



191 Howard Street
 Franklin, PA 16323
 814.346.7205 tel
 814.346.7047 fax
 866.405.6623 toll free
 www.franklinbronzeplaques.com

598797



63711
 Charles

November 2, 2009


State of Louisiana
 Department of Justice
 Office of the Attorney General
 ATTN: Charles Johnson, Consumer Section
 P.O. Box 94005
 Baton Rouge LA 70804

RE: Consumer Complaint filed by Don Baker

Mr. Johnson,

We have received your request for information related to the consumer complaint filed against Franklin Bronze Plaques by Don Baker of Plaques & Letters (a competitor, not a consumer). We have just recently also received a complaint from our own State Attorney General's Office in Erie. We are enclosing a copy of our response to their request for information; however, we are NOT enclosing all the related e-mails as supporting documentation.

We have been in contact with Cliff Strider, Assistant Attorney General in Louisiana, and have been instructed NOT to make any contact with Mr. Baker or to provide any information related to his complaints that might instigate any contact. "Since Mr. Baker filed his complaint as a consumer, any response would be considered privileged." His standard practice is to manipulate any responses received to fit his needs and post them on his website.

We would appreciate your assistance in this matter and would ask that any further communication in this matter be directed through Mr. Strider for safety and/or security reasons." 

Sincerely,

Cynthia Linnon
 President

Cynthia Linnon
 If Mr. Linnon is saying any response someone makes to any "Consumer" Complaint is privileged/private, she again "doesn't know whom she speaks!"
 I've not been told by anyone, nor is there any written indication, that this process is confidential. If Strider told her that, he's wrong as well.

RECEIVED
 NOV 05 2009
 OFFICE OF THE
 ATTORNEY GENERAL
 PUBLIC PROTECTION DIVISION

Don Baker