



UNITED STATES OF AMERICA  
FEDERAL TRADE COMMISSION  
WASHINGTON, D.C. 20580

FEB 25 2002

Re: FOIA Request No. 2002 - 511  
American Family Publishing

Dear [REDACTED]

This responds to your February 19, 2002, letter requesting information under the Freedom of Information Act ("FOIA"), about American Family Publishing Enterprises and Consumer Services. In a February 21, 2002, conversation with Arianne Perkins, you amended your request to seek only one hundred pages of responsive consumer complaints. Pursuant to the FOIA and agency policy, we have searched our records, as of the date your amended request, for the records you requested.

We have located approximately one hundred pages of responsive complaints that consumers have sent to the Federal Trade Commission ("FTC") about American Family Publishing Enterprises and Consumer Services. Twenty seven pages, and portions of other pages, fall within two of the exemptions to the FOIA's mandatory disclosure requirements, as explained below. Accordingly, I am granting partial access to, and am enclosing copies of, the accessible records.

I am withholding twenty seven responsive pages which are exempt from disclosure under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because they are exempt from disclosure by another statute. Specifically, Section 21(f) of the FTC Act provides that information obtained by the Commission in a law enforcement investigation, whether through compulsory process, or voluntarily in lieu of such process, is exempt from disclosure under the FOIA. 15 U.S.C. § 57b-2(f), *See Kathleen McDermott v. FTC*, 1981-1 Trade Cas. (CCH) ¶ 63964 (D.D.C. April 13, 1981).

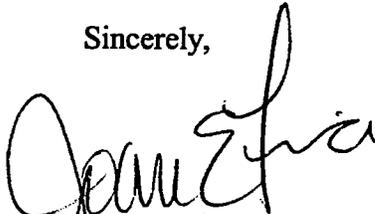
Enclosed are seventy three pages of responsive complaints that consumers have sent to the FTC. You should know that the enclosed complaints have not necessarily been verified by the FTC, therefore, you should make your own judgement about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information.

If you are not satisfied with this response to your request, you may appeal by writing to

Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, within 30 days of your receipt of this letter. Please enclose a copy of your original request and a copy of this response. If you believe that we should choose to disclose additional materials beyond what the FOIA requires, please explain why this would be in the public interest.

If you have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact Arianne Perkins at (202) 326-2405.

Sincerely,



Joan E. Fina  
Attorney



Consumer Information System  
Complaint Detail Report

05/02/2002  
CROTTENBERG

Transaction

Ref No.: 1816116 Contact Type:Complaint Source: Consumer TCS? Y  
Comments: Consumer complains about a work-at-home program which alleged false and misleading advertising.  
Created By: IBOLEN Created Date: 02/15/02  
Updated By: IBOLEN Updated Date: 02/15/02  
Org Name: Planning and Information- BCP  
Amt Requested:  
Amt Paid: Payment Method:  
Agency Contact: Mail Complaint Date: 10/04/01  
Initial Contact: Unknown Transaction Date:  
Initial Response:Unknown  
Product/Service: Work-At-Home Plans  
Statute/Rule: FTC Act Sec 5 (BCP)  
Law Violation: Deception/Misrepresentation

Consumer

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Hillsboro State: WI Zip: [REDACTED]

Country: UNITED STATES

Work phone ( ) Ext:

Fax Number: ( )

Home Number: ( )

Email:

Age Range:

Company

Company: American Family Publishing

Address: PO Box 711413

City: SALT LAKE CITY State: UT Zip: 84117-

Country: UNITED STATES

Email: URL:

Phone: ( ) Ext:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Company Representative

Associated Company



Consumer Information System  
Complaint Detail Report

05/02/2002  
CROTTENBERG

Transaction

Ref No.: 1787150 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer had a newspaper and there was an ad for work at home on crafts. He called them and gave them his address for them to send him information on the job. He had to pay \$39.95 for them to send him more information on the job in the mail. He sent the money to them in a money order and has never heard anything else on it. He had called the phone company and they said that there was no such name.

Created By: SGARNER Created Date: 01/31/02

Updated By: SGARNER Updated Date: 01/31/02

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 39.95

Amt Paid: 39.95 Payment Method: Money Order (Not Classified)

Agency Contact: Phone Complaint Date: 01/31/02

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule: Telemarketing Sales Rule

Law Violation: Advance fee for telemarketed loan

Consumer

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Madison State: WI Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range: 40 - 49



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Company**

Company: American Family Publishing

Address:

City: Salt Lake

State: UT Zip:

Country: UNITED STATES

Email:

URL:

Phone: ( )

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Transaction**

Ref No.: 1731183 Contact Type: Request for Information Source: Consumer TCS? N

Comments: Consumer is calling with regards to applying with American Family Publishing which is a company offering consumer work from home

Created By: DDOUGLAS Created Date: 12/07/01

Updated By: DDOUGLAS Updated Date: 12/07/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date:

Initial Response:

Product/Service:

Statute/Rule:

Law Violation:

**Consumer**

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: North Vasalboro State: ME Zip: [REDACTED]

Country: UNITED STATES

Work phone ( ) Ext:

Fax Number: ( )

Home Number: [REDACTED]

Email:

Age Range:

**Company**

Company: American Family Publishing

Address:

City: State: ZZ Zip:

Country: NIGERIA

Email: URL:

Phone: ( ) Ext:

**Company Representative**



Consumer Information System  
Complaint Detail Report

05/02/2002  
CROTTENBERG

Transaction

Ref No.: 1726463 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer received solicitation from American Family Publishers - says consumer can elect payment choice now to enter claim to win \$11,075,000.00 Ed McMahon and Dick Clark sweepstakes.

