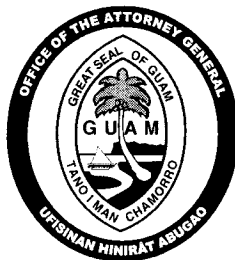


John Weisenberger
Attorney General



J. Patrick Mason
Deputy Attorney General
Civil Division

OFFICE OF THE ATTORNEY GENERAL

Dear Consumer:

Enclosed is a consumer complaint form for you to fill out. Please do the following:

1. Fill out the form completely using a typewriter or clear block letters. We must be able to read your complaint in order to review it.
2. When you have completely filled out the form, **make a copy for yourself** and attach a **copy** of all documents necessary to explain or identify the transaction, such as a sales receipts, contracts, newspaper ads, invoices, warranties, etc. Please note that all documents and materials submitted with your complaint become the property of the Territory and will not be returned, so please send **copies** of your documents, **not originals**.
3. Return the complaint form and all attachments to the Office of the Attorney General, 287 West O'Brien Drive, Hagåtña, Guam 96910.

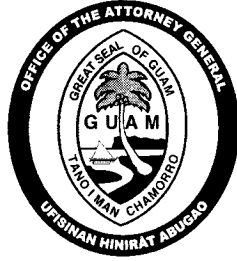
When we receive your completed complaint form and attachments, we will review the information to determine whether we may proceed with your complaint. If we do not have jurisdiction over your complaint, we will refer you to an agency that may be better able to assist you.

If your complaint is accepted, the Consumer Advocate will attempt to mediate the problem between you and the business or merchant involved, and to assure compliance with the Territory's laws. Please note that while this office is authorized to file lawsuits when it is in the best interests of the public to do so, we are **NOT** permitted to give legal advice or legal opinions or to act as your personal attorney. If you are seeking legal advice or a legal opinion, please consult your personal attorney. If you do not have an attorney, the Guam Bar Association Lawyer Referral Service may be able to assist you in finding one. Contact the Service at (671) 864-5297, Website address: www.guambar.org.

Thank you for taking the time to contact us about your concerns.

Sincerely,

J. PATRICK MASON
Deputy Attorney General
Civil Division



Office of the Attorney General

John Weisenberger
Attorney General of Guam
287 West O'Brien Drive
Hagåtña, Guam 96910
(671) 475-3324 • (671) 472-2493 (fax)

CONSUMER COMPLAINT FORM

1. **BEFORE FILLING OUT THIS FORM, MAKE AN ATTEMPT TO RESOLVE THIS MATTER WITH THE BUSINESS OR MERCHANT.**
2. After you completely fill out the form, make a copy for yourself and return this original to the Consumer Advocate. Also, please enclose one **copy** of all relevant documents. **DO NOT** send originals. If you do not want your name or address revealed, we will not accept your complaint, and this form will be used for information purposes only. Please note that after the respondent business is sent notice of this complaint, the complaint form is open to public record, and must by law be given to any one who asks.

PLEASE WRITE CLEARLY.

CC# _____ Complaint Category: _____

Your Name:	Name of Business You Are Complaining Against:
Mailing Address:	Mailing Address:
Home Phone:	Phone:
Work Phone:	Name and Title of Person You Dealt With:

1. **FIRST** contact between you and the business:

- Someone came to my house.
- I went to the company's place of business.
- I received a telephone call/fax/e-mail from the business.
- I telephoned the business.
- I received the information in the mail.
- I responded to a radio/TV ad/e-mail.
- I responded to a printed ad in the newspaper. Name:
- Other:

2. Where did the transaction take place?

- At my home.
- At my workplace.
- Over the phone.
- At the respondent's business
- By mail.
- Other:

3. Date(s) of transactions:

- | | | | |
|----|-------|----|-------|
| 1. | _____ | 3. | _____ |
| 2. | _____ | 4. | _____ |

4. Did you sign a contract? (Enclose a copy.)

- Yes No

5. a. Amount of payment(s) made: \$

Deposit Payment in full

b. How did you pay?

Cash Credit Card
 Loan Layaway
 Check or Money Order No.:

c. If you paid by check, has the check been cashed yet?

Yes No

d. If you paid with a credit card, have you contacted the credit card company to request a credit to your account?

Yes No

6. a. Have you complained to the business?

Yes No

b. If yes, what was the business' response?

7. a. **Have you filed a complaint with another government agency concerning this matter?**

Yes **No**

b. **If yes, which agency?**

c. **If yes, what action has this agency taken?**

8. a. **Have you talked to a private lawyer about your case?**

Yes **No**

b. **What private legal action, if any, have you taken?**

10. What do you believe would be a fair resolution to this complaint? Please note that by law, we can only request restitution (refund) and warranty work on your behalf; we cannot seek damages.

11. If you do not want a copy of this complaint sent to the business, please check here. If you check here, we cannot intervene in your complaint and will use this form for information only.

THE ABOVE STATEMENTS ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE.

SIGNATURE

DATE