FICTIONAL SAMPLE · DRAFTED BY DEMANDLETTERHUB FROM A MADE-UP CASE FILE · NOT LEGAL ADVICE

PLEASE VERIFY BEFORE SENDING

Unverified AI draft. Every fact must be checked against the records before use. It is not legal advice. Fill in every [ADD: …] placeholder, set the demand amount, confirm anything marked [VERIFY], and delete this box before sending.

- **Call/text count conflict.** The client's log states "11 calls with prerecorded messages, 5 texts" [call_and_text_log.pdf p.1]. Its 16 itemized entries, and the carrier records, show 10 calls and 6 texts. The letter uses the itemized count (10 calls, 6 texts, 16 total). Please confirm with the client and the carrier records before sending.
- **Recipient details are incomplete.** The ZIP code, the contact person or registered agent, and the delivery method are missing. The address comes from a website contact page saved March 5, 2026, which is described in the carrier records but not attached [dnc_and_carrier_records.pdf p.1]. Consider obtaining the saved page and confirming the LLC's registered agent.
- **Link to Keystone.** The (816) 555-0134 number is tied to Keystone by the website contact page. The (314) 555-0178, (816) 555-0190 and (573) 555-0121 numbers are tied to Keystone only by the content of the recording and texts. Please confirm.
- **Calls without a transcript.** The calls of Jan 9, Jan 20, Feb 18 and Mar 4, 2026 are supported only by the client's log ("Same message") and the carrier records. No voicemail transcript exists for them. The Feb 5 call content rests on the client's own note, including the agent's statement "Okay, you're removed."
- **Mar 2 text.** The log describes it only as "Offer"; the screenshot shows "We miss you. Call 816-555-0134." The letter uses the screenshot text.
- **Do Not Call status.** The registration date and the March 5, 2026 lookup come from one page [dnc_and_carrier_records.pdf p.1]. Please confirm the number is a personal cell line (the log says "personal cell, sole user") and how that bears on do-not-call protection.
- [VERIFY: TCPA statutory damages and whether the conduct was willful or knowing]
- [VERIFY: whether Missouri call-restriction law applies]
- **Placeholders.** The demand amount, response deadline, letter date, firm address, phone and email are placeholders. The firm notes mention statutory damages but give no figure or deadline.

Pruett Langford LLC
[ADD: firm street address]
[ADD: city, state ZIP]
[ADD: phone] · [ADD: email]

[ADD: date]

VIA [ADD: delivery method]

[ADD: recipient name or registered agent]
Keystone Shield Auto Protection LLC
9 Ironwood Commerce Park, Suite 300
Lee's Crossing, Missouri [ADD: ZIP]

Re: Demand to Cease Calls and Texts and for Compensation; Our Client: Renata Vosburgh; Phone Number Ending 0147; Calls and Texts January 6, 2026 through March 4, 2026

Dear [ADD: recipient name]:

Introduction

We represent Renata Vosburgh, the user of the personal cell phone number ending 0147 [call_and_text_log.pdf p.1]. We write about prerecorded calls and text messages that Keystone Shield Auto Protection LLC ("Keystone Shield") sent to that number. Ms. Vosburgh never did business with Keystone Shield [firm notes]. She wants the calls and texts to stop and she seeks compensation for them.

The calls and texts

Ms. Vosburgh kept a log of the contacts. It matches the carrier's call detail records for her line, which cover January 1, 2026 through March 10, 2026 [call_and_text_log.pdf p.1; dnc_and_carrier_records.pdf p.1]. The recordings and texts identify "Keystone Shield Auto Protection" or "KEYSTONE SHIELD" as the sender [voicemail_and_text_screenshots.pdf p.1]. Keystone Shield's website contact page, saved March 5, 2026, lists (816) 555-0134 as its customer number [dnc_and_carrier_records.pdf p.1]. Times are Central, per the client's log.