Created By: DNEAD Created Date: 12/05/01

Updated By: DNEAD Updated Date: 12/05/01

Org Name: Planning and Information- BCP

Amt Requested: .00

Amt Paid: Payment Method:

Agency Contact: Mail Complaint Date:

Initial Contact: Mail Transaction Date:

Initial Response:

Product/Service: Prizes\Sweepstakes\Gifts

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Misrepresentations/Deception (note in comments)

Consumer

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: District Heights State: MD Zip: [REDACTED]

Country: UNITED STATES

Work phone ( ) Ext:

Fax Number: ( )

Home Number: ( )

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Company**

Company: American Family Publishers

Address: University Center Drive

City: Tampa

State: FL Zip: 33662-2000

Country: UNITED STATES

Email:

URL:

Phone: ( )

Ext:

Company Representative

Associated Company



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Transaction**

Ref No.: 1726432 Contact Type: Complaint Source: Consumer TCS? Y  
Comments: Consumer received solicitation from American Family Publishers - has a fake check enclosed for \$11,000,000.00. Says to follow instructions and consumer will receive 30 checks for \$366,666.66 each year for the next 30 years. Ed McMahon sweepstakes.  
Created By: DNEAD Created Date: 12/05/01  
Updated By: DNEAD Updated Date: 12/05/01  
Org Name: Planning and Information- BCP  
Amt Requested: .00  
Amt Paid: Payment Method:  
Agency Contact: Mail Complaint Date:  
Initial Contact: Mail Transaction Date:  
Initial Response:  
Product/Service: Prizes\Sweepstakes\Gifts  
Statute/Rule: FTC Act Sec 5 (BCP)  
Law Violation: Misrepresentations/Deception (note in comments)

**Consumer**

Complaining  
Company/Org.:

Last name:

First:

Address:

City: District Heights

State: MD Zip:

Country: UNITED STATES

Work phone ( ) Ext:

Fax Number: ( )

Home Number: ( )

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Company**

Company: American Family Publishers

Address: PO Box 62000

City: TAMPA

State: FL Zip: 33662-2000

Country: UNITED STATES

Email:

URL:

Phone: ( )

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Transaction**

Ref No.: 1726406 Contact Type: Complaint Source: Consumer TCS? Y  
 Comments: Consumer received solicitation from American Family Publishers - Official Response to Prize Summons Entry Regarding Multimillion Dollar Cash Prize #06.  
 Created By: DNEAD Created Date: 12/05/01  
 Updated By: DNEAD Updated Date: 12/05/01  
 Org Name: Planning and Information- BCP  
 Amt Requested: .00  
 Amt Paid: Payment Method:  
 Agency Contact: Mail Complaint Date:  
 Initial Contact: Mail Transaction Date:  
 Initial Response:  
 Product/Service: Prizes\Sweepstakes\Gifts  
 Statute/Rule: FTC Act Sec 5 (BCP)  
 Law Violation: Misrepresentations/Deception (note in comments)

**Consumer**

Complaining Company/Org.:

Last name: Not Provided First:  
 Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Work phone ( ) Ext:

Fax Number: ( )

Home Number: ( )

Email:

Age Range:

**Company**

Company: American Family Publishers

Address: PO Box 62142

City: Tampa State: FL Zip: 33662-2142

Country: UNITED STATES

Email: URL:

Phone: ( ) Ext:



Consumer Information System  
Complaint Detail Report

05/02/2002  
CROTTENBERG

Company Representative

Associated Company



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Transaction**

Ref No.: 1726391 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer received solicitation from American Family Publishers - says if consumer's claim number matches consumer will win \$1,000,000 - \$11,075,000.

Created By: DNEAD Created Date: 12/05/01

Updated By: DNEAD Updated Date: 12/05/01

Org Name: Planning and Information- BCP

Amt Requested: .00

Amt Paid: Payment Method:

Agency Contact: Mail Complaint Date:

Initial Contact: Mail Transaction Date:

Initial Response:

Product/Service: Prizes\Sweepstakes\Gifts

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Misrepresentations/Deception (note in comments)

**Consumer**

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Forestville State: MD Zip: [REDACTED]

Country: UNITED STATES

Work phone ( ) Ext:

Fax Number: ( )

Home Number: ( )

Email:

Age Range:

**Company**

Company: American Family Publishers

Address: PO Box 62000

City: TAMPA State: FL Zip: 33662-2000

Country: UNITED STATES

Email: URL:

Phone: ( ) Ext:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Company Representative

Associated Company



Consumer Information System  
Complaint Detail Report

05/02/2002  
CROTTENBERG

Transaction

Ref No.: 1725709 Contact Type: Complaint Source: Consumer TCS? Y  
Comments: Consumer received solicitation from American Family Publishers - has a fake winners check enclosed for \$10,000,000.00 - if consumer is the winner.  
Created By: DNEAD Created Date: 12/04/01  
Updated By: DNEAD Updated Date: 12/04/01  
Org Name: Planning and Information- BCP  
Amt Requested: .00  
Amt Paid: Payment Method:  
Agency Contact: Mail Complaint Date:  
Initial Contact: Mail Transaction Date:  
Initial Response:  
Product/Service: Prizes\Sweepstakes\Gifts  
Statute/Rule: FTC Act Sec 5 (BCP)  
Law Violation: Misrepresentations/Deception (note in comments)

Consumer

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]  
Address: [REDACTED]  
City: Forestville State: MD Zip: [REDACTED]  
Country: UNITED STATES  
Work phone ( ) Ext:  
Fax Number: ( )  
Home Number: ( )  
Email:  
Age Range:

Company

Company: American Family Publishers  
Address: PO BOX 62123  
City: TAMPA State: FL Zip: 33662-2123  
Country: UNITED STATES  
Email: URL:  
Phone: ( ) Ext:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Company Representative

Associated Company



Consumer Information System  
Complaint Detail Report

05/02/2002  
CROTTENBERG

Transaction

Ref No.: 1731707 Contact Type: Complaint Source: Consumer TCS? Y

Comments: CALLER RECEIVED A CALL TELLING HIM THAT HE HAD WON \$500,000.00 , BUT WILL NEED TO SEND THEM \$3,475.00 TO CLEAR THE CANADIAN LOTTERY TO CLAIM HIS MONEY. PAYABLE TO RITA MURPHY - BY WESTERN UNION. MONEY WAS SENT , AND THEN RETFUNDED BY WESTERN UNION.

