

From: [AGO - CAP](#)
To: jessek@turkestrauss.com
Subject: Public Records Act Request - Kelaidis - Colonial Penn (2022-02395)
Date: Monday, April 4, 2022 3:38:50 PM
Attachments: [2022-03-29 - Colonial Penn PRR - VT AG.pdf](#)
[Kelaidis Colonial Penn - 2022-02395 - Cost Estimate - 04.04.2022.pdf](#)

Re: Public Records Act Request 2022-02395

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

THOMAS J. DONOVAN
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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 2022-02395

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 "Colonial Penn" regarding "life insurance products", received between April 1, 2018 and March 15, 2022, there were no responsive written consumer complaints as outlined in your request for our office to supply "the initial complaint received from the consumer."

However, our office located three phone contacts recorded in the "Complaint Intakes" section of our database. Please let us know if you would like our office to produce a spreadsheet containing these phone intakes with the following columns: Received Date, Description, Intake Method, First/Company Name, Last Name, City, State, Zip, Complaint Against Name, First/Company Name, Last Name, Address, State, Zip, Phone No 1, and Complaint/Intake# for Complaint Intakes.

We estimate that searching for, reviewing, and redacting the phone intake records (3 in total) will come to approximately 44 minutes. Note that there is no charge for the first 30 minutes. At 14 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 \$4.62.

We ask that you confirm your willingness to pay the estimated cost (\$4.62) 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