

From: [AGO - CAP](#)
To: agency@coagencyglobal.com
Subject: Ameir -COGENCY GLOBAL - Public Records Request | Major Pharmacies - 2022-02972
Date: Thursday, June 9, 2022 6:49:32 PM
Attachments: [2022-06-09 CAP response to Ameir w docs.pdf](#)
[2022_06_09 Ameir and Hackett - COGENCY - Major Pharmacies CVS to Rite Aid - PRR 2022-02972 Redacted.pdf](#)
[2022-04-15 Ameir PRA request.pdf](#)

Dear Nadir Ameir,

Attached is the response to your request.

Sincerely,

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

Consumer Assistance Hotline: 800-649-2424
Email: ago.cap@vermont.gov

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STATE OF VERMONT
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CONSUMER ASSISTANCE PROGRAM
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ADDRESS REPLY TO :
Office of the Attorney General
ATTN: Consumer Assistance Program
109 State Street
Montpelier, VT 05609

Website: ago.vermont.gov
Email: AGO.CAP@vermont.gov

June 9, 2022

Via email to agency@cogencyglobal.com

Nadir Ameir
COGENCY GLOBAL, INC.
1025 Connecticut Ave. NW, STE. 712
Washington, DC 20036

Re: Public Records Request 2022-02972

Dear Nadir Ameir,

I write in response to your Public Records Act request dated April 14, 2022, a copy of which is attached for your convenience, whereas online payment was submitted June 2, 2022.

The documents pertaining to your request are attached (Attachment "2022 06 09 Ameir and Hackett – COGENCY – Major Pharmacies CVS to Rite Aid – PRR 2022-02972_Redacted.pdf", pages 000001-000074).

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:

Joshua 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,

Crystal Baldwin
Consumer Assistance Program
Office of the Attorney General
State of Vermont

Matter	Matter Name	Matter Summary
2018-00068	McGarry, Finbar (Rite Aid) CAP	<p>Consumer alleges he was overcharged tax on juice.</p> <p>This complaint is against Rite Aid # 04827 (Essex Jct, VT) and 10324 (Milton, VT). On 31 Dec 17, Rite Aid in Essex Jct, VT charged 30 cents sales tax on five Cheribundi drinks which are clearly labelled 65% cherry juice.</p> <p>This complaint is against Rite Aid # 10324 (Milton, VT). On 1 Jan 18, this Rite Aid charged 72 cents sales tax on 12 Cheribundi drinks which are clearly labelled 100% cherry juice. The store manager grudgingly refunded 72 cents, but did not fix the problem for other customers.</p> <p>Juice products with >50% juice content are not subject to sales tax in Vermont.</p>
2018-00305	[REDACTED] (Rite Aid) CAP	Consumer believes he is being unfairly denied the ability to pick up a prescription a day early.
2018-00629	Bartlett, Nina (Walmart) CAP	<p>Consumer did not receive correct item and refund was not given.</p> <p>Order [REDACTED] placed on 11/21/17 for \$187.24. Did not receive the correct item ordered and the item sent was defective. After repeated attempts to work things out with walmart.com they promised to refund my \$ and they did not. Instead they say they did not receive the money from my bank debit card from [REDACTED]. They also claimed to have already refunded the \$. They withdrew it from my account and did not refund it and my bank statement proves it. Walmart online business ID is [REDACTED].</p>
2018-01198	[REDACTED] (Rite Aide) CAP	<p>The consumer states he is unsatisfied with the price rising.</p> <p>I have a 17 year old cat who is on some meds I have been getting her [REDACTED] there for the past 3 years at 12.99 now that they are walgreens they will no honor that price at \$12.99 they tried to get me to pay \$59.99 for a 30 day supply Now i that i see they switch to walgreens. I see them raising other prices too i think they are price gouging I would like the attorney generals office to look into this Because now that they are doing this I\am going to hannaforde How i found out that they were going to try to charge ne \$59.99 for beths my cats meds is a i called</p>
2018-01449	[REDACTED] (Grandparent Scam-Walmart gift cards scam with loss)	<p>Scam. Phone. Grandparent.</p> <p>Scam with loss. Phone. Consumer was contacted by grandchild who claimed to be arrested and needed two thousand dollars in Best Buy or Walmart gift cards for bail. Consumer gave two one thousand dollar Walmart gift cards over the phone.</p>
2018-04202	[REDACTED] (Walmart) CAP	<p>On 2/21/18 I bought an "Intex Queen 8.75" Classic Downy Inflatable Airbed Mattress for \$15.97 From Berlin Walmart Supercenter #2682 Address:282 Berlin Mall Rd, Berlin, VT 05602 Phone 802-229-7792 there was a big lump that formed on the side of it on 4/17/18. On the Walmart website there\'s a product review for this mattress they say "Bought this 1 month ago, worked great for the 1st 2 weeks at its normal size of 8.75" tall. [REDACTED], it started getting bigger... like really ballooning up on me on the right side of the mattress and growing to about 12-14" tall?!"</p>
2018-04959	Wood, Stephanie (Walmart) CAP	<p>Consumer had a warranty with business. Consumer has not received tracking number or phone.</p> <p>I had a warranty on a defective phone that I received. They keep telling me that the phone that I sent back to them was covered and a new one was shipped and should arrive soon. It has been over a month and they keep telling me the same thing and can not give me a tracking number.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2018-00068	48 - Retail	48D - Drug Store	1/2/2018	\$0.30	1/3/2018	REG - Complaint sent to business for a response	PEN - Pending
2018-00305	32 - Health/Medical	32B - Drugs	1/5/2018	\$0.00	1/10/2018	REG - Complaint sent to business for a response	PEN - Pending
2018-00629	48 - Retail	48F - On-line Retailer	1/17/2018	\$187.24	2/1/2018	REG - Complaint sent to business for a response	RES - Resolved
2018-01198	32 - Health/Medical	32B - Drugs	2/10/2018	\$0.00	2/26/2018	REG - Complaint sent to business for a response	CUR - Closed, Unable To Resolve/No Resolution
2018-01449	49 - Scams	49C - Grandparent	1/17/2018	\$2,000.00	2/22/2018	INF - Informational file - no mediation requested	INF - No Resolution Requested
2018-04202	48 - Retail	48K -	5/17/2018	\$15.97	6/13/2018	REG - Complaint sent to business for a response	PEN - Pending
2018-04959	48 - Retail	48Z - Other	7/11/2018	\$0.00	7/17/2018	REG - Complaint sent to business for a response	PEN - Pending

Matter	Matter Name	Matter Summary
2018-06158	Weber, Robert (Walmart) CAP	<p data-bbox="361 180 1917 237">Consumer is filing a complaint over the advertising practices of Walmart regarding car battery warranties. Claims \$160.24 loss (the price if the rebate that he believed he was eligible for when purchasing a replacement battery) and requests refund.</p> <p data-bbox="361 277 1917 399">I was having trouble starting my truck, sometimes requiring a jump start. I had my mechanic, [REDACTED], check out the cause when I brought the truck in for annual state inspection on 5/15/18. He load tested the battery and said it needed to be replaced. Due to a lack of time, I limped along with the battery until last week when I went to Walmart to get a replacement. Per the label on the battery, I understood that the original battery came with a 5-yr warranty (3-yr replacement, 2 additional years pro-rated). See attached photo of label on original battery.</p> <p data-bbox="361 440 1917 626">I purchased a new battery, swapped the batteries, and returned to the store for a warranty refund. The customer service department clerk explained to me that the replacement warranty was actually for only two years, and that I had to ship the battery back to the manufacturer to get the refund for the pro-rated additional 3 years. He scanned the serial number bar code on my original returned battery and printed a slip indicating that I had originally purchased the battery on 10/22/15, and that it was not covered under a manufacturers\' warranty. He said I\'d need to call the manufacturer\'s number on the slip for shipping instructions, if I wanted to return it for pro-rating. But he stated that due to the weight, it would not be cost effective and that most people simply accept the refund of the core fee. So I opted to take the core fee, rather than deal with shipping the battery.</p> <p data-bbox="361 667 1917 821">I left the store, but returned a few minutes later to further investigate the warranty. I went to the automotive department and found that the new batteries had the same 3-yr replacement/2-yr prorated warranty. See attached photo of warranty terms on the store battery rack. I then asked an automotive department store clerk about the terms of the warranty, as far as who replaces the battery and if I need to ship it somewhere. I asked him for a written copy of the warranty terms. He told me that the batteries actually do not come with the posted warranty. He said that the warranty noted on the battery label and the sign actually needed to be purchased at additional cost at the register when I purchase the battery.</p> <p data-bbox="361 862 1917 979">I find this to be very misleading, as all of the batteries on the rack have a label that mentions a 5-year warranty program, as well as a sign on the rack, but there is no indication anywhere that this coverage needs to be purchased at additional cost, and that the battery actually does not come with any warranty. This information supplied by the automotive department clerk also conflicts with the information provided by the customer service clerk, who told me that they would replace the battery in-store as long as it was within 2 years of purchase.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2018-06158	39 - Motorized Vehicles	39G - Parts and accessories	8/4/2018	\$160.24	8/8/2018	REG - Complaint sent to business for a response	PEN - Pending

Matter	Matter Name	Matter Summary
2018-06248	Potter, Beverly (Walmart) CAP	<p>I ordered an item from Walmart May 27th. It arrived damaged so they sent another and arranged Fedex pick up the damaged one. The second and third replacements also arrived damaged. The last two were finally picked up weeks later but FEDEX delivered them to a private residence in California instead of Walmart. I had to do all the footwork. I got a run around from both Walmart and FEDEX because when they brought the shipping labels Fedex never gave me the tracking numbers. The woman called me from California or the items would have been lost forever. I kept calling Walmart and Fedex to see if the packages had been returned. Finally a woman at Fedex resolution team did track them down. The packages were at the Walmart warehouse in Texas. I informed Walmart because they had no knowledge where they were. Then Fedex started coming to my home, about 5 times looking for the packages which they had already taken to California. I thought the nightmare was over when I Heard the packages were at their warehouse. I have called Walmart every step of the way and informed them what was happening. They have a huge number of notes from my phone calls.</p> <p>About a week and a half ago they sent me shipping labels in the mail looking for the packages that were returned many weeks earlier. Then 8/6 I got an email telling me to return one item and if I did not I would be recharged. I was on the phone for almost an hour and a half on the 6th with customer service and the resolution team at Walmart. They assured me the packages were both returned and they would stop Walmart from sending me emails, etc and had resolved it. Later that day Walmart charged my ██████████ Credit card for one of the items and the care plan for \$90+. I got a notice of the transaction on my credit card from the bank tonight . I called Walmart immediately and requested the resolution team to refund the money immediately and they would not. They told me Walmart will send me an email at some point and will refund the money.</p> <p>This is wrong! Please help me deal with them to stop this nightmare!</p> <p>I am not the only one charged. There is a message on their phone saying they have charged customers with unreturned items and will be in touch with customers by email. ██████████ Their internal billing and return department does not know what it is doing and supervisors cannot even correct this for me. Someone needs to investigate this and protect consumers. All of us who were charged are now subject to interest charges on credit cards if people carry a balance until they fix the mess they created. But in my case the items were returned but they cannot seem to get that settled in their computer records! I think this needs to be investigated immediately and exposed in the media so unsuspecting customers will find out about it asap. It could put people over their credit limits and cause all sorts of problems to have these illegitimate charges put on our credit cards by Walmart.</p> <p>I have spent the equivalent of two and a half work weeks on the phone trying to resolve this mess and I do not even have a product to show for it!</p>
2018-06625	██████████ CAP-Computer Tech Support Walmart gift card scam money transfer scam with loss	<p>Scam Phishing (Computer Tech Support). Scam W/loss (unspecified). Consumer was engaged by individuals claiming to represent a tech support company he had worked with in the past. Loss through Walmart Gift cards and direct withdrawal from bank account by scammers. Bank has been alerted and refund arranged, gift card loss withstanding.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2018-06248	48 - Retail	48E - Hardware and Tools	8/7/2018	\$90.74	8/10/2018	REG - Complaint sent to business for a response	PEN - Pending
2018-06625	49 - Scams	49L - Computer Tech Support	7/9/2018		8/22/2018		

