

CIS COMPLAINT

Record 1 of 72	
Reference Number	12767588
Created Date	01/24/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RBROWN1
Entered Date	01/24/2008
Updated By	LLAWRENCE
Updated Date	01/24/2008
Agency Contact	Internet
Complaint Date	01/21/2008
Transaction Date	11/26/2002
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Glendale
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)

Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	nuskin.com
Company Address, Line 1	275 e.1325 s
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	provo
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84606
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	7759550
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	kay
Company Rep Middle Name	
Company Rep Last Name	zook
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	11/26/2002
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$80.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$3500.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: nuskin) payed over 4,000.00 including 100.00 a month for goods plus 39.95 in insurance never covered plus the 80.00 to get into thir global internet works, this is tax invasion on their part
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 2 of 72	
Reference Number	12777184
Created Date	01/25/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RLOPER
Entered Date	01/25/2008
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	01/22/2008
Transaction Date	11/26/2002
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	glendale
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nuskin
Company Address, Line 1	275 e.1325 s
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	provo
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84606
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	7759550
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	kay
Company Rep Middle Name	
Company Rep Last Name	zook
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	11/26/2002
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	\$3580.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$3580.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: nuskin) They owe me commissions and bonus about \$5,000.00 month
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 3 of 72

Reference Number	12946210
Created Date	01/08/2008
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022050486
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBSAUT
Entered Date	01/08/2008
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	01/08/2008
Transaction Date	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Salutation	-
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, Line 3	-
Consumer Address, City	MOUNTLAKE TERRACE
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	-
Consumer Home Phone, Country Code	-
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	-
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Work Phone, Extension	-
Consumer Fax, Country Code	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	846014432
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Customer Service Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 4 of 72

Reference Number	12946211
Created Date	01/30/2008
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022051482
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBSAUT
Entered Date	01/30/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/30/2008
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SAN DIEGOSAN DIEGO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	846014432
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$285.38
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 5 of 72	
Reference Number	13514275
Created Date	04/11/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	ASMITLEY
Entered Date	04/11/2008
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	04/10/2008
Transaction Date	11/04/2008
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	St Helena
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Pharmanex/Nu-Skin/Physicians Nutrition Network Intl.
Company Address, Line 1	58 Lighthouse Court,
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Napa
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	94559
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	707
Company Phone, Number	2558212
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	11/04/2008
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$2325.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	\$2325.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>(Product Name: Compensation/MLM Business Plan) I recently entered into an organization to provide nutritional supplements to my patients. I have generated a successful retail business of about \$7,000.00 per month in a very short time. I have only been able to generate about \$600.00 from this very large volume. I have tried to contact the company to explain to me why I am unable to profit from this business. My "up-line" directed me and now I find out that the guidance given to me benefited them and not me, there is very little if any pay for the retail sales, the only way to get the 40% retail mark-up is to sponsor a down-line network. I have tried to obtain how the compensation is paid and I was told it will be changing so it is not available. This is clearly a Pyramid scheme if you go by your guidelines that are clearly established. 1) told to purchase large sums of product to get to a higher level but no money made at this level except for my up-line, 2) A return policy only for unused product 3) A medical scanner that can be arbitrarily taken away or the requirements to continue to use can be changed 4) There is no real income to be made on retail sales unless you have a</p>

down-line, 5) Company promotes at the cost of retail sales the endless recruiting of the network, 6) Advancement is by generating a network rather than by promotion or retail sales volume, 7) You must maintain a certain volume of personal purchases to obtain a higher position in the pyramid, obtain bonuses, and obtain higher profits, 8) Commissions and bonuses are paid out to an endless level up-line at the expense of the person actually selling the product, 9) The up-line pyramid members make more per sale than the original salesperson. All these combined clearly make this company a Pyramid scheme. Please advise me as to what recourse I have, and what protections you are required by law to provide.

Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 6 of 72

Reference Number	13614175
Created Date	03/04/2008
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022052565
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBSAUT
Entered Date	03/04/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/04/2008
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WILMINGTON
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	846014432
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$200.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Sales Practice Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 7 of 72

Reference Number	19493647
Created Date	06/20/2008
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022056131
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-User
Entered Date	06/20/2008
Updated By	
Updated Date	
Agency Contact	
Complaint Date	06/20/2008
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	GLENDALE
Consumer Address, State Code	AZ
Consumer Address, State Name	Arizona
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Service Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 8 of 72

Reference Number	19561381
Created Date	07/16/2008
Complaint Source	FTC Call Center
Originator Reference Number	
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	vcastillo
Entered Date	07/16/2008
Updated By	vcastillo
Updated Date	07/16/2008
Agency Contact	Phone
Complaint Date	07/16/2008
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Hammond
Consumer Address, State Code	IN
Consumer Address, State Name	Indiana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Print
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	

Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3312
Complaint Info Product Service Description	Advance-Fee Loans, Credit Arrangers
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer was calling to receive the phone number to the AG in Indiana to check on complaints against a company by the name of Nu Skin Enterprises. No alt phone number. - Consumer requested additional fulfillment.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 9 of 72	
Reference Number	19774981
Created Date	08/01/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	08/01/2008
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	08/01/2008
Transaction Date	06/05/2008
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Orangeburg
Consumer Address, State Code	SC
Consumer Address, State Name	South Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nuskin Inc
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Salt Lake City
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.nuskin.com
Company Rep First Name	Tonya
Company Rep Middle Name	
Company Rep Last Name	Ray
Company Rep Salutation	
Company Rep Comments	Nuskin Representative
Complaint Info Initial Contact Method	Internet (Other)
Complaint Info Initial Contact Date	06/05/2008
Complaint Info Initial Response Method	Answer cold call
Complaint Info Initial Response Date	06/05/2008
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	\$88.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$88.00
Complaint Info Product Service Code	3003
Complaint Info Product Service Description	Third Party Debt Collection
Complaint Info Law Violation Code	MCEA MCN MCO MCW
Complaint Info Law Violation Description	Falsely Represents Character, Amount, Status of Debt Calls Debtor After Getting 'Cease Communication' Notice Collects Unauthorized Interest\Fees\Expenses Calls any person repeatedly or continuously
Complaint Info Statute Code	JJ
Complaint Info Statute Description	Fair Debt Collection Practices Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have repeatedly told company I am not interested in their products, and do not want to be associated with them. they continue to ship me products I don't want, or use, and bill my account prior to arrival of products, which I have to return at my own expense. I now have over draft problems, inspite of notifying company in writing to cease and desist. Company has promised in writing and verbally over the phone to credit back the overcharges, and still has not. Company also, has my personal information on file (including Social Security #) from over 12 years ago. I lived in another state then.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 10 of 72	
Reference Number	19775101
Created Date	08/01/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	08/01/2008
Updated By	WFRIDAY
Updated Date	08/08/2008
Agency Contact	Internet
Complaint Date	08/08/2008
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Orangeburg
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	
Consumer Address, Country Name	
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nuskin
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Salt Lake City
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.nuskin.com
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	Nuskin representative
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$88.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$88.00
Complaint Info Product Service Code	1705
Complaint Info Product Service Description	Health Care: Drugs-OTC\Prescription
Complaint Info Law Violation Code	CS1\CS6\DDM
Complaint Info Law Violation Description	SPAM: 'Remove Me' is missing, broken, or ignored\SPAM: Other\general annoyancelDeception/Misrepresentation
Complaint Info Statute Code	CSIP
Complaint Info Statute Description	CAN-SPAM Act\FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	They have destroyed my checking and savings account. I can no longer pay any of my bills, and will probably wind up with eviction problems.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 11 of 72	
Reference Number	19893824
Created Date	07/08/2008
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022057573
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	07/08/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/08/2008
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	KIRKLAND
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Advertising Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 12 of 72

Reference Number	19893826
Created Date	07/25/2008
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022058163
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	07/25/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/25/2008
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	STEPHENTOWN
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 13 of 72	
Reference Number	19941620
Created Date	08/18/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	08/18/2008
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	08/18/2008
Transaction Date	04/20/2007
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Suwanee
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nuskin Enterprises - the Proven Formula Team
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Dallas
Company Address, State Code	TX
Company Address, State Name	Texas
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.thebestonlinesystem.com
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	Emerald
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	04/20/2007
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	04/20/2007

