

Record 36 of 72

Reference Number	34804141
Created Date	01/17/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024448
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	01/17/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/17/2012
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	GREENSBORO
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>First the website claims there is no money risk and all money is 100% risk free. That is completely not true, no matter what you do, you will always be out the \$10 shipping/handling that costs this company less than \$2 to ship. Second problem is this business is claiming people are actually earning between \$500-\$5000 a month. I clicked on a small link at the bottom of the page and it gave me the first honest information this company has claimed. 75% of people waste hundreds of dollars and will not make any extra income only lose money (this is a fact on their chart). Only 25% of people will reach \$16 a week for a short period of time, but required to spend hundreds (also another fact on the chart given below) so this group will also be out of their money. Bottom line - if you invest in this BBB A+ scam of a company, you will end up wasting your time, money and end up with nothing. I wish they would tell customers when they order this \$50 instruction packet, that only supervisors earn any extra income, so unless they have hundreds of extra dollars to gamble, they will be in more debt and no extra income. BBB has this company at A+, but with over 190 complaints just this past year and over 300 in just 3 short years. Please lower this companies rating or drop them all together, because they are a SCAM!! Please</p>

Complaint Info Comments

read:THE STATEMENT OF AVERAGE GROSS COMPENSATION OF U.S. SUPERVISORS - 2010Herbalife offers its Distributors an opportunity to achieve a lifetime of better health through its scientifically advanced weight management and nutrition products. A Distributor earns profits by buying Herbalife products at wholesale and reselling them at retail***MORE AND MORE MONEY OUT OF MY POCKET (RISK FREE HUH??). If the Distributor wants to increase his or her involvement in the business and enjoy the possibility of higher levels of income, he or she may sponsor others into the business and develop an organization. ***WE WANT MORE AND MORE OF YOUR MONEY OR YOU PROBABLY WON'T BREAK EVEN****25% of Distributors reach the rank of Supervisor and above ('Leader'), qualifying them for additional compensation which is paid by Herbalife based upon the sales production of those they have sponsored directly and indirectly. ARE YOU READY FOR THESE HORRIBLE FIGURES THAT I'M SURE YOU HAVE NEVER SEEN OR YOU WOULDN'T BE PUTTING YOUR NAME BEHIND THIS SCAMMING, CORRUPT COMPANY??? Average Earnings (USD)President'sTeam 0.2% 0.6% \$ 486,985 *LESS THAN 1%*Millionaire Team 0.7% 1.8% \$ 95,484 *LESS THAN 1%*GET 2.5% 6.7% \$ 21,343 **LESS THAN 3%***World Team 2.9% 7.8% \$ 5,688 LESS THAN 3%***Supervisor 31.3% 83.1% \$ 812 **ONLY 31%***If you are in the 31% group then you are making around \$16 a week extra money after spending hundreds more than that, so you will always be in the hole and never come out on top. The other 69% of people have lost \$300-\$600 of their hard earned money and will continue to lose more or opt out and take their loses. Have you seen these facts? If so, how do you condone this company's behavior? SCAM SCAM SCAM SCAM is what I am going to post all over the internet about this companies site Please delete them or take their A+ down to a F- PLEASE!!! Don't allow anymore poor people to get roped into this scam because your name is

behind it and they have put that the Better Business Bureau backs them 100%. Yikes!!
--- Additional Comments: Please take down your website and quit scamming people out of their hard earned money. Or, please disclose ALL OF THE INFORMATION about what they are buying into. Tell them they will have to sell some herbal product that no one has ever heard of or cares to buy. Tell them there is less than 10% chance they will EVER get all of the money they have put into the company. Disclose all the facts and risks on your page, after you click on a tiny word on the very bottom of your webpage that takes you off your page to an adobe document. STOP SCAMMING PEOPLE OUT OF \$10 and change your 'postal and handling' charges fro

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

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Reference Number	35215825
Created Date	01/17/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024453
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	01/17/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/17/2012
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	BOILING SPRINGS
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	
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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 heard an ad on the radio for an 'online business'. I went to the web site and was given very little real information. They make you pay to get a packet in the mail that is SUPPOSED to tell you all about it. The cost was \$9.95 and was charged to my credit card. The packet STILL did not tell me what kind of business it is. I had to call someone who was my 'mentor.' When I called him initially he STILL would not disclose any information. He said I had to get called AGAIN. I set up a time and he asked me a few more questions about myself then played a recording (the same guy on the video?) and FINALLY he let it out....it's HERBALIFE. I do not wish to sell Herbalife ESPECIALLY after I found out the HUGE start up costs associated with the company. \$399 for the 'online business package', \$79 per month for a web page, \$50 for a merchant account, and so on...so I asked the man I spoke with 'how do I return the packet?' He said just put it back in the envelope, tape it up and take it to the UPS store, and they would not charge me to send it back. I did as he instructed and they DID charge me! \$9.12 to send that worthless information back to them. If I did not send it back, they would charge me an additional \$39.95. So, now I am out \$19.07 and all of my time spent trying to find out the information just to find out that the company</p>

is Herbalife. I want my \$19.07 refunded back to me.They should not be allowed to dupe people like that! I am unemployed and did not need to give them my money for NOTHING! Shameful business practices! Shame on them for hoo-dooing people out of their HARD earned money. No wonder they are a multi BILLION(?) dollar company....they RAPE their salespeople and unsuspecting patrons!!!! Makes me SICK! --- Additional Comments: I want my \$9.95 refunded back to me as well as the \$9.12 that I HAD to spend to send the packet back.Grand total I want refunded: \$19.07'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 38 of 72

Reference Number	35392471
Created Date	01/31/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024574
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	01/31/2012
Updated By	BBBCOCO-USER
Updated Date	03/04/2012
Agency Contact	External Agency
Complaint Date	01/31/2012
Transaction Date	
Consumer First Name	b(6)¶
Consumer Middle Name	¶
Consumer Last Name	b(6)¶b(6)¶b(6)
Consumer Salutation	¶
Consumer Address, Line 1	b(6)¶
Consumer Address, Line 2	¶
Consumer Address, Line 3	¶
Consumer Address, City	RANCHO SANTA FE¶
Consumer Address, State Code	CA¶
Consumer Address, State Name	Californial
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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 ordered a promo packet on line for the \$9.95 shipping and handling. Packet was sent 12/19/11 and card was charged 12/17/11. Due to Xmas holidays, I received packet on 12/27/11 and spoke to Mykaela Simmons on 1/2/12. The next day, I sent an email advising her that I was not interested because their advertising did not mention the fact that this was a marketing arm of Herbalife selling weight control products. Advised her not to charge my card (agreement gives you 15 days to decide) and asked for a return address. This, and subsequent phone messages and emails were ignored, though she continued to send me mass emails regarding the fabulous opportunity at onlinebusinesssystems. All she had to do was tell me that my card had already been charged and that a credit would be issued. This business seems like a scam, where distributors make money off packet sales. --- Additional Comments: credit on my credit card of \$39.95'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

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Reference Number	35670237
Created Date	01/13/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024426
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	01/13/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/13/2012
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	b(6)ll
Consumer Address, Line 3	ll
Consumer Address, City	LISTOWELll
Consumer Address, State Code	ONll
Consumer Address, State Name	Ontario, Canadall
Consumer Address, Country Code	CANll
Consumer Address, Country Name	CANADAll
Consumer Address, ZIP Code	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	
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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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	All that is given is the wonderful opportunity to sign up. It costs to do so, but if you don't like it, you have to send there product back and this costs in total \$20.00 plus for the shipping both ways. Since shipping from their side is about \$5.00 this is a racket, a scheme. I have heard about Herbalife since my early 20's, and I have never even considered this company. If I had known right from the beginning, I would never have considered it. This company should refun ALL the money and pay for ALL the shipping if they refuse to even put what their company is about. --- Additional Comments: Full shipping refund, from them and back for this so called garbage the call a kit.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

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Reference Number	35934398
Created Date	02/15/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024767
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	02/15/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/15/2012
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	MESAll
Consumer Address, State Code	AZll
Consumer Address, State Name	Arizonall
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	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	
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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>In August, 2011 I was searching for an online part-time home business opportunity and, based on the widespread radio advertising for the site, requested information on the opportunity at www.incomeathome.com. What the site promised was a turnkey online home business, great income potential (always with the careful legal disclaimer, results not typical for the constant stream of testimonials in each succeeding video), no door-to-door sales, no sales experience, etc, ad nauseum. What I got instead was three months of increasing expenses not previously disclosed when I originally signed up at the Supervisor level, time away from my family and regular job on weekends and during the week, three boxes of unsellable products, no support or encouragement at all from my upline manager, and the final realization by the first week of December that I could not begin to afford the exorbitant fees necessary to pay for the paid sales leads needed to make the online business function. At that point I canceled my membership and shut down the business, having to pay all the third-party cancellation fees not previously disclosed, which now are harassing me and my family. The website www.incomeathome.com is simply the online gateway to the multi-level marketing</p>

Complaint Info Comments

(MLM) pioneer and health products giant, Herbalife (HL). After requesting more information, and paying a fee for the overnight shipment of the sales DVD, I became what I later learned was a Paid Pack online sales lead, the most valuable AND MOST EXPENSIVE sales lead of all the potential leads in the HL online system. I got a series of telephone interviews by the person who would later be my upline manager, being directed each time to a different website, all of which constantly pressured the prospect, ME, to enter the HL marketing system at the Supervisor level, where the maximum income-producing methods are available. Lower levels, beginning with Distributor, are available for prospects to enter the marketing system much more cheaply, but are studiously passed over in the sales presentations where entry at the Supervisor level is always emphasized. Why? Because the traditional method to obtain the Supervisor membership level is to pay \$4,000.00 by credit card upfront on the final call which is a conference call with your future managers higher level manager. An alternate method is to recruit 2 other prospects, which will pay the Supervisor fees, bringing you in as their manager. Ive been in MLM organizations before, and this is how MLMs make their money; not by selling products, done at the lower levels of the organization, but by recruiting Supervisors who will pay high upfront fees for the privilege of making sales income, bonuses, and residual income faster. Recruiting and creating your own sales group, not retail sales, is the fastest method to reach the upper MLM income levels. After I had paid my Supervisor fee, which cost me all of my remaining 401k loan balance, pay bonuses, and added significantly to our family credit card balance, I had to focus intensely (since I was determined to put all I had into this business to make it succeed) on several levels of online training. This included having to participate in evening or morning conference calls three times per week, which required us to go out and buy a special 3-way call-capable telephone and install an expensive landline, which we had avoided previously because of the expense.

Because of my work schedule, I had to take several days off to participate in morning conference calls just to keep up with training. What I also quickly began to experience during the first two levels of training was that I was being led through steps to set up the online business. These steps involved contracting with third-party vendors who charged significant setup and first-month fees for their services. I was already stretched to the limit financially, and none of these fees had been disclosed to me prior to signing up as a Supervisor. By

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 41 of 72

Reference Number	36103384
Created Date	02/22/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024850
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	02/22/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/22/2012
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	AMARILLO
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	
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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>Nowhere in the initial description or any of the pages and links you are able to access is Herbalife mentioned. It only references online work and several of the comments mention online posting. Only after paying the non-refundable shipping charges can you learn (after clicking several links) that you can only make money if you sale, buy and/or resale Herbalife products and that the majority of people only make an average of \$800 per year -- nowhere near the \$500 daily they claim you can make. You also don't learn until after you've paid that your '14-day free trial' begins today, but they have 72 hours to ship your kit, after which you must review the materials and DVDs and return the kit, all within 14 days, or your credit card will be charged \$34.95 for the kit. This is extremely misleading advertising. I have absolutely no desire to buy and/or sell Herbalife products. I was looking for work that I can do online to earn money since I was recently laid off and have no income to devote to buying products that I don't want or need. I do not want their kit after learning what it's really all about, but there is no contact information for the company on their website. On the BBB website, there is a toll-free number listed, but you are only able to leave your name, number & email address and 'someone will call you within 72 hours.' I do not want my</p>

	<p>account charged a non-refundable shipping charge of \$9.95 for this crap. Period. --- Additional Comments: IF my account is charged \$9.95 AFTER I have left explicit instructions on their toll-free number that I do NOT want the kit, I want my account reimbursed for these charges. I also want assurance that no other charge will EVER be charged to my account/credit card.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 42 of 72

Reference Number	36349429
Created Date	02/17/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024795
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	02/17/2012
Updated By	BBBCOCO-USER
Updated Date	02/16/2013
Agency Contact	External Agency
Complaint Date	02/17/2012
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	SANTA CRUZ
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	
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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	\$49.90
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>This company offered a 'work from home' type of offer, but wouldn't give any information about what the product was unless I provided a refundable \$9.95 payment that was charged to my credit card. The company then send me an information packet which contained a DVD, which didn't work, and an audio CD. The audio CD contained nothing but testimonials about how much money I would make, but still no information about what the product was, or who the actual company was behind it. After much more research I finally discovered that the product was Herbalife... a pyramid scheme. I returned the materials to the address they were sent from, as instructed. I mailed them certified mail. Rather than refunding my 9.95, the company charged me an additional \$39.95. Although the materials came from this address: Online Business Systems 203 East 35th Avenue Suite B Bellevue, NE 68005 The charge on my credit card appeared as 'ELIZABETH & LAWRENCE MESA AZ D' Their email address is EandL@theonlinebusiness.com - but they refuse to respond to my email messages. Order_Number: 2476501D461BRAFEK --- Additional Comments: DesiredSettlementID: RefundI want a refund for both of the charges that were made to my credit card. One for 9.95</p>

and one for 39.95. '

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

Record 43 of 72

Reference Number	36738373
Created Date	03/28/2012
Complaint Source	BBB KS Wichita
Originator Reference Number	07840000020707
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBWIKS-USER
Entered Date	03/28/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/28/2012
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	OMAHA
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	
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	Online Business Systems
Company Address, Line 1	23 17th Crestview
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	HUTCHINSON
Company Address, State Code	KS
Company Address, State Name	Kansas
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	67502
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	
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	\$300.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>In late January 2012 I responded to an income-at-home radio ad which turned out to be for online-businss-systems. During the application process I agreed to the option of purchasing a box of herbalife products for \$399.99 I received the box February 3,2012. When I opened and read that I would get started by selling herbalife products to my friends and relatives I decided that this wss not something I wanted to do. I called my 'coach', John Ball the same day and told him I didn't wish to continue. I asked him if I could receive a refund if I returned the box of product. He said he could refund \$300.00 only, not the postage and that he could not refund the money until he had resold what I returned to a new applicant. I agreed and returned the box the very same day I received it (February 3).I asked what a reasonable lag time would be and he replied 'about a month'. On March 14,2012 I emailed Mr. Ball and said I expected a refund of \$300.00 within a week or I would file a complaint with the bbb. He emailed back that I had to wait until he resold it and that he also had to work my 'online business'. This makes no sense as I had not yet received complete training and certainly did not have an online business established. It is now March 28 and I am still waiting for a \$300.00 credit to my credit card. Of course it is his word against mine but rest assured,</p>

if Mr. Ball does not honor his word, I will discourage anyone from responding to this company's ad in the future. --- Additional Comments: I am seeking \$300.00 refund to my credit card number.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 44 of 72	
Reference Number	36738375
Created Date	02/08/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024692
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	02/08/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/08/2012
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	ARCADIA
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	
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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 pressured into purchasing the training model. When I was told that I would be selling Herbalife, I felt very uncomfortable and after further investigation on the process, I opted to cancel. I told this to my coach, but she never called me back. When we had our first coaching session, she completely disregarded the fact that I was not the appropriate match to this business venture since I could not endorse the product. They were rude and would not listen to me. They only wanted their money and kept talking about the product. They never called back again to complete the coaching process. I am not able to get the coach to return my calls, nor does she return my email messages. --- Additional Comments: I would like to be refunded my payment of \$399.56 as soon as possible.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 45 of 72

Reference Number	36848002
Created Date	02/16/2012
Complaint Source	BBB NE Omaha
Originator Reference Number	07140300077297
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBOMA-USER
Entered Date	02/16/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/16/2012
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	SANTA CRUZ
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	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	Online Business Systems
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	
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	\$49.90
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	<p>This company offered a 'work from home' type of offer, but wouldn't give any information about what the product was unless I provided a refundable \$9.95 payment that was charged to my credit card. The company then send me an information packet which contained a DVD, which didn't work, and an audio CD. The audio CD contained nothing but testimonials about how much money I would make, but still no information about what the product was, or who the actual company was behind it. After much more research I finally discovered that the product was Herbalife... a pyramid scheme. I returned the materials to the address they were sent from, as instructed. I mailed them certified mail. Rather than refunding my 9.95, the company charged me an additional \$39.95. Although the materials came from this address: Online Business Systems 203 East 35th Avenue Suite B Bellevue, NE 68005 The charge on my credit card appeared as 'ELIZABETH & LAWRENCE MESA AZ D' Their email address is EandL@theonlinebusiness.com - but they refuse to respond to my email messages. Order_Number: 2476501D461BRAFEK --- Additional Comments: DesiredSettlementID: RefundI want a refund for both of the charges that were made to my credit card. One for 9.95</p>

and one for 39.95. '

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

Record 46 of 72

Reference Number	36848053
Created Date	03/21/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037025186
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	03/21/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/21/2012
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	METHUEN
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	
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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 requested the Online Business Systems Decision Package with the promise of a money back guarantee if I decided the program was not for me. After finding out that the program was to sell Herbalife products I sent the program back (return receipt signed for package number 8000 0940 0002 3733 0685 USPS) well within the 15 day time period. Grissel Matos tried to contact me several times by e-mail trying to push the sale. When I responded back saying I had returned the package all communication ceased. I've tried to contact this person by e-mail still with no response. They refuse to acknowledge my attempts at contact and refuse to credit my credit card the \$9.95 shipping costs promised in their advertisement. --- Additional Comments: I want the company to honor the promise in their advertisement and credit back my credit card the \$9.95 they charged me for.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 47 of 72	
Reference Number	36901536
Created Date	06/06/2011
Complaint Source	BBB WA DuPont
Originator Reference Number	12960022293490
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSEAT-USER
Entered Date	06/06/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/06/2011
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	LA VERGNE
Consumer Address, State Code	TN
Consumer Address, State Name	Tennessee
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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	support@online-business-systems.com
Company Website	www.incomeathome.com
Company Rep First Name	Amanda
Company Rep Middle Name	
Company Rep Last Name	Schaffer
Company Rep Salutation	
Company Rep Comments	Customer Support Manager
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 a business package from Mr McManus on 5/19/11 for \$399 with a 30-day return policy. By following this system, Mr McManus claimed I could avoid the pitfalls that some beginning marketers face and go right to making a good income with Herbalife. When I received my kit a couple of days later, Mr McManus called immediately to review the contents. He instructed me to start taking the supplements right away (which I did) so I could recommend them. In my opinion, this was scam #1. Mr McManus also instructed me to check my phone messages on my obs office. When I did this, I was immediately charged \$100. Mr McManus said it would be 'more than worth the cost'. In my opinion, this was scam #2. Within 24 hours, I realized OBS continually asks you to purchase more information and more products in order to 'really' make money with Herbalife. I returned my package on 5/23/11 and was credited only \$260.65. I contacted Mr McManus twice with no response. I contacted Online Business Systems in Colorado with no resolution either.</p> <p>--- Additional Comments: 238.35 (\$138.35 is</p>

	the remainder of \$399 and \$100 for the OBS office site that I logged on to one time at the direction of Mr McManus).I will not accept less. I suspect this is a way they make money if you elect to return the business package (charging for an open bottle of supplements and logging in to the obs office site). '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 48 of 72	
Reference Number	37296716
Created Date	05/02/2012
Complaint Source	BBB KS Wichita
Originator Reference Number	07840000021030
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBWIKS-USER
Entered Date	05/02/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/02/2012
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	LITTLETON
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	Online Business Systems
Company Address, Line 1	23 17th Crestview
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	HUTCHINSON
Company Address, State Code	KS
Company Address, State Name	Kansas
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	67502
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	
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	\$9.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 was seeking a company to assist me in establishing my own online business. I have my own products and needed to create an online avenue for sales opportunity. After speaking with a rep that would not disclose the fact that Online Business Systems is just an Herbalife distributor, I had to view their sales propaganda for 34 minutes and give them a Credit Card number first. Then had a 30 minute phone call with a rep who was trying to qualify me to work with them. That rep. again did not disclose that this was an Herbalife distributor. I made it clear that I was looking to establish my own web page for my own sales. I was put in contact with a business coach who was going to assist me in establishing the online business. This Coach would not disclose the Herbalife garbage either. I had to again listen to a prerecorded sales pitch. At that point I finally learned they are Herbalife. I immediately told them I had no interest in Herbalife sales. I was told it was too late. They had already shipped me their sales package and I was charged for the shipping. They are also threatening to charge me \$39.95 for their sales package if not returned in a specific way in a specific amount of time. I will be charged to return the package as well. I said I didn't want it and still I am charged to receive it. I want my money back now. This was clearly bait and switch and I</p>

am disgusted. --- Additional Comments: I do not want to pay for shipping for a product I made clear I did not want. I will try to be here to refuse delivery of their sales package, but if I miss it and the package is left by FedEx anyway, I will be charged to ship it back. I should not have to pay to return something I didn't want in the first place. They should be requesting the pick up by FedEx themselves so I am not charged. They need to do this within their own 14 day limitation so I am not charged the \$39.95 as well. '

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 49 of 72

Reference Number	37298153
Created Date	04/26/2012
Complaint Source	BBB NE Omaha
Originator Reference Number	07140300079279
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBOMA-USER
Entered Date	04/26/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/26/2012
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	b(6)
Consumer Address, Line 3	
Consumer Address, City	ORLANDO
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	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	Online Business Systems
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	
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	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	<p>I received an unsolicited email from - Tanya Davis at youronline@theonlinebusinesslink.com. The email claims BBB Accredited. They list the company as Online Business Systems. The unsubscribe link is http://www.theonlinebusinesslink.com/cm/AA-ACAI-BJDFIBGH-BAIE/r?c=QNNED6. The Mailing address is Online Business Systems, 203 East 25th Ave. Suite B, Bellevue, NE 6800. Clicking on the link gives me https://www.theonlinebusiness.com/hbpage.php?p=revisit&revisit=2240 which also states BBB accredited and also states an A+ BBB rated business since 2003. All of these BBB statements have links which I was afraid to use. At the bottom of this page they list a 2012 Copyright by Centurian Media Group. None of these names show any BBB accreditation when searching BBB. This appears to be an Herbalife scam with many negative comments on the web. --- Additional Comments: DesiredSettlementID: No settlement requested - forThe BBB should either verify their accreditation or list them negatively and request they stop these BBB listings.I followed up because of these listings. I plan to report this scam to the domains ilisted n the headers.Thanks'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 50 of 72	
Reference Number	37298182
Created Date	03/29/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037025279
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	03/29/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/29/2012
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	OMAHA
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	
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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	\$300.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>In late January 2012 I responded to an income-at-home radio ad which turned out to be for online-businss-systems. During the application process I agreed to the option of purchasing a box of herbalife products for \$399.99 I received the box February 3,2012. When I opened and read that I would get started by selling herbalife products to my friends and relatives I decided that this wss not something I wanted to do. I called my 'coach', John Ball the same day and told him I didn't wish to continue. I asked him if I could receive a refund if I returned the box of product. He said he could refund \$300.00 only, not the postage and that he could not refund the money until he had resold what I returned to a new applicant. I agreed and returned the box the very same day I received it (February 3).I asked what a reasonable lag time would be and he replied 'about a month'. On March 14,2012 I emailed Mr. Ball and said I expected a refund of \$300.00 within a week or I would file a complaint with the bbb. He emailed back that I had to wait until he resold it and that he also had to work my 'online business'. This makes no sense as I had not yet received complete training and certainly did not have an online business established. It is now March 28 and I am still waiting for a \$300.00 credit to my credit card. Of course it is his word against mine but rest assured,</p>

if Mr. Ball does not honor his word, I will discourage anyone from responding to this company's ad in the future. --- Additional Comments: I am seeking \$300.00 refund to my credit card number.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 51 of 72

Reference Number	37298193
Created Date	05/01/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037025633
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	05/01/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/01/2012
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	ORLANDO
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	
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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA

Company

Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint	

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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 received an unsolicited email from - Tanya Davis at youronline@theonlinebusinesslink.com. The email claims BBB Accredited. They list the company as Online Business Systems. The unsubscribe link is http://www.theonlinebusinesslink.com/cm/AA-ACAI-BJDFIBGH-BAIE/r?c=QNNED6. The Mailing address is Online Business Systems, 203 East 25th Ave. Suite B, Bellevue, NE 6800. Clicking on the link gives me https://www.theonlinebusiness.com/hbpage.php?p=revisit&revisit=2240 which also states BBB accredited and also states an A+ BBB rated business since 2003. All of these BBB statements have links which I was afraid to use. At the bottom of this page they list a 2012 Copyright by Centurian Media Group. None of these names show any BBB accreditation when searching BBB. This appears to be an Herbalife scam with many negative comments on the web. --- Additional Comments: DesiredSettlementID: No settlement requested - forThe BBB should either verify their accreditation or list them negatively and request they stop these BBB listings.I followed up because of these listings. I plan to report this scam to the domains ilisted n the headers.Thanks'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 52 of 72	
Reference Number	37307173
Created Date	05/03/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037025667
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	05/03/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/03/2012
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	LITTLETON
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	
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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	\$9.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 was seeking a company to assist me in establishing my own online business. I have my own products and needed to create an online avenue for sales opportunity. After speaking with a rep that would not disclose the fact that Online Business Systems is just an Herbalife distributor, I had to view their sales propaganda for 34 minutes and give them a Credit Card number first. Then had a 30 minute phone call with a rep who was trying to qualify me to work with them. That rep. again did not disclose that this was an Herbalife distributor. I made it clear that I was looking to establish my own web page for my own sales. I was put in contact with a business coach who was going to assist me in establishing the online business. This Coach would not disclose the Herbalife garbage either. I had to again listen to a prerecorded sales pitch. At that point I finally learned they are Herbalife. I immediately told them I had no interest in Herbalife sales. I was told it was too late. They had already shipped me their sales package and I was charged for the shipping. They are also threatening to charge me \$39.95 for their sales package if not returned in a specific way in a specific amount of time. I will be charged to return the package as well. I said I didn't want it and still I am charged to receive it. I want my money back now. This was clearly bait and switch and I</p>

am disgusted. --- Additional Comments: I do not want to pay for shipping for a product I made clear I did not want. I will try to be here to refuse delivery of their sales package, but if I miss it and the package is left by FedEx anyway, I will be charged to ship it back. I should not have to pay to return something I didn't want in the first place. They should be requesting the pick up by FedEx themselves so I am not charged. They need to do this within their own 14 day limitation so I am not charged the \$39.95 as well. '

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 53 of 72	
Reference Number	37594293
Created Date	03/05/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024963
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	03/05/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/05/2012
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	STANFIELD
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	
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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>Very deceptive practices. I have to give them my billing info, they will send me an info pack, I will pay \$10 S&h, and if I cancel and send it back, within 14 days I will not be billed \$50.00 for the (Testimonial Packet). After the 14 days expire, they then tell me I can distribute Herbalife for \$80.00 but I probably won't earn anything because I will have to sell by hand door-to-door, or \$449.99 to put the business online. So I say well isn't this supposed to be an online business and tell them to go ahead and set me up (Feb 29/2012). According to our bank statement, we were charged \$451.26. After I hang up, I discuss with my wife and find we don't have that much money. We called them back and say to cancel the whole thing, we can't afford it. On Mar 2/2012, I checked my bank statement and find that \$453.98 was credited, but later that day I checked again and find I was billed again, but this time for \$455.85. So now they are into my bank account for \$907.11. Here it is the weekend and I will be facing overdraft charges. I want to sue them for fraudulent misleading practices. I have since tried to call my (OBS)representative but they don't return my call. I went online to some other complaint cites and discovered I would have to buy 25 business leads for \$2500.00, plus \$30.00 or more for each package that I have to send to my leads & \$100.00 set-up fee</p>

for the back-office. The people who went this far with the company say that the leads are usually dead. Not to mention the (800) phone number and business line installation and maintenance. Now we're talking \$3500 or more per month that they haven't told me about. They didn't tell anybody until they were past their cancellation date. How can someone on \$200.00/week unemployment afford this? What a SCAM. If the BBB represents this company, then I contend that the BBB is fakery also. --- Additional Comments: Refund the \$907.11 and the international charges \$13.67 & \$13.53, and stop taking more out. Make them disclose the full amount of their business plan, before one is required to present credit card information. Instead of sending testimonials in the decision pack, they need to show the business structures one will encounter and what the costs will be for those decisions before they bill someone. No one likes to be tricked into UN-reversible charges. '

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 54 of 72	
Reference Number	37741379
Created Date	05/10/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037025762
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	05/10/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/10/2012
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	HUEYTOWN
Consumer Address, State Code	AL
Consumer Address, State Name	Alabama
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	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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 started out wanting to start working from home with OBS, I ordered all the materials by walmart moneycard (debit card)with number: 4470917627518028 on April 20th,2012. I decided after a week that I changed my mind on starting an online business. I called my personal business coach(Jim Stahl)and asked to get a full refund of the business materials(Herbalife product samples, and training materials). He said that I would get a full refund of the materials when they arrive to the listed facilities:3-ring binder with ticket attached to letter inside and Decision PackageOnline Business SystemsAttn: Laurie Sweetland203 E 35th Ave.Suite BBellevue, NE 68005Products, Black bag w/ brochures and other itemsHerbalife International of AmericaLos Angeles Distribution Center930 E 233rd St.Carson, CA 90745I shipped all the items back via USPS on April 25th, 2012 by Receipt Bill number 1000303805435. Its now been almost 3 weeks and still no refund on my debit card or by check in the mail --- Additional Comments: I want the \$350 refund promised sent by check via USPS to my home address. I want my refund sent back withing 24 hours of this complaint'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days	