Matter	Matter Name	Matter Summary
2018-08436	OBryan, David (Walmart) CAP	<p>Consumer claims business is not sending him the right product in which he is paying for. Consumer wants to be able to buy the correct product from business.</p> <p>On 10/16/18 I ordered two (2) CenterPoint FFP Spectrum 4-12x44mm Rifle Scope [REDACTED] @ \$97.05 ea. for pick up @ the Berlin Walmart. Walmart shipped the CenterPoint FFP Spectrum 3-9x40mm Rifle Scope. I refused to accept these scopes because they were not what I ordered. On 10/21/18 I again ordered two (2) CenterPoint FFP Spectrum 4-12x44mm Rifle Scope [REDACTED] @ \$97.05 ea. for pick up @ the Berlin Walmart. Walmart shipped the CenterPoint FFP Spectrum 3-9x40mm Rifle Scope. I refused to accept these scopes because they were not what I ordered. On 10/26/18, I again ordered on the Walmart website two (2) CenterPoint FFP Spectrum 4-12x44mm Rifle Scope [REDACTED]. I was shipped the CenterPoint FFP Spectrum 3-9x40mm Rifle Scope. I called customer service and after 1 hour of phone conversation they refused to honor the listed price of \$97.05 ea. This appears to be a classic case of bait and switch. Offering a product but refusing to honor th price by substituting another lower value product. I have not suffered a financial loss yet because I am returning the substitute product for a refund.</p>
2018-08954	[REDACTED] (Target) CAP	<p>Consumer instructed to buy gift cards by an imposter email and purchased cards at business. Business will not refund cards.</p> <p>Due to an imposter scam by email I was instructed by someone posing as my boss to buy \$2000 in Google Play gift cards. I purchased them at Target in South Burlington, VT. It was 40 cards at \$50 each. The scammer then asked for the numbers on the back of the cards. I did not send those so the cards are unused. I did scratch off the numbers of 7 of the cards but did not spend nor send anything to the imposter. I would like to get a refund of these unused cards somehow from Google or Target. Can you help me??</p>
2018-09275	[REDACTED] (Walmart) CAP	<p>On November 22, 2018, I checked my walmart gift card balance online before I left to go shopping. I had 700\$ for a balance. I added money(300\$)to a new gift card on 10/13 2018 at the Claremont nh location. I proceeded to add 200\$ to it the following 2 weeks(200\$ on 10/20 in west lebanon nh and 200\$ on 10/27 in west leb nh) for a grand total of 700\$ for black friday shopping. When I went to check out at Walmart on Nov 22, 2018 at 7:44pm I was told my balance was 0\$. The cashier tried numerous times. She proceeded to print out a 30 day transaction history on a receipt and it showed that someone at store number 3214 made 4 transactions that stole all my money. The store number is located in Virginia. My daughter, [REDACTED] contacted walmart customer service for me and had a live chat with a person that stated i needed to send them all paperwork along with police report. They said I might be able to get \$ back. I filed a report with the Hartford Police Department in hartford Vt on 11/23/2018. The case id # is [REDACTED] filed with Officer [REDACTED] He also gave me the Attorney General number as well to file a report as well.</p>
2019-00207	Lavallee, Richard (Walmart) CAP	Consumer purchased discounted xmas items from business. They were advertised as one price but ended up ringing up higher than the advertised price.
2019-02386	Vermont Consumer (Walmart Store Shopping Survey) CAP	Consumer attended a job fair and was given information about being a secret shopper. Believes this is a scam.
2019-04779	[REDACTED] CAP Scam With Loss- Walmart Gift Cards	<p>Scam. Online. Phishing (Computer Tech Support)</p> <p>Consumer was engaged in an unspecified computer tech support scam that resulted in a significant loss, at least \$9000.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2018-08436	48 - Retail	48F - On-line Retailer	10/29/2018	\$198.00	1/4/2019	REG - Complaint sent to business for a response	RES - Resolved
2018-08954	48 - Retail	48Z - Other	11/20/2018	\$2,000.00	1/8/2019	REG - Complaint sent to business for a response	RES - Resolved
2018-09275	48 - Retail	48Z - Other	11/26/2018	\$512.22	12/6/2019	REG - Complaint sent to business for a response	NPR - No Person Response
2019-00207	48 - Retail	48Z - Other	1/3/2019	\$0.00	6/21/2019	REG - Complaint sent to business for a response	CUR - Closed, Unable To Resolve/No Resolution
2019-02386	48 - Retail	48Z - Other	3/12/2019	\$0.00	3/28/2019	INF - Informational file - no mediation requested	INF - No Resolution Requested
2019-04779	49 - Scams	49L - Computer Tech Support	7/26/2018	\$9,000.00	6/4/2019	REG - Complaint sent to business for a response	

Matter	Matter Name	Matter Summary
2019-12520	(WalMart) CAP	<p>Consumer received unsolicited merchandise from Walmart.</p> <p>A huge box from WalMart Online was delivered via FedEx to my home address on 10/23/19. The box had my name and correct address on it. (see attached photos).However, I had NOT placed this order from Walmart. FedEx could not return it as they had delivered to name/address on label. I called Walmart and spoke with a customer rep., [REDACTED], who initially told me that it was a gift from [REDACTED] state of Geogia. I know NO ONE in the state of Georgia and no one named [REDACTED]. [REDACTED] kept me on the phone for over 30 minutes, mostly on hold during that time; finally, he said that he was transferring me to a "supervisor", [REDACTED]. When I spoke with [REDACTED], she also said that I could just throw it out (I told her that we RECYCLE here in VT!) or give it away as Walmart would NOT issue me a return shipping label. I argued that it was NOT my responsibility to get rid of contents that I had NOT ordered from Walmart, the contents being 6 1-gallon bottles of Fabuloso cleaner, lavender-scented and 2 small cans of tomato sauce. I am [REDACTED]. I couldn\'t keep these jugs in my home [REDACTED].</p> <p>That did not concern the employees of Walmart with whom I conversed. They also weren\'t concerned with the stress of this situation [REDACTED].</p> <p>I emptied the box, 1 gallon at a time, and left them outside on my kitchen porch. I cut down the box and put it in my recycling. I then advertised through [REDACTED] to have someone come and take the 6 gallons. One very KIND person, [REDACTED], offered to take the 6 gallons, and he just did that now!</p>
2019-13997	Guyette, Donna (Rite Aid) CAP	<p>Consumer was told that flyers promoting sales were no longer valid because the company they were originally from was acquired by a new company. Consumer would like the flyer to be honored</p>
2019-14949	[REDACTED] (scam with loss gift cards Walmart) CAP	<p>Scam. text message/computer hacked. Amazon phishing scam. Because consumer change email addresses, phone numbers, etc. she cannot access her [REDACTED] card accounts. need to send letters to them as well.</p>
2019-15084	[REDACTED] (Walmart) CAP	<p>Consumer received email from Walmart offering gift in return for completion of survey. Consumer's completed survey, but couldn't select gift.</p> <p>I got an e-mail from Walmart saying if I took a survey I would get a gift. I took the survey and then got a list to choose from I tried several different articles but was told "bad selection"</p>
2020-01414	[REDACTED] (Rite Aid) CAP	<p>Consumer purchased two Rite Aid gift card from Raise.com and when she tried to use them two different times, the cards registered as "expired" and wouldn't take them. Raise.com refuses to refund the money, but said that Rite Aid confirmed there was money on it. When consumer called Rite Aid, she was told there was money on it. Manager [REDACTED] said they cannot take these cards.</p>
2020-01535	[REDACTED] cap-scam with loss, police impersonator/jury duty, Walmart gift card	<p>Scam. Phone. Scam with loss. Impersonating real police sergeant. Walmart gift card.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2019-12520	48 - Retail	48F - On-line Retailer	10/25/2019		10/31/2019	REG - Complaint sent to business for a response	PEN - Pending
2019-13997	48 - Retail	48D - Drug Store	12/4/2019	\$0.00	12/4/2019	REG - Complaint sent to business for a response	PEN - Pending
2019-14949	49 - Scams	49N - Imposter	12/11/2019	\$3,000.00	12/20/2019	SWL – Scam with loss	SWL – Scam with loss
2019-15084	48 - Retail	48F - On-line Retailer	12/18/2019	\$0.00	12/27/2019	REG - Complaint sent to business for a response	PEN - Pending
2020-01414	48 - Retail	48D - Drug Store	1/10/2020	\$41.29	3/12/2020	REG - Complaint sent to business for a response	RES - Resolved
2020-01535	49 - Scams	49Z - Other	2/3/2020	\$1,000.00	12/21/2020	SWL – Scam with loss	SWL – Scam with loss

Matter	Matter Name	Matter Summary
2020-02101	cap- [REDACTED] scam with loss. gift card. Best Buy, Walmart, Target.	scam. computer and phone. CTS. called number. scammers said that his credit card had been hacked. gift cards. \$9,000. Wal-Mart. assistant manager in Williston. all the cards were activated and money is gone. scammer knew the last four digits of the credit card. Friday and Saturday. Scammer info: Michelle Simpson from Microsoft Gift Card Info: 1. Walmart \$1,000 (citi, sears, at&t, universal mastercard) 2. Best Buy \$2,000 (citi sears mastercard) 3. Target \$2,000 (citi visa) 4. Walmart \$1,000 (master card debit) 5. Target \$1000 (master card debit)
2020-02113	[REDACTED] (Walmart) CAP	Consumer purchased 2 google play gift cards from Walmart, they were not processed properly and Walmart will not allow for a refund of \$200.
2020-02338	CAP - [REDACTED] (Scam with Loss Gift Card Walmart & Walgreen's)	Scam. Phone. Savings/ Free Money. Scam with Loss. Gift Cards. Consumer received call saying save \$500.00 if sent gift cards. Walmart gift cards (7 - \$1,000 each) between 12/8 and 12/18. One Walgreen's Gift Card for \$500.00 on 12/17. \$16,300 [REDACTED] Transactions between 12/6 and 12/20. Contact [REDACTED] without a resolution.
2020-04342	[REDACTED] - scam with loss (online listing - gift cards, Facebook, eBay, [REDACTED], Target) CAP	scam. email. Facebook Marketplace listing and Ebay Motors "redirection" and Ebay gift cards scam with loss \$1800 sent. Money withdrawn from [REDACTED] to purchase gift cards. Purchases made at Target. eBay reports the cards have been used. Form received via mail. Says scammer claimed he had moved to VA and that is why the funds needed to be sent differently. Consumer thought he was on the Ebay site, but later learned he wasn't. Realized it was a scam when the scammer asked for another \$1000 for insurance.
2020-04566	[REDACTED] scam with loss (mystery shopper scam, gift card & check - Citizens Bank, Walgreens, Price Chopper, Tops Market, eBay)	Scam. Phone. Secret Shopping. Consumer hired by fake secret shopper company. A check was to be deposited into her bank account. Check was fraudulent. Was also asked to send eBay gift cards, which were purchased at Walgreens, Price Chopper, and Tops Market. Bank: [REDACTED]. \$1950 LOSS IN GIFT CARDS. unknown amount of loss from bank account. Hi, my name is [REDACTED] d. I have been the victim of a fraudulent check my perform service for a company and they gave us the check and took all the money out of my account. I can be reached at [REDACTED]. Thank you very much.

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2020-02101	49 - Scams	49L – Computer Tech Support	1/27/2020	\$9,000.00	2/14/2020	SWL – Scam with loss	SWL – Scam with loss
2020-02113	48 - Retail	48I - Specialty Shop	2/7/2020	\$200.00	2/14/2020	REG - Complaint sent to business for a response	PEN - Pending
2020-02338	49 - Scams	49Z - Other	1/27/2020	\$7,500.00	2/21/2020	SWL – Scam with loss	SWL – Scam with loss
2020-04342	49 - Scams	49N - Online Listing (buying/selling online)	3/9/2020	\$1,800.00	4/29/2020	SWL – Scam with loss	SWL – Scam with loss
2020-04566	49 - Scams	49K - Work/Investment Opportunities	5/5/2020	\$1,950.00	5/11/2020	SWL – Scam with loss	SWL – Scam with loss

Matter	Matter Name	Matter Summary
2020-04572	<p>██████████ (Walgreens) CAP</p>	<p>For many years we have been customers of the RiteAid Pharmacy on Main Street in St Albans, Vermont, and have been very pleased with the courteous and timely service we have received from its employees. We have known for several months that Walgreens had bought the chain but were stunned to see that Walgreens would choose the middle of a national health crisis, a pandemic in fact, to choose to remodel and more importantly take over the pharmacy on or about March 16, 2020. Our Governor had just announced the closing of all restaurants, bars and places where people would congregate to slow down the spread of the coronavirus. My husband and I are ██████████ and we have a ██████████ daughter who requires many medications. Inconceivably, Walgreens dispensed with its delivery service which means that we must arrange to have her medications picked up by someone not in the high risk group for contracting the virus. In order make that arrangement I need to make sure that the prescriptions have been filled and know they are ready to be picked up. This involves numerous calls to Walgreens and inevitable long waits on hold; forty-five minutes or up to two hours.</p> <p>This past week there was a particular prescription that I was told on Tuesday would be ready on Wednesday. On Wednesday, after a wait of almost an hour, I was told it had to be ordered and would be in on Thursday. On Thursday, after a wait of two hours (and having been disconnected once so I had to enter the queue at the beginning) a very nice pharmacy technician helped me sort out my daughter’s medication list and renewal dates and said they still did not have the medication I had been waiting for, but it would be in on Friday.</p> <p>Friday afternoon I started my vigil again, only to be disconnected after an hour and ten minutes. I called the front desk to see if I could be connected to the pharmacy. I was told they could not do that with their phone system. I asked to speak to a manager and explained the situation and asked him to hand deliver my name and phone number to the pharmacy and have them call me. After forty minutes, not having had a call from the pharmacy, I called the front desk a second time and a new person said that the manager was not there and there was no one else in a position of authority. I called the pharmacy another time; spent forty five minutes on hold until I was disconnected. I learned a little later that the pharmacy had called my daughter to tell her the prescription had been filled and I was able to have it picked up.</p> <p>Having wasted innumerable hours on hold and being totally frustrated with Walgreens cavalier approach to customer service, I decided to call corporate to lodge a complaint. I spoke to a very pleasant woman and forwarded my call through the “appropriate channel” and placed me on hold. After about a half hour the phone went dead - I had been hung up on for the third time that day!</p> <p>Walgreens needs to clean up its act. In this time of a pandemic we need delivery service and curbside pick up from our pharmacy - a petri dish of who knows what contagions. Eighteen of our downtown stores offer either curbside or home delivery. Shame on Walgreens.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2020-04572	32 - Health/Medical	32B - Drugs	4/6/2020	\$0.00	5/11/2020	REG - Complaint sent to business for a response	PEN - Pending

