

From: Duquette-Hoffman, Jason  
Sent: Tuesday, January 23, 2018 11:47 AM  
To: 'Mykayla Minock'  
Cc: London, Sarah; Farnsworth, Karen  
Subject: RE: FOIA Request re: Lexington Law  
Attachments: Lyngklip Lexington Law response.pdf

Mykayla,

Attached please find records in response to your request dated January 22, 2018. Personal contact information has been redacted pursuant to 1 VSA 317(c)(7). If you feel information has been withheld in error, you may appeal to the Deputy Attorney General Josh Diamond.

Best Regards,

Jason Duquette-Hoffman  
Program Coordinator

Vermont Attorney General's Office  
Consumer Assistance Program

(802) 656-3183 CONSUMER HOTLINE  
(802) 656-8755 DIRECT LINE  
(802) 304-1014 FAX

[consumer.vermont.gov](http://consumer.vermont.gov)

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

From: Mykayla Minock [mailto:MykaylaM@MichiganConsumerLaw.com]  
Sent: Monday, January 22, 2018 12:30 PM  
To: Duquette-Hoffman, Jason <jason.duquette-hoffman@vermont.gov>  
Subject: FOIA Request re: Lexington Law  
Sensitivity: Private

To Whom It May Concern:

Attached please find a copy of our FOIA request concerning Lexington Law. Please be sure to contact our firm with any questions or concerns you may have.

Thanks,  
Mykayla Minock  
Legal Secretary for the firm,  
Lyngklip & Associates,  
Consumer Law Center, PLC  
248-208-8864

Matter Name: Grace, Sandra (Lexington Law) CAP

Matter #: 2017-08005

Matter Type: Complaint

Sub Matter Type:

Division: CAP

Received Date: 11/06/2017

Office:

Matter Summary:

Consumer agreed on the fee of \$14.95 with Lexington Law Firm to sign up for their program and take a look at her credit reports. Months later, Lexington Law withdrew more money that consumer never agreed on. Consumer wants to get

Opened Date: 11/13/2017

Status: Open

Status Date: 11/13/2017

Client Agency:

Town:

County:

Process Code: REG - Complaint sent to business for

Status Code: PEN - Pending

Trade Code: 22 - Banking, Credit and Finance

Subtrade Code: 220 - Finance Company

Comp Date:

Referral:

Found CAP By: Unknown

Chained Losses: \$179.90

Business Interaction By: Phone

New Save / New

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## Matter Summary

Consumer agreed on the fee of \$14.95 with Lexington Law Firm to sign up for their program and take a look at her credit reports. Months later, Lexington Law withdrew more money that consumer never agreed on. Consumer wants to get reimbursed.

Upon a phone call from Lexington Law regarding the repair of my FICO score on all three credit reports I agreed to a \$14.95 fee for the purpose of signing up for their program and to look at my credit reports. I paid the fee over the phone with my debit card. Approximately 1 month later they took \$59.95 out of my checking account and approximately 2 weeks after that they took \$119.95. After this withdrawal I became greatly concerned and called the organization. I asked why they took the exorbitant amount of money and they told me I agreed to the cost. They also told me I digitally signed a contract for this amount. I did not. When asked to produce said contract they sent me a document via e-mail with a printed name in the signature block, this was my first time seeing this. They also said I agreed to the amount over the phone and that the agreement was recorded. I asked for them to produce the recording and they refused and informed that the recording was for "internal use only". I checked my sent box of my e-mail and I have no record of responding to a request or signature of any contract. I have requested that they cancel all association with me and any further attempt to take any additional funds. I also requested they reimburse me the \$59.95 and the \$119.95. Of course they refused. This organization relies on deceptive advertising and is less than scrupulous in order to reive you of your money. If they were up front with the costs of the program I would have never agreed to the conditions.

