

**From:** [AGO - CAP](#)  
**To:** [REDACTED]  
**Subject:** Public Records Request to the Vermont Attorney General re: Matter #2018-09696 and Matter #2018-09697  
**Date:** Thursday, April 18, 2019 3:45:32 PM  
**Attachments:** [CAP CORRESPONDENCE 2018-09697 5\\_Redacted.pdf](#)  
[CAP CORRESPONDENCE 2018-09697 4\\_Redacted.pdf](#)  
[CAP CORRESPONDENCE 2018-09697 3\\_Redacted.pdf](#)  
[CAP CORRESPONDENCE 2018-09697 2\\_Redacted.pdf](#)  
[CAP CORRESPONDENCE 2018-09697 1\\_Redacted.pdf](#)  
[CAP CORRESPONDENCE 2018-09696 2\\_Redacted.pdf](#)  
[CAP CORRESPONDENCE 2018-09696 1\\_Redacted.pdf](#)  
[2018-09697 Consumer Update 1\\_Redacted.pdf](#)  
[2018-09697 Consumer Complaint\\_Redacted.pdf](#)  
[2018-09697 Business Response 4\\_Redacted.pdf](#)  
[2018-09697 Business Response 3\\_Redacted.pdf](#)  
[2018-09697 Business Response 2\\_Redacted.pdf](#)  
[2018-09697 Business Response 1\\_Redacted.pdf](#)  
[2018-09696 Consumer Complaint\\_Redacted.pdf](#)  
[2018-09696 Business Response 1\\_Redacted.pdf](#)

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Dear Dr. Green,

Attached, please find records in response to your public records act request dated April 8<sup>th</sup> 2019.

Personal contact and personally identifiable information has been redacted pursuant to 1 VSA 317(c) (7). In addition, to the extent a Complaint Specialist is a student, their name has been redacted pursuant to the Family Educational Rights and Privacy Act (FERPA). If you feel information has been withheld in error, you may appeal directly to Deputy Attorney General Joshua Diamond.

Thank you,

Kathryn Pfefferle  
Vermont Attorney General's Office  
Consumer Assistance Program

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

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

[REDACTED]

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**From:** webteam@uvm.edu on behalf of [REDACTED]  
**Sent:** Thursday, January 3, 2019 5:26 PM  
**To:** AGO - CAP  
**Subject:** 2018-09696

Submitted on Thursday, January 3, 2019 - 17:26

Complaint Number: 2018-09696

This update submitted by: Business (respondent) Your e-mail address: [REDACTED] Complaint Status: Resolved

Consumer Full Name: [REDACTED] Business Name: First Credit Services

Business Contact: Brooke Barrett, Director of Compliance [REDACTED]

Response/update to complaint:

Due to HIPAA rules and regulations we are unable discuss the details regarding any [REDACTED] [REDACTED] may have in our office. We can however speak in generalities as to what our policies and procedures are internally. When a patient has [REDACTED] that has been placed in our office [REDACTED], our client has taken steps to bill all available insurances they were provided . If a patient believes that their insurance was not billed properly we request that the patient provide our company with that information so we can then go back to our client for a rebill or billing of insurance. Or, they can speak with the original creditor and provide them with insurance information directly. We can also state that when [REDACTED] has been placed with our office we send a letter to the patient at the time of [REDACTED] No [REDACTED] would take place from our company until [REDACTED] has been with our office for 180 days-at-minimum. Multiple letters would have been sent to [REDACTED] and calls would have been made along with left messages. [REDACTED] would have had ample time to respond to our company prior to any [REDACTED] taking place.

First Credit Services takes complaints very seriously and we strictly abide by all state and federal regulations. We thank you for the opportunity to respond to [REDACTED] complaint and we apologize that we cannot be more direct and specific.