Flag - FOIA only

Record 55 of 72

Reference Number	37776936
Created Date	03/05/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024966
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	03/05/2012
Updated By	BBBCOCO-USER
Updated Date	09/26/2012
Agency Contact	External Agency
Complaint Date	03/05/2012
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	NEWPORT BEACH
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	
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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>The program states that you can try the business for 14 days and if you decide within 14 days that you don't want to proceed, they will refund all of your money with the exception of the initial shipping charge of \$9.95 for the 'Decision Pack'. I received the Decision Pack on Jan. 28th, 2012 and cancelled on Feb. 1st, 2012. My contact person Mandy Lewis called my home phone 2 times on Feb. 2, 2012 and left mssgs saying she would call back. I had given her my cell phone as well and asked that she contact me on that # if she couldn't reach me at home as I have 3 kids in 3 different schools and 3 different drop-off times in the mornings. I did not hear from her again that day. I called Mandy Lewis by phone 6 times leaving messages on an 800# voice mail and at her home phone #, I also sent her 3 e-mails and she did not respond. I then sent her 1 more e-mail and copied her supervisor Diane Masel and Shawn Dahl. I also contacted the Online Business Systems help desk via e-mail on Feb. 1, 2012 trying to get someone to respond to me. On Feb. 4, 2012 Mandy Lewis finally responded claiming she tried to contact me, but that is not the truth and I have proof from her voice mails with time and date on them and from e-mails with time and dates. Once Mandy Lewis responded, she said to send back the materials to her which I did on Feb. 4th,</p>

Complaint Info Comments

2012. I then received a response from the help desk on Feb. 7th, 2012 to send the materials back to an address in NE. I responded to them that they were responding 6 days later and that I had already sent the materials back to Mandy Lewis. I also asked when I could expect to find out information about my refund and they responded on Feb. 8, 2012 stating that Mandy Lewis would deal with my refund. I received an e-mail on Feb. 14th from Mandy 'checking in to see if I would like some extra help for my Herbalife business...'. I responded to her also on Feb. 14th that I was surprised to receive this e-mail and that maybe she did not remember, but I had cancelled and was waiting on my refunds. She responded on Feb. 15th and apologized about the e-mail and said my refund would come from Herbalife. I responded back to her on Feb. 15th and asked about the \$399.00 refund, as there are 3 total refunds: \$399.00 (charged from Mandy Lewis Hastings, MN), \$100.00 (charged from The Online Business) and \$3,336.13 (charged from Herbalife), all of which were charged to my American Express credit card. At this time, Herbalife has mailed me a form requesting more information for my refund. A very large shipment from Herbalife showed up at my house and was refused and never received and should have actually been cancelled by Mandy Lewis immediately on Feb. 1st but was not, that is the charge of \$3,336.13 that Herbalife is insisting I submit a form in order for them to consider my refund. At this time, I feel as though I am not getting any answers to what is happening with my 3 refunds. I have done everything that has been asked of me and in the time frames specifically stated to qualify for a refund, even with the refusal of Mandy Lewis responding to me or anyone from Online Business Systems. The reason I chose to cancel in the first place is because each time I spoke with Mandy Lewis and her supervisor Diane Masel (that would also be on our calls sometimes w/o my prior knowledge and no introduction, just all of a sudden someone else was talking at me), is that she did not inform me of all that was expected of me from the beginning, even

after I asked many different ways, every time there was something new that would come up and I kept telling her that she should have given me the truth and the actual facts of whats expected of me with the business and if she had done so I would have never agreed to it. I also told her I felt that it was bad business practice to not provide all information upfront and that if she doesn't, she's going to end up with a lot of people canceling and unhappy. ---
Additional Comments: I want a full ref

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 56 of 72	
Reference Number	38162066
Created Date	03/27/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037025250
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	03/27/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/27/2012
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	LAWRENCEVILLE
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	
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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>ON NOVEMBER 29 2011 WE SPOKE WITH CAROLYN WILHER WHO PRESENTED HERSELF AS A TEAM MEMBER AND COACH WITH ONLINE BUSINESS SYSTEMS/HERBALIFE. SHE OFFERED THE INTERNATIONAL BUSINESS PACKAGE AT A COST OF \$399.95 (\$400.00) SHE STATED THE PACKAGE HAD THE INCREASED PRICE FROM THE BASIC PACKAGE BECAUSE IT CONTAINED MARKETING TOOLS SUCH AS PHONE BURNER (A VALUABLE MARKETING TOOL TO DOUBLE PHONE CALL TOTALS INCREASE MESSAGES LEFT AND CONTACTS/CLIENTS REACHED) AND ADDITIONAL INTERNET ADVERTISING TOOLS. AFTER A SHORT TIME WE WERE UNABLE TO REACH CAROLYN AND WENT SOME TIME WITHOUT CONTACT. ON MARCH 3, 2012 WE WERE CONTACTED BY RALPH SMITH THRU EMAIL AT WHICH TIME WE SET UP A TIME TO DISCUSS AND PURCHASE THE PACKAGE, MARCH 13, 2012 AT WHICH TIME WE WERE ASSURED THAT EVERYTHING PREVIOUSLY DISCUSSED TO BE INCLUDED IN THE PACKAGE WAS THE SAME AND NO CHANGES HAD BEEN MADE SINCE OUR LAST CONTACT AND IN GOOD</p>

Complaint Info Comments

FAITH MADE THIS PURCHASE/INVESTMENT USING A VISA CARD FOR \$399.95 EXPECTING WHAT HAD BEEN PROMISED HOWEVER AS SOON AS WE PURCHASED THE PACKAGE WHICH ARRIVED ON MARCH 15, 2012 IT CONTAINED PRODUCT SAMPLES (PROTEIN SHAKES AND ENERGY DRINKS AND ORDER FORMS ETC.) NOTHING WORTH THE NEARLY \$400.00 WE PAID AND ORDER FORMS WITH NO INFORMATION ON THE MARKETING AND ADVERTISEMENT PORTION OR PHONE BURNER, ONLY DVDS OF OTHERS SUCCESS AND ENCOURAGEMENT TO USE THE SAMPLE PRODUCTS. THEN EMAILS TO BUY THE TOOLS THAT WERE TOLD TO HAVE BEEN IN THE PACKAGE AND ADDITIONAL PRODUCTS FOR AN ADDITIONAL COST STARTING AT \$200.00 FOR THE PHONE BURNER THAT HAD ALREADY BEEN PROMISED IN THE ORIGINAL PACKAGE DID FOLLOW HOWEVER THE ASSISTANCE AND GUIDANCE PROMISED ONCE THE PACKAGE WAS RECEIVED WAS VERY POOR AND MOSTLY NONEXISTENT INSTEAD WE WERE JUST TOLD TO KEEP MOVING FORWARD IN THE STEPS OF THE START UP PORTION OF THE PROGRAM AND THE MARKETING TOOLS CONTAINED WOULD BE FURTHER EXPLAINED I VOICED MY CONCERN WITH THIS ISSUE AND WAS DIRECTED TO A (1800) NUMBER WHERE I COULD LEAVE A MESSAGE AND WAIT FOR A RETURNED CALL I DID NOT RECEIVE THIS CALL AND I BECAME INCREASINGLY CONCERNED ONCE I SPOKE WITH THE COACH RALPH SMITH AND RECEIVED VAGUE ANSWERS AND CONSTANTLY TOLD TO JUST GO THRU THE PACKAGE AND TO PURCHASE THE ADDITIONAL TOOLS OFFERED AND THAT DIFFERENT MARKETING AND ADVERTISING TOOLS ARE PROVIDED IN THE PACKAGE HOWEVER PARTICULARS

SUCH AS THE PROGRAM PHONE BURNER WERE NOT INCLUDED AS I WAS TOLD PREVIOUSLY MY CONCERNS SEEMED DISREGARDED AND I FEARED LOSING MY MONEY ON THIS INVESTMENT AS TOOLS AND INFORMATION PROMISED WERE NOT IN THE PACKAGE AND AFTER PURCHASE YOU ARE CONSTANTLY TOLD TO BUY THESE PRODUCTS SEPERATE FOR ADDITIONAL LARGE AMOUNTS OF MONEY. I IMMEDIATELY INFORMED MR. SMITH THAT I DID NOT WISH TO MOVE FORWARD WITH THE PROGRAM AS INFORMATION STATED TO BE INCLUDED BY THE PREVIOUS CONTACT CAROLYN WILCHER WAS NOT INCLUDED HE STATED THAT SHE WAS NO LONGER ACTIVE WITH THE COMPANY AS A COACH AND OFFERED NO FURTHER EXPLANATION ONLY ENCOURAGEMENT TO CONTINUE WTH THE PROGRAM FOR A FEW WEEKS I ADVISED MR. SMITH I WOULD NOT DO SO AND WHILE STILL IN THE 30 DAY MONEY BACK GUARANTEE I WOULD SHIP THE PACKAGE RECEIVED AND ALL ITS CONTENTS AND REQUESTED AN IMMEDIATE AND FULL REFUND I SHIPPED THE PACKAGES TO THE ADDRESS RECEIVED FROM PRIORITY MAIL THRU USPS ON MARCH 19,2012 AS I RECEIVED THEM AND UPON RECEIPT MR.SMITH MADE NO VERBAL CONTACT WITH US AND ONLY SENT A TEXT MESSAGE STATING INSTEAD OF OUR ORIGINAL PURCHASE PRICE OF \$399.95 WE WOULD ONLY RECEIVE \$350.00 IN RETURN THIS FRUSTRATES ME BECAUSE THE PRODUCTS WERE SHIPPED THRU USPS PRIORITY SERVICE TO ME AND SENT BACK THE SAME WAY ONLY COSTING \$32.00 IN TOTAL.(RECEIPT AVAILABLE) MR SMITH DID NOT PROVIDE AN EXPLANATION AS TO WHY THIS AMOUNT WAS WITH HELD FROM THE REFUND AND I FEEL EXTREMELY

MISLEAD CHEATED AND
DISREGARDED AS SOON AS I BEGAN
QUESTIONING INFORMATION AND
PRODUCTS RECEIVED AND INVALID
INFORMTATION GIVEN. --- Additional
Comments: I AM SEEKING A FULL
REFUND OF ALL MONEY PAID AS WE
WOULD HAVE NEVER PURCHASED
THE PACKAGE IF

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 57 of 72

Reference Number	38425391
Created Date	05/04/2012
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001449331
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	05/04/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/04/2012
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	EASTMAN
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	
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	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
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	573
Company Phone, Number	2253137
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
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	\$400.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 have call my coach with this online business systems/Herbalife... to get my money back from them and haven't herd anything out of anybody about itI paid \$400.00 to get into this Online business systems/Herbalife and I haven't sold anything so all I want is my money back is all I want but every time I call my coach all I get is she waiting 2 here from her coachs(yeah right) I have no money to promote this and they want me 2 pay another \$100 to have a so call back office I spent my last \$400.00 just to get into this and now I got 2 seend more(don't think so) I cancelled my back office and now I want my hard earn money I payed these people is all I want --- Additional Comments: i just want my \$400.00 back is all I want nothing more.... I have call my coach with Online business systems/Herbalife and ask her several times about getting my money back and yet I haven't herd a word out of these people, I just want my money back'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 58 of 72

Reference Number	39027242
Created Date	06/15/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037026213
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	06/15/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/15/2012
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	TARPON SPRINGS
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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	\$400.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>Online Business Systems masks a Network Marketing Scheme for Herbalife Vitamin supplements. The practice is to hard sell the idea of a work from home business, however the practice is not concentrated around the products they sell but more around the network of levels to pay for before tje business is profitable. The products are sub-standard and poorly packaged. The online Business system they sell coerce you into free trials merchant and online services to get you setup with affiliates that do not follow what is promis or advertised. (See Complaint #75172183) If you choose not to participate during the trial period the practice seems to give run around and misrepresent the refund policies until you are frustrated and give up. --- Additional Comments: Close all account affiliations and discard contact info for advertising or any other purposes refund the distributor fee which was the subject of the misrepresentation. '</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 59 of 72	
Reference Number	39049953
Created Date	07/06/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037026468
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	07/06/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/06/2012
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	KANNAPOLIS
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>When I first went into business with online business systems I was told that all funds spent for the companies advertising would be refunded to me as I processed the cards for the decision packages sent out. However, after joining I find out that this is not true that in fact most of the cards that are charged deny the charges even when they say that they are approved. I had one instance where they told me that they would credit my account for the 39.95 shipping fees so I asked if that was standard. No one has yet to get back to me regarding this and that was several weeks ago. I had a total of 5 cards that would not accept charges at all always said denied. In addition to that I spent at least 2000 dollars buying leads because according to the coach this is what had to be done to be successful however there was very little if any turn around in regaining the funds spent. The business also charges 100.00 sign up fee for opening the online account and a 79.95 a month fee for the online account. Therefore you would think when you contact customer service you would get an answer. However, I would not hear anything, nor did I see credits back to my account for the amount of shipping already paid. When I signed up they told me the products were herbalife and that I could not receive a refund. However, thankfully after much research I found that I was able</p>

Complaint Info Comments

to get the money back for products that weren't used. However my main concern now is the funds spent on advertising. Since the company states in their information that advertising costs will be refunded when cards are charged then they should cover the cards that deny charges. Also, on several of the packages sent back the individuals that received the package returned them within the 14 day period of review however, I never received any shipping allowment on those since product was returned. The entire business I feel is a money pit they want you to put money into something however there is no turn around. Since I have not heard back them in regards to being reimbursing me for advertising costs I am contacting you. I do have copies of credit card statements where the leads as the company calls them were purchased, however they are on paper. --- Additional Comments: I would like a full refund on all funds that was spent to buy leads with this company. The company has a record of the leads purchased, I do not need the refund in cash but want my credit cards to be credited back. After extensive research in the matter I also feel that the business is a scam, every individual that I have come across which has been several states how much money they have lost on trying to grow this business. This business is advertising in local newspapers, radios, and TV I feel that this needs to be stopped. A business can not grow off of lies, the company goes in a round about way to keep consumers from finding out what is really going on and in hopes of preventing someone from asking for a refund I feel. When signing up for the company you are not even told that you have to purchase leads and inventory in order to grow the business. They make it seem like everything is done online which is not true. I spent hours on the phone with this company to no avail. So please have the company refund the several thousand that I spent on their advertising fees.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 60 of 72	
Reference Number	39150835
Created Date	06/26/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037026344
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	06/26/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/26/2012
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	DIX HILLS
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	
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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>Website didn't present any connection to Herbalife or any association to that product. My wife sign up to the offer through a private e-mail send to er on 5/1 2012. and decided to cancel the contract on the following day, after she found out it is a MLN, despite of numerous attempts for request refund of the purchase price. No replay has received as of this day. and they ahve fail to contact us as discripted on the website. --- Additional Comments: refund to of the purchase price, plus compensation for time spend for research and filling dispute on different agancies.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 61 of 72

Reference Number	40659753
Created Date	08/27/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037027251
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-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	NEW BRAUNFELS
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	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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>After hearing about Income At Home (A rating on BBB) on Glenn Beck, we sent for an info packet on or about 8-3. Our coach, Patrick Cobb (P), was in touch in a few days. He is from Atlanta, GA. (770-433-2167, patrick.cobb@att.net)</p> <p>During this interview, I asked P many questions and he played a call from Tonya McDowell that explained if you joined, you have 2 options. 1.\$69.95 charge for joining Herbalife. 2.\$399.00 for Income At Home business package. My husband and I said we had to think and talk about it. The next day we called P back and said OK. P told me to sign on to myobsoffice.com. He gave me my ID number to enter and check out the system for no cost. I was given the prompt 'moveon' to go through the material quickly. In the second module they start taking about your back office. The cost is \$79.99 a month! We immediately called P on speaker. He got his coach (b)(6)</p> <p>(b)(6) also on the phone. P apologized that we didn't understand about the cost but assured us that the cost was well worth it. At about the 4th module, a video from Shawn Dahl gave me a start. He started talking about the extra costs involved... for marketing. They ranged from \$500 to \$25,000! By this time they had charged us the \$399.00. Because we were give misinformation from the very start, we</p>

Complaint Info Comments

decided that this business was not for us. We called P and told him we wanted our money back. He asked us to send the marketing materials back (Online Business Systems, USA, Suite #4, 1805 W. 2900 Street, Ogden, UT 84401). When the marketing materials came to the door, we refused to accept it and the post office returned it for us. We did get our \$399 back. My husband and I were both told at least 2 times by P that there would be no more charges to our account as soon as we sent all marketing materials back. On 8-24-2012 our account was charged \$100. I emailed both J and P. J emailed me back (still not heard from P). 8-26-2012 login at myobsoffice.com you'll have to go through obs about the \$100 j8-27-2012 I did cancel. P told me and my husband twice that there would be NO MORE CHARGES after I sent all the material back!! Then I am charged \$100. I will report you to the BBB if you or Online Business do not credit my account immediately. I have been so disappointed... Shame on you both! FL8-26-2012 F, listen to me. P and/or I do not charge you the \$100. We are only responsible for the decision package and opt 1/2 startup costs. YOU created an account with OBS and agreed to a 15-day trial. It is YOUR responsibility to cancel your OBS account if you dont want to use it. Patrick and I did not charge your card the \$100 and CAN NOT refund it. We do not operate OBS, we only use their system same as you. Again, YOU need to email them and inquire about the \$100 charge for the account that YOU setup. Why are you dissapointed? Because you decided to Quit and not work your business? We have nothing to do with your decisions to make yourself unsuccessful with the business. You are making rash decisions without even understanding things yet and then trying to blame us for your chices. It is your choice to quit, so it is all on your shoulders for that issue. I wish you luck if you decide to try something else. I will not respond to further emails as it is pointless. John We just want our \$100 back. --- Additional Comments: Refund the \$100 that was charged without our consent.'

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

Record 62 of 72

Reference Number	41075926
Created Date	03/28/2012
Complaint Source	BBB NE Omaha
Originator Reference Number	07140000020707
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBOMA-USER
Entered Date	03/28/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/28/2012
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	OMAHA
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	
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	Online Business Systems
Company Address, Line 1	23 17th Crestview
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	HUTCHINSON
Company Address, State Code	KS
Company Address, State Name	Kansas
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	67502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	620
Company Phone, Number	6638584
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	\$300.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>In late January 2012 I responded to an income-at-home radio ad which turned out to be for online-businss-systems. During the application process I agreed to the option of purchasing a box of herbalife products for \$399.99 I received the box February 3,2012. When I opened and read that I would get started by selling herbalife products to my friends and relatives I decided that this wss not something I wanted to do. I called my 'coach', John Ball the same day and told him I didn't wish to continue. I asked him if I could receive a refund if I returned the box of product. He said he could refund \$300.00 only, not the postage and that he could not refund the money until he had resold what I returned to a new applicant. I agreed and returned the box the very same day I received it (February 3).I asked what a reasonable lag time would be and he replied 'about a month'. On March 14,2012 I emailed Mr. Ball and said I expected a refund of \$300.00 within a week or I would file a complaint with the bbb. He emailed back that I had to wait until he resold it and that he also had to work my 'online business'. This makes no sense as I had not yet received complete training and certainly did not have an online business established. It is now March 28 and I am still waiting for a \$300.00 credit to my credit card. Of course it is his word against mine but rest assured,</p>

if Mr. Ball does not honor his word, I will discourage anyone from responding to this company's ad in the future. --- Additional Comments: I am seeking \$300.00 refund to my credit card number.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 63 of 72

Reference Number	41076070
Created Date	05/02/2012
Complaint Source	BBB NE Omaha
Originator Reference Number	07140000021030
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBOMA-USER
Entered Date	05/02/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/02/2012
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	LITTLETON
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	Online Business Systems
Company Address, Line 1	23 17th Crestview
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	HUTCHINSON
Company Address, State Code	KS
Company Address, State Name	Kansas
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	67502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	620
Company Phone, Number	6638584
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	\$9.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 was seeking a company to assist me in establishing my own online business. I have my own products and needed to create an online avenue for sales opportunity. After speaking with a rep that would not disclose the fact that Online Business Systems is just an Herbalife distributor, I had to view their sales propaganda for 34 minutes and give them a Credit Card number first. Then had a 30 minute phone call with a rep who was trying to qualify me to work with them. That rep. again did not disclose that this was an Herbalife distributor. I made it clear that I was looking to establish my own web page for my own sales. I was put in contact with a business coach who was going to assist me in establishing the online business. This Coach would not disclose the Herbalife garbage either. I had to again listen to a prerecorded sales pitch. At that point I finally learned they are Herbalife. I immediately told them I had no interest in Herbalife sales. I was told it was too late. They had already shipped me their sales package and I was charged for the shipping. They are also threatening to charge me \$39.95 for their sales package if not returned in a specific way in a specific amount of time. I will be charged to return the package as well. I said I didn't want it and still I am charged to receive it. I want my money back now. This was clearly bait and switch and I</p>

am disgusted. --- Additional Comments: I do not want to pay for shipping for a product I made clear I did not want. I will try to be here to refuse delivery of their sales package, but if I miss it and the package is left by FedEx anyway, I will be charged to ship it back. I should not have to pay to return something I didn't want in the first place. They should be requesting the pick up by FedEx themselves so I am not charged. They need to do this within their own 14 day limitation so I am not charged the \$39.95 as well. '

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 64 of 72	
Reference Number	41076218
Created Date	09/04/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037027329
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	09/04/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/04/2012
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	GOFFSTOWN
Consumer Address, State Code	NH
Consumer Address, State Name	New Hampshire
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	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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 contacted this company called The online Business that sell herbalife supplements and before I decided if I wanted to sell the supplements they sent me a Decision Package and if I kept the Package they would charge me 39.95 on my Discover card but if I returned the package they wouldnt charge me anything. I received the package on May 24th and returned the package on May 31st of 2012. I have not received my refund at this point. I have been in contact with Dan Rodgers who is with the company through email at danrodgers@theonlinebusiness.com and by phone 877-295-0229 a number of times. The last time was on July 19th and I told him to refund my 39.95 to my Discover or I would report them to the BBB. He emailed me back Stating ' I put the credit in, let me check on it.' I then gave him one more month to fix the problem and still no refund on my credit card Statement. --- Additional Comments: I just want my refund of 39.95 put back on my Dicover credit card.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 65 of 72

Reference Number	41641788
Created Date	10/29/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037028016
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	10/29/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/29/2012
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	ABBOTSFORD
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	
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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA

Company

Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>When I followed the links to apply for the job I was led to http://www.gpienterprises.com/ a simple form I was then automatically forwarded to http://www.projectincomeclub.com/, I v http://www.partnerwithpaul.com/. The pressure to sign up (15 minute time limited offer, no r now) increased. More links: http://www.theonlinebusiness.com/previewms.php?p=popup920 https://www.theonlinebusiness.com/hbpage.php?p=index9283&PHPSESSID=b27f2dabae71&id=B22040925&password=white45. Finally, when I got to the link http://www.theonlinebusiness.com/previewms.php?p=popup9203&9203-popup=2088, I four Herbalife. Herbalife is an MLM program that has nothing to do with administrative clerk/virt absolutely of no interest to me. The sophisticated promotion almost led me to sign up for the it was Herbalife. --- Additional Comments: Cease and desist from this misleading advertising</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 66 of 72	
Reference Number	41703499
Created Date	11/13/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/13/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	11/13/2012
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	Butte
Consumer Address, State Code	MT
Consumer Address, State Name	Montana
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	Centurion Media Group Online Business Systems
Company Address, Line 1	6946 North Academy Boulevard
Company Address, Line 2	Suite 166
Company Address, Line 3	
Company Address, City	Colorado Springs
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	support@theonlinebusiness.com
Company Website	http://online-business-systems.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	\$4000.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$4000.00
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	
	<p>The purpose of this complaint is to provide the FTC with my consumer experience and business dealings with Online Business Systems, owned by Centurion Media Group. I purchased 4000.00 worth of advertising (40 sales leads @ 100.00 each). I purchased this advertising as a business method to grow and expand my Herbalife Independent Distributor business, which I launched in August 2012. The Online Business Systems Rep., who is also an Herbalife Distributor neglected to inform me of an Herbalife required document, "Business Methods Disclosure Registration," which discloses to new distributors the definition of an MLM and indemnifies Heritable from any fraudulent business activity or unfair business practice by affiliates such as CMGOnline Business Systems who offer "Business Methods for promoting Heritable brand and products for distributors. Of the 40 sales leads I purchased from CMG through Online business Systems, one was fraudulent consumer information that set me up to look like I frauded the consumers credit card. Many of the leads had bad contact information, bad email, bad or out of service phone number, incomplete</p>

Complaint Info Comments

address information and/or bad credit card information. Beyond the Centurion Leads Policy and guidelines document, I felt that the advertising I bought through them, was not as promised. Also, the Herbalife Distributor who is also an Online Business Systems representative and signed me up as an Herbalife Distributor through the Online Business Systems "business method." I felt was mostly concerned with me buying sales leads advertising than promoting the Herbalife brand and product to consume it. In my daily experiences with the "recruiting" portion of this business, which included telephone interaction with this HerbalifeOBS coach, the strongest focus was on getting me to buy advertising and train the distributors I signed up, to buy advertising to recruit more distributors. Herbalife requires by their Business rules that distributors must promote the consumption of their products first and foremost. I am wondering that I have been the victim of pyramid activity by CMGOnline Business Systems underneath an umbrella of a company (Herbalife International) that is legally regulated as an MLM because they sell a product for consumption. AT 100.00 each for sales leads, whose financial and contact information, in cases I experienced, were used again without consumer authorization, or were bad or incomplete sales lead information makes me wonder that CMG is selling NON INTEGRITY advertising and their "power recruiters" are making commissions off of us Herbalife Downline Distributors. Is this pyramid activity? In any event, I have proof in data, in communication and emails with the consumer who thought I frauded her credit card, emails, a documented formal complaint I filed with Herbalife, and other communication correspondence that leads me to believe I was a victim of internet fraud by this organization. What was the most unconscionable act of Online Business Systems towards me, in my opinion, a consumer of their Internet back office services, is that they led a consumer to believe I was the one who frauded their credit card. I have proof of this. If you require any data for proof I will be glad to submit it.

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45

Days Flag - FOIA only

Record 67 of 72	
Reference Number	41799363
Created Date	10/10/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037027798
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	10/10/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/10/2012
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	PENFIELD
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	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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>On or about 2-25-12 I received an e-mail from one of my trusted friends recommending that I check out 'Online Business Systems' (I subsequently learned that my friend's e-mail account had been 'hacked into' and that he had not sent me any e-mail recommending Online Business Systems). I responded to the initial e-mail and agreed to receive a so-called Decision Package. I paid an initial charge of \$9.95 on 2-21-12. After reviewing the Decision Package I next agreed to become a 'Distributor' for Online Business Systems (hereinafter referred to as OBS) & Herbalife by paying \$399.00 to Mr. Brian Frazier/OBS. On 3-5-12 I paid \$100.00 to OBS for the set-up on my 'Back Office' on the OBS internet website. On 3-7-12 I paid an additional \$39.95 to Brian Frazier/OBS. On or about 3-28-12 I received a phone call from Ms. Cathy Callahan, Brian Frazier's 'Coach', informing me that I could become a 'Supervisor' if I was willing to pay \$819.05 to OBS by 4-3-12. On 4-2-12 I called Cathy and told her that we were willing to pay the money. So, on 4-3-12 my bank withdrew \$839.05 from my account and the money was wire transferred to OBS (see copy of the wire transfer included with attachments). I now needed to complete my training with OBS and become familiar with the OBS internet 'back-office'. I wasted</p>

approximately one month after OBS kept on closing the 'back office' (see attachments'). When I finally completed the training and was ready to purchase some leads from OBS I was informed that someone had arbitrarily changed my status back to 'Distributor' two steps below the 'Supervisor' status I had paid for. Please see e-mail from Cathy Callahan dated 7-25-12. After repeated requests for the name of the person responsible who changed my status went unanswered, I have resigned from OBS/Herbalife. Their 'bait and switch' actions are not acceptable. Therefore, I would request that you help us get our \$1,397.95 back from OBS. All I want is my money back. I want to thank you in advance for your help in this matter. Respectfully, (b)(6) --
Additional Comments: I want my money back - \$1,397.95'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 68 of 72	
Reference Number	42197832
Created Date	11/19/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037028271
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	11/19/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/19/2012
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	KEIZER
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	
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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>We heard this ad on the radio for an income source. Ad is very misleading. We heard this ad on the radio about an online source of income. how several people make several \$1000 a month. You only have to pay \$20 to order the info on it. So we did. The info (booklet and CD) is a lot of hype on the money the people make (altho it says in small letters briefly that this is not typical income) And they still don't tell you what you are getting into. So you call the number. Then they tell you it is Herbalife. A diet product and try to coerse you into signing up for only \$500!!!. We did not. So he says we keep \$10 of your money and if don't send back the packet of info (at your own expense) we keep more of your money. This is wrong. Any company of any integrity tells you upfront what you are 'buying'. Even the info we paid for did not tell us what it was. Then you are stuck losing your \$20 for what you didn't want. --- Additional Comments: We want our \$20 back. '</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 69 of 72

Reference Number	42197841
Created Date	10/05/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037027777
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	10/05/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/05/2012
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	WHITEHOUSE
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	
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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 was contacted by Karen Graf with Online Business Systems after inquiring about Income At Home.I was adamant from the beginning that I did not want to be involved in a business where I would be contacting friends and family. Karen assured me that was not the case and told me several times not to worry about sales leads that she had access to plenty of leads. Karen told me if I wanted to get off to a good start I should join the OBS back office where I would recieve extra support. I gave her my Discover credit card number and was charged 397.43 on May 2, 2012.I did not know I would also be charged monthly for this service. I received an email from billing@myobsoffice.com on May 16, 2012 informing me of a up coming charge of \$100.00. I responded to the email that I had not authorized any more charges. A few days later Karen suggested that I should order a few thousand dollars in inventory. I told her I did not have money to purchase product. It was then that I was told I would need to make a list of friends and family. After thinking about this. I called Karen and told her I was not willing to contact friends and family. She asked for my password to the OBS back office so I would not receive emails I was expecting that she would keep her word, instead she has not contacted me again. I sent an email to Karen and OBS</p>

back office, asking for a refund of 397.43. There has been no response. I am not requesting a refund for the Herbalife kit or the information packet I paid for. I am very disappointed in the way I was lead to believe that Karen Graf and those associated with her at Online Business Systems wanted to help me. When it appears what they really do is make money by getting people to agree to buy large sums of product and sign up for the OBS back office. --- Additional Comments: I am seeking a refund of 397.43 money I paid for additional support by signing up for OBS back office.'