Matter Name: Grace, Sandra (Lexington Law) CAP

Matter #: 2017-08005

Matter Summary:

Consumer agreed on the fee of \$14.95 with Lexington Law Firm to sign up for their program and take a look at her credit reports. Months later, Lexington Law withdrew more money that consumer never agreed on. Consumer wants to get

Opened Date: 11/13/2017

Status: Open

Status Date: 11/13/2017

Client Agency:

Matter Type: Complaint  
Sub Matter Type:  
Division: CAP  
Received Date: 11/06/2017  
Office:

Town:  
County:

Process Code: REG - Complaint sent to business for

Status Code: PEN - Pending

Trade Code: 22 - Banking, Credit and Finance

Subtrade Code: 22D - Finance Company

Comp Date:

Referral:

Found CAP By: Unknown

Chained Losses: \$179.90

Business Interaction By: Phone

Date	Title	Type	Filename	File URL	Merge Document	Create/Open Document
11/13/2017	CAP Complaint To Business	Email	c:\awm\magend\ham	http://159.105.77.18/docs/Compl...	CAP Complaint To Business	Create/Open Document
11/13/2017	CAP Complaint Copy To Person	Email	c:\awm\magend\ham	http://159.105.77.18/docs/Compl...	CAP Complaint Copy To Pe...	Create/Open Document

**From:** AGO CAP <ago.cap@vermont.gov>  
**Sent:** Monday, November 6, 2017 2:54 PM  
**To:** AGO - CAP  
**Subject:** CAP Complaint

The following CAP complaint was submitted:

<b>Your First Name</b>	Sandra
<b>Your Last Name</b>	Grace
<b>Confirmation Number</b>	WB17-01170
<b>Your E-Mail Address</b>	[REDACTED]
<b>Your Daytime Phone</b>	[REDACTED]
<b>Daytime Phone Type</b>	Mobile
<b>Your Mailing Address</b>	[REDACTED]
<b>Your City</b>	[REDACTED]
<b>Your State</b>	VT
<b>Your Zip Code</b>	05472
<b>Is your complaint about:</b>	Some other type of business
<b>Business Name or Person's First Name</b>	Lexington Law
<b>Business Phone (1)</b>	877-401-1938
<b>Phone (1) Type</b>	Office
<b>Business E-Mail Address</b>	victorian@lexingtonlaw.com
<b>Business</b>	360 N Cutler Dr

<b>Address</b>	
<b>Business City</b>	North Salt Lake
<b>Business State</b>	UT
<b>Business Zip Code</b>	84054
<b>Business Website/URL</b>	www.lexingtonlaw.com
<b>Description</b>	<p>Upon a phone call from Lexington Law regarding the repair of my FICO score on all three credit reports I agreed to a \$14.95 fee for the purpose of signing up for their program and to look at my credit reports. I paid the fee over the phone with my debit card. Approximately 1 month later they took \$59.95 out of my checking account and approximately 2 weeks after that they took \$119.95. After this withdrawal I became greatly concerned and called the organization. I asked why they took the exorbitant amount of money and they told me I agreed to the cost. They also told me I digitally signed a contract for this amount. I did not. When asked to produce said contract they sent me a document via e-mail with a printed name in the signature block, this was my first time seeing this. They also said I agreed to the amount over the phone and that the agreement was recorded. I asked for them to produce the recording and they refused and informed that the recording was for "internal use only". I checked my sent box of my e-mail and I have no record of responding to a request or signature of any contract. I have requested that they cancel all association with me and any further attempt to take any additional funds. I also requested they reimburse me the \$59.95 and the \$119.95. Of course they refused. This organization relies on deceptive advertising and is less than scrupulous in order to relive you of your money. If they were up front with the cost/s of the program I would have never agreed to the conditions.</p>
<b>Incident Date</b>	11/2/2017 12:00:00 AM

110617 Grace (ID 154360).txt

From: Sandra Grace <palmnos@gmail.com>  
Sent: Monday, November 6, 2017 2:59 PM  
To: Consumer  
Subject: Re: CAP Complaint Confirmation

Amount of loss: \$179.90

How would you like this resolved: Refund of my money and for the entity to clearly define their plan levels and charges up front so the consumer can make a educated choice without deception.

