

## Introduction

- Name
- Calling with regard to Financial Resource Mortgage in Meredith, NH
- Understand that you were an investor with FRM

## Purpose

- May have read in the paper some disagreement as to whether the NH Banking Department or the NH Securities Division should have taken action sooner regarding FRM
- May also have read that the Governor and the Executive Council have requested the Attorney General perform an evaluation of what actions the State took, what actions the State should have taken, and to make recommendations on any gaps that may exist in the law.
- As part of the evaluation being performed by the Attorney General, we are reaching out to citizens who may have interacted with state government regarding FRM prior to its collapse last fall.

## Questions

- Did you have any contact with a state agency prior to the fall of 2009 regarding FRM?
- If yes, need as much detail as possible -
  - What agency
  - Who called (the consumer on the phone, a spouse, friend ...)?
  - Date(s)
  - How did they get the agency phone number
  - Describe in detail everything from the time the operator picked up to the end of the conversation –
    - Who did they speak to
    - What was that person's position?
    - Described conversation in as much detail as possible
    - Did they keep notes?
    - What exactly were they told by the agency.
      - Yes/no they are registered
      - Yes/no violations
      - # of complaints
      - Good/bad investment
      - Problems/no problems with company
      - Can be trusted/not trusted