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$199.00
Complaint Info Amount Paid Method	Discover Credit Card
Complaint Info Amount Paid Value	\$199.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>The Proven Formula team does not allow lead generation by distributors but requires lead purchases through the Global Internetworks office (located in Boca Raton, FL) only. I have reason to believe that the people at the top of the Proven Formula Team receive kickbacks for all lead sales. We are constantly encouraged and pushed to buy leads although the leads purchases are optional; we are told that we cannot achieve financial success without calling massive numbers of leads to increase our team. We are also presented with "fast-track" opportunities about two weeks in to speed our advancement - this includes a huge amount of products and leads. We are not allowed to choose the products we receive and \$500 or so goes to the charitable organization they sponsor. Volume is placed at their whim. The average person is forced to leave the business due to massive lead purchases that they cannot continue to buy so the initial investment and subsequent purchases are lost.</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 14 of 72	
Reference Number	20170317
Created Date	09/05/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	09/05/2008
Updated By	WFRIDAY
Updated Date	10/30/2008
Agency Contact	Internet
Complaint Date	10/30/2008
Transaction Date	09/04/2008
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Saginaw
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Big Planet/NuSkin
Company Address, Line 1	One NuSkin Plaza
Company Address, Line 2	75 West Center
Company Address, Line 3	
Company Address, City	Provo
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	423
Company Phone, Number	5668883
Company Phone, Extension	
Company Email	(b)(6)@spabeautywealth.com
Company Website	www.nuskin.com
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	Distributor
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	09/04/2008
Complaint Info Initial Response Method	Internet/E-mail

Complaint Info Initial Response Date	09/04/2008
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0334
Complaint Info Product Service Description	Internet Access Services
Complaint Info Law Violation Code	CS1ICS6
Complaint Info Law Violation Description	SPAM: 'Remove Me' is missing, broken, or ignored SPAM: Other\general annoyance
Complaint Info Statute Code	CS
Complaint Info Statute Description	CAN-SPAM Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was part of this company as a "work-at-home" distributor from Oct '07-Mar '08. They misrepresented their product and their company. The issue, however, is that I have asked repeatedly to be removed from their emailings and they continue to harass me with emails. Since they do not provide an opt-out option, I have responded to the emails, asking to be removed. I am constantly being verbally attacked by the representatives of this company thru email and they still continue to email me. I have tried numerous times to get them to stop, and now it is harassment. I want action taken now.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 15 of 72	
Reference Number	20783055
Created Date	10/15/2008
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022063496
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	10/15/2008
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	10/15/2008
Transaction Date	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Salutation	-
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, Line 3	-
Consumer Address, City	STOCKTONKTON
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	-
Consumer Home Phone, Country Code	-
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	-
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Work Phone, Extension	-
Consumer Fax, Country Code	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$117.44
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Sales Practice Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 16 of 72

Reference Number	20791459
Created Date	08/26/2008
Complaint Source	BBB BC Vancouver
Originator Reference Number	00370001220310
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	08/26/2008
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	08/26/2008
Transaction Date	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Salutation	-
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, Line 3	-
Consumer Address, City	RICHMOND
Consumer Address, State Code	BC
Consumer Address, State Name	British Columbia, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	-
Consumer Home Phone, Country Code	-
Consumer Home Phone, Area Code	-
Consumer Home Phone, Number	-
Consumer Work Phone, Country Code	-
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Work Phone, Extension	-
Consumer Fax, Country Code	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Canada
Company Address, Line 1	3071 12 No 5 Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	RICHMOND
Company Address, State Code	BC
Company Address, State Name	British Columbia, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
Company Address, ZIP Code	V6X 2T4
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	604
Company Phone, Number	2794226
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Sales Practice Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 17 of 72

Reference Number	20801483
Created Date	09/29/2008
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022060066
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	09/29/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/29/2008
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ORANGEBURG
Consumer Address, State Code	SC
Consumer Address, State Name	South Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 18 of 72

Reference Number	20801520
Created Date	09/04/2008
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022060291
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	09/04/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/04/2008
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SAN FRANCISCO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$6.58
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Billing or Collection Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 19 of 72	
Reference Number	21302355
Created Date	12/19/2008
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022065924
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	12/19/2008
Updated By	BBB-USER
Updated Date	02/11/2009
Agency Contact	External Agency
Complaint Date	01/22/2009
Transaction Date	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Salutation	-
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, Line 3	-
Consumer Address, City	OLYMPIA
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	-
Consumer Home Phone, Country Code	-
Consumer Home Phone, Area Code	-
Consumer Home Phone, Number	-
Consumer Work Phone, Country Code	-
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Work Phone, Extension	-
Consumer Fax, Country Code	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$70.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 20 of 72	
Reference Number	21497111
Created Date	01/27/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/27/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	01/27/2009
Transaction Date	11/25/2008
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Greendale
Consumer Address, State Code	IN
Consumer Address, State Name	Indiana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises
Company Address, Line 1	75 West Center Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Provo
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	www.nuskinenterprises.com
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	Not sure (Distributer)
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	11/25/2008
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	11/25/2008
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	\$349.00
Complaint Info Amount Paid Method	Discover Credit Card
Complaint Info Amount Paid Value	\$396.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I was browsing the internet and came across this site on how to make money. When I got interested . Sounded like a good deal. Filled out the form and was contacted by email since at first I was skeptical and did not use my real phone number. It Was sometime in November when I recieved an email From (b)(6) I decided it sounded great after reviewing a few presentations. I agreed to speak again in a few days and authorised the use of my credit card for the amount of 349.00. After shipping and handling it all came to 395.97. The problem that I had Is I receive all of this with my supposed free coaching,free web site and free leads. I felt mislead when I found a charge on my card from Vayan marketing group for 59.00. That is were the free leads came from. So then they only last for a month and you have to purchase more. I am just disappointed in how it was sold tome and feel it should be explained more clearly. I also Started having internet problems and couldn't get all the info I needed from my Gin office in which you get the free leads. The there is the Adr Program which I know I said I didn't want and was sent products on my credit card I didn't order. I call my coach (b)(6) and she say this is probably your ADR. She said that was all explained on your call training from the gin office. I explained That my internet wasn't working long before that since I was in touch with her almost daily shouldn't she</p>

	explain that to me? Then She said I should Have received a letter in my regular. I didn't
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 21 of 72

Reference Number	21647224
Created Date	01/05/2009
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022065734
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	01/05/2009
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	01/05/2009
Transaction Date	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Salutation	-
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, Line 3	-
Consumer Address, City	DAYTON
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	-
Consumer Home Phone, Country Code	-
Consumer Home Phone, Area Code	-
Consumer Home Phone, Number	-
Consumer Work Phone, Country Code	-
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Work Phone, Extension	-
Consumer Fax, Country Code	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$327.50
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 22 of 72

Reference Number	21647302
Created Date	01/05/2009
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022063651
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	01/05/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/05/2009
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SEWICKLEY
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$1444.05
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Sales Practice Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 23 of 72

Reference Number	21647329
Created Date	01/05/2009
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022065916
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	01/05/2009
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	01/05/2009
Transaction Date	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Salutation	-
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, Line 3	-
Consumer Address, City	SPRINGFIELD
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	-
Consumer Home Phone, Country Code	-
Consumer Home Phone, Area Code	-
Consumer Home Phone, Number	-
Consumer Work Phone, Country Code	-
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Work Phone, Extension	-
Consumer Fax, Country Code	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Sales Practice Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 24 of 72

Reference Number	22295465
Created Date	03/11/2009
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022070934
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	03/11/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/11/2009
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	TACOMA
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Sales Practice Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 25 of 72

