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February 4, 2009

To: Consumers who purchased travel services through Ligaya Baldugo dba Coloma's Travel Service

From: Jo Ann Uchida, Complaints and Enforcement Officer

Re: Travel Agency registration status of Ligaya Baldugo doing business as Coloma's Travel

If you are a consumer who purchased travel services through Ligaya Baldugo doing business as Coloma's Travel Services, please be advised that Ms. Baldugo agreed to surrender her travel agency registration to the Regulated Industries Complaints Office. That surrender became effective January 23, 2009. **Ms. Balduqa is no longer authorized to act as a travel agency in this State.**

If you are a consumer who made travel arrangements through Ligaya Baldugo dba Coloma's Travel Service *for a future booking*, please contact the airline or travel service provider to determine if your reservation was received and was paid for. You may need to make alternate travel arrangements, depending upon your situation.

For all Coloma's Travel consumers with refund claims, you may wish to consult a private attorney to discuss any legal remedies you may have, which may include filing a claim in the small claims court. For information about filing your own small claims court action, please refer to the Self-Help section of the Judiciary website at <http://www.courts.state.hi.us/>.

In addition, for all Coloma's Travel consumers, you may wish to consider filing a criminal complaint with the Honolulu Police Department.

On our part, we will continue to receive and record consumer complaints in this matter even though the surrender of Ms. Baldugo's travel agency registration has been completed. New complaints will be reported on Ms. Baldugo's Prior Complaint History which is available to the public at www.businesscheck.hawaii.gov. RICO will also continue to work with and share information with the Honolulu Police Department about these cases, and hopes to continue to work with Ms. Baldugo to refund monies if possible.

If you have additional questions, please contact this office at rico@dcca.hawaii.gov or 587-3222.