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

Record 70 of 72

Reference Number	42425152
Created Date	09/18/2012
Complaint Source	National Consumer League
Originator Reference Number	595749
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	CLGC-USER
Entered Date	09/18/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/18/2012
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	RESEDA
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	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	ONLINE BUSINESS SYSTEMS
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	UNK
Company Address, Country Name	UNKNOWN LOCATION
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	Internet Web Site
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	\$0.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$10000.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 was looking for a work from home opportunity sometime last July 2012. I was surfing online and landed on careerbuilders.com and found there this job title 'work from home BBB accredited'. When I saw that it was BBB accredited, somehow it gave me a positive thought about this online job posting and so I went on and gave it a try. I paid \$9.95 and then the next day, one of the coaches called me and introduced herself to me and gave me the instructions what to do next while waiting for my Decision Pack. I am still hoping this will work for me. When the decision pack arrived, I watched the Video presentation and reviewed the materials and everything looked so promising and inspirational. After the instructions and the Business Introduction calls from the coaches, I joined the Online Business Systems for \$399.00 which turned out to be Herbalife which was never disclosed on the Job Posting. It was like a mystery or a puzzle that they will call you 3 or 4 times until they disclose that they are Herbalife. Since I like Herbalife I was still optimistic that this might work for me...again. I jumped to the Supervisor's level because they said to maximize and leverage the power of the internet and that cost nearly</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 71 of 72

Reference Number	42816398
Created Date	10/11/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037027835
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	10/11/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/11/2012
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	WAYNESBORO
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	
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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>On 8/3/12, I requested information at the WorkatHome.com website about their business opportunity. I was assigned to Ms. Rodriguez, who sent me a package with 2 DVDs from Online Business Systems at a cost of \$9.95. These DVDs just tout the fact that many people have earned lots of money using their system, but do not state what the system is. If I did not return that package within 14 days, I would have been charged an additional \$39.95. On 8/8/12, I received a very long phone call from Ms. Rodriguez, who played a long recording that revealed the name of the product being sold was Herbalife, and to continue with the program, I would need to spend an additional \$399. I was directed to a website where I read a lot of legalese. I mentioned to Ms. Rodriguez that I would not be able to remember everything read and would hopefully be able to get a copy of everything; I got a positive reply. I also asked if, in this business, I could be sued if someone had a bad reaction to the product. She specifically said, 'No.' I gave her my credit card number on the phone, my account was activated, and was told another package of items would be sent to me. I then got access to more information online. After reading the information, I discovered that I would have to put more money into the business, I would have to attend more meetings on the phone and in</p>

person, and a main part of the business is trying to recruit more people. I also discovered Herbalife has already been sued and independent distributors can be sued as well. After finding out this information, on 8/10/12 I sent an e-mail to Ms. Rodriguez stating that I had changed my mind, did not want to pursue the business, wanted to return her package, and obtain a refund. She specifically told me to send the package to her address in Vista, CA. At my expense. TWO packages were returned to her with delivery confirmation, but all she can now say is she has not received anything. The USPS website says 'Notice Left.' Still no refund. --- Additional Comments: DesiredSettlementID: Other (requires explanation)I spent \$50 returning TWO pkgs to Ms. Rodriguez, including insurance and delivery confirmation. I can see that amount being deducted from \$399 refund. However, considering the two pkgs were unopened and immediately returned to the address she told me to send returns to, I feel I am due a refund of \$349. I do not recall reading anything that stated I could not receive a refund, but I never received a copy of all the legalese so cannot prove this. However, I never signed anything either.',

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 72 of 72	
Reference Number	43863656
Created Date	02/15/2013
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037029163
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	02/15/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/15/2013
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	MARSHFIELD
Consumer Address, State Code	WI
Consumer Address, State Name	Wisconsin
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	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	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>'Incomeathome.com is advertised on radio (WSAW 99.9) as a way to make money at home to supplement income or replace a current job. The claim states that this requires only 'spare time' from home, and does not 'involve selling soap'. This is false and misleading. In reality, this is a link to 'Herbalife' while in it's right arguably legitmate, Herbalife is a long known pyramid marketing scheme. Once enrolled a 'sponsor' or 'mentor' is assigned in this case (Connie Skelton, 1098 Venable Rd Waynesboro Tn 931 722-9255) who requires 'on line meetings' daily which required 4-6 hours a day in 'training'. On enrollment I made the expectation clear of 4-6 hours per week. The sponsor then sends dvd videos that urge you to become a 'supervisor' to put you on the 'road to success' by purchasing \$2400.00 in merchandise, and requiring you to purchase approximately \$500.00 in on line so called business and marketing tools ('I-Office') all this without ever specifying how income is generated. Finally once the 'tools' are bought, and the product is delivered to your home-a cost of apprixamtely \$3000.00 you are pretty well left to selling the diet potients consisting of 'milk shakes' and other packaged diet foods to your friends personally and on facebook. Great way to lose friends! So much for 'no selling soap'.</p>

When it became clear to me that this was a scam I decided to return the product to the sponsor. I was unable to get my money back and months later my credit card company (Discover) finally reimbursed my account for an unauthorized charge. I am still out several hundred dollars for 'on line tools' that I was told that I needed but could not get a refund for. My credit score was impacted also when this so called sponsor managed to open an 'Herbalife Merchant account' that I did not authorize and that I did not ask for. Product_Or_Service: Diet supplement --- Additional Comments: DesiredSettlementID: Other (requires explanation) Remove this fraudulent advertising from being used on air as is. The ad is misleading, and does not mention required start up costs and realistic time required. The ad should mention start up costs of approximately \$3000.00, time required equal a full time job, and the company name behind the ad: Herbalife.'

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



PRINT

Consumer Sentinel Network Complaints

Record # 1 / Consumer Sentinel Network Complaints			
Reference Number:	41703499	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	<p>The purpose of this complaint is to provide the FTC with my consumer experience and business dealings with Online Business Systems, owned by Centurion Media Group. I purchased 4000.00 worth of advertising (40 sales leads @ 100.00 each) . I purchased this advertising as a business method to grow and expand my Herbalife Independent Distributor business, which I launched in August 2012. The Online Business Systems Rep , who is also an Herbalife Distributor neglected to inform me of an Herbalife required document, "Business Methods Disclosure Registration," which discloses to new distributors the definition of an MLM and indemnifies Heritable from any fraudulent business activity or unfair business practice by affiliates such as CMGOnline Business Systems who offer "Business Methods for promoting Heritable brand and products for distributors. Of the 40 sales leads I purchased from CMG through Online business Systems, one was fraudulent consumer information that set me up to look like I frauded the consumers credit card. Many of the leads had bad contact information, bad email, bad or out of service phone number, incomplete address information and/or bad credit card information. Beyond the Centurion Leads Policy and guidelines document, I felt that the advertising I bought through them, was not as promised. Also, the Herbalife Distributor who is also an Online Business Systems representative and signed me up as an Herbalife Distributor through the Online Business Systems "business method," I felt was mostly concerned with me buying sales leads advertising than promoting the Herbalife brand and product to consume it. In my daily experiences with the "recruiting" portion of this business, which included telephone interaction with this HerbalifeOBS coach, the strongest focus was on getting me to buy advertising and train the distributors I signed up, to buy advertising to recruit more distributors. Herbalife requires by their Business rules that distributors must promote the consumption of their products first and foremost. I am wondering that I have been the victim of pyramid activity by CMGOnline Business Systems underneath an umbrella of a company (Herbalife International) that is legally regulated as an MLM because they sell a product for consumption. AT 100.00 each for sales leads, whose financial and contact information, in cases I experienced, were used again without consumer authorization, or were bad or incomplete sales lead information makes me wonder that CMG is selling NON INTEGRITY advertising and their "power recruiters" are making commissions off of us Herbalife Downline Distributors. Is this pyramid activity? In any event, I have proof in data, in communication and emails with the consumer who thought I frauded her credit card, emails, a documented formal complaint I filed with Herbalife, and other communication correspondence that leads me to believe I was a victim of internal fraud by this organization. What was the most unconscionable act of Online Business Systems towards me, in my opinion, a consumer of their Internet back office services, is that they led a consumer to believe I was the one who frauded their credit card. I have proof of this. If you require any data for proof I will be glad to submit it.</p>		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	11/13/2012
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Internet Information Services
Amount Requested:	\$4,000.00	Amount Paid:	\$4,000.00
Payment Method:		Agency Contact:	Internet
Complaint Date:	11/13/2012	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation

Topic:			Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:			Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	No			
Consumer Information				
Consumer				
Complaining Company/Org:				
First Name:	(b)(6)	Last Name:	(b)(6)	
Address 1:			Address 2:	
City:	Butte	State:	Montana	
Zip:	(b)(6)	Country:	UNITED STATES	
Home Number:			Work Number:	
Fax Number:			Ext:	
Email:			Age Range:	
Military Service Branch:			Soldier Status:	
Soldier Station:				
Subject				
Subject:	Centurion Media Group Online Business Systems			
Address:	6946 North Academy Boulevard Suite 166			
City:	Colorado Springs	State/Prov:	Colorado	
ZIP:	80918	Country:	United States	
Email:	support@theonlinebusiness.com		URL:	http://online-business-systems.com
Area Code:	888	Phone Number:	4214850	
Ext:			Subject ID Type:	
Subject ID Issuer State:			Subject ID Issuer Country:	
Representative Name:			Title:	

Record # 2 / Consumer Sentinel Network Complaints	
Reference Number: 38201393	Originator Reference Number:
Language: English	Contact Type: Complaint
Source: Consumer	DNC? N
Comments: On May 23, 2012 I authorized payment for 9.95 to enroll in their program. About a week later I received 2 testimonial discs alongwith info about the company. I was told to contact my coach by the name of Sandra Johnson, who called me 3 days later, she saidshe was out of town on personal bus. According to the program she was to set up a telephone meeting to explain & help with the program. She set spots 2 times & never called. She said shedid call, but according to my phone history, no calls were ever made. She insisted she made the calls, but phone records do notsupport her claim. I wanted to join the program, but I didnt wantto deal with Sandra Johnson. Her supervisor did email on June 12to see what she could do. I told her via email that I would stayin the program if I would get another coach. I never did receivea reply. I did file a complaint with the BBB and was responded to by Ashley R., who said they would not charge the additional39.95 for the program. I told her all I received was 2 testimonial discs and a brochure telling me about the company. I asked Ashley what was the 39.95 was for & she said it was forthe package I received. Again she could not or would not tell me what the 39.95 was for. Ashley contacted me June 12, by email & I responded with a call to Ashley. She told me to return thepackage & they would not charge me the 39.95, for something I didnt receive. I asked her about the 9.95 & she said that was for shipping & handling for the 2 discs. The outcome was that Iwould not get my 9.95 back & that I should pay to return the 2discs. I have spent many hours to try to stay with the company, but they did not make it easy. I have filed a complaint with theBBB as well. I have read many reports on working at home scams, but they said the company was accredited by the BBB. The 39.95fee was to be charged if I didnt return the discs within 2 weeks. As I didnt get the support I was promised, I filed the complaint with the BBB. I have authorized my credit card companynot to accept any more charges from this company, as well as the9.95 charge, which I claim the company did not follow up on their promises.	
Was the complaint resolved?:	Complaint Resolution:
Data Reference:	
Entered By: FTCCIS-FTCUSER	Entry Date: 6/12/2012
Updated By:	Updated Date:
Complaint Source: FTC Online Complaint Assistant (CIS)	Product Service Code: Business Opportunities\Work-At-Home Plans
Amount Requested: \$10.00	Amount Paid: \$10.00
Payment Method: MasterCard Credit Card	Agency Contact: Internet
Complaint Date: 6/12/2012	Transaction Date: 5/25/2012
Initial Contact: I Initiated Contact	Initial Response: Phone: other
Statute/Rule: FTC Act Sec 5 (BCP)	Law Violation: Deception/Misrepresentation
Topic:	Dispute with Credit Bureau?:
Dispute with Credit Bureau - Responded?:	Dispute with Credit Bureau - Resolved to Satisfaction?:
Member of armed forces or dependent?: No	
Consumer Information	
Consumer	
Complaining Company/Org:	
First Name: (b)(6)	Last Name: (b)(6)
Address 1:	Address 2:
City: SOUTHFIELD	State: Michigan
Zip: (b)(6)	Country: UNITED STATES
Home Number:	Work Number: (b)(6)
Fax Number:	Ext:
Email:	Age Range:

Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Centurion Media Group Aka Online Business Systems		
Address:	203 E 35TH AVE SUITE B		
City:	Bellevue	State/Prov:	Nebraska
ZIP:	68005	Country:	United States
Email:	ASHLEY@ONLINEBUSINESSSYSTEMS.COM	URL:	
Area Code:	800	Phone Number:	4316035
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	ASHLEY LAST NAME BEGINS W/R	Title:	CUSTOMER SERVICE





CIS COMPLAINT

Record 1 of 15	
Reference Number	30701817
Created Date	01/27/2011
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008479531
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	01/27/2011
Updated By	BBBPHAZ-USER
Updated Date	05/31/2012
Agency Contact	External Agency
Complaint Date	01/27/2011
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	SANGER
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	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant

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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>On January 8, 2011, I purchased the income at home training pack for \$9.95 shipping only for a 60 trail. Problem #1: No receipt purchase was emailed to me. Got interested in the program, etc. Then purchased the \$199 Herbalife starter pack. Problem #2: Agian no email of receipt was sent to me of purchase. Then was conned into the 'senior consultant position,' for \$451. Problem #3: Agian like problems 1 and 2, no form of receipt. Then just to get into the 'so called' 'Supervisor' position, was another \$2500, which I didn't go for. Thats when I decided to bring this to a halt because to me it raised a red flag!! I did my own investigation on this company, and found nomerous scam/rip-off reports. Also just to add to it, was sent to an 'office program' to start my training. The website is actually a paysite for \$19.95 a month, AND, just to get to start training, I had to purchase MORE programs. Thats when I really decided this is too much, and Im loosing all my hard earned money, this company is getting richer as they funnel more money out of me!! This is ridicolus!!</p>

On Jan. 20th and 21st, I emailed my mentor/coach, Gary Baily, I told him that I was having financial problems and that I wanted out with all my money refunded back, and that was, I believe, Friday, the 21st. Haven't heard anything from them since nor has my account has been credited with a refund. I don't want to cause any problems, all I want is my money back!! And all of it!! Which is \$669.95!! Also at the actual income at home website, it has the BBB logo with an A+ rating. I look this company up on here, and thier not even rated!! False Advertisement??

Thank you and I look forward to getting to the bottom of this.

P.S. Just a fair warning, they may try to play dumb do to no reciepts!! --- Additional Comments: Just to get my money back. Don't want to cause trouble and to make sure this doesn't happen to anyone else.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 2 of 15	
Reference Number	30726513
Created Date	03/09/2011
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008527386
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	03/09/2011
Updated By	BBBPHAZ-USER
Updated Date	05/31/2012
Agency Contact	External Agency
Complaint Date	03/09/2011
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	WESTLAND
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
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	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>Incomeathome.com is a scam and a pyramid scheme. They sent me a DVD for \$9.95 which only consisted of success stories, then they took another \$39.95 from my account. I called to get a refund, they will not return my calls, and one of the girls said more charges will be forthcoming to my account. \$50.00 plus more is a bit much for a DVD. I did not agree to go further with them when I found out it was Herbalife, which my mother tried to sell their product 25 years ago and got no where. I can't believe Sean Hannity is promoting this. I'd like my money back and I will send them their DVD back too. I actually had to close my checking account and open another with fears of them making more charges to my account. --- Additional Comments: Refund'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 3 of 15

Reference Number	32873786
Created Date	09/12/2011
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008734949
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	09/12/2011
Updated By	BBBPHAZ-USER
Updated Date	05/31/2012
Agency Contact	External Agency
Complaint Date	09/12/2011
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	DURAND
Consumer Address, State Code	WI
Consumer Address, State Name	Wisconsin
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	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
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	\$230.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 had looked into an online business training package for 30.00 and get the feeling that I am getting scammed. They had sent me a training pamphlet and DVD and most of the video and pamphlet talked about how you could make alot of money. So far it has been several phone calls and a webinar and the whole thing was about recruiting others and buying into larger levels within the organization. The whole thing sounded like a script and you heard the same stories about success in the business, of which I am still trying to figure out what that is. They did mention something about buying Herbalife products and loosing weight. Each time I have talked to them I hear the same thing do you want to make a change and are you willing to invest in that change. Now they want me to register on their ioffice website snd start their training. When I registered it took me to a page asking for my credit card information. It stated that I would have to pay 19.95 per month to stay registered. So far I have invested \$230.00 plus a phone bill I have yet to get. I don't feel comfortable confronting them, because all they do is try to convince me to spend more money. Please look into this. --- Additional Comments: I get the feeling that this is a pyamid scene and want them to stop cheating economically desperate people. Here is the email addresses and phone</p>

numbers I had to call: (b)(6)
(b)(6) her number is
(b)(6) who seems to be
the president, email address is
(b)(6) (b)(6) and his number is
If you have an email I can
send you all the emails they sent me!

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 4 of 15

Reference Number	33325466
Created Date	10/14/2011
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008766493
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	10/14/2011
Updated By	BBBPHAZ-USER
Updated Date	06/01/2012
Agency Contact	External Agency
Complaint Date	10/14/2011
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	LOS ANGELES
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	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	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>In May of 2011, I decided to work for Ehome Business Network, I was assigned Personal Coach Marvin Beal who took my payment over the phone for a package of the product Herbalife that he would be training me to sell to consumers. After several tries of trying him sending it to me, I never received the package, I told him that I no longer wanted the product and to refund my money back. He sent me several emails explaining that he would refund the money. He explained he would put it back on the card I used for the payment, I explained to him that the card is no longer valid so he will have to send a check. He stated in a email that he would send me a refund by check on July 18, 2011. I never received it till this very day October 9, 2011. I can't believe how unprofessional this company is, I even called Herbalife but they don't have a record of a product purchase because its through the coach we deal with, they called Marvin Beal and explained that he needs to refund my money back but he never did. I'm completely unhappy with this company and I want my \$199.99 back from them. They stole my money!!! --- Additional Comments: I want my \$ 199.99 back ASAP. '</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 5 of 15

Reference Number	34752705
Created Date	01/03/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008865358
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	01/03/2012
Updated By	BBBPHAZ-USER
Updated Date	06/01/2012
Agency Contact	External Agency
Complaint Date	01/03/2012
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	WACO
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	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	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 was scammed for \$39.95 by a person claiming to be working for this company promoting FREE home business. For \$9.95 they sent me a very basic brochure promoting their system to get started . The brochure contained only testimonies of successful customers supposed to have made lots of money. There spokes person started calling me to set up an interview to see if I could qualify and was suited for their business. When I finally had time to discuss this business, and found out it was Herbalife I decided I didn't want to pursue this further. I told Mr. Carsten I did not want to continue. He said to keep the information in case things change in the future. A few days later they used the credit card information I supplied for the first transaction and got \$39.95 from my account. They said it was for the material they had sent me that was not sent back. They are actually promoting a program for \$199.95 that is suppose to get going toward your fortune in a home business. People need to know how they are working this. I am sure it is false advertising. --- Additional Comments: I only want the money they got from my account without authorization (\$39.95). I was aware of the \$9.95 and was willing to buy it to investigate the in Home business. '</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 6 of 15

Reference Number	35225780
Created Date	01/24/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008890003
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	01/24/2012
Updated By	BBBPHAZ-USER
Updated Date	06/01/2012
Agency Contact	External Agency
Complaint Date	01/24/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
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	NEWFIELDS
Consumer Address, State Code	NH
Consumer Address, State Name	New Hampshire
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	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>To the Better Business Bureau-I received two emails from an unknown source that I did not request. It requested I look at a Huffington Post article about a local woman that is making a lot of money at a home based internet business. I clicked on the link and found an article supposedly by CNBC media group about a woman named Emily Stewart who lives in my home town (Newfields, NH) and who is making \$3487/month by 'posting links on the internet for big companies.' In the supposed interview she states that it is not a scam and to click on the link provided with the article. Below the link it said that the home based business kit is BBB A+ rated. (I have since learned that the business I mention herein is NOT accredited by the BBB at all!) After I clicked on that link I filled in the form and gave my credit card info toward the shipping and handling (\$9.95) of this kit. What I received was a joke. I got a thin color booklet and DVD which contained testimonials of people (first names only and state they reside in) who are supposedly making a lot of money with this business (which was never named). I got an email from a woman in California: Helga Hufnagl of 26390 Harrisburg Dr. Sun City, CA 92586 (phone: 951-301-6598, email: helgahufnagl@verizon.net) saying she needed to talk with me ASAP to set up a</p>

phone appointment. I asked her what the business is and she told me it is HerbaLife. I caught on to the scam having heard of the many legal problems HerbaLife has had. I asked to return the package for a refund. She gave me the following address to do so: EHome Distribution 9207 North 9th Ave. Phoenix, AZ 85021. She said if I return it before 14 days I won't be charged an additional \$39.95 -which I was never informed of. I returned the package and cancelled my credit card having learned of others online who have been continuously charged without notice or their permission by this scam. Helga said she cannot refund my money because she never got it. The charge was made in her name. --- Additional Comments: I would like my \$9.95 refunded to me by Helga Hufnagl via the form of a personal check sent to me at my home address. She charged my credit card herself; the charge has her full name on it on my credit card statement. The advertising for the package I was sent was fraudulent, it was not a BBB A+ rated business; I was never sent what the interview/advertisement promised: the full training and instructions on how to start the business and make money posting links on the internet.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOLA only

Record 7 of 15	
Reference Number	35682440
Created Date	02/23/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008925995
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	02/23/2012
Updated By	BBBPHAZ-USER
Updated Date	06/01/2012
Agency Contact	External Agency
Complaint Date	02/23/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DETROIT
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
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	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 signed on to the eHome Business Network expecting to be trained on selling Herbalife products. The program and training consisted of training and usage of the ioffice products. I only participated in the Part A training of step 1. Therefore I would like a refund of \$199.95. I contacted my Sponsor to let her know I did not want to continue. I contacted her via her home office phone and email starting February 14, 2012 but she has not returned my calls. Her name is Denise Drenning at 419-335-6980. The whole setup seems like a pyramid sceme for ioffice than helping develope a Herbalife distributor ship. Also the sponsor keep trying to push me to be a supervisor, which was not what I'm looking for. --- Additional Comments: I want a refund because I did not complete the training and their sponsor seems to be avoiding me. I believe she does not want to process my refund.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 8 of 15

Reference Number	37973594
Created Date	04/02/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008973713
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	04/02/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/02/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	FORT WORTH
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	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	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
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	\$50.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 returned the Work from Home program describing the Herbalife Business opportunity within the 14 day trial period and WFH International still took money out of my checking account. It was postmarked via Fed Ex Envelope on March 8, 2012 and returned via USPO postmarked March 21, 2012. They received the package via my delivery confirmation request. --- Additional Comments: Deposit the two amounts deducted from my account. It was a free trial offer and the DVD was returned in original package.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 9 of 15

Reference Number	39726327
Created Date	08/09/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009152879
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	08/09/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/09/2012
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	
Consumer Address, Line 3	
Consumer Address, City	DAVIS
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	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>To Whom It May Concern:I am writing to complain about a recent problem I have had with a fraudulent online company-an entity within the nutritional company Herbalife International. The name of the company is 'E-Home Business.' In January of 2012, following a large grand mal seizure, I was searching for jobs that would allow me to work from home. I impulsively signed up to receive an informational package from this business which spoke only of the ease and success that this company made to seem imminent once started. I continued to sign up to become a distributor for the cost of \$199 after which I was called constantly by my 'mentor' which I later found were completely scripted. I received more information about how to make the most money by buying in at the 'supervisor level' at which I would receive 50% profit. There was no mention of all the associated costs that I would incur and it was made to seem as though I would not have to continue spending my savings which I had left for medical emergencies as I have a brain tumor and epilepsy. The initial \$199 turned into almost \$10,000 within four months. This went mainly to recruiting others into the company, including those who had to wait until their next paycheck or welfare check in order to pay the \$9.95 for the training package. I left because of the unethical,</p>

	<p>manipulative strategies used by this company. I am requesting that the BBB inform the public of this in order to save others from the mistake I made. --- Additional Comments: I would like the BBB to inform the public of this fraudulent company/entity within Herbalife.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 10 of 15

Reference Number	40114370
Created Date	03/12/2012
Complaint Source	Michigan, Attorney General
Originator Reference Number	2012-cp03120112258-A
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	MI01-USER
Entered Date	03/12/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/12/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CARLETON
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
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	eHome Business Network Herbalife International of America, Inc.
Company Address, Line 1	804 Port America Place, Suite 400 800 W. Olympic Blvd., Ste. 406
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	GRAPEVINE LOS ANGELES
Company Address, State Code	TX CA
Company Address, State Name	Texas California
Company Address, Country Code	USA USA
Company Address, Country Name	UNITED STATES UNITED STATES
Company Address, ZIP Code	76051 90015
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	760 310
Company Phone, Number	5744746 4109600
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>March 10, 2010 Attorney General My name is Deb. I am a 58 year old auto transporter making \$7.75 an hour, living in Michigan with a friend, Fred. He was in construction until he became unemployed in 2009, at which time he began receiving benefits from Michigan UIA that are now exhausted. In his line of work he had to lift weights to maintain upper body strength but in late 2010 he injured an already existing injury and tore his rota-tor cuff in three places. This caused so much pain he had to consult several physicians. Eventually he found out that the injury also included two disk in his upper back (6 and 7) that have lost the cushion of gel. He is unable to work and may never be able to again due to his lack of mobility. In the last quarter of 2011 out of desperation and the lack of jobs here in Michigan we decided to try and find an on line job as we would both be able to handle this. Amazingly in my personal e-mail a offer came to have a home based business a few days later. He had a little credit (approximately 15K) two cards he only used for emergencies. Both cards were showing a no balance. We ordered the 15 page pamphlet/DVD, the first part, a training pack, that was free except shipping and handling of \$9.95 to arrive next day air. We had 14 days to send this back or be charged \$39.95. After examining this info that</p>

Complaint Info Comments

basically claimed that we could start and own our own business for \$199.95 that would make us very well to do, as long as we remained serious, teachable and willing to work. At this point we did not know what we would be doing as they claimed to be screening us. So we responded to the second part and bought the second package. Besides they said their products are so good they practically sell themselves. The second package we bought cost \$199.95. The second package contained a small set of samples, a couple of books and a couple of DVDs plus a one month package of product to which I was to use to create my own story of how it worked for me. These packages would arrive next day air also. (Note)-- I mostly lost muscle weight. Plus my skin texture has changed to dry and waxy. Now I will have to work out physically extremely hard to regain my original body. (Note)- At this time we asked about refunds if we did not like or did not get the desired results and we was told we had up to a year by our mentors, the persons to whom we were assigned to. (Jeanette, Jackie, and Scott) The next thing we had to do was push the down button three times on the DVD player remote to examine the DVD we already had to see the third part, a little more about what we would be doing and what we could expect. This part explained of how we were already a distributor and would be getting 25% of our sales or we could be a senior consultant and get 35% of our sales, a success builder and get 42% of our sales or a supervisor and get 50% of our sales. That we would be in the wellness industry using the internet from our home based business. That we could advance to other and higher status' as we became more successful. In order to get to the first three titles we would have to make a one time purchase of 425 vp for \$275.00 + tax to be senior consultant, 1000 vp for \$580.00 + tax to be a success builder or 4000 vp for \$2320.00 + tax. VP stands for volume point. One customer = 1 vp = \$100.00. We questioned what exactly we would be selling and finally got the answer of Herbalife. That we could help people shed the unwanted pounds and stop feeling ill all of the time

because it would relieve high blood pressure, diabetes, and obesity. Being told we would have up to a year for a refund and this being the wellness industry we thought that this would be a wonderful opportunity to advance ourselves. So we purchased the 4000 vp to achieve supervisor status and get the 50% discount. We used our Discover Card for this purchase as we had with th

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 11 of 15

Reference Number	40654730
Created Date	08/28/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009176483
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	08/28/2012
Updated By	BBBPHAZ-USER
Updated Date	10/17/2012
Agency Contact	External Agency
Complaint Date	08/28/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DAVIS
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	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	http://www.incomeathome.com
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>Sales Issues - No Detail Provided Problem: To Whom It May Concern: I am writing to complain about a recent problem I have had with a fraudulent online company-an entity within the nutritional company Herbalife International. The name of the company is 'E-Home Business.' In January of 2012, following a large grand mal seizure, I was searching for jobs that would allow me to work from home. I impulsively signed up to receive an informational package from this business which spoke only of the ease and success that this company made to seem imminent once started. I continued to sign up to become a distributor for the cost of \$199 after which I was called constantly by my 'mentor' which I later found were completely scripted. I received more information about how to make the most money by buying in at the 'supervisor level' at which I would receive 50% profit. There was no mention of all the associated costs that I would incur and it was made to seem as though I would not have to continue spending my savings which I had left for medical emergencies as I have a brain tumor and epilepsy. The initial \$199 turned into almost \$10,000 within four months. This went mainly to recruiting others into the company, including those who had to wait until their next paycheck or</p>

welfare check in order to pay the \$9.95 for the training package. I left because of the unethical, manipulative strategies used by this company. I am requesting that the BBB inform the public of this in order to save others from the mistake I made. ---

Additional Comments: The desired settlement outcome would include a refund for all the expenses paid during my time with the e-home business with additional compensation for the amount of stress caused by the business. The consequences of additional stress at a high level, such as what I experienced with the e-home business are significant as my health is fragile and stress can lead to seizures, migraines, interrupted sleep, and aggravate multiple other health issues. Thank you (b)(6)