Created By: PHNB Created Date: 11/21/01

Updated By: Updated Date:

Org Name: Ontario Provincial Police, Anti Rackets (Phonebusters)

Amt Requested: 3,475.00

Amt Paid: 3,475.00 Payment Method: Not Reported

Initial Contact: Phone Transaction Date: 11/21/01

Initial Response: Phone: other

Product/Service: Prizes\Sweepstakes\Gifts

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: FORT WORTH State: TX Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range: 80 and Over

Company

Company: AMERICAN FAMILY PUBLISHING

Address:

City: LASALLE State: PQ Zip: -

Country: CANADA

Email: URL:

Phone: (888) 8193317 Ext:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Company Representative**

Rep Name: ROBERTS,

Title:

Rep Name: ROSS,

Title:

**Associated Company**



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Transaction

Ref No.: 1584381 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer says that he has documented over 11 years of conspiracy to commit fraud against consumers by this sweepstakes company. He says that they need to be cracked down on. UPDATE: 10/1/01 The consumer is writing about the same situation.

Created By: PSTREETS Created Date: 09/24/01

Updated By: ASELLERS Updated Date: 10/01/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Mail Complaint Date: 08/31/01

Initial Contact: Mail Transaction Date:

Initial Response: Mail

Product/Service: Prizes\Sweepstakes\Gifts

Statute/Rule: FTC Act Sec 5 (BCP)  
Telemarketing Sales Rule

Law Violation: Misrepresentations/Deception (note in comments)

Consumer

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Jamaica State: NY Zip: [REDACTED]

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Company**

Company: American Family Publishers

Address: unknown

City:

State: NK Zip:

Country: UNKNOWN LOCATION

Email:

URL:

Phone: ( )

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Transaction

Ref No.: 1428940 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer says he was sent a number of claim forms to complete in regards to the Class Action law suit that was brought against the American Family Publishers. Says he returned them all, and now the excuse for not giving him a refund is that he submitted too many forms. Consumer is asking for help in it matter. One of the reasons for ineligibility was that his claim did not result in the Maximum Refund Amount after deducting any applicable offsets, the other two reasons were his claim is a duplicate of another claim already submitted for the same customer.

Created By: ARICHARDSON Created Date: 06/07/01

Updated By: ARICHARDSON Updated Date: 06/07/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid:

Payment Method:

Agency Contact: Mail

Complaint Date: 04/30/01

Initial Contact: Mail

Transaction Date:

Initial Response: Mail

Product/Service: Prizes\Sweepstakes\Gifts  
Other (Note in Comments)

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining  
Company/Org.:

Last name:

First:

Address:

City: Birmingham

State: AL Zip:

Country: UNITED STATES

Work phone ( ) Ext:

Fax Number: ( )

Home Number: ( )

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Company**

Company: American Family Publishers Settlement Administrator

Address: P.O. Box 9347

City: Garden City

State: NY Zip: 11530-9347

Country: UNITED STATES

Email:

URL:

Phone: (941) 906-9164

Ext:

Company Representative

Associated Company



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Transaction

Ref No.: 1417224 Contact Type: Request for Information Source: Consumer TCS? Y

Comments: Researching "legitimacy" of company. Provided FOIA procedure. The consumer wanted to know if the American Family Publishers offer was a legitimate operation.

Created By: VLAW Created Date: 05/29/01

Updated By: VLAW Updated Date: 05/29/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date: 05/29/01

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address:

City: State: MS Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

Company

Company: American Family Publishers

Address: UNKNOWN

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: (801) 2645598 Ext:

Company Representative



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Transaction**

Ref No.: 1417170 Contact Type:Complaint Source: Consumer TCS? Y

Comments: Consumer says she complied with all the regulations to received her winning prize. Says she waited many months for the Prize Patrol to beat a path to her door, in vain.

Created By: ARICHARDSON Created Date: 05/29/01

Updated By: ARICHARDSON Updated Date: 05/29/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Mail Complaint Date: 04/15/01

Initial Contact: Unknown Transaction Date: 01/01/98

Initial Response:Unknown

Product/Service: Prizes\Sweepstakes\Gifts

Statute/Rule: FTC Act Sec 5 (BCP)  
Telemarketing Sales Rule

Law Violation: Misrepresentations/Deception (note in comments)

**Consumer**

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: San Francisco State: CA Zip: [REDACTED]

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Company**

Company: American Family Publishers

Address: 3000 University Dr

City: TAMPA

State: FL Zip: 33612

Country: UNITED STATES

Email:

URL:

Phone: ( )

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Transaction**

Ref No.: 1409387 Contact Type: Complaint Source: Consumer TCS? Y

Comments: The consumer received a mailing stating that he as won \$33,000,000, but he never received it.

Created By: ASELLERS Created Date: 05/22/01

Updated By: DSSMITH Updated Date: 05/23/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Mail Complaint Date: 05/03/01

Initial Contact: Mail Transaction Date:

Initial Response: Mail

Product/Service: Prizes\Sweepstakes\Gifts

Statute/Rule: Telemarketing Sales Rule

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Mer Rouge State: LA Zip: [REDACTED]

Country: UNITED STATES

Work phone ( ) Ext:

Fax Number: ( )

Home Number: ( )

Email:

Age Range:

**Company**

Company: American Family Publishers

Address: Unknown Address

City: State: NK Zip:

Country: UNKNOWN LOCATION

Email: URL:

Phone: ( ) Ext:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Company Representative

Associated Company



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Transaction

Ref No.: 1397881 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer is complaining about the fact that she only got \$10.85 from the class action lawsuit that was brought against this sweepstakes company. She says that she feels that she deserves more from them.