Matter	Matter Name	Matter Summary
2020-05266	(Rite Aid) CAP	<p data-bbox="361 180 1906 302">In September of 2019 [REDACTED]. I have [REDACTED]. I am [REDACTED]. My wife went to the prescription from Rite Aid in Windsor, Vermont, where I had asked the doctor to fax the prescription. My wife called me from the store to inform me that the prescription was going to cost over \$170 for the prescription. I opted to not fill the prescription, until I could do more research about the pricing of this medication/prescription.</p> <p data-bbox="361 342 1906 431">Within a minute of beginning my search on the internet about the pricing of this [REDACTED] I found numerous downloadable coupons available for this product. The best for me as a consumer had a GoodRx coupon for this same medication for \$34. In fact this GoodRx coupon was for Rite Aid. I called back Rite Aid and asked about the cost of the prescribed medication if I used the GoodRx coupon? The pharmacist quoted over a \$110 with the GoodRx coupon.</p> <p data-bbox="361 472 1906 561">When I did my internet search I also found GoodRx coupons for Walmart, and some other places. I called Walmart and asked what the prescribed medication would cost using GoodRx? \$45. When I hung up my phone from Walmart I called my doctor and asked them to reroute my prescription to Walmart.</p> <p data-bbox="361 602 1906 691">After I picked up my prescription so I could begin treating my medical issue I called Rite Aid and asked to speak with the manager. The pharmacy manager wasn't in but the person I was speaking with asked me to share what I was calling about. I shared the above story with this pharmacist. I asked why I wasn't informed that a less expensive alternative is available?</p> <p data-bbox="361 732 1906 821">This pharmacist informed me that Rite Aid corporate offices do not want Rite Aid pharmacy staff to offer that information. I was told that if my wife, or I had asked, the staff would willingly tell me about cheaper alternatives (for the exact same medication). I shared that the corporate policy served the corporation well, but the community they are in to serve are not being served well.</p> <p data-bbox="361 862 1906 951">This past Monday I was [REDACTED]. When my wife went to pick up this prescription she called to inform me that a 2.5 ml bottle of [REDACTED] would cost me \$110. The meds in the [REDACTED] include a long time released [REDACTED] and a long time released [REDACTED]. I asked my wife to come home and give me a chance to research the pricing variation of this drug.</p> <p data-bbox="361 992 1906 1081">The treatment of my [REDACTED] is once again delayed because of the high price of a medication. Yesterday I was able to purchase my medication for \$25.15 at Walmart, using a GoodRx coupon once again. The GoodRx Walmart coupon stated the price for this eye med as \$11.94. I was not going to argue about over 100% difference between coupon and cost, because GoodRx has the word "estimate" on the coupon.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2020-05266	32 - Health/Medical	32B - Drugs	5/13/2020		6/9/2020	REG - Complaint sent to business for a response	PEN - Pending

Matter	Matter Name	Matter Summary
2020-05279	[REDACTED] - Scam with loss (free money, government grant, gift cards - Facebook, iTunes, eBay, CVS, Walgreens, [REDACTED] Shaw's, iTunes Store) CAP	<p>Scam with loss. Facebook messenger. Free Money/Grant. gift cards. Loss: \$2200.</p> <p>Facebook "friend" told him about a government grant opportunity. Was redirected to "Millionaire Raffle Organization". Received a message from "Fedex" that to deliver the money to him, he needed to pay taxes. First asked for \$700 delivery fee. Purchased eBay gift cards at Walgreens totaling \$700.00. Then, asked for additional \$1500 for "stamping" fees. Purchased \$1500 in iTunes cards from iTunes Store, CVS, and Shaw's. Then, scammers asked for more money. Consumer grew suspicious, visited his friend in-person, who knew nothing about the grant. Consumer continues to receive communications from scammer. Total loss: \$2200.</p> <p>VM: I'm the victim of a scam and I need some guidance.</p> <p>Scammed out of \$2200 by ebay and iTunes gift cards</p>
2020-05382	DaCosta, Erica (Walgreens) CAP	<p>This morning I sent this correspondence through the Walgreens website but have little hope of a response. Something pretty out of the ordinary and HIGHLY suspicious is going on with Walgreens. I was also informed by [REDACTED] that I am not the first person to report this. Here is my email to Walgreens: " I attempted to place an order -- as a guest, not an account holder -- this morning (June 5, 2020) in the amount of \$24.15. My zip code is 05601. It was a "ship to store" order. My first attempt was met with the following notice: "We apologize, we are not able to complete your order at this time. Please check the card information entered or call customer care for assistance in placing your order." SO I TRIED A SECOND TIME. And I got the same message. I then decided to check my own [REDACTED] account and there was the charge TWICE for \$24.15 each time. I tried to rectify this situation immediately by Walgreen chat -- I wanted BOTH charges reversed immediately -- but was cut off both times without any kind of confirmation. I have a copy of the chat. I don\'t know what\'s going on with Walgreens but I need this attended to immediately. I have already called my [REDACTED] And I plan to contact my state\'s Attorney General about a potential Walgreens scam, and I will give them a copy of this email. My [REDACTED] also let me know that I was not the first person to call about this exact issue with Walgreens. [REDACTED]" Please note: the amount listed below for \$24.15 was charged TWICE so the amount should be doubled.</p>
2020-06643	Peterson, Patricia (CVS Pharmacy) CAP	<p>I am not allowed the free items available daily in July because the app will not work on my [REDACTED] smart phone purchased in 2019 from best buy. There is no option offered to use the CVS.com website to load the coupon. The promotion is for about 14 days and the value of each gift is about \$3.</p>
2020-06659	Lipinski, Patricia (Walmart) CAP	<p>consumer complaint against WalMart WARRANTY POLICY. consumer says they purchased warranty for Samsung TV, which is no longer working. warranty is not being honored. warranty is through Asurion.</p> <p>samsung free one year warranty, to be followed by three-year warranty purchased thru walmart/asurion. consumer says warranty was promised to begin after free 1-year samsung warranty. walmart no longer claims this.</p>
2020-06922	MacDonald, Tom (Walmart) CAP	<p>Seeking refund for a tracfone</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2020-05279	49 - Scams	49O - Grant	5/27/2020	\$2,200.00	6/10/2020	SWL – Scam with loss	SWL – Scam with loss
2020-05382	48 - Retail	48D - Drug Store	6/5/2020	\$48.30	6/12/2020	REG - Complaint sent to business for a response	PEN - Pending
2020-06643	32 - Health/Medical	32Z - Other	7/11/2020	\$60.00	7/24/2020	REG - Complaint sent to business for a response	PEN - Pending
2020-06659	48 - Retail	48Z - Other	7/7/2020		7/24/2020	REG - Complaint sent to business for a response	PEN - Pending
2020-06922	48 - Retail	48A - Electronic Sales and Service	7/16/2020	\$29.99	8/4/2020	REG - Complaint sent to business for a response	PEN - Pending

Matter	Matter Name	Matter Summary
2020-07005	<p>██████████ - scam with loss (free money/government grant scam - wire transfer, gift cards, Amazon, Visa, eBay, Steam, Walmart, Google Play, Ria, MoneyGram, Price Chopper, Kinney Drugs, Dollar General) CAP</p>	<p>scam with loss. online. government grant money. gift cards, wire transfers.</p> <p>Amazon Gift cards, Visa Card, Google Play gift cards, eBay gift card, Steam gift cards, Walmart gift cards. Wire Transfers - Moneygram, Ria. Gift cards and wire transfer purchased/sent at: Price Chopper, Kinney Drugs, Dollar General, Walmart.</p> <p>see spreadsheet for total amounts for each location, card, and transfer. Total Loss: \$3336.</p> <p>federal government grant money, telling her that IRS need money. sent \$3,000. Jimmy Blount and Jeffrey Berman. promised to give her more money and a vehicle, but asking her to send money to them first. sent money by cards: Steam, money order from Wal-mart to wal-mart, amazon cards. June/July.</p>
2020-07382	<p>Scam with Loss (Craigslist apartment listing scam, wire transfer - Craigslist, MoneyGram, Walmart, Union Bank) CAP</p>	<p>scam with loss. online. apartment listing scam, Craigslist. MoneyGram wire transfer.</p> <p>consumer contacted landlady for Craigslist apartment ad. sent deposit via Moneygram (via debit card, Union Bank) at Walmart. Loss \$807</p> <p>Good afternoon. I didn't catch the email. I can't about this scam I have my name is ██████████ and I'm in the midst of a scam. I've talked with the Vermont state police and they gave me your name and number to call it has to do with these people that are that are listing on Craig's List of units that are for rent. And actually they are units that are for sale. I've logged in the middle of one right now and would like to get you as much information as possible before I end my communication with them because I have yes sent a message charity deposit and I mean have a FedEx tracking number where they are sending me the keys and a rental lease. And it just so happened. I drove by the house on the market and there was a gentleman mowing the lawn and I stopped and he was the owner. So, my number is ██████████ and I can try again tomorrow during business hours while you were working and I try to catch the email address this time. Again, it's ██████████. I haven't reported it to Craig's List yet. I wanted to give you a call. First name that I could get my money back for the security deposit and hoping that there was a way we could just track them, you know if there was an IP address or if there was just some way to track. So they could be stopped. This is not the first time they've done this. Unfortunately. I learned that as well. Thank you so much. Again, my name is ██████████. Thank you.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2020-07005	49 - Scams	49O - Grant	8/23/2019	\$3,336.00	8/6/2020	SWL – Scam with loss	SWL – Scam with loss
2020-07382	49 - Scams	49N - Online Listing (buying/selling online)	8/3/2020	\$807.00	8/20/2020	SWL – Scam with loss	SWL – Scam with loss

Matter	Matter Name	Matter Summary
2020-07422	<p>Scam with loss (phishing scam debt collection threats, gift card payments - Google Play, Walgreens) CAP</p>	<p>scam with loss. phone. threats of arrest, impersonating DEA officer. demanded payment. Loss: \$300. gift card payments.</p> <p>Consumer received a call from someone claiming to be DEA officer. demanded she provide payment via Google Play Gift cards. Consumer purchased 2 Google Play cards (\$150 each) at Walgreens. Withdrew cash from ATM (North Country federal Credit Union).</p> <p>Scam Phone Debt Collection Threats Money Laundering with her social security number. Hi,my name is [REDACTED]. I have been a victim of scam and fraud and I do need a call back. If you could call me back at [REDACTED]. That would be great. Thank you. Bye</p>
2020-07827	<p>scam with loss (Amazon phishing, gift cards - Amazon, Walmart, Disney, CVS, Walgreens, QuickSupport App) CAP</p>	<p>scam with loss. phone. Amazon phishing. Gift card scam.</p> <p>consumer recd call from "Amazon Fraud" dept. Downloaded "QuickSupport" app to her phone as instructed by scammer. Believed her account had been compromised. Scammer said he would move all her funds to her checking account bc her bank acct had been compromised. consumer said she watched this happen on her phone. Bank: [REDACTED]</p> <p>Consumer was instructed to go to her bank, withdraw all the funds (\$5800) in cash, and keep her phone call continuous with the scammers. Was then instructed to purchase gift cards with the cash.</p> <p>Consumer went to Wal-Mart, purchased Disney gift cards at \$500 each. loss: \$3500. Then went to CVS - \$1800 in Disney gift cards. Then Walgreens - \$500 in Disney gift cards. Total Loss: \$5800.</p> <p>Consumer's police report describes interactions at Wal-mart in detail.</p> <p>Hi, my name is [REDACTED] I have been scammed out of \$5,800 off by someone calling and saying they were from Amazon and that my account was being used in four different states and it was compromised and then I guess just call me back and I'll tell you the rest of it, or maybe I can email you a copy of the police report, but I'd like to report this. Again. It's [REDACTED], and my name is [REDACTED]. Thank you.</p>
2020-07936	<p>Perkins, John (Walmart) CAP</p>	<p>Consumer would like would like to have an official apology from the store and a guarantee that they will not refuse cash in the future.</p> <p>I am writing on behalf of a friend. Yesterday he went to our local Walmart store to purchase food and other essential living items. After shopping he went to pay and was told the store was not accepting cash at any register. [REDACTED] When he complained his store items were immediately placed by the counter and he was escorted out of the store by two security guards. He was humiliated.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2020-07422	49 - Scams	49J - Scam Debt Collection	7/28/2020	\$300.00	8/21/2020	SWL – Scam with loss	SWL – Scam with loss
2020-07827	49 - Scams	49N - Imposter	8/31/2020	\$5,800.00	9/1/2020	SWL – Scam with loss	SWL – Scam with loss
2020-07936	48 - Retail	48I - Specialty Shop	8/25/2020	\$0.00	9/21/2020	REG - Complaint sent to business for a response	RES - Resolved

Matter	Matter Name	Matter Summary
2020-08402	<p>██████████ - Scam with loss (Computer Tech Support - gift cards, \$800 Amazon, \$500 Walmart, \$500 Cheesecake Factory) purchased at Family Dollar CAP 2020-08402</p>	<p>Scam with loss. Email. Amazon phishing phone support directed to Computer Tech Support Scammer who gained remote access, claimed was issuing consumer a refund and had to purchase gift cards to successfully complete the refunds.</p> <p>9/5/2020</p> <p>I got an e-mail on Sept 2, 2020, supposedly from Amazon, saying there was fraud on my account and I had to go to Amazon to cancel the transaction. I called the supposed Amazon number and was taken to the web site. I followed the instructions to cancel the transaction. Amazon (not really) then got into my computer. I should never have allowed this, but I did. They then took over my PC, put in a password to lock the computer from me and wouldn't allow me to access anything. They then said they would need money to unlock everything. I should have known better but I got them several gift cards and e-mailed them to them.</p> <p>I got three Amazon gift cards, one for \$500 and two for \$300 each. They got a Walmart card for \$500 to pay taxes on my money to be released.</p> <p>Also another card for \$500, but it was a Cheesecake Factory Card, only good at Cheesecake Factory Restaurants. They got that one but couldn't use it.</p> <p>I had many phone conversations with Brian, who claimed he worked for Cyber Security. He claims he is at ██████████</p> <p>He asked me for the FTC reference numbers for outstanding complaints: ██████████. The first number was for loss of \$9,500. Brian claimed he could get most of that money back for me. He was to speak with attorney Andrew Atmeh. They would get me \$7,493.23. That money was to go into my account (they had the numbers) on September 5th at 7 a.m. Nothing went into my account. They want more money (\$500) to clear my computer and release the funds.</p> <p>I told them I was completely out of money. Everything smelled like a scam.</p> <p>So I've lost \$1,600 to these scammers. And I have a useless \$500 card too. They told me a Dark</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2020-08402	49 - Scams	49L – Computer Tech Support	9/14/2020	\$2,100.00	9/16/2020	SWL – Scam with loss	SWL – Scam with loss