Date	Time	From number	Type	Content	Source
Jan 6, 2026	10:12 a.m.	(816) 555-0134	Call, prerecorded message (voicemail)	"This is your final courtesy notice regarding your vehicle's factory warranty... Keystone Shield Auto Protection can extend your coverage today."	call_and_text_log.pdf p.1; voicemail_and_text_screenshots.pdf p.1; dnc_and_carrier_records.pdf p.1
Jan 9, 2026	1:47 p.m.	(816) 555-0134	Call, prerecorded message	Same message, per client log	call_and_text_log.pdf p.1; dnc_and_carrier_records.pdf p.1
Jan 13, 2026	9:05 a.m.	(314) 555-0178	Call, prerecorded message (voicemail)	Same recording	call_and_text_log.pdf p.1; voicemail_and_text_screenshots.pdf p.1; dnc_and_carrier_records.pdf p.1

Date	Time	From number	Type	Content	Source
Jan 16, 2026	4:30 p.m.	(573) 555-0121	Text	"KEYSTONE SHIELD: Your vehicle coverage is expiring. Lock in your rate now: kshield-protect.example/go"	call_and_text_log.pdf p.1; voicemail_and_text_screenshots.pdf p.1; dnc_and_carrier_records.pdf p.1
Jan 20, 2026	11:22 a.m.	(816) 555-0134	Call, prerecorded message	Same message, per client log	call_and_text_log.pdf p.1; dnc_and_carrier_records.pdf p.1
Jan 21, 2026	8:58 a.m.	(573) 555-0121	Text	"KEYSTONE SHIELD: Renata, act now to avoid costly repairs. Reply STOP to opt out."	call_and_text_log.pdf p.1; voicemail_and_text_screenshots.pdf p.1; dnc_and_carrier_records.pdf p.1
Jan 26, 2026	2:14 p.m.	(573) 555-0121	Text	"KEYSTONE SHIELD: Special pricing for Missouri drivers ends Friday."	call_and_text_log.pdf p.1; voicemail_and_text_screenshots.pdf p.1; dnc_and_carrier_records.pdf p.1
Jan 29, 2026	10:40 a.m.	(314) 555-0178	Call, prerecorded message (voicemail)	Same recording	call_and_text_log.pdf p.1; voicemail_and_text_screenshots.pdf p.1; dnc_and_carrier_records.pdf p.1
Feb 3, 2026	3:33 p.m.	(573) 555-0121	Text	"KEYSTONE SHIELD: Renata, your plan is ready."	call_and_text_log.pdf p.1; voicemail_and_text_screenshots.pdf p.1; dnc_and_carrier_records.pdf p.1
Feb 5, 2026	9:17 a.m.	(816) 555-0134	Call, prerecorded message; client pressed 1 and spoke to a live agent (4:12 duration)	Agent "Trent" of Keystone Shield asked for the car's mileage; client asked to be removed from calls	call_and_text_log.pdf p.1; voicemail_and_text_screenshots.pdf p.1; dnc_and_carrier_records.pdf p.1
Feb 10, 2026	12:06 p.m.	(816) 555-0190	Call, prerecorded message (voicemail)	Same recording	call_and_text_log.pdf p.1; voicemail_and_text_screenshots.pdf p.1; dnc_and_carrier_records.pdf p.1
Feb 13, 2026	5:52 p.m.	(573) 555-0121	Text	"KEYSTONE SHIELD: Last chance for your coverage quote."	call_and_text_log.pdf p.1; voicemail_and_text_screenshots.pdf p.1; dnc_and_carrier_records.pdf p.1
Feb 18, 2026	10:01 a.m.	(314) 555-0178	Call, prerecorded message	Same message, per client log	call_and_text_log.pdf p.1; dnc_and_carrier_records.pdf p.1

