



CONSUMER COMPLAINT CF OIL

OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DEPARTMENT
110 Sherman Street, HARTFORD, CT 06105
Fax: 860-808-5593; E-mail attorney.general@ct.gov

For Official Use Only

Complaint #2011 -

1. Complete this form. Type or print CLEARLY.
2. Return form to Agency at address, fax or e-mail shown above with all required attachments.
3. **Please read instructions below before filling in form.**

Name on Contract (Last Name, First Name)	Daytime Phone (Area Code)	Alternate Number		Age on Date Contract Signed if 60 or older
Street Address	City	State	Zip Code	E-Mail
Pre-Buy Oil Contract Year 2010-2011 Yes No	Paid by Credit Card Cash Check Other	Dollars Owed		Gallons Owed Date Contract Signed
Pre-Buy Oil Contract Year 2011-2012 Yes No	Paid by Credit Card Cash Check Other	Dollars Owed		Gallons Owed Date Contract Signed
Service Contract Year 2010-2011 Yes No	Paid by Credit Card Cash Check Other	Amount Paid		Date Contract Signed
Service Contract Year 2011-2012 Yes No	Paid by Credit Card Cash Check Other	Amount Paid		Date Contract Signed
Budget Plan (Not for Pre-Buy Oil) Yes No	Paid by Credit Card Cash Check Other	Dollars Credit On Account		Date Budget Plan Started

Instructions:

- 1) Please fill in this form with information regarding the person who **SIGNED** the contract(s). If there are different people listed on each contract please file separate complaint forms for each person.
- 2) If payment was made by credit card for products or services you have not received, immediately dispute payment of the balance owed to you with your credit card company. You may be required to send proof to the credit card company that the oil company went out of business including newspaper articles. In addition they may require copies of the contract(s) and proof of damages outstanding such as account statements and delivery tickets. Keep all originals and send **COPIES** of any information requested.
- 3) If the person who is **NAMED** on the contract(s) was 60 years or older on the date the contract was **SIGNED**, please provide that person's age on date of signing.
- 4) Please provide **COPIES** of all documentation to help support the complaint if available. Attach the documentation to this complaint form. This documentation should include if applicable:
 - a. Signed pre-pay contract
 - b. Signed budget plan contract
 - c. Signed service contract
 - d. Credit card statement
 - e. Bills and statements to support damages owed, such as delivery receipts showing total gallons delivered and totals gallons remaining on the contract
 - f. Any other supporting materials including company communications.

Please cross out on the **COPIES** of the documentation any reference to credit card numbers or social security numbers. Complaints are public information.

I certify that the foregoing is true and correct to the best of my knowledge and belief.

SIGNATURE/DATE