Reference Number	22638554
Created Date	04/20/2009
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022071422
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	04/20/2009
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	04/20/2009
Transaction Date	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Salutation	-
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, Line 3	-
Consumer Address, City	VICTORVILLE
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	-
Consumer Home Phone, Country Code	-
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	-
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Work Phone, Extension	-
Consumer Fax, Country Code	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Billing or Collection Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 26 of 72	
Reference Number	23770460
Created Date	08/14/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0908141104033211
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	08/14/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/14/2009
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MONKTON
Consumer Address, State Code	MD
Consumer Address, State Name	Maryland
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	NU SKIN DF MX
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Other
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$1410.60
Complaint Info Product Service Code	2901
Complaint Info Product Service Description	Credit Cards
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref #:I0908141104033211. 3 charges were placed on my debit card in Mexico August 7, 2009. The last date I was in Mexico was July 2, 2009. All 3 charges were to NU SKIN DF MX; 1 for \$506.29, another for \$506.29 and another for \$384.06. Because these charges were out of the country, there were \$13.96 in international service charges.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 27 of 72	
Reference Number	23935121
Created Date	09/05/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	09/05/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	09/05/2009
Transaction Date	
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	ageloc/nuskin
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	6003215
Company Phone, Extension	
Company Email	
Company Website	www.8886003215.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Unknown
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	\$0.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	3912
Complaint Info Product Service Description	Internet Information Services
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	This company was previously investigated as being a pyramid scheme and for making misleading comments about how much money a participant could expect to make. The link I gave you continues to make such misleading comments. I did not buy into this scheme, fortunately.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 28 of 72	
Reference Number	24146454
Created Date	09/28/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	09/28/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	09/28/2009
Transaction Date	09/18/2009
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Cumming
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	NuSkin
Company Address, Line 1	75 W. Center
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Provo
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	www.nuskinusa.com
Company Rep First Name	Paul
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	09/18/2009
Complaint Info Initial Response Method	Phone: other
Complaint Info Initial Response Date	09/18/2009
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	\$1525.00
Complaint Info Amount Paid Method	American Express Credit Card
Complaint Info Amount Paid Value	\$1525.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I signed up to be a "distributor" and paid \$1525 for the start up kit. When I decided it was not for me and wanted my money back by exercising my 30 day 100% guarantee, Nu Skin told me the 100% guarantee was only good for the \$25 catalog and that I am entitled to only 90% for the rest.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 29 of 72

Reference Number	24271447
Created Date	09/24/2009
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022082557
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	09/24/2009
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	09/24/2009
Transaction Date	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Salutation	-
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, Line 3	-
Consumer Address, City	OCALA
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	-
Consumer Home Phone, Country Code	-
Consumer Home Phone, Area Code	-
Consumer Home Phone, Number	-
Consumer Work Phone, Country Code	-
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Work Phone, Extension	-
Consumer Fax, Country Code	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 30 of 72

Reference Number	24271469
Created Date	09/30/2009
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022080840
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	09/30/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/30/2009
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	KISSIMMEE
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Customer Service Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 31 of 72	
Reference Number	24586533
Created Date	10/13/2009
Complaint Source	U.S. Postal Inspection Service
Originator Reference Number	1498907
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	USPS-USER
Entered Date	10/13/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/13/2009
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	OCALA
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	b(6)
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises Inc
Company Address, Line 1	75 W CENTER ST
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	Other Credit Card
Complaint Info Amount Paid Value	\$1100.00
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 33 of 72	
Reference Number	24982201
Created Date	12/24/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/24/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	12/24/2009
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Tucson
Consumer Address, State Code	AZ
Consumer Address, State Name	Arizona
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	NuSkin
Company Address, Line 1	Unknown
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	California
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	714
Company Phone, Number	6517129
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Sara
Company Rep Middle Name	
Company Rep Last Name	Unknown
Company Rep Salutation	
Company Rep Comments	Unknown
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I found the opportunity on Craigslist. I called the number to ask about the business opportunity. Sara invited me to a meeting. I asked her the name of the company. She refused to give me the information. I ended the call. My wife called. Sara still refused to give the name. So listed a complaint on Craigslist. Sarah upline called me to discuss the issue and invited me to a meeting. The upline revealed to me that the company was NuSkin Sara was trying to conceal the identity of the company. I consider this at least unethical
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 34 of 72	
Reference Number	25029219
Created Date	01/04/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/04/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	01/04/2010
Transaction Date	03/02/2009
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Gardena
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	NU SKIN
Company Address, Line 1	75 West Center Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	usmarket@nuskin.com
Company Website	
Company Rep First Name	CYNTHIA
Company Rep Middle Name	
Company Rep Last Name	WADE
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	03/02/2009
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0334
Complaint Info Product Service Description	Internet Access Services
Complaint Info Law Violation Code	CS6
Complaint Info Law Violation Description	SPAM: Other\general annoyance
Complaint Info Statute Code	CS
Complaint Info Statute Description	CAN-SPAM Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have unsubscribed to there emails at least five times in the last year, I will receive an email confirming my unsubscribe request only to get a new email from them a couple of months later.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 36 of 72

Reference Number	25684323
Created Date	02/22/2010
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022091422
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/22/2010
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	02/22/2010
Transaction Date	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Salutation	-
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, Line 3	-
Consumer Address, City	SAN JOSE
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	-
Consumer Home Phone, Country Code	-
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	-
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Work Phone, Extension	-
Consumer Fax, Country Code	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 37 of 72

Reference Number	25684328
Created Date	02/08/2010
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022090768
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/08/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/08/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	HARRISON
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Sales Practice Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 38 of 72

Reference Number	25684352
Created Date	02/08/2010
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022086965
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/08/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/08/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HAYDEN LAKE
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 39 of 72	
Reference Number	26035789
Created Date	04/05/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	04/05/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	04/05/2010
Transaction Date	03/10/2010
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Talent
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin
Company Address, Line 1	75 W. Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Provo
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4878000
Company Phone, Extension	
Company Email	
Company Website	www.nuskin.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	03/10/2010
Complaint Info Initial Response Method	In Person
Complaint Info Initial Response Date	03/10/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	\$375.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$38250.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>they force you to enroll as a distributor you can get supposedly a discount on the merchandise that you would need in order to use the product call the "Galvanic Spa" and on top you have to enroll in the ADR(advance delivery program .automatic delivery). I tried to return the product because I was not satisfied with the performance within a week of purchasing; and they don't want to refund me the full amount I payed for it(they didn't even gave me a receipt of purchase or contract specifying the terms of the purchase) 375.00(minus de s\$h). they alleged that they only will refund me 90% of the total price because I became a "distributor" . They only want to refund 335.00.</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 40 of 72	
Reference Number	26287702
Created Date	04/30/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	04/30/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	04/30/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Penn Valley
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises
Company Address, Line 1	75 West Center
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Provo
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4781000
Company Phone, Extension	
Company Email	
Company Website	www.nuskin.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Nu Skin defrauded me out of over \$270,000.00 with promises of false potential income claims. I worked their business opportunity for three years and lost everything. They make false statements of average earning. They are also using "claw" withdrawals of commissions without proof. I lost everything. My home, my cars, my pension fund... all to a business that yielded nothing. I have a complete report with documents that prove my claims.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 41 of 72	
Reference Number	26345433
Created Date	04/30/2010
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022094902
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	04/30/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/30/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PENN VALLEY
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Sales Practice Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 42 of 72

Reference Number	26345460
Created Date	04/15/2010
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022092194
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	04/15/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/15/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HOUSTON
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 43 of 72

Reference Number	26345479
Created Date	04/12/2010
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022092455
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	04/12/2010
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	04/12/2010
Transaction Date	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Salutation	-
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, Line 3	-
Consumer Address, City	LINCOLN
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	-
Consumer Home Phone, Country Code	-
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	-
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Work Phone, Extension	-
Consumer Fax, Country Code	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Guarantee or Warranty Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 44 of 72

Reference Number	26349608
Created Date	04/27/2010
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1004271459054842
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	04/27/2010
Updated By	IFCC
Updated Date	12/29/2010
Agency Contact	External Agency
Complaint Date	04/27/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CORAL GABLES
Consumer Address, State Code	FL

Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer	

Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	cn.nuskin.com
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company	

Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	https://www.yousendit.com/download/VGIlnQ1ZtSytENIFLSke9PQ
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Email
Complaint Info Initial Contact Date Complaint	

Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	3600
Complaint Info Product Service Description	Invest: Other (note in comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint	