The results of this submission may be viewed at:  
<https://www.uvm.edu/node/244671/submission/35824>

**From:** AGO CAP <ago.cap@vermont.gov>  
**Sent:** Thursday, December 27, 2018 11:02 AM  
**To:** AGO - CAP  
**Subject:** CAP Complaint

The following CAP complaint was submitted:

<b>Your First Name</b>	[REDACTED]
<b>Your Last Name</b>	[REDACTED]
<b>Confirmation Number</b>	WB18-01318
<b>Your E-Mail Address</b>	[REDACTED]
<b>Your Daytime Phone</b>	[REDACTED]
<b>Daytime Phone Type</b>	Mobile
<b>Your Age</b>	[REDACTED]
<b>Your Mailing Address</b>	[REDACTED]
<b>Your City</b>	Burlington
<b>Your State</b>	VT
<b>Your Zip Code</b>	05408
<b>Your Alternate Phone</b>	[REDACTED]
<b>Alternate Phone Type</b>	Office
<b>Is your complaint about:</b>	[REDACTED]
<b>Business Name or Person's First Name</b>	First Credit Services
<b>Business Phone (1)</b>	8005803912
<b>Phone (1)</b>	Office

<b>Type</b>	
<b>Business Address</b>	377 Hoes Ln Suite 200
<b>Business City</b>	Piscataway
<b>Business State</b>	NJ
<b>Business Zip Code</b>	08854
<b>Description</b>	I have had [REDACTED] that were supposed to be [REDACTED] to insurance and the remainder of the [REDACTED] were supposed to [REDACTED] and now these [REDACTED] are in [REDACTED] I did not receive any notice that the [REDACTED] were going to be sent there just found them on my [REDACTED] I would like these removed from my [REDACTED] as soon as possible.
<b>How would you like this matter to be resolved?</b>	I would like the errors corrected and [REDACTED]
<b>Incident Date</b>	12/27/2018 12:00:00 AM

**From:** [webteam@uvm.edu](mailto:webteam@uvm.edu) on behalf of [REDACTED]  
**To:** [AGO - CAP](#)  
**Subject:** 2018-09695  
**Date:** Sunday, January 6, 2019 2:04:09 PM

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Submitted on Sunday, January 6, 2019 - 14:04

Complaint Number: 2018-09695

This update submitted by: Business (respondent)

Your e-mail address: [REDACTED]

Complaint Status: Unresolved

Consumer Full Name: [REDACTED]

Business Name: Mercy Diagnostics, Inc.

Business Contact: Ryan Hess [REDACTED]

Response/update to complaint:

[REDACTED]  
[REDACTED] In cases where Mercy does not have a contract with the health insurance company, the insurance company will in some cases send the insurance payment to the insured for the insured to pay Mercy Diagnostic's bill. In this case, [REDACTED]  
[REDACTED]

Instructions Mercy sends to patients on their statement in the event they receive payment from the insurance company are below. [REDACTED]  
[REDACTED]

"You have or will be receiving a check from your insurance company for these services. This payment should be made to the laboratory [REDACTED]. We ask that you forward the payment to Mercy Diagnostics. Please use the below instructions for signing the check over to us. If you have already cashed the check please send a check or credit card payment information for the balance. If you have not received the check and your date of service is over 30 days ago please contact your insurance to see if the check can be re-issued to you.

Instructions for signing the check over to Mercy Diagnostics Inc:

On the back of the check in the signature area

Write "Pay to the order of" on the first line

Write "Mercy Diagnostics Inc." on the second line

Sign your name on the third line

Mail the check to the following address:

Mercy Diagnostics Inc.

[REDACTED]  
3109 Poplarwood Ct  
Suite 302  
Raleigh, NC 27604

Mercy only expects patients to be responsible for paying Mercy what they receive from insurance plus any co-payment or deductible their insurance plan requires them to pay.

Please see below timeline of communication and events regarding the complainant:

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3 claims filed for DOS 12/6/16

- [REDACTED] submitted [REDACTED] charges – [REDACTED] on 12/21/16
- [REDACTED] submitted [REDACTED] charges – [REDACTED] on 12/21/16
- [REDACTED] submitted [REDACTED] charges – [REDACTED] on 12/21/16

The first patient statement went out 1/12/17 indicating balance posted at that time of [REDACTED], by the time the next statement went out on 2/13/17, the [REDACTED] [REDACTED] (total of 3 checks paid by BCBS VT for DOS 12/6/16). Another statement was sent 3/15/17 also with [REDACTED]. The following message is included on the statements:

You have or will be receiving a check from your insurance company for these services. This payment should be made to the [REDACTED]. We ask that you forward the payment to Mercy Diagnostics. Please use the below instructions for signing the check over to us. If you have already cashed the check please send a check or credit card payment information for the balance. If you have not received the check and your date of service is over 30 days ago please contact your insurance to see if the check can be re-issued to you. Instructions for signing the check over to Mercy Diagnostics Inc:

On the back of the check in the signature area  
Write "Pay to the order of" on the first line  
Write "Mercy Diagnostics Inc." on the second line  
Sign your name on the third line

Mail the check to the following address:

Mercy Diagnostics Inc.