On Mon, Nov 6, 2017 at 2:53 PM, <consumer@uvm.edu> wrote:  
The Form was submitted, this is the list of values it contained.

Your First Name  
Sandra  
Your Last Name  
Grace  
Confirmation Number  
WB17-01170  
Your E-Mail Address  
[REDACTED]  
Your Daytime Phone  
[REDACTED]  
Daytime Phone Type  
Mobile  
Your Age

I am a...  
What is the name of your business?

Your Mailing Address  
[REDACTED]  
Your City  
[REDACTED]  
Your State  
VT  
Your Zip Code  
05472  
Your Alternate Phone

Alternate Phone Type

Is your complaint about:  
Some other type of business  
Business Name or Person's First Name  
Lexington Law  
Person's Last Name

Business Phone (1)

877-401-1938

Phone (1) Type

Office

Business Phone (2)

Phone (2) Type

Business E-Mail Address

victorian@lexingtonlaw.com

Business Address

360 N Cutler Dr

Business City

North Salt Lake

Business State

UT

Business Zip Code

84054

Business Website/URL

www.lexingtonlaw.com

Is your complaint about a vehicle you purchased?

What is the year of your vehicle?

What is the make and model of your vehicle?

Is the vehicle new or used?

Where did the vehicle receive its last state inspection?

Inspection sticker number, date and color:

When was the vehicle purchased?

What was the purchase price?

Vehicle mileage at time of purchase:

Current mileage on the vehicle:

Did you receive a Buyer's Guide document with the vehicle?

Which of the following apply to the vehicle?

Description

Upon a phone call from Lexington Law regarding the repair of my FICO score on all three credit



110617 Grace (ID 154360).txt

reports I agreed to a \$14.95 fee for the purpose of signing up for their program and to look at my credit reports. I paid the fee over the phone with my debit card. Approximately 1 month later they took \$59.95 out of my checking account and approximately 2 weeks after that they took \$119.95. After this withdrawal I became greatly concerned and called the organization. I asked why they took the exorbitant amount of money and they told me I agreed to the cost. They also told me I digitally signed a contract for this amount. I did not. When asked to produce said contract they sent me a document via e-mail with a printed name in the signature block, this was my first time seeing this. They also said I agreed to the amount over the phone and that the agreement was recorded. I asked for them to produce the recording and they refused and informed that the recording was for "internal use only". I checked my sent box of my e-mail and I have no record of responding to a request or signature of any contract. I have requested that they cancel all association with me and any further attempt to take any additional funds. I also requested they reimburse me the \$59.95 and the \$119.95. Of course they refused. This organization relies on deceptive advertising and is less than scrupulous in order to relive you of your money. If they were up front with the cost/s of the program I would have never agreed to the conditions.  
Amount of loss:

How would you like this matter to be resolved?

Please list any documents you have available related to this complaint (and attach copies at the end of this form, or mail/fax them to us)  
Please list the dates, amounts, transaction reference numbers and locations for each wire transfer you sent by Western Union as a result of a scam.

Incident Date  
11/2/2017 12:00:00 AM  
Attachment

Matter #

Matter # IS CAP07-10-281

Matter Name: CHRISTI EELKINS (LEXINGTON LAW FIRM)

Matter #: CAP07-10-281

Matter Summary:

Opened Date: 10/12/2007

Status: Closed

Status Date: 10/12/2007

Client Agency:

City:

County:

Town:

State:

Zip:

Country:

Phone:

Fax:

Website:

Notes:

Business Interaction By:

Date:

Time:

Location:

Comments:

Attachments:

History:

Print:

Export:

Import:

Refresh:

Reset:

Cancel:

OK:

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Help:

Search:

Filter:

Sort:

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Cancel:

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Help:

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Cancel:

OK:

Close:

Help:

Search:

Filter:

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Search:

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Matter #

Matter # IS CAP07-10-281

Matter Name: CHRISTI EELKINS (LEXINGTON LAW FIRM)

Matter #: CAP07-10-281

Matter Summary:

Matter Type: Legacy Matter

Sub Matter Type:

Division: CAP

Received Date:

Office:

Empty text box for Matter Summary details.

