

**From:** [REDACTED]  
**To:** [Jesse Kelaidis](#)  
**Subject:** RE: Public Records Act Request 2021-03232  
**Date:** Monday, April 12, 2021 12:46:55 PM  
**Attachments:** [2021-04-07\\_Kelaidis\\_PRA\\_request.pdf](#)  
[image001.png](#)

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Re: Public Records Act Request 2021-03232

Dear Jesse Kelaidis,

After review of your records request dated April 7, 2021, we have determined that we have no records that are responsive to your request. The Consumer Assistance Program has no records of complaints against "Renewal by Andersen" between June 23, 2020-April 7, 2021.

A copy of your original request is attached for your convenience. 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

Sincerely,

[REDACTED]  
Complaint Specialist

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

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

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**From:** Jesse Kelaidis <jessek@turkestrauss.com>  
**Sent:** Friday, April 9, 2021 9:55 AM  
**To:** [REDACTED]  
**Subject:** RE: Public Records Act Request 2021-03232

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

**sender.**

Good Morning,

Thank you for checking – indeed, that was a typo. I intended to request complaints made between June 23, 2020 and April 7, 2020.

Thank you,

**Jesse C. Kelaidis**

Legal Assistant

[jessek@turkestrauss.com](mailto:jessek@turkestrauss.com)

P: 608.237.1775 | F: 608.509.4423

**Madison** 613 Williamson Street #201 | Madison, WI 53703

**Seattle** 936 N 34th Street #300 | Seattle, WA 98103

[www.turkestrauss.com](http://www.turkestrauss.com)

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# Turke & Strauss LLP

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**From:** [REDACTED]

**Sent:** Friday, April 9, 2021 8:04 AM

**To:** Jesse Kelaidis <[jessek@turkestrauss.com](mailto:jessek@turkestrauss.com)>

**Subject:** Public Records Act Request 2021-03232

Re: Public Records Act Request 2021-03232

Dear Jesse Kelaidis,

On April 7, 2021, the Vermont Attorney General's Office received your request for copies of consumer complaints regarding Renewal by Andersen (attached). You request records received between "June 23, 2021 and April 7, 2021". Would you be able to verify the date range you would like our office to search for complaints? I assume you may have meant "June 23, 2020", but wanted to check in before performing a search.

Thank you.

Sincerely,

[REDACTED]

Complaint Specialist

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

Phone: 800-649-2424

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