[REDACTED]  
3109 Poplarwood Ct  
Suite 302  
Raleigh, NC 27604

1 claim filed for DOS 2/27/17

- [REDACTED] submitted [REDACTED] charges – [REDACTED] on 4/5/17

[REDACTED]  
– 4/14/17 statement total [REDACTED], another statement on 5/15/17. The statement generated on 6/14/17 included the same message above and added the following verbiage:

[REDACTED]

Another statement on 7/14/17 [REDACTED]

Patient continued to receive statements monthly through 3/14/18 including the

following message:

[REDACTED]

3 claims filed for DOS 2/12/18

- [REDACTED] submitted [REDACTED] charges – [REDACTED] on 2/28/18
- [REDACTED] submitted [REDACTED] charges – [REDACTED]
- Claim # [REDACTED] submitted [REDACTED] charges – [REDACTED] on 2/28/18

Patient statement was sent 4/14/18 for total of [REDACTED]

[REDACTED]  
[REDACTED] The message on these statements included the following:

The Amount Due is not your balance! You have received an Explanation of Benefits (EOB) from your insurance company for these services. We need a copy of this information so we can update your account. If a payment was issued then you are responsible for providing this payment [REDACTED]. We ask that you forward the payment to Mercy Diagnostics. Please use the below instructions for signing the check over to us. If you have already cashed the check please send a check or credit card payment information for the balance. Instructions for signing the check over to Mercy Diagnostics Inc:

On the back of the check in the signature area  
Write "Pay to the order of" on the first line  
Write "Mercy Diagnostics Inc." on the second line  
Sign your name on the third line

Mail the check to the following address:

Mercy Diagnostics Inc.

[REDACTED]  
3109 Poplarwood Ct  
Suite 302  
Raleigh, NC 27604

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

In addition, I confirmed the address on file is correct with the insurance company and statements we sent. It matches his address included on the complaint form.

Thank you.

The results of this submission may be viewed at:  
<https://www.uvm.edu/node/244671/submission/35951>



[REDACTED]

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**From:** Support <support@mercydiagnostics.com>  
**Sent:** Thursday, December 27, 2018 12:53 PM  
**To:** AGO - CAP  
**Subject:** [REDACTED] (Mercy Diagnostics Inc.) CAP #2018-09697

**Ticket was assigned to Lois Digirolamo.**

*On Dec 27, 2018 @ 12:52 pm, Damien Stone wrote:*

Assigned to Lois Digirolamo.

## Ticket History

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*On Dec 27, 2018 @ 12:45 pm, ago.cap@vermont.gov wrote:*

Attachment:

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*On Dec 27, 2018 @ 12:45 pm, ago.cap@vermont.gov wrote:*

Re: Complaint #2018-09697

Dear Sir/Madam:

We received the enclosed consumer complaint with respect to a transaction with your business. Although at this point our office has made no determination as to the validity of the complaint, we do ask that you contact the consumer directly within 7 days so that you and the consumer can resolve this matter without further involvement of this office.

We also ask that you notify this office, indicating the steps you have taken to resolve the complaint. Please respond using the Complaint Response Form located on our website. Please include the above complaint number in your response.

We have also requested the consumer to update us regarding the complaint status after 14 days. The consumer's response, the enclosed complaint, and your response will remain on file in this office for six years.

Complaint files are public records and, as such, are open to the public for inspection.

Information about complaints, including the number of complaints recorded in the last six years and their status, is provided to consumers who inquire about your business. Complaint information is also used to determine when investigations should be initiated.

We thank you for giving this matter your immediate attention.

Sincerely,

[REDACTED]  
Consumer Advisor

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

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

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

Phone: (800) 649-2424

---

This is an automated response. Your issue has been noted. We'll be in touch soon.

Please reply to this email or visit the URL below with any additional details.

