

**From:** [REDACTED]  
**To:** [jgfoia@gmail.com](mailto:jgfoia@gmail.com)  
**Subject:** Public Records Act Request 2020-07105  
**Date:** Wednesday, August 12, 2020 9:46:05 AM  
**Attachments:** [2020-08-12 PRA 2020-07105\\_Redacted.pdf](#)  
[2020-08-11 Glawe PRA request.pdf](#)

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Re: 2020-07105

Dear Justin Glawe,

I write in response to your Public Records Act request dated August 11, 2020, a copy of which is attached for your convenience.

The documents pertaining to your request are attached (PRA 2020-07105, p. 001-009). The Consumer Assistance Program identified 2 complaint(s) against Facebook filed in July 2020.

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

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

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

Thank you for contacting the Vermont Attorney General's Office.

Sincerely,

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

[REDACTED]

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**From:** Peter Costes <[REDACTED]>  
**Sent:** Friday, July 3, 2020 8:10 AM  
**To:** AGO - CAP  
**Subject:** Facebook scam

**Categories:** Scam

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

I own a car dealership in Saint Albans Vermont. My Dealership is Roadmaster Auto Sales and my name is Peter Costes. I am the owner. There is a fake Roadmaster Auto Sales dealership on Facebook. Here is the web Page <https://www.facebook.com/Roadmaster-Sales-Used-Cars-110092044072928/> They are using my address and fooling hundreds of people to travel long distances to check out the automobiles. The automobiles they advertise are at prices too good to be true. Still many customers are falling for the scam. Some people travel hundreds of miles only to find out when they get to my dealership that the automobiles do not exist. Now there is a police report at the local police department in St.Albans. This fake dealership is now trying to scam money out of people. Please contact Facebook and remove this fake dealership. These crooks are hurting my business and many people in many states are very upset with the scam. Please let me know what to do next. You can call or email me.

Peter Costes  
[REDACTED]

**From:** AGO CAP <ago.cap@vermont.gov>  
**Sent:** Wednesday, July 22, 2020 6:05 PM  
**To:** AGO - CAP  
**Subject:** CAP Complaint

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

The following CAP complaint was submitted:

<b>Your First Name</b>	Bonnie
<b>Your Last Name</b>	LaFerriere
<b>Confirmation Number</b>	WB20-00748
<b>Your E-Mail Address</b>	[REDACTED]
<b>Your Daytime Phone</b>	[REDACTED]
<b>Your Age</b>	[REDACTED]
<b>I am a...</b>	[REDACTED]
<b>Your Mailing Address</b>	[REDACTED]
<b>Your City</b>	Colchester
<b>Your State</b>	VT
<b>Your Zip Code</b>	05446
<b>Is your complaint about:</b>	An automobile dealer
<b>Business Name or Person's First Name</b>	Roadmaster Auto Sales
<b>Business Phone (1)</b>	802-528-1204
<b>Business Address</b>	80 Swanton Road
<b>Business City</b>	St Albans

08/12/2020

PRA 2020-07105

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<b>Business State</b>	VT
<b>Business Zip Code</b>	05478
<b>Is your complaint about a vehicle you purchased?</b>	No
<b>Description</b>	This is really a complaint about a person named Jennifer Breaux. She contacted Roadmaster to advertise a vehicle on Facebook Marketplace. When I asked if this was still available they told me they were only advertising for the seller and that I would have to contact the seller, of which they gave me her email address. I contacted her, and after giving me a sob story about this vehicle, she said that the vehicle was with her in Augusta Maine. But she prearranged a deal with EBay, and all I had to do was give her my name, address, and phone number and she would register me with EBay as the buyer. Before I did that I asked her how I would get my money back if we decided not to keep it since we had 5 days to decide, and she would not answer, just gave me the sob story again. When EBay sent me the invoice, they said the purchase could only be paid for by EBay gift cards. I called EBay (not the number she gave me) and they told me it definitely sounded like a scam since the invoice was not on my account. So I told her this process would not work for us. She did not answer that email. I feel that Roadmaster Auto should not be advertising vehicles that they do not have.
<b>How would you like this matter to be resolved?</b>	I just want to file this to warn anyone purchasing on the Facebook Marketplace to be careful. I don't believe Roadmaster Auto should be advertising these types of ads, as I now am skeptical about anything listed from St Albans
<b>Incident Date</b>	7/21/2020 12:00:00 AM

