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To: Michael Marcotte, Chair, House Commerce & Economic Development Committee

From: Charity Clark, Chief of Staff, Vermont Attorney General's Office

Re: Resources related to testimony on overview of Attorney General's Office, Consumer Unit, and Consumer Assistance Program

Date: January 14, 2021

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Thank you, once again, for inviting me to present to the Committee today. I wish we could have been together in person at the State House, but I am glad for the opportunity to provide an overview of the Attorney General's Office, Consumer Unit, and Consumer Assistance Program.

As promised during my testimony, below are resources for committee members interested in further reading. Please let me know if I can provide any additional information.

In addition, I want to pass on my contact information in case any committee members need to reach me. I can be reached at [charity.clark@vermont.gov](mailto:charity.clark@vermont.gov) or 802-917-1993. Also, the Consumer Assistance Program can be reached at 800-649-2424 or by filling out the web form found here: <https://ago.vermont.gov/cap/consumer-complaint/>

**Attorney General's Office**

Our webpage on the Elder Protection Initiative: <https://ago.vermont.gov/epi/>

Our "plain language" guidance for small businesses:  
<https://ago.vermont.gov/cap/small-business-help/>

Press release on the top 10 scams of 2019 (we will have the top 10 for 2020 soon): <https://ago.vermont.gov/blog/2020/01/07/top-scams-of-2019-released-by-attorney-generals-office/>

The home improvement fraud registry can be located in the drop-down menu on the webpage for the Consumer Assistance Program: <https://ago.vermont.gov/cap-for-consumers/>. The current registry can be found here, but note that this registry is updated regularly as new individuals are added: <https://ago.vermont.gov/wp-content/uploads/2021/01/Home-Improvement-Fraud-Registry.pdf>

The consumer blog of the Consumer Assistance Program, “CAP Connection,” has resources and information about a wide variety of consumer issues like scams, charities, credit reporting, propane, gift cards, etc.: <https://blog.uvm.edu/cap/>

## **Enforcement Cases**

*New York Times* article about Clearview AI: <https://www.nytimes.com/2020/01/18/technology/clearview-privacy-facial-recognition.html>

Attorney General’s Office’s press release announcing settlement with Dollar General: <https://ago.vermont.gov/blog/2019/06/06/vermont-to-receive-1-75-million-from-dollar-general-for-pricing-inaccuracies/>

Attorney General’s Office’s press release announcing settlement with Shelley Palmer and Big Brother Security: <https://ago.vermont.gov/blog/2020/12/21/attorney-general-donovan-resolves-price-gouging-case/>

Attorney General’s Office’s press releases announcing three cases involving opioids:

- Purdue Pharma: <https://ago.vermont.gov/blog/2018/09/05/vermont-sues-purdue-pharma-for-its-opioids-marketing-practices/>
- Manufacturers Cardinal and McKesson: <https://ago.vermont.gov/blog/2019/03/26/attorney-general-donovan-sues-opiate-distributors-cardinal-and-mckesson/>
- Distributor Mallinckrodt: <https://ago.vermont.gov/blog/2020/02/26/attorney-general-supports-opioid-manufacturers-settlement-framework/>

## **Past Legislative Work**

*Seven Days* article about robocalls: <https://www.sevendaysvt.com/OffMessage/archives/2020/02/11/vermont-lawmakers-look-to-make-robocalls-a-crime>

Recorded video of the meeting of stakeholders we held in March of 2020 concerning a bill on a biometric information privacy act (also known as “BIPA”): <https://www.orcamedia.net/showpublic-forum-h595-possible-biometric-information-privacy-act-3420>