Opened Date: 10/12/2007

Status: Closed

Status Date: 10/12/2007

Client Agency:

Town:

County:

Comp Date:

Referrals:

Process Code: REF - Referral

Status Code: REF - Referral

Trade Code: 22 - Banking, Credit and Finance

Subtrade Code: 22G - Credit Counseling Agency

Found CAP By: Internet

Claimed Losses:

Business Interaction By:

Note Date:

Person:

Note Type: Legacy CAP Activity Status

Note: THIS COMPLAINT WAS DESTROYED BY A COMPUTER GLITCH. OLD # 07-10-252

Hours:

Large empty text box for notes or hours.



Matter #

Matter # IS CAP07-10-2811

Matter Name: CHRISTI FELKINS (LEXINGTON LAW FIRM)

Matter #: CAP07-10-281

Matter Summary:

Opened Date: 10/12/2007

Status: Closed

Status Date: 10/12/2007

Client Agency:

Sub Matter Type: Legacy Matter

Division: CAP

Comp Date:

Received Date:

Referral:

Office:

Found CAP By: Internal

Process Code: REF - Referral

Status Code: REF - Referral

Trade Code: 22 - Banking, Credit and Finance

Subtrade Code: 22G - Credit Counseling Agency

Business Interaction By:

Claimed Losses:

Event Type	Date	Time	Description	End Date	Time	Location	Assigned	Completed	Status
Legacy CAP Resolution	10/12/2007								Completed

Showing 1 of 1 records

Event Type Group

Matter #

Matter # IS CAP09-03-1615

Matter Name: ELLIE HAYES (LEXINGTON LAW FIRM)

Matter #: CAP09-03-1615

Matter Type: Legacy Matter

Sub Matter Type:

Division: CAP

Received Date:

Office:

Matter Summary:

CONSUMER RECEIVING PRE-RECORDED MESSAGE OFFERING INFORMATION ABOUT CREDIT REPAIR REPORTEDLY REQUESTED BY CONSUMER ONLINE. CONSUMER DOES NOT BELIEVE THIS WAS EVER REQUESTED, WANTS CALLS TO STOP.

Opened Date: 03/23/2009

Status: Closed

Status Date: 04/09/2009

Client Agency:

Town:

Country:

Process Code: REG - Complaint sent to business fol

Status Code: RES - Resolved

\*Trade Code: 22 - Banking, Credit and Finance

\*Subtrade Code: 22G - Credit Counseling Agency

Comp Date:

Referral:

Found CAP By: Unknown

Claimed Losses: \$0.00

Business Interaction By:

New X Save / New

Practice Codes

211 - TELEMARKETING-DO NOT CALL

Showing 1 of 1 records

Matter Name: ELITE HAYES (LEXINGTON LAW FIRM)

Matter #: CAP09-03-1615

Matter Summary:

CONSUMER RECEIVING PRE-RECORDED MESSAGE OFFERING INFORMATION ABOUT CREDIT REPAIR REPORTEDLY REQUESTED BY CONSUMER ONLINE. CONSUMER DOES NOT BELIEVE THIS HAS EVER REQUESTED, WANTS CALLS TO STOP.