Matter	Matter Name	Matter Summary
2020-08645	Scam with Loss (Computer tech support, gift cards - Passumpsic Bank, Walmart, Apple) CAP	<p>Scam with loss. Phone. computer tech support scam - Apple. \$1000 gift card loss</p> <p>Computer tech support scam. scammers gained access to her computer and corresponded over the phone. claimed to be Apple and asked for gift card payments. Used debit card (Passumpsic Bank). Walmart - 2 x \$500 gift cards</p> <p>Convinced me my computer was being hacked.</p> <p>They sent me to Walmart to get gift cards - if I did it on a large amount I would have to pay a large amount of money. 6 cards at \$500 each - my bank wouldn't allow me to do that. I spent \$1,000. I questioned them, I didn't want to do that. Called at 6pm until 9pm. - Called the bank, getting her computer scrubbed, FTC - going to call credit people. The scammers told him I had to tell Walmart I was purchasing</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>vm [REDACTED] I've been scammed and I'd like to report it. Thank you.</p>
2020-08727	[REDACTED] - scam with loss (SSN phishing, gift cards - Google Play, Walgreens) CAP	<p>scam. phone. phishing SSN - claiming in reference to replacing Social Security card due to lost wallet. Loss: \$900.</p> <p>SSN phishing scam. Reports lost wallet two weeks ago. Then, someone called him and referenced that he had lost the wallet and ordered him to buy \$900 in Google Play cards for proof, read number off cards. Now cannot reach the original caller. Purchased several Google Play cards at Walgreens in Barre.</p> <p>scam with loss. Google Play gift cards \$900.</p> <p>vm: Hello, this is [REDACTED]. Okay, I was told by officer. [REDACTED] okay. I was to call you in regards to I had lost my wallet two weeks ago and then last week I get somebody call call me up and say wow. We finally lost a while. You're going to have to get another social security card. So you're going to have to move all your money in the banks and I did and they said go buy some Google play, it just so they would have proof that of what I'm saying. And so I bought \$900 worth of Google Play cards, and they had me read the number off the back of the card, and that's what I did wrong. And then I tried calling this morning well, and they didn't they whatever I did she can't get in touch with. My number is [REDACTED]. All rights organization took my for calling money I got all right. Call me back. Thanks. Bye.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2020-08645	49 - Scams	49L – Computer Tech Support	9/1/2020	\$1,000.00	9/24/2020	SWL – Scam with loss	SWL – Scam with loss
2020-08727	49 - Scams	49M - Social Security Number	8/26/2020	\$900.00	9/28/2020	SWL – Scam with loss	SWL – Scam with loss

Matter	Matter Name	Matter Summary
2020-09277	<p>██████████ - scam with loss REFUND (Money Gram wire transfer at WalMart online puppy scam - Happy Shelties - happysbelties.com - regtons.com aka Gransby s.r.o is web registrar) CAP</p>	<p>Consumer reports responded to a scam website claiming to sell shelties online. Had wired money through Money Gram at Wal-Mart, but realized it was a scam and got funds back. Would like website shut down.</p> <p>The dogs being sold on the website listed below are not legitimate and I believe that a scam is being run. I tried to purchase one of the dogs & was instructed to go to Walmart and wire money to GA even though the seller was supposedly in OK. I asked the seller to provide the contact name & number of the vet who had cared for the dogs I was only provided a number of 918-300-0128 and no name. This is not a Vet\'s number and when I pressed the matter the seller stopped returning e-mails. Luckily I was suspicious so I am not out any money, but I would like to help other consumers avoid being scammed by this person.</p> <p>https://happysbelties.com/</p>
2020-10152	<p>██████████ - scam with loss (Romance scam, gift cards - Amazon, Apple iTunes, Walgreens, WhatsApp, Facebook, ██████████) CAP</p>	<p>SCAM WITH LOSS. filing on behalf of ██████████. gift cards, WhatsApp, Facebook. Loss: \$300.</p> <p>██████████ met individual on Facebook, romance scam. What's App and FB messages main communications. Amazon, iTunes gift cards purchased at Walgreens. Withdrew cash from ██████████.</p> <p>Hi, my name is ██████████ She and the reason that I'm calling is because I want to report a scam someone managed to get \$520 from ██████████. ██████████ and we we think life at least \$320 total that he got out of her. We only have information of WhatsApp. I have the phone number and I have the phone numbers of the iTunes gift cards that he talked her into buying and scratching and sending over to him and we want to report it. So, my phone number is ██████████. Thanks.</p>
2020-10203	<p>██████████ (CVS Pharmacy) CAP</p>	<p>Consumer is complaining against business for misleading advertising. Business advertises free flu shots but consumer alleges this isn't true, and that business is deceptive in their advertisements.</p> <p>Complaint transcript: CVS advertises Free flu shots, first you have to schedule a flu shot, Travel to the store, check in, then you find out it's not free at all. It's free To you only if you have the right insurance.</p> <p>Generally I would just leave but as the senior flu vaccine is both important and hard to find I paid up. Also I try to avoid going out at this time due to Covid.</p> <p>Action requested; CVS to stop advertising this obvious scam.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2020-09277	49 - Scams	49O - Buying/Selling/L istings	9/16/2020	\$0.00	10/13/2020	SWL – Scam with loss	SWL – Scam with loss
2020-10152	49 - Scams	49B - Girlfriend/boyfr iend	9/10/2020	\$300.00	11/5/2020	SWL – Scam with loss	SWL – Scam with loss
2020-10203	48 - Retail	48C - Convenience Store	10/15/2020	\$70.00	11/6/2020	REG - Complaint sent to business for a response	PEN - Pending

Matter	Matter Name	Matter Summary
2020-10600	[REDACTED] (CVS Caremark) CAP	<p>Consumer was overcharged by business for prescriptions. Consumer was overcharged in March and again in August, but was refunded for August overcharge. Consumer then realized she was overcharged, and asked to be reimbursed for March overcharge. Business says they cannot refund. Consumer is asking for price reimbursement for company overcharge.</p> <p>Transcript: I was charged \$124.53 for a prescription at CVS Pharmacy in Berlin, VT on March 15, 2020, which previously cost me \$6. I was a bit shocked about the price and inquired of the pharmacy person why so much. She told me it was the first time I had filled the prescription this year so it was probably a deductible. I have a [REDACTED] prescription plan and apparently they contract out the pharmacy benefits to CVS Caremark. The prescription should have cost me \$6.00. CVS Pharmacy made the mistake. I didn't figure this all out until August when I was overcharged on a different prescription that should have cost me \$8.00. After contacting [REDACTED] about it, I contacted CVS Pharmacy and they refunded the difference to me. It was then that it dawned on me I was overcharged for my prescription in March and inquired about it. But when I asked for a refund of the March overcharge I was told it was outside of the time to get a store refund and I would have to contact CVS Caremark. I did that and was sent a Claim Form. I needed a Caremark number to complete the form and waited for one to be mailed to me. I did not receive one. After a few weeks I followed up again and was told the number was on the back of my [REDACTED] prescription card. I then mailed in the claim form on 9/28/20. I received a check for \$2.85 dated 10/10/20 with no explanation. I called CVS Caremark and spoke to [REDACTED] and then to her supervisor [REDACTED] and was informed that they agreed it didn't seem right, but the claim was closed and they do not reopen claims so she would report the issue but it was unlikely I would receive anything further. Today, 10/30/20, I received a call from [REDACTED] at CVS Retail pharmacy department from [REDACTED]. We discussed the matter and he said the system was complicated and they could not now put the claim through properly. I inquired as to which entity benefitted from my money and he said CVS Caremark did. He told me that he spoke with the store and discovered that the root cause of the store's mistake was they had some discount card called Navatis on file, and that was where the prescription was submitted, not to my [REDACTED] prescription plan. I have never heard of Navatis. He told me he had the store inactivate the Navatis card, so that my [REDACTED] is the only card on file. CVS Pharmacy made the initial mistake, but CVS Caremark benefitted from my money, so I am filing my complaint against CVS Caremark for \$115.68 (\$124.53 less \$6.00 copay, and less \$2.85 check I received).</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2020-10600	32 - Health/Medical	32B - Drugs	10/30/2020	\$115.68	12/8/2020	REG - Complaint sent to business for a response	RES - Resolved

Matter	Matter Name	Matter Summary
2020-10709	<p>Scam with Loss (family emergency scam, mailed money and wire transfer - Ria, Walmart, UPS, CAP</p>	<p>scam with loss. phone. family emergency imposter. mailed money and wire transfer.</p> <p>Wire transfer: \$2500. Mailed money: \$3500. Mailed money intercepted. Total loss: \$2500 (wire) and processing fees (\$16 + \$48.82) = \$2564.82</p> <p>was told her son was involved in an accident and needed bail paid immediately. consumer borrow cash from father. went to bank () - withdrew \$6000 from father's account. Wired \$2500 via WalMart Ria wire transfer. processing fee \$16. Was told to go to TD bank to deposit rest of amt, but couldn't do it. Sent rest of the cash (\$3500) overnight, UPS - Shipping \$48.82. Then called son, realized he was ok and called South Burlington police department. Cash in mail was stopped. Ria said the money had been retrieved, flagged the contact info to stop future scams.</p> <p>Consumer got a call from someone saying to call 'John'. Consumer called "John", who told consumer that her son was injured and is in jail. Scammer told consumer that her son had been involved in a car accident and was trying to get his bail posted. Scammer asked for \$6,000, and consumer said she could only wire 2,500 through Williston WalMart's Western Union. Consumer sent the rest \$3,500 in the mail. Consumer spoke with Officer in and they were able to retrieve consumer's money that was sent though the mail.</p> <p>Hi, this is and I was recently involved in home care for some Years. Anyway, I've been working with officer I'm doing he's just read call you. Again, it's Thank you for your help. And I was looking forward to talking to someone in the next few days. Take care and stay well by God.</p>
2020-10869	<p>White, Stephen (Walmart.com) CAP</p>	<p>Consumer said they would like futon picked up and credit issued.</p> <p>I purchased a 8 inch mattress online from walmart.com order number and what was sent was a futon. I contacted Walmart and they told me to return it to one of their stores but it is too large for my vehicle and too heavy for me. They told me they would have their shipper pick up the futon and give us credit for the mattress which we ended up picking up at their store and paid for it a second time. The futon is on our front covered porch the box has not been opened and we want them to pick it up and credit us back for the mattress. Customer service Rep : said they would pick it up and nothing yet.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2020-10709	49 - Scams	49E - Imposter and Needy Friend	11/13/2020	\$2,564.82	11/23/2020	SWL – Scam with loss	SWL – Scam with loss
2020-10869	48 - Retail	48F - On-line Retailer	11/24/2020	\$129.00	12/2/2020	REG - Complaint sent to business for a response	RES - Resolved

Matter	Matter Name	Matter Summary
2020-11141	<p>Scam with Loss (Free money/prize scam, gift cards and checks - [REDACTED] Vanilla Visa, eBay, Rite Aid, Dollar General, Walmart) CAP</p>	<p>scam with loss. gift cards, checks - \$20,000+. reporting on behalf of mother, [REDACTED] Total loss: \$22,763.28</p> <p>[REDACTED] was promised cash prize and car. Claimed she needed to pay taxes. Checks, gift cards. Total loss - more than \$20,000. People's United Bank, Vanilla Visa cards, eBay card. Gift cards bought at Rite Aid, Dollar General in Windsor, VT, and Wal-Mart in Claremont, NH.</p> <p>Checks: 8500, 6000, 3000, 2000. TOTAL = \$19,500.</p> <p>Gift Cards: total \$3,263.28. 5 x Visa \$100, 7 x eBay \$50 (total = \$850). Other cards not photocopied on report.</p> <p>Total loss: \$22,763.28</p> <p>My mother, [REDACTED] has been scammed out of more than \$20,000 in a series of gift cards (\$3,263) and four checks totaling \$19,500 that we have discovered so far. The scammer promised a luxury car and millions of dollars. He is STILL calling and harassing her for more! I have contacted the local police and not much they can do. 2 Checks were made out to [REDACTED] \$8,500 and \$6,000 and sent to [REDACTED] in October. 2 checks to [REDACTED] \$3,000 , \$2,000 in late September and sent to [REDACTED] . I have the cancelled checks and could send to you. This has to stop and it would be great to nail these SOB's!</p>
2020-11315	Selmy, Abdelrahman (Walmart) CAP	<p>Consumer would like a refund or exchange for a similar product that is not defected.</p> <p>Purchased a Printer Ink Cartridges worth 72.7 USD from Walmart store in Williston VT that turned out to be defected and the Walmart store in Williston refused to return or exchange the item claiming it's against Policy. I asked to be presented with the Policy, and my demand was rejected. I looked up Walmart.com return policy "https://corporate.walmart.com/policies#return-policy" but couldn't find any Policy against returning/exchanging Printer ink cartridges. Still, the store manager refused o return/exchange the defective item. Called Walmart Customer Service to complaint, and the reply was they can't do anything about it, although they confirmed that it's not stated in their policy to not return Printer ink cartridges.</p>
2020-11493	<p>scam with loss (computer tech support scam, gift cards - [REDACTED] Microsoft, Home Depot, Tops, Target, Price Chopper, Walmart) CAP</p>	<p>scam with loss. internet, phone. CTS. gift card loss: \$4500</p> <p>computer tech support scam initiated with pop-up claiming to be Microsoft. Card has since been cancelled. Gift cards purchased using [REDACTED] credit card. \$500 Home Depot gift card purchased at TOPS Grocery store, Rutland. 4 x \$500 Target gift card purchased at Price Chopper, Rutland. 2 x \$500 Walmart gift card purchased at Walmart.</p> <p>vm: Hi, my name is [REDACTED] I want to report my [REDACTED] being a victim of a scam involving gift cards over the Internet Microsoft Capital One. Yep. She was duped and do \$4,500. I do need a call back. My number is [REDACTED] . Again, [REDACTED] . Thank you very much.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2020-11141	49 - Scams	49A - Contests, Sweepstakes, Lotteries	11/12/2020	\$22,763.28	12/7/2020	SWL – Scam with loss	SWL – Scam with loss
2020-11315	48 - Retail	48I - Specialty Shop	12/2/2020	\$76.70	2/22/2021	REG - Complaint sent to business for a response	RES - Resolved
2020-11493	49 - Scams	49L – Computer Tech Support	11/16/2020	\$4,500.00	12/15/2020	SWL – Scam with loss	SWL – Scam with loss

