandemic which was certainly not listed in the contract. I contacted the saleswoman Brianna Duquette who referred me to her manager Emily Davis and Emily referred me to owner Mike Lubas whom I had a conversation with last week. Mr. Lubas claimed he was unable to produce the funds at this time to cover giving me a refund and when I asked him if he would put something in writing stating that he would pay me back as soon as he was able he refused. After this conversation we filed a dispute with Chase Bank which is the financial institution we used to make the payment and they issued us a conditional credit but we are worried that they will eventually pull the conditional credit and wanted to put this on your radar. Under the circumstances I feel we, the consumer, the customer, the "little guy" should be made whole and fully refunded. We have provided plenty of notice and obviously no service has been provided other than the 30-45 minute consultation which we received as prospective clients even before we provided deposit funds. Please contact me at your convenience to follow-up. We won't know for about 30 days if Chase is going to pull the conditional credit or not but if they do we simply will not roll over and lose the money. Thanks for your time. -- Matthew Brothers	Web site	Brothers, Matthew Phone:[REDACTED] Address: [REDACTED] East Montpelier VT							VT Tent Company Phone: (802) 863-6107 Address: 331 Sunderland Way, Essex Junction VT							
WB 20-00396			Com-plaint	4/22/2020	4/22/2020	Price Gouging Gracey's liquor store is price gouging masks used to prevent covid 19 from spreading. They are selling at 10 dollars per mask. Gracey's has been known in the Burlington area as preying on the poor. It is owned by the Handys family. They are also slum lords and have history of illegally towing vehicles for no reason. For profit.	Web site		Mick	Wong	Burlington	VT	5401		Gracey's liquor store		1333 williston road	South Burlington	VT	5403		

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WB 20-00406		2020-04462 - Weeks, Ann (Airbnb) CAP	Complaint	4/24/2020		My sister and I rented an Air bnb in New Smyra Beach Florida for the April school break vacation. Obviously we had to cancel due to COVID-19. We held off as long as we dared but once the 2 weeks quarantine was initiated for any flying from NY we canceled. We are VT residence and our closet airport is Albany, NY. We rented through VRBO but dealt directly, by email, with the owner. This owner refuses to refund our money. VRBO wrote to him and told him he should refund and they would refund their fees to him. He still did not refund. We paid in advance over \$3,000.00 for a large house big enough for two families. Two members of our family are high risk due to [REDACTED]. A doctor would never have authorized us to try to make this trip. The credit card company credited the account but we have to wait 60 days for the owner to be able to appeal the credit. There is no one that could possibly think that this is legal or that it should be allowed due to this pandemic. Other people who have rented air bnb's are having similar problems. Please contact me and help is get back hard earned money we can't afford to lose at this time.	Web site	Weeks, Ann Phone: [REDACTED] Address: [REDACTED] Manchester Center VT							Airbnb Phone: 8554247262 Address: 888 Brannan St., San Francisco CA							
WB 20-00412		2020-04465 - Brooker, Brittney (Nordstrom Rack) CAP	Complaint	4/25/2020	4/14/2020	Company had advertised when I made purchases that due to COVID-19 items would be ready to ship within 5-8 days. It's been two weeks and items haven't shipped. Called customer service line and unable to get through to cancel items. Needed items shipped sooner. Am out over \$1,000 and need my money back as shipping is taking too long.	Web site	Brooker, Brittney Phone: [REDACTED] Address: [REDACTED] Essex Junction VT						Nordstrom Rack Phone: (888) 966-6283 Address: 1700 7th Ave Ste 1000, Seattle WA								