Info Topic Description	
Complaint Info Comments	<p>ICCC Ref #:I1004271459054842. I don't know if I am counted as a victim as I have never re early this year or late last year. One of them (Ai-Zhen Yang <azyang@yahoo.com>) send me company (&#22914;&#26032;&#38598;&#22242;&#20844;&#21496; it sounded like a dir to many other persons. Then, I started to receive lots of those emails which, I simply marked them. Besides, I came from Taiwan and had no interests reading their simplified Chinese nor they misspelled my last name as "Wang" instead. Today, I found out one of them, whose last me (as if I am his wife). I do not know if this application is real or maybe it's only part of the (b)(6) has any right to include me in this application. I am attaching this email with head company (b)(6) > signed up for me is probably cn.nuskin.com Chen" <singanchen@cn.nuskin.com> (also the translation sounds matched). According to th (s)he is working in a University in the US (not Florida). Unfortunately, I just empty my sparr IP now. However, I did ever intend to write her to stop including me in their mailing list that emailed this (b)(6) and CC me. The email address I foun (b)(6) Thank you for your time. Let me know if I can further assist y</p> <p>===== Re: Provident Funding Loan (b)(6) Application Def</p> <p>April 24, 2010 10:28 AM From (b)(6) Sat Apr 24 07:28:57 2010 X-Apparently-To: s Sat, 24 Apr 2010 07:28:57 -0700 Return-Path: (b)(6) X-YMailISG: I9CiYKsWLDs70sBgcIqX5_j9ct4j7CjDk9joEC_44vM2WPqPfyEgozcHtAKsQdhGQ0Mr1 dPRED5TRu_wXTaaa1DU01ffoZbECI_HDKmiAAmThyhwu14ay0X8v1HzYPL6QdCY_Qi wzEqUeBAH2eTkaRA6QL5p7jx5zerRs7UNP4zh0Nq76ejDJp7nFkLlo.pxSarvgeTc_uyI98Y W85YyjyiaVdGz9gL6TyaOCcQbi.k6sEr4CY6YhxcUJxFM_P4s4pKhRyDN_ExJEmye2253. cAvRSuGAWpx4F5cDV9ZSVEzDcbY9phYEQ X-Originating-IP: [74.125.83.53] Authentic from=gmail.com; domainkeys=pass (ok); from=gmail.com; dkim=pass (ok) Received: from (74.125.83.53) by mta142.mail.sp2.yahoo.com with SMTP; Sat, 24 Apr 2010 07:28:57 -0700 with SMTP id 21so3852749gwj.12 for (b)(6) Sat, 24 Apr 2010 07:28: a=rsa-sha256; c=relaxed/relaxed; d=gmail.com; s=gamma; h=domainkey-signature:mime-ve :references:date:message-id:subject:from:to:cc:content-type; bh=9kIz4HLA0NYUkZILTxOz b=uB4Jm4aOeEok9X4SyvbsOKb/viHF0wWr8YdCxMmV5RN4yNzUzCjbBtY3mjMiQg3U. EwC77QQ9rDxiT0mAIBwghjk9ZERg+IkIokkzsoqsFX/nuVTeYr+uCQWYEVp6f7f4Ys9K eErHaM5DigXMLctTe0NeWWOUDpaWZJnZc2XII= DomainKey-Signature: a=rsa-sha1; c: h=mime-version:in-reply-to:references:date:message-id:subject:from:to :cc:content-type; b=WIIXV8TqyGgqr6U1gebESdN7nBniewB6zdp/JguCR6IKf1+gZdYAi3Yvm24vhDqbCF wpPtJfGTVwF/sqxny9Duk0eYQH95QQdGX0aufCSr++c5wEMCLVMUNhVdBMxJeARm M6jfQz4kHbb+1eZgIA791h1/jbzsagaw2g9O8= MIME-Version: 1.0 Received: by 10.150.96</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 45 of 72

Reference Number	27051240
Created Date	06/08/2010
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022093967
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	06/08/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/08/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SANDSTON
Consumer Address, State Code	VA
Consumer Address, State Name	Virginia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 46 of 72

Reference Number	27265254
Created Date	07/06/2010
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022096780
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	07/06/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/06/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LINDENHURST
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Delivery Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 47 of 72	
Reference Number	27638627
Created Date	08/09/2010
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022100199
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	08/09/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/09/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	JOPPA
Consumer Address, State Code	MD
Consumer Address, State Name	Maryland
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Sales Practice Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 48 of 72	
Reference Number	27706995
Created Date	09/20/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	09/20/2010
Updated By	CRSS\asmitley
Updated Date	09/23/2010
Agency Contact	Internet
Complaint Date	09/20/2010
Transaction Date	02/20/2010
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Lincoln
Consumer Address, State Code	NE
Consumer Address, State Name	Nebraska
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	nuskin int
Company Address, Line 1	75 West Center
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Provo
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	180
Company Phone, Number	0487100
Company Phone, Extension	
Company Email	____@nuskin.com
Company Website	www.nuskin.com
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	Distributor
Complaint Info Initial Contact Method	Phone Call: Mobile/Cell
Complaint Info Initial Contact Date	02/20/2010
Complaint Info Initial Response Method	In Person
Complaint Info Initial Response Date	02/20/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$785.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>Nuskin makes available to its sales force a bragged about "science based and reliable" testing device that the associates are told to say tests accurately ones antioxidant level. I was interested in such a device and allowed the distributor to test me. this highly bragged up testing device shine a mixxcule red light a tenth of an inch in diameter on the side of the hand for about 30 sec. A computer then spits out a number which they claim is an accurate reading of the antioxidant level in my entire body. I asked to be given a full and detailed explanation of this device. I knew that they could not possibly test ones total antioxidant level in this manner-i have read and studied testing of antioxidants and e.g. glutathione testing, the master antioxidant, is very expensive test to administer requiring a blood draw and there is no other accurate way of testing glutathione levels but this one very expensive and almost impossible to locate a lab that does this test which is the only accurate means of testing glutathione levels currently. I read through their 40 page (approx) scientific appearing rhetoric that the distributor had to search quite some time to locate..the description given is strangely mixed up paper describing this marvelous well researched resting device. The most revealing statement which grabbed my attention is located in the first few pages and clearly and in bold says that this device is a test for skin caretenoids</p>

Complaint Info Comments

and not for total antioxidants-they claim to measure skin caretenoid level only but accurately and then go on to state that the consultants are to say this is testing ones antioxidants level even though it does not....this in bold print. They then go on and on with strange logic and justification that makes no sense as to why the distributor is not really lying possibly by use the term ""antioxidant measuring test" and not what it is a skin caretenoid test. somehow they argue why they are able to lie based on some twisted logic. Bottom line is no matter what they claim or twist it is absolutely not the truth.The distributor warned me about how low my levels were and how at risk i was for serious diseases. i know what they are stating they are misleading their customers to be truth to be absolutely false.My heal is so amazingly great that i never get sick or the other issues indicative of low antioxidants. i have extremely high levels of antioxidants-the proof is in my doctors annual physicals and great health.the company lies about out testing antioxidants instructs the distributors to lie as to what this silly machine tests. From what i have read and know to be true,skin caretenoids are minor and second or third string players in the entire antioxidant hierarchy. And i know for an absolute fact that the measurement of skin aretenoids is not an indicator in any way of how high or low mine or an persons antioxidant level is this sham test is so clearly conducted to encourage through fear and misinformation nuskins product to raise the antioxidant levels --boosting sales of their expensive supplement by scaring people with false very false data.they are lying and misleading to boost sales in the-there is not a shred of truth in what they claim to be able to do with this meter. they brag about this very amazing meter and throw out a list of medical school and brilliant scantness who came up with this device.are a very minor and are not an indiation of total antioxidant level category of ir expensive nutr. PS9000: mlm company Other-Other Update

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days

Flag - FOIA only

Record 49 of 72

Reference Number	27910067
Created Date	09/28/2010
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022101627
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	09/28/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/28/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LA JOLLA
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 50 of 72	
Reference Number	27944826
Created Date	10/13/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	10/13/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	10/13/2010
Transaction Date	08/10/2008
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	North Falmouth
Consumer Address, State Code	MA
Consumer Address, State Name	Massachusetts
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin International, Inc
Company Address, Line 1	75 West Center
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Provo
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	info@nuskin.com
Company Website	www.nuskin.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	08/10/2008
Complaint Info Initial Response Method	In Person
Complaint Info Initial Response Date	08/10/2008
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	\$1500.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I am concerned about their campaign AgeLoc vitality both vitamin supplements. The company CLAIMS are ridiculous, and FTC need to investigate this company AGAIN. What is YGC Youth Growth Complex???? It's nonsense and the on the street representatives peddling it on Facebook and in private homes are really hyping this as turning back aging. Consumers are being scammed again.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 51 of 72

Reference Number	28703672
Created Date	11/03/2010
Complaint Source	U.S. Postal Inspection Service
Originator Reference Number	1543518
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	USPS-USER
Entered Date	11/03/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/03/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	JOPPA
Consumer Address, State Code	MD
Consumer Address, State Name	Maryland
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	b(6)
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises Inc
Company Address, Line 1	75 W CENTER ST
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	Not Reported
Complaint Info Amount Requested	

