



DAVE YOST

OHIO ATTORNEY GENERAL

August 22, 2019

PAO LEE CHANG



Re: Weltman, Weinberg & Reis
Complaint #: 941168

Dear Pao:

Thank you for contacting the Ohio Attorney General's Office. My name is Elizabeth Garcia-Ridley, and I am the Consumer Protection Specialist assigned to your complaint.

You recently received a letter from our office explaining the Informal Dispute Resolution (IDR) process. We are now set to begin IDR and, in order to best serve you, we please ask that you:

- Send our office a **copy** (*not* originals) of all documents you have relating to your complaint.
- If the business contacts you directly, forward that information to us.
- Update our office with any new information or any information that has changed.
- Inform us if your complaint is resolved through other means.
- Whenever possible, please communicate electronically. If you have provided us with an e-mail address, that will be our primary method of communication with you.

To promptly address your concerns, we have already sent a copy of your complaint to the business along with a letter requesting a response. Should we receive a written response, we will forward that to you. Please understand that while we have reached out to the business, sometimes it may require multiple attempts to contact them or to receive a written response.

Please feel free to contact our office should you have any questions. Again, thank you for contacting the Ohio Attorney General's Office.

Very respectfully yours,

DAVE YOST
Ohio Attorney General

E. Garcia-Ridley
Consumer Complaint Specialist
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Elizabeth.Garcia-Ridley@ohioattorneygeneral.gov

* Please note that your complaint and all related documents are public records under Ohio's public records law.
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