<https://support.mercydiagnostics.com/portal/view-help-request/131981>

**From:** Support <support@mercydiagnostics.com>  
**Sent:** Thursday, December 27, 2018 12:46 PM  
**To:** AGO - CAP  
**Subject:** [REDACTED] (Mercy Diagnostics Inc.) CAP #2018-09697  
**Attachments:** 122718 [REDACTED].htm

On Dec 27, 2018 @ 12:45 pm, ago.cap@vermont.gov wrote:

Re: Complaint #2018-09697

Dear Sir/Madam:

We received the enclosed consumer complaint with respect to a transaction with your business. Although at this point our office has made no determination as to the validity of the complaint, we do ask that you contact the consumer directly within 7 days so that you and the consumer can resolve this matter without further involvement of this office.

We also ask that you notify this office, indicating the steps you have taken to resolve the complaint. Please respond using the Complaint Response Form located on our website. Please include the above complaint number in your response.

We have also requested the consumer to update us regarding the complaint status after 14 days. The consumer's response, the enclosed complaint, and your response will remain on file in this office for six years.

Complaint files are public records and, as such, are open to the public for inspection. Information about complaints, including the number of complaints recorded in the last six years and their status, is provided to consumers who inquire about your business. Complaint information is also used to determine when investigations should be initiated.

We thank you for giving this matter your immediate attention.

Sincerely,

[REDACTED]  
Consumer Advisor

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

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

## Ticket History

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On Dec 27, 2018 @ 12:45 pm, ago.cap@vermont.gov wrote:

Attachment:

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This is an automated response. Your issue has been noted. We'll be in touch soon.

Please reply to this email or visit the URL below with any additional details.

<https://support.mercydiagnostics.com/portal/view-help-request/131981>

[REDACTED]

---

**From:** Support <support@mercydiagnostics.com>  
**Sent:** Wednesday, February 20, 2019 2:23 PM  
**To:** AGO - CAP  
**Subject:** [REDACTED] (Mercy Diagnostics Inc) CAP 2018-09697

**Categories:** M-Files

**Ticket was assigned to Lois Digirolamo.**

*On Feb 20, 2019 @ 02:22 pm, Susan Abbott wrote:*

Assigned to Lois Digirolamo.

## Ticket History

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*On Feb 20, 2019 @ 01:23 pm, ago.cap@vermont.gov wrote:*

Attachment:

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*On Feb 20, 2019 @ 01:23 pm, ago.cap@vermont.gov wrote:*

Re: Complaint 2018-09697

Dear Sir/Madam:

Our records show that you have responded to the above-noted complaint, yet this matter remains unresolved. We ask that you respond directly to this office, indicating the steps you have taken to resolve the complaint. Please respond using the Complaint Response Form located on our website. Please include the above complaint number in your response. Thank you for prompt attention.

Sincerely,

James Mooney  
Complaint Specialist

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

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

---

This is an automated response. Your issue has been noted. We'll be in touch soon.

Please reply to this email or visit the URL below with any additional details.

<https://support.mercydiagnostics.com/portal/view-help-request/135636>

**From:** AGO CAP <ago.cap@vermont.gov>  
**Sent:** Thursday, December 27, 2018 11:07 AM  
**To:** AGO - CAP  
**Subject:** CAP Complaint

The following CAP complaint was submitted:

<b>Your First Name</b>	██████████
<b>Your Last Name</b>	██████████
<b>Confirmation Number</b>	WB18-01319
<b>Your E-Mail Address</b>	██
<b>Your Daytime Phone</b>	██████████
<b>Daytime Phone Type</b>	Mobile
<b>Your Mailing Address</b>	██
<b>Your City</b>	Burlington
<b>Your State</b>	VT
<b>Your Zip Code</b>	05408
<b>Is your complaint about:</b>	Some other type of business
<b>Business Name or Person's First Name</b>	Mercy Diagnostics Inc
<b>Business Phone (1)</b>	8564375245
<b>Phone (1) Type</b>	Office
<b>Business E-Mail Address</b>	<a href="mailto:support@mercydiagnostics.com">support@mercydiagnostics.com</a>
<b>Business Address</b>	3109 Poplarwood Ct
<b>Business City</b>	Raleigh