Created By: PSTREETS Created Date: 05/15/01

Updated By: PSTREETS Updated Date: 05/15/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Mail Complaint Date: 04/25/01

Initial Contact: Unknown Transaction Date:

Initial Response: Unknown

Product/Service: Prizes\Sweepstakes\Gifts

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Misrepresentations/Deception (note in comments)

Consumer

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Gregory State: TX Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Company**

Company: American Family Publishers

Address: unknown

City:

State: NK Zip:

Country: UNKNOWN LOCATION

Email:

URL:

Phone: ( )

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

05/02/2002  
CROTTENBERG

**Transaction**

Ref No.: 1370469 Contact Type: Complaint Source: Consumer TCS? Y  
 Comments: Consumer has a complaint regarding a deceptive prize offer.  
 Created By: DMCGUCKIN Created Date: 04/25/01  
 Updated By: JBLAND Updated Date: 04/27/01  
 Org Name: Office of the Director (BCP)  
 Amt Requested:  
 Amt Paid: Payment Method:  
 Agency Contact: Mail Complaint Date: 04/27/01  
 Initial Contact: Mail Transaction Date:  
 Initial Response: Mail  
 Product/Service: Prizes\Sweepstakes\Gifts  
 Statute/Rule: Telemarketing Sales Rule  
 Law Violation: Misrepresentations/Deception (note in comments)

**Consumer**

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]  
 Address: [REDACTED]

City: Mer Rouge State: LA Zip: [REDACTED]

Country: UNITED STATES  
 Work phone ( ) Ext:  
 Fax Number: ( )  
 Home Number: ( )

Email:  
 Age Range:

**Company**

Company: American Family Publishers  
 Address: Box 62000

City: TAMPA State: FL Zip: 33662

Country: UNITED STATES  
 Email: URL:

Phone: ( ) Ext:

**Company Representative**



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Transaction

Ref No.: 1228110 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer says that AMERICAN FAMILY PUBLISHING notified consumer that consumer was winner of eleven million dollars last July but consumer has not received money, consumer wanted to know if they could take company to court, consumer will contact SAG in Florida.

Created By: SXBOLDEN Created Date: 01/17/01

Updated By: SXBOLDEN Updated Date: 01/17/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date: 01/17/01

Initial Contact: Mail Transaction Date:

Initial Response: Mail

Product/Service: Prizes\Sweepstakes\Gifts

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Misrepresentations/Deception (note in comments)

Consumer

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Holyoke State: MA Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Company**

Company: American Family Publishing

Address: 3000 university Dr

City: Tampa

State: FL Zip: 33612-6408

Country: UNITED STATES

Email:

URL:

Phone: (800) 2372400

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

05/02/2002  
CROTTENBERG

Transaction

Ref No.: 1221127 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer says someone needs to step in and force American Family Publishers Settlement Administrator to refund people their money. They have not refunded consumer any of his money. Says they sent him a second form to fill out and provide more information of proof he sent money to them. Consumer sent the form back to them, but they never responded again. Consumer has another complaint, ref. #1063469 concerning Sport Illustrator Sweepstakes. UPDATE: 7/11/01 Consumer says he received a check for \$26 from the Claims Adminstrator for American Family Publishers regarding the settlement. Says he invested more than \$26 and would like to know why he only received said amount.

Created By: ARICHARDSON Created Date: 01/10/01

Updated By: ARICHARDSON Updated Date: 08/22/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Mail Complaint Date: 01/01/01

Initial Contact: Unknown Transaction Date: 05/05/00

Initial Response: Unknown

Product/Service: Prizes\Sweepstakes\Gifts

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Westville State: IN Zip: [REDACTED]

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

05/02/2002  
CROTTENBERG

**Company**

Company: American Family Publishers Settlement Administrator

Address: P.O. Box 1882

City: Westbury

State: NY Zip: 11590-1882

Country: UNITED STATES

Email:

URL:

Phone: ( )

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Transaction

Ref No.: 1280343 Contact Type:Complaint Source: Consumer TCS? Y

Comments: RECEIVE A CALL SAYING THAT SHE HAS WON I MILLION DOLLARS ,  
BUT HAVE TO SEND \$4,500.00 FOR TAXES . THEY WILL HER BACK  
WITH MORE INFO.\*\*\*\*\*UPDATE SAME DAY , [REDACTED] CALLED BACK AND  
SAID THAT SHE COULDN'T GET ANY INFO FROM [REDACTED]

Created By: PHNB Created Date: 12/20/00  
Updated By: Updated Date:  
Org Name: Ontario Provincial Police, Anti Rackets (Phonebusters)  
Amt Requested: 4,500.00  
Amt Paid: 4,500.00 Payment Method: Unknown  
Initial Contact: Phone Transaction Date: 12/20/00

Initial Response:Phone: other  
Product/Service: Prizes\Sweepstakes\Gifts  
Statute/Rule:  
Law Violation:

Consumer

Complaining  
Company/Org.:

Last name: [REDACTED] First [REDACTED]  
Address: [REDACTED]

City: SAN MARCOS State: CA Zip: [REDACTED]  
Country: UNITED STATES  
Work phone ( ) Ext:  
Fax Number: ( )  
Home Number: [REDACTED]  
Email:  
Age Range: 80 and Over

Company

Company: American Family Publishers  
Address:

City: State: NR Zip: -  
Country: LOCATION NOT REPORTED  
Email: URL:  
Phone: ( ) Ext:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Company Representative**

Rep Name: WILLIAMS,

Title:

Associated Company



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Transaction**

Ref No.: 1157811 Contact Type: Complaint Source: Consumer TCS? N

Comments: Regarding a law suit file against American Family Publishers.  
Consumer was written numerous letters to FTC regarding this matter. Consumer's letter is vague regarding the matter of the lawsuit.

Created By: ABANKS Created Date: 11/13/00

Updated By: ABANKS Updated Date: 11/13/00

Org Name: Planning and Information- BCP

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Mail Complaint Date: 10/26/00

Initial Contact: Unknown Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Misrepresentations/Deception (note in comments)

**Consumer**

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: San Antonio State: TX Zip: [REDACTED]

Country: UNITED STATES

Work phone ( ) Ext:

Fax Number: ( )

Home Number: ( )

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Company**

Company: American Family Publishers

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ( )

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Transaction

Ref No.: 1151153 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer states that a company called stated that she won a car but she has to send them \$59.00 for license plates. Consumer states that the person claim that he works for Ed Mcmanhon.