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2020-11988	49 - Scams	490 - Grant	12/21/2020	\$150.00	12/30/2020	SWL – Scam with loss	SWL – Scam with loss
2021-00084	48 - Retail	48A - Electronic Sales and Service	1/2/2021	\$400.00	2/5/2021	REG - Complaint sent to business for a response	RES - Resolved

Matter	Matter Name	Matter Summary
2021-00456	- Scam with Loss (Free Money/Grant via Facebook, Gift Cards -eBay, Facebook, Price Chopper, Kinney Drugs, Nike, Walgreens) CAP	<p>Scam with loss. Internet. Free Money/ Grant via Facebook, Community Block Grant retirement fund Gift Cards. LOSS: \$3,400</p> <p>Scammer then claimed there was a grant called "CBGC" - grant for retired individuals, 'friend' gave her Mike Frank's number to help consumer sign up. (12/22) Consumer purchased 2 eBay gift cards (1x \$100, 1x \$200) from Price Chopper totaling \$300. (12/23) Consumer purchased 8 eBay gift cards from Price Chopper (8x \$200 totaling \$1,600), 3 eBay gift cards (3x \$200 totaling \$600) from Walgreens, 4 Nike gift cards (4x \$100, totaling \$400) from Kinney Drugs, and 3 eBay (2x \$200, 1x \$100, totaling \$500) from Kinney Drugs.</p> <p>Says, "the last three gift cards I got him... three of them for \$200 each" then message cuts off .CSG Community Block Grant Asks for gift cards [REDACTED]</p> <p>Said did not need a call back, however this is a scam with loss GV2: Hi, this is [REDACTED]. And I talked with Margaret about a gift card scam and I have been in contact with Price Chopper, and they say that the cards were already cashed by the gamer, and I should contact you people again, and my name is my phone number is [REDACTED]. So, I don't know if anything can be done about it. But anyway, I've been working on it, and I haven't been able to get any reimbursement. So thank you and you have a great day. Bye.</p> <p>GV:</p> <p>Good morning. I don't need a call back. But there is another scam going on and it is a it's going under s c as in Charlie, S as in Sam, B as in boy, G as in George Community block grant saying it started out with a Frank Mike Mike. And then the one asking for gift cards is an agent d m a h o n Dash p as in Paul F A at a William the name is a William. dong d and D. Sorry, the agent is a d capital d h o n capital p s a l m William capital w m. And he's going on Facebook and he's picking friends and one of the friends once you get them on their he's asking for \$3,000 a thousand for a delivery of a million dollars or \$100,000 within five. Five hours. If you get if you get him a gift cards and \$3,000 for a FedEx. And he claims he's the man of God and be loyal to him and my friend [REDACTED] he kept talking to his friend telling his friend that I needed to be loyal to him and do what he said. Yes, and now he I didn't answer him since the 23rd of December.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2021-00456	49 - Scams	490 - Grant	12/30/2020	\$3,400.00	1/14/2021	SWL – Scam with loss	SWL – Scam with loss

Matter	Matter Name	Matter Summary
2021-00907	Daley, Yvonne (Walmart) CAP	<p>Complainant ordered freezer online at walmart.com on 8/9/20 and a refrigerator was delivered, not the freezer that had been ordered. Walmart said it would send the purchased freezer and pick up the refrigerator. As of 1/29/21 Complainant has not received freezer and refrigerator has not been scheduled for pickup. Complainant wants Walmart to refund the amount charged to her [REDACTED] credit card for the refrigerator she didn't order and pick it up.</p> <p>On Aug. 9, 2020, with my husband [REDACTED], I purchased a freezer (\$1435.99) and protection plan (\$58) from Walmart.com. Because of the demands on my time and my concerns about the coronavirus, I wanted to ensure as few trips to the store as possible.</p> <p>Here is the purchase and shipping details and receipt sent by Walmart on Aug. 9.</p> <p>Arrives by end of day Mon, Aug 17</p> <p>Track Shipment</p> <p>OtherCarrier tracking number [REDACTED]</p> <p>Shipping to Yvonne Daley [REDACTED]</p> <p>Rutland,VT 05701</p> <p>Items Danby DUF167A3WDD 16.7 Cu.ft. Upright Freezer Automatic Defrost Electronic Thermostat</p> <p>Qty: 1 \$1299.99</p> <p>Order subtotal\$1357.99 Walmart deliveryFREE Electronic Express deliveryFREE Total tax\$78.00</p> <p>Order total\$1435.99</p>
2021-01424	<p>[REDACTED] - Scam with Loss (computer tech support scam, gift cards and bank transfer - Zelle, eBay, Walgreens, Google, [REDACTED] [REDACTED]) CAP SWL</p>	<p>scam with loss computer tech support. \$1800 loss. "Google Tech Protection Plan". \$1300 through gift cards and \$500 directly through her bank using Zelle. Zelle transaction was reversed by bank. TOTAL LOSS: \$1300 via gift cards.</p> <p>Consumer was receiving several texts. consumer called what she thought was Google's phone number was connected with scammer. was told she could receive anti-theft/fraud protection insurance. scammer accessed her computer remotely using ANYDESK. Scammer accessed her bank acct [REDACTED] and set up Zelle transfer services. Then sent consumer to Walgreens to purchase eBay gift cards. Consumer soon saw charges had been made to her bank account. Scammers also had access to her cell phone remotely.</p> <p>Walgreen's (ebay cards) \$3 for \$200 and sent pictures. 3 more for \$200 and 1 for \$100.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2021-00907	33 - Home Furnishings	33D - Appliances	1/24/2021	\$1,435.99	7/12/2021	REG - Complaint sent to business for a response	RES - Resolved
2021-01424	49 - Scams	49L - Computer Tech Support	1/16/2021	\$1,300.00	2/16/2021	SWL - Scam with loss	SWL - Scam with loss

Matter	Matter Name	Matter Summary
2021-02034	<p>██████████ on behalf of ██████████ - Scam with loss (FBI imposter, cash in mail and gift cards, ██████████, Target, Google Play, Walgreens, Dollar General, FedEx) CAP SWL</p>	<p>Scam with Loss. Phone. FBI imposter -> mailed money via FedEx overnight ->son called on 2/22 ██████████ ██████████. Cash loss: \$9,971. Gift cards loss: \$1000. FedEx package was intercepted and is being held by FedEx as of 2/25.</p> <p>██████████ withdrew \$9,971 from her ██████████ account and sent via mail (FedEx). Purchased 5 x \$100 Google Play gift cards from Dollar General. Purchased 1 x \$500 Target gift card from Walgreens.</p> <p>GV3 2/22: Hi, my name is ██████████. I'm calling for my mother ██████████ in Fairmont. She was the victim of a phone scam of \$10,000 in cash and I would like to report that I do have a state police case number ██████████ if you could contact me I can provide you with more details. Thank you.</p> <p>GV2 2/22: Hi, I'd like to report a scam that happened to my mom. It was a phone call. She received saying it was an FBI person and took care to empty her bank account in cash and send them money. Via FedEx overnight, but she did. If you could please call me back a ██████████. I would appreciate it. My name is ██████████. I am calling for my mother ██████████ Lyndonville, Vermont. Thank you.</p> <p>GV: Yes, I would like a call back. This is ██████████ and I have been scammed.</p>
2021-02500	<p>Scam with Loss (Amazon phishing, gift cards - Amazon, Google Play, Walmart, Kohl's, Walgreens, eBay, Dollar General) CAP SWL</p>	<p>Scam with loss. Email. Amazon imposter, claims an order was made on his acct. called the phone # on the email. Gift cards loss, \$1250.00. various stores and cards.</p> <p>2 x \$200 Google Play gift cards purchased at Walmart, 1 x \$50 Google Play gift card purchased at Kohl's. 2 x \$200 Google Play gift cards purchased at Walgreens, 1 x \$200 eBay gift card at Walgreens, 1 x \$200 Dollar General. Dollar General employee noted it was a scam and called Barre City Police. Filed police report.</p> <p>Phone Intake: Amazon claimed order was made Charged \$4,600 for a TV. "if this wasn't you, call 701-990-8751". Consumer was told to clear the account, consumer should go to Walmart to buy Amazon cards. Scammers said on the line the entire time, and consumer read the numbers on the back of the gift cards. Consumer got an email saying they would reimburse consumer, and to get 2 more Google gift cards from CVS. Said they could see the reimbursement on credit card. Consumer used credit card to make purchases. Consumer also had to go to Dollar General to purchase eBay gift cards now, consumer has bought 1 card and employee called police. Police spoke to scammer and they immediately hung up. Credit card has been cancelled. SSN was not given.</p> <p>GV 2: Hi, my name is ██████████. I live in Barre Vermont. My home phone number is ██████████. I got scammed a couple of days ago with a call saying or an email saying that my account had been jeopardized at Amazon and they took me for a bunch of Google Play cards on eBay cards before I recognized what was happening, and I'm worried about my social security number. I did not give it to them. If you could give me a call back at ██████████. Thank you.</p> <p>My name is ██████████ My phone number is one ██████████. I'm calling because of a month charge that is being charged to my husband ██████████ account for over \$6,000. It's an Amazon account, and they keep having them go buy Cards and say his account will be credited like he had to go to Walmart's and he had to go to Walgreens to verify with his identification by buying all these cards to me. That's a scam in itself, and I would appreciate a phone call back. Today is Wednesday, February 3rd. It is 2:30 p.m. Thank you. Bye.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2021-02034	49 - Scams	49Z - Other	2/19/2021	\$10,971.00	3/5/2021	SWL – Scam with loss	SWL – Scam with loss
2021-02500	49 - Scams	49Z - Other	2/3/2021	\$1,250.00	3/19/2021	SWL – Scam with loss	SWL – Scam with loss

Matter	Matter Name	Matter Summary
2021-02828	Scam with loss (romance scam, gift cards - Facebook, American Express, Walmart, Rite Aid) CAP SWL	<p>Scam with loss. Facebook contact. romance scam. American Express gift cards. Gift cards total loss: \$3201.23. purchased at Rite Aid and Walmart.</p> <p>scam form completed with assistance from Leah Burdick, staff attn with VT Legal Aid.</p> <p>Purchases: AmEx card 1 x \$100 @ Rite Aid 4/4/2020. 105.95 AmEx card 1 x \$200 @ Rite Aid 4/20/2020. 206.95 AmEx card 2 x \$200 @ Rite Aid 5/14/2020. 413.90 Amex Card 1 x \$200 @ Rite Aid 7/2/2020. 206.95 AmEx card 1 x \$250 @ Walmart 6/14/2020. 250.94 AmEx card 1 x \$200 @ Rite Aid 6/8/2020. 206.95 Amex card 1 x \$50 @ Rite Aid 6/8/2020. 54.95 Amex Card 1 x \$275 @ Walmart 6/17/2020. 279.94 AmEx card 1 x \$275 @ Walmart 6/24/2020. 279.94 AmEx card 1 x \$300 @ Walmart 6/30/2020. 304.94 AmEx card 1 x \$300 @ Walmart 7/8/2020. 304.94 AmEx card 1 x \$300 @ Walmart 7/17/2020. 304.94 AmEx card 1 x \$275 @ Walmart 7/23/2020. 279.94</p> <p>Consumer encountered romance scam on Facebook. "William Baker" was undergoing medical procedures and needed money. she later cut off contact due to suspicion that he was dishonest. then an associate of William claimed he was suicidal due to the break up and needed money. she provided her SSN and sent more money via gift cards (American Express). scammers used her info to apply for unemployment benefits in CA and PA. reported the fraud to both states. consumer reported to Brattleboro police and FTC identity theft reporting site. purchased all gift cards at retail locations. no banking or wire transfers.</p> <p>phone intake: used consumer's SSN to sign up for unemployment in Pennsylvania.</p> <p>Asked to speak to head of department. Tried to call AGO mainline, no answer. Tried to contact Pennsylvania DOL to no avail.</p>
2021-03611	- Scam with Loss (online listing scam, gift cards - Facebook Marketplace, Walgreens, Best Buy, eBay) CAP SWL	<p>Scam with loss - online listing scam, facebook marketplace. responded to truck ad for sale. gift card scam. Loss: \$800</p> <p>Consumer contacted seller on Facebook Marketplace for truck purchase. was told that the truck was being stored by eBay and purchase should go through eBay. Consumer may have received spoofed eBay info. Was told he needed to provide payment via eBay or Best Buy gift cards. Consumer Purchased Best Buy gift cards from Walgreens. 2 x \$400 = \$800 loss total</p> <p>Phone Intake: Consumer attempted to purchase truck off of facebook marketplace, was told to send two Best Buy Giftcards for \$400 each. Consumer provided scammer with numbers on back of card, funds are already gone according to best buy. Consumer would prefer to receive correspondence via Mail.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2021-02828	49 - Scams	49B - Girlfriend/boyfriend	2/1/2021	\$3,201.23	3/29/2021	SWL – Scam with loss	SWL – Scam with loss
2021-03611	49 - Scams	49N - Online Listing (buying/selling online)	3/9/2021	\$800.00	4/19/2021	SWL – Scam with loss	SWL – Scam with loss