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 12 of 15

Reference Number	42215497
Created Date	08/27/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009174049
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-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	MARQUETTE
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
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	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	http://www.incomeathome.com
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 signed up for IOffice in order to run an Herbalife Business as a Distributor. The Herbalife products are okay but here is the issue. I was told that I could cancel my IOffice Membership Account by clicking cancel account. Instead what comes up is a page asking me to downgrade my IOffice Membership, so I clicked 'no thanks.' Then, the IOffice System takes me to a second page asking whether I want to downgrade to a lower price, I click 'no thanks.' Then, this takes me to a forced survey entitled, 'Exit Survey.' I filled out all the questions and clicked the 'Submit' but and nothing happened. I did this several times going through all the steps with the same results. I clicked the 'Help Desk' link and posted a message with no results. I looked everywhere on the site for a phone number. At this point, I decided to go to my bank. I gave the bank representative my sign-on and password for the IOffice so that she could see what I was talking about in terms of the system not allowing me to cancel my membership and in the hopes that she help me find a phone number. She found the following phone number associated with the IOffice for a EHome Business Network Inc. The number is toll free 866-599-2657. The bank representative called the EHome Business Network to see if I could cancel</p>

my membership over the phone. We explained that the system would not allow me to cancel over the Internet to a person named Jackie at 10:13 EST on 8/15/2012. Jackie atated: 'No representatives are available. You cannot cancel by phone.' So, I could not cancel on the IOffice Online Business System or by phone a membership. --- Additional Comments: I want my IOffice Membership completely canceled and no future bills from EHome Business Network Inc or any affiliates. I don't want any downgrades I want a complete cancellation of my membership.',

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 13 of 15

Reference Number	42331722
Created Date	11/21/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009302821
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	11/21/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/21/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DALLAS
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	
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	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	http://www.incomeathome.com
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>Online Business Team is actually eHome Business which is a retail, multi-level marketing company which advertises itself as a get-rich-quick home based business. It is actually a multi-level plan for Herbalife and other products. They do not have a website. The 'business starter pack' was nothing but a shiny brochure and DVD which says nothing about the product(s). They say they will refund the 9.99 fee for the starter pack but renege on that promise if you don't join their team. They also don't tell you that there is a 39.95 monthly fee if you don't return the starter pack within 14 days. They also claim not to have any 'upfront fees' when in fact, you must purchase their products to be on their team.To me, this is the lowest form of false advertising. --- Additional Comments: I want the 9.99 fee I payed to be refunded to me.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 14 of 15

Reference Number	43786064
Created Date	12/31/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009355246
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	12/31/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/31/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LAKE SAINT LOUIS
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
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	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	http://www.incomeathome.com
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
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	\$278.40
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>Dear Sir, During the early of 2012, I was introduced as Independent Distributor for Herbalife by mentor. The EHome Business Network was suppose to work for advertisement, account Receivable/payable etc for which there were supposed to collect monthly fee of \$19.95. However subsequently , I figured it out, that Business was not for me and never made start nor utilized EHome Business Network that matter. However, The EHome Business Network, continued to charge \$19.95 and along the way, I went online and CANCELLED my Account with them. Yet, they continued every month and last monthly charge of \$19.95 was made on 12/26/2012. To my surprise, they levied another charge of \$39.00 on 12/30/2012 for which I have no what it for and why it was made. They have telephone Service No, 866 599 2657 and every time I call they take the message but nobody ever calls me. When I requested to give me the Business Phone number they would NOT and all that they take a message but nothing ever happened and it was frustrating to deal with them. I want my Monthly fees of total of \$239.40 +\$39.00 charges levied on 12/30/201 for the year 2012. Please take the issue with the Company and arrange reimbursement the first convenience and i thank you for the</p>

same. With my Best Regards, Sincerely,
(b)(6) -- Additional
Comments: I want the money refunded at the
first convenience.',

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 15 of 15

Reference Number	44161036
Created Date	01/14/2013
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009376119
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	01/14/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/14/2013
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WICHITA FALLS
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	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	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	http://www.incomeathome.com
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>EHOME promoted their Bridge to Business aka B2B leads WITHOUT DISCLOSING that they were promoting UNREGISTERED BUSINESS METHODS WITH HERBALIFE INTERNATIONAL WHICH I WOULD NEVER, NEVER HAD PURCHASED IN THE FIRST PLACE IF I HAD KNOW THIS FACT. When EHOME was 'called on the carpet' for using UNRECOGNIZED BUSINESS METHODS AND PROMOTING THE PURCHASE OF LEADS FROM BRIDGE TO BUSINESS aka B2B TO ALL DOWNLINE DISTRIBUTORS, EHOME FAILED TO GET THESE METHODS RECOGNIZED WITH HERBALIFE INTERNATIONAL, resulting in unrecognized negative ramifications concerning all downline distributors. EHOME HAS NOW separated themselves from Herbalife International; EHOME has contacted me and I am NOW left without upline team support unless I also leave Herbalife International and continue with EHOME. I DO NOT AND, AGAIN, I STATE THAT I DO NOT HAVE ANY DESIRE TO DO FURTHER BUSINESS WITH EHOME AFTER THIS DECEITFUL BUSINESS TACTIC. I will not have anything to do with a business that is not transparent in their business practices AND WHO ALSO COMPEL YOU TO SIGN A 3</p>

Complaint Info Comments

MONTH COMMITMENT PLEDGE TO PURCHASE LEADS IN ORDER TO MAINTAIN THEIR ONE ON ONE UPLINE SUPPORT FOR YOUR HOME BASED ONLINE BUSINESS.I have kept all receipts, emails and documentations from EHOME as well as the emails from Herbalife International sending out an announcement that EHOME has been using UNRECOGNIZED BUSINESS METHODS WITH BRIDGE TO BUSINESS aka B2B. EHOME AS WELL AS B2B HAS ALSO FAILED TO ADDRESS THESE ISSUES EXCEPT EHOME HAS NOW ANNOUNCED THAT THEY NO LONGER ARE DOING BUSINESS WITH HERBALIFE INTERNATIONAL leaving me 'holding the bag' unless I join them.SUFFERED FROM SEVERE STOMACH TRAMA AND SLEEPLESS NIGHTS!!!! --- Additional Comments: For EHOME to compensate and reimburse me for the the three months of my life put into these now unrecognized leads by Herbalife International, which were as I say again, WERE NEVER DISCLOSED BY EHOME! The receipts for these UNRECOGNIZED LEADS FOR THREE MONTHS (APRIL, MAY & JUNE 2012 @ \$1,949.25/MONTH) TOTALED \$5,847.75 - COPIES ON FILEThe time, work and effort put into these UNRECOGNIZED LEADS FOR THREE MONTHS (APRIL, MAY & JUNE 2012 @ \$1,000/MONTH) TOTALED \$3,000.00 - COPIES ON FILETOTAL: \$8,847.75I ALSO WANT TO RECEIVE NO FURTHER COMMUNICATIONS FROM EHOME OR BRIDGE TO BUSINESS aka B2B IN ANYWAY, SHAPE OR FORM (only compensation and reimbursement, TOTALLINY \$8,847.75) AND I WANT ASSURANCE THAT I NOR MY FAMILY WILL EVER SUFFER ANY RAMIFICATIONS FROM CONTACTS MADE THROUGH LEADS PURCHASED FROM BRIDGE TO BUSINESS aka B2B when I NEVER knew these were UNRECOGNIZED BUSINESS METHODS by Herbalife International.

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



PRINT

Consumer Sentinel Network Complaints

Record # 1 / Consumer Sentinel Network Complaints			
Reference Number:	36976664	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I joined a company called Herbalife to get involved with selling and distributing protein powder shake products and nutritional used to lose weight. In the process of joining herbalife I was told to sign up for a merchant account with First Data global gateway linkpoint so as to be able to process credit card transactions online, so I did that. Within one month I determined Herbalife was not going to work for me so I canceled my merchant account. One week after cancellation, First Data charged me an early cancellation fee of \$229.75 and a account closure fee of \$30. I feel these fees are fraudulent. They misrepresented them and they were not clearly specified upon sign up.. PS9000: Merchant Account, credit card processing Other-Other Update		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	4/25/2012
Updated By:	CRSS\rmiller	Updated Date:	4/27/2012
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Office Supplies and Services
Amount Requested:	\$230.00	Amount Paid:	\$230.00
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	4/25/2012	Transaction Date:	3/10/2012
Initial Contact:	1 Initiated Contact	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	No		
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Durham	State:	North Carolina
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Military Service Branch:		Soldier Status:	

Soldier Station:		Subject	
Subject:	First Data Independent Sales . Linkpoint		
Address:	POB 5180		
City:	Simi Valley,	State/Prov:	California
ZIP:	93062-5180	Country:	United States
Email:	Jerome.Crite-Miller@firstdata.com	URL:	www.firstdata.com/linkpoint/
Area Code:	955	Phone Number:	4483494
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Jerome Crite Miller	Title:	Agent Partner Services

Record # 2 / Consumer Sentinel Network Complaints			
Reference Number:	32022352	Originator Reference Number:	11108081527334532
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: A company called Herbalife was helping people start a online business with the help of a mentor. Once I figured out it was a MLM company I whated out. They canceled me like I wanted, but I'm still waiting for my refund. I am having problems with the merchant account company First Data. As soon as I started the account with First Data on 7/12/2011, I canceled EVERYTHING on 7/13/2011. First Data had already billed me for 39.00 which was a application fee. Rochelle S Harvey told me that I will not get that back. I said, fine just cancel. Rochelle S Harvey told me to send a email requesting cancelation and I did on 7/13/2011. On 7/13/2011 my bank account statment says Merchant bank od fee, \$0.00. Why I don't know, but it was from First Data. Then I got a email on 7/15/2011 saying, Dear Dorla Lake, Your closure letter has been received and will be submitted immediately for closure within 24-48 hours. Thank you Rochelle S. Harvey. On 8/4/2011 my bank account had only \$1.48 in it and First Data billed me for \$46.20. The bank charged me \$35.00 for NSF/OD fee. Now Rochelle S Harvey is not answering my calls.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:	More Information on Data Contributor Complaints?		
Entered By:	IC3-USER	Entry Date:	8/8/2011
Updated By:		Updated Date:	
Complaint Source:	Internet Crime Complaint Center	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	\$120.00
Payment Method:	Bank Account Debit	Agency Contact:	External Agency
Complaint Date:	8/8/2011	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	(b)(6)
City:	LITTLE ELM	State:	Texas
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	First Data		
Address:	4000 Coral Ridge Drive		

City: Coral Springs	State/Prov: Florida
ZIP: 33065	Country: United States
Email: rochelleharvey@firstdata.com	URL: www.firstdata.com
Area Code: 805	Phone Number: 3783912
Ext:	Subject ID Type:
Subject ID Issuer State:	Subject ID Issuer Country:
Representative Name: Rochelle Harvey	Title:

Provided by the Federal Trade Commission

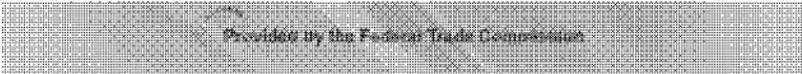


PRINT

Consumer Sentinel Network Complaints

Record # 1 / Consumer Sentinel Network Complaints			
Reference Number:	22172283	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	<p>I want to ensure that others are not harmed in the way that I was. In December 2008, I foolishly fell into the online trap of a Work at Home Program through Herbalife. The people were smooth talkers and said all the right things that attracted me to the business. All the motions to put the plan into action had to happen quickly. I had to purchase \$4,200.00 worth of product in order to start the business. It is now March, I cancelled my association with Herbalife/Global Home Business System on January 30th (approx 1 month after commencing) when I saw discrepancies in what they had promised would happen and what was reality. I was told to lie to others (mostly US citizens) to recruit members for the pyramid. I had to pay for leads to recruit others into the pyramid and was to be compensated for bringing them in. In total, I had approximately 30 people who I was selling or recruiting and they in turn, have lost money. In total, I lost about \$8,000.00, I do not know what the others lost. Like others, I had lost my job and was looking to get myself back into the work force. I was told that you had to spend money to make money to be self employed and I believed in that. I am educated and was in the insurance business for over 25 years and yes, I should have known better. I did receive a refund of approximately \$2,900.00 for my returned products from Herbalife but that was a battle unto its own. I did not get any refund for the balanced of the money spent. I want to pursue this further and to ensure others are not harmed in this way. As the government recently said, "Canadians and Americans are already victims in many ways with the economic downturn and we don't want anyone in a position to exploit them further". I am looking for compensation from Herbalife of my additional costs(I've been told to get in the line behind the others who are claiming the same) . I am writing to you in hopes to take it further to help others who get caught in this trap. I feel Herbalife and Global Home Business Systems operate as a Pyramid Scheme Sincerely, (b)(6)</p>		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	3/26/2009
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$4,200.00	Amount Paid:	\$6,511.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	3/26/2009	Transaction Date:	12/4/2008
Initial Contact:	Internet/E-mail	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			

Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Barrie	State:	Ontario, Canada
Zip:		Country:	CANADA
Home Number:	(b)(6)	Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Herbalife & Global Home Business System		
Address:	32 Chase		
City:	Christina Lake	State/Prov:	British Columbia, Canada
ZIP:	V0H1E2	Country:	Canada
Email:	deanmandryk@shaw.ca	URL:	
Area Code:	250	Phone Number:	4479056
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Sharon Wallace	Title:	Upline





PRINT

Consumer Sentinel Network Complaints

Record # 1 / Consumer Sentinel Network Complaints	
Reference Number: 36616237	Originator Reference Number: 07850037024847
Language: English	Contact Type: Complaint
Source: Organization	DNC? N
Comments: I ordered a 2 week trial for meal replacement shakes called Herbalife. They are sold by individual distributors. I was told my Sherry Mann from TX via e-mail that my credit card would be charged 39.99 if I did not return the unused portion of the shakes. I returned the unused portion on 2-15-2012 via priority mail. On 2-21-2012, I received my Chase credit card bill and there were two charges from Sherry Mann for \$4.95 on 1-24-12 and 4.95 on 2-2-2012. I e-mailed her immediately and have not gotten a response. It was not communicated to me what these charges are for and I could find nothing on the website that would indicate why my credit card would be charged. --- Additional Comments: I would like to receive a copy of what is to occur if a customer orders meal replacement shakes from greatshapetoday.com.I would like a refund of \$9.90 to cover the two charges of 4.95.	
Was the complaint resolved?:	Complaint Resolution:
Data Reference:	
Entered By: BBBCOCO-USER	Entry Date: 2/22/2012
Updated By:	Updated Date:
Complaint Source: BBB CO Colorado Springs	Product Service Code: Health Care: Diet Products\Centers\Plans
Amount Requested:	Amount Paid:
Payment Method:	Agency Contact: External Agency
Complaint Date: 2/22/2012	Transaction Date:
Initial Contact:	Initial Response:
Statute/Rule:	Law Violation:
Topic:	Dispute with Credit Bureau?:
Dispute with Credit Bureau - Responded?:	Dispute with Credit Bureau - Resolved to Satisfaction?:
Member of armed forces or dependent?:	

Consumer Information

Consumer	
Complaining Company/Org:	
First Name: (b)(6)	Last Name: (b)(6)
Address 1:	Address 2:
City: GALLOWAY	State: Ohio
Zip:	Country: UNITED STATES
Home Number: (b)(6)	Work Number: (b)(6)
Fax Number:	Ext:
Email:	Age Range:

Military Service Branch:			Soldier Status:	
Soldier Station:				
Subject				
Subject:	Great Shape Today - National Support			
Address:	6946 N Academy Blvd #166			
City:	Colorado Springs	State/Prov:	Colorado	
ZIP:	80918	Country:	United States	
Email:		URL:	www.greatshapetoday.com	
Area Code:		Phone Number:		
Ext:		Subject ID Type:		
Subject ID Issuer State:		Subject ID Issuer Country:		
Representative Name:	Shawn Dahl	Title:	Co-Owner	

Record # 2 / Consumer Sentinel Network Complaints			
Reference Number:	34184026	Originator Reference Number:	07850037023887
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Trial offer for GreatShapetoday weight loss shakes offered on internet and through Dr. Laura radio program. Supplement is actually an Herbalife product which is not mentioned anywhere in advertisement or website. Herbalife representative advised me that it was a private contractor operating this business. Website is designed with NO contact information so that you cannot contact them to rescind the order or return the shipped product. It is done completely anonymously so as to avoid proper business conduct. -- Additional Comments: NO additional charges to my credit card; no further action from the vendor and no further contact is requested.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	BBBCOCO-USER	Entry Date:	11/28/2011
Updated By:		Updated Date:	
Complaint Source:	BBB CO Colorado Springs	Product Service Code:	Health Care: Diet Products\Centers\Plans
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	11/28/2011	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	EDISTO ISLAND	State:	South Carolina
Zip:		Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Great Shape Today - National Support		
Address:	6946 N Academy Blvd #166		
City:	Colorado Springs	State/Prov:	Colorado
ZIP:	80918	Country:	United States
Email:		URL:	www.greatshapetoday.com
Area Code:		Phone Number:	
Ext:		Subject ID Type:	

Subject ID		Subject ID	
Issuer State:		Issuer Country:	
Representative Name:	Shawn Dahl	Title:	Co-Owner

Record # 3 / Consumer Sentinel Network Complaints			
Reference Number:	33186233	Originator Reference Number:	07850037023252
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Advertised on satellite radio (Dr Laura Show) for \$4.95, and website even said \$4.95 trial. When I went online to register, I got an email stating my card was declined. When I inquired, I was told it was \$13, not \$5, and I heard the ad wrong. I protested this. Nowhere on the site or radio did it mention a total of \$12.95/\$15.95, etc. Here is a copy of the e-mail: James Bunce to meshow details Sep 15 Nate, It was for \$12.95. Product, shipping, handling, Tax, etc. as per agreemnet on the website. We would like to ship the shake and get you on board for our weight loss program. We were calling to explain the program but need to process the card prior to shipping the shake. Give us a call at 414-530-2072 and we can proceed. You'll really like the Product and Herbalife has been in business for 30 years. Thanks, Colleen --- Additional Comments: compliance with what they advertise, more up front about pricing on website. If airlines have to do it (i handled sales/marketing/advertising for airlines for 14 years, so I feel I'm an expert) then I suggest this company should be more honest about it.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	BBBCOCO-USER	Entry Date:	10/4/2011
Updated By:	BBBCOCO-USER	Updated Date:	2/11/2012
Complaint Source:	BBB CO Colorado Springs	Product Service Code:	Health Care: Diet Products\Centers\Plans
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	10/4/2011	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	JUNEAU	State:	Alaska
Zip:		Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Great Shape Today - National Support		
Address:	6946 N Academy Blvd #166		
City:	Colorado Springs	State/Prov:	Colorado
ZIP:	80918	Country:	United States
Email:		URL:	www.greatshapetoday.com

Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Shawn Dahl	Title:	Co-Owner

Record # 4 / Consumer Sentinel Network Complaints	
Reference Number: 33361593	Originator Reference Number: 07850037023254
Language: English	Contact Type: Complaint
Source: Organization	DNC? N
Comments: Hello (b)(6) I was never UNSATISFIED with the Herbalife product. However, I do not want any more product. I was charged \$39.95 for NOT ordering any more product. This is deceptive advertising, and I will report it to Dr. Laura, who introduced me to the product as well as the Better Business Bureau. I have paid my bill and DO NOT send me any more product. DO NOT charge me for anything I do not order! Sincerely, (b)(6) -- Additional Comments: Refund \$39.95.	
Was the complaint resolved?:	Complaint Resolution:
Data Reference:	
Entered By: BBBCOCO-USER	Entry Date: 10/4/2011
Updated By: BBBCOCO-USER	Updated Date: 2/11/2012
Complaint Source: BBB CO Colorado Springs	Product Service Code: Health Care: Diet Products\Centers\Plans
Amount Requested:	Amount Paid:
Payment Method:	Agency Contact: External Agency
Complaint Date: 10/4/2011	Transaction Date:
Initial Contact:	Initial Response:
Statute/Rule:	Law Violation:
Topic:	Dispute with Credit Bureau?:
Dispute with Credit Bureau - Responded?:	Dispute with Credit Bureau - Resolved to Satisfaction?:
Member of armed forces or dependent?:	
Consumer Information	
Consumer	
Complaining Company/Org:	
First Name: (b)(6)	Last Name: (b)(6)
Address 1:	Address 2:
City: MARION	State: Ohio
Zip:	Country: UNITED STATES
Home Number:	Work Number: (b)(6)
Fax Number:	Ext:
Email: (b)(6)	Age Range:
Military Service Branch:	Soldier Status:
Soldier Station:	
Subject	
Subject: Great Shape Today - National Support	
Address: 6946 N Academy Blvd #166	
City: Colorado Springs	State/Prov: Colorado
ZIP: 80918	Country: United States
Email:	URL: www.greatshapetoday.com
Area Code:	Phone Number:
Ext:	Subject ID Type:

Subject ID		Subject ID	
Issuer State:		Issuer Country:	
Representative Name:	Shawn Dahl	Title:	Co-Owner

Provided by the Federal Trade Commission



PRINT

Consumer Sentinel Network Complaints

Record # 1 / Consumer Sentinel Network Complaints		
Reference Number:	31783551	Originator Reference Number: 11107201809262642
Language:	English	Contact Type: Complaint
Source:	Organization	DNC? N
Comments:	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: On 07/19/2011 I received an unsolicited e mail from "Erin Carney" <erincarneyp669@hotmail.com> offering a "great job opportunity". I followed the link in the e mail http://digg.com/u1XFh4, and it took me to a page with a news report from "News Daily 7" that I read through, and I was interested by this part in the article: I needed reliable income, I was not interested in the "get rich quick" scams you see all over the internet. Those are all pyramid scams or stuff where you have to sell to your friends and family... I applied for a work at home kit. There is a small shipping and handling fee, its not really free but it was under \$5. I got the Kit and within four weeks I was making over \$5,000 a month. It's really simple, I am not a computer whiz, but I can use the internet. I post links that are given to me, I don't even have to sell anything and nobody has to buy anything. They are constantly recruiting people to post links, you should try it." Well, based on that information, I filled out a form, I paid \$10.95 for shipping and handling, for a "Test Drive Kit DVD". A few minutes later I was contacted by "Vicky Bridges" who urged me to send her an e mail so that an appointment would be set up with a mentor and I was indicated to watch the entire DVD as well as read a book that comes in the Fedex package. This morning I received the package and it was far from a test kit, it was only ridiculous advertising of how can you get rich from day to night (17 minutes of successful stories) and 2 minutes after the end, they started talking about a nutritional program. (????) The booklet is nothing but a brainwash of succesful stories of people who has become rich participating in the "misterious program" because it says nothing about what do you have to do. I kept watching the DVD, and the second part that lasts 80 minutes finally talks about the product. Herbalife. There is a nutritionist talking how important is to keep a good diet, this, and that. I was so frustrated, dissappointed, and I felt myself victim of scam. How can I make money without selling? Why all of that information if I am not to sale a product? According to the advertising I am supposed to post links on the internet! I received a phone call from "Vicky" to verify if I had received the Fedex package, and by that time I had already sent her an e mail stating that I was so dissappointed for the scam. I asked her how it was not about sales and it is about Herbalife???? How can they mention is not about pyramid scams if this is what Herbalife is all about? I had no answers, just that the mentor would explain me everything and answer all the questions I may had. I requested her the address to return the DVD. I would like to be reimbursed for the money I paid for this scam, and I don't think is ok to lie to people this way.</p>	
Was the complaint resolved?:		Complaint Resolution:
Data Reference:	More Information on Data Contributor Complaints?	
Entered By:	IC3-USER	Entry Date: 7/20/2011
Updated By:		Updated Date:
Complaint Source:	Internet Crime Complaint Center	Product Service Code: Other (Note in Comments)
Amount Requested:		Amount Paid: \$10.95
Payment Method:	Other Credit Card	Agency Contact: External Agency
Complaint Date:	7/20/2011	Transaction Date:
Initial Contact:	Internet/E-mail	Initial Response:
Statute/Rule:		Law Violation:
Topic:		Dispute with Credit Bureau?:

Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	SAN JOSE	State:	California
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:		Home Based Business	
Address:		unknown	
City:		State/Prov:	California
ZIP:		Country:	United States
Email:	vicki.bridges@connectehome.com	URL:	http://the7stepsecret.com/start/offer/?affid=12&s-pid=380215&s-psid=190545785
Area Code:	408	Phone Number:	2099866
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Vicky Bridges	Title:	

Record # 2 / Consumer Sentinel Network Complaints	
Reference Number:	28306733
Originator Reference Number:	11011091746467991
Language:	English
Source:	Organization
Contact Type:	Complaint
DNC?	N
Comments:	<p>ICCC Ref #:11011091746467991. An ad came on my computer saying that this business was the best home based internet business and that this person had personally benefitted from it with many dollars of income. Then it asked me to authorize a small amount of money (\$2.00-3.00) by credit card to be contacted in 48 hours. I did this just to get information only. I was called by Joyce Jackson and told to authorize another \$40 and she would send me a big packet of information and get me going on making over \$10,000 per month. I authorized the payment and received my packet via FED-EX the next day. The packet contained a letter from Joyce giving me instructions to complete before she made an appointment on November 6, 2010 at 11:00 a.m. MDT. The packet was full of testimonials of many people who had made huge amounts of money and a DVD from another man, Anthony, who gave further testimonials of this business. There was no address of the business, no phone number other than Joyce's, and no information as to what I would be selling. At the 11:00 appointment, Joyce asked me many questions as to my goals of making money and then indicated that I would have to give another \$199.00 to get a "training packet". Then I was told the product I would be selling would be Herbalife Wellness products but that I would have to use my own contacts to market the product to. She became upset when I wouldn't authorize the payment right away. When I inquired about how I would pay taxes or get a business tax number, she replied she didn't know anything about taxes and nobody had asked that "dumb" question before. Obviously this is a pyramid scheme to get money and to market a questionable product to unsuspecting people. Upon inquiry by internet of Herbalife products, I learned it is a Los Angeles, CA company with problems. The product has chemicals in it that are dangerous and some countries have already banned it from being sold. It is a scam and I believe people are marketing it in the US and saying they live out of the country. Perhaps Joyce Jackson lives in British Columbia but who knows. The fact that she doesn't want me to get a legal business license or provide me with information on paying taxes means she is cheating the IRS or her own taxing system in Canada. I suspect those selling this product in the USA do not have a tax number and are not paying taxes to the IRS on their earnings. Another red flag was that the initial web page showed logos from the Better Business bureau, CNN, ABC, NBC and indicated that this company was endorsed by these companies. This is why I thought maybe this company was not a scam and authorized the first payment of monies to inquire about the business. I have learned that the Better Business Bureau did not endorse this or any other product, and that Joyce Jackson did not know anything about the other "endorsements". This is a scam and this company needs to be prosecuted and removed from the internet. People like Joyce Jackson perhaps don't know what they are doing or if they do, are likely to continue if money is coming in the door. She should not profit from my work. I will not continue to deal with her and want my money back. I am available to contact if necessary for further details.</p>
Was the complaint resolved?:	
Complaint Resolution:	
Data Reference:	More Information on Data Contributor Complaints?
Entered By:	JCS-USER
Entry Date:	11/9/2010
Updated By:	Kishor Gangavarapu
Updated Date:	11/19/2010
Complaint Source:	Internet Crime Complaint Center
Product Service Code:	Other (Note in Comments)
Amount Requested:	
Amount Paid:	\$40.00
Payment Method:	Not Reported
Agency Contact:	External Agency
Complaint Date:	11/9/2010
Transaction Date:	
Initial Contact:	
Initial Response:	
Statute/Rule:	
Law Violation:	
Topic:	
Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	
Consumer Information	
Consumer	

Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	COTTONWOOD HEIGHTS	State:	Utah
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Home Based Business		
Address:	British Columbia		
City:		State/Prov:	British Columbia, Canada
ZIP:		Country:	Canada
Email:	vn103@shaw.ca	URL:	
Area Code:	250	Phone Number:	7663864
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Joyce Jackson	Title:	

Record # 3 / Consumer Sentinel Network Complaints	
Reference Number:	26175650
Originator Reference Number:	11004150005396092
Language:	English
Contact Type:	Complaint
Source:	Organization
DNC?	N
Comments:	ICCC Ref #:11004150005396092. I myself have not been victimized; however, many others have. If you go to this site, you will see how many people this scam has taken advantage of, and that is only the tip of the iceberg. This "company" goes by the name Home Based Business (HBB) ; however, in the terms and conditions it says it is an "offer for Herbalife Independent Distributor", and in the DMCA link it says to send complaints to United Marketing Partners whose address is: United Marketing Partners Attn: DMCA Complaints 28241 Crown Valley Parkway Suite F230 Laguna Niguel, CA 96277 Email: dmca@teamump.com This "company" claims to make you a 6 figure income. They say that Kelly Richards made over \$8000 and \$9000 a month using this system. The problem...she is from where ever your ISP is located. There are loads of people that have looked into this. The same Kelly Richards is from Mariah Hill, Indiana, Donaldsonville, LA, Amherst, MA and so on. The same story, the same woman. My sister got into "business" with a company offering "Herbalife" and she got the shaft too. She ended up in a cycle that made no one money but the people milking her. Someone needs to put a stop to this. They tell you they will only charge you \$9.95 s/h but if you don't return it in 14 days in the exact condition it was sent they will charge you \$39.95. How can one use this system if it must be returned in the exact condition sent to not be charge \$39.95?
Was the complaint resolved?:	
Complaint Resolution:	
Data Reference:	More information on Data Contributor Complaints?
Entered By:	IC3-USER
Entry Date:	4/15/2010
Updated By:	IFCC
Updated Date:	12/29/2010
Complaint Source:	Internet Crime Complaint Center
Product Service Code:	Employ Agencies/Job Counsel/Overseas Work
Amount Requested:	
Amount Paid:	\$0.00
Payment Method:	Not Reported
Agency Contact:	External Agency
Complaint Date:	4/15/2010
Transaction Date:	
Initial Contact:	
Initial Response:	
Statute/Rule:	
Law Violation:	
Topic:	
Dispute with Credit Bureau?	
Dispute with Credit Bureau - Resolved to Satisfaction?:	
Dispute with Credit Bureau - Resolved?:	
Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	
Consumer Information	
Consumer	
Complaining Company/Org:	
First Name:	(b)(6)
Last Name:	(b)(6)
Address 1:	
Address 2:	
City:	ST. ANTHONY
State:	Indiana
Zip:	(b)(6)
Country:	UNITED STATES
Home Number:	
Work Number:	
Fax Number:	
Ext:	
Email:	
Age Range:	20 - 29

Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Home Based Business		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	http://www.findhomebasebiz.com/?affiliateid=JV6XD4U&subid1=792912224&programid=HBB107
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 4 / Consumer Sentinel Network Complaints			
Reference Number:	23415450	Originator Reference Number:	10907071304094291
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	ICCC Ref #:10907071304094291. On 5/6/2009, I spoke with a John Neff. I gave my debit card number for a debit of \$9.95 for shipping and handling of information on an at-home business. I never agreed to anything more than reading the material and reviewing the DVD. I spoke 2 more times with John Neff, I had not reviewed the information yet. He was to call me back to schedule a telephone payment. I never heard from him again. On 6/27/2009 a company called livingwellness fraudulently debited my account for \$39.95 causing overdrafts for a total amount of \$156.09. I contacted the bank, in order to have them dispute a debit card transaction I had to return my debit card. I said I would dispute it and closed my card and ordered a new debit card. I called the number John Neff gave me. He did call me back on 6/29/2009. I asked if he had debited my account, he said yes because I had not returned the information material he sent me. NEVER was I advised the material was to be returned, nor was I advised that my account would be debited. The only information received with the material was a letter from a Gary and Kathy Neff with instructions on reviewing the material and DVD. There was no instructions to return the material or that my account would be debited further. When I spoke with John Neff I asked him to e-mail anything that I had agreed to any money being debited fromn my account. He said he would. He has not. The address he gave me was to his attention, I wanted the name of the business and he told me HERBALIFE.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:	More Information on Data Contributor Complaints?		
Entered By:	IC3-USER	Entry Date:	7/7/2009
Updated By:		Updated Date:	
Complaint Source:	Internet Crime Complaint Center	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	\$156.09
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	7/7/2009	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	SOUTH BEND	State:	Indiana
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Military Service Branch:			
Soldier Station:			
Subject			
Subject:	On Line Home Based Business		

Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:	GaryNeff@thelifewellnessplace.com	URL:	
Area Code:	919	Phone Number:	3095917
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	John Neff	Title:	

Provided by the Federal Trade Commission



CIS COMPLAINT

Record 1 of 13	
Reference Number	29529806
Created Date	02/04/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027176732
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/04/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	02/04/2011
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	LIVERMORE
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	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	

Company Rep Comments	Owner
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 did receive the package and decided it wasn't for me. As soon and I e-mailed the lady that was contacting me that I wasn't interested and requested the address to return it to. I was ignored completely! I left a message via voice mail and several e-mails but to no avail. I tried to go to the 'live' chat on their website....it was automated with boxed answers that repeated over and over and over.</p> <p>I had a lot of trouble even locating an address via online but finally found one in TX. I fedexed my packet back to them over 2 months ago and still no refund of the 39.95.</p> <p>This is a Herbalife scam!!!!</p> <p>I WANT MY \$\$ BACK!!!!DesiredSettlementID: Refund --- Additional Comments: I WANT ALL OF</p>

MY MONEY, INCLUDING SHIPPING NOW! I had to pay 9.95 for my FREE kit, then they charged me 39.95 then I had to pay to send it back. Since the delay and refusal of anyone to contact me back when I requested over and over for one...I deserve it ALL back. By my calculations, that should be \$60.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 2 of 13

Reference Number	29529808
Created Date	02/08/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027177194
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/08/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	02/08/2011
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	LEAWOOD
Consumer Address, State Code	KS
Consumer Address, State Name	Kansas
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	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
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	\$199.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>1) My main concern is that the company incomeathome.com is really Herbalife. It is a pyramid type scheme. When they get you on the phone, they first say you have to pay to get the DVD to find out what it is. In the DVD, they don't tell you what you are selling with your first \$9.95 purchase. You have to pay \$199.95 to find out what it is. Then, you get a giant box of Herbalife in the mail and listen to the next thing and they want you to spend anywhere from \$400 to \$5000 to move on. The way you generate income is by getting people to do what you just did - become an instant user of Herbalife - and to find others to sell it (instant distribution). They are more interested in you getting other people to sell it than they are in the actual selling of the product. In fact, they don't even tell you it is a giant box of Herbalife in the mail to you until it is too late. They tell you after you pay the \$199.95 and the box has already been shipped. This is completely misleading and a scam!</p> <p>2) I asked for a refund of my money on 12/20/10 and I still have not received the refund. I received a letter from the company telling me that I had to show proof of purchase. All they have to do is look it up on their computers to show that they shipped me the product. I already sent in my proof of</p>

delivery that they did receive it on
1/3/11.DesiredSettlementID:
RefundProduct_Or_Service: Herbalife
VitaminsPurchase_Price: 199.95 ---
Additional Comments: I would like a refund
of my \$199.95 and I would like for them to
stop their misleading advertisements and
practices. They should not be allowed to
make people pay money to find out what
they would be selling. It is a scam.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 3 of 13	
Reference Number	29529813
Created Date	02/14/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027177841
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/14/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	02/12/2011
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	MIRAMAR
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	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
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	\$39.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 ordered a kit from Incomeathome.com. I paid 9.95 on January 9th. I was contacted by Debbie Kallevig from Minnesota and she said I had to watch the DVD in the kit and make an appointment with her. I watched the DVD and no information about the kind of business yet. I made an appointment and my wife and I talked to her. We told her we had the speaker phone and she said it was OK. In this conversation she explained that you have to work hard and you get leads to sell Herbalife. Someone above you gives you the leads. She also said I could become a leader and have my own people getting leads. She did not explain what happens in my team leader drops. During the phone conversation she called another number and had a recording to explain the business. It was just to say I would make a lot of money and it explain the leadership system. It sounded like the pyramid scam to me. Well I told her I did not want the business she never mentioned I had to return the kit. I thought that was the end of it so I threw the kit away. Today, I see my bank statement and I have a charge for \$39.95. I called Debbie and she said it was the price of the kit. If I return the kit I would get the money back. Who keeps a kit if you are not doing business with them? My wife called later to ask about the \$9.95 because when they advertise they make it look like that's the</p>

price of the kit. Debbie said it was the shipping charges. Well, I want my \$39.95 back since I was never told that this was the actual price of the kit. My wife was present during the phone conversation and we told Debbie we had the speaker phone when we talked to her the first time, and she agreed to it. I feel BBB should look closely into this company because it is obvious it is a pyramid scam to me. Thank you. DesiredSettlementID:
RefundProduct_Or_Service: A kit to encourage you to be part of the company. They don't tell you what you are sellingPurchase_Price: 39.95 --- Additional Comments: I want my \$39.95 back since I was not told that I was purchasing the kit for that price. I paid \$9.95 and the kit was sent to me. I was not told that the price I paid was just the shipping.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 4 of 13

Reference Number	29529815
Created Date	02/14/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027177820
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/14/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	02/12/2011
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	b(6)
Consumer Address, Line 3	
Consumer Address, City	INDEPENDENCE
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
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	b(6)
Consumer Fax, Number	b(6)
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	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
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	\$600.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 responded to a radio ad by signing up online and agreeing to pay to receive an information kit and to receive contact from a company rep. After the initial presentation I was excited about the opportunity but was reluctant to join because of the high cost of membership (\$399). I was also informed of a one-time \$100 initial charge and \$49.95 recurring monthly charge to use the business website. After I was told there would be no further expenses to utilize the program, I paid to become a member. Afterwards, I was informed that to 'climb the ladder of success' within the company I'd have to sell thousands of dollars worth of volume points within one month to advance to the next level of membership. This is usually done by investing thousands of dollars to purchase Herbalife products for personal use and to use as the start-up kits for new members. It is highly unreasonable to expect that a new member would sell that much Herbalife product in one month without investing their own money to do it. Also, I was promised guidance and one-on-one training and coaching to help get my business started. After going through the online training, I was counting on the promised coaching but was completely abandoned for about three months while I continue to pay various charges for various websites associate with the business. My complaint is in regard to</p>

the unfulfilled pre-membership promises of no further charges as well as personalized coaching. It was presented to me as if I wouldn't have to pay anything else and that I'd have a coaching every step of the way. I would have NEVER signed up if I'd been told that I'd need to invest more money past the initial fees, or if I'd known I'd be left on my own past the first two or three weeks. I feel tricked into joining and I'm very unhappy with the product and service I received. DesiredSettlementID:
RefundProduct_Or_Service: Membership to online business systems associated wit
herbalifeOrder_Number:
101056727Purchase_Price: 399.00 ---
Additional Comments: Refund of the money I lost in this bad investment.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 5 of 13

Reference Number	29925745
Created Date	03/03/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027179998
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	03/03/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	03/02/2011
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	WESTLAND
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
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	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
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	\$39.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>Incomeathome.com is a scam and a pyramid scheme. They sent me a DVD for \$9.95 which only consisted of success stories, then they took another \$39.95 from my account. I called to get a refund, they will not return my calls, and one of the girls said more charges will be forthcoming to my account. \$50.00 plus more is a bit much for a DVD. I did not agree to go further with them when I found out it was Herbalife, which my mother tried to sell their product 25 years ago and got no where. I can't believe Sean Hannity is promoting this. I'd like my money back and I will send them their DVD back too. I actually had to close my checking account and open another with fears of them making more charges to my account.DesiredSettlementID: RefundProduct_Or_Service: incomeathome.comPurchase_Price: 9.95 --- Additional Comments: refund my money and put these people out of business.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 6 of 13

Reference Number	30384643
Created Date	04/06/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027184542
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	04/06/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	04/06/2011
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	SAN MARCOS
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	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	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
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	\$3369.06
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>When I found out that IncomeatHome.com is not the business they portray to be I requested a refund by e-mail and Pat, of IncomeatHome, stated:</p> <p>We are a Marketing System vendor and not part of Herbalife? If you wish to cancel your business agreement or future product orders with Herbalife, you must contact them directly.</p> <p>IncomeatHome.com advertises that we can make money from home and will not have to make any Cold Calls, and they will send the customers to us. They tell us it cost only \$9.95 to view their business and if we choose to stay it then costs another \$39.95.</p> <p>They do not tell you that you need to be a Sponsor, nor that you have to purchase the customers for a minimum of \$500.00 for 10 people that might be interested in becoming Distributors or Sponsors, nor do they tell you that you have to purchase their website to sell on for \$100.00 for the set up fee then \$79.00 a month.</p> <p>I cancelled my \$79.00 a month website and</p>

Complaint Info Comments

they did refund the \$100.00, but they locked up the website completely. I was promised a website to sell Herbalife products on when I purchased the first packet for \$399.00. IncomeatHome locked me out of it, so where is my \$399.00? I no longer have a way to sell Herbalife products online and there would be no other way for me to sell them because I live on a Disability Check and am unable to travel. Since they promised me a website, I also want the \$2,960.11 returned to me and I will send their products back to me.

As noted above, Pat stated, 'We are a Marketing System vendor and not part of Herbalife?' Without Herbalife, they would not have a business, so they are affiliated with them or indirectly involved. I am not employed by Herbalife, nor am I affiliated with them, nor did I purchase the products from them, I purchased them from IncomeatHome.com.

(This is a portion of the two page letter that will go out in the mail tomorrow to you)DesiredSettlementID:
RefundProduct_Or_Service:
IncomeatHome.comOrder_Number:
n/aPurchase_Price: 3469.06 --- Additional Comments: \$3/369.06'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 7 of 13

Reference Number	30658420
Created Date	05/03/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027188697
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBATGA-USER
Entered Date	05/03/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	05/03/2011
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	METAIRIE
Consumer Address, State Code	LA
Consumer Address, State Name	Louisiana
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	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
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	\$50.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>Hello,</p> <p>I followed a radio advertizing about 'incomeathome.com'; in the shawn hannity show (New Orleans,LA, WRNO-FM 99.5) and decided to give it try. After the registration, I received a call from a 'tutor', paid \$50 with a credit card and received a booklet and DVD... The tutor set up a phone appointment but never showed up, has not returned my calls or emails, his web page disappeared.. I know that they work with Herbalife and seemed to be a real business. There is no actual direct phone to customer service at 'incomeathome.com', just the person that contacts you. I have called to the phone listed in BBB with no answer, have contacted the radio shows several times by email to help me with a direct number but have not receive response. I have been doing this for a month! and none of the phones (only answering machines..) and messages is responded.</p> <p>I applied on March 25. Charged \$9.95 on March 26 Charged \$39.95 on March 28 buySAFE Certificate of Guarantee 09GRT 006792-00053137 Purchase Date: 3/25/2011 8:05:48 PM Store: IncomeAtHome.com Order ID: 999952</p>

This is your official buySAFE Certificate of Guarantee that is provided to you and paid for by IncomeAtHome.com.

The name of the contact 'tutor' is (?) Jack Leonard, email:

'arubarunner@hotmail.com';, Web page: newhomewebbiz.com

Phone numbers:

888-367-7241,443-293-7870

All of the above worked for several days until the 'phone interview'...

The radio advertizing is still on so I wonder if it was a lone scam or there's more..

I would like to contact customer service (if it exists) to know what happened and decide if continue with what was offered or ask for a refund... if it is not another scam!

Thanks in advance or your help.

(b)(6) DesiredSettlementID:

RefundProduct_Or_Service: incomeathome online systemPurchase_Price: 50.00 ---

Additional Comments: Continue with the service or receive a refund if I am not satisfied after the explanation of the problem.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 8 of 13

Reference Number	30838476
Created Date	05/26/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027193820
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBATGA-USER
Entered Date	05/26/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	05/26/2011
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	CHICO
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	b(6)
Consumer Fax, Number	b(6)
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	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
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	\$199.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 learned about incomeathome.com through radio advertising by Dr. Laura and became interested. I went to their website and obtained the information to find out more. I was put in contact with a representative for retail sale of Herbalife. I was then put on a conference call with this representative and one other salesperson (the closer). I was pressured to spend approximately \$3900.00 to get this at home business started, of which I chose to think about. I paid a \$199.95 fee to get the training package prior to this phone call. Anyway, I decided not to go forth with this venture and requested a refund of the \$199.95. The training package was returned by myself to Stephanie Reisdorf 15124 Watermill Lake Trail Midlothian, VA 23112 (the 'mentor') who sent me the package in mid April. I was told by this mentor that a refund had be sent to me vis US mail. To this day I have not received that refund. I have made many attempts to contact this mentor with no response by phone and email. Now, the phone number has been disconnected or no longer in service.DesiredSettlementID: RefundProduct_Or_Service: herbalife training packagePurchase_Price: 199.95 --- Additional Comments: a refund of the \$199.95'</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 9 of 13

Reference Number	32277551
Created Date	08/31/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027213063
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBATGA-USER
Entered Date	08/31/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	08/31/2011
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	b(6)
Consumer Address, Line 3	
Consumer Address, City	NAPLES
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	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	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
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	\$39.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 got online and communicated with people that said you received a pack for an income at home information package. It was \$9.95. I charged it to a credit card. I received the package, the instructions were to call your 'mentor' and have a phone conversation about the package. I did as directed. Basically, I found out it was a pyramid scheme with Herbalife and I told the woman I was not interested, thank you for your time. Now, I paid \$10 for this. A couple days later it occurred to me that they had my credit card # and I called, did not get an answer, left a message and asked that they would please destroy my card. Never heard another word. Then the next month there was an unauthorized charge for \$39.95. I called several times and left email messages for 2 weeks to no avail. I had to cancel my credit card and dispute the charges, a pain. Finally, I left a not so nice message to call and she finally called back a week later. Telling me that they charged my account because I didn't send the booklet back, which I was not instructed to do. I asked why they didn't answer my calls and she made many excuses. The bottom line is they misrepresented themselves and made an unauthorized charge to my account. I closed the account so they can't do it again, with much trouble to me. They got their \$10 for nothing as far as I'm</p>

concerned. Who knows what else they would charge to my account. I was very angry. I also notified the radio station that promotes them. Product_Or_Service: Internet business starter pack Order_Number: 366944 Purchase_Price: 10.00 IsB2BComplaint: false HasComplainedToBusiness: false IsBusinessProblemAdjusted: false IsAcceptedByConsumer: false --- Additional Comments: DesiredSettlementID: Other (requires explanation) I've disputed the charges and if that is settled then I will be fine. But otherwise, I want my money back. And I don't want them to be able to continue to rip off other people. You pay \$10 to find out it's something you don't want to get involved with and then they have your number. I won't fall for that again. Tired of these rip off people. I work too hard for my money. You hear an advertisement on a reputable radio station and think it may be an opportunity and this is how it works out'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 10 of 13

Reference Number	32667026
Created Date	09/26/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027216751
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBATGA-USER
Entered Date	09/26/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	09/26/2011
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	MILAN
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	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
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	\$45.99
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 went to the website hoping to find several options for an online business and they said they would get back to me. What I got was a packet with all these claims and two cds. At that time they asked for a payment of \$9.99 for a 30 day try. I played the cds and they told me nothing. I called the number on the packet but had trouble catching up with her to get more info. During that time the trial period ended and I was charged an additional \$35.00 and I hadn't even talked to anyone yet. Well, here recently I finally reached her and guess what the great business opportunity was? Herbalife!!!! Diet aids & supplements. That was the great opportunity? It was all about recruiting more suckers like me to pay money to a coach, create a downline, recruit more people to recruit more people and so on. Can you say pyramid scheme? sure you have the option to sell stuff but in her own words she made most of her money from her downline. Ripoff. Oh, and to get started it cost \$399.00 to do it right. I originally contacted them because I was strapped for money. started with income at home.com, ended with onlinebusiness systems.Product_Or_Service: information on business --- Additional Comments: DesiredSettlementID: Refund\$9.99 & \$35.00'</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 11 of 13

Reference Number	35147912
Created Date	02/15/2012
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027238717
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBATGA-USER
Entered Date	02/15/2012
Updated By	BBBATGA-USER
Updated Date	03/04/2012
Agency Contact	External Agency
Complaint Date	02/15/2012
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	MESAll
Consumer Address, State Code	AZll
Consumer Address, State Name	Arizonall
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	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	
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	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>In August, 2011 I was searching for an online part-time home business opportunity and, based on the widespread radio advertising for the site, requested information on the opportunity at www.incomeathome.com. What the site promised was a turnkey online home business, great income potential (always with the careful legal disclaimer, results not typical for the constant stream of testimonials in each succeeding video), no door-to-door sales, no sales experience, etc, ad nauseum. What I got instead was three months of increasing expenses not previously disclosed when I originally signed up at the Supervisor level, time away from my family and regular job on weekends and during the week, three boxes of unsellable products, no support or encouragement at all from my upline manager, and the final realization by the first week of December that I could not begin to afford the exorbitant fees necessary to pay for the paid sales leads needed to make the online business function. At that point I canceled my membership and shut down the business, having to pay all the third-party cancellation fees not previously disclosed, which now are harassing me and my family. The website www.incomeathome.com is simply the online gateway to the multi-level marketing</p>

Complaint Info Comments

(MLM) pioneer and health products giant, Herbalife (HL). After requesting more information, and paying a fee for the overnight shipment of the sales DVD, I became what I later learned was a Paid Pack online sales lead, the most valuable AND MOST EXPENSIVE sales lead of all the potential leads in the HL online system. I got a series of telephone interviews by the person who would later be my upline manager, being directed each time to a different website, all of which constantly pressured the prospect, ME, to enter the HL marketing system at the Supervisor level, where the maximum income-producing methods are available. Lower levels, beginning with Distributor, are available for prospects to enter the marketing system much more cheaply, but are studiously passed over in the sales presentations where entry at the Supervisor level is always emphasized. Why? Because the traditional method to obtain the Supervisor membership level is to pay \$4,000.00 by credit card upfront on the final call which is a conference call with your future managers higher level manager. An alternate method is to recruit 2 other prospects, which will pay the Supervisor fees, bringing you in as their manager. Ive been in MLM organizations before, and this is how MLMs make their money; not by selling products, done at the lower levels of the organization, but by recruiting Supervisors who will pay high upfront fees for the privilege of making sales income, bonuses, and residual income faster. Recruiting and creating your own sales group, not retail sales, is the fastest method to reach the upper MLM income levels. After I had paid my Supervisor fee, which cost me all of my remaining 401k loan balance, pay bonuses, and added significantly to our family credit card balance, I had to focus intensely (since I was determined to put all I had into this business to make it succeed) on several levels of online training. This included having to participate in evening or morning conference calls three times per week, which required us to go out and buy a special 3-way call-capable telephone and install an expensive landline, which we had avoided previously because of the expense.

Because of my work schedule, I had to take several days off to participate in morning conference calls just to keep up with training. What I also quickly began to experience during the first two levels of training was that I was being led through steps to set up the online business. These steps involved contracting with third-party vendors who charged significant setup and first-month fees for their services. I was already stretched to the limit financially, and none of these fees had been disclosed to me prior to signing up as a Supervisor. By

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 12 of 13

Reference Number	38732796
Created Date	06/28/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009101155
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	06/28/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/28/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PACIFIC
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
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	IncomeAtHome.com
Company Address, Line 1	c/o
Company Address, Line 2	6946 N. Academy Blvd. Ste. 166
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
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	
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 ordered an online package through incomeathome.com I heard about it on various radio stations. I was going through the training to sell a product called Herbalife, a weight loss product. I saw I had 90 days to ask for a refund. As soon as I found out I had to take their products as part of my training, I could not follow through it because I cannot vouch for a product to customers I would have need for. The 2nd package I purchased online cost me \$199.95. I have tried to contact the person who took my order for this package, Heidi Craig through email twice out of Scottsdale AR, and I have not heard from her. I don't think this was a scam because as I stated before I heard about it on the radio and sent both packages back over a week ago. I am still waiting for my refund. Now I found out this business is not accredited through the BBB. Is there anyway to get my money back? The total package cost \$229.95. Part of that cost includes the starter's kit for \$9.95 and a purchase from Experian protection on 6/21/12 866-5792218 CA 0000000078000. It appears I am going to be charged monthly for this protection. I need that to stop as well. I closed my account as soon as I found out I had to take this product as part of my training for reason's I just explained. --- Additional Comments: Just have the money refunded back into my debit account. That is</p>

all I have been asking for. '

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days
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Record 13 of 13

Reference Number	43861651
Created Date	02/14/2013
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027292751
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBATGA-USER
Entered Date	02/14/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/14/2013
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	MARSHFIELD
Consumer Address, State Code	WI
Consumer Address, State Name	Wisconsin
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	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>'Incomeathome.com is advertised on radio (WSAW 99.9) as a way to make money at home to supplement income or replace a current job. The claim states that this requires only 'spare time' from home, and does not 'involve selling soap'. This is false and misleading. In reality, this is a link to 'Herbalife' while in it's right arguably legitmate, Herbalife is a long known pyramid marketing scheme. Once enrolled a 'sponsor' or 'mentor' is assigned in this case (Connie Skelton, 1098 Venable Rd Waynesboro Tn 931 722-9255) who requires 'on line meetings' daily which required 4-6 hours a day in 'training'. On enrollment I made the expectation clear of 4-6 hours per week. The sponsor then sends dvd videos that urge you to become a 'supervisor' to put you on the 'road to success' by purchasing \$2400.00 in merchandise, and requiring you to purchase approximately \$500.00 in on line so called business and marketing tools ('I-Office') all this without ever specifying how income is generated. Finally once the 'tools' are bought, and the product is delivered to your home-a cost of apprixamtely \$3000.00 you are pretty well left to selling the diet potients consisting of 'milk shakes' and other packaged diet foods to your friends personally and on facebook. Great way to lose friends! So much for 'no selling soap'.</p>

When it became clear to me that this was a scam I decided to return the product to the sponsor. I was unable to get my money back and months later my credit card company (Discover) finally reimbursed my account for an unauthorized charge. I am still out several hundred dollars for 'on line tools' that I was told that I needed but could not get a refund for. My credit score was impacted also when this so called sponsor managed to open an 'Herbalife Merchant account' that I did not authorize and that I did not ask for. Product_Or_Service: Diet supplement --- Additional Comments: DesiredSettlementID: Other (requires explanation) Remove this fraudulent advertising from being used on air as is. The ad is misleading, and does not mention required start up costs and realistic time required. The ad should mention start up costs of approximately \$3000.00, time required equal a full time job, and the company name behind the ad: Herbalife.'

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

SULLIVAN & CROMWELL LLP

TELEPHONE: 1-212-558-4000
FACSIMILE: 1-212-558-3588
WWW.SULLCROM.COM

*125 Broad Street
New York, NY 10004-2498*

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BEIJING • HONG KONG • TOKYO

MELBOURNE • SYDNEY

April 8, 2013

Via Certified Mail

Freedom of Information Act Request,
Office of General Counsel,
Federal Trade Commission,
600 Pennsylvania Avenue, N.W.,
Washington, D.C. 20580.

FEDERAL TRADE COMMISSION
RECEIVED

APR 16 2013

FOIA BRANCH
GENERAL COUNSEL

Re: FOIA Request re Herbalife Lead Generation Firms

Dear Sir or Madam:

Pursuant to the Freedom of Information Act, 5 U.S.C. § 552, I respectfully request an opportunity to review and copy all consumer complaints, investigatory records and administrative records concerning any of the following persons or entities, which I believe are involved in selling leads and other business tools to Herbalife distributors:

1. Online Marketing Systems
2. Online Marketing Solutions
3. Online Business Solutions
4. Christopher Reese
5. Mayumi Reese
6. Mary Holloway
7. Alan Lorenz
8. United Marketing Partners
9. Russell Gain
10. David Bevan
11. Jane Clark
12. Michael Boyd
13. Craig Tsutakawa
14. Caroline Tsutakawa
15. Harry Johnson
16. Harold Johnson

17. Lee Johnson
18. Jack Gibson
19. John Gibson
20. FTS Marketing
21. Earn2ez.com
22. Automated Data Direct System
23. Bill Herron
24. William Herron
25. Clem Herron
26. Trey Herron
27. Mamie Smith Herron
28. Debi Katz
29. Debra Katz
30. Deborah Katz
31. Michael Katz
32. Sam Guerra
33. Samuel Guerra
34. Rodney Marcantel
35. Mary Ann Marcantel
36. I-Msuccess.com
37. I-Msuccess.biz
38. Nutrition Club Pro
39. Nutritionclubpro.com
40. Ryan Swanson
41. Glenn Kirkpatrick
42. Daniel Waldron
43. Richard Berg
44. Steven Combs
45. Deborah Combs
46. www.ticket2cash.com
47. www.ebusinessforyou.net
48. www.quickcashnow.net
49. Wellness Depot
50. Herbal Way Inc.
51. www.60minutemoney4u.net
52. Home Business Systems
53. Thrive Nutrition & FITClub
54. Wealth in Wellness Nutrition Club System
55. AzDiet.com
56. Michigan Success Training Seminars
57. www.wldwidebiz4u.com
58. www.steps2mill.net

59. www.morehomecash.net
60. Prospect Performance
61. Work from Home and Love It
62. www.vitaljetics.com
63. www.hbr11.com
64. www.morehomecash.net
65. www.steps2mill.net
66. www.checks4life.com
67. www.housewivesfortune.com
68. Newest Way to Wealth
69. Dream Builder & Associates
70. www.haveitallbiz.com
71. www.netbiz-4you.com
72. www.changeyourwork.com
73. www.richerfuture2002.com
74. www.dollarsigns4u.com
75. www.scorefreedom.com
76. www.amazingcashplus.com
77. www.work-from-home.net
78. www.lookandfeelgreat2.com
79. www.egoldenopportunity.com
80. www.beteachable.com
81. www.workingfrommyhome.com
82. www.workfromhome.com
83. www.bossnot.com
84. Mandi Adamson
85. Amanda Adamson
86. Vaughn Adamson
87. www.wfhbiz.com
88. www.ecommercesetsyoufree.com
89. www.adreamlife4u.com
90. Carin Hendrikz
91. www.4you4menow.com
92. www.60minsucccess.com
93. www.formula2success.org
94. Home Business System
95. Lifetimeopportunity.com
96. Leave the Rat Race
97. www.leave-the-rat-race.com
98. DreamTeam
99. www.dreamteamHQ.com
100. Financial Success System LLC

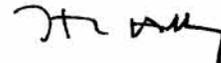
101. Financial Success System International LLC
102. FSS-America LLC
103. www.online-business-system.com
104. cmg.onlinebusinesssystem.com
105. gatewaytowealth.com
106. Karen Umstatt
107. Allstar Health & Nutrition
108. Allstar Nutrition & Fit Camp
109. www.karenu.clearlythebest.com
110. www.clearlythebest.com

Please send copies of all documents satisfying this request to me at 125 Broad Street, Room 2842, New York, New York 10004. I am prepared to reimburse the reasonable costs of searching for and copying these documents, including fees up to \$500.

Please do not hesitate to contact me at (212) 558-4737 if I can provide any additional information about this request.

Thank you in advance for your assistance.

Sincerely,



Steven L. Holley



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

Steven Holley
125 Broad Street,
New York, NY 10004-2498

APR 29 2013

Re: FOIA-2013-00764
Herbalife Lead Generation Firms

Dear Mr. Holley:

This is our first response to your request dated April 08, 2013, under the Freedom of Information Act seeking access to documents regarding Herbalife Lead Generation Firms. On April 17, 2013, Mr. John Quinn of Sullivan & Cromwell, LLP spoke with Elena Vera and agreed to narrow the request to include consumer complaints with the term "herbalife" in the comments field. In accordance with the FOIA and agency policy, we have searched our records, as of April 17, 2013.

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

We are withholding one complaint under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because it is 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 is one responsive complaint that a consumer has sent to the Federal Trade Commission ("FTC"). You should know that the enclosed complaint has 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 complaint. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because an individual's 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).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this response to your request.

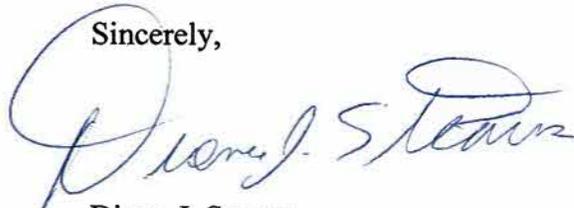
Please make checks payable to U.S. Treasury and send payment to:

Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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.

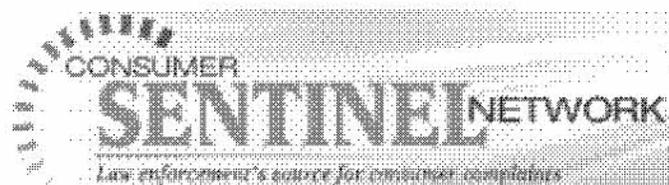
We hope to have a second response to you very soon. If you have any questions about the way we are handling your request, or about our FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dione J. Stearns". The signature is written in a cursive style with a large initial "D".

Dione J. Stearns
Assistant General Counsel

Enclosed:
Consumer Complaint
Invoice



CIS COMPLAINT

Record 1 of 1	
Reference Number	29933310
Created Date	03/11/2011
Complaint Source	BBB AB Edmonton
Originator Reference Number	00270001639212
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	03/11/2011
Updated By	BBBCNAB-USER
Updated Date	06/08/2012
Agency Contact	External Agency
Complaint Date	02/10/2011
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	b(6)
Consumer Address, Line 3	
Consumer Address, City	LEFROY
Consumer Address, State Code	ON
Consumer Address, State Name	Ontario, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	
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	Online Business Solutions
Company Address, Line 1	1139 117 St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	EDMONTON
Company Address, State Code	AB
Company Address, State Name	Alberta, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
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.ncanworkathome2.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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>Through OBS I ordered a kit, in late September, for \$450.00 on my Visa. In the kit was manuals and Herbalife data and products. I was told if I wasn't satisfied, within 30 days, I could return the manuals and data and receive a full refund minus delivery. At the time I was told that I didn't have to return any Herbalife products to receive my refund. (Unfortunately, this was said over the phone so I have no back-up) I decided against selling the products and asked where to return manuals in order to receive the refund. I was talking to both (b)(6) who I originally brought the kit from, and her supervisor (b)(6) (b)(6) told me to send Herbalife data straight back to Herbalife and to return the OBS manuals to the address they came from. I included my name, phone number and that I was returning for refund, in each package. Items were delivered on Oct.20th, 2010 and I supplied Canada Post tracking numbers for proof. I was later informed, by (b)(6) that I was supposed to send remaining Herbalife products back, as well, in order to receive full refund. She said I would still get a</p>

refund but less products. It cost me another \$30.00 to return everything and I have yet to see a refund. I have been e-mailing back and forth, with (b)(6) and she said she is trying her best to get my refund and has no idea what the holdup is. No response to my e-mail to (b)(6) -- Additional Comments: I would like to see a refund of \$450.00 less delivery as I would have had no problem sending everything back had I known but will be happy to see anything'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOLA 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

Steven Holley
Sullivan & Cromwell, LLP
125 Broad Street
New York, NY 10004-2498

MAY 08 2013

Re: FOIA-2013-00764
Herbalife Lead Generation Firms

Dear Mr. Holley:

This is our final response to your request dated April 8, 2013 under the Freedom of Information Act seeking access to documents regarding to Herbalife lead generation firms. On April 26, 2013, we sent you a partial response to your request.

This letter intends to notify you that any additional documents our search may have located would likely be exempt from disclosure under FOIA Exemption 7(A), 5 U.S.C. § 552(b)(7)(A), because disclosure of that material could reasonably be expected to interfere with the conduct of the Commission's law enforcement activities. *See Robbins Tire & Rubber Co. v. NLRB*, 437 U.S. 214 (1978).

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, or by facsimile at (202) 326-2477 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 the FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,

Dione J. Stearns
Assistant General Counsel

SULLIVAN & CROMWELL LLP

TELEPHONE: 1-212-558-4000
FACSIMILE: 1-212-558-3588
WWW.SULLCROM.COM

125 Broad Street
New York, NY 10004-2498

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MELBOURNE • SYDNEY

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RECEIVED

MAY 15 2013

GENERAL COUNSEL

FEDERAL TRADE COMMISSION
RECEIVED

MAY 15 2013

FOIA BRANCH
GENERAL COUNSEL

May 10, 2013

Via Certified Mail

Freedom of Information Act Request,
Office of General Counsel,
Federal Trade Commission,
600 Pennsylvania Avenue, N.W.,
Washington, D.C. 20580.

Re: FOIA Request re Herbalife Lead Generation Firms

Dear Sir or Madam:

Pursuant to the Freedom of Information Act, 5 U.S.C. § 552, I respectfully request an opportunity to review and copy all consumer complaints, investigatory records and administrative records concerning any of the following persons or entities, which I believe are involved in selling leads and other business tools to Herbalife distributors:

1. 10 Dollar Ticket
2. 24-fit.com
3. AGM International Inc.
4. Biz Sparx
5. Bridge to Business
6. BridgeToBusiness
7. Bridge2Business
8. Chris Carley
9. Christine Carley
10. Cold Fusion
11. Connecting Point
12. ConnectingPoint
13. connectehome.com
14. CS Marketing
15. EarnIncomeFast.com
16. earnincomenow.com

17. earnmoneycentral.com
18. Freedom Group
19. Gery Stoltz
20. Gerald Stoltz
21. Global Pro System
22. Gpenterprises.com
23. Greatshapetoday.com
24. GreatShapeToday
25. HNN
26. Home Business Consultants
27. hopeformyfamily.com
28. Income At Home
29. incomeathomehub.com
30. Lead Streams
31. leadstreams.com
32. livingwellness
33. Mark Zuckerbrod
34. Member Learning Center
35. Smart Host Solution
36. Smarthostsolution!
37. Money4U.net
38. Myobspack.com
39. Newhomewebbiz.com
40. Ominex O4
41. Partnerwithpaul.com
42. Paul Michaels
43. Peak Impact, LLC
44. Premier Team Inc.
45. Premier Team International
46. Premier Team Online
47. Project Payday
48. PTI Central
49. See It Click It
50. seeitclickit.it
51. STS HOM
52. teamump.com
53. The7StepSecret.com
54. thelifewellnessplace.com
55. Vertical Skip Marketing
56. Vicki Waldron
57. Victoria Waldron
58. Work Service

Freedom of Information Act Request

-3-

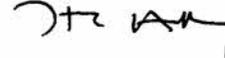
59. Work Services
60. www.agm-stores.com
61. www.how2bsuccessful.com
62. www.premierteaminternational.net
63. www.uplan4wealth.com

Please send copies of all documents satisfying this request to me at 125 Broad Street, Room 2842, New York, New York 10004. I am prepared to reimburse the reasonable costs of searching for and copying these documents, including fees up to \$500.

Please do not hesitate to contact me at (212) 558-4737 if I can provide any additional information about this request.

Thank you in advance for your assistance.

Sincerely,



Steven L. Holley



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

May 20, 2013

Steven Holley
Sullivan & Cromwell, LLP
125 Broad Street
New York, NY 10004-2498

RE: FOIA-2013-00892
10 Dollar Ticket, et al.

Dear Mr. Holley:

This letter acknowledges the receipt of your Freedom of Information Act request dated May 10, 2013 regarding the documents listed below:

10 Dollar Ticket, et al.

If you should have any questions regarding your request, please contact me at (202) 326-2631. In any call or future correspondence concerning the request, please refer to the following case number FOIA-2013-00892.

Sincerely,

A handwritten signature in black ink that reads "Julian Chender".

Julian Chender
Paralegal Specialist



NETWORK

FTC Enforcement's source for consumer complaints

CIS COMPLAINT

Record 1 of 77	
Reference Number	29084484
Created Date	02/07/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/07/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/07/2011
Transaction Date	12/10/2010
Member of armed forces or dependant?	
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	Leawood
Consumer Address, State Code	KS
Consumer Address, State Name	Kansas
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	
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	950 West 190th St.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrance
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	90502
Company Address, ZIP Code Extension	1001
Company Phone, Country Code	
Company Phone, Area Code	(b)(6)
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	(b)(6)
Company Rep Middle Name	

Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	Sales
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	12/10/2010
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	12/10/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$209.00
Complaint Info Amount Paid Method	Discover Credit Card
Complaint Info Amount Paid Value	\$209.00
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>I was interested in earning income from home so I purchased for \$9.95 a DVD from incomeathome.com website to find additional information. Then, (b)(6) (b)(6) contacted me and they have you listen to these phone tapes about how much money you can make from home and they give you all of these testimonials. They never tell you what the product is or what you would be doing from home. Prior to the first phonecall from your "sales mentor" they have you listen to the DVD and do workbook pages. Then, you have your phone call. They have you listen to some more testimonials about the product (you still don't know what it is you would be selling or doing from home). Then, they tell you that to move on they need to send you the "start up package" for \$199.95. At the end of this call, they tell you it is Herbalife. Then, you still don't know what you would be doing for them. So, they set up an online</p>

Complaint Info Comments

"mentor" session to show you how to make money. There are 3 levels - you can be a senior consultant (for \$275 more dollars) or you can be Success Builder (for \$580 more) and last you can be a Supervisor (for \$4000 more). They push the supervisor level because this is where you find other people to sell the product and you are paid a % of their sales. Then, each person you find can find three additional people and you get paid a % of all of those sales as well. It is a pyramid scheme but they limit your depth to three deep, but then those three can find three more, and so on and so on. They also won't show you their online system for generating leads to sell the product and/or to find people to sell until you pay the next fee. I really was investigating what this was as I have heard the ads over and over on radio/TV. I was very skeptical going into it. As soon as I received the "start-up" kit which was a giant box of Herbalife product, I returned the product and asked (b)(6) (b)(6) for a refund on 12/20/2010. I have proof of delivery of the product back to them on 1/3/2011. I asked for a refund again on 1/7/2011. At the point that I told (b)(6) (b)(6) on 12/15/2010 that I was not interested in this pyramid type scheme where they are more interested in making you sign other people up than they are in the product, he has not responded to any of my emails or request for refund. I had point blank asked him if this was 100% refundable if I did not want to do whatever it was and he said "absolutely". The problem with this is they are so pushy and they make sure they don't tell you anything until that "start-up kit" has already been shipped. Then, it goes into limbo. Herbalife isn't responsible for (b)(6) actions and (b)(6) is not responsible for Herbalife. It is as if (b)(6) first goal was to get that "start-up" box in the mail so there is no turning back or they make you think that. Then, the whole return process is such a pain they think I am going to give up. I am sure there is a small percentage that goes to the next level of purchasing enough product (listed above-consultant, builder, supervisor) that they just try to keep pushing you along. I did

	<p>receive today (2/7/11) a "refund request form" from Herbalife where they are asking me to show proof of purchase. I had asked Discover to do a charge back on 1/18/2011 so I am sure this is in response to that. I think their marketing practices are misleading & the way they want money in order to find out what the product is and what you would be doing is unethical.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 2 of 77	
Reference Number	30238822
Created Date	04/28/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	04/28/2011
Updated By	CRSS\bsturm
Updated Date	05/18/2011
Agency Contact	Internet
Complaint Date	04/28/2011
Transaction Date	09/01/2010
Member of armed forces or dependant?	
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	Round Lake
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	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	
Consumer Military Service Branch	
Company Name	Herbalife
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	
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	Internet/E-mail
Complaint Info Initial Contact Date	09/01/2010
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	09/01/2010
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	CS1 CS6
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 have continued to receive emails from the domain i-office.com for a number of years (going on 3 now) and have requested on no less than 4 occasions to be removed from contact lists as I am no longer affiliated with Herbalife. The emails that I have received are obviously mass-generated, with no information as to how to opt-out, or who to contact to affect the subscriber status. Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 3 of 77	
Reference Number	30361783
Created Date	03/29/2011
Complaint Source	U.S. Postal Inspection Service
Originator Reference Number	1560711
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	USPS-USER
Entered Date	03/29/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/29/2011
Transaction Date	
Member of armed forces or dependant?	
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	CONWAY
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America
Company Address, Line 1	PO BOX 80210
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
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	90080
Company Address, ZIP Code Extension	0210
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	6174273
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Tosh
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	TV/Radio
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	\$3375.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$4500.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>3/29/2011 (b)(6) Responded to radio ad for Income at Home. Paid initial \$9.95 for broad overview of the company. Paid \$149 for required 1st months personal weight loss products. It was not until this time that Herbalife was the company I was dealing with. Paid \$39.95 for more information about the company. Urged to act right away in decision to become a Supervisor distributor--"You don't want to leave any money on the table." Success was guaranteed if I would just follow their training methods and was willing to work hard. Paid \$3,175 (includes tax/shipping) upfront for "supervisor" distributorship status. Was sent 6 cases of weight-loss product for resale/reshipping. Company business practices/continued financial investment revealed very methodically during training. Not informed until training almost completed that sales leads would cost me \$130 each. Felt that I had to continue in the business due to the time/money invested. Discussed my concerns with Dick Tosh in October 2010. Notified by mentor Maureen Donough 11/22 that she could no longer handle Herbalife and was cancelling her account. that the only ones making any</p>

	<p>money were those at the too (of this MLM business.) She invested almost \$15K into the business and made only \$1500--when I was contemplating becoming a distributor and was told how much it could cost up front, she told me--only because I asked her--that she had made \$12K her first money, and a 1-% return was not what she (and I) had been led to expect. They told her she would have to continue financial investment for at least 18-24 months in order to make any more money depending on how many people she could get to invest in the co. Initial product inventory can't be returned--would have had to have been rejected upon delivery for an 85% return of cost. I cancelled my account on 11/25.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 4 of 77	
Reference Number	30362705
Created Date	04/07/2011
Complaint Source	U.S. Postal Inspection Service
Originator Reference Number	1561802
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	USPS-USER
Entered Date	04/07/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/07/2011
Transaction Date	
Member of armed forces or dependant?	
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	COSTA MESA
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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	2850 S ROOSEVELT STE 102
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TEMPE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85282
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	877
Company Phone, Number	6726225
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Kelley
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	
Complaint Info Amount Requested Value	
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	4/7/2011 (b)(6) When I received the materials and products and told the merchant I did not want them and was invoking his return guarantee, the merchant refused to return my money and refuses to talk to me or return my calls and e-mails
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 5 of 77	
Reference Number	30508092
Created Date	05/05/2011
Complaint Source	BBB BC Vancouver
Originator Reference Number	00370001238968
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBVABC-USER
Entered Date	05/05/2011
Updated By	BBBVABC-USER
Updated Date	11/03/2011
Agency Contact	External Agency
Complaint Date	05/05/2011
Transaction Date	
Member of armed forces or dependant?	
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	ONEIDA
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	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International
Company Address, Line 1	(b)(6)
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SURREY
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	
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	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	Distributor
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	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
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	(b)(6) uses high pressure immature selling-business practices. I never seen in business this kind of nonsense. Going on about giveing her money. Forcing me to take a loan. Very imature child like. She is a thief and she is stealing from people left and right. These Herbalife Distributors should be watched. --- Additional Comments: Refunding people's money.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 6 of 77

Reference Number	30525117
Created Date	02/22/2011
Complaint Source	BBB IN Fort Wayne
Originator Reference Number	03520026035116
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBFTWN-USER
Entered Date	02/22/2011
Updated By	BBBFTWN-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	02/22/2011
Transaction Date	
Member of armed forces or dependant?	
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	LAS VEGAS
Consumer Address, State Code	NV
Consumer Address, State Name	Nevada
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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	(b)(6)
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	FORT WAYNE
Company Address, State Code	IN
Company Address, State Name	Indiana
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	(b)(6)
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	
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	\$334.00
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	I was under the impression that they would supply a list of customers. I wrote to (b)(6) that I did not want to sell Herbalife and returned the \$299.00 plus I paid with my debit card. It cost an additional \$35.00 to return his products. I asked him to credit my account and to advise me that he received the products and how long would it take to process the credit. I wrote him several times without a word from him. --- Additional Comments: I want my money credited back to my debit card for the products I returned. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 7 of 77	
Reference Number	30711362
Created Date	04/04/2011
Complaint Source	BBB DE Wilmington
Originator Reference Number	02510008552942
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBDEL-USER
Entered Date	04/04/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/04/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
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	NEWARK
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	
Consumer Military Service Branch	
Company Name	MainStream Nutrition Club - Herbalife
Company Address, Line 1	163 E. Main Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	NEWARK
Company Address, State Code	DE
Company Address, State Name	Delaware
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	19711
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	302444
Company Phone, Extension	
Company Email	
Company Website	http://www.mainstreamnutrition.com/
Company Rep First Name	Stephen
Company Rep Middle Name	
Company Rep Last Name	Fangman
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 went into this business just assuming they provided nutritional shakes/supplements to the general public. Once inside, they tried to sell me on their line of products and nutritional counseling. The problem is that none of the employees are formally trained in nutrition, or are Registered Dietitians or Nutritionists. None of the employees actually had a background in nutrition, all they learned was from the literature from the company that provided their products. In an establishment such as this, I feel that it is unfair to the public to have uneducated people advising others on nutritional counseling, with no factual knowledge of actual nutrition. As an individual who holds a bachelors degree in Nutrition, this was very disturbing and felt unethical to me because the information that the individuals were giving me was inaccurate and misleading. --- Additional Comments: I would implore the business to acquire knowledgeable staff with nutritional</p>

	backgrounds, as to not feed incorrect information to consumers. It's unethical.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 8 of 77	
Reference Number	30777181
Created Date	04/04/2011
Complaint Source	Washington, Attorney General
Originator Reference Number	384949
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	WA01-USER
Entered Date	04/04/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/04/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PASCO
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	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
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	\$450.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	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	
	<p>I am a 64 year old woman, who is disabled with many diseases, including Type-1 Diabetes for which I am currently taking insulin up to four times a day depending on my sugar levels. Yesterday, Saturday, April 2, 2011 two neighbors who are private distributors for Herbalife came to my home after my son (b)(6) (b)(6) noticed the logo of Herbalife (which neither I nor Jaime were familiar with,) on the back of their van and asked one of the distributors if they sold anything that was good for the pancreas. The guy's name, who my son spoke to is Jesus, and they currently have a business that sells Herbalife Products located at 1320 N. 4th Ave., Suite A-1, Pasco, WA 99301. Their phone numbers are (509) 987-0178 & (509) 987-8082. Both Jesus and Rosalinda spent about an hour in my home located at (b)(6), Pasco, WA (b)(6). Eventhough my son only asked for a product which could help my diabetes, and all</p>

Complaint Info Comments

that my son was thinking was trying to help me feel better and fight this dangerous disease, the two distributors acted like doctors and "prescribed me" a bunch of supplements for every disease that I have and they told me not to tell our doctors at all. They even managed to entangle my son into buying a lot of products for constipation. Everything ended up costing us \$450. They left us a hand-written receipt with the prices of each product along with the dosages that my son and I were supposed to take on daily basis up to three times a day. As they were leaving, they asked if we had had lunch and we said no, so they recommended that we started our treatments right away, which we did. A few minutes later we noticed that the recommended use on the bottles was much less than what Jesus & Rosalinda told us to take. Also on the bottles it says "30 day money back guarantee." Jesus and Rosalinda had said that all the supplements were supposed to last us a month, however, with the dosages they recommended, each bottle didn't have enough quantity of the product to last that long. That's when we started getting suspicious, and we obviously realized that what this two individuals were trying to do, was sell us as much product as possible, which compared with the prices of everything they sold us that we found online, were much higher than what other distributors are selling them for. So my son started researching the company and we found out that many unsatisfied customers were claiming that Herbalife is just a scam, that the company has had several "Fraud Lawsuits" against them which Herbalife settled out of court and without taking responsibility. "In 1985, the California Attorney General sued the company for making inflated claims about the efficacy of its products. The company settled the suit for USD 850,000 without admitting wrongdoing.[6] In 1986 Herbalife became a publicly traded company on the NASDAQ, and in 1996 Herbalife reached USD 1 billion in annual sales." (<http://en.wikipedia.org/wiki/Herbalife>.) We also found out that Herbalife Products contain high levels of lead. We found this information in various places by typing "lead in herbalife products." There are several reports made by scientists who tested Herbalife products and

found that their products contain up to 6,000% of lead which is allowed by law. Anyway, since on the bottles it says, "30 day money back guarantee," we immediately called Jesus & Rosalinda. At first, they would not answer their phones, but I, (b)(6) left them messages saying that we did not want their products and that we wanted our \$450 back. It wasn't even an hour later when Jesus actually answered his phone and when we told him we wanted our \$450 back, he stated that he and Rosalinda had already spent the money. After many phone calls Jesus told my son that Herbalife was a legitimate company and that he would give us back our money by Wednesday. However after all their ignoring our phone calls, then trying to convince us to keep the products, then saying that t

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 9 of 77	
Reference Number	30985052
Created Date	04/26/2011
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001426289
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	04/26/2011
Updated By	BBBSAMO-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	04/26/2011
Transaction Date	
Member of armed forces or dependant?	
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	MILWAUKEE
Consumer Address, State Code	WI
Consumer Address, State Name	Wisconsin
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	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	
Consumer Military Service Branch	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
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	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>On April 20, 2011 an agent for this company (_____)made an unauthorized charge to my checking account Via Debit transaction. On or about Febuary 21, 2011 _____ a representative of Online Business Systems Herbalife International; made an approved by me debit charge to my checking account in the amount of \$39.95 usd. This transaction was supposed to be a one time charge for an information package about the online business system and how it works. Shorty after receiving the packet I was contacted by _____. During a phone interview he proceeded to try to recruit me to join the Herbalife International business family. I refused at the time due to the lack of information given at the time of our phone conversation. He continued to try to get me to join by using the company's BBB accreditation to among other things to influence me to proceed with a start up deal that required me to send him \$399.00 usd to begin a business. I refused. I continued to receive emails from him up until on or about March 5, 2011 in an attempt to get me to buy into the business. I never replied to his emails. On 4/20/2011 _____ completed another debit charge to my checking account</p>

for the amount of \$39.95 that was in no way authorized by me or anyone representing me. I have attempted to contact _____ by phone (877-684-6457) and by email with no response at all. I have since closed out the debit card used in the original transaction but I was informed that there may be more attempts that may be charged to me. This must not happen again. He must be stopped. I attempted to contact Herbalife International by phone today by the listed number on the BBB website but was told I had the wrong number (573-225-3137). This company boldly posts by banner on their website that they are accredited by the BBB, and they are not. I feel that the site should be shutdown on that fact alone. I am not sure if this is an isolated incident or not, but it is clearly intentional. --- Additional Comments: I would like the return of all monies taken without authorization. '

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 10 of 77	
Reference Number	31000951
Created Date	05/23/2011
Complaint Source	BBB MN Saint Paul
Originator Reference Number	07040057202040
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSPMN-USER
Entered Date	05/23/2011
Updated By	BBBSPMN-USER
Updated Date	04/21/2012
Agency Contact	External Agency
Complaint Date	05/23/2011
Transaction Date	
Member of armed forces or dependant?	
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 ANTONIO
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	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 W 190th St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
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	Sal
Company Rep Middle Name	
Company Rep Last Name	Cordova
Company Rep Salutation	
Company Rep Comments	Administrator
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>will not give my refund all I was trying to do was to find home bass job, because I can not work, I'm handy cap, and wheel chair bound, and I am on SSI so I call them to get started I had to pay start up for the book and c d, and I give them my card no. to get started. but when I told by a mentor welcome to the team. they would send me some stuff to get going, they would back with me and hung up. then I had bad filing about it, so I went on line yo check my checking acc. and they out \$295905. so I called back, I was told that I knew what I was getting to. I try to stop the shipment, but was all ready ship and not stop it, but when I got the load I refused it and sent it back. as of fedex tracking they got the load back on the 23rd of april. now they say it has to go through a bunch of dept. before they could it back in my bank acc. all they are doing is draging there feet. the fedex tracking is (b)(6) and there case no is (b)(6) all I have right now 11.00 in the bank, and my power is over due, and I can not pay it, until I get money back in the bank, and they are going cut off unless I can something on it --- Additional Comments: I just my money back in my bank acc., and they go there way and I go mine'</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 11 of 77	
Reference Number	31016827
Created Date	06/01/2011
Complaint Source	BBB AB Calgary
Originator Reference Number	00170001163772
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCAAB-USER
Entered Date	06/01/2011
Updated By	BBBCAAB-USER
Updated Date	02/26/2012
Agency Contact	External Agency
Complaint Date	06/01/2011
Transaction Date	
Member of armed forces or dependant?	
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	SARNIA
Consumer Address, State Code	ON
Consumer Address, State Name	Ontario, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	
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	
Consumer Military Service Branch	
Company Name	Herbalife of Canada Ltd.
Company Address, Line 1	120, 4550 - 25 Street SE
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CALGARY
Company Address, State Code	AB
Company Address, State Name	Alberta, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
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	dominiques@herbalife.com
Company Website	http://www.herbalifeww.com/ca/
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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>I joined Herbalife around apr 3/11. I joined as a distributor to get 50% off the products when I sell to a customer. They want you to buy leads with out explaining that these are unrefundable and the company is in Barbados, so no chance of getting your money back. First I ordered a canadian lead which my coach did not tell me to not to order so I lost \$500.00 when I quit but he told me oh do not worry just order 2 more leads from the states. So there went another \$1000.00 so now I am out 1500.00 dollars. Then they make you order all these starter packs around 2000.00 and 1400 dollars of stock. At this time they never issue proper receipts the order is all done with your coach on the phone. Of course by this time they have your credit card #. It was constantly having to pay for this or that and leads never amounting to anything. As far as I am concerned this is a pyramid scheme. So around 3 weeks I just felt I was getting scammed and left to flounder in this business. The coaching I was promised was never really there cause the coach is to busy</p>

Complaint Info Comments	<p>trying to pump up his leads and find another person to spend 5000 dollars to be a supervisor. I decided to quit before it maxed out my credit card and they had me jump through hoops to get back 90% of the products I had on hand and am still waiting for my money. They have had my product for over 10 days now and no money has been credited to my card BUT they have taken two withdrawals off my credit card recently one for \$100 and one for \$40 and change. I contacted my credit card and have cancelled my card and these amounts are being investigated by PC Mastercard. I have sent an e-mail to return and refund herbalife in Quebec who is supposed to refund my money from Herbalife in Calgary. Are you confused I am! Please help to resolve this issue and I am concerned another hard working person will be scammed in this very elaborate system to have spend and spend and spend with promises of making a lot of money. My biggest complaint is the lack of proper paper work and receipts so that I may file a loss through the government for a business venture that did not work out and I would like as much as my money back as possible. My file # with repurchase request is (b)(6) (b)(6) Herbalife contact # is (b)(6) --- Additional Comments: 90% of the stock I have in the United States and 90% of the stock I sent back by UPS to Calgary Alberta. The original amount of stock was \$4500 I expect the 90% of that amount is expected back.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 12 of 77	
Reference Number	31339975
Created Date	07/01/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/01/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	07/01/2011
Transaction Date	
Member of armed forces or dependant?	
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	Lawrence
Consumer Address, State Code	KS
Consumer Address, State Name	Kansas
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	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International
Company Address, Line 1	PO BOX
Company Address, Line 2	90080
Company Address, Line 3	
Company Address, City	Los Angeles
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	90080
Company Address, ZIP Code Extension	0210
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Annie
Company Rep Middle Name	
Company Rep Last Name	Hsu
Company Rep Salutation	
Company Rep Comments	customer service
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	Phone: international call
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$14477.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$14477.00
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	<p>Herbalife charged my debit card for a standing order that I did not place. It took me hours on the phone, long distance, to straighten this out. I cancelled the order, but they took the money from my account, then sat on it. I had to contact them, repeatedly, three times total, they kept telling me they refunded it, and the bank had it, and on and on and on in an effort to force me to give up and let them keep the money, and the money is still not in my account. I kept checking with the bank, of course, they had everything in order, and are just as upset about this as I am. I canceled my distributorship, the card, everything I could to to prevent them from taking the money, but it failed. I got more song and and dance about how they refunded it, but they didnt!!! I kept printed records of their activity, and I have to proof that this happened to me. Only after I repeatedly threatened them that I intended to contact you and the KS attorney general, did they finally send the money. They sent it back to the card I TOLD THEM I had invalidated, again, in an effort to prevent me from getting my money back!!! I called my bank and they will manually transfer it sometime today. I</p>

	<p>burned tons of minutes on my cell phone, and COULD have bounced checks, had I not carefully checked my account on a regular basis. This company does not deserve to even do on line business as this is how they treat their workers. I returned my distributorship, cancelled everything that I could to prevent this, and it happened anyway. I want is to make it impossible in the US for any merchant to do this to anyone else!!! If possible I would like a law passed to prevent standing orders on credit cards, as dont want anyone else to go through what I have with this company, or any other crooks that are out there!</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 13 of 77	
Reference Number	31809946
Created Date	07/30/2011
Complaint Source	BBB IL Chicago
Originator Reference Number	06540094355692
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCHIC-USER
Entered Date	07/30/2011
Updated By	BBBCHIC-USER
Updated Date	02/22/2012
Agency Contact	External Agency
Complaint Date	07/30/2011
Transaction Date	
Member of armed forces or dependant?	
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	RENO
Consumer Address, State Code	NV
Consumer Address, State Name	Nevada
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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	3836 S Hermitage Ave
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CHICAGO
Company Address, State Code	IL
Company Address, State Name	Illinois
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	
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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>When I first started with this company I asked several questions I ask if this is a pyramid and did I have to stock merchandise in my house and both questions were no. Then I was asked witch plan I wanted and there were two different plans and I went to the larges plan witch was \$399.00 and so after that we had our first call back and It started out like this you can order \$3000.00 worth of products and you can be a supervisor and stock you house with products but with the Health board you can not stock any products for sale in nevada. One of the distributers was name (b)(6) and the other was (b)(6) I am not working at this time and could not afford it. It was a pyramid and they wanted me to stock merchandise witch that was one of the first question, we gave them \$400.00 and only received \$125.00 with charges of restocking fees, and other charges. We think we got two not good distributers because we were lied to alot. The pryamid the stocking in our house also having someone cut you down and the other one not saying anything and telling you should grow up in so many words. --- Additional Comments: Look into (b)(6) (world Team Member) and people that are working fraudulent with Herbalife mainly look into people that treat others with no respect '</p>