Value	\$8018.89
Complaint Info Amount Paid Method	Other Credit Card
Complaint Info Amount Paid Value	\$8018.89
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	11/3/2010 AEasterling PHOENIX INSPECTOR ARMSTRONG PROJECT Customer states they used their credit card to purchase the SOC's services, and the services were never rendered by the company. Customer is requesting assistance in obtaining a full refund.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 52 of 72	
Reference Number	28753382
Created Date	12/08/2010
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022104814
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	12/08/2010
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	12/08/2010
Transaction Date	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Salutation	-
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, Line 3	-
Consumer Address, City	BELMONT
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	-
Consumer Home Phone, Country Code	-
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	-
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Work Phone, Extension	-
Consumer Fax, Country Code	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 West Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 53 of 72

Reference Number	30837402
Created Date	05/11/2011
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022113658
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAUT-USER
Entered Date	05/11/2011
Updated By	BBBSAUT-USER
Updated Date	02/26/2012
Agency Contact	External Agency
Complaint Date	05/11/2011
Transaction Date	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Salutation	-
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, Line 3	-
Consumer Address, City	PENSACOLA
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	-
Consumer Home Phone, Country Code	-
Consumer Home Phone, Area Code	-
Consumer Home Phone, Number	-
Consumer Work Phone, Country Code	-
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Work Phone, Extension	-
Consumer Fax, Country Code	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 W Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	jdastrup@nuskin.com
Company Website	www.nuskin.com
Company Rep First Name	Ritch
Company Rep Middle Name	
Company Rep Last Name	Wood
Company Rep Salutation	
Company Rep Comments	CFO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>4/9 purchased products on 30 day trial - full refund if not satisfied. Requested refund on 4/20 and have been given runaround by distbr & cust svc. On April 9th I purchased a galvanic skin spa and transformation skin care kit (totalling \$640.06) from Denny Pretz (distributor) at the Acadmey for Anti-Aging Conference in Orlando, FL. I was told that I had 30 days to use the skin spa and products and if I decided I did not like them, I would be given a full refund. I questioned this process and was told 'what do I have to lose, just try the products for 30 days and if not satisfied just contact me for a full refund.' On April 20th I contacted Denny Pretz by email and requested a refund. He sent me a refund request form and on April 29th I followed the instructions on the form and emailed the completed form to NuSkin customer service. I received an email back stating that NuSkin could not process my request by email and that I needed to call customer service. I called customer service on Saturday, May 7 and was told to call back on Monday, May 9. I called again on Monday, May 9th and was told that since the products were purchased directly from the distributor, Denny Pretz, that I would have to contact Denny and request the refund from him. I contacted Denny again by email, stating the details of my call to customer service earlier that day and have not received response back. I am requesting a full refund of the \$640.06 products that I purchased and an address for where to mail the remaining products</p>

and skin spa back. In addition, on Fri, May 6 an order totally \$339.10 was placed for me that I did not authorize or consent to. When I called customer service on May 9th they told me that they would refund this additional charge but that I would need to mail back the order once I received it. This order never should have been placed to begin with - my original request to cancel and for a refund was made on April 20th, well before May 6th when the order was placed. Now I have to pay shipping in order to send an order back that I did not consent to and hope that they follow through on their word to credit me the additional \$339.10. There has been a lot of finger pointing and no customer service in terms of following through on a commitment to refund based on satisfaction. Not only am I unhappy with the products, I now feel very poorly about the company in general. They should have much better customer service that what I've experienced. I have been requesting resolution for a refund for almost 3 weeks now - I really hope the BBB can help me get to the bottom of this once and for all. Thank you --- Additional Comments: I'm seeking \$640.06 for the original purchase, \$339.10 for an order that I did not authorize, shipping costs to mail back the order I did not authorize and for them to destroy all of my personal information, including my social security number and my visa card number.'

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 54 of 72	
Reference Number	31206771
Created Date	06/13/2011
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022115177
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAUT-USER
Entered Date	06/13/2011
Updated By	BBBSAUT-USER
Updated Date	02/26/2012
Agency Contact	External Agency
Complaint Date	06/13/2011
Transaction Date	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Salutation	-
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, Line 3	-
Consumer Address, City	BARRINGTON
Consumer Address, State Code	RI
Consumer Address, State Name	Rhode Island
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	-
Consumer Home Phone, Country Code	-
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	-
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	-
Consumer Fax, Country Code	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 W Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	jdastrup@nuskin.com
Company Website	www.nuskin.com
Company Rep First Name	Ritch
Company Rep Middle Name	
Company Rep Last Name	Wood
Company Rep Salutation	
Company Rep Comments	CFO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I purchased the AgeLOC Vitality and tried it for 90 days, being told to keep track of progress and that I would be refunded if no improvement. On March 22, 2011, I commenced an autoship order for AgeLOC Vitality. It was order number (b)(6) I was told by my friend that there was a 90 day guarantee and that I should keep track of any progress whatsoever. I was looking for more energy and mental acuity. I was NOT given any more instructions or told to go onto the website where they have details of the guarantee, including taking a photograph with a newspaper on the first day I started (which NOW they tell me - 90 days later). I took the product exactly as I was told both verbally and on the packaging. I paid attention every day to absolutely any change whatsoever. I experienced absolutely nothing at all, ever. When I contacted the company to exercise the guarantee, I was transferred from department to department, ultimately being told that the person I had to speak to was in a meeting and they wouldn't give me her name. They promised she would send out the forms (as I was told they could not be emailed or faxed). A week went by and having received nothing I called them and they told me that the email they had was bad, but that that was who handled this guarantee. Frustrated, I demanded to speak to a manager (I want to say Mark, but I could be wrong) who advised me that the instructions for return were on the website where the terms of the</p>

guarantee were also set forth. Again, I was not told about these terms or the need to go to the website ever, prior to this. When I went to the website, I saw the requirements for pictures with newspapers and dates set forth. I was advised this was the only way they would honor the guarantee, IF they were convinced no improvement was provided by the product. Seriously, if there was ANY improvement WHATSOEVER, I would consider \$50/month a great deal! But it provides nothing and they are not honoring the guarantee as I was told (or not told) about. Meanwhile, they are deceiving people into purchasing the product, promising a guarantee, without providing the information they need to exercise the guarantee. I want my money back! --- Additional Comments: \$150 refund, plus shipping costs.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 55 of 72	
Reference Number	31316685
Created Date	06/03/2011
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022114675
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAUT-USER
Entered Date	06/03/2011
Updated By	BBBSAUT-USER
Updated Date	03/03/2012
Agency Contact	External Agency
Complaint Date	06/03/2011
Transaction Date	
Consumer First Name	b(6)ll
Consumer Middle Name	ll
Consumer Last Name	b(6)lb(6)lb(6)
Consumer Salutation	ll
Consumer Address, Line 1	b(6)ll
Consumer Address, Line 2	ll
Consumer Address, Line 3	ll
Consumer Address, City	MIAMIll
Consumer Address, State Code	FLll
Consumer Address, State Name	Floridall
Consumer Address, Country Code	USAll
Consumer Address, Country Name	UNITED STATESll
Consumer Address, ZIP Code	b(6)ll
Consumer Address, ZIP Code Extension	ll
Consumer Home Phone, Country Code	ll
Consumer Home Phone, Area Code	b(6)ll
Consumer Home Phone, Number	b(6)ll
Consumer Work Phone, Country Code	ll
Consumer Work Phone, Area Code	b(6)ll
Consumer Work Phone, Number	b(6)ll
Consumer Work Phone, Extension	ll
Consumer Fax, Country Code	ll
Consumer Fax, Area Code	ll

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 W Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	jdastrup@nuskin.com
Company Website	www.nuskin.com
Company Rep First Name	Ritch
Company Rep Middle Name	
Company Rep Last Name	Wood
Company Rep Salutation	
Company Rep Comments	CFO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>Bad customer service with Nu Skin distributor of south Florida, disturber refuse to honor return of merchandise as per conversation on cop orate .As per many emails with corporate they assure me they would do what they call a courtesy refund being that I did not purchase the product from them directly, however the distributor represents their product and he did not reveal to me that their was a disclaimer for the product prior to use, it was the following consult physician if you have the following, heart pacer, pregnant, or have metal in your mouth. I open the product to use it and read the (IFU) instruction for use that was included inside the box that is then and only then I knew of this disclaimer for their product, being I'm the customer this concerns me being that I have metal in my mouth. I then got on the phone and contacted corporate and express my concerns for this issue and they stated to me that they stand behind their products a 100% and that I should have be inform of that information before purchasing the product. I explain to her that I was not inform of the disclaimer until I open the box and read it myself. I have been trying to return this product on several occasions tom the place of purchase and their distributor refuse to take it back due to have been open but the exterior box is open yes but the interior of the box along with the products are sealed in it's original</p>

