

FLORIDA CONSUMER COMPLAINT AGAINST AOL

CONSUMER CURRENT CONTACT INFORMATION:

LAST NAME	FIRST NAME	MIDDLE INITIAL	
STREET ADDRESS		APARTMENT/UNIT NO.	
CITY	STATE	ZIP CODE	PHONE NUMBER

CONSUMER BILLING CONTACT INFORMATION USED FOR AOL ACCOUNT:

LAST NAME	FIRST NAME	MIDDLE INITIAL	
STREET ADDRESS		APARTMENT/UNIT NO.	
CITY	STATE	ZIP CODE	
CONSUMER PHONE NUMBER		AOL ACCOUNT NUMBER (if known)	
PAYMENT METHOD TYPE	LAST FOUR DIGITS OF PAYMENT METHOD ACCOUNT NUMBER		

DESCRIPTION AND AMOUNT OF CLAIM BEING MADE (attached additional pages, if necessary):

CONSUMER SIGNATURE

Mail this Claim Form to:
AOL LLC
Attn: Heidi Jongquist, Program Director
Regulatory Order Compliance
PO Box 65771
Sterling, VA 20165-8806

Note: AOL has forty-five (45) days to respond to complaints. For complaints involving alleged unauthorized charges, AOL may request additional information and/or an affidavit from the consumer and will require an additional (15) days to resolve the complaint, after the receipt of such information and/or affidavit.