WB 20-00416		2020-04521 - Bushey, Jason (Stubhub.com) CAP	Complaint	4/27/2020	4/27/2020	Event canceled, Stubhub changed their refund policy AFTER tickets purchased on Dec 5, 9019; change due to Covid 19. Further, on the ticket is name "Kevin Haag", not our name for the price of \$137.50 per ticket. We purchased two tickets on Dec 5, 2019 for a total of \$684.25. Contract printed on back of ticket clearly states: "Resale of this ticket at a price greater than the face value absolutely prohibited." Details/timeline on Stubhub changing cancelation policy: https://www.billboard.com/articles/business/legal-and-management/9352530/stubhub-5-million-class-action-lawsuit-coronavirus-refund-policy As Vermonters, we understand that under title 9, chapter 63 we have the right for a full refund. https://legislature.vermont.gov/statutes/section/09/063/02451a Attempts to reach Stubhub unsuccessful.	Web site	Bushey, Jason Phone: [REDACTED] Address: [REDACTED] Charlotte VT						STUBHUB.COM Phone: 8667882482 Address: 199 FREMONT ST, 3RD FLOOR, SAN FRANCISCO CA								

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WB 20-00427			Complaint	4/28/2020	4/28/2020	I received a phone call on my cell phone saying my social security number had been compromised and that he needed me to provide the last four digits of my social security number to verify my identity so he could help me. I refused saying I didn't give out any part of my social security number to anyone whose identity I could not verify. Then I asked him to tell me the Social Security Number he had called about but he said he couldn't do that for security reasons. I said it sounded like a scam but he assured me it was not. To try to ease my skepticism, he said the phone call was being taped so the Social Security Administration and the government could review it and then gave me his name (which felt like it wasn't really his name) and identification# FF290899. He said the case# was 21652. I said thank you very much but that I still would not give him any part of my social security number. Next I said I was hanging up and would be contacting the Social Security Administration for assistance. Fortunately, he did not call back. The caller had a thick Indian accent and was very eager to keep me on the phone. Although I was very skeptical the whole time, we talked for about 15 minutes and he even referenced Covid-19 saying he was working to keep me safe. He was very convincing so I am concerned that others may be fooled especially if someone else from his phishing group that doesn't have a thick accent calls them.	Web site		Betsey	Bianchi	Killington	VT	5751		James	Brein	unknown	Galesburg	MI	49053
WB 20-00429			Complaint	4/29/2020		Saw this ad on facebook posted to a local small business group. It identifies facemasks for sale for \$12 each, the most expensive mask for sale online seemed to be under \$6 each: https://www.facebook.com/commerce/products/3201418829897979?rid=751212668743767&ad_id&rt=1&refID=0&refType=0	Web site		Kevin	Eschelbach	Plainfield	VT	5667		Antonio	Cordier	Unknown(online)	Unknown(online)	VT	0

Complaint /Intake#	R	Matter #	Intake Category	Received Date	Incident Date	Description	Intake Method	Complaint By NAME	First / Company Name	Last Name	City	State	Zip	Complaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip
WB 20-00431			Complaint	4/29/2020	4/29/2020	<p>To Whom it May Concern:</p> <p>Someone used my debit card number (I was in possession of my card the whole time) and used it for Uber rides for on 2/19/20 (one ride) and on 2/24/20 (two rides) as seen on my TD Bank statement. I told a clerk at the bank that I have never been in an Uber and Uber isn't available in this part of Vermont. She processed my Complaint.</p> <p>I'm referring to TD Bank of Manchester Center, VT of 58 Bonnet Street and they did issue a provisional credit on 3/11/20 for \$107.17 to cover the three rides,</p> <p>However, I just talked to a clerk at TD bank and they said they have the right to withdraw this very credit anytime in the coming six months. Oddly, when I checked their web page to find out their new CoVID hours, I observed a notation at the very bottom of their web page TD BANK Deposits are NOT INSURED BY THE FDIC. Is that safe? Should I withdraw my savings? As they will not get reimbursed by FDIC I suspect they will try to deny the credit in the coming few months. Check it out at www.tdbank.com Thank you for getting back to me about this terrible situation and should I bring my husband in with me to withdrawal my savings? They were not happy when I told them I planned on reporting the UBER scam to your office.