

# Catalyst Complaint Cover Page

528409

## Complaint

<b>Number</b>	<b>528409</b>	<b>Status</b>	<b>Open</b>
Date	3/20/2018	Assignee	<b>Wu, Andrew F</b>
Location	Seattle - Consumer Protection Division	Actual Savings	\$0.00
NAICS	813219-Charities, Grantmaking, Civic & Giving Services	Amount Disputed	\$10.48
		Estimated Savings	\$0.00

## Complainant

<u>Name</u>	<u>Phone Day</u>	<u>Phone Evening</u>	<u>Email</u>
Corey [REDACTED] Koscielniak [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

## Respondent(s)

<u>Name</u>	<u>Contact</u>	<u>Phone</u>	<u>Toll Free</u>	<u>Email</u>
Onward Together PO Box 97395 Washington, DC 20090		(914) 458-1079		info@onwardtogether.org

## Referral(s)

<u>Name</u>	<u>Contact</u>	<u>Phone Contact</u>	<u>Phone</u>	<u>Email</u>
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## Practice(s)

<u>Code</u>	<u>Practice</u>
002	Charitable Solicitation Issue
206	Right To Cancel

## Activities

<u>Date Added</u>	<u>Activity Type</u>	<u>Activity</u>
3/22/2018	Email to Complainant	C-1stLetter To: [REDACTED]
3/22/2018	Email to Respondent	R-1stLetter To: info@onwardtogether.org
4/10/2018	Email to Respondent	R-2ndLetterCourtesyReminder To: info@onwardtogether.org

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# Catalyst Report

## Complaint Description

### Description

Onward Together (OT) accepts payment information, but provides no ability to alter or cancel donations once the initial donation is received. I started contributing in May 2017, but have never received a receipt for my monthly contributions. When I investigated further, it appears that OT does not list a mailing address nor a phone number or contact page so that customers can contact them to edit or cancel monthly donations. On the actual donation page, it claims that "You may cancel at any time." This is false as there is no defined process for taking such action. Furthermore, upon calling the phone number (found by accessing their disclosure page), I was forwarded to a Google Phone #, not an actual, physical address. The person who answered my call (Kelly) said that she can cancel payment for me, and that they've received several callers expressing frustration with their process. She told me they will not put a contact # or address on their website due to security reasons. This feels both deceptive and unethical.

C-1stLetter To: [REDACTED]  
Bob Ferguson [REDACTED]  
ATTORNEY GENERAL OF WASHINGTON  
Consumer Protection Division  
800 Fifth Avenue, Suite 2000 Seattle, WA 98104 (206) 464-6686

March 22, 2018

Corey [REDACTED] Koscielniak  
[REDACTED]

RE: Onward Together  
File #: 528409

Dear Corey [REDACTED] Koscielniak:

Thank you for contacting the Consumer Protection Division of the Washington State Attorney General's Office. Consumer complaints provide valuable information that our office uses to identify patterns of unfair or deceptive practices that may warrant enforcement of the Consumer Protection Act.

The complaint you submitted to our office regarding Onward Together was reviewed and determined to be appropriate for the informal complaint resolution services offered by our Consumer Resource Center. This is an informal, voluntary process. Our office acts as a neutral party to facilitate communication between consumers and businesses to assist in resolving the complaint. We are prohibited by Washington State law from providing legal advice or representing either party.

The following information describes our informal complaint resolution process:

**Informal Complaint Resolution Process:**

The process takes approximately four to six weeks to complete. A copy of your complaint was sent to the business(es) with a request to provide our office with a response within 21 calendar days. If a response is received, you will be notified and a copy of the response will be provided to you. If our office has not received a response from the business(es) within 14 calendar days, a courtesy reminder will be sent to the business(es) reminding them that their response is due within the next 7 calendar days. If the business(es) do not respond to our request, our office cannot compel the business(es) to respond.

If the business does not respond or does not resolve your complaint to your satisfaction:  
If the business(es) do not respond, or your complaint is not resolved through our informal complaint resolution service, your complaint will be closed. However, you will be notified of

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additional options and resources that may be available to assist you in the event you wish to pursue the matter further.

If you contact our office regarding your complaint, please reference the assigned complaint number referenced above.

We hope this information is helpful. If you have questions or would like to submit additional information regarding this complaint, our email address is [CRCComplaints@ATG.WA.GOV](mailto:CRCComplaints@ATG.WA.GOV).

