



MARTHA COAKLEY  
ATTORNEY GENERAL

THE COMMONWEALTH OF MASSACHUSETTS  
OFFICE OF THE ATTORNEY GENERAL

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[www.mass.gov/ago](http://www.mass.gov/ago)

October 16, 2009

Tom Kies  
18 Eaton Avenue  
Auburn, MA 01501

Dear Mr. Kies:

Thank you for contacting the Office of Attorney General Martha Coakley. The Office is not able to handle every matter that is brought to its attention; however, we do take note of every complaint received, and watch for a pattern of complaints related to a particular company, individual, or industry.

You stated in your letter that you intended to also file a complaint with a federal agency in regards to this matter. The Federal Trade Commission is the appropriate agency with oversight of such matters.

Bureau of Consumer Protection  
Consumer Response Center  
600 Pennsylvania Ave., NW  
Washington, DC 20580  
1-877-382-4357

Since the rules regulating the legal profession prevent the Attorney General's Office from providing legal representation or legal advice to individuals, you may want to consult with private legal counsel. If you need assistance locating an attorney, you may contact the Lawyer Referral Service at either the Massachusetts Bar Association, (617)654-0400, located at 20 West Street, Boston, MA 02111, or the Boston Bar Association, (617) 742-0625, in eastern, MA (800) 552-7046, or E-mail, [LRS@bostonbar.org](mailto:LRS@bostonbar.org). Your local county bar association may also be a helpful resource in finding an attorney.

Thank you again for bringing this matter to the attention of the Attorney General's Office.

Sincerely,

A handwritten signature in black ink, appearing to read "Nicholas Synowiec".

Nicholas Synowiec  
Public Inquiry & Assistance Center