STATE OF MICHIGAN DEPARTMENT OF ATTORNEY GENERAL



P.O. Box 30736 Lansing, Michigan 48909

March 13, 2020

Overnight Delivery Facsimile Email

Bhavani 108 Enterprises Inc. d/b/a India Grocers Registered Agent: Daxaben Patel 24385 Halsted Rd. Farmington Hills, MI 48335

Dear Daxaben Patel:

Re: India Grocers

In the past 24 hours, the Attorney General has received 2 consumer complaints against you alleging price-gouging on groceries. We are working to gather additional evidence regarding these allegations. To the extent your store has elevated prices to exploit the public health emergency related to Coronavirus, be advised we are looking into these allegations.

The allegations in these consumer complaints implicate the following unfair trade practices, as identified in Michigan's Consumer Protection Act:

- (z) Charging the consumer a price that is grossly in excess of the price at which similar property or services are sold.
- (aa) Causing coercion and duress as the result of the time and nature of a sales presentation.

[MCL 445.903(1).]

To the extent your store is violating these provisions, you should immediately correct your pricing. This will minimize any future liability and penalties.

Daxaben Patel Page 2 March 13, 2020

Enclosed are the consumer complaints we have received against you. We ask that you provide us a written response to these allegations within ten days. Your response will be considered as the Corporate Oversight Division considers how to proceed with respect to your operation. While it is your choice, we encourage you to consult with an attorney before providing this response.

Sincerely,

Darrin F. Fowler Rebecca Berels

Assistant Attorneys General Corporate Oversight Division (517) 335-7632

DFF/cms

Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: 2020-cp03121249248-A

Submitted: 3/12/2020 12:49:15 PM

Consumer Information

Your Last Name:
Your Street Address:
Your State:
Your County:
Your Home Phone:
Fax Number:

First Name: Soumya
City:

M.I.:

Your Work Phone: E-mail Address:

Zip Code:

Ext.:

Primary Company Or Person Your Complaint Is About

Company or Person? Company

Complainee Last Name:

Company Name: India Grocers

Street Address: 24385 Halsted Road

State: MI

County: Oakland

Fax Number:

Web Site Address: https://fastindiangrocery.com/

Primary Jurisdiction: None

Complainee First

Name:

City: Farmington Hills

Zip Code: 48335

Phone: 2488880821

E-mail Address: heepalpatel@gmail.com

Product Offered: Indian groceries

Secondary Company Or Person Your Complaint Is About

Company or Person? Company

Complainee Last Name:

Complainee First

Name:

Company Name:

Street Address:

City:

State: MI

Zip Code:

County:

Phone:

Fax Number:

E-mail Address:

Web Site Address:

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year:

Vehicle VIN No.:

Complaint Information

Incident Date\Time: 3/9/2020 6:35:00 PM

Incident Location: Farmington hills

Approximate Monetary Value: \$20

Did you sign a contract? False

Where did you sign this contract?

Is a court action pending? False

Do you have an attorney representing you on this matter? False

Are you willing to testify in court regarding this complaint? False

Did you complain directly to the business? True

What was the response from the business? Management decision

If no complaint was given to the business directly, why? was neglected

Was this complaint filed with any other agencies? False

Complaint Detail/Inquiry Information

Due to corona virus threat people are stocking up food supplies with a panic of it not being available. The prices of the food supplies like Rice, lentils were increased upto \$8 per bag of 20lb. Each 20lb bag costs between 18-21 based on the variety. While in last few days it was increased by \$8 per bag. When asked for the reason, were just told the management has taken decision due to increase in demand.

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[False] Check if you want to sign up for the Consumer Protection Listserv.

[False] Check if you want to sign up for the AG Press Release Listserv.

[False] Check if you want to sign up for the Attorney General Opinions Listserv.

(*)I certify that the information on this form is true and accurate to the best of my knowledge.

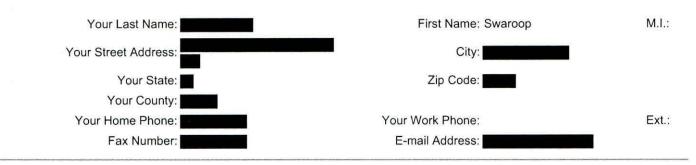
(*)I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.

Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: 2020-cp03121935971-A

Submitted: 3/12/2020 7:35:44 PM

Consumer Information



Primary Company Or Person Your Complaint Is About

Company or Person? Company

Complainee Last Name:

Company Name: Indian Grocers

Street Address: 24385 Halsted Rd

State: MI

County: Oakland

Fax Number:

Web Site Address:

Primary Jurisdiction: Licensed Business/Person

Complainee First

Name:

City: Farmington Hills

Zip Code: 48335

Phone:

E-mail Address:

Product Offered: Grocery

Secondary Company Or Person Your Complaint Is About

Company or Person? Company

Complainee Last Name:

Complainee First

Name:

Company Name:

Street Address:

County: Fax Number:

City:

State: MI

Zip Code: Phone:

P

Web Site Address:

E-mail Address:

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year: Vehicle VIN No.:

Complaint Information

Incident Date\Time: 3/12/2020 1:00:00 AM

Incident Location: Farmington hills

Approximate Monetary Value:

Did you sign a contract? False

Where did you sign this contract?

Is a court action pending? False

Do you have an attorney representing you on this matter? False

Are you willing to testify in court regarding this complaint? False

Did you complain directly to the business? True

What was the response from the business? They ignored

If no complaint was given to the business directly, why?

Was this complaint filed with any other agencies?

Complaint Detail/Inquiry Information

Hi This store increased price of grocery items by 60% due to corona virus. They are not setting any limit on purchase per person so creating more demand. We directly spoke to store owner and they were very rude and just ignored us. Pls address this issue Thanks.

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

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