

From: [AGO - CAP](#)
To: jessek@turkestrauss.com
Subject: Public Records Act Request - Kelaidis - John Hancock (2022-02397)
Date: Monday, April 4, 2022 3:45:54 PM
Attachments: [2022-03-29 - John Hancock Financial PRR - VT AG.pdf](#)
[Kelaidis -John Hancock - 2022-02397 - Cost Estimate - 04.04.2022.pdf](#)

Re: Public Records Act Request 2022-02397

Dear Jesse Kelaidis,

Please see attached in response to your Public Records Act 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
OFFICE OF THE ATTORNEY GENERAL
CONSUMER ASSISTANCE PROGRAM
HOTLINE: (800) 649-2424
FAX: (802) 304-1014

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

April 4, 2022

Via email to jessek@turkestrauss.com

Jesse Kelaidis
Turke & Strauss LLP
613 Williamson Street, Suite 201
Madison, WI 53703

Re: Public Records Request 2022-02397

Dear Jesse Kelaidis,

I write in response to your Public Records Act request dated March 29, 2022, and received by our office March 30, 2022, a copy of which is attached for your convenience.

For records of consumer complaints concerning “John Hancock Financial” regarding “life insurance products”, received between April 1, 2018 and March 15, 2022, we estimate that searching for, reviewing, and redacting the complaints (2 in total) will come to approximately 55 minutes. Note that there is no charge for the first 30 minutes. At 25 minutes, billed at the lowest possible rate under the Secretary of State's fee schedule (\$.33 a minute), the cost of your Public Records Act request is an estimated \$8.25.

Per your request, our office will supply “the initial complaint received from the consumer”.

We ask that you confirm your willingness to pay the estimated cost (\$8.25) before we proceed further with processing your request. Upon receipt of your check, the records will be made available for you. Checks may be sent to:

Attn: Charity Clark
State of Vermont
Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001

Sincerely,

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