Opened Date: 03/23/2009

Status: Closed

Status Date: 04/09/2009

Client Agency:

Division: CAP  
Received Date:  
Office:

Town:  
County:

Process Code: REG - Complaint sent to business for

Status Code: RES - Resolved

Trade Code: 22 - Banking, Credit and Finance

Subtrade Code: 22G - Credit Counseling Agency

Business Interaction By:

Comp Date:

Referral:

Found CAP By: Unknown

Claimed Losses: \$0.00

Event Type	Date	Time	Description	End Date	Time	Location	Assigned	Completed	Status
Legacy CAP Comp Status	03/23/2009		Print Business Letter						Completed
Legacy CAP Comp Status	03/23/2009		Print Copy to Person Letter						Completed
Legacy CAP Resolution	04/09/2009								Completed

Matter Name: ELLIE HAYES (LEXINGTON LAW FIRM)

Matter #: CAP09-03-1615

Matter Type: Legacy Matter

Sub Matter Type:

Division: CAP

Received Date:

Office:

Matter Summary:

CONSUMER RECEIVING PRE-RECORDED MESSAGE OFFERING INFORMATION ABOUT CREDIT REPAIR REPORTEDLY REQUESTED BY CONSUMER ONLINE. CONSUMER DOES NOT BELIEVE THIS WAS EVER REQUESTED, WANTS CALLS TO STOP.

Opened Date: 03/23/2009

Status: Closed

Status Date: 04/09/2009

Client Agency:

Town:

County:

Comp Date:

Referral:

Found CAP By: Unknown

Claimed Losses: \$0.00

Business Interaction By:

Process Code: REG - Complaint sent to business for

Status Code: RES - Resolved

Trade Code: Z2 - Banking, Credit and Finance

Subtrade Code: Z2G - Credit Counseling Agency

Note Date:

Note Type: Legacy CAP Activity Status

Person:

Note: 4/2/2009 - EXTENSION TO SEND LETTER THAT WAS RECEIVED LATE BY THE BUSINESS, EXTENSION GRANTED, EXPECT RESPONSE BY APRIL 17 OR SOONER.

Hours:

Matter Name: ELLIE HAYES (LEXINGTON LAW FIRM)

Matter #: CAP09-03-1615

Opened Date: 03/23/2009

Matter Type: Legacy Matter

Status: Closed

Sub Matter Type:

Status Date: 04/09/2009

Division: CAP

Client Agency:

Received Date:

Office:

Matter Summary:  
CONSUMER RECEIVING PRE-RECORDED MESSAGE OFFERING INFORMATION ABOUT CREDIT REPAIR REPORTEDLY REQUESTED BY CONSUMER ONLINE. CONSUMER DOES NOT BELIEVE THIS WAS EVER REQUESTED, WANTS CALLS TO STOP.

Process Code: REG - Complaint sent to business for

Comp Date:

Status Code: RES - Resolved

Referral:

\*Trade Code: 22 - Banking, Credit and Finance

Found CAP By: Unknown

\*Subtrade Code: 22G - Credit Counseling Agency

Claimed Losses: \$0.00

Business Interaction By:

Town: County:

Outcome / Resolution:  
Resolution Amount: \$0.00

Resolution Date:  
Case Duration (days): 17

Reason Closed:

CP Registry:  Name On Registry  Name Off Registry

Supervisor Court Decision:

Supreme Court Decision:

Notes: Resolution Description: CONSUMER STOPPED RECEIVING CALLS, BUSINESS EXPLAINED THAT THE TELEPHONE NUMBER WAS LISTED IN ANOTHER NAME, AND THAT IT HAS BEEN CORRECTED. GOC.