<b>Business State</b>	NC
<b>Business Zip Code</b>	8564375245
<b>Description</b>	Mercy Diagnostics has been over billing me [REDACTED] as well as not sending bills to my insurance. [REDACTED] and making it impossible [REDACTED] There is another bill [REDACTED] that is on the way to [REDACTED]
<b>How would you like this matter to be resolved?</b>	I would like this matter resolved and would like [REDACTED] [REDACTED]
<b>Incident Date</b>	12/27/2018 12:00:00 AM

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Tuesday, February 12, 2019 3:57 PM  
**To:** AGO - CAP  
**Subject:** Matter # 201809697

In regards to Mercy Diagnostics [REDACTED]  
[REDACTED] I had spoken to a rep [REDACTED]  
[REDACTED] . This is a very important distinction. [REDACTED]  
[REDACTED] The  
person I spoke with was Jenea. Their phone number is [REDACTED]  
I would appreciate any assistance in this matter.  
Thank you,  
[REDACTED]

[REDACTED]

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**From:** AGO - CAP  
**Sent:** Thursday, December 27, 2018 12:39 PM  
**To:** compliance@fcsbpo.com  
**Subject:** [REDACTED] (First Credit Services) CAP #2018-09696  
**Attachments:** [REDACTED].htm

Re: Complaint #2018-09696

Dear Sir/Madam:

Enclosed please find a copy of a complaint that our office received in reference to your company. Please review the complaint and write to this office indicating the steps you will take to resolve this matter. Please respond using the [Complaint Response Form](#) located on our website, and include the above complaint number in your response.

The enclosed complaint and your response will become part of our permanent files. Complaint files are public record and, as such, are open to the public for inspection. Information is also used to determine when investigations should be initiated.

Thank you in advance for your anticipated cooperation and immediate attention to this complaint. We request a response within seven days of receipt of this letter.

Sincerely,

[REDACTED]  
Consumer Advisor

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

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



[REDACTED]

---

**From:** AGO - CAP  
**Sent:** Thursday, December 27, 2018 12:39 PM  
**To:** [REDACTED]  
**Subject:** [REDACTED] (First Credit Services) CAP #2018-09696

Re: Complaint against First Credit Services #2018-09696

Dear [REDACTED]:

Below is a copy of correspondence we have sent to the business concerning your complaint. Please wait 10 business days, then update us on the status of your complaint by using the [Complaint Response Form](#) located on our website. Please reference your complaint number in your response.

Thank you.

Sincerely,

[REDACTED]  
Consumer Advisor

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

Website: [consumer.vermont.gov](http://consumer.vermont.gov)  
Email: [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov)  
Phone: (800) 649-2424  
Re: Complaint #2018-09696

Dear Sir/Madam:

Enclosed please find a copy of a complaint that our office received in reference to your company. Please review the complaint and write to this office indicating the steps you will take to resolve this matter. Please respond using the [Complaint Response Form](#) located on our website, and include the above complaint number in your response.

The enclosed complaint and your response will become part of our permanent files. Complaint files are public record and, as such, are open to the public for inspection. Information is also used to determine when investigations should be initiated.

Thank you in advance for your anticipated cooperation and immediate attention to this complaint. We request a response within seven days of receipt of this letter.

Sincerely,

[REDACTED]  
Consumer Advisor

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

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

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

Phone: (800) 649-2424

[REDACTED]

---

**From:** AGO - CAP  
**Sent:** Thursday, December 27, 2018 12:45 PM  
**To:** support@mercydiagnostics.com  
**Subject:** [REDACTED] (Mercy Diagnostics Inc.) CAP #2018-09697  
**Attachments:** [REDACTED]

Re: Complaint #2018-09697

Dear Sir/Madam:

We received the enclosed consumer complaint with respect to a transaction with your business. Although at this point our office has made no determination as to the validity of the complaint, we do ask that you contact the consumer directly within 7 days so that you and the consumer can resolve this matter without further involvement of this office.

We also ask that you notify this office, indicating the steps you have taken to resolve the complaint. Please respond using the [Complaint Response Form](#) located on our website. Please include the above complaint number in your response.

We have also requested the consumer to update us regarding the complaint status after 14 days. The consumer's response, the enclosed complaint, and your response will remain on file in this office for six years.

Complaint files are public records and, as such, are open to the public for inspection. Information about complaints, including the number of complaints recorded in the last six years and their status, is provided to consumers who inquire about your business. Complaint information is also used to determine when investigations should be initiated.