Sincerely,

ANDREW F. WU  
Consumer Resource Center Specialist  
Consumer Protection Division  
1-800-551-4636 for in-state callers  
1-206-464-6684 for out-of-state callers

R-1stLetter To: info@onwardtogether.org  
Bob Ferguson  
ATTORNEY GENERAL OF WASHINGTON  
Consumer Protection Division  
800 Fifth Avenue, Suite 2000 Seattle, WA 98104 (206) 464-6686

March 22, 2018

Onward Together  
PO Box 97395  
Washington, DC 20090

RE: Corey ██████ Koscielniak  
File #: 528409

Dear Onward Together:

The Consumer Protection Division of the Attorney General's Office received the enclosed complaint filed by Corey ██████ Koscielniak regarding your business. Our office provides an informal complaint resolution process to consumers and businesses to assist them in resolving disputes. Many businesses find this informal, voluntary process beneficial in resolving complaints with their customers.

Our office acts as a neutral party throughout this process and facilitates communication between consumers and businesses to assist the parties in resolving the complaint. We are prohibited by Washington State law from providing legal advice or representing either party. Our office monitors consumer complaints for possible indications of patterns of unfair or deceptive trade practices warranting further attention by our office.

Our office requests that you respond to this complaint in writing within 21 calendar days from the date of this letter so that we may determine how to proceed in this matter. Our preference is to receive the response by email at CRCComplaints@ATG.WA.GOV. We will provide a copy of your response to the consumer. Please reference the file number 528409 in your response.

Please note that consumer complaints, including responses, are public records and are available to the public for copying or inspection in compliance with the Washington State Public Records Act, RCW 42.56.

Thank you for your attention to this matter. If you have questions or would like to submit additional information regarding this complaint, our email address is CRCComplaints@ATG.WA.GOV. Please include the complaint number given above on any complaint correspondence.

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Sincerely,

ANDREW F. WU  
Consumer Resource Center Specialist  
Consumer Protection Division  
1-800-551-4636 for in-state callers  
1-206-464-6684 for out-of-state callers

Enclosure

COMPLAINT SUMMARY  
Consumer Information

Name:

Corey [REDACTED] Koscielniak

Address:

[REDACTED]

Day Phone:

[REDACTED]

Evening Phone:

E-mail Address:

[REDACTED]

Are you a member or former member of the U.S. Armed Forces, Guard, Reserves or a dependent - (optional):

No

If English is not your first language, what is your first language -

Do you want the Attorney General's Office to send this business a copy of your complaint -

No

Names and addresses of any other complainants involved:

Business Information

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Name of business that I am complaining about:  
Onward Together

Address:  
PO Box 97395  
Washington, DC 20090

Phone:  
(914) 458-1079

Toll-Free:

Fax:

E-mail:  
info@onwardtogether.org

Name of owner or manager (if known):

Names and addresses of any other businesses involved in your complaint:

Item or service purchased:

Cost of item or service:  
10.48

Did you sign a contract -

Date of transaction:  
3/20/2018

Salesperson's name:

Was an advertisement involved -

Date and source of advertisement:

About Your Complaint

Have you complained to the business -

If YES, to whom (include position) -

What response did you receive -

If you have not contacted the business, explain why:

**528409**

Have you filed a complaint about this business with the Attorney General's Office before -

If yes, list the file number assigned to that complaint:

Have you contacted a private attorney -

If YES, identify the name and address of the attorney:

Is there a court or other legal proceeding pending -

If YES, please explain:

Explain your complaint in detail:

Onward Together (OT) accepts payment information, but provides no ability to alter or cancel donations once the initial donation is received. I started contributing in May 2017, but have never received a receipt for my monthly contributions. When I investigated further, it appears that OT does not list a mailing address nor a phone number or contact page so that customers can contact them to edit or cancel monthly donations. On the actual donation page, it claims that "You may cancel at any time." This is false as there is no defined process for taking such action. Furthermore, upon calling the phone number (found by accessing their disclosure page), I was forwarded to a Google Phone #, not an actual, physical address. The person who answered my call (Kelly) said that she can cancel payment for me, and that they've received several callers expressing frustration with their process. She told me they will not put a contact # or address on their website due to security reasons. This feels both deceptive and unethical.

What do you think the business should do to resolve your complaint -

Explain if you have circled 'Other':

#### SIGNATURE

I acknowledge that my complaint and attachments, once submitted, become public records and may be disclosed to others in response to a Public Records Request. Complaint information received by this office will be exported into the FTC's database, Consumer Sentinel, a secure online database. This data is then made available to thousands of civil and criminal law enforcement authorities worldwide.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I authorize the Washington State Attorney General's Office to contact the party(ies) against which I have filed this complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed this complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office. By selecting NO below, I acknowledge that the Attorney General's Office will not contact the party(ies) named in my complaint and will not attempt to facilitate resolution of my complaint with the party(ies). My complaint will be kept by the Attorney General's Office for informational purposes.

