



JAMES D. "BUDDY" CALDWELL  
ATTORNEY GENERAL

*State of Louisiana*

DEPARTMENT OF JUSTICE

P.O. BOX 94005

BATON ROUGE

70804-9005

November 13, 2009

Mr. Don Baker  
3205 Arthur Dr.  
Ruston, LA 71270

RE: Franklin Bronze Plaques

Dear Mr. Baker,

In your recent letter to us you described a consumer problem.

We have received a response from the company that is enclosed with this letter.

We hope this response resolves your complaint. However, as we explained early on, if the mediation process fails to result in a satisfactory resolution you may wish to consult with private counsel.

We appreciate the opportunity to work with you in this matter and we hope our efforts have been helpful to you. If this office can be of assistance to you in the future, please feel free to contact us.

Very truly yours,

JAMES D. "BUDDY" CALDWELL  
ATTORNEY GENERAL

By: *Charles Johnson*

Johnson, Charles  
Consumer Section

enclosure