



OFFICE OF THE DISTRICT ATTORNEY  
TWENTIETH JUDICIAL DISTRICT

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**Press Release**

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***Follow-Up to Consumer Advisory Regarding Pearl Street Eye  
Debt Collection Notices***

The Boulder County District Attorney's office has concluded the inquiry it conducted after receiving reports from over sixty (60) residents who had received debt collection letters for services performed at Pearl Street Eye and Laser Center of Boulder. These consumers had reported to the District Attorney's Community Protection Division (CPD) that they were formerly clients of Pearl Street Eye, but that their debts had previously been fully paid, and they did not owe money to the business.

The District Attorney's Office communicated with Pearl Street Eye's owner and numerous other individuals who worked at the business, as well as with Capital Accounts, the debt collection agency which sent out the letters. Pearl Street Eye's owner has confirmed to the District Attorney's Office that the business is currently closed, and that collection letters were sent in error to a significant number of the business' former clients.

Capital Accounts has confirmed to the District Attorney's Office that all the accounts for which letters were sent in error are now cancelled and will not be pursued by the collection agency. The debt collection agency also stated that it has issued refunds to all Pearl Street Eye clients who sent in payment after receiving an erroneous collection letter. The District Attorney's Office has confirmed with several consumers who have contacted the office that they have indeed received refunds from Capital Accounts. Capital Accounts also confirmed that it has not contacted any credit reporting company about the debts, and that it will not do so in the future.

The District Attorney's Office advises any client of Pearl Street Eye who received a debt collection notice and sent payment to Capital Accounts, but has not yet received a refund, to contact Capital Accounts at 1-866-854-5359 to request the refund.

The District Attorney's Office also advises that any consumer wishing to verify that Capital Accounts has not reported the erroneous debt to a credit reporting company can request a free credit report. The three nationwide credit reporting companies have a central website, toll-free telephone number, and mailing address where any consumer can request a free credit report: [www.annualcreditreport.com](http://www.annualcreditreport.com), 1-877-322-8228, or Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. Consumers who wish to mail the request are advised to use the Annual Credit Report Request form, available at the [annualcreditreport.com](http://annualcreditreport.com) website (or from the CPD), and to send the form via certified mail, return receipt requested.

Former Pearl Street Eye clients have also asked the CPD about how they can obtain their medical records now that the business has closed. According to Pearl Street Eye's website, any client who would like to receive his or her records can request them from the business' current owner. Pearl Street Eye's website at [www.pearlstreeteye.com](http://www.pearlstreeteye.com) lists an email address which clients can use to make a records request. The District Attorney's Office has also confirmed that the Pearl Street Eye business is in the process of being sold, and that the sale is anticipated to be completed later this month. The prospective buyer of the business has stated to the District Attorney's Office that the purchase is set to include the transfer of all client records to the buyer, and that all records transferred will be available from the new business after the sale is completed later this month.

The CPD is available to assist consumers with any questions at (303) 441-3700.