

From: [AGO - CAP](#)
To: agency@coagencyglobal.com
Subject: Public Records Act Request Ameir - Cogency Global - (2022-02972)
Date: Wednesday, April 20, 2022 12:29:24 PM
Attachments: [2022-04-15 Ameir PRA request.pdf](#)
[Ameir - Cogency Global - PRR 2022-02972 cost estimate 04.20.2022.pdf](#)

Re: Public Records Act Request 2020-02972

Dear Nadir Ameir,

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 20, 2022

Via email to agency@cogencyglobal.com

Nadir Ameir, Research Specialist
COGENCY GLOBAL, INC.
1025 Connecticut Ave.
NW, STE. 712
Washington, DC 20036
800-494-5225

Re: Public Records Request 2022-02972

Dear Nadir Ameir,

I write in response to your Public Records Act request dated April 15, 2022 (a copy of which is attached for your convenience) for “a copy of all consumer complaints, responses thereto, and any related correspondence from January 1, 2018 to present...that contain the following entities in the respondent, business, company, or similar field: CVS Health, CVS, Walgreens, Walmart, Wal-mart, Sam’s, Sam’s Club, Target, RiteAid, Rite Aid.”

To satisfy your request, our office searched each business name as an entity in our database and identified 124 consumer complaints. We then deduplicated the list as some complaints included more than one of the named business entities, producing a total of 98 consumer complaints and 854 corresponding files. We estimate that searching for, reviewing, and redacting these files will come to approximately 8680 minutes. Note that there is no charge for the first 30 minutes.

- Option 1: For at least 8650 minutes, billed according to the Secretary of State's fee schedule for the rate of other staff time (\$.45 a minute), the cost of your Public Records Act request is an estimated \$3,892.50.
- Option 2: Should you prefer to receive instead a spreadsheet of the 98 consumer complaints without the corresponding files, the time to estimated is reduced to 434 minutes, billed according to the Secretary of State's fee schedule for the rate of other staff time (\$.45 a minute), the cost to produce a spreadsheet of consumer complaints is an estimated \$181.80.

We ask that you identify the option you would like and confirm your willingness to pay the estimated cost (\$3,892.50 or \$181.80) 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

If the actual time to produce the records is less, we will issue a credit.

Thank you for contacting the Vermont Attorney General's Office.

Sincerely,

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