Matter	Matter Name	Matter Summary
2021-04018	[REDACTED] - scam with loss (needy friend/imposter/hacked Facebook - gift cards - Facebook, Google Play, Walgreens) CAP SWL	<p>scam with loss. hacked Facebook account, needy friend. sent \$200 Google Play Gift cards. says gift cards have been redeemed by scammer. Loss: \$200 in gift cards</p> <p>consumer recd message on Facebook from who she thought was a friend of hers. the friend asked he to buy google play gift cards for her nephew's birthday. Purchased Google Play cards at Walgreens used debit card for purchases. 2 x Google Play cards for \$100 each.</p> <p>Response ID: 223</p> <p>Type of scam: Friend or relative in-need (grandchild, neighbor, etc.) Method(s) of payment: ["Gift card"] Amount of loss: \$200 Contact: Social Media (Facebook, Twitter, dating site, etc.)</p> <p>Description: [REDACTED] Facebook messenger got hacked, and the hacker sent messages to her friends and asked for money, gift cards etc. I got scammed out of \$200 for Google Play gift cards. I tried to redeem them but they have already been redeemed by the hacker.</p>
2021-04020	[REDACTED] - Scam with Loss (Imposter/hacked email/needy friend, gift cards - Google Play, Walgreens, [REDACTED]) CAP SWL	<p>scam with loss. friend imposter/hacked email. gift cards loss: \$200. Google Play</p> <p>consumer received email from an old friend - turned out to be different email address when examined later. said their sick niece needed money and asked consumer to send \$200 in gift cards. consumer purchased 2 x \$100 Google Play gift cards using [REDACTED] credit card at Walgreens. sent photos and numbers to scammer via email.</p> <p>email: This morning I fell for a scam — the request for gift cards came from a school friend (who now lives far away) for whom I have an address and email address but no phone number. The story about her niece whose birthday is today made sense...for some reason.</p> <p>I lost \$200 on two “Google play gift cards.”</p> <p>First set of questions: Do you want me to send you the string of emails between them and me that pulled me in? Do you want me to send you the photo of the two scratched cards which I sent to the scammers? Is there any info you want from me that would be useful? Or is this just “small potatoes?”</p> <p>Second set of questions: Is there anyone who can advise me about whether I should contact everyone in my list of contacts to tell them to beware? Or whether I should take any other precautions?</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2021-04018	49 - Scams	49E - Imposter and Needy Friend	4/14/2021	\$200.00	4/29/2021	SWL – Scam with loss	SWL – Scam with loss
2021-04020	49 - Scams	49E - Imposter and Needy Friend	4/7/2021	\$200.00	4/30/2021	SWL – Scam with loss	SWL – Scam with loss

Matter	Matter Name	Matter Summary
2021-04021	<p data-bbox="142 180 352 207">[REDACTED] -</p> <p data-bbox="142 212 352 435">Scam with Loss (computer tech support pop-up, gift cards - Microsoft, [REDACTED] Walgreens, Lowe's, Google Play, Target) CAP SWL</p>	<p data-bbox="352 180 1917 207">scam with loss 3/26-27. computer tech support scam. pop-up posing as Microsoft on consumer's computer. total loss in gift cards: \$8,850</p> <p data-bbox="352 245 1917 305">Businesses involved: scammers posed as Microsoft and [REDACTED]. Consumer made gift card purchases at Lowe's and Walgreens. Purchased Target and Google Play gift cards.</p> <p data-bbox="352 342 1917 435">consumer was using computer on 3/26, when encountered pop up (scam). called phone number. connected with "Microsoft". scammer had remote access to her computer. scammer connected her to [REDACTED]" who said fraud had been perpetrated on her CC - \$12,000. told consumer she needed to fix the fraud by making payments in gift cards. consume purchased cards over the next two days. 3 x \$250 gift cards at Walgreens. 8 x \$500 gift cards at Lowe's...</p> <p data-bbox="352 472 714 500">8 x\$500 Target gift cards at Lowe's.</p> <p data-bbox="352 505 756 532">5 x \$500 Target gift cards at Walgreens.</p> <p data-bbox="352 537 756 565">3 x \$250 Target gift cards at Walgreens.</p> <p data-bbox="352 570 808 597">8 x \$200 Google Play gift cards at Walgreens.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2021-04021	49 - Scams	49L – Computer Tech Support	3/29/2021	\$8,850.00	4/30/2021	SWL – Scam with loss	SWL – Scam with loss

Matter	Matter Name	Matter Summary
2021-04346	<p data-bbox="144 180 348 496">- [REDACTED] - Scam with loss (police officer imposter, wire transfer & P2P payment - Zelle, Apple Pay, Western Union, Kinney Drugs, Walgreens, Shaws, [REDACTED])</p> <p data-bbox="144 505 348 561">[REDACTED] CAP SWL</p>	<p data-bbox="359 180 1923 237">Scam with loss. Phone. Impersonation of Franklin County Sheriff - police officer. consumer was threatened if arrest if she spoke to anyone. asked to pay fines. Wire transfer, P2P payment apps. Purchased gift cards, but funds were not lost. Total loss: \$5,044.00</p> <p data-bbox="359 277 1031 431">Wire Transfer 1: Kinney Drugs, \$1500 + \$48 fee via Western Union. Wire Transfer 2: Shaw's, \$1500 + \$48 fee via Western Union. Wire Transfer 3: Walgreens, \$1500 + \$48 fee via Western Union P2P Payment 1: Apply Pay, debit card \$200 P2P Payment 2: Zelle, \$200 from bank [REDACTED]</p> <p data-bbox="359 505 821 594">original intake: credit freeze, changed passwords at her bank, Western Union, wires transfers. gift cards.</p> <p data-bbox="359 634 1923 821">GV2: Hello. My name is [REDACTED]. [REDACTED]. I'm calling back responding to a return call from Madison who I wanted to talk to you anyway, but apparently core police sent the police report that was filed. I filed with him off pretty complex scan that I experienced. The case number is [REDACTED]. It would be home to talk with someone about this and some questions I have and I don't know if this office provides that kind of support, although it's called consumer support. Um, so I'm returning the call and also calling myself that I would like some consumer support around this Madison Smith. Sending me something in the mail. So I will look for that and see see what what occurs. Okay. Thank you very much, and my phone number is [REDACTED], and I think you have information sent by corporate lease. Okay. Take care, bye-bye.</p> <p data-bbox="359 854 1923 1016">GV: Hello, my name is [REDACTED], and I guess I would like to talk to someone about a scam that was perpetrated on me this weekend off supposedly from the Franklin County Sheriff's Office was a pretty elaborate and sophisticated scam and I was the recipient of the publication. I have filed a report with the state police at the Williston Barracks case. [REDACTED] off work and I have questions also about fraud alert and other things like that, so I would like to talk to someone at some point, but here is the information a very brief of what my issue is, so I appreciate it. My phone number is [REDACTED]. Yep. [REDACTED] I am also working remotely so I might not answer but God. I would appreciate that. Okay. Thank you.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2021-04346	49 - Scams	49Z - Other	2/16/2021	\$5,044.00	5/11/2021	SWL – Scam with loss	SWL – Scam with loss

Matter	Matter Name	Matter Summary
2021-04728	<p>scam with loss \$3500(gift cards: American Express, Sephora, Target, Nike, and Best Buy - purchased with [REDACTED] - computer tech support scam) CAP SWL</p>	<p>Scam with loss. Internet - pop-up to call. CTS claimed to be Apple computer \$3500 LOSS (original loss was 6000, but through consumer's efforts in contacting involved companies, obtained refunds). Paid for cards through bank debit card, [REDACTED].</p> <p>scam with loss. occurred 4/8. gift cards. money going to be taken from her bank account and credit cards. Successfully removed some.</p> <p>5/14 Notes: Consumer reports has successfully stopped \$2500 in purchases, specifically from Elite Restaurant supply and Best Buy - Elite stopped purchases and issued a refund and Best Buy cards were unused.</p> <p>Consumer would like CAP to contact American Express, Cumberland Farms, CVS, Coach re: hopeful recovery and to make aware of problems in systems. Consumer would like CAP to notify Best Buy and Elite Restaurant Supply as a way of checking on the refund status.</p> <p>\$1500 LOSS - 3 \$500 Sophora gift cards from Hannafords (Hannafords rejected another \$1000 attempted), using [REDACTED] card. Sephora was nonresponsive to the consumer:.</p> <p>\$500 LOSS - 1 \$500 Target gift card from Walgreens, using [REDACTED] card. Target was not able to respond regarding scams.</p> <p>\$500 LOSS - 1 \$500 Nike gift card from CVS using [REDACTED] debit card. Consumer says CVS allowed this gift card purchase on top of \$1000 allowed amount, which had transacted earlier with the same card.</p> <p>Consumer reports 3 \$500 American Express gift cards purchased using her [REDACTED] debit card from Cumberland Farms (total of \$1500 recovered from Elite Restaurant through consumer effort). Says clerk acknowledge sale went over their \$1000 limit and allowed the transaction. Consumer found scammers used these cards to make purchases from Elite Restaurant Supply and the company canceled the transaction and is in the process of refunding the money.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2021-04728	49 - Scams	49L – Computer Tech Support	4/9/2021	\$3,500.00	5/20/2021	SWL – Scam with loss	SWL – Scam with loss

Matter	Matter Name	Matter Summary
2021-04904	<p>██████████ - Scam with Loss (debt collection/arrest threats, withdrew cash from bank/gift cards - ██████████)</p> <p>Hannaford's, Cumberland Farm's, Price Chopper, Walgreens, Dollar General, EBay, Target/Blackhawk Network CA, Google Play)CAP SWL</p>	<p>SWL. Phone. Arrest Threats</p> <p>Loss: \$8200, 4/29 Gift Cards. 5 \$200 Google Play from Hannaford's (\$1000), 5 \$200 Google Play from Cumberland Farms (\$1000), 4 \$200 EBay from Dollar General (\$800), 6 \$500 Target from Price Chopper (\$3000), \$500 Target from Walgreens, and 3 \$500 and 1 \$400 Target from Hannaford's (\$1900). Target GC are listed as "Blackhawk Network California, Inc."</p> <p>Consumer said purchased via cash/withdrew from ██████████, but receipts show consumer used card (unsure if debit or credit). Consumer got scam call saying there was an arrest warrant out for consumer, personal info of their found in house full of drugs, consumer was found money laundering etc. Consumer went to bank, ██████████, took out \$8,000 in cash, and bought \$8000 worth of gift cards. Consumer mentioned they have a bag full of cards, went to multiple places to purchase, has receipts and gift cards still. Scammer said someone would be coming to consumers house to pick up the gift cards. Told consumer they could call local PD if someone showed up. Consumer filed a police report with the Randolph PD, ██████████</p>
2021-05217	<p>██████████ - Scam with Loss (credit card phishing/Amazon Imposter, gift cards purchased with ██████████ debit card and cash - Amazon, Walgreens, Kinney Drugs, Dollar General, ██████████)</p> <p>CAP SWL</p>	<p>SWL. Phone. Amazon cc phishing</p> <p>Loss: \$9,500, gift cards -> purchased with ██████████ debit card and cash. Consumer purchased all Apple gift cards, from 4/24-4/27. Consumer purchased from Dollar General, Walgreens, Price Chopper, and Kinney Drugs.</p> <p>Consumer got a call from individual claiming to be from Amazon, said account was compromised and needed to purchased gift cards to verify identity. Consumer was told they would be reimbursed for purchases.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2021-04904	49 - Scams	49J - Scam Debt Collection	5/3/2021	\$8,200.00	5/26/2021	SWL – Scam with loss	SWL – Scam with loss
2021-05217	49 - Scams	49E - Imposter and Needy Friend	4/27/2021	\$9,500.00	6/4/2021	SWL – Scam with loss	SWL – Scam with loss

Matter	Matter Name	Matter Summary
2021-05235	<p>██████████ -</p> <p>Scam with Loss \$3,750 (free money grant/imposter of friend, gift cards purchased with debit card - Walgreens, Vanilla Visa, Apple, Google, Facebook, ██████████, ██████████, ██████████) CAP SWL</p>	<p>Scam. Internet/Text. Free Money Grant/Imposter of Friend</p> <p>Loss: \$2,700 via gift cards, 4 Google Play (1 \$100, 3 \$200,) 3 Visa Vanilla (3 x \$500), and 1 \$500 Apple card. Purchased from Walgreen in Brattleboro, used debit card from ██████████. Consumer gave copy of drivers license</p> <p>Police Case #: ██████████</p> <p>Scammer #: 909-366-3590 707-809-0150</p> <p>Told consumer that if she sent \$3500 electronic transfer get her \$75,000 grant scam. msg purportedly from a friend. used a trusted friend's name. scammer reached out over FB messenger, then switched to text.</p>
2021-06116	<p>██████████ -</p> <p>Scam with Loss \$4000(computer tech support phishing/Norton imposter, gift cards - ██████████, Norton, Best Buy, Walmart, Apple, CVS, Walgreens) CAP SWL</p>	<p>Scam with Loss. Email/Phone. CTS Phishing/Norton imposter</p> <p>Loss: \$4000, gift cards, SSN, bank acct. #</p> <p>Has frozen all accounts and reached out to bank.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2021-05235	49 - Scams	49O - Grant	5/12/2021	\$3,750.00	6/7/2021	SWL – Scam with loss	SWL – Scam with loss
2021-06116	49 - Scams	49L – Computer Tech Support	7/3/2021	\$4,000.00	7/6/2021	SWL – Scam with loss	SWL – Scam with loss