Complaint Info Comments

packaging. As per conversation with corporate they said he should take it back and they will refund him and he can refund me, but when I went back to the place of purchase again he refused to reimburse me my money and said he no longer sell the item in the store . So again I called corporate again and they directed me to the distributor and I had to explain everything again and he said he had to talk to the legal department and he would get back to me via email and he did in fact did that he ask me if I had the original receipt and I said yes and he asked me could I fax it to him and I did so the next morning. As per email he assure me that they would refund me as a courtesy and he would get back to me within next couple of days. To date I have being trying to resolve this issue with NU Skin corporate. This is going on now 12 business days from when I contacted them and they said I've to contact their compliance department because the gentleman I was dealing with said at this point it is out of his hands and has no time frame in which I would get the refund. His name was Spence Davis, who works for NU Skin as a distributor specialist. He said that I would longer have to return the item back to the store they can reaccredited my credit card from their end that is why I fax them the receipt.and now I have contacted their compliance department as per email from Mr. Spence Davis and I have not receive and email form they yet. Their customer service is really bad. And if they stand behind their products I should not be given this round around and they know the south Florida for Miami is a bad distributor for their product we already establish that. The corporate repersentive mention to me as well that the (IFU) instruction for use states that you need to consult a physician prior to use if you have a heart pacer, pregnant, or have metal in your mouth because there is no clinical studies been done and for safety issue that is why you need to consult the physician prior for use. At this point I won't use this product and would not recommend to anyone. I just want my money back as they promise me and don't understand why it is taking so

	<p>long. Please can you assist me on this. And move forward with this complaint. Cordially (b)(6)</p> <p>Additional Comments: A refund in the amount of \$330.00 for the product purchase. That is all I'm asking and have been waiting for it to be done Asap. I'm really tired of the run around they are giving me now. They say they stand behind their products a 100% but where is the customer service here. They claim they are</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 56 of 72

Reference Number	31388659
Created Date	05/13/2011
Complaint Source	U.S. Postal Inspection Service
Originator Reference Number	1568053
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	USPS-USER
Entered Date	05/13/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/13/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LOTHIAN
Consumer Address, State Code	MD
Consumer Address, State Name	Maryland
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	b(6)
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises Inc
Company Address, Line 1	75 W CENTER ST
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	4432
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$2200.00
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	5/13/2011 AMLudwig PHOENIX INSPECTOR ARMSTRONG PROJECT Customer states they used their credit card to purchase the SOC's services, and the services were never rendered by the company. Customer is requesting assistance in obtaining a full refund.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 57 of 72

Reference Number	32441060
Created Date	09/08/2011
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022119526
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAUT-USER
Entered Date	09/08/2011
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	09/08/2011
Transaction Date	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Salutation	-
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, Line 3	-
Consumer Address, City	LODI
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	-
Consumer Home Phone, Country Code	-
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	-
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	-
Consumer Fax, Country Code	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 W Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	jdastrup@nuskin.com
Company Website	www.nuskin.com
Company Rep First Name	Ritch
Company Rep Middle Name	
Company Rep Last Name	Wood
Company Rep Salutation	
Company Rep Comments	CFO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Nuskin ignored multiple complaints of a distributor (a Physician) using his employees and patients identities without their consent. My ex-employer was a high level new skin distributor, he was also a practicing physician. He would pressure elderly patients to buy Nukin products making false claims and applying high pressure sales tactics including calling them at home and inferring they were noncompliant if they declined to purchase the products he was selling. He made patients and employees new skin distributors with out their consent. He used employees social security numbers and falsified contractual agreements for distributorships in patients and employees names. Numeros people complained to (b)(6) in the legal department at Nuskin anf she failed to take any action, she basically inored the allegations even when she was sent proof and packaging labels of products shipped in employees and ex-employees names without their consent. --- Additional Comments: legal action for identity theft and Nuskins failure to act made public.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 58 of 72

Reference Number	34106753
Created Date	10/31/2011
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022121575
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAUT-USER
Entered Date	10/31/2011
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	10/31/2011
Transaction Date	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Salutation	-
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, Line 3	-
Consumer Address, City	SHAKOPEE
Consumer Address, State Code	MN
Consumer Address, State Name	Minnesota
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	-
Consumer Home Phone, Country Code	-
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	-
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	-
Consumer Fax, Country Code	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 W Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	jdastrup@nuskin.com
Company Website	www.nuskin.com
Company Rep First Name	Ritch
Company Rep Middle Name	
Company Rep Last Name	Wood
Company Rep Salutation	
Company Rep Comments	CFO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I called nuskin enterprises on Tuesday 10-25-11 because my checking account is was negative \$37.45. On friday 10/21/2011. I called Nuskin Enterprises to change my order but I was to late it had already been shipped I talked to a man named Preston Clegg he wasn't able to stop my order from going out but he said he would make a note so I wouldn't be charged for the shipment and on Monday 10/24 he would make note of that and change my order I was under the understanding that I wouldn't be charged for that order and I could send it back as long as I didn't open the package. Well on 10/24/2011 I was charged for both packages causing a negative balance on my checking account of \$37.45. On 10/25/2011 I called Nuskin to clear up this matter I was talking to a man named Tom Herman and he told me I can't get a refund until I send back the products I told him with my account being negative money I have no money to pay the return shipping charges. I was misinformed in both conversations with both men so I put my mother on the phone with Tom Herman he told her that if I got a copy of my bank statement and faxed it to them they would refund my account immediately. Today is 10/26/2011 and my checking account has a negative balance of \$74.45 so I have another \$35.00 dollar overdraft charge because they didn't refund my account as promised by Tom Herman on 10/25/2011. I just tried calling Nuskin today 10/26/2011 but the company is closed</p>

	<p>because of their Global convention and they won't be open until Monday 10/31/11. If I were to do something like this at my job I would be immediatly fired. I hope that both Tom Herman and Preston Clegg get fired. I won't be able to return the packages back to the company until I get my monry refunded along with all overdraft fees. --- Additional Comments: All I want is a refund for the products sent that I will return along with all overdraft and shipping fees and also I would like the company to send me return shipping labels so I can return their products.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 59 of 72

Reference Number	34366966
Created Date	12/14/2011
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022123500
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAUT-USER
Entered Date	12/14/2011
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	12/14/2011
Transaction Date	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Salutation	-
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, Line 3	-
Consumer Address, City	OLYMPIA
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	-
Consumer Home Phone, Country Code	-
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	-
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	-
Consumer Fax, Country Code	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 W Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	jdastrup@nuskin.com
Company Website	www.nuskin.com
Company Rep First Name	Ritch
Company Rep Middle Name	
Company Rep Last Name	Wood
Company Rep Salutation	
Company Rep Comments	CFO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	After sending emails, phone calls and letters asking to close account they have failed to do so.ID#US00016907 --- Additional Comments: close acct.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 60 of 72	
Reference Number	34433324
Created Date	01/12/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/12/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	01/12/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Peoria
Consumer Address, State Code	AZ
Consumer Address, State Name	Arizona
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	

Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin
Company Address, Line 1	75 West Center
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Provo
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES

Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4878000
Company Phone, Extension	
Company Email	
Company Website	http://www.nuskin.com/content/nuskin/en_US/home.html
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet (Other)
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation

Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Nu Skin representatives are using Facebook (and Im sure other means) to reach out for new customers using what I believe to be doctored photos claiming results that defy medical possibility. They are also wording ads in a way that make old technology like galvanic stimulation sound like a new, revolutionary technology freshly invented by and held only by Nu Skin.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 61 of 72	
Reference Number	34884096
Created Date	12/27/2011
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022124052
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAUT-USER
Entered Date	12/27/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/27/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	EDISON
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 W Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	jdastrup@nuskin.com
Company Website	www.nuskin.com
Company Rep First Name	Ritch
Company Rep Middle Name	
Company Rep Last Name	Wood
Company Rep Salutation	
Company Rep Comments	CFO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>The sales person (b)(6) Sponsor ID #: (b)(6) misrepresented the business mentioning that there is no minimum monthly commitment. Distributorship ID #: USW8891432 Official Signup Date: 12 AUG 2011 Distributorship Address: (b)(6) (b)(6) (b)(6) Sponsor Name: (b)(6) (b)(6)</p> <p>7.00 Total Taxes: USD 26.74 Total for this Order: USD 323.74 First of all the business was deceptively explained that there is no need to order monthly. Then after signing up at the time of cancellation of order, I was stopped by sponsor saying that give her the order and she will return the money. Since then I have continuously following up for my money. It has been very frustrating. Such kind of businesses and business people should not be allowed to operate. --- Additional Comments: Refund of the order along with the compensation for the significant time and efforts involved to recover the funds.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 62 of 72	
Reference Number	35605458
Created Date	12/21/2011
Complaint Source	Washington, Attorney General
Originator Reference Number	399834
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	WA01-USER
Entered Date	12/21/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/21/2011
Transaction Date	
Consumer First Name	b(6)ll
Consumer Middle Name	ll
Consumer Last Name	b(6)lb(6)lb(6)
Consumer Salutation	ll
Consumer Address, Line 1	b(6)ll
Consumer Address, Line 2	ll
Consumer Address, Line 3	ll
Consumer Address, City	DEER PARKll
Consumer Address, State Code	WAll
Consumer Address, State Name	Washingtonll
Consumer Address, Country Code	USAll
Consumer Address, Country Name	UNITED STATESll
Consumer Address, ZIP Code	b(6)ll
Consumer Address, ZIP Code Extension	b(6)ll
Consumer Home Phone, Country Code	ll
Consumer Home Phone, Area Code	ll
Consumer Home Phone, Number	ll
Consumer Work Phone, Country Code	ll
Consumer Work Phone, Area Code	b(6)ll
Consumer Work Phone, Number	b(6)ll
Consumer Work Phone, Extension	ll
Consumer Fax, Country Code	ll
Consumer Fax, Area Code	ll
Consumer Fax, Number	ll

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	support@nuskin.com
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	\$53.31
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Resolution: Resolution-CLOSED ADJUSTED --- Status: Closed --- Estimated Savings: 0.00 --- Actual Savings: 53.31 --- WAG Resolution Date: 1/13/2012 10:56:56 AM
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 63 of 72	
Reference Number	36463881
Created Date	04/13/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	04/13/2012
Updated By	CRSS\rmilller
Updated Date	04/13/2012
Agency Contact	Internet
Complaint Date	04/13/2012
Transaction Date	04/13/2012
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Boston
Consumer Address, State Code	MA
Consumer Address, State Name	Massachusetts
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc.
Company Address, Line 1	75 W. Center St.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Provo
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	usmarket@nuskin-email.com
Company Website	
Company Rep First Name	awang
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	04/13/2012
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	04/13/2012
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9044
Complaint Info Product Service Description	Unsolicited Email
Complaint Info Law Violation Code	CS1ICS6IMCQ
Complaint Info Law Violation Description	SPAM: 'Remove Me' is missing, broken, or ignored SPAM: Other\general annoyance Fails to Identify Self as Debt Collector
Complaint Info Statute Code	CSIP
Complaint Info Statute Description	CAN-SPAM Act FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	This company does not offer an option to unsubscribe since the feature does not work. They were no able to fix the issue by phone either. I do not want to receive any communications from this company or any of their related companies. Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 64 of 72	
Reference Number	36585620
Created Date	04/18/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	04/18/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	04/18/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Santa Monica
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises
Company Address, Line 1	75 Center Str.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Provo
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84601
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4878000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have posted a web-site (www.diederikvannederveen.com) exposing Nu Skins abusive business practices. I was married to the co-founder Sandie N. Tillotson and know the ins-n-outs. CEO Truman Hunt had several conversations with me in which we discussed Sandies breach of fiduciary obligations and my plan to write an auto-biography that includes my times in and around Nu Skin. The business is fraught with nepotism, deception, false claims, pre-market activity and overstating income potential.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 65 of 72

Reference Number	37022040
Created Date	04/12/2012
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022128608
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAUT-USER
Entered Date	04/12/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/12/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CARROLLTON
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 W Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	jdastrup@nuskin.com
Company Website	www.nuskin.com
Company Rep First Name	Ritch
Company Rep Middle Name	
Company Rep Last Name	Wood
Company Rep Salutation	
Company Rep Comments	CFO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Did not delivery what they promised.I ordered 3 packages of Galvanic Spa treatments worth of \$957.19 at 10PM on 3/22/2013. On 3/23/2012,at 8AM I called to cancel the order, agent name Chase said that he could not help me to cancel the product because it was shipped out.I called back at 8AM on 4/12/2012 talked to Brain and Valerie and found out that my product is 'somewhere at the shipment center in Provo, Utah'. I want my money back and I would like people to aware about the quality of service of NuSkin 75 West Center, Provo, UT 84601 --- Additional Comments: I seeking for a full settlement of \$957.19 (Nine hundred fifty seven dollars and nineteen cents)'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 66 of 72

Reference Number	37593370
Created Date	04/24/2012
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022129019
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAUT-USER
Entered Date	04/24/2012
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	04/24/2012
Transaction Date	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Salutation	-
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, Line 3	-
Consumer Address, City	MILFORD
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	-
Consumer Home Phone, Country Code	-
Consumer Home Phone, Area Code	-
Consumer Home Phone, Number	-
Consumer Work Phone, Country Code	-
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	-
Consumer Fax, Country Code	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 W Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	jdastrup@nuskin.com
Company Website	www.nuskin.com
Company Rep First Name	Ritch
Company Rep Middle Name	
Company Rep Last Name	Wood
Company Rep Salutation	
Company Rep Comments	CFO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Refer to 'all attachments for this complaint' on your complaint website link. --- Additional Comments: '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 67 of 72

Reference Number	38078120
Created Date	06/01/2012
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022130533
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAUT-USER
Entered Date	06/01/2012
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	06/01/2012
Transaction Date	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Salutation	-
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, Line 3	-
Consumer Address, City	PROVO
Consumer Address, State Code	UT
Consumer Address, State Name	Utah
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	-
Consumer Home Phone, Country Code	-
Consumer Home Phone, Area Code	-
Consumer Home Phone, Number	-
Consumer Work Phone, Country Code	-
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	-
Consumer Fax, Country Code	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 W Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	jdastrup@nuskin.com
Company Website	www.nuskin.com
Company Rep First Name	Ritch
Company Rep Middle Name	
Company Rep Last Name	Wood
Company Rep Salutation	
Company Rep Comments	CFO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>NuSkin is Dishonest about the nature of their products While working at NuSkin I was asked to blatantly lie to customers about the nature of the products. All products are labeled as 'patent pending' when they sell magic creams that will lift your skin and magic juice that will supposedly cure cancer. The employees working at NuSkin know that no such results will occur, and yet they still forced us to tell miracle stories to customers over the phone. We were even forced to try all of the products so that we could say how well they work. Let me tell you, the AgeLoc syrum is nothing but a smoothing syrum, and G2 juice is about like V8. If we did not sell enough product we were fired from NuSkin. We were also threatened on a daily basis of termination if we did not comply with their dishonest procedures. They also force their part time employees to work 32 hours and over so that they don't have to pay any full time employees for benefits. Part time employees really struggle to work his many hours, which they know. The often work their employees to the bone and give them no choice in their house or time off. Please stay away from this scamming company and spend your money else where. --- Additional Comments: I want NuSkin to treat their employees with respect and stop lying about its products. I feel that I was ill treated as an employee at NuSkin and will never ever buy their products. '</p>

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 68 of 72	
Reference Number	39435134
Created Date	07/09/2012
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022132347
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAUT-USER
Entered Date	07/09/2012
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	07/09/2012
Transaction Date	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Salutation	-
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	-
Consumer Address, City	SACRAMENTO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	-
Consumer Home Phone, Country Code	-
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	-
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	-
Consumer Fax, Country Code	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 W Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	www.nuskin.com
Company Rep First Name	Ritch
Company Rep Middle Name	
Company Rep Last Name	Wood
Company Rep Salutation	
Company Rep Comments	CFO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	i put a refund last month on 6 11 2012 and have not received a return as of yetneed a refund on a purchase i changed my mind on --- Additional Comments: need a refund of 76.45'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 69 of 72