**From:** Facebook <ag-escalations++aazqvrdhhr2mq@support.facebook.com>  
**Sent:** Monday, July 27, 2020 10:57 AM  
**To:** AGO - CAP  
**Subject:** 2020-06219 (Facebook)

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

Hi,

Thank you for your report. We will look into this matter and hope to follow up with you shortly. As you know, we have established this dedicated channel to communicate exclusively with attorneys general.

Please note that for efficiency we provide support to our users and consumers via email. To that end, inclusion of three essential items with each consumer report received (whether the report originates on paper or online) will help ensure that we can efficiently respond to both the attorney general office and the consumer:

1. An email address by which we can directly respond to the consumer protection division of the attorney general office from which this complaint originated.
2. The consumer/user's active email address associated with their Facebook account/Timeline.
3. The full URL to the reported content as it appears on our site (such as a Page, timeline or group URL).

Communicating with us through this dedicated reporting channel and providing the aforementioned information will help expedite the process and ensure that these sensitive matters are handled correctly. If you have not already provided the above information, it would be helpful if you could include it in a short reply to this email.

Your commitment to protecting and advocating for the consumer is consistent with our commitment to providing a safe and enjoyable experience for our users. We take these matters seriously and appreciate your cooperation.

Respectfully,

Escalations team  
User Operations  
Facebook

[REDACTED]

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**From:** AGO - CAP  
**Sent:** Thursday, July 30, 2020 2:30 PM  
**To:** [REDACTED]  
**Subject:** LaFerriere, Bonnie (Roadmaster Auto Sales) CAP #2020-06813

Re: Complaint #2020-06813

Dear Bonnie LaFerriere,

Thank you for your letter of complaint, we have sent it to the business as an informational complaint. We have asked the business to review and respond to your complaint. In addition to sending your complaint to the business, we have also sent it to Facebook for their information and review. We will also keep this information on file for six years. As a public record, it will be available to any individual who requests it. It may also be used to determine the priorities of this office in enforcing Vermont's Consumer Protection Laws.

Sincerely,

Alexandra Esposito  
Complaint Specialist

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

Website: [ago.vermont.gov/cap](http://ago.vermont.gov/cap)  
Email: [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov)  
Phone: (800) 649-2424

**From:** AGO - CAP  
**Sent:** Thursday, July 30, 2020 2:32 PM  
**To:** 'ag-escalations@support.facebook.com'  
**Subject:** LaFerriere, Bonnie (Roadmaster Auto Sales) CAP #2020-06813  
**Attachments:** 072220 LaFerriere (ID 234436).htm

Re: Complaint #2020-06813

Dear Sir/Madam:

Enclosed is a consumer complaint relative to a business or business practice that occurred on your social media platform, which may be of interest to your business. We are providing this information to you for your review and information. We have notified the consumer that we have provided you with this complaint for informational purposes.

Complaints on file with our office are public record. Should you wish to receive copies of any further documents or correspondence related to this matter, please contact our office with your request.

Sincerely,

Alexandra Esposito  
Complaint Specialist

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

Website: [ago.vermont.gov/cap](http://ago.vermont.gov/cap)  
Email: [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov)  
Phone: (800) 649-2424

**From:** Facebook <ag-escalations+ +aaztsz4vhgplif@support.facebook.com>  
**Sent:** Thursday, July 30, 2020 2:33 PM  
**To:** AGO - CAP  
**Subject:** LaFerriere, Bonnie (Roadmaster Auto Sales) CAP #2020-06813

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Hi,

Thank you for your report. We will look into this matter and hope to follow up with you shortly. As you know, we have established this dedicated channel to communicate exclusively with attorneys general.

