



Debbie Taylor &lt;d76013@gmail.com&gt;

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**532256 : A notice from the Washington State Attorney General's Office**

1 message

**ATG MI CRC Complaint Processing (prodapdb)** <crccomplaints@atg.wa.gov>

Tue, Jun 12, 2018 at 12:21 PM

Reply-To: crccomplaints@atg.wa.gov

To:

Bob Ferguson  
ATTORNEY GENERAL OF WASHINGTON  
Consumer Protection Division  
[800 Fifth Avenue, Suite 2000 Seattle, WA 98104 \(206\) 464-6686](#)

June 12, 2018

Debbie S Taylor

[Arlington, TX](#)

RE: Big Fish Games

File #: 532256

Dear Debbie S Taylor:

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

It was also determined that the concerns presented in your complaint may be of interest to the following agency; a copy of your complaint was forwarded for review:

Washington State Gambling Commission  
PO Box 42400  
Olympia, WA 98504  
[www.wsgc.wa.gov](http://www.wsgc.wa.gov)  
(360) 486-3440

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). Please reference the assigned complaint number referenced above.

Sincerely,

FREEMAN HALLE  
Consumer Services Coordinator  
Consumer Protection Division

1-800-551-4636 for in-state callers

1-206-464-6684 for out-of-state callers