Date	Time	From number	Type	Content	Source
Feb 24, 2026	1:29 p.m.	(816) 555-0190	Call, prerecorded message (voicemail)	Same recording	call_and_text_log.pdf p.1; voicemail_and_text_screenshots.pdf p.1; dnc_and_carrier_records.pdf p.1
Mar 2, 2026	9:44 a.m.	(573) 555-0121	Text	"KEYSTONE SHIELD: We miss you. Call 816-555-0134."	call_and_text_log.pdf p.1; voicemail_and_text_screenshots.pdf p.1; dnc_and_carrier_records.pdf p.1
Mar 4, 2026	11:15 a.m.	(816) 555-0134	Call, prerecorded message	Same message, per client log	call_and_text_log.pdf p.1; dnc_and_carrier_records.pdf p.1

Total (as read from the itemized entries): 16 contacts, 10 calls and 6 texts.

Consent and stop requests

Ms. Vosburgh has never owned a car from a dealer connected to Keystone Shield. She never visited its website, filled out a form, or gave anyone permission to call or text her about a warranty [call_and_text_log.pdf p.1]. She never did business with the company [firm notes].

She told Keystone Shield to stop on three occasions:

- **January 21, 2026, 9:01 a.m.** She replied "STOP" by text. The automated reply read "You have been unsubscribed and will receive no further messages." [voicemail_and_text_screenshots.pdf p.1]
- **February 3, 2026, 3:35 p.m.** She replied by text: "STOP. I never asked for these. Do not contact me." [voicemail_and_text_screenshots.pdf p.1]
- **February 5, 2026.** On a live call, she told an agent who identified himself as "Trent" with Keystone Shield Auto Protection that she never asked for these calls and to put her number on the do-not-call list. He replied, "Okay, you're removed." [voicemail_and_text_screenshots.pdf p.1]

The contacts continued after each request. After the January 21 request, the log shows contacts on January 26, January 29, February 3, February 5, February 10, February 13, February 18, February 24, March 2 and March 4, 2026. After the February 5 request, it shows contacts on February 10, February 13, February 18, February 24, March 2 and March 4, 2026 [call_and_text_log.pdf p.1; dnc_and_carrier_records.pdf p.1].

Ms. Vosburgh's number has been on the National Do Not Call Registry since March 3, 2019. It remained registered as of a lookup on March 5, 2026 [dnc_and_carrier_records.pdf p.1].

Legal basis

The federal Telephone Consumer Protection Act restricts autodialed and prerecorded calls and texts made without the recipient's consent. It also restricts telemarketing calls to numbers on the National Do Not Call Registry. Keystone Shield sent prerecorded warranty-coverage messages

and marketing texts to a registered number, without consent, and continued after repeated requests to stop. Federal law provides for statutory damages for each violation, and the amount may be increased where the conduct is willful or knowing. [VERIFY: TCPA statutory damages and whether the conduct was willful or knowing] We are also evaluating whether Missouri law restricting telephone solicitation applies to this conduct. [VERIFY: whether Missouri call-restriction law applies]

Preservation

Keystone Shield must preserve all documents and data relating to Ms. Vosburgh and to the calls and texts described above. This includes:

- call and text records for all numbers used to contact her, including (816) 555-0134, (816) 555-0190, (314) 555-0178 and (573) 555-0121;
- dialing system and text platform data, including prerecorded message files and scripts;
- all records of any claimed consent;
- internal and any shared do-not-call and opt-out lists, and records of her STOP requests and the February 5, 2026 call;
- records of any third party that placed calls or texts on Keystone Shield's behalf, and the source of her phone number.

Demand

We demand that Keystone Shield:

- immediately stop all calls and texts to Ms. Vosburgh's number ending 0147;
- add the number to its internal do-not-call list;
- confirm both steps to us in writing; and
- pay Ms. Vosburgh [ADD: demand amount].

We must receive Keystone Shield's response by [ADD: response deadline]. Please direct all communications about this matter to our office rather than to Ms. Vosburgh. Ms. Vosburgh reserves all rights and remedies, including the right to pursue all available claims if this demand is not met.

Sincerely,

Amos J. Pruett
Pruett Langford LLC