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2. The consumer/user's active email address associated with their Facebook account/Timeline.
3. The full URL to the reported content as it appears on our site (such as a Page, timeline or group URL).

Communicating with us through this dedicated reporting channel and providing the aforementioned information will help expedite the process and ensure that these sensitive matters are handled correctly. If you have not already provided the above information, it would be helpful if you could include it in a short reply to this email.

Your commitment to protecting and advocating for the consumer is consistent with our commitment to providing a safe and enjoyable experience for our users. We take these matters seriously and appreciate your cooperation.

Respectfully,

Escalations team  
User Operations  
Facebook

[REDACTED]

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**From:** AGO - CAP  
**Sent:** Thursday, July 30, 2020 2:30 PM  
**To:** [REDACTED]  
**Subject:** LaFerriere, Bonnie (Roadmaster Auto Sales) CAP #2020-06913  
**Attachments:** 072220 LaFerriere (ID 234436).htm

Re: Complaint #2020-06913

Dear Sir/Madam:

The enclosed consumer complaint was sent to this office by the complainant. Because the consumer is reporting a scam that originated online, this office is not taking any action on this complaint at this time.

However, we have opened a file under the above referenced number. It is a public record and, as such, is open to the public for inspection. Information about complaints, including the number of complaints and their ultimate resolution, is provided to consumers who inquire about your business. Complaint information is also used to determine when an investigation should be initiated.

For the foregoing reasons, we encourage you to provide this office with a copy of your response to the complainant and to notify us when this matter has been resolved. Please respond using the [Complaint Response Form](#) located on our website, and include the above complaint number in your response. We are also asking the complainant to inform us of the ultimate resolution of this matter.

Thank you very much for your cooperation.

Sincerely,

Alexandra Esposito  
Complaint Specialist

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

Website: [ago.vermont.gov/cap](http://ago.vermont.gov/cap)  
Email: [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov)  
Phone: (800) 649-2424

[REDACTED]

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**From:** Office of the Vermont Attorney General <AGO.CAP@vermont.gov>  
**Sent:** Saturday, August 1, 2020 12:50 PM  
**To:** AGO - CAP  
**Cc:** [REDACTED]  
**Subject:** Update to complaint file number Complaint #2020-06913

**Categories:** Business Update

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

An update has been submitted by the Business for consumer complaint, file number Complaint #2020-06913, filed by Bonnie LaFerriere regarding a transaction with Roadmaster Auto Sales, Inc. The business contact is: Peter Costes According to the update, this matter is Not yet resolved. The update states:

Facebook Marketplace Scam By Bonnie LaFerriere. Bonnie is the person submitting a fraudulent report. She is accusing my business of a scam I never did. She got the wrong dealership. I want to tell all sellers and dealers to be be careful of Bonnie LaFerriere. Please remove the fake fraud report by Bonnie LaFerriere. She finds my email on my website but never sees the large banner on my website warning people of Marketplace. Hard to believe she did not see the banner. Here it is. <https://www.roadmasterautosales.com/> I have already put in a complaint against Facebook for not removing the fake dealership. They have so far done nothing to remove the fake dealership.

Facebook

1601 Willow Road

Menlo Park, CA 94025

Re: 2020-06219

Dear Sir/Madam:

Enclosed please find a copy of a complaint that our office received in reference to your company.

Facebook Marketplace Scam

**A HEALTHY DOSE OF SKEPTICISM**

Facebook can be a wonderful place full of opportunities to learn new things, share the special moments in your life, and reconnect with old friends. While Facebook is a lighthearted site for sharing, liking, and commenting, it is also one of the most common places for scams and fraud on the Internet. Unfortunately, while you're sharing your life with friends and family, you might be unintentionally sharing private information with those who wish to do you harm.

Any attachments included can be found here: Please note, any changes to contact information are below: