



**PUBLIC INQUIRY UNIT**  
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TOLL FREE: (800) 952-5225  
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(800) 735-2922

May 28, 2020

PIU: 884594

Craig S. Erickson  
3129 School Street  
Oakland, CA 94602-2823

Dear Craig Erickson:

Thank you for bringing your consumer complaint to the attention of the Office of the Attorney General. Often it is only through letters from concerned and responsible citizens that our office becomes aware of consumer problems.

The Attorney General continually studies complaints from consumers in order to recommend to the California Legislature needed changes in our consumer protection laws. These complaints are also used to assist local law enforcement agencies, and in cases of statewide significance, to bring legal actions against the company involved. However, lawsuits filed by our office are on behalf of the collective legal interests of the people of California. We are prohibited by law from representing a private citizen who seeks personal legal remedies against a particular company or individual.

The company you filed a complaint against has provided our Office with a response to your complaint. A copy of their response is enclosed.

We appreciate your contacting the Attorney General's Office about this matter. We will retain your complaint in our files and may contact you again should it appear that further investigation would be in the public interest.

Again, thank you for contacting the Office of the Attorney General regarding your important consumer concerns.

Sincerely,

Jeanatte Salazar  
Public Inquiry Unit

For XAVIER BECERRA  
Attorney General

Enclosure