Reference Number	40529309
Created Date	08/27/2012
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022134891
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAUT-USER
Entered Date	08/27/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/27/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LEWES
Consumer Address, State Code	DE
Consumer Address, State Name	Delaware
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 W Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	www.nuskin.com
Company Rep First Name	Ritch
Company Rep Middle Name	
Company Rep Last Name	Wood
Company Rep Salutation	
Company Rep Comments	CFO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I cancelled my order BEFORE it shipped. I have a confirm-number to prove this. They STILL shipped the product. I rtrned it but was not given full rfndI was told it was buy three packages get one free. A few hours after the order was placed I received an email that said they are shipping three, and I'll received the FOURTH one NEXT month after I lock in two customers or sell \$200 worth of product. WTF?! That's like going to the grocery store for a buy one/get one on a loaf of bread and at the register being told I could have the second loaf for free next month after I buy three gallons of milk! What a joke - so Alarm bells went off - I immediately replied to the EMAIL they PROVIDED for issues with orders to CANCEL the order. I sent two emails about 12 hours apart and finally received a response saying I had to CALL to cancel. So I did. Prior to calling NuSkin I confirmed with UPS the boxes had not been given to UPS and that the company can halt the order. During my call to NuSkin the guy on the phone confirmed NO boxes had been shipped and even gave me a confirmation number to confirm this. About 12 hours later - I got an email telling me by boxes had shipped! WTF?!? So I emailed and called again and was assured I'd be given a FULL refund if I just denied receipt of the boxes. Which I did. However - NuSkin docked me \$96 as a RESTOCKING fee. Another scam/shady practice. That is not a FULL refund and restocking what? And again - I cancelled</p>

	<p>this well before they shipped it - it's just so shady. So I have contacted them but of course have not heard back. I have seen on the internet they have a variety of ways to jerk ppl out of money - please investigate!! --- Additional Comments: I want a FULL refund - no random deductions. And I want a mark on their BBB rating - they can't do this to people - it's not right.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 70 of 72

Reference Number	40981749
Created Date	09/14/2012
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022135895
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAUT-USER
Entered Date	09/14/2012
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	09/14/2012
Transaction Date	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Salutation	-
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, Line 3	-
Consumer Address, City	ESCONDIDO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	-
Consumer Home Phone, Country Code	-
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	-
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	-
Consumer Fax, Country Code	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 W Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	www.nuskin.com
Company Rep First Name	Ritch
Company Rep Middle Name	
Company Rep Last Name	Wood
Company Rep Salutation	
Company Rep Comments	CFO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Unauthorized use of social security number and banking account number We were asked to purchase products, Which we did and paid for with our atm card 7/10/12 for \$640.79 On 8/13/12 \$231.75 was withdrawn from our account unauthorized product was returned and recieved repayment of \$231.75 on 8/24/12 sale rep Pam Marino promised our account was closed and would not happen again. On 9/11/12 \$230.78 was taken from our checking account unauthorized, Called sales rep Marcelo Marino and he told me we were a authorized dealer and it was our responsibility to fix this problem. Called NU Skin and was told Mr And Mrs Marcelo signed us up as an authorized dealer using our social security number, we gave them my social but were not told we were being signed up as an authorized dealer, I thought it was strange they needed my social but trusted them as they belong to the same church as us. ---</p> <p>Additional Comments: Please put a stop to Mr and Mrs Marinos unauthorized use of peoples social security numbers to sign them up as dealers to make money off them.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 71 of 72	
Reference Number	40984660
Created Date	09/26/2012
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022136558
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAUT-USER
Entered Date	09/26/2012
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	09/26/2012
Transaction Date	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Salutation	-
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, Line 3	-
Consumer Address, City	LAKWOOD
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	-
Consumer Home Phone, Country Code	-
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	-
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	-
Consumer Fax, Country Code	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nu Skin Enterprises, Inc
Company Address, Line 1	75 W Center St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4871000
Company Phone, Extension	
Company Email	
Company Website	www.nuskin.com
Company Rep First Name	Ritch
Company Rep Middle Name	
Company Rep Last Name	Wood
Company Rep Salutation	
Company Rep Comments	CFO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was told by the rep for this company I had 1 year to return this product for a full refund. They did not refund the entire amt citing restocking feeBeckie Seegmiller (Colorado rep) sold me this package specifically saying it was going to cost \$1,000. It came to be \$1,170. The next day I realized this was a pyramid scheme program I told her to cancel the order, I still received it. Then she told me I have up to one year to return it for a full refund. I returned it and they then told me there was a restocking fee. --- Additional Comments: \$108.02. The restocking fee'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 72 of 72	
Reference Number	42397454
Created Date	11/30/2012
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022139811
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAUT-USER
Entered Date	11/30/2012
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	11/30/2012
Transaction Date	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Salutation	-
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, Line 3	-
Consumer Address, City	BOISE
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	-
Consumer Home Phone, Country Code	-
Consumer Home Phone, Area Code	-
Consumer Home Phone, Number	-
Consumer Work Phone, Country Code	-
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Work Phone, Extension	-
Consumer Fax, Country Code	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
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Company Address, Line 3	
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Company Address, ZIP Code	
Company Address, ZIP Code Extension	
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Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Nu Skin will not honor its 90 day money back guarantee. On August 25, 2012, I purchased a Galvanic Face Spa package from a Nu Skin distributor in Boise, ID, who assured me that there was a 90 day money back guarantee on the product. The only stipulation was that I had to take before and after pictures of my face during the 90 days that I used the device as directed, and sign up for their automated delivery of the required treatment gels (over \$70.00 per month) for the 2 subsequent months. I used the product as directed (2-3 times per week), took the necessary pictures of my face at the required intervals, and signed up for the automated delivery. At the end of the 90 days, I did not see the improvements in my skin as expected and promised, so I contacted the original distributor (on Nov. 19, 2012) for a refund. She was unsure as to how to process the refund so she contacted the Nu Skin headquarters for information and promised to call me back. I got no word from anyone associated with the company until Nov. 29, 2012, when I received a call from (b)(6) from Nu Skin. He sent a link to my email outlining the refund procedure. It was during this call that I learned about the 'reDESIGN in 90 Face Spa Challenge' which is required to qualify for a refund. This information was NEVER given to me by either the distributor I bought the device from OR in the literature that accompanied the device. After 35 minutes on the phone with William, and numerous times being put on</p>

	<p>hold so that he could talk to his supervisor, I was advised that the best they could do was refund 90% of my purchase price with 'company credit', meaning I would have to use my money to buy additional products from a company that I am EXTREMELY dissatisfied with. I voiced my concerns about the company training being received by their distributors with regard to refund policies, and the misinformation being given to consumers. I also told William that I would be filing complaints through proper channels. --- Additional Comments: I would like a complete (100%) refund of my original purchase price of \$389.00 as promised by the Nu Skin distributor.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

As a Consumer Sentinel Network member, you must properly protect any information printed, downloaded, or otherwise removed from the Network as stated in OMB Memo M-06-16. Please delete or destroy this information within 90 days unless its use is still required for law enforcement purposes. When destroying the information you should burn, pulverize, or shred the information saved in paper format and destroy or erase information that has been saved electronically so that it cannot practicably be read or reconstructed. Proper erasure of electronic information must include the overwriting or "wiping" of the information from the electronic media on which it is stored.

...
Provided by the Federal Trade Commission



United States of America
FEDERAL TRADE COMMISSION
WASHINGTON, D.C. 20580

FEB 11 2013

Jeffrey Ellis

Santa Monica, [REDACTED]

Re: FOIA-2013-00460
Nu Skin

Dear Mr. Ellis:

This is in response to your request dated February 4, 2013, under the Freedom of Information Act seeking access to your request for consumer complaints regarding Nu Skin from the past five years. In accordance with the FOIA and agency policy, we have searched our records, as of February 4, 2013, the date we received your request in our FOIA office.

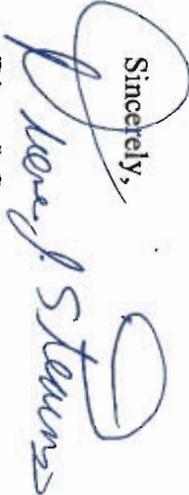
We have located 236 pages of responsive records. I am granting partial access to, and am enclosing copies of, the accessible records. Portions of these pages are subject to two of the nine exemptions to the FOIA's disclosure requirements, as explained below.

We are withholding some pages 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 the FTC may not disclose any material reflecting a consumer complaint obtained from a foreign source if that foreign source has requested confidential treatment. 15 U.S.C. § 57b-2(f).

Enclosed are the responsive complaints that consumers have sent to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment 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. See *The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

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 the date 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 Elena Vera at (202) 326-3368.

Sincerely,


Dione J. Stearns
Assistant General Counsel

Enclosed:
One CD