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OFFICE OF THE ATTORNEY GENERAL
109 STATE STREET
MONTPELIER, VT
05609-1001**

July 14, 2020

Jesse Kelaidis
Legal Assistant
Turke & Strauss, LLP
613 Williamson Street, Suite 201
Madison, WI 53703

Dear Ms. Kelaidis:

After review of your records request dated July 9, 2020, we have produced the attached records.

If you feel information or records have been withheld in error, you may appeal to the Deputy Attorney General in writing at:

Josh Diamond
Deputy Attorney General
Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001

Thank you.

Sincerely,
/s/
Lisa Jensen
Assistant Director
Consumer Assistance Program

Electronically Transmitted Only

Received Date	Description	Intake Method	First / Company Name	Last Name	City	State	Zip	Complaint Against NAME	First / Company Name	Last Name	Address	City	State	Zip	Phone No 1	Complaint/Intake#	
6/25/2020	<p>SCAM. PHONE, ROBOCALLS. working remotely. disrupting his work. calls are his area codes.</p> <p>VM: Hi, my name's Alphonso. I'm chafee jr. I reside in Brooklyn and been working remotely for about the past three months through my employer at home and Rutland on just been receiving numerous. Oh my goodness, Robo calls and calls and we've been on the Do Not Call list for quite some time and it really is to the point of harassment. They'll call every day five to six times and In Summer from guildhall Vermont Summer from Albany Vermont. It's just and then others it'll have like Rutland Vermont with an odd, but we've got caller ID. It won't identify who that caller is and it's really to the point of harassment. In fact, I'm on the phone quite a bit for the work that I do fortunately have a business cell phone, but it's still off. Disrupts my work. In fact, my managers commented a few times on that don't know what to do. It's really to the point where it's it's really harassment and whatever guy in Chicago. I'd really would appreciate a call back. The best number is area code [REDACTED]. Again, it's Alfonso a junior and Jen's regarding well, because till the calls Etc. Thank you and and appreciate your time.</p>	Phone-Voice-mail	Alphonso		Rutland	VT											AG20-04555
5/26/2020	<p>Scam. Phone. Health insurance phishing</p> <p>My name is Peter lefcourt. Spelled l e f f as in Frank, just one FC larty area code [REDACTED] I spoke to Alex Esposito last Wednesday. This is in reference to a tremendous number of calls. I am receiving trying to somehow sell me health insurance. Okay, now I spoke to Verizon about this about 2 days ago spent about an hour on the phone with them and I'm on the Do Not Call list, but I think that these people who are doing this like may have made a mistake in that they may have given me the company name, which is a Assurance out of Essex Junction Vermont. Possibly. I look them up online. It's it's in fact a insurance company dealing with Medicare health care off. Syrup that was fall in line with these I've received thirty-five calls. So far the first day within the first ten hours. I got Thirty one of these calls and really messing me but this is surance is in Essex Junction, Vermont 802-764-3276 and this right now with curly, it's Saturday around noon time. This phone call came in just after 10:00 this morning. Please. Give me a call. Maybe you can help me with this or give give me some advice about this because I think this might be a turning point with a circumstance in the sense that I may know the company that is generating all of these harrassing virtue a criminal type calls in the sense that they they it's been an attack on me and my cellphone 31 calls and ten hours. I think this past a Wednesday and Thursday. Two calls Friday yesterday. I got one and of course this one this morning from Assurance. So please give me a call. Again Peter left court [REDACTED] for and I spoke to Alex Esposito. Thank you very much, bye-bye now.</p>	Phone-Voice-mail	Peter	Lefcourt		VT		Scam Health Insurance (or claims to subsidize insurance or be "health connect" or Affordable Care Act)	Assurance			Essex Junction	VT		(802) 674-3276		AG20-03847