</p> <p>TD Bank is a Canadian Bank but I fail to understand how a bank can operate in the US without this important credential and is this legal? In the mean time, I asked for a print out of new activity on my account to see if the credit had been withdrawn (it had not) and the arm came out it has FDIC written on it in four inch block letters on the side. It seems unfair to have it printed there as according to their web page, deposits are not covered by FDIC. Please call me for my account number as there are warnings this site is publicly shared.</p> <p>Thought you'd want to know because AGO keeps track of scams. In addition our phone number is blocked but someone called from 747453-4677 at the house today (4/29/20) at 12:30 pm and they said nothing into the phone so I hung up after 2 minutes, as I thought it might be an "robo call". Checking on Anywho.com I see the real number they were calling from was 281-209-2794 from 4602 S/ Teague St, Rosharon, TX and no friends or relatives live in Texas. If I paid 95 cents I could find out who was making this call. Thought you might look into the matter and that you might have an account with one of these white page services.</p>	Web site		Jeanne	Rindell	Arlington	VT	5250		TD Bank	Store Manager: Sheila McCutcheon	TD Bank	Manchester Center,	VT	5255
WB 20-00444		2020-04618 - Saunders, Meghan (The Mansfield Barn) CAP	Complaint	5/4/2020	5/4/2020	<p>My fiancé and I have been planning for our wedding on 5/23/20. When the COVID-19 pandemic emerged, we reached out to Grant Allendorf knowing he could not provide the wedding we agreed upon on that date (we do not wish to postpone due to family and personal reasons). We asked for a refund and Grant referred us to his contract and cancellation policy. We were not canceling but as consumers we were unable to get the wedding we paid him for. He then replied that he will let us know on 5/15/20 whether we can have the wedding.... this provides 7 days for us to prepare for our wedding (if the state is fully reopened). That is insufficient time and just cruel to do. Not only does this apply to the wedding venue but also to the DJ services as he owns both companies. (\$4000 for venue, \$1300 for DJ). We are so disappointed that this couldn't have been worked out simply between the two of us.</p>	Web site	Saunders, Meghan Phone:[REDACTED] Address:[REDACTED] Fletcher VT						Allendorf, The Mansfield Barn Phone: (802) 899-2823 Address: PO Box 214, Underhill VT						
WB 20-00458			Complaint	5/7/2020		<p>Price Gouging</p> <p>A travel size bottle of hand sanitizer is being sold for \$10, a 4 pack of toilet paper is being sold for \$22 among other items.</p>	Web site		Charles	Welfinger	Sheldon	VT	5483		Jolley		308 s Main Street	Richford	VT	5476

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WB 20-00465			Complaint	5/8/2020	5/7/2020	Price Gouging store is selling toiles paper -- 4 very small rolls for \$2.49. hand sanitizer 8.45 oz for \$8.00. when I asked the women at the counter she said "That\'s our price, take it or leave it".	Web site		James	Gricci	northfield	VT	5663		Aubuchon Hardware		South Barre	Barre	VT	5641	
WB 20-00471		2020-04677 - Jenkins, Matt (AIG Travel Guard) CAP	Complaint	5/11/2020	3/10/2020	We purchased travel insurance on 2/5/20 for a trip to Cozumel Mexico. The policy included a "cancel for any reason rider" with a 75% refund. We canceled the trip on 3/10/20 due to the corona virus. I have been trying unsuccessfully to get our refund for two airline tickets since that time. Canceled & provided backup 3/10/20 Called & reviewed with rep 4/21/20 Sent itinerary 2nd time 4/23/20 Follow up email 5/01/20 AIG 3rd request for itinerary - provided 5/07/20 No action yet 5/11/20 Claim # [REDACTED]	Web site	Jenkins, Matt Phone: [REDACTED] Address: [REDACTED], Williamstown VT						AIG- Travel Guard Phone: 8008264919 Address: 3300 Business Park Dr., Stevens Point WI							