We thank you for giving this matter your immediate attention.

Sincerely,

[REDACTED]  
Consumer Advisor

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

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

[REDACTED]

---

**From:** AGO - CAP  
**Sent:** Thursday, December 27, 2018 12:45 PM  
**To:** [REDACTED]  
**Subject:** [REDACTED] (Mercy Diagnostics Inc) CAP #2018-09697

Re: Complaint against Mercy Diagnostics Inc. #2018-09697

Dear [REDACTED]

Thank you for contacting us with your complaint. We have sent a copy to the business asking it to contact you within 7 days to resolve this problem. We have also asked the business to notify us of the action it takes. Your complaint and the business response will become part of our public record for six years. It is our experience that two of every three complaints are successfully resolved through this procedure.

In 14 days, please update us on the complaint status by using the [Complaint Response Form](#) located on our website. Please note, upon receipt of your update we may do one of the following:

1. If you indicate that your complaint was resolved, we will close the file accordingly.
2. If you indicate that the business has not contacted you, we will contact the business again on your behalf.
3. If you indicate that the business contacted you but your complaint remains unresolved, the action we take will depend in great part on the business response. If the response is unsatisfactory, we may pursue this matter further. If your complaint is not appropriate for further action on our part, we may refer you to small claims court or suggest that you consult a private attorney.

Thank you for bringing your complaint to our attention.

Sincerely,

[REDACTED]  
Consumer Advisor

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

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

[REDACTED]

---

**From:** AGO - CAP  
**Sent:** Monday, January 7, 2019 1:57 PM  
**To:** [REDACTED]  
**Subject:** [REDACTED] (Mercy Diagnostics Inc) CAP 2018-09697  
**Attachments:** [REDACTED]

Re: Complaint 2018-09697

Dear Sir/Madam:

Our records show that you have responded to the above-noted complaint, yet this matter remains unresolved. We ask that you respond directly to this office, indicating the steps you have taken to resolve the complaint. Please respond using the [Complaint Response Form](#) located on our website. Please include the above complaint number in your response.

Thank you for prompt attention.

Sincerely,  
Kathryn Pfefferle  
Complaint Specialist

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

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

[REDACTED]

---

**From:** AGO - CAP  
**Sent:** Wednesday, February 20, 2019 1:23 PM  
**To:** support@mercydiagnostics.com  
**Subject:** [REDACTED] (Mercy Diagnostics Inc) CAP 2018-09697  
**Attachments:** Matter # 201809697

Re: Complaint 2018-09697

Dear Sir/Madam:

Our records show that you have responded to the above-noted complaint, yet this matter remains unresolved. We ask that you respond directly to this office, indicating the steps you have taken to resolve the complaint. Please respond using the [Complaint Response Form](#) located on our website. Please include the above complaint number in your response.

Thank you for prompt attention.

Sincerely,

James Mooney  
Complaint Specialist

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

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

[REDACTED]

---

**From:** AGO - CAP  
**Sent:** Monday, January 7, 2019 1:58 PM  
**To:** [REDACTED]  
**Subject:** [REDACTED] (Mercy Diagnostics Inc) CAP 2018-09697  
**Attachments:** [REDACTED]

Re: Complaint 2018-09697

Dear [REDACTED]

Below is a copy of correspondence we have sent to the business concerning your complaint. Please wait 10 business days, then update us on the status of your complaint by using the [Complaint Response Form](#) located on our website. Please reference your complaint number in your response.

Thank you.

Sincerely,  
Kathryn Pfefferle  
Complaint Specialist

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

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

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**From:** AGO - CAP  
**Sent:** Monday, January 7, 2019 1:57 PM  
**To:** [REDACTED]  
**Subject:** [REDACTED] (Mercy Diagnostics Inc) CAP 2018-09697

Re: Complaint 2018-09697

Dear Sir/Madam:

Our records show that you have responded to the above-noted complaint, yet this matter remains unresolved. We ask that you respond directly to this office, indicating the steps you have taken to resolve the complaint. Please respond using the [Complaint Response Form](#) located on our website. Please include the above complaint number in your response.

Thank you for prompt attention.

Sincerely,  
Kathryn Pfefferle  
Complaint Specialist

State of Vermont  
Office of the Attorney General  
Consumer Assistance Program  
109 State Street  
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