Created By: YTAYLOR Created Date: 11/06/00

Updated By: TMEKINS Updated Date: 11/21/00

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 59.00

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date: 11/06/00

Initial Contact: Phone Transaction Date:

Initial Response: Unknown

Product/Service: Prizes\Sweepstakes\Gifts

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: San Deigo State: CA Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Company**

Company: American Family Publishing House

Address: 1212 Topican Ave.

City: Las Vegas

State: NV Zip: 89109

Country: UNITED STATES

Email:

URL:

Phone: (702) 7348676

Ext:

**Company Representative**

Rep Name: Sanger, David

Title:

Rep Name: Jones, Robert

Title:

**Associated Company**



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Transaction**

Ref No.: 1103310 Contact Type: Complaint Source: Consumer TCS? Y  
 Comments: he says that he has been cheated out of money that he was promised that he had won, says he wants a refund of the money he has sent or the money he was told that he won  
 Created By: PSTREETS Created Date: 09/26/00  
 Updated By: PSTREETS Updated Date: 09/26/00  
 Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL  
 Amt Requested:  
 Amt Paid: Payment Method:  
 Agency Contact: Mail Complaint Date: 09/19/00  
 Initial Contact: Mail Transaction Date:  
 Initial Response: Mail  
 Product/Service: Prizes\Sweepstakes\Gifts  
 Statute/Rule: FTC Act Sec 5 (BCP)  
 Law Violation: Misrepresentations/Deception (note in comments)

**Consumer**

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]  
 Address: [REDACTED]  
 City: Rahway State: NJ Zip: [REDACTED]  
 Country: UNITED STATES  
 Work phone ( ) Ext:  
 Fax Number: ( )  
 Home Number: ( )  
 Email:  
 Age Range:

**Company**

Company: American Family Publishers  
 Address: PO Box 62000  
 City: LAS VEGAS State: NV Zip: 89104  
 Country: UNITED STATES  
 Email: URL:  
 Phone: ( ) Ext:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Company Representative

Associated Company



Consumer Information System  
Complaint Detail Report

05/02/2002  
CROTTENBERG

Transaction

Ref No.: 1098691 Contact Type:Complaint Source: Consumer TCS? Y  
Comments: complaining about the sweepstakes fraud, she feels that they should stop lying to the people  
Created By: PSTREETS Created Date: 09/21/00  
Updated By: PSTREETS Updated Date: 09/21/00  
Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL  
Amt Requested:  
Amt Paid: Payment Method:  
Agency Contact: Mail Complaint Date: 09/14/00  
Initial Contact: Mail Transaction Date:  
Initial Response:Unknown  
Product/Service: Prizes\Sweepstakes\Gifts  
Statute/Rule: FTC Act Sec 5 (BCP)  
Law Violation: Misrepresentations/Deception (note in comments)

Consumer

Complaining  
Company/Org.:  
Last name: [REDACTED] First: [REDACTED]  
Address: [REDACTED]  
City: Fontana State: CA Zip: [REDACTED]  
Country: UNITED STATES  
Work phone ( ) Ext:  
Fax Number: ( )  
Home Number: ( )  
Email:  
Age Range:

Company

Company: American Family Publishers  
Address: unknown  
City: State: NK Zip:  
Country: UNKNOWN LOCATION  
Email: URL:  
Phone: ( ) Ext:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Company Representative

Associated Company



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Transaction

Ref No.: 1088463 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Hello, my name is [REDACTED] I have been told by American Family Publishers that I had the winning number, and won at least \$6,000,000. However, I didn't receive my prize when the it was over. Can I hold the company accountable by law? If so, what is the chance for me to get the money? Yours sincerely, [REDACTED]

Created By: HBUCKMON Created Date: 09/13/00

Updated By: Updated Date:

Org Name: PUBLIC USERS - KNOW FRAUD

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 09/07/00

Initial Contact: Mail Transaction Date:

Initial Response:

Product/Service: Prizes\Sweepstakes\Gifts

Statute/Rule: Telemarketing Sales Rule

Law Violation: Misrepresentations/Deception (note in comments)

Consumer

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Portland State: OR Zip: [REDACTED]

Country: UNITED STATES

Work phone [REDACTED] Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Company**

Company: American Family Publishers

Address: American Family Publishers

P.O. Box 62000-

City: Tampa

State: FL Zip: 33662

Country: UNITED STATES

Email: help@afe.customersvc.com

URL: <http://www.americanfamily.com>

Phone: (800) 3160026 Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Transaction**

Ref No.: 1067745 Contact Type: Complaint Source: Consumer TCS? Y  
Comments: Consumer complains of receiving numerous winning sweepstakes notifications, but never receiving the prize.  
Created By: SCOPES Created Date: 08/25/00  
Updated By: FTUCKER Updated Date: 08/28/00  
Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL  
Amt Requested:  
Amt Paid: Payment Method:  
Agency Contact: Phone Complaint Date:  
Initial Contact: Mail Transaction Date: 11/15/96  
Initial Response: Unknown  
Product/Service: Prizes\Sweepstakes\Gifts  
Statute/Rule: FTC Act Sec 5 (BCP)  
Law Violation: Misrepresentations/Deception (note in comments)

**Consumer**

Complaining  
Company/Org.:  
Last name: First: Anonymous  
Address:  
City: State: NR Zip:  
Country: LOCATION NOT REPORTED  
Work phone () Ext:  
Fax Number: ()  
Home Number: ()  
Email:  
Age Range:

**Company**

Company: American Family Publishing  
Address: 600 Univarsity Dr  
City: Tampa State: FL Zip: xxxxx  
Country: UNITED STATES  
Email: URL:  
Phone: (800) 2372400 Ext:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Company Representative

Associated Company



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Transaction

Ref No.: 1056133 Contact Type: Complaint Source: Consumer TCS? N

Comments: I received an advertisement to purchase a book. I received the book and paid for the book by means of a personal check (on 3/21/00). This check cleared my bank but I am still receiving bills. I wrote to the company and explained this bill was paid. They requested that I send them a copy of the check. My bank does not return cancelled checks to me and they charge me to receive a copy. This company is now threatening me with reporting me to a collection agency. I do not feel that I should be penalized if this company failed to properly credit my account. I would like to know what recourse I would have if this company files false, discriminatory information to a credit reporting agency. I do not feel that I should have to provide proof due to their bookkeeping errors.