WB 20-00476			Complaint	5/13/2020	5/13/2020	I had a confirmed prepaid reservation for a 2 day fly fishing school for May 30-31, 2020. Reservation number [REDACTED]. On 4/15/2020 my TD debit card was charged \$489 for the full amount of the class. I purchased the required non resident fishing license needed for the 2nd day of class. On May 13,2020 I was notified that Orvis had cancelled the class out of concern for Covid 19. I was offered a credit to a later class or a Orvis gift card in the amount I paid for the 2 day class. Neither offer is acceptable. Orvis cancelled the class, I did not I want to be reimbursed for the cancelled class. I will forward supporting paper work via email on 5/14/2020.	Web site		Peter	Demers	Plattsburgh	NY	12901	ORVIS COMPANY Phone: 8023628733 Address: 178 Conservation Way, Arlington VT							
WB 20-00488		2020-04826 - Collins, Lori (Airbnb) CAP	Complaint	5/15/2020	5/5/2020	Our family booked a trip to Maine in August of 2019 for July 12-18, 2020. Due to COVID-19 and Maine\'s order to quarantine in place for 14 days while arriving in Maine and quarantine again while arriving back in Vermont through July, we had to cancel our trip. Our host has been incredible and refunded nearly \$1000.00 already paid; however, Airbnb is not being so accommodating. I have called them numerous times and they agree to call back within 24 hours but I never get a call back. I\'ve wrote to them in their Airbnb support box in the app, and they forward me standard language that their policy for refunding fees due to COVID 19 only goes through 6/15/2020. Our reservation date is outside the 6/15/2020. I\'ve sent them numerous documents showing Governor Mills requirement to self-quarantine for 14 days and I\'m not receiving any response from Airbnb other than their standard 6/15/2020 date. I\'ve also pointed out to them that they have an extenuating circumstance policy which mentions in particular travel restrictions and disease outbreaks. They won\'t answer that particular question specifically.	Web site	Collins, Lori Phone: [REDACTED] Address: [REDACTED] Waterbury VT							Airbnb Phone: 8554247262 Address: 888 Brannan St., San Francisco CA						

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WB 20-00489			Complaint	5/15/2020		Our daughter is supposed to have a wedding at the vineyard barn in September. She (Kim Pofit) signed a contract pre-covid. Due to covid and the possibility that there will be a resurgence in the Fall and there may be restrictions on gathering or even travel most of her out of town/state guests will be unwilling to travel. She did sign a contract but this was prior to the virus. She has had to cancel the Vermont wedding but was told she will lose her deposit of \$1200. So far all the vendors she was to use have returned deposits. One kept a nominal amount of the deposit. Does VT not have an executive order indicating that deposits need to be returned due to the virus? Other states do. Thank you	Web site		Joseph	Pofit	Wells	VT	5774		Whale back Vineyards		202 Old Lake Rd	Poultney	VT	5764	
WB 20-00490		2020-04828 - Meagher, Colin (Digital DJ) CAP	Complaint	5/15/2020	5/15/2020	<p>This Complaint pertains to a DJ service scheduled for a wedding on 8/22/2020. Total paid - \$300 deposit and \$1000 remainder which was paid in January.</p> <p>Due to covid-19, our wedding venue has cancelled on us and our reception venue is no open until further notice.</p> <p>I contacted the owner, Shannon Bushey, today (5/15) to inform him that we would no longer need his services and inquired about a refund, less the \$300 deposit, due to the abnormal circumstances. Bushey refused any reimbursement citing contract language stating all payments are non-refundable.</p> <p>I contacted Bushey to advise him that this was not voluntary cancellation and that it was due to covid19 and not something we wanted. Bushey refused any kind of settlement and states that we can still have a wedding regardless of the circumstances.</p> <p>Bushey did offer to reschedule, however given the state of things, booking another venue is not feasible.</p> <p>I suggested to Bushey that this is very poor optics and could potentially hinder future business. At that point Bushey mentioned getting lawyers involved, I did take this as a sort of passive intimidation.</p> <p>I believe due to the circumstances, Digital DJ LLC is acting unreasonably and in bad faith.</p>	Web site	Meagher, Colin Phone: [REDACTED] Address: [REDACTED] East Calais VT						Digital DJ Phone: 8023188402 Address: Attn: Shannon Bushey, 6 Cascade Ct, Essex Junction VT							

