

Federal Trade Commission

Sirs,

I ordered my credit report from Free Credit Report.com. I gave them a credit card number because I wanted my credit score.

When my statement came, they had charged me \$18.00 for my credit report. I call and finally got this taken off. No explanation why I was charged.

The next two months they charged me \$12.95 (I did not catch this until the second month). I called but could not get any satisfaction. I called my card company and they could not get these charges removed. The card company then (with my approval) canceled and issued me a new card. I was told I might be charged another \$12.95 if this had already been generated. Sure 'nuf here it came.

For a 'free credit report I have been charged \$38.85 (12.95×3) Something is very wrong with this picture.

I am 76 and live on my SS. and pension. The money means a lot to me.

Thank you
Carol Winners



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