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5/12/2020	Scam - Phishing Hello, I'm Patty Jacob at [REDACTED] I don't need a call back, and I just want to report I've been getting calls. Sometimes they come from a V with a Million numbers after it and a lot of times. It'll say, it's East Calais Vermont. The number is 232-4695, and they claimed to be Google for business and please your business is not listed right and they call me four times a day, and I even spoke wants to a live person and said take me off your list. I'm not interested put me on your do not call list, and she said oh you're just kept keep getting calls from other companies. So have a nice day, and she hung up on me. So that was interesting, but they keep calling and maybe this can help someone else or establish a pattern. So you guys have a great day, and I hope I won't talk to you again soon by month.	Phone-Voice-mail	Patty	Jacob		VT		Scam Phishing (UNKNOWN/unidentified/general)					VT			AG20-03613
4/30/2020	scam. phone.Warranty Has received dozens of calls from company claiming to be a warranty. Is on DNC.Call claims they sent something in the mail about the warranty expiring. I reported these warranty people twice in the past and I'm going to do it again a third time because I got another call today and hopefully third time's a charm and they'll stop calling I would I'm on the National Registry and am and I'm not sure, you know how to go about filing a complaint, you know nationally with them. So that's why I'm calling your office. But again, I'll play you there message. Here it is. extended receive something in the mail about your car's extended warranty, since we have not gotten a response. We are giving you a final courtesy call before we close out your file, press 2 to be removed and put on our do not call list, press 1 to speak with someone about possibly extending or reinstating your car's warranty. Again, press 1 to speak with a warranty specialist. We're calling from automotive services. If you would like to be removed from our calling list, please call toll-free. 844-989-1785. Like I've said in the past I have had nothing to do with these people and I didn't solicit anything from them. So, I don't know how they can get away by keep calling me. You know that final phone call. I've gotten without exaggeration dozens of times. So hopefully something can be done. I hope you have a nice day. Bye.	Phone-Voice-mail	Albert	Wanta		VT		Scam Warranty Vehicles and Auto					VT			AG20-03274
4/29/2020	scam. phone. PCH Hi, my name is Lynne Clougher. And we have been getting on our phone line calls from somebody claiming to be the Publishers Clearing House. They have a little bit of an accent maybe Hispanic sounding Spanish-speaking accent. They've been calling here. I think we've gotten about six or seven calls. I told them I knew that this wasn't how the Publishers Clearing House works if they get my husband they'll try to you know, they'll try to call and get my husband. I've told him to quit calling. I told him to put us on there do not call list that wage if there was such a thing. We were not interested and today when I took the phone from my husband and told him to stop calling they called me a	Phone-Voice-mail	Lynne	Clougher		VT		Scam Free Money (Sweepstakes (PUBLISHERS CLEARINGHOUSE (PCH) Representation					VT			AG20-03270

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	b**** a s*** a horror and a cock soccer and I'm afraid that they're probably calling all over Vermont because I mean, I don't know how they would have gotten our number and why are they just continuously off? And I don't know if you can trace back on my phone line somehow to find out where these calls are coming from. It was today. Let's see at home about 1:06 today's Wednesday, and our number that they called in on was our [REDACTED] line. If there's anything we can do to get these people to stop or block, um, I just really don't need people calling and treating us that way. Thank you very much as you can call back. If and let us know. Thanks. Bye.															
4/24/2020	Good morning, Albert. Wanta [REDACTED]. I do not need a call back, but I'm calling again to report those car warranty people that keep calling me on the Do Not Call Registry and I've never solicited anything from them. So I don't know how they can keep calling me with warranty extension offers here is the latest message and I believe it's the same message that I left you on a previous taping. Extended warranty. You should have received something in the mail about your car's extended warranty, since we have not gotten a response. We are giving you a final courtesy call before we close out your file, press 2 to be removed and put on our do not call list, press 1 to speak with someone about possibly extending or reinstating your car's warranty. Again, press 1 to speak with a warranty specialist. Where you calling from automotive services. If you would like to be removed from our calling list, please call toll-free 844-989-1808. That's the message and like I said, I just don't understand how they can keep calling me back when I'm on that. Do not register. So I hope you have a very nice day and take care. Bye.	Phone-Voice-mail	Albert			VT		Scam Warranty Vehicles and Auto					VT			AG20-03047
4/15/2020	Scam. Phone. Social Security. Hi, my name is Judy Paul. P as in Paul o l j a c i k. I live in Randolph Vermont. I have been getting phone calls for the last six or seven months from disability office, which I have spoken to somebody at Social Security and they said they would do not call you on the phone. But this guide grade keeps calling me up and wants to help me get on disability. And I mean, he's calling constantly today. I got the number off. My ID was in Bradford number 8 0 2 2 2 2 shoot Don All right. I have it on my phone but the Bradford number and he said you could also get a hold of them by 877-957-1213. It's just I'm so sick of getting fraud phone calls from disability and actually the other day. I got a check in the mail in my name for \$5,800. Obviously, I haven't done anything with it, but I would like to report that check too as being fraud. If you can give me a call back again, it's Judy p o l j a c i k and my phone number is [REDACTED] and my cell phone number is [REDACTED]. Thank you. I look forward to hearing from you. Have a good day. Pioneer Bank - Cash	Phone-Voice-mail	Judy	Poljacik			VT		Scam Phishing (Social Security Number)							AG20-02761

