

From: ATG MI Vancouver CRC [<mailto:VanCRC@atg.wa.gov>] Sent: Friday, September 25, 2009 1:28 PM To: admin@plaquesandletters.com
Cc: VanCRC@atg.wa.gov Subject: 349951 : A notice from the Washington State Attorney General's Office

Rob McKenna
ATTORNEY GENERAL OF WASHINGTON
Consumer Protection Division
1220 Main Street, Suite 549 ? Vancouver, WA 98660 ? (360) 759-2152

9/25/2009

Don R Baker
3205 Arthur DR
Ruston, LA 71270

RE: Metallic Arts File # 349951

Dear Don R Baker:

Your complaint submitted to our office regarding Metallic Arts has been assigned to me. I have contacted the business and requested a response to your complaint within 21 business days. A copy of your complaint was provided to the Business. I will contact you and inform you of the response. Normal complaint processing time is approximately 6-8 weeks due to the complexity and number of complaints our office receives, however, processing time may be longer during times when the volume of incoming complaints increases. Your patience is very much appreciated.

Our office obtains valuable information from individual consumer complaints. We maintain complaint files of business practices that may be useful if enforcement action is warranted in the future.

If we are not able to resolve your complaint or if the business does not respond, I will inform you of the alternatives. If you need to contact me, please have your complaint number 349951 available for reference. Thank you for contacting our office and I will contact you when more information is available.

Sincerely,

MAUREEN JONDAHL
Complaint Analyst
Consumer Protection Division
(360) 759-2152