

**From:** [AGO - CAP](#)  
**To:** [jessek@turkestrauss.com](mailto:jessek@turkestrauss.com)  
**Subject:** Public Records Act Request - Kelaidis - Mutual of Omaha (2022-02398)  
**Date:** Monday, April 4, 2022 3:53:11 PM  
**Attachments:** [2022-03-29 - Mutual of Omaha PRR - VT AG.pdf](#)  
[Kelaidis - Mutual of Omaha - 2022-02398 - Cost Estimate - 04.04.2022.pdf](#)

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Re: Public Records Act Request 2022-02398

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

THOMAS J. DONOVAN  
ATTORNEY GENERAL

JOSHUA R. DIAMOND  
DEPUTY ATTORNEY GENERAL

SARAH E.B. LONDON  
CHIEF ASST. ATTORNEY GENERAL



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](mailto:jessek@turkestrauss.com)

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

Re: Public Records Request 2022-02398

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 "Mutual of Omaha" regarding "life insurance products", received between April 1, 2018 and March 15, 2022, we estimate that searching for, reviewing, and redacting the complaints (1 in total) will come to approximately 60 minutes. Note that there is no charge for the first 30 minutes. At 30 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 \$9.90.

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 (\$9.90) 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