

18 Crest View Terrace
Orinda, CA 94563
April 27, 2004

Federal Trade Commission
Room 159
600 Pennsylvania Avenue
Washington, D.C. 20580



Dear Sir or Madam:

After the "Do-Not-Call" list was instituted in early 2002, I immediately added my telephone number (925-254-8745) to the list.

To date, I have not been bothered often by telemarketers. However, this evening at 7:03pm PDT, I received a call. The information on my caller id displayed "Priority One 510-933-1310." The caller asked to speak to Mr. or Mrs. Hughes, and when asked what the call concerned, he replied "your property at 18 Crest View Terrace". At that point, I told him that I was listed on the national "Do-Not-Call" list and that this was an illegal call and that I would report it.

I asked him to identify himself, and he gave the following identification "Dave, at Loan Express, in Fremont, California". He then said, quietly, "Do you really have to report it?" (direct quote).

I hope that the fullest penalty available be levied against this company, as it is directly (and apparently knowingly, by his response) violates the "Do-Not-Call" list. Please let me know what action will be taken.

Sincerely,

A handwritten signature in cursive script that reads "Roberta K. Hughes".

Roberta K Hughes