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WB 20-00493			Complaint	5/18/2020		<p>????????? ???????, ?????????????? ????? ??????, ?????????? ?????????? ?? ?????? ? ??????.</p> <p>https://covid-monitor.com</p> <p>????????? ?????????????? ?????????????? +?? ?????? ??????</p>	Web site		Claude Ovani	ClaudeOvaniAV	Liberia	CO	144134		Claude Ovani	ClaudeOvaniAV	Liberia	Liberia	ND	124413		
WB 20-00505			Complaint	5/20/2020	3/14/2020	<p>Please help!</p> <p>March -14 2020 to march -18-2020 I had reservation at 19 mountain side sugarbush VT, which was paid to RedAwning (redawning.com-booked through hotels.com)</p> <p>RE[REDACTED] hotels.com</p> <p>case # [REDACTED] hotels.com</p> <p>rental ID #[REDACTED]</p> <p>paid a total of \$1660.20</p> <p>Need refund of \$1245.15</p> <p>We were notified that the ski mountain and all business were to be closed on 3/15/2020. I asked for a refund on 3/15 saturday do to the closure that pertained to COVID and they said yes.</p> <p>We only stayed 1 night and I am still waiting to get reimbursed for 3 nights \$1245.15.</p> <p>After multiple calls to RedAwning and sugarbush and hotels.com i never have received an answer yet. I just get emails saying they are backed up and there will be a delay.</p> <p>Myself and my wife are still out of work and this refund will be a huge help.</p>	Web site		John	D'Amico	North Providence	RI	2904									

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WB 20-00510		2020-04974 - Searles, John (Brad's Computer Services) CAP	Complaint	5/21/2020	2/5/2020	<p>I dropped off my MacBook Pro on February 5th, paid \$1268 via Visa for needed supplies and repairs on February 12, and then never received the computer back...despite multiple calls.</p> <p>I called Brad's Computer, courteously, at least 20 times after paying on February 12, leaving messages that were not returned, and finally on March 30 (after seven weeks of waiting for any response) called Visa to file a dispute. Visa reversed the charge of \$1268 and started a dispute investigation. (Last week, Visa said Brad of Brad's computer hadn't responded to them)</p> <p>On May 1, my wife , who has a different last name, left a message about "a computer issue" and asked Brad to call her. He did call HER back (she has a different last name from me), and when she said that the computer issue was about my MacBook Pro the following conversation ensued:</p> <p>Brad said that he didn't answer over 20 courteous messages I left because he (Brad) was "pissed off".</p> <p>Brad said that the dispute we filed with Visa led Squares company to consider this Fraud, which had caused him to lose business as he could no longer get paid by credit card .</p> <p>Brad then stated that "we had to make him whole"</p> <p>Brad also said that the computer was fixed, and at his shop.</p> <p>(We then offered to pay him in cash for his work, due to his stated problem with Squares company refusing him credit card use. We then also offered, on receipt of the computer, to speak to Squares company about resolution of the issue so he could start accepting credit card payments again).</p> <p>Brad said that he had a colleague who regularly went to the shop, and brought work back to Brad's house where he had been working during Covid.</p> <p>Brad said that he would have the colleague bring the computer to his house the week of May 4. Brad said "the computer was fixed" but he would check it over and call us before getting it back to us by mid week (which should have been around May 6)</p> <p>He never contacted us, and did not answer calls or messages left at both the shop on May 11 and May 19, and his cell phone (which does not have message set up) since then.</p> <p>The computer is valuable, and has important documents on it that are irreplaceable. At this point, it is as if he has stolen it. We are beside ourselves, and [REDACTED]. The fact that he refuses to contact us leaves us with no recourse but to appeal to you.</p>	Web site	Searles, John Phone: [REDACTED] Address: [REDACTED] Charlotte VT								Brad's Computer Services Phone: (802) 985-3005 Address: 3762 Shelburne Rd, Shelburne VT							