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3/31/2020	Mar 30, 2020 - received 5 "Vehicle Warranty" calls. Call #2 - bothered me the most when the woman called me by my first & last name and stated what I specifically drove. She stated dealers were charging \$200/hr. Call #6 came in today @ 145p. My home phone # has been listed on the Do Not Call list numerous times. What else can I do to get these people off my back? I realize there are more important issues at this time but if you find a spare minute I would appreciate your thoughts. Many thanks! Karen Ferro	Website	Karen	Ferro	Jericho	VT	5464		Telemarket er		unknown	unknown	VT	99999		WB20-00293
3/30/2020	This is to follow up on our phone conversations in the past week. Although we are on the "Do not call" list, we have been bombarded with telephone calls from "Google", threatening to remove our business from their listing. Since we have never requested a Google listing, we are happy to have this happen. However, calls have continued to come, often as many as a dozen a day. Vance has hung up dozens of times, but has also often stayed on the line to "speak to someone who can help". He requests that the calls stop. A week ago, the person he spoke to said it would "cost \$199 to remove his business from the listing". He hung up and called the Attorney General's office to see if there is anything that can be done to stop these constant calls. Since we do not have caller ID, it is not possible to know if the calls come from the same number. We would like to file this complaint in an effort to get calls stopped.	E-Mail	Vance	Stratton	Stockbridge	VT		Scam of Businesses - Listing Expiration Calls (such as Google business listing online)					VT			AG20-02562
3/10/2020	Around noon on March 10th I received a phone call from 802-409-2191 purportedly alerting me to expiring auto warranties. Our cars are years too old for warranties, and we are on the do not call registry.	Website	BEVERLY	BARTON	THETFORD CENTER	VT	5075		residential address	BARTON	residential address	THETFORD CENTER	VT	5075		WB20-00212
2/19/2020	I filed a complaint with the FCC on 2/18/2020 regarding numerous unwanted phone calls from 201-582-0459, starting 2/3/2020. I continue to receive them, the latest one today, 2/19/2020, at 9:40 a.m. I called them 2/18/2020 and requested they do NOT call me again. My landline is registered on the national Do Not Call Registry. I checked their number on the internet and it is a car warranty scam. They never leave a message; the phone rings, if not answered, they hang up as soon as voice mail message is heard. If you have information on how to file a lawsuit, let me know.	Website	Eileen	Casey	Hinesburg	VT	05461-6117		Teleport Communications Group		unknown	leonia	NJ	0	(201) 582-0459	WB20-00150
3/11/2020	Receiving several faxes to sell durable medical equipment at the Community Health Center.	Phone	Hilary	Warner		VT							VT			AG20-02027