Created By: SMBAILEY Created Date: 08/16/00

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 28.91

Amt Paid: 32.46 Payment Method: Check (Personal)

Agency Contact: Internet Complaint Date: 08/15/00

Initial Contact: Mail Transaction Date: 06/30/00

Initial Response:

Product/Service: Creditor Debt Collection

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: New Bern State: NC Zip: [REDACTED]

Country: UNITED STATES

Work phone: [REDACTED]

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Company**

Company: American Family Publishers

Address: P. O. Box 62996

City: Tampa

State: FL Zip: 33662-2000

Country: UNITED STATES

Email:

URL:

Phone: ( )

Ext:

**Company Representative**

Rep Name: McEvily, Emmett

Title:

**Associated Company**



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Transaction**

Ref No.: 1044987 Contact Type: Complaint Source: Consumer TCS? Y

Comments: The company sent an unsolicited book, then sent a bill, then contacted a collection agency (North Shore Agency, Inc.). The book was returned. To my knowledge no person in my household has ever dealt with American Family Publishers.

Created By: HBUCKMON Created Date: 08/08/00

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 29.31

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 08/07/00

Initial Contact: Mail Transaction Date: 06/20/00

Initial Response:

Product/Service: Magazines

Statute/Rule: Unordered Merchandise

Law Violation: Billed for Unordered Merchandise

**Consumer**

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Sacramento State: CA Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email: [REDACTED]

Age Range: [REDACTED]



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Company**

Company: American Family Publishers (and North Shore Agency, Inc.)

Address: P.O. Box 10650

City: De Moines

State: IA Zip: 50336-0650

Country: UNITED STATES

Email: Unk

URL:Unk

Phone: ( )

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Transaction

Ref No.: 1038906 Contact Type: Complaint Source: Consumer TCS? Y

Comments: My mother ( [REDACTED] ) signed up to get a subscription to TV Guide for me through American Family Publishers. She handed me their bill for \$37. I paid it with a personal check. Suddenly she was getting harrasing letters from a credit bureau stating that she owed \$50. I tried getting in touch with the credit agency, AFP and even TV Guide. No one ever responded. But my subscription to TV Guide was halted after a few issues (I haven't received a copy in over a month - and it should come weekly). I have the cancelled check for \$37 right in front of me and I'd b e more then happy to supply a copy. Either they should re-instate my subscription to TV Guide, or pay back the \$37.

Created By: SMBAILEY Created Date: 08/03/00  
 Updated By: Updated Date:  
 Org Name: PUBLIC USERS - CIS  
 Amt Requested: 50.00  
 Amt Paid: 37.00 Payment Method: Check (Personal)  
 Agency Contact: Internet Complaint Date: 08/02/00  
 Initial Contact: Mail Transaction Date: 04/01/00  
 Initial Response:  
 Product/Service: Magazines  
 Statute/Rule: FTC Act Sec 5 (BCP)  
 Law Violation: Deception/Misrepresentation

Consumer

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]  
 Address: [REDACTED]  
 City: Boston State: MA Zip: [REDACTED]  
 Country: UNITED STATES  
 Work phone: [REDACTED] Ext:  
 Fax Number: ()  
 Home Number: [REDACTED]  
 Email: [REDACTED]  
 Age Range:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Company**

Company: American Family Publishers

Address: P.O. Box 62000

City: TAMPA

State: FL Zip: 33662

Country: UNITED STATES

Email: help@afe.customersvc.com

URL: <http://www.americanfamilypublishers.com>

Phone: (800) 3160026 Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Transaction

Ref No.: 1000287 Contact Type:Complaint Source: Consumer TCS? y

Comments: says that he has yet to get his subscription, he was sent another bill of \$11.96, he says that he wrote to this company to request the magazine or to send his money back, he has yet to hear from this company

Created By: PSTREETS Created Date: 07/05/00

Updated By: PSTREETS Updated Date: 07/05/00

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 11.96

Amt Paid: 11.96 Payment Method: Check (Personal)

Agency Contact: Phone Complaint Date:

Initial Contact: Mail Transaction Date:

Initial Response:Mail

Product/Service: Magazines

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Never Received Merchandise  
Misrepresentations/Deception (note in comments)

Consumer

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Hazelton State: PA Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Company**

Company: American Family Publishers

Address: PO Box 9211

City: Island

State: NY Zip: 11722-9211

Country: UNITED STATES

Email:

URL:

Phone: ( )

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

05/02/2002  
CROTTENBERG

Transaction

Ref No.: 985461 Contact Type: Complaint Source: Consumer TCS? Y  
Comments: With this particular type of complaint, American Family  
Publisher's may not be living up to part of the settlement  
agreement with Mr. [REDACTED]  
Created By: ETHOMPSON Created Date: 06/19/00  
Updated By: ETHOMPSON Updated Date: 06/19/00  
Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL  
Amt Requested:  
Amt Paid: Payment Method:  
Agency Contact: Mail Complaint Date: 06/26/00  
Initial Contact: Unknown Transaction Date:  
Initial Response: Unknown  
Product/Service: Prizes\Sweepstakes\Gifts  
Statute/Rule: FTC Act Sec 5 (BCP)  
Law Violation: Deception/Misrepresentation

Consumer

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]  
Address: [REDACTED]

City: San Francisco State: CA Zip: [REDACTED]  
Country: UNITED STATES  
Work phone ( ) Ext:  
Fax Number: ( )  
Home Number: ( )  
Email:  
Age Range:

Company

Company: American Family Publishers  
Address: Settlement Administrator  
P.O. Box 1882  
City: Westbury State: NY Zip: 11530-1882  
Country: UNITED STATES  
Email: URL:  
Phone: (XXX) XXXXXXX Ext:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Company Representative

Associated Company



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Transaction**

Ref No.: 984508 Contact Type: Complaint Source: Consumer TCS? Y  
 Comments: says that this company has lied, deceived, and lead him to believe that he was a winner in their sweepstakes  
 Created By: PSTREETS Created Date: 06/16/00  
 Updated By: PSTREETS Updated Date: 06/16/00  
 Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL  
 Amt Requested:  
 Amt Paid: Payment Method:  
 Agency Contact: Mail Complaint Date: 06/01/00  
 Initial Contact: Mail Transaction Date:  
 Initial Response: Unknown  
 Product/Service: Prizes\Sweepstakes\Gifts  
 Statute/Rule: FTC Act Sec 5 (BCP)  
 Law Violation: Misrepresentations/Deception (note in comments)

**Consumer**

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Albany State: CA Zip: [REDACTED]

Country: UNITED STATES

Work phone ( ) Ext:

Fax Number: ( )

Home Number: ( )

Email:

Age Range:

**Company**

Company: American Family Publishers

Address: Unknown Address

City: State: NK Zip:

Country: UNKNOWN LOCATION

Email: URL:

Phone: ( ) Ext:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Company Representative

Associated Company



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Transaction

Ref No.: 980444 Contact Type:Complaint Source: Consumer TCS? Y

Comments: hard to make sense of what consumer is saying, something about a suit that was filed against American Family Publishers in a New Jersey court, and that he is entitled to part of the settlement, 06/05/00 sent another letter, complaining about the same thing

Created By: PSTREETS Created Date: 06/13/00

Updated By: PSTREETS Updated Date: 06/26/00

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Mail Complaint Date: 06/02/00

Initial Contact: Unknown Transaction Date:

Initial Response:Unknown

Product/Service: Prizes\Sweepstakes\Gifts

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Misrepresentations/Deception (note in comments)

Consumer

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: San Antonio State: TX Zip: [REDACTED]

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Company**

Company: American Family Publishers

Address: Unknown Address

City:

State: NK Zip:

Country: UNKNOWN LOCATION

Email:

URL:

Phone: ( )

Ext:

**Company Representative**

**Associated Company**



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Transaction

Ref No.: 955382 Contact Type: Complaint Source: Consumer TCS? Y  
Comments: consumers complaint faxed to State AG then sent to us, consumer's mother was contacted and told that she won \$100,000.00 but that she need to pay \$3,000 to Paul Lynch or Mary Bishop who would come to her house to deliver the winnings and pick up the check,\*\*\*No Address to respond to consumer\*\*\*  
Created By: PSTREETS Created Date: 05/16/00  
Updated By: PSTREETS Updated Date: 05/16/00  
Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL  
Amt Requested: 3,000.00  
Amt Paid: Payment Method:  
Agency Contact: Mail Complaint Date: 05/05/00  
Initial Contact: Unknown Transaction Date:  
Initial Response: Unknown  
Product/Service: Prizes\Sweepstakes\Gifts  
Statute/Rule: FTC Act Sec 5 (BCP)  
Law Violation: Misrepresentations/Deception (note in comments)

Consumer

Complaining

Company/Org.: State of Maryland Office of Attorney General

Last name:

First:

Address:

City:

Hagerstown

State: MD Zip:

Country:

UNITED STATES

Work phone

Ext:

Fax Number:

()

Home Number:

()

Email:

Age Range:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Company**

Company: American Family Publishers

Address: Unknown Address

City:

State: NK Zip:

Country: UNKNOWN LOCATION

Email:

URL:

Phone: (800) 3213334 Ext:

Company Representative

Associated Company



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Transaction

Ref No.: 1266292 Contact Type: Complaint Source: Consumer TCS? Y

Comments: WAS CALLED BY SUSPECT COMPANY AND TOLD THAT HE HAD WON 50,000\$ USD BUT COMPLAINANT WOULD HAVE TO SEND MONEY UP FRONT FOR A BROKERAGE FEE. \*\*\*\*UPDATE GREG 07-DEC-00/ RECEIVED ANOTHER CALL FROM THIS COMPANY.\*\*\*\*

Created By: PHNB Created Date: 05/15/00

Updated By: Updated Date:

Org Name: Ontario Provincial Police, Anti Rackets (Phonebusters)

Amt Requested: 1,200.00

Amt Paid: 1,200.00 Payment Method: Not Reported

Initial Contact: Phone Transaction Date: 05/15/00

Initial Response: Phone: other

Product/Service: Prizes\Sweepstakes\Gifts

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

Last name: [REDACTED]  
Address: [REDACTED]

First: [REDACTED]

City: SASKATOON

State: SK Zip: [REDACTED]

Country: CANADA

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range: 40 - 49

Company

Company: American Family Publishers

Address: 1695 ST CATHERINES ST E #199,

City: MONTREAL

State: PQ Zip: H2L4K1-

Country: CANADA

Email: URL:

Phone: (514) 5716510 Ext:



**Consumer Information System  
Complaint Detail Report**

05/02/2002

CROTTENBERG

**Company Representative**

Rep Name: HOWARD,

Title:

**Associated Company**



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

**Transaction**

Ref No.: 944363 Contact Type: Complaint Source: Consumer TCS? Y  
 Comments: consumer sent for a claim form from the agency so he can receive compensation for his loses. The company is not sending him his claim forms.  
 Created By: JGAFAR Created Date: 05/03/00  
 Updated By: JGAFAR Updated Date: 05/03/00  
 Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL  
 Amt Requested:  
 Amt Paid: Payment Method:  
 Agency Contact: Phone Complaint Date: 05/03/00  
 Initial Contact: Unknown Transaction Date:  
 Initial Response:  
 Product/Service: Magazines  
 Statute/Rule: FTC Act Sec 5 (BCP)  
 Law Violation: Deception/Misrepresentation

