BARCHIESI LAW PLLC

INDEPENDENT DEALER EDGE

Agency Complaint Response

PENNSYLVANIA DEALER WORKSHEET

Use an internal reference. Keep completed copies with the secure file. Assign an owner and a follow-up date.

Reference	Owner	Date

01 Receive and route

- [ ] Save the complete letter or message, attachments and envelope.
- [ ] Record receipt and verify the sender using official contact information.
- [ ] Identify requested dates and assign a coordinator plus backup.

02 Preserve and organize

- [ ] Preserve agreements, ads, messages, payment and relevant service records.
- [ ] Build a factual timeline with references to the underlying records.
- [ ] Label allegations, confirmed facts and open questions separately.

03 Review and follow through

- [ ] Route subpoenas, formal demands and legal questions promptly to counsel.
- [ ] Confirm the response, authorized disclosure and secure delivery channel.
- [ ] Save the submitted response, delivery proof and next follow-up date.

Characterizing agency correspondence, setting a legal response strategy and deciding what records to disclose require attorney review.

Pennsylvania AG Bureau of Consumer Protection

General education. Use the official source and obtain legal review for the individual matter. November 7, 2026.