Cadmin

09-03-1615

**From:** ATG Customer Complaints Form [apache@state.vt.us]  
**Sent:** Thursday, March 19, 2009 9:22 AM  
**To:** Cadmin  
**Subject:** ATG Customer Complaints Form

Customer Complaints Form

Customer Complaint Number: ATG-CCF-4311

Consumer Information:  
Consumer Name: Ellie Hayes  
Consumer Address: (work)

[REDACTED]

Barre VT 05641  
Daytime Telephone: [REDACTED]  
Email Address: [REDACTED]

Company Information:  
Company Name: Lexington Law Firm  
Company Address: Lexington Law Utah

P.O. Box 510290

Salt Lake City, UT 84151  
Company Telephone: (800) 292-1512

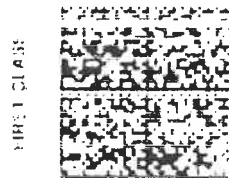
Complaint Details:

Events as they happened: I keep getting pre-recorded calls to my work phone # from a Cathy Reese at \"Lexington Law Firm\" offering \"the free credit repair consultation you requested online\" (which, of course, I did not request. I have called the telephone # included in the message, to get an address, so apparently they exist...

Relief you desire: I would like information about this company. Is it disreputable? Is it even legal, to call a random number and use an untruth as a pretext (that I requested the service online?) And I would like them to stop these calls.



**Consumer Assistance Program**  
 103B Morrill Hall, UVM  
 Burlington, VT 05405



Postnet

\$00.  
 US PCS

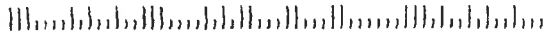
**CAP**  
 Request Date: 3/25/00  
 Serial Number: 01-03-1615  
 Date Received: 3/27/00  
 By: JT

LEXINGTON LAW  
 634 S 400 W  
 SALT LAKE CITY, UT 8401

X 050 N6E 1 B071 70 03/2  
 FORWARD TIME EXP RTN TO SEND  
 :LEXINGTON LAW FIRM  
 360 CUTLER DR  
 N SALT LAKE UT 84054-2955

RETURN TO SENDER

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April 15, 2009

CAP	
Received Date	4/20/09
Complaint No.	09-03-1615
Date Scanned	

State of Vermont  
Office of the Attorney General  
Public Protection Division  
c/o Jason M. Duquette-Hoffman, M.S.  
Consumer Advisor  
Consumer Assistance Program  
103B Morrill Hall – UVM  
Burlington, Vermont 05405

Re: Ellie Hayes  
09-03-1615

Dear Mr. Duquette-Hoffman,

I am in receipt of your letter dated 3/23/09 which included the complaint filed with your agency by Ellie Hayes. I appreciate the opportunity to respond to her concerns. Your letter arrived in my office on 4/3/09 and we immediately investigated the matter.

Ms. Hayes states that she received several unsolicited phone calls on her work phone number from a representative at our firm. Our law firm employs a marketing entity which directs potentially interested parties to our firm. These parties have seen general information concerning one of the areas in which our firm practices and those parties who have interest provide us with their phone numbers so that they may receive a free phone consultation. Our investigation revealed that a person whose phone number is identical to Ms. Hayes' work phone number requested a phone consultation. The only difference between the two phone numbers however is that Ms. Hayes' area code is 802 whereas the actual party who requested the phone consultation has an 801 area code. It appears then, that this is a situation where our representative simply misdialed the number immediately adjacent to the correct number on the dial pad.

Our representative subsequently spoke with Ms. Hayes and informed her that we would place her on our do not call list. To the best of my knowledge we have made no more inadvertent calls to her. Certainly we have neither charged nor collected any money from Ms. Hayes.

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Complaint No. 08-03-1615

*Cevington Co*

PLEASE FILL OUT THIS CARD AFTER ALLOWING THE BUSINESS 14 DAYS IN WHICH TO CONTACT YOU. THIS INFORMATION WILL HELP US TO DETERMINE WHAT FURTHER INVOLVEMENT IS NEEDED BY OUR OFFICE.

- ..... The business contacted me and resolved my complaint.  
Resolution/Dollar Amount. *They claim my phone # was listed in another name. This has been corrected. So far, no more calls.*
- ..... The business contacted me but my complaint remains unresolved.  
Briefly Explain .....
- ..... The business has not contacted me.

NAME .....

ADDRESS .....

DAY PHONE ..... HOME PHONE .....