

## **AFFIDAVIT INSTRUCTION SHEET**

**Please be sure to read the following information before you fill out the attached affidavit complaint form:**

1. Please print or type the information you are providing so that it is legible.
2. Be sure to have your signature notarized on the last page; otherwise, we may not be able to use your affidavit should any court proceedings be brought. Keep a copy of the finalized affidavit for yourself.
3. **Please include the following materials with your affidavit. If you have not already, please send us copies, front and back, of the following documents and retain the originals for your records:**
  - **All the related phone bill(s) that shows the unauthorized charges. This is usually under the miscellaneous section of your bill.**
  - **The front page of one of your bills which shows the name of the line owner.**
  - **Any correspondence exchanged between you and your phone company, you and the billing aggregator (i.e. ILD, ESBI, BSG, USBI, TheBilling Resource, etc.) and you and the third party seller; if available.**
  - **All notes and written communications with your phone company, the billing aggregator and the third party seller.**

**PROMPTLY RETURN THIS AFFIDAVIT TO THE ADDRESS BELOW:**

**Office of the Attorney General  
Economic Crimes Division  
ATTN: Claudia Johns  
107 W Gaines Street  
Tallahassee, Florida 32301**

**AFFIDAVIT**

**BEFORE ME**, the undersigned authority, this day personally appeared:

**NAME** (Mr./Mrs./Ms.) \_\_\_\_\_  
Print or type name

**ADDRESS** \_\_\_\_\_  
\_\_\_\_\_ Date of Birth \_\_\_\_\_

**TELEPHONE:** Home (\_\_\_\_) \_\_\_\_\_ Work (\_\_\_\_) \_\_\_\_\_

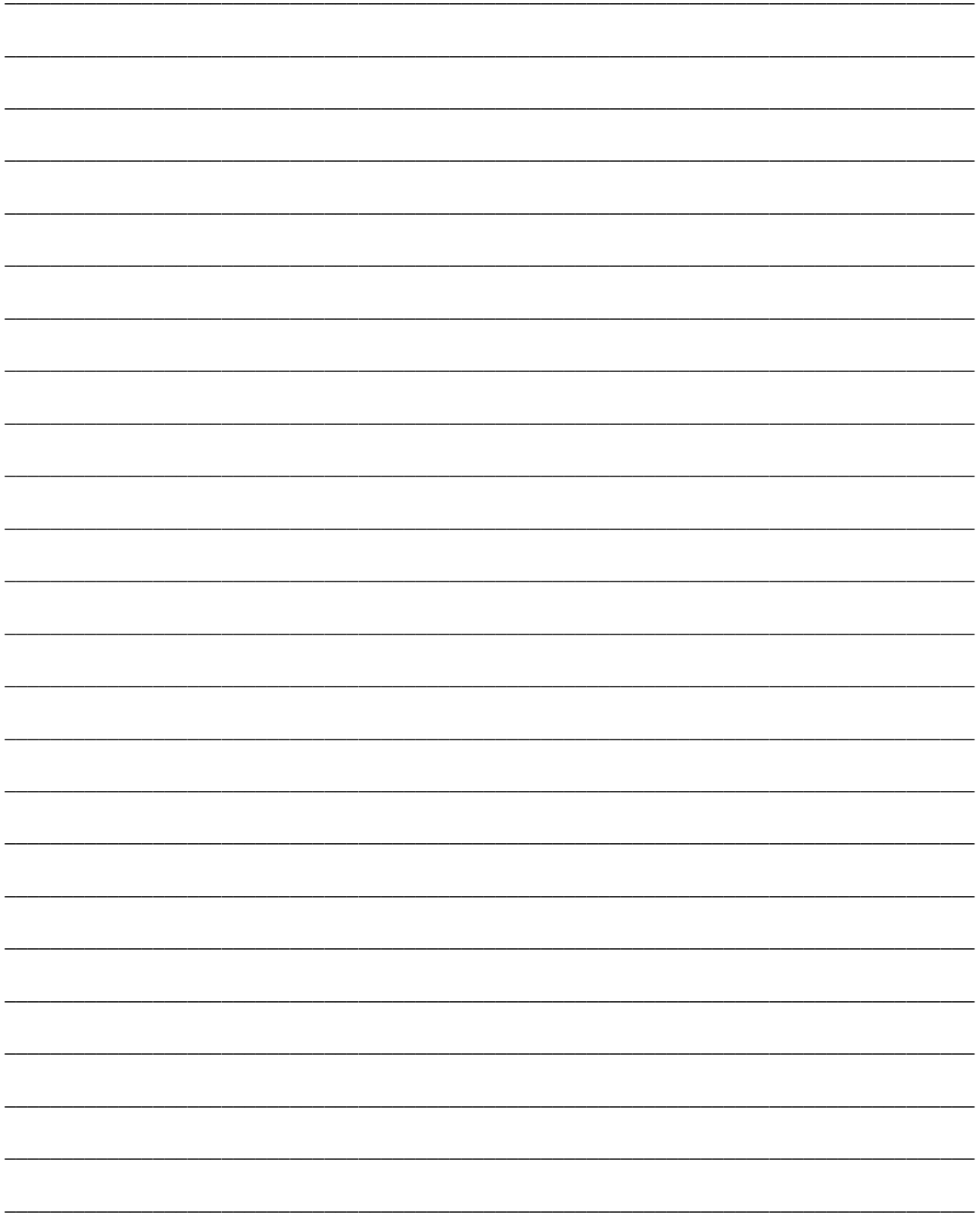
to me well known, and who, after being duly sworn and deposed, upon his/her personal knowledge, states:

1. I have a complaint against \_\_\_\_\_  
(person/ company name, address, and telephone)  
\_\_\_\_\_

2. I first learned of this company through (example - telephone, mail, newspaper ad, internet)  
\_\_\_\_\_  
(Please attach the advertisement, mailing piece or other documents received, if applicable.)

3. Clearly and in detail, please state your complaint below and on the back of this page. Describe events in the order in which they occurred, including the dates, times, and names of individuals you dealt with. Include in this section a description of the goods, products or services you were charged for, and describe in as much detail as possible the steps you took to resolve the situation and the response obtained from the entity(s) you contacted regarding the unauthorized charges. Please be as specific as you can. You may attach additional pages if necessary.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



4. I have paid \$ \_\_\_\_\_ to \_\_\_\_\_ during the period of  
(name of person or company)

\_\_\_\_\_ and \_\_\_\_\_.

5. I have received a full or partial refund in the amount of \$ \_\_\_\_\_ from  
\_\_\_\_\_ (the phone company, billing aggregator, third party seller, etc.)

6. In order to resolve this complaint, I would like (example - a refund, cancellation of the contract, etc.)

\_\_\_\_\_.

7. I have attached the following documents in support of my complaint (**copies of related phone bills, notes and any relevant documentation regarding my communications with parties involved**):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**8. FURTHER AFFIANT SAYETH NAUGHT.**

\_\_\_\_\_  
(Your Signature)

**SWORN TO AND SUBSCRIBED BEFORE ME** this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

STATE OF \_\_\_\_\_  
COUNTY OF \_\_\_\_\_

My commission expires:

\_\_\_\_\_  
Notary Public Signature

\_\_\_\_\_  
(Print, type or stamp commissioned name of Notary Public)

Personally known \_\_\_\_\_ or Produced identification \_\_\_\_\_ (Check one)  
Type of identification produced: \_\_\_\_\_