

To all parties involved,

I am emailing because of my dissatisfaction with this whole process. It is now January 19, 2022 and we started this in early October. I have already received document that payment will start in February. The following is a list of information that I have received regard my purchase of a solar power system that I don't need but wanted.

- A. After the salesperson Kyle Morgan told us about the system and it did not fit what we wanted and we told him that we would need a couple days to think about it, he proceeded to tell us that if we sign today he can give us a 1.9% interest rate instead of the 2.9% and called his manager for approval. We decided to sign and ask if it was possible to cancel if it still didn't fit our needs. We were never able to reach the salesperson again or his manager.
- B. We were also told that we would receive a \$13,000 tax credit that if we applied it to our loan and the payment would be \$141. When we spoke to the finance company Good Leap they told us that no one can tell us the amount of tax credit we will receive or the amount was not guaranteed and thus the payment would reflect that; so the payment of \$141 is not a guarantee. We have tried to contact Vision Solar about this was still unable to get anyone on the phone. We had to call the Sales phone number to get anyone on the phone. Once they found out we were already a customer, we were transferred to a queue where no one answered.
- C. A guy showed up at the house with a drone to take an aerial view. We received a call about this appointment after he was gone. Pretty much the same thing happened when it came to the installation of the panels.
- D. We were told that the system would be up and running a few months before you start receiving payment notice. We have not heard from the company with regards to where the process is. Our concern is that this is only the beginning of what we can expect as customer service from Vision Solar and a sign of how business is conducted and how customers are treated.

We would like to actually talk to manager/CEO/President Sandra Bridel to resolve our concerns or to remove the panels from our roof because we are now worried that the customer service we have received thus far is beyond poor.

We have attached all parties that we have their information and if we do not get some resolution to our concerns we will need to escalate this matter to our attorney, Better Business Bureau, SEIA, CFPB, and Federal Trade Commission. We have attached the salesperson's write-up that shows the company's aggressive sales tactic to close a deal and never to be heard from again. At this point I am doubtful that we are the only customer that have experienced this behavior.

We patiently await your response via email within the next few days due to the fact that payments start in February 2022, and the system is not active, and we do not know what is going on and nor are we informed.

Sincerely,

Maurice Clementi