Signature Corey Koscielniak Date 3/20/2018

**528409**



Received via the Internet  
City and State where signed Seattle, WA

528409

R-2ndLetterCourtesyReminder To: info@onwardtogether.org  
Bob Ferguson  
ATTORNEY GENERAL OF WASHINGTON  
Consumer Protection Division  
800 Fifth Avenue, Suite 2000 Seattle, WA 98104 (206) 464-6686

April 10, 2018

Onward Together  
PO Box 97395  
Washington, DC 20090

RE: Corey ██████ Koscielniak  
File #: 528409

Dear Onward Together:

This letter is a courtesy reminder that the requested date for your written response to complaint # 528409 is seven calendar days from the date of this letter. This complaint was filed by Corey ██████ Koscielniak regarding your business. Our practice is to send a courtesy reminder to provide you with the opportunity to respond in a timely manner.

Please include the file # 528409 with your written response. You may respond by email or United States Postal Service mail. If you have already sent your response, please accept our thanks for your attention to this matter.

If you have questions or would like to submit additional information regarding this complaint, our email address is CRCComplaints@ATG.WA.GOV. Please include the complaint number given above on any complaint correspondence.

Sincerely,

ANDREW F. WU  
Consumer Resource Center Specialist  
Consumer Protection Division  
1-800-551-4636 for in-state callers  
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Enclosure

COMPLAINT SUMMARY  
Consumer Information

Name:

Corey [REDACTED] Koscielniak

Address:

[REDACTED]

Day Phone:

[REDACTED]

Evening Phone:

[REDACTED]

Are you a member or former member of the U.S. Armed Forces, Guard, Reserves or a dependent - (optional):

No

If English is not your first language, what is your first language -

Do you want the Attorney General's Office to send this business a copy of your complaint -

Yes

Names and addresses of any other complainants involved:

Business Information

Name of business that I am complaining about:

Onward Together

Address:

PO Box 97395

Washington, DC 20090

Phone:

(914) 458-1079

Toll-Free:

Fax:

E-mail:  
info@onwardtogether.org

Name of owner or manager (if known):

Names and addresses of any other businesses involved in your complaint:

Item or service purchased:

Cost of item or service:  
10.48

Did you sign a contract -

Date of transaction:  
3/20/2018

Salesperson's name:

Was an advertisement involved -

Date and source of advertisement:

About Your Complaint

Have you complained to the business -

If YES, to whom (include position) -

What response did you receive -

If you have not contacted the business, explain why:  
Have you filed a complaint about this business with the Attorney General's Office before -

If yes, list the file number assigned to that complaint:

Have you contacted a private attorney -

If YES, identify the name and address of the attorney:

Is there a court or other legal proceeding pending -

If YES, please explain:

Explain your complaint in detail:  
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donations once the initial donation is received. I started contributing in May 2017, but have never received a receipt for my monthly contributions. When I investigated further, it appears that OT does not list a mailing address nor a phone number or contact page so that customers can contact them to edit or cancel monthly donations. On the actual donation page, it claims that "You may cancel at any time." This is false as there is no defined process for taking such action. Furthermore, upon calling the phone number (found by accessing their disclosure page), I was forwarded to a Google Phone #, not an actual, physical address. The person who answered my call (Kelly) said that she can cancel payment for me, and that they've received several callers expressing frustration with their process. She told me they will not put a contact # or address on their website due to security reasons. This feels both deceptive and unethical.

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Signature Corey Koscielniak Date 3/20/2018

Received via the Internet

City and State where signed Seattle, WA

# Disclosure

Contributions or gifts to Onward Together, a 501(c)(4) organization, are not tax deductible as charitable contributions or as business deductions. Onward Together is a not-for-profit membership organization dedicated to advancing progressive values and building a brighter future for generations to come by encouraging people to organize, get involved, and run for office.

A copy of our latest financial report may be obtained by writing to Onward Together, P.O. Box 97395, Washington, D.C. 20090, or calling 914-458-1079. If you are a resident of one of these states, you may obtain financial information directly from the state agency:

**FLORIDA: A COPY OF THE OFFICIAL REGISTRATION AND FINANCIAL INFORMATION MAY BE OBTAINED FROM THE DIVISION OF CONSUMER SERVICES BY CALLING TOLL-FREE, 1-800-435-7352 (800-HELP-FLA) WITHIN THE STATE OR VISITING [www.FloridaConsumerHelp.com](http://www.FloridaConsumerHelp.com). REGISTRATION DOES NOT IMPLY ENDORSEMENT, APPROVAL, OR RECOMMENDATION BY THE STATE. Florida Registration Number SC CH52663.**



Corey K.  
Seattle, WA  
[Not you?](#)



Visa [5a]  
[Redacted]  
[Use a different card](#)

### Amount

- \$5
- \$25
- \$100
- \$1,000
- \$10
- \$50
- \$250
- Other:  (USD)

**I'd like to help cover the transaction fees on my donation.**

### Recurring Contribution:

By checking the box below, I acknowledge that I am making a recurring contribution and that the amount I have selected above will be charged to my credit card on the **20th of every month**. You may cancel at any time. The first charge will be made immediately.

**Please Activate Recurring Billing Of My Credit Card**

**Donate**