Matter	Matter Name	Matter Summary
2021-06596	<p>██████████ - Scam with Loss (computer tech support/Norton imposter, gift cards and bank/savings wire transfer - Norton, CVS, Walgreens, Hannaford, Price Chopper, ██████████, ██████████ Best Buy, Google Play, and Target) CAP SWL</p>	<p>Scam with Loss. Email/Internet. CTS Phishing -> Norton imposter Loss: \$3,200, gift cards, purchased using debit and credit cards. (\$700 Google Play, \$1000 Target, \$1,500 Best Buy) -> \$1,700 on ██████████ debit card, \$1,500 on ██████████, \$500 on ██████████. Last Wednesday was scam. Called her credit union and they closed her account. Loss of \$1700. Went in yesterday and opened a new account. Was also told to buy gift cards and lost \$1000 Target and Walgreens \$700. Charged on her credit card at Hannafords and Price Chopper for a total of \$1500. Computer is being scrubbed at Best Buy.</p>
2021-06604	<p>██████████ - Scam with Loss (scam debt collection/imposter of government official, gift card purchased with debit card - Target, Walgreens, ██████████) CAP SWL</p>	<p>Scam with Loss. Phone. Debt Collection -> IRS US Treasury. Loss: \$500 Target gift card, purchased with debit card. Description: Consumer got call from scammer purporting to be from IRS, alleges they threatened her until consumer purchased \$500 gift card. Consumer mentioned on form ██████████ Consumer provided last four of SSN.</p>
2021-06766	<p>Michael, Steve (Walmart) CAP</p>	<p>Attempted to return an automotive battery with a 5 year warranty. I was told they no longer honor their 5 year warranty. Only 3 year warranties? Loss: 119</p>
2021-06835	<p>██████████ on behalf of ██████████ - Scam with Loss \$500 (imposter of needy friend, gift cards - Walgreens, Google Play) CAP SWL</p>	<p>Scam With Loss. email. Imposter scam. Loss: \$500 calling On behalf of parents ██████████. 7/27 Paid in cash a walgreens in Saint Albans VT 5 \$100 Google Play Gift Cards. Parents got email that had a friends name in it saying that he couldn't talk on the phone but needed to buy a gift for his niece. scratched off numbers and sent photos to scammer.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2021-06596	49 - Scams	49L – Computer Tech Support	7/12/2021	\$3,200.00	7/20/2021	SWL – Scam with loss	SWL – Scam with loss
2021-06604	49 - Scams	49J - Scam Debt Collection	6/4/2021		8/23/2021	SWL – Scam with loss	RES - Resolved
2021-06766	48 - Retail	48Z - Other	7/23/2021	\$119.00	7/26/2021	REG - Complaint sent to business for a response	PEN - Pending
2021-06835	49 - Scams	49E - Imposter and Needy Friend	7/28/2021	\$500.00	7/28/2021	SWL – Scam with loss	SWL – Scam with loss

Matter	Matter Name	Matter Summary
2021-07485	<p>██████████ - Scam with Loss \$6500 (computer tech support scam, gift cards and wire transfer - Norton LifeLock, Walgreens, CVS, Price Chopper, Dollar General, Apple, Google, Blackhawk Network California Inc.) CAP SWL</p>	<p>Scam with Loss. Email/Phone. Computer Tech Support phishing Loss: \$6,500, Gift Card (20 cards)</p> <p>Victim name: ██████████</p> <p>Emails claimed to be Norton life lock. Victim Sent money over in order to fix something on her computer (unclear on what). Money was sent through Gift cards. 20 in total ranging from \$100-\$500. Estimated total amount of money lost \$6,500. Correspondence eventually went to phone and victim scratched off card numbers and read them via phone. Majority of cards were purchased with cash, although a few were purchased with a debit card. Bank has been notified. Because the daughter was calling on behalf of the Victim the following information needs to be collected still: Types of gift cards. Where they were purchased. Exact dates. Numbers of scammers. Bank name and information.</p> <p>Scammers email: bedisarthak0@gmail.com</p> <p>Victims email: ██████████</p> <p>Initial voice mail: Good afternoon. My name is ██████████. My phone number is ██████████. I'm calling to ask some questions and gather some information about senior fraud, and I would appreciate a call back. Again, my name is ██████████, the number is ██████████. I'm located in Los Angeles, California, although my mom lives in Vermont in Burlington, so I'm three hours ahead of you. Thank you. I very much appreciate it. Byebye.</p>
2021-07992	<p>██████████ - Scam with Loss \$1000 (imposter of friend/ free money grant scam, gift cards purchased with debit card - ██████████, Google, Walgreens, Price Chopper) CAP SWL</p>	<p>Scam with Loss. Internet/Facebook. Imposter of Friend/Free Money Grant Loss: \$1,000, Google gift cards paid with debit card ██████████. Bought from Walgreen and Price Chopper (10 cards -> \$100). Provided mothers name, income amount, address, Consumer thought she was speaking to her friend about getting a grant for finances. Consumer has contacted facebook and police. ██████████. police told consumer to contact credit monitoring on credit card.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2021-07485	49 - Scams	49L – Computer Tech Support	6/28/2021	\$6,500.00	8/19/2021	SWL – Scam with loss	SWL – Scam with loss
2021-07992	49 - Scams	49O - Grant	8/24/2021	\$1,000.00	9/7/2021	SWL – Scam with loss	SWL – Scam with loss

Matter	Matter Name	Matter Summary
2021-07997	<p>Scam with Loss \$4,000 (computer tech support scam, gift cards purchased with debit card - [REDACTED] Target, Lowes, CVS Caremark) CAP SWL</p>	<p>Scam with Loss. Email. CTS Phishing Loss: \$4,000, gift cards (Target, 6x \$500 from Lowe's + 2x \$500 from CVS), purchased with debit card renewals of windows consumer had been charged. consumer sent an email back, refunded. Received a check for \$300,000 deposited with [REDACTED], check was rejected. Consumer is in contact with bank. Gift Cards Purchases: \$3,000 at lowes (essex) \$1,500 at CVS (blaire park in Williston) All Target cards Paid for on debit Card. Had Access to old bank account.</p>
2021-08318	<p>Scam with Loss \$1,500 (computer tech support phishing, gift cards - [REDACTED], Target, Walgreens, and Home Depot) CAP SWL</p>	<p>Scam with Loss. Internet/Phone. CTS Phishing Loss: \$1,500, gift cards Complaint Description: Someone went into my PC. Claimed they were USA-PC but they weren't. I had been requesting a refund of an amount I thought I had paid, but bank says it never went through. They went to a bank and authorized a transfer to my account. Then they wanted me to get money out and I did. They wanted me to get gift cards. Luckily I cut my losses at \$1,500. I sent them gift cards for that amount only and put the rest of my money back into the bank. The number I had called had been put on my PC. 800-660-0516. They answer pretending to be Microsoft. I'm not sure if they were the scammers, but may have been.</p>
2021-08449	<p>Wells (Walmart)</p>	<p>How is it possible for Walmart to round up my total bill so they do not have to give change back? There would be no change shortage in our state if they used change. They are forcing people to use debit cards and use self checkout and alot of people including myself don't use them. Self checkouts are taking jobs away from people. Is this how we want to run our state? They have robotic floor machines which is taking janitorial jobs away for people. What is next? Why is Vermont allowong this to happen.</p> <p>We set an example for the entire world with our Covid response.Let set an example and not let robotics and a cashless system take over our state.</p> <p>Ms. Wells</p>
2021-08555	<p>Charron, Patrick (Walmart) CAP</p>	<p>Consumer wants the store to adhere to there online marketing and offer more professional training to there manager staff. Complaint Transcript: Deceptive advertising. Items listed online at one price and marked up 25% in store.</p> <p>Spoke with a manager, Melissa, who very rudely said 'That's the way it is, too bad. Pay for it now or order it online if you want that price.'</p> <p>Offering lower prices online and marking up in store seems like a very deceptive business procedure.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2021-07997	49 - Scams	49L – Computer Tech Support	8/23/2021	\$4,000.00	9/7/2021	SWL – Scam with loss	SWL – Scam with loss
2021-08318	49 - Scams	49L – Computer Tech Support	9/2/2021	\$1,500.00	9/16/2021	SWL – Scam with loss	SWL – Scam with loss
2021-08449	48 - Retail	48Z - Other	9/19/2021		9/21/2021	INF - Informational file - no mediation requested	INF - No Resolution Requested
2021-08555	48 - Retail	48F - On-line Retailer	8/30/2021	\$0.00	1/5/2022	REG - Complaint sent to business for a response	CUR - Closed, Unable To Resolve/No Resolution

Matter	Matter Name	Matter Summary
2021-09407	[REDACTED] - Scam with Loss \$3,500 (romance imposter scam, gift cards/postal money orders/transfers - [REDACTED], Ria, Walmart, USPS Postal Inspector, Circle K, [REDACTED], and Moneygram) CAP SWL	Scam with Loss. Text/Phone/Mail. Imposter/Romance Scam Loss: \$3,500, \$900 in gift cards, other in money orders (purchased from gas station (consumer added \$500 for 'interest')) Description: Consumer has sent money orders that were blank, has receipts of how much scammer marked in money orders, tried to access credit cards. Took our cash, then bought money orders, gift cards. Bank has since closed accounts, but has allowed consumer to be only one to access accounts.
2021-09474	[REDACTED] - Scam with Loss \$1923.80 (romance extortion scam, gift cards - [REDACTED], Vanilla Visa, Dollar General, Walgreens) CAP SWL	Scam with Loss. Phone. Imposter of Police Officer/Romance Scam [REDACTED] Loss: 1923.80 Description: On 9/13 I began corresponding with an individual claiming to be [REDACTED] a dating website. Jamie and I exchanged phone numbers on 9/14. [REDACTED] I stopped hearing from Jamie on 9/14. On 9/16 I received a telephone call from an individual claiming to be Investigator Oxendine with the Richland County Sheriff's office in SC. Oxendine told me that me that [REDACTED] would be calling me and [REDACTED] Oxendine claimed that there is something called civil compromise. I could pay the 1900 dollars in exchange for not being prosecuted [REDACTED] Oxendine and Freeman began calling me incessantly and I felt I had no other choice then give them what they asked for. Freeman wanted me to wire him the money through a cashapp which I was unsuccessful at doing. Finally on 9/18 I went to my bank [REDACTED] and withdrew 1900 dollars from my bank and purchased gift cards. On 10/2 I filed a report with the FBI as well as reported all 4 gift cards as stolen with [REDACTED].
2021-09519	[REDACTED] - Scam with Loss \$195.48 (free money gift/imposter of business, credit card - [REDACTED], [REDACTED], CVS) CAP SWL	Scam with Loss. Email. Free Money/Gift from Imposter of CVS Loss: 195.48, credit card [REDACTED], provided address Description: I responded to an email that I thought was from CVS saying I was receiving a free gift for the cost only of shipping. I was then offered a second gift for the cost of shipping. Stupidly I responded and supplied my address. I was then charged \$\$99.74 and a shipping cost of \$6.84 and \$95.74 and a shipping cost of \$5.84. I later received two "fitness trackers" - which I could never get to work. When I first saw the charges I called [REDACTED] to report illegitimate charges to my account. (At that time I did not remember the CVS offer I had responded to.) They credited the charges and then investigated. After investigating they sent a letter telling me the charges were being reinstated onto my account because the vendor had my shipping address etc and it looked like a legitimate charge. I then remembered the CVS offer and contacted [REDACTED] again to give them the remembered info. They said my best bet was to contact the merchandiser which I did. I offered to send back the merchandise for a credit. They said they could not give me a credit because I had filed a "fraud" case through the Credit card company - [REDACTED]. [REDACTED] then refused to reopen the case and say the charges will stand. (Incidentally, I did not label the situation "fraud" when I spoke with [REDACTED] the first time - I just stated the details of what had happened. [REDACTED] labeled it "fraud" The charges occurred originally on June 21, 2021. The \$95.74 charge was from Ultimately Proactive Fun at phone number 866-207-7320. The \$99.74 charge was from Actively Formation Fun at phone number 866-753-1323.