**Consumer**

Complaining

Company/Org.:

Last name: [REDACTED] First: [REDACTED]  
 Address: [REDACTED]  
 City: Covington State: LA Zip: [REDACTED]  
 Country: UNITED STATES  
 Work phone () Ext:  
 Fax Number: ()  
 Home Number: [REDACTED]  
 Email:  
 Age Range:

**Company**

Company: American Family Publishers  
 Address: POBox 9347  
 City: Garden City State: NY Zip: 11530  
 Country: UNITED STATES  
 Email: URL:  
 Phone: (888) 4695408 Ext:



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Company Representative

Associated Company



Consumer Information System  
Complaint Detail Report

05/02/2002

CROTTENBERG

Transaction

Ref No.: 934162 Contact Type: Complaint Source: Consumer TCS? N

Comments: I want to enter the American Family Publisher \$ sweepstakes. A female employee stated to me that the company's COMPUTER RANDOMLY selects people who will be mailed entry forms. I had telephoned that 800 # twice before (on 12/21/99 and 02/04/00) and neither time was told that there is a selection process MERELY TO ENTER. Both times, my mailing address was taken down; and I was told to expect written entry materials from 60 to 60 days. In fact, NOTHING has arrived. AFP's website states that nothing needs to be purchased in order to enter the Sweepstakes. I could find NOTHING indicating that there exists a SELECTION PROCESS merely in order to receive entry materials. Yours truly,

[REDACTED]

Created By: JMOORE Created Date: 04/25/00

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Internet Complaint Date: 04/21/00

Initial Contact: Mail Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining  
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Mountain View, State: CA Zip: [REDACTED]

Country: UNITED STATES

Work phone: [REDACTED] Ext:

Fax Number: ( )

Home Number: [REDACTED]

Email: [REDACTED]

Age Range:



Consumer Information System  
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CROTTENBERG

**Company**

Company: American Family Publishers

Address:

City:

State: FL Zip:

Country: UNITED STATES

Email:

URL:<http://www.americanfamily.com>

Phone: (800) 3160026

Ext:

**Company Representative**

Rep Name: ?, female

Title:

**Associated Company**



Consumer Information System  
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CROTTENBERG

Transaction

Ref No.: 933375 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Unwanted mail & phone calls. Mr. Chandler is writing in care of his client.

Created By: PS23KDA Created Date: 04/24/00

Updated By: Updated Date:

Org Name: US Postal Inspection Service

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: External Agency Complaint Date:

Initial Response:

Product/Service: Prizes\Sweepstakes\Gifts

Statute/Rule:

Law Violation:

Consumer

Complaining  
Company/Org.:

Last name: [Redacted] First: [Redacted]

Address: [Redacted]

City: OKlahoma State: OK Zip: [Redacted]

Country: UNITED STATES

Work phone ( ) Ext:

Fax Number: ( )

Home Number: ( )

Email:

Age Range:

Company

Company: American Family Publishers

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: ( ) Ext:

Company Representative

Associated Company



**Consumer Information System  
Complaint Detail Report**

05/02/2002

CROTTENBERG

**Transaction**

Ref No.: 933367      Contact Type: Complaint      Source: Consumer      TCS? Y  
 Comments: She thinks she won prize and wants her money.  
 Created By: PS23KDA      Created Date: 04/24/00  
 Updated By:      Updated Date:        
 Org Name: US Postal Inspection Service  
 Amt Requested:        
 Amt Paid:      Payment Method:        
 Agency Contact: External Agency      Complaint Date:        
 Initial Response:        
 Product/Service: Prizes\Sweepstakes\Gifts  
 Statute/Rule:        
 Law Violation:     

**Consumer**

Complaining  
Company/Org.:

Last name: [REDACTED]      First: [REDACTED]  
 Address: [REDACTED]  
 City: Moreno Valley      State: CA Zip: [REDACTED]  
 Country: UNITED STATES  
 Work phone ( )      Ext:        
 Fax Number: ( )        
 Home Number: ( )        
 Email:        
 Age Range:     

**Company**

Company: American Family Publishers

Address:

City:      State: NR      Zip:        
 Country: LOCATION NOT REPORTED  
 Email:      URL:        
 Phone: ( )      Ext:     

**Company Representative**

**Associated Company**



**Consumer Information System  
Complaint Detail Report**

05/02/2002

CROTTENBERG

**Transaction**

Ref No.: 1267242      Contact Type: Complaint      Source: Consumer      TCS? Y

Comments: COMPLAINT WAS CALLED AND TOLD THAT SHE HAD WON 50,000\$ FROM A SWEEPSTAKES SHE HAD ENTERED INTO. SHE WOULD HAVE TO PAY MONEY UP FRONT FOR TAXES.

Created By: PHNB      Created Date: 04/18/00

Updated By:      Updated Date:

Org Name: Ontario Provincial Police, Anti Rackets (Phonebusters)

Amt Requested: 3,500.00

Amt Paid: 3,500.00      Payment Method: Not Reported

Initial Contact: Phone      Transaction Date: 04/17/00

Initial Response: Phone: other

Product/Service: Prizes\Sweepstakes\Gifts

Statute/Rule:

Law Violation:

**Consumer**

Complaining  
Company/Org.:

Last name: ANONYMOUS      First: ANONYMOUS

Address:

City: WINDSOR      State: ON Zip: -

Country: CANADA

Work phone ( )      Ext:

Fax Number: ( )

Home Number: ( )

Email:

Age Range:

**Company**

Company: American Family Publishers

Address:

City:      State: NR Zip: -

Country: LOCATION NOT REPORTED

Email:      URL:

Phone: ( )      Ext:



**Consumer Information System  
Complaint Detail Report**

05/02/2002

CROTTENBERG

**Company Representative**

Rep Name: NOSWORTHY,

Title:

**Associated Company**