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October 26, 2000

Lori Swanson, Deputy Attorney General  
State of Minnesota  
Office of the Attorney General  
Suite 1400, 445 Minnesota Street  
St. Paul, MN 55101-2131

Re: Clinton Sjosten and Montgomery Wards Credit Corp.

Dear Ms. Swanson:

We have been representing Mr. Clinton Sjosten regarding his credit card account with Montgomery Ward Credit Corp. This case involves some troubling **telemarketing practices and the selling of credit.**

Mr. Sjosten is an 87 year-old man, currently not competent and living in a long-term nursing facility. He was 81 years-old at the time he was sold this credit. He was at that time of questionable mental competence and had been unemployed for over 15 years, having retired from his work as a church janitor for 50 years.

Montgomery Ward Credit Corp. sold Mr. Sjosten a credit card via its telemarketers. The credit card company has been billing Mr. Sjosten for more than \$2400. We have calculated that there were actual purchases of goods of \$296.16. The remainder relates to certain "services" Mr. Sjosten allegedly bought via the telemarketing, and to finance and penalty charges. The "services" include:

1. An auto club membership - Mr. Sjosten had at the time he was sold this not owned a car in over 10 years.
2. A dental plan - Mr. Sjosten at the time had a dental plan elsewhere.
3. A "Lifetime Credit Card Security" plan.
4. A legal services plan.

EXHIBIT

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5. A home protection plan.
6. A "Yes Discount Club" membership.

I have enclosed a copy of Mr. Sjosten's account history. You can clearly see how the useless and unused services have compounded the account. We have been trying to resolve this with Montgomery Ward since March of 1999. We have not been able to get Montgomery Ward to reverse the charges; though I believe that Montgomery Ward will no longer be trying to collect on the account.

Your office is certainly aware how the elderly can be abused by telemarketing. I have been told by other credit card banks that their own internal criteria for issuing credit include employment and being less than 65 years of age. Mr. Sjosten's situation is egregious but probably not uncommon. There is the additional issue that vulnerable victims are subject to the pressures and stress of collection.

We are probably not going to pursue litigation, given Mr. Sjosten's current situation. We are very troubled by the practices, however, and would welcome any investigation your office would undertake.

Please contact me if you feel I may be of additional help.

Very truly yours,

LEGAL AID SOCIETY OF MINNEAPOLIS



Michael Persellin  
Staff Attorney

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enc.

cc. Michael Conn, Esq.  
Montgomery Ward Club Membership Services  
Mon0gram Credit Card Bank