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2021-09407	49 - Scams	49B - Girlfriend/boyfriend	9/1/2021	\$3,500.00	10/20/2021	SWL – Scam with loss	SWL – Scam with loss
2021-09474	49 - Scams	49B - Girlfriend/boyfriend	10/15/2021	\$1,923.80	10/22/2021	SWL – Scam with loss	SWL – Scam with loss
2021-09519	49 - Scams	49A - Contests, Sweepstakes, Lotteries	9/7/2021	\$195.48	10/26/2021	SWL – Scam with loss	SWL – Scam with loss

Matter	Matter Name	Matter Summary
2021-09528	<p>Scam with Loss \$6,750 (computer tech support scam/Norton imposter, gift cards via cash purchases - Norton, Walgreens, CVS, Walmart, Shaws, Dollar General, Price Chopper, Family Dollar, Apple, [REDACTED]) CAP SWL</p>	<p>Scam. Email. CTS -> Norton Imposter Loss: \$6,750 - gift cards</p> <p>Description: Description: it was for Norton and amount paid \$470.00. it was like the took \$470.00 from my bank acct</p>
2021-09922	<p>[REDACTED] submitted by [REDACTED] (company owner) - Scam with Loss \$1,800 (imposter of business personnel, gift cards - Apple, Kinney Drugs, Walgreens, and [REDACTED] CAP SWL</p>	<p>scam. imposter business. gift cards. Loss: \$1,800, gift cards</p> <p>Consumer is a small business owner. Wants to report a scam that happened with the Office Manager. Scammer impersonates the business owner and asks the Office Manager to purchase \$1800 in gift cards.</p> <p>Police told consumer to call CAP.</p>
2021-11084	<p>Bogaert, Deborah (Walgreens Co) CAP</p>	<p>On Walgreens website it says that the store listed above does COVID-Testing. I called them to get further information and was told they do not do the tests their, they do not have the equipment. I then asked the Pharmacist what he was going to do. He said, well I could let my manager know but I think she already does, about the misinformation. Could you look into this, we NEED ACCURATE testing place information.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2021-09528	49 - Scams	49L – Computer Tech Support	10/4/2021	\$6,750.00	10/26/2021	SWL – Scam with loss	SWL – Scam with loss
2021-09922	49 - Scams	49E - Imposter and Needy Friend	10/27/2021	\$1,800.00	11/5/2021	SWL – Scam with loss	SWL – Scam with loss
2021-11084	32 - Health/Medical	32F - Medical Supplies	12/8/2021	\$25.00	12/20/2021	REG - Complaint sent to business for a response	PEN - Pending

Matter	Matter Name	Matter Summary
2021-11225	<p>Scam with Loss \$200 (computer tech support scam/gift card - Target) CAP SWL</p>	<p>Scam with Loss. Email. CTS -> Microsoft Impostor.</p> <p>Loss: \$200 - Target gift card.</p> <p>Description: Consumer saw a pop-up virus alert on her laptop and called the number shown there. Scammer gained access to her computer on 11/18, asked for \$300 to fix it. Said that she sent \$3000 by mistake and that she needed to buy gift cards to correct the error. She went to Target, and they refused to sell her more than \$200 in gift cards.</p>
2021-11285	<p>Scam with Loss \$4,350 (free money grant - gift cards, Apple, Walgreens, Walmart, Kinney Drugs) CAP SWL</p>	<p>Scam With Loss. Mail. Free money/Grant.</p> <p>Consumer got mail "You may qualify for state regulated program to pay for your final payments" -> called and trying to sell consumer insurance. Said for VT citizens only.</p>
2022-00360	<p>Scam with Loss \$13,000 (computer tech support/phishing - gift cards, Home Depot, Target, Walgreens) CAP</p>	<p>Scam With Loss. Email. CTS Phishing</p> <p>Loss: \$13,000, gift cards paid in cash from Home Depot (shredded all cards and receipts), Target (does have the receipt), and Walgreens has one card that was not activated. Scammer told consumer to shred gift cards and receipts, consumer did it.</p> <p>Description: Consumer tried to read article stated "elderly woman assaulted in downtown Brattleboro", clicked link, and then computer had been hacked. Next day, pop-up showed up saying your computer had been compromised, and please call "Microsoft". Consumer called, was told their computer had been hacked, consumer felt very pressured to stay on the phone. Told the consumer they were going to 'connect consumer to their bank', heard the bank recording but wasn't her bank. Scammer continued to call consumer over the next couples of days, said the \$12,000 was back in account. Consumer called bank, no funds. Consumer asked to speak with representative they spoke with before, was told that person does not exist.</p>
2022-00403	<p>Boyd, Nancy (Walmart) CAP</p>	<p>Advertised for \$11.89 total charge was \$19.96 with a charge of \$1.30 VT taxes. They had a picture of the trucks and a toddler playing with them. The ones I received were about 1 inch long, made of cheap plastic and something I cannot give to a one year old. I can supply pictures of what I received and what I ordered, if needed. Bait and switch comes to mind.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2021-11225	49 - Scams	49L – Computer Tech Support	11/24/2021	\$200.00	12/23/2021	SWL – Scam with loss	SWL – Scam with loss
2021-11285	49 - Scams	49O - Grant	12/22/2021		12/28/2021	SWL – Scam with loss	SWL – Scam with loss
2022-00360	49 - Scams	49L – Computer Tech Support	1/6/2022	\$13,000.00	1/12/2022	SWL – Scam with loss	SWL – Scam with loss
2022-00403	48 - Retail	48Z - Other	12/10/2021	\$19.96	3/26/2022	REG - Complaint sent to business for a response	RES - Resolved

Matter	Matter Name	Matter Summary
2022-00404	<p>██████████ - Scam with Loss \$1,038 (puppy online listing, gift card - Facebook, Walgreens, ██████████, Vanilla Visa) CAP SWL</p>	<p>scam with loss. Facebook. puppy listing.</p> <p>Loss: \$1,038 (gift cards: 2x \$500 and 1x \$20).</p> <p>Description: I had posted on Facebook that I was looking for a black female puppy. He messaged me and here is a copy of our conversation Dec 4, 2021, 4:11 PM Hey ██████████ Enter Are you still looking for a puppy? Enter Dec 4, 2021, 7:42 PM Well sort of, I have been talking to a person at Mini Schnauzer Puppies from Louisiana, but did read one review that said it was a scam. Enter You can now message and call each other and see info like Active Status and when you've read messages. ██████████ replied to you Well sort of, I have been talking to a person at Mini Schnauzer Puppies... I think it is definitely a scam you should be aware of Enter Have you heard of this person? As she wants 200.00 down payment and the rest when I get the puppy. Enter What's the persons name ?? Enter I asked, but haven't received a reply yet. I'm looking for a black female as a companion. I already have a silver and black girl who is 12 yrs old so thought it was time for me to get another little love bug! Enter Is this breeder you are talking with from the group ? Enter yes, I believe so as this is where she started talking to me. Enter ██████████ replied to you yes, I believe so as this is where she started talking to me. What's her Facebook name I am an admin I can review if this person is legit or scamming you Enter He just replied that his name is ██████████ Enter ██████████ replied to you He just replied that his name is ██████████ Let me look him up Enter Dec 4, 2021, 8:23 PM He is a scammer Enter ok thanks ██████████ Enter Do you have any black female pups? Enter I have an all black girl Isabella Enter Can I see a pic of her? Enter Yes Enter I just noticed that you are from Penn. I talked to a person in Harrisport, Penn this past week. Enter Enter Enter I'm from Pen but I live in St. Louis Missouri Enter When will she be ready to leave mom? I am not a breeder just want another Schnauzer to keep my ██████████ and I company. I guess I should ask how much are you asking for this beautiful girl? Enter ██████████ replied to you When will she be ready to leave mom? I am not a breeder just want anoth... I'm asking \$800 for just a pet, she'll be ready to go as from Monday, she just had her shots Enter Ok I will take her as she looks so sweet! so this is the first time I have purchased a dog via internet so don't know how this works as far as payment and shipping. Enter Oh I see, I will walk you through the process it isn't complicated . Enter Also is she microchipped? Enter I'll be flying her with a nanny either by Delta or American Airlines Enter ██████████ replied to you Also is she microchipped? Yes she is vet checked, dewormed with her dew claws removed and her tail docked also she'll be coming with all papers including those showing all her medical records and bloodline information and a 1 year health guarantee Enter Ok that sounds good. How much does it cost to fly her with a nanny? Sorry to keep asking how much but my husband and I are retired so need to plan ahead, Enter ██████████ replied to you Ok that sounds good. How much does it cost to fly her with a nanny? So... Flying with delta will cost \$150 and the pet baby fee is \$60 making \$210 Enter Well that sounds reasonable. Enter Our closes airport is BTV Burlington International airport, Burlington, VT Enter ██████████ replied to you Our closes airport is BTV Burlington International airport, Burlington, VT Perfect Enter When will you be ready for Isabella? Enter How do I pay for her a bank check?? as I said before I have not purchase a dog via the computer. How do people normally pay you? Enter I am ready as soon as payment and arrangements for flying are made. Enter Do you use Zelle or Apple pay ? Enter Zelle works with basically all the banks</p>
2022-00758	<p>Lasnier, Jason (Walmart) CAP</p>	<p>Complaint Transcript: To whom it may concern, Walmart in St Albans is doing some shady business. I work around the corner from their store in St Albans and shop there quite frequently. Every time I buy something there there are tags on the product on the floor that then ring up differently at the self checkout. This has happened to me several times over the holidays. I can understand it happening once or twice, people make mistakes. This happens almost every time I go there. I was there on Sunday 1-10 and the 5 different items I was buying for my grandson were marked \$13.48 on the floor (picture) and I was being charged almost \$22 each at the self checkout. I called over the manager and they wouldn't give me the price that it was tagged for. They would only give me one of the items at the discounted price. They were all marked this way. Another day a thumb drive was tagged \$4.88 and I was charged over \$8 dollars for. Another item, a christmas present was tagged on the floor for \$20 and I was being charged \$27. It happens there over and over. Something must be done. This is unfair to the consumer. I believe most people wouldn't even check to see what they were getting charged at the register and just pay what it is when they had a different price on the floor. Please let me know if you need any other information from me. I am happy to help get this corrected and stop this retail taking advantage of consumers.</p>

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2022-00404	49 - Scams	49N - Online Listing (buying/selling online)	12/20/2021	\$1,038.00	1/14/2022	SWL – Scam with loss	SWL – Scam with loss
2022-00758	48 - Retail	48C - Convenience Store	1/10/2022	\$0.00	3/7/2022	REG - Complaint sent to business for a response	RES - Resolved

Matter	Matter Name	Matter Summary
2022-01080	Sargent, Debra (Walmart) CAP	Given a receipt gift card for a TV return. Tried to use it and it had no balance. Talked to managers and claims Walmart said it was fraud and they can't do anything. Wants a refund for the TV.
2022-01315	[REDACTED] - Scam with loss \$2,600 (Computer tech support scam - gift cards, Shaw's, Target, Sephora) CAP	Scam With Loss. CTS \$2600 gift cards with Sephora, Target and I was advised to call you for follow up.
2022-01670	LaRue, Carmen (Walgreens) CAP	COVID at home test priced at over \$100 at Walgreens. COVID TESTS/PRICING CONCERNS/ PRICE GOUGING
2022-01845	[REDACTED] - Scam with loss \$2,750 (computer tech support scam - gift cards, Target, Walgreens, Price Chopper) CAP	Scam. Computer Tech Scam. Referred by police. Pop up on her computer, accessed her computer, advised to pay \$8000/purchased 3,000 in gift cards. Changed her checking account and credit card. I took my computer to staples and they took off 700 items on my computer.
2022-02161	[REDACTED] - Scam with loss \$1,600 (gift cards, Walmart, Google Play, Microsoft) CAP	Scam. Email. Phishing CTS variation, access to consumers computer. Computer has been cleared. Loss: \$1,600, \$1000 loss, \$600 in gift cards from Walmart that have not been used, pins not provided but Walmart will not return. I purchased \$600 in play station gift cards on 2/20. After talking with [REDACTED] 02/22 I realized that I had been scammed. I tried to return the purchase on 2/23 and was informed that they were not return able. The cashier should have told me they not returnable. The pin numbers have not been used.
2022-02768	[REDACTED] (CVS Caremark) CAP	I am a new customer with this entity. I ordered a prescription using their mail order feature and when I "checked out" the check out I agreed to was \$0 shipping and \$0 for the prescription. The company filled my order and proceeded to charge me 88.63 without my consent. After 3 phone calls (one of which had to be with a representative from my company on the line in order to explain ACA laws to them) and a week of their "research" it was determined that this ACA drug had been filled prior to coverage being available for more than 1 month. When they sent me 3 months, they charged me for 2 months. The "possible" not guaranteed remedy I have been offered is to return all three months and refilled on May 1. At that point I would run out of my medication (they would not let me just return 2 months). I am going to just pay the amount because I don't want to play chicken with my medication. However, it seems wrong to me that you can get charged for something without agreeing to it ahead of time and I especially think a higher level of accountability is due when we are talking about is a medication. As of the current date I have not paid the \$88.63 so I would be requesting to have the charge removed. I will update when I pay.

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2022-01080	48 - Retail	48A - Electronic Sales and Service	1/26/2022	\$338.00	3/21/2022	REG - Complaint sent to business for a response	RES - Resolved
2022-01315	39 - Motorized Vehicles	49L - Computer Tech Support	1/26/2022	\$2,600.00	2/18/2022	SWL - Scam with loss	SWL - Scam with loss
2022-01670	32 - Health/Medical	32F - Medical Supplies	12/21/2021		3/5/2022	REG - Complaint sent to business for a response	PEN - Pending
2022-01845	49 - Scams	49L - Computer Tech Support	2/22/2022	\$2,750.00	3/10/2022	SWL - Scam with loss	SWL - Scam with loss
2022-02161	49 - Scams	49L - Computer Tech Support	3/9/2022	\$1,600.00	3/22/2022	SWL - Scam with loss	SWL - Scam with loss
2022-02768	32 - Health/Medical	32B - Drugs	4/7/2022	\$88.63	4/7/2022	REG - Complaint sent to business for a response	PEN - Pending

Matter	Matter Name	Matter Summary
2022-02949	[REDACTED] - Scam with loss \$3,500 (computer tech support scam - gift cards, Apple, Target, WCVS, Lowe's, Hannaford, Price Chopper, Walgreens) CAP	Scam with loss. Email. CTS ->McAfee. Loss: \$3,500 (gift card, Apple, Target, WCVS, Lowe`s, Price Chopper, Walgreens) Description: that my payment to McAfee (399.99) was being charged and I could unsubscribe by calling a phone #, which I did.

Matter	Trade Code	Subtrade Code	Received Date	Claimed Losses	Status Date	Process Code	Status Code
2022-02949	49 - Scams	49L – Computer Tech Support	3/31/2022	\$3,500.00	4/14/2022	SWL – Scam with loss	SWL – Scam with loss