

From: [REDACTED]
To: ELAWLER@mlive.com
Subject: PRA Request 2020-09318
Date: Monday, October 19, 2020 10:06:56 AM
Attachments: [2020-10-13 Lawler PRA request.pdf](#)
[101420 PRA 2020-09318.pdf](#)

Re: 2020-09318

Dear Emily Lawler,

I write in response to your Public Records Act request dated October 13, 2020, a copy of which is attached for your convenience.

The documents pertaining to your request are attached. The Consumer Assistance Program (CAP) identified 7 complaints concerning "Mandatory Poster Agency". Due to the age of the complaints (all filed in 2008), we do not have access to copies of the original complaints submitted by consumers. However, we can provide a spreadsheet of information as it was saved in our database (attached).

The Attorney General's Office has no responsive records regarding "Assurances of Discontinuance" in relation to "Mandatory Poster Agency".

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,

[REDACTED]
Complaint Specialist

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

Phone: 800-649-2424

Email: ago.cap@vermont.gov

Matter Name	Matter #	Opened Date	Matter Summary	Claimed Losses	Status Date
JONAS SPIVAK (MANDATORY POSTER AGENCY)	CAP08-03-266	3/11/2008	BUSINESS HWAKINS HOUSE; INQUIRY RE MANDATORY POSTER SERVICE AND HOW TO OBTAIN REFUND. GAVE HIM ADDRESS THAT WAS IN SPECIAL INFORMATION AS TO WHO TO CONTACT.	\$0.00	3/11/2008
JONAS SPIVAK (MANDATORY POSTER AGENCY)	CAP08-03-200	3/6/2008	INQUIRING ABOUT THE LETTER.	\$0.00	3/6/2008
PETER HOLL (MANDATORY POSTER AGENCY)	CAP08-02-999109	2/28/2008	RECEIVED MAIL SAYING HE WAS ENTITLED FOR A REBATE. CONSUMER HAS NEVER HEARD OF COMPANY. TOLD HIM NOT TO SEND THEM HIS INFORMATION. 2/29 CALLED CONSUMER BACK AND LEFT MESSAGE THAT HE IS ENTITLED TO REBATE, FOLLOW THE INSTRUCTIONS IN THE LETTER. -LBD	\$0.00	2/28/2008
HOWARD LEAR (MANDATORY POSTER AGENCY)	CAP08-02-999085	2/28/2008	INQUIRY ABOUT SETTLEMENT. TOLD HIM TO FOLLOW INSTRUCTIONS IN LETTER.	\$0.00	2/28/2008
KARLA LILICRAP (MANDATORY POSTER AGENCY)	CAP08-02-999072	2/27/2008	PERSON WAS FOLLOWING UP A NOTICE OF REFUND FROM MAN POSTER AGENCY.	\$0.00	2/27/2008
PAT ROYER (MANDATORY POSTER AGENCY)	CAP08-02-999054	2/27/2008	CONTINUES TO RECEIVE POSTER OFFERS FROM MANDATORY POSTER AGENCY. GOTN LETTER FROM OUR OFFICE ENTITLING HER TO A REFUND		2/27/2008
JODI TROMBLEY (MANDATORY POSTER AGENCY)	CAP08-02-999010	2/26/2008	WANTED TO KNOW IF THE LETTER WAS LEGITIMATE	\$0.00	2/26/2008