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 14 of 77	
Reference Number	32121321
Created Date	08/22/2011
Complaint Source	BBB ON Kitchener/Toronto
Originator Reference Number	01070001236387
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBMWON-USER
Entered Date	08/22/2011
Updated By	BBBMWON-USER
Updated Date	04/19/2012
Agency Contact	External Agency
Complaint Date	08/22/2011
Transaction Date	
Member of armed forces or dependant?	
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	WEST MEMPHIS
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
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	
Consumer Military Service Branch	
Company Name	Herbalife Online Business Systems
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	http://ozzygirl.theonlinebusiness.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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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>I responded to an email for online work from home today 8/20/11. The website link took me to a page that listed a woman's (Kelly Richards) success story of online work at home, it also stated that this online business opportunity was advertised on MSNBC,CNN,ABC,USA Today and BBC. It also showed the BBB symbol and stated that it was a BBB approved business. The article instructed the viewer to fill out a short form which I did. The information given in the article stated that the form was to receive a starter kit that cost \$3.00 (actually \$2.97) and that was the entire cost; it also stated that this work at home opportunity was performed online only and that there was nothing to buy and nothing to sell. If it had not made that statement, I would not have gone any further, as I have checked into these offers before soon to find they were just scams. When I filled out the form to order the work at home kitthe cost for the kit was suddenly offered for freebut</p>

Complaint Info Comments

the shipping had been upgraded to priority mail for \$9.95 for faster delivery. This article also stated there was a money back guarantee. I proceeded with the order thinking it must be genuine since it was BBB approved. While filling out the order pages I was informed that I would be receiving an email as confirmation of the order but I never got the email confirmation. What I did get was a phone call from a woman named Susan who introduced herself as my mentor for the work at home business I wished to start. She confirmed my name, address and other information listed on my online form. That's when things changed. She started asking about the amount of time I would be able to commit to the business, the lists of contacts that would be provided by the company, and that I would receive my intro kit in a few days so I could look it over before they charged my card \$39. I told her at that point I was not interested in anything involving sales and I was sorry I had wasted her time but don't send the kit. She informed me that the kit was on the way and the only way I could get my money back was to take it back to the post office as soon as it was delivered. I informed her that the statements made on the website were not the same as what she was telling me. She said she did not know of any website that offered what I told her about and that I must have gotten onto the wrong site. So I ended the conversation by telling her that I planned to contact the BBB as it was listed on the website. The conversation ended, but about 30 mins. later I got another phone call from the same person which I did not answer. Then while I was filling out this complaint I received an email telling me my \$9.95 was being refunded. I am not out anything now but my time thankfully, but the next guy may not be so lucky. These people are not truthful in their advertising. They misrepresented the fees, the fact that the business is entirely about sales, and I doubt that these people are approved by the BBB. I copied the pages with information in question to my computer if you should want to see them. --- Additional Comments: I want the statement 'truth in advertising' to stand for something. I realize that online websites are a difficult media to govern and we are all warned about the

	dangers of using them. But misrepresentation is the same anywhere. The Herbalife company needs to be responsible for what the associates that sell their products are saying and doing.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 15 of 77	
Reference Number	32595938
Created Date	09/02/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098635468
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	09/02/2011
Updated By	Kishor Gangavarapu
Updated Date	10/10/2011
Agency Contact	External Agency
Complaint Date	09/02/2011
Transaction Date	
Member of armed forces or dependant?	
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	JACKSONVILLE
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	They began taking money out of my bank account after I was no longer a subscriber to Herbalife with no warning. Just went in account and took it. --- Additional Comments: Give me my money back and take my name, phone number, address, and bank account off of their records. Within 30 days this company has taken 15.95 on 3 separate intervals right out of my account without even letting me know.'
Complaint Info CRA Dispute Flag	
Complaint Info	

CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 16 of 77	
Reference Number	32800408
Created Date	09/26/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098640191
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	09/26/2011
Updated By	Kishor Gangavarapu
Updated Date	10/10/2011
Agency Contact	External Agency
Complaint Date	09/26/2011
Transaction Date	
Member of armed forces or dependant?	
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	JAMAICA
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	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Fake cnbc site used in deceptive advertising to promote distributorship of their products and other services --- Additional Comments: Destroy my credit card information and do not use it for the \$39.00 within the two week period like the distributor Victoria Zalesky, recruitingvzonlinebiz.Com and her mentor threatened me with, based on deceptive advertising, and to take down the fake news site at cnbc-news.Co/news/home-bizopp-0357.Html?Qhcq and to refund my \$9.95 after the return of the so called starter package.'
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 17 of 77	
Reference Number	32963622
Created Date	08/31/2011
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001434709
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	08/31/2011
Updated By	BBBSAMO-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	08/31/2011
Transaction Date	
Member of armed forces or dependant?	
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	BOOTHBAY
Consumer Address, State Code	ME
Consumer Address, State Name	Maine
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	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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	4628 Meramec Blvd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	EUREKA
Company Address, State Code	MO
Company Address, State Name	Missouri
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	314
Company Phone, Number	7325776
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
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	\$455.95
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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>On or around 8-5-11 I contacted an online business which seemed right for me. It advertised taking orders over the internet for a business. I contacted the company. It had no information as to who the business was. I received a call from _____ stating she would be sending me out a package in the mail with all the details. I received the package on or around the 7th of August. In that information package their again was no information to the business. It wasn't until August 10th when _____ called that I found out the business was Herbalife. I still was under the impression that I would be taking orders over the internet from this company and getting paid for it. When she called on the 10 she ask me for a credit card number so that she could send me out more products so I could try them out. Her words were if you are going to sell the products you need to know how they work. Which is very true. But I still felt a little hesitatant. The stupidity on my part was 399.00. She then set me up to look at other information and training on the computer. And at that point I realized that I would have to advertise and sell these products. I expressed my concern with _____ because I felt I was being pressured into going to the supervisor level immediately which would involve me spending more money. I have no idea how much because I put a stop to</p>

it shortly thereafter. Upon talking with _____ and _____ I told them I felt pressured into going to the next level. and in her e-mail sent to me on 8/15 she stated I told her that I felt no pressure which I had stated to her several times. So she lied to me in that e-mail I then wrote to _____ on August 18 and told her I was not interested in this business. I had tried call FEDEX to have the products back but they would not pick it up without permission from Herbalife. I ended up sending the package back myself on Saturday the 26th of August. I have not heard from _____ or _____ since my last e-mail and explained that I felt a tre --- Additional Comments: I would like the entire 399.00 refunded because it cost me over 17.00 to send the products back. I would also like the 39.95 refunded for the information kit that I have sent back. I would like the entire truth told in the packages that they send out to the potential clients. Like I said I felt a tremendous amount of pressure that they put on me going to the supervisor level. Cheryl has indeed lied in the e-mail she sent to me and I would like an apology for that lie.'

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 18 of 77	
Reference Number	33034540
Created Date	10/03/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098641809
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	10/03/2011
Updated By	Kishor Gangavarapu
Updated Date	10/20/2011
Agency Contact	External Agency
Complaint Date	10/03/2011
Transaction Date	
Member of armed forces or dependant?	
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	
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	They won't give me my money back!!! --- Additional Comments: I would like my money back minus the product of course.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 20 of 77	
Reference Number	33320418
Created Date	10/12/2011
Complaint Source	BBB BC Vancouver
Originator Reference Number	00370001245057
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBVABC-USER
Entered Date	10/12/2011
Updated By	BBBVABC-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	10/12/2011
Transaction Date	
Member of armed forces or dependant?	
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International
Company Address, Line 1	(b)(6)
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SURREY
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	(b)(6)
Company Phone, Number	
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	Distributor
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	\$418.60
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
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	(b)(6) charged my credit card when i told her i did not want her to. I had returned the products that was sent to me and told her not to charge my card. I now have over drawn fees because of her.She lives in Canada and i returned the box i received back to her there.All I want is my money back.Product_Or_Service: Herbalife Products --- Additional Comments: DesiredSettlementID: Refund (b)(6) I want 418.60 back into my account by Friday, October 14,2011'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 21 of 77	
Reference Number	33320840
Created Date	10/04/2011
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022120561
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAUT-USER
Entered Date	10/04/2011
Updated By	BBBSAUT-USER
Updated Date	03/03/2012
Agency Contact	External Agency
Complaint Date	10/04/2011
Transaction Date	
Member of armed forces or dependant?	
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	WEST JORDANll
Consumer Address, State Code	UTll
Consumer Address, State Name	Utahll
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	ll
Consumer Home Phone, Number	ll
Consumer Work Phone, Country Code	ll
Consumer Work Phone, Area Code	ll
Consumer Work Phone, Number	ll
Consumer Work Phone, Extension	ll
Consumer Fax, Country Code	ll

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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	(b)(6)
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	OREM
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	
Company Rep First Name	(b)(6)
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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'm very unhappy with Herba life's product. I also feel that the sales person was NOT care at all about if I liked it or not! I've boughten Herba Life products from (b)(6) I haven't had any good results...the tea made me SICK...but (b)(6) will sell you the product & than take your money. She never once called nor got in touch - period - to ask if I needed anything or disliked anything! That is rude customer service & highly unprofessional I feel of an Herba Life representative. I feel used, I feel like I've wasted my money on product that sits on my shelf. I've thrown 2 full bottles on the tea away! And the shake mix - well Carnation Instant Breakfast is cheaper...tastes better & has NO lumps!! I would like to see myself get my money back...and I would like to see that (b)(6) (b)(6) no longer sales Herbalife or is TRAINED on being a better & more caring sales person! I will never recommend Herbalife products to anyone! I feel they are overpriced with NO results! --- Additional Comments: I want my money refunded of product wasted. I want to see (b)(6) get trained to be more professional...or to not be able to sell it at all!</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute	

Responded	
Complaint Info CRA Dispute Resolved	

Record 22 of 77	
Reference Number	33325391
Created Date	10/14/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098644421
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	10/14/2011
Updated By	Kishor Gangavarapu
Updated Date	11/20/2011
Agency Contact	External Agency
Complaint Date	10/14/2011
Transaction Date	
Member of armed forces or dependant?	
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	HASTINGS
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	
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 pulled out of Herbalife, they have a 30 day money back guarantee to try their services. I want my \$200 dollars back. --- Additional Comments: I want my \$200 dollars back like what it said on their site.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 23 of 77	
Reference Number	33526084
Created Date	10/11/2011
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001437571
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	10/11/2011
Updated By	BBBSAMO-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	10/11/2011
Transaction Date	
Member of armed forces or dependant?	
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	PITTSBURGH
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	
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	
Consumer Military Service Branch	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
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	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
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	\$9.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>I was interested in working for home, I purchased a packet that was refundable for \$9.95. I was not interested returned packet and didnt get a refundI was listening to a radio show and heard about the company. I then looked it up on my computer, and paid a refundable \$9.95 to get the starter packet. This purchase was made 8/16/11. I do have my bank statements to show that this amount was taken out of my account. I used my debit card to make this purchase. About few days later my coach I was assigned to ____ (i'm not sure if that is spelled right)called to the discuss starting the business, but I hadn't received my packet yet so it set up a time to call me again the following week, which I can show on my phone bill call log. He then told how much it was going to cost to start the business, and I then lost interest which I voiced to him. He then told me that that was find and just to send the packet back and I would receive my money back. I never opened the packet so I took it back to the post office and they marked the packet refused and returned it to the sender. I went to the post office on 9/3/11. On 9/23/11 I submitted a complaint via their website about not receiving my</p>

Complaint Info Comments	<p>money back. I do have the emails to show the back and forth dialogue. They responded saying that they didn't have any record of me in their system. I then told them I have my bank statements to prove that they took the money out of my account. I got a response on 9/26/11 that they were going to have my coach contact me about the refund because the coaches are who take the fee out of your account. On 10/7/11 I sent another email because my coach still haven't been in contact with me about my refund, and I told them that I was filing a complaint with the BBB. They responded on 10/7/11 and said my coach would be contacting me that day. On 10/7/11 my coach called my cell phone at 1:07pm and said that He didn't have any record of my payment being taken. I knew that wasn't true because you aren't assigned a coach until you pay the initial fee of \$9.95 to get your starter packet. He then proceeded to tell me that I should have gotten a return id and I said that he never told me that. I also told him that I had proof he took the money out of my account. He started to raise his voice which lead to an argument and I terminated the phone call. I then sent another email on 10/7/11 to explain everything that happened. I have since then not heard from the company or coach. All I want is my money back. --- Additional Comments: All I want is for my \$9.95 to be refunded back to me.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 24 of 77	
Reference Number	33638808
Created Date	11/23/2011
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	ELOUDERMILK
Entered Date	11/23/2011
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	11/23/2011
Transaction Date	10/15/2011
Member of armed forces or dependant?	Y
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	Whitehouse
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	20 - 29
Consumer Military Status	Military Retiree/Veteran
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	U.S. Army
Company Name	Herbalife
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	877
Company Phone, Number	8680891
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	Distributor
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	10/15/2011
Complaint Info Initial Response	

Method	Phone: other
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$5.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$45.00
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	Consumer responded to an ad on "Craigs List" for a diet suppliment advertised for \$4.95 by Herbalife . Consumer decided not to go thru with this order because it also stated that \$39.95 would be also be debited to their account. Consumer was contacted by phone by the distributor who promised if she tries this product, her account would not be charged any more than \$4.95. Today she says the \$39.95 is on her debit account and she has been unable to contact the distributor. Says she did get the sample but does not know what the \$39.95 charge is for.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 25 of 77	
Reference Number	33657198
Created Date	11/25/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/25/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	11/25/2011
Transaction Date	11/07/2011
Member of armed forces or dependant?	N
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	Winston Salem
Consumer Address, State Code	NC
Consumer Address, State Name	North 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	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	
Consumer Military Service Branch	
Company Name	Herbalife distributor dba (b)(6)
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	(b)(6)
Company Phone, Number	
Company Phone, Extension	
Company Email	(b)(6)
Company Website	
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	home business
Complaint Info Initial Contact	

Method	Phone
Complaint Info Initial Contact Date	11/07/2011
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	11/07/2011
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$10.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$50.00
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>I initially responded to a pop up internet advertisement on a home business opportunity and agreed to purchase a "Start up home business package" for \$9.95 and also gave my mailing address, debit card information. I was unaware of this only being a "trial" for some 10 days according to the response I got from miss (b)(6) (b)(6) when I asked for my money back after being charge an additional \$39.95 for this so called start up package I received in the mail. She called me after I received the "package" and asked me to review the cd/and read the booklet and write down the answers to the questions on 1 particular page in the booklet and then return her emails. The booklet which is mostly vague advertisement(the dvd was the same thing vague advertisement), I was instructed to call my "mentor" who would "hold my hand" in starting my own business provided the company felt I could follow simple instructions and "would fit " into their "team". When I played the dvd that was in a booklet sent to me in the mail(this was the</p>

Complaint Info Comments

so-called "start ip package")It consisted of nothing more than a sales pitch of how much money I could make in the health suppliment industry though had never been disclosed the company was a multilevel marketing company nor the company's name being Herbalife products before I purchased the original start up package and even in this initial "business starter package" sent to me for the \$9.95 I paid with my debit card. I was also called by (b)(6) (my supposed personal "mentor" who asked me to watch the dvd then I was instructed by (b)(6) and the booklet to set an appointment with her for a phone interview to "see if I would fit into their company". I finally did so after she cancelled once and had to listen to another sales pitch (this happened on my instucted appointment set up with (b)(6) (b)(6) after I had followed her instructions to read the booklet, watch the dvd, and call her to set up an appointment for a "phone interview"), I listened to a recording on this phone conversation which in the end announced they were herbalife and that I would need to spend \$299.00 to actually get the distributorship(which was only now being disclosed) home business. When she got back on the phone I declined after asking her if this was a multilevel marketing business of which I was not interested.She asked if she could call back in another week and I agreed that I would think about it but at the time I was not interested at all.She called me again approximately a week later and I again said I wasn't interested. I was not told then that she would be withdrawing an additional \$39.95 from my bank account in another week or so. When I called to demand this \$39.95 be credited back to my bank account she claimed I "agreed" online if I did not "return" the business startup package(which she also told me to write in the booklet answering questions they asked as following instructions"to see if I was fit for the company". I do not recall ever seeing anything online about the additional charge and that Id have to have this package back in 10 days! It took me at least 7 days to get an appointment with her so I was set up to pay and she never spoke this to me until I called

	to complain. This was extremely deceptive and sort of bait and switch. They never disclosed this was multilevel marketing in their online add nor in the initial package. I want my money back cause this is a ripoff!
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 26 of 77	
Reference Number	33741796
Created Date	11/18/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098651597
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	11/18/2011
Updated By	Kishor Gangavarapu
Updated Date	01/05/2012
Agency Contact	External Agency
Complaint Date	11/18/2011
Transaction Date	
Member of armed forces or dependant?	
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	SIOUX FALLS
Consumer	

Address, State Code	SD
Consumer Address, State Name	South Dakota
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Tried to be part of their business and did not like it and wanted to cancel my membership but they continue to charge me for the last four months --- Additional Comments: Refund the money charged to me and cancel my membership.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 27 of 77	
Reference Number	33765469
Created Date	12/02/2011
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	LSHROPSHIRE
Entered Date	12/02/2011
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	12/02/2011
Transaction Date	10/28/2011
Member of armed forces or dependant?	N
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	Anchor Point
Consumer Address, State Code	AK
Consumer Address, State Name	Alaska
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	
Consumer Military Service Branch	
Company Name	Herbalife
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	403
Company Phone, Number	2550822
Company Phone, Extension	
Company Email	awalchuk@theonlinebusiness.com
Company Website	
Company Rep First Name	Arthur
Company Rep Middle Name	
Company Rep Last Name	Kowalchuk
Company Rep Salutation	
Company Rep Comments	Coach
Complaint Info Initial Contact	

Method	Internet Web Site
Complaint Info Initial Contact Date	10/28/2011
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$399.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$399.00
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	Consumer responded to a work at home plan with Herbalife. Consumer used her cc to pay for work plan. Consumer thinks that this may be a scam. Consumer was referred to website for further info.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 28 of 77	
Reference Number	33803581
Created Date	12/06/2011
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	EQUINONEZ
Entered Date	12/06/2011
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	12/06/2011
Transaction Date	12/05/2011
Member of armed forces or dependant?	N
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	Laredo
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	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
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	(b)(6)
Company Phone, Number	
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	Phone
Complaint Info Initial Contact Date	12/05/2011
Complaint Info Initial Response Method	Unknown
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	\$130.00
Complaint Info Amount Paid Method	Cash
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	9001
Complaint Info Product Service Description	Telemarketing, Other
Complaint Info Law Violation Code	TR11 TR25
Complaint Info Law Violation Description	TSR: Other Deception or Abuse (note in comments) TSR: Threats, improper language
Complaint Info Statute Code	TR
Complaint Info Statute Description	Telemarketing Sales Rule
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer says that she got a call from someone claiming to be with Herbalife telling her that she won \$1000, but will have to pay them \$130 for insurance. Consumer has not sent anything. Consumer also says that they have threatened to sue her.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 29 of 77	
Reference Number	33907917
Created Date	11/29/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098653039
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	11/29/2011
Updated By	Kiran Singireddy
Updated Date	01/11/2012
Agency Contact	External Agency
Complaint Date	11/29/2011
Transaction Date	
Member of armed forces or dependant?	
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	PORT TOWNSEND
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 duped by herbalife, lost \$10 once I realized it was a scam have to send materials at my own expense, threatened with \$40 for materials. HELP. --- Additional Comments: I want my money back.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 30 of 77	
Reference Number	34237431
Created Date	12/20/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098657663
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	12/20/2011
Updated By	Adam D asmitley
Updated Date	03/13/2012
Agency Contact	External Agency
Complaint Date	12/20/2011
Transaction Date	
Member of armed forces or dependant?	
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	FORT WORTHll
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	One of their representatives, Carl, took money out of my checking account without authorization or notification that he was doing so. --- Additional Comments: To refund my \$39.95 via company check mailed to me immediately.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 31 of 77	
Reference Number	34882849
Created Date	01/26/2012
Complaint Source	BBB TX Houston
Originator Reference Number	09150008894920
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBHOTX-USER
Entered Date	01/26/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/26/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SOUTH 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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc (HQ)
Company Address, Line 1	950 West 190th St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	http://www.herbalife.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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Additional Comments: '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 32 of 77	
Reference Number	35014841
Created Date	02/13/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/13/2012
Updated By	CRSS\rmilller
Updated Date	02/15/2012
Agency Contact	Internet
Complaint Date	02/13/2012
Transaction Date	03/02/2010
Member of armed forces or dependant?	N
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	Little Rock
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
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	
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America Inc.
Company Address, Line 1	950 W. 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrance
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	90502
Company Address, ZIP Code Extension	1001
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	24650
Company Email	
Company Website	
Company Rep First Name	Monica
Company Rep Middle Name	
Company Rep Last Name	Munoz
Company Rep Salutation	
Company Rep Comments	Sr. Refund Representative
Complaint Info Initial Contact	

Method	Phone Call: Mobile/Cell
Complaint Info Initial Contact Date	03/02/2010
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	03/02/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$3700.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$3700.00
Complaint Info Product Service Code	0308
Complaint Info Product Service Description	Employ Agencies\Job Counsel\Overseas Work
Complaint Info Law Violation Code	DDM\TR20
Complaint Info Law Violation Description	Deception/Misrepresentation\TSR: Unauthorized billing
Complaint Info Statute Code	TRIP
Complaint Info Statute Description	Telemarketing Sales Rule\FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	Herbalife International Of America Inc. contact me for a job, of which I needed to pay for my son medicine which is \$700.00 a month. Gray J Nakayama, is the trainer who a gave me this so call training and it did not add up to any training at all. Missed phone conferencing, set appointments not kept on time, sometime 3 days later with very little explanation. The products were sent to me by Gray J. Nakayama, she took my credit card and charged \$3,700.00 on my card with no follow up training for a week and two weeks went by and I tryed the products and be came very ill when taking them. I explain this to her and made a request for my money back and she refuse to credit my account. All the products that she sent me through the company have all been returned and I took pictures of every item I returned and labeled every item and wrote down every item that I returned. I have made 5 request for my money back on my account. I made a dispute with the credit card company and they refuse to even listen to me. The credit company told

Complaint Info Comments	<p>me I had to send them back All their products before I could get a refund and I did, even a few containers that used in two weeks. Til this date, the Herbalife company still send me a letter asking for the products listing of all the products I sent back to the company. I have sent what they wanted and they still refuse to credit my account back properly. Herbalife refuse to to communicate with me about their products I had and finally on July 12, 2010, I spoke with Toby and he instructed me to send the products to this address:Herbalife International Attention: Refund & Repurchase Dept., 5025 Crumpler Rd, Memphis, Tenn 38141. All the product were sent on September 8, 2010 the with USRF on each box through UPS Shipping. To resolve this: I want my account credit back, because I did not use their products long enough to make any kind of profit and I would be justified when they refund my account back with the \$3,700.00. Every bottle, every name of each product was accounted for. I also have letters that Ive sent to the company asking for my refund and a address to send products that I have. I spoke with Oscar on May 4, 2010 and he stated that he would send me some papers to fill out first, which was a itemized list of all my products I have. I have in good faith returned all of their products and I have not gained a dime but I would like my account credit back for what they took from me. \$3,700.00 is what they charged me for their products and I would like my money back on my credit card for all the wrong they did. Other-Other Update</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 33 of 77	
Reference Number	35216661
Created Date	01/31/2012
Complaint Source	BBB MO Kansas City
Originator Reference Number	06740008897708
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBKCKS-USER
Entered Date	01/31/2012
Updated By	BBBKCKS-USER
Updated Date	05/22/2012
Agency Contact	External Agency
Complaint Date	01/31/2012
Transaction Date	
Member of armed forces or dependant?	
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	KANSAS CITY
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	10030 N Ambassador Dr
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	KANSAS CITY
Company Address, State Code	MO
Company Address, State Name	Missouri
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	64153
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	816
Company Phone, Number	5841327
Company Phone, Extension	
Company Email	bharris@kc.rr.com
Company Website	http://www.kcnutrition.com
Company Rep First Name	Brad
Company Rep Middle Name	
Company Rep Last Name	Harris
Company Rep Salutation	
Company Rep Comments	President
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 worked at KC Nutrition as an assistant for Alexis Pelfrey for a short time last October 2011. Unfortunately, I had to quickly resign my position due to new family obligations while simultaneously attending school full time at KUMed. It was awful resigning my job after recently being hired; I had only worked a couple of weeks at that point. Alexis Pelfrey stated she would mail me my paycheck, and she was sympathetic to my situation. I am still waiting for my paycheck from October of last year. I have contacted Alexis Pelfrey via telephone, e-mail, and text message multiple times. Alexis Pelfrey responded via text a couple of times stating she will send my check in the mail. Alexis Pelfrey never called me back after my phone call attempts. Earlier this month I spoke with Pam Harris, one of the owners of KC Nutrition, and asked her to inform Alexis that I was trying to reach her. Again, I received a text from Alexis stating she would mail my paycheck. After ten days, I do not have my paycheck. The reason why I am reporting this issue to the Better Business Bureau is to make other potential customers and prospective employees aware of the lack of communication and execution</p>

	<p>on KC Nutrition's part. KC Nutrition does not behave professionally, negotiate, compromise, or return phone calls or e-mails. KC Nutrition employees do not follow through on their promises. If it is so simple for Alexis Pelfrey to not pay her former employee a mere \$140.00, then it is simple for her not to provide good customer service and business practices to others. --- Additional Comments: At this point, it does not matter to me if I am paid \$140.00. I hope to prevent others from making the same mistake I made by doing business with KC Nutrition.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 34 of 77	
Reference Number	35225554
Created Date	01/20/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098665103
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	01/20/2012
Updated By	Rushen, Mary
Updated Date	05/09/2012
Agency Contact	External Agency
Complaint Date	01/20/2012
Transaction Date	
Member of armed forces or dependant?	
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	DENTON
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	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 thought I was being recruited as a wellness coach. Turned into sales pitch and pressure to buy product. Hard time shutting down account. --- Additional Comments: I would like for Herbalife to refund the \$107.43 I put on my credit card to open up a business kit. I would also like them to promptly shut down my online distributor account so that no future billing and transactions can be made without my permission.'
Complaint Info CRA Dispute Flag	
Complaint Info	

CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 36 of 77

Reference Number	35709984
Created Date	03/14/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	03/14/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/14/2012
Transaction Date	03/12/2012
Member of armed forces or dependant?	N
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	Oakland
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	18 - 19
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International, Inc. Wellness Depot
Company Address, Line 1	800 West Olympic Blvd 1611-B Douglas Blvd
Company Address, Line 2	Suite 406
Company Address, Line 3	
Company Address, City	Los Angeles Roseville
Company	

Address, State Code	CAICA
Company Address, State Name	CalifornialCalifornia
Company Address, Country Code	USA USA
Company Address, Country Name	UNITED STATES UNITED STATES
Company Address, ZIP Code	90015 95661
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866 916
Company Phone, Number	8664744 8717450
Company Phone, Extension	
Company Email	
Company Website	https://www.myherbalife.com/Home/Default1.aspx http://www.rosevillewellnessdepot.com
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	Independent Distributor

Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	03/12/2012
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	03/12/2012
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$67.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$60.00
Complaint Info Product Service Code	4007
Complaint Info Product Service Description	Franchises\Distributorships
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 was told this was a job interview to be a nutrition coach. When I got there I did not get an interview, I was given a pitch on the Herbalife products. I talked to a representative and was pressured to sign up. I was not told I would have to pay. There was a long line of people behind me to register so I felt pressured to enter my information as quickly as possible. After giving my credit card information for the 59.99 payment and my social security number I decided to cancel. I was told I could not get a refund. I was tricked into thinking I was going to be a nutrition coach, when it was really a distributor position for Herbalife products that costs 59.99 to be a part of.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 37 of 77	
Reference Number	35717267
Created Date	10/31/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098647985
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	10/31/2011
Updated By	Adam D asmitley
Updated Date	03/13/2012
Agency Contact	External Agency
Complaint Date	10/31/2011
Transaction Date	
Member of armed forces or dependant?	
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	PALM COASTll
Consumer	

Address, State Code	FL
Consumer Address, State Name	Floridall
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Company used bait and switch tactics and is refusing to issue a refund. --- Additional Comments: I would like a full refund of all monies spent to any individual who lost and reported money to you that was lost to them in above stated fashion. Also any and all local, state, and federal prosecution to all parties involved in said complaintltbr/gtlbtgt Desired Settlement: Other (requires explanation)lt/bgt'
Complaint Info CRA Dispute Flag	
Complaint Info	

CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 38 of 77	
Reference Number	35719450
Created Date	01/23/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098665246
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	01/23/2012
Updated By	Adam D asmitley
Updated Date	06/11/2012
Agency Contact	External Agency
Complaint Date	01/23/2012
Transaction Date	
Member of armed forces or dependant?	
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	WEST JORDAN
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 had a sales rep scam me...didn't know there was a return policy...got PROMISED a refund for my product and only got refunded MY shipping money! --- Additional Comments: I want my money back for the product and NOT just the money that I put into providing proof for them to get a refund! The \$38.45 that was refunded to me did NOT cover the product I bought and disliked...it ONLY refunded the money I forked out for my shipping!! I would also like their sales rep fired from selling product anymore! She is not a good sales rep.'
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 39 of 77	
Reference Number	35722998
Created Date	02/03/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098668354
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	02/03/2012
Updated By	Adam D asmitley
Updated Date	06/12/2012
Agency Contact	External Agency
Complaint Date	02/03/2012
Transaction Date	
Member of armed forces or dependant?	
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	FAIR OAKS
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 charged \$39.95 for materials that I did not want or knowingly agree to pay \$39.95 for. --- Additional Comments: Credit back the \$39.95 they charged my credit card on 1/26/2012.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 40 of 77	
Reference Number	35792875
Created Date	02/13/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098670677
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	02/13/2012
Updated By	Adam D asmitley
Updated Date	06/12/2012
Agency Contact	External Agency
Complaint Date	02/13/2012
Transaction Date	
Member of armed forces or dependant?	
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	WATERLOO
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	
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Herbalife has resorted to deceptive marketing practices. --- Additional Comments: Identify in the business starter pack and first part of the DVD presentation that Herbalife is the company sponsor.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 41 of 77	
Reference Number	36614293
Created Date	02/16/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098671734
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	02/16/2012
Updated By	Adam D asmitley
Updated Date	06/11/2012
Agency Contact	External Agency
Complaint Date	02/16/2012
Transaction Date	
Member of armed forces or dependant?	
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	SORRENTO
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 feel I was mislead by the sponsor (b)(6) and the advertisement on the website. www.incomeathome.com and Herbalife. --- Additional Comments: I want my full refund for the products purchased and the Ehome Business Network training I paid for. I feel I was mislead by (b)(6) when I spoke to her. I was talked into purchasing product and starting training before I received a distributors kit which provided all the information I need to start this business. I received my distributors kit 3 weeks after I received my products. I filled out the application mailed it then watched the DVD in the kit to find out I was mislead.'
Complaint Info	

CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 42 of 77	
Reference Number	36617184
Created Date	02/16/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098671612
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	02/16/2012
Updated By	Adam D asmitley
Updated Date	06/12/2012
Agency Contact	External Agency
Complaint Date	02/16/2012
Transaction Date	
Member of armed forces or dependant?	
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	CANDLER
Consumer	

Address, State Code	NC
Consumer Address, State Name	North 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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Not fully representing all costs involved in becoming a distributor --- Additional Comments: All money refunded'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 43 of 77	
Reference Number	36617566
Created Date	02/23/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098673005
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	02/23/2012
Updated By	Adam D asmitley
Updated Date	06/12/2012
Agency Contact	External Agency
Complaint Date	02/23/2012
Transaction Date	
Member of armed forces or dependant?	
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	DECATUR
Consumer	

Address, State Code	AL
Consumer Address, State Name	Alabama
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	sent back merchandie, yet no refund issued. --- Additional Comments: I just want my refund credited back to my debit card for \$400.56 and close out the agreement.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 44 of 77	
Reference Number	36618174
Created Date	03/08/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098676328
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	03/08/2012
Updated By	Adam D asmitley
Updated Date	06/12/2012
Agency Contact	External Agency
Complaint Date	03/08/2012
Transaction Date	
Member of armed forces or dependant?	
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	DUBLIN
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	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	REsponded to a quotLegitimate At Home Businessquot ad online. They sent packet to me. They were to refund my money if I sent packet back. no refund so far --- Additional Comments: I would like Herbalife to refund \$49.90 to me.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 45 of 77	
Reference Number	36618260
Created Date	03/14/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098677683
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	03/14/2012
Updated By	BBBCOCA-USER
Updated Date	04/11/2012
Agency Contact	External Agency
Complaint Date	03/14/2012
Transaction Date	
Member of armed forces or dependant?	
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	GROVETOWN
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	
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	NR
Company Address, State Name	Location Not Reported
Company Address, Country Code	LNR
Company Address, Country Name	LOCATION NOT REPORTED
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Herbalife charged my credit card 199.99 without my knowledge and never got any start up in the company. I don't wish to work for this company at all. --- Additional Comments: I would like for my 199.99 to be refunded to me being as I don't wish to take part in this. 199.99 should have covered a start up package to get me started instead all it got me was a 2nd DVD training and another call from a mentor asking me for more money. if iaposm trying to make money its obvious I don't have money to spend. not 4000.00 anyway. or 1450.00 '
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 46 of 77	
Reference Number	36693365
Created Date	02/13/2012
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001444519
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	02/13/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/13/2012
Transaction Date	
Member of armed forces or dependant?	
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	KANSAS CITY
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
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	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	
Consumer Military Service Branch	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
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	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
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	\$12.92
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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	

Details not fully disclosed and the details that are

Complaint Info Comments	<p>mentioned fare false. They claim to be BBB certified and they are not. More in the summary. The main Online Business System at (address) via the internet URL of http://www.myobspack.com/pack.php?a=steps and the package that they forward out claims that they are BBB approved. In talking with another business partner in Kansas described what he is doing is simply recruiting and getting paid for those that sign up, in other words a PYRAMID SCAM. Please investigate or let me know what reports you have on The Online Business Systems to date, thanks. --- Additional Comments: Refund of initial \$9.95 + \$2.97 for return shipping and do not charge an additional \$39.95 to VISA card.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 47 of 77	
Reference Number	36707422
Created Date	06/02/2011
Complaint Source	BBB MI Detroit
Originator Reference Number	03320008602237
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBDEMI-USER
Entered Date	06/02/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/02/2011
Transaction Date	
Member of armed forces or dependant?	
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	STONEVILLE
Consumer Address, State Code	NC
Consumer Address, State Name	North 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	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Independent Distributors of Herbalife
Company Address, Line 1	(b)(6)
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	ROYAL OAK
Company Address, State Code	MI
Company Address, State Name	Michigan
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	(b)(6)
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	(b)(6)
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	Owner
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	ordered info regarding work from home program. Told complete program was 39.95, once received they want mor3e and more money for program. Also told would not be selling directly. This program is also boarder line pyramid scheme. Would like to get my money back due to false advertisement and misleading information given on radio regarding program. --- Additional Comments: would like a total refund.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 48 of 77	
Reference Number	36838345
Created Date	04/02/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098681907
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/02/2012
Updated By	Adam D asmitley
Updated Date	06/07/2012
Agency Contact	External Agency
Complaint Date	04/02/2012
Transaction Date	
Member of armed forces or dependant?	
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	JACKSONVILLE
Consumer	

Address, State Code	NC
Consumer Address, State Name	North 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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	They sent a so-called training package, but it was just a info commercial. --- Additional Comments: Refund of shipping charges'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 49 of 77	
Reference Number	36843111
Created Date	01/06/2012
Complaint Source	BBB ON Kitchener/Toronto
Originator Reference Number	01070001245117
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBMWON-USER
Entered Date	01/06/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/06/2012
Transaction Date	
Member of armed forces or dependant?	
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	BOLTON
Consumer Address, State Code	CT
Consumer Address, State Name	Connecticut
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	
Consumer Military Service Branch	
Company Name	Herbalife Online Business Systems
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	http://ozzygirl.theonlinebusiness.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	\$540.95
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 originally sign up to become a member of BOL distributor team with the stipulation of having my money back if I would cancel my membership within 90 days. I talk to my instructor (b)(6) around Christmas, and notify her of my change of mind and cancellation of my membership. I have been calling her a dozen times to have her credit my account of the money she charged before. (b)(6) is not returning my calls. I left a message to the office of BOL of Colorado and I am still waiting for a response. I also notify the office in California, they told me that they will stop charging me any further fees, but for the refunds I have to deal with (b)(6) I e-mailed a note to her and still no response. I think the company or (b)(6) need to refund a charge of \$39.95 + \$100 + \$401 a total of \$540.95 --- Additional Comments: a refund of \$540.95'</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 50 of 77	
Reference Number	36923326
Created Date	04/18/2012
Complaint Source	BBB NJ Trenton
Originator Reference Number	02210080235602
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBTRNJ-USER
Entered Date	04/18/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/18/2012
Transaction Date	
Member of armed forces or dependant?	
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	WANAQUE
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	
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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	24 Birch Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PORT READING
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	07064
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	
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	\$436.72
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 making 1 purchase with Herbalife, months later they charged me over \$400.00 for products that I did not authorize to be purchased. I tried to contact Herbalife but none of my emails where returned and when I called I could not get a customer rep to speak to.Product_Or_Service: Herbalife ProductsOrder_Number: Order #: (b)(6) --- Additional Comments: DesiredSettlementID: RefundContacted the bank where the card is with and filed a fraud report.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 51 of 77	
Reference Number	37018571
Created Date	03/08/2012
Complaint Source	BBB AB Calgary
Originator Reference Number	00170001167115
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCAAB-USER
Entered Date	03/08/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/08/2012
Transaction Date	
Member of armed forces or dependant?	
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	LANGLEY
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	
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	
Consumer Military Service Branch	
Company Name	Herbalife of Canada Ltd.
Company Address, Line 1	120, 4550 - 25 Street SE
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CALGARY
Company Address, State Code	AB
Company Address, State Name	Alberta, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
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	dominiques@herbalife.com
Company Website	http://www.herbalifeww.com/ca/
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 was dealing with Herbalife USA, wanting to be a distributor. Ordered the \$216 cdn start up package which was to arrive in a week. 3 weeks later, I received package which I immediately sent back. Left an e-mail for the two sponsors I had, saying wanted refund, they both ignored me. E-mailed again and still no response. Contacted US head office and was told they would look into matter. A month went by, e-mailed US office again and they replied that the matter had been turned over to the Canadian office in Calgary. I received a call from Calgary to call them back which I did the following day. Left my number etc to call me back, they never did. Called again 5 days later, left the same message adding that if no response I was going to file a complaint the next day if I do not hear anything. So, here it is the next day and still nothing. --- Additional Comments: \$216 cdn refund to my visa card'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info CRA Dispute Resolved	
--	--

Record 52 of 77	
Reference Number	37022044
Created Date	04/02/2012
Complaint Source	BBB MB Winnipeg
Originator Reference Number	00570000055960
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBWIMB-USER
Entered Date	04/02/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/02/2012
Transaction Date	
Member of armed forces or dependant?	
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	ATLANTA
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	
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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	Box 92, Grp 20, RR2
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	STE ANNE
Company Address, State Code	MB
Company Address, State Name	Manitoba, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
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	
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	See attached complaint. --- Additional Comments: '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 53 of 77	
Reference Number	37077234
Created Date	04/28/2012
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	ASMITLEY
Entered Date	04/28/2012
Updated By	
Updated Date	
Agency Contact	Mail
Complaint Date	04/28/2012
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
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	
Consumer Address, Country Name	
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	
Consumer Military Service Branch	
Company Name	Herbalife
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	BEL
Company Address, Country Name	BELGIUM
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	Unknown
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	Unknown
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	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>EMAIL:deaar (b)(6) everyone knows that Monavie and herbalife like products and way of business are a pyramid ilegal scheme, why dont you end it?thousands of people are being scammed and losing lots of money under the permise and lure of making millions and riding Mercedes S class and cruises over Hawaii.Herbalife in Belgium was considered an ilegal pyramid by court.when will we learn from history that scammers need a lesson? They destroy peoples lifes and with peoples ignorance they are driving bentleys and have more than one in the garage.I had to say and ask this because I have friends who were misleded by cheaters and they are losing big their hard earned cash, because they have to buy loads of bottles of juices every month.do something, pleasethank youbest regards (b)(6) Sent from my iPad</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 54 of 77	
Reference Number	37092259
Created Date	04/11/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098683831
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/11/2012
Updated By	Adam D asmitley
Updated Date	06/13/2012
Agency Contact	External Agency
Complaint Date	04/11/2012
Transaction Date	
Member of armed forces or dependant?	
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	FORT WORTH
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 have asked for a refund and am getting the run around. --- Additional Comments: Refund my money'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 55 of 77	
Reference Number	37092322
Created Date	04/10/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098683706
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/10/2012
Updated By	Adam D asmitley
Updated Date	06/13/2012
Agency Contact	External Agency
Complaint Date	04/10/2012
Transaction Date	
Member of armed forces or dependant?	
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	HAMMONTON
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 that I would have coaches that would help me succeed. Mervin my coach missed several calls. Scott Hyatt was not there for any. Multiple iss --- Additional Comments: I want someone to take responsibility for their lack of responsibility and false advertising. Robin shultz one of the upper line coaches said to me quotthat should not have happened.quot but it did. I want to ship my products back and not pay any fees to ship back or to restock. Also I want them to give me back \$1000. in advertising money. I have bought a new computer for this job but I will eat the cost on that because I still use it. I also have spent a few hundred on web sites and a merchant acct.'
Complaint Info	

CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 56 of 77	
Reference Number	37268331
Created Date	03/05/2012
Complaint Source	Washington, Attorney General
Originator Reference Number	404215
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	WA01-USER
Entered Date	03/05/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/05/2012
Transaction Date	
Member of armed forces or dependant?	
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	MALAGA
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	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.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	\$0.00
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 INQUIRY/INFORMATION --- Status: Closed --- Estimated Savings: 0.00 --- Actual Savings: 0.00 --- WAG Resolution Date: 3/6/2012 2:21:40 PM
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 57 of 77	
Reference Number	37306910
Created Date	04/03/2012
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001447579
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	04/03/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/03/2012
Transaction Date	
Member of armed forces or dependant?	
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	CENTENNIAL
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	
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	b(6)
Consumer Fax, Number	b(6)
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	
Consumer Military Service Branch	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
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	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
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	\$179.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 charged a set-up fee and a monthly fee after I decided not to proceed with the company and cancelled my membership with in the allotted time.On January 02, 2012 (NAME) paid his \$399 and joined OBS> On January 13 2012 he changed his mind, and was refunded \$379 > After he had left OBS he was charged \$100 in January \$79.95 in February. And almost \$79.95 in March. Since you give 15 days free trial, and he was only in OBS for 11 days he should not have been charged.> Please refund OBS charges made for January and February.They said I was not getting any refund --- Additional Comments: I want a refund of \$179.95'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 58 of 77	
Reference Number	37504491
Created Date	04/23/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098686128
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/23/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/23/2012
Transaction Date	
Member of armed forces or dependant?	
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	NORWALK
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	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	
Consumer Military Service Branch	
Company Name	Herbalife Nutritional Center
Company Address, Line 1	14435 Pioneer Blvd.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	NORWALK
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	90650
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	
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Company failed to honor agreement. --- Additional Comments: Consumer is seeking a refund of the \$20.00 for the lose weight contest as well as a refund of the remainder balance for this month. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 59 of 77	
Reference Number	37602376
Created Date	05/04/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098688947
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	05/04/2012
Updated By	Adam D asmitley
Updated Date	06/13/2012
Agency Contact	External Agency
Complaint Date	05/04/2012
Transaction Date	
Member of armed forces or dependant?	
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	FLEMING ISLAND
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Product was returned but Herbalife refuse to issue a credit --- Additional Comments: Credit issued.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 60 of 77	
Reference Number	38114438
Created Date	06/15/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	06/15/2012
Updated By	CRSS\tiacobucci
Updated Date	06/15/2012
Agency Contact	Internet
Complaint Date	06/15/2012
Transaction Date	
Member of armed forces or dependant?	N
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	Grass 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	
Consumer Military Service Branch	
Company Name	Helen Garland - Herbalife
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	
Company Phone, Number	
Company Phone, Extension	
Company Email	(b)(6)
Company Website	
Company Rep First Name	(b)(6)
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	
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	9044
Complaint Info Product Service Description	Unsolicited Email
Complaint Info Law Violation Code	CS1 CS4 CS6
Complaint Info Law Violation Description	SPAM: 'Remove Me' is missing, broken, or ignored SPAM: Subject or From line is false or misleading 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 repeatedly requested to be removed from her e-mail list and that only increased the traffic. Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 61 of 77	
Reference Number	38425391
Created Date	05/04/2012
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001449331
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	05/04/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/04/2012
Transaction Date	
Member of armed forces or dependant?	
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	EASTMAN
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	
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	
Consumer Military Service Branch	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
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	573
Company Phone, Number	2253137
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
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	\$400.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 have call my coach with this online business systems/Herbalife... to get my money back from them and haven't herd anything out of anybody about itI paid \$400.00 to get into this Online business systems/Herbalife and I haven't sold anything so all I want is my money back is all I want but every time I call my coach all I get is she waiting 2 here from her coachs(yeah right) I have no money to promote this and they want me 2 pay another \$100 to have a so call back office I spent my last \$400.00 just to get into this and now I got 2 seend more(don't think so) I cancelled my back office and now I want my hard earn money I payed these people is all I want --- Additional Comments: i just want my \$400.00 back is all I want nothing more.... I have call my coach with Online business systems/Herbalife and ask her several times about getting my money back and yet I haven't herd a word out of these people, I just want my money back'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved	
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Record 62 of 77	
Reference Number	38598078
Created Date	06/29/2012
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	EQUINONEZ
Entered Date	06/29/2012
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	06/29/2012
Transaction Date	06/28/2012
Member of armed forces or dependant?	N
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	Los Angeles
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	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	(b)(6)
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Marina Del Rey
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	(b)(6)
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	(b)(6)
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	06/28/2012
Complaint Info Initial Response	

Method	Phone: other
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$0.00
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	Consumer says that she signed up with Herbalife and says that they hacked into her computer. Consumer says they are trying to use and might be using her pictures. Consumer called them and asked them not to use her pictures and they threatened her to call the police. Consumer says they haven't used her information.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 63 of 77	
Reference Number	38800297
Created Date	06/18/2012
Complaint Source	Oregon, Department of Justice
Originator Reference Number	FF6035-12
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OR01-USER
Entered Date	06/18/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/18/2012
Transaction Date	
Member of armed forces or dependant?	
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	MEDFORD
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	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	HERBALIFE INTERNATIONAL OF AMERICA, INC.
Company Address, Line 1	1800 CENTURY PARK EAST
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
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	90067
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	5329638
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	\$9.99
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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	--- Oregon DOJ comments: Consumer Pursuing Own Resolution --- Consumer description: False or misleading representations regarding future income --- Case closed --- Case closed date: 2012-06-18 00:00
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 64 of 77	
Reference Number	38864345
Created Date	06/19/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098698333
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	06/19/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/19/2012
Transaction Date	
Member of armed forces or dependant?	
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	BRISTOL
Consumer	

Address, State Code	CT
Consumer Address, State Name	Connecticut
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	NR
Company Address, State Name	Location Not Reported
Company Address, Country Code	LNR
Company Address, Country Name	LOCATION NOT REPORTED
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	There was so much deceit especially since after I invested the \$3,626.11 she didn't tell me that I would have to buy my leads \$60 to \$500 for leads! --- Additional Comments: Give me my money back and I will return the products to the nearest Herbalife Office, which is Boston, MA. I want the buy back offer. I will write ltr. amp have it notarized then you can return my money to me. \$399 for products, \$19.95 for packet, \$39.95 after 15 days, \$3,307.16 to be a quotSupervisorquot. \$3,666.06 total should be returned to me as I made zero dollars as a quotSupervisorquot I made no money with Herbalife.Mycontract was signed by me 5/11/12 amp today is 6/14/12.I told my coach last week no'
Complaint Info	

CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 65 of 77	
Reference Number	39032941
Created Date	06/04/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098695187
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	06/04/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/04/2012
Transaction Date	
Member of armed forces or dependant?	
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	RED LION
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	NR
Company Address, State Name	Location Not Reported
Company Address, Country Code	LNR
Company Address, Country Name	LOCATION NOT REPORTED
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 got for 39.95 plus 25.00 s/h a booklet that was sent back, after paying 25.00 to FedEx to return, I was told by Heidi Craig to kiss off. --- Additional Comments: I would like my 39.95 back plus the 25.00 for ship/hand to send back. I would also wish for the company to dismiss this person as they were fraudulent in all correspondence.'
Complaint Info CRA Dispute Flag	
Complaint Info	

CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 66 of 77	
Reference Number	39033363
Created Date	06/08/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098696432
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	06/08/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/08/2012
Transaction Date	
Member of armed forces or dependant?	
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	EAGLE POINT
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	
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	NR
Company Address, State Name	Location Not Reported
Company Address, Country Code	LNR
Company Address, Country Name	LOCATION NOT REPORTED
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Received an email about an on line business. The email claimed I would be working with quotGooglequot NOT Herbal Life. False Advertising! --- Additional Comments: Stop their false advertising!
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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DNC COMPLAINT

Record 67 of 77	
Reference Number	38056030
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Bozeman
Consumer Address, State	MT
Consumer Address, State Name	Montana
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Incomeathome.com (Herbalife Distributors)
Company State	WA
Company Phone, Country Code	
Company Phone, Area Code	206
Company Phone, Number	3503987
Other Information Created Date	06/04/2012
Other Information Complaint Date	06/04/2012
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	12/11/2011
Other Information Transaction Time	00:00:00
Other Information Comments	This obnoxious scam has been operating on many of the talk radio shows nationwide. They charge \$9.95 for information about what turns out to be a multi-level marketing scam and then won't take you off their robo call list unless we return the sales literature that WE paid for! They need to be stopped.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded	

Message	Yes
Other Information Requested Entity to Stop Calling	Yes

Record 68 of 77	
Reference Number	34389852
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	
Consumer Address, State	NC
Consumer Address, State Name	North Carolina
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife / Herbal Group
Company State	TF
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4717168
Other Information Created Date	01/10/2012
Other Information Complaint Date	01/10/2012
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	01/10/2012
Other Information Transaction Time	09:00:00
Other Information Comments	According to Internet phone websites, this company has been harassing a lot of people with telemarketing calls. Please stop them.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	No

Record 69 of 77	
Reference Number	36937858
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Bozeman
Consumer Address, State	MT
Consumer Address, State Name	Montana
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	IncomeAtHome.com (Herbalife Distributor)
Company State	WA
Company Phone, Country Code	
Company Phone, Area Code	425
Company Phone, Number	6065130
Other Information Created Date	04/23/2012
Other Information Complaint Date	04/23/2012
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	04/22/2012
Other Information Transaction Time	19:00:00
Other Information Comments	I have tried multiple times to get these calls to stop. I've left multiple messages with the distributor (b)(6) at www.turboatm.com) and have called Herbalife corporate HQ multiple times. I'm being ignored by everyone. They should be fined until they get the message that they are violating people's privacy. This is a nationwide marketing campaign by a group of independent Herbalife distributors. They advertise on several conservative talk radio shows (Rush Limbaugh, Sean Hannity, Michael Savage,

	etc.) Please investigate and you will find that you probably have many complaints about their tactics, which are to collect a phone number through their website. If you tell them you're not interested in their MLM scheme they leave you on their robo-call list and call you weekly regardless of your requests to stop. What they do is not just unethical, it is illegal. Thank you, (b)(6)
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	Yes
Other Information Requested Entity to Stop Calling	Yes

Record 70 of 77	
Reference Number	38056198
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Bozeman
Consumer Address, State	MT
Consumer Address, State Name	Montana
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife
Company State	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	310410960043510
Other Information Created Date	06/04/2012
Other Information Complaint Date	06/04/2012
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	12/11/2011
Other Information Transaction Time	00:00:00
Other Information Comments	This obnoxious scam has been operating on many of the talk radio shows nationwide. They charge \$9.95 for information about what turns out to be a multi-level marketing scam (Herbalife) and then won't take people off their robo call list unless we return the sales literature that WE paid for! They need to be stopped.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	Yes

Other Information Requested Entity to Stop Calling	Yes
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Record 71 of 77	
Reference Number	34443955
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Westport
Consumer Address, State	CT
Consumer Address, State Name	Connecticut
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Some Herbalife type of company
Company State	NJ
Company Phone, Country Code	
Company Phone, Area Code	201
Company Phone, Number	3834870
Other Information Created Date	01/12/2012
Other Information Complaint Date	01/12/2012
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	01/12/2012
Other Information Transaction Time	15:00:00
Other Information Comments	When I asked to be removed from their call list, she hung up on me.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 72 of 77	
Reference Number	34640340
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	
Consumer Address, State	IL
Consumer Address, State Name	Illinois
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife
Company State	TF
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4717168
Other Information Created Date	01/26/2012
Other Information Complaint Date	01/26/2012
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	01/26/2012
Other Information Transaction Time	09:00:00
Other Information Comments	
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	No

Record 73 of 77	
Reference Number	30121659
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	West Bend
Consumer Address, State	WI
Consumer Address, State Name	Wisconsin
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Some marketing company for some Herbalife
Company State	WI
Company Phone, Country Code	
Company Phone, Area Code	414
Company Phone, Number	4463791
Other Information Created Date	04/19/2011
Other Information Complaint Date	04/19/2011
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	04/19/2011
Other Information Transaction Time	14:00:00
Other Information Comments	I've asked this company and it's parent company countless times to stop calling you. Now I wish to file a complaint.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 74 of 77	
Reference Number	31731872
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	aberdeen
Consumer Address, State	WA
Consumer Address, State Name	Washington
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	herbalife (independent distributor)
Company State	PA
Company Phone, Country Code	
Company Phone, Area Code	267
Company Phone, Number	2857666
Other Information Created Date	07/29/2011
Other Information Complaint Date	07/29/2011
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	07/29/2011
Other Information Transaction Time	14:00:00
Other Information Comments	This annoying person left 2 very long messages on my machine today. I want him stopped!!! Thank you
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	Yes
Other Information Requested Entity to Stop Calling	Yes

Record 75 of 77	
Reference Number	33553568
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Sahuarita
Consumer Address, State	AZ
Consumer Address, State Name	Arizona
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	HERBALIFE
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Other Information Created Date	11/17/2011
Other Information Complaint Date	11/17/2011
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	11/17/2011
Other Information Transaction Time	12:00:00
Other Information Comments	I asked this company to stop calling us via email on 11/16/2011. I have records to prove so. However, they called back today. I refused to answer and sent them another email to stop calling me and, instead, email me. Thank you.
Other Information Existing Business Relationship	Yes
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 76 of 77	
Reference Number	29147115
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	Augusta
Consumer Address, State	KS
Consumer Address, State Name	Kansas
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Income at home herbalife
Company State	AZ
Company Phone, Country Code	
Company Phone, Area Code	520
Company Phone, Number	3031340
Other Information Created Date	02/09/2011
Other Information Complaint Date	02/09/2011
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	02/09/2011
Other Information Transaction Time	18:00:00
Other Information Comments	I originally contacted the company about earning money from home but once I found out that it was selling Herbalife I requested that they remove my information and not call me. I have received several calls from them and have requested each time that they not call. The caller this evening made some rude noises and hung up when I told him that I had requested his company not to call several times and that my number was on the do not call list. I believe that the company may have sold my information to others.

Other Information Existing Business Relationship	Yes
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 77 of 77	
Reference Number	30121650
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	West Bend
Consumer Address, State	WI
Consumer Address, State Name	Wisconsin
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Some herbalife marketing company
Company State	WI
Company Phone, Country Code	
Company Phone, Area Code	414
Company Phone, Number	4463791
Other Information Created Date	04/19/2011
Other Information Complaint Date	04/19/2011
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	04/19/2011
Other Information Transaction Time	14:00:00
Other Information Comments	I've asked this company and it's parent company countless times to stop calling you. Now I wish to file a complaint.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

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.

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Provided by the Federal Trade Commission



CIS COMPLAINT

Record 1 of 20	
Reference Number	42992409
Created Date	01/18/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/18/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	01/18/2013
Transaction Date	12/15/2012
Member of armed forces or dependant?	N
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	Mount Vernon
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	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	1800 Century Park E
Company Address, Line 3	
Company Address, City	Los Angeles
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	90067
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	6174273
Company Phone, Extension	
Company Email	georgef@herbalife.com
Company Website	www.herbalife.com
Company Rep First Name	n/a
Company Rep Middle Name	

Company Rep Last Name	n/a
Company Rep Salutation	
Company Rep Comments	distributor
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	12/15/2012
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$10000.00
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	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 approached while christmas shopping by someone trying to sign me up for Herbalife. I am familiar with these types of schemes, as my mom has lost of a hundred thousand to a different scheme, Xango. so because of this i am aware of the FTC regulations, and i listened carefully to everything the distributor said, she made express claims of income, that i could be "rich beyond my dreams" that if i invested 10,000 into it it wouldnt matter because I would be making a million within a year, that the products cure cancer etc. i informed her that she was making illegal statements, and she she insisted that everything she had said was true and that i just had a negative attitude. I since learned about Bill Ackmans presentation on Herbalife, and learned that things are FAR WORSE than my parking lot conversation. it is IMPERATIVE that you conduct and thorough investigation of this company and this industry</p>

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 2 of 20	
Reference Number	43046486
Created Date	01/15/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/15/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	01/15/2013
Transaction Date	
Member of armed forces or dependant?	N
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	Short Hills
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	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	b(6)
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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrance
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	
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	
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	<p>I have been researching business opportunities and discovered Herbalife. This company appears to be a pyramid scheme. I read through the companys financial filings and discovered: 1) A high percentage of new recruits quit the company every year. 2) The company promises great wealth and riches for those who sign-up even as the average participant would seem to generate less than \$1,500 per year in sales. 3) The incentive plan promotes the purchase of volume points without regard for retail demand. 4) The company wants recruitment...this has all of the hallmarks of an "endless chain scheme". I am coninced that if i were to sign-up to sell Herbalife that i would lose money and fear for others who do not have the means nor knowledge to conduct this kind of due diligence due to relatively weak levels of financial sophistication. Herbalife appears to have all of the indicia of a slick Pyramid Scheme... a) an altruistic product masking a diabolical compaensation scheme b) all commissions paid are for wholesale purchases c) major incentives for ongoing recruitment d) inevitable saturation due to zero limitations placed on distributorships e) inability</p>

	<p>totrack and measure "retail sales" outside the network. f) a slick marketing face wrapped around an incentive plan that takes form the guy at the end of the chain to pay those "upline" g) deliberate marketing to low-income, financially unsophisticated customers around the world...</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 3 of 20

Reference Number	43158548
Created Date	01/28/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	-
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/28/2013
Updated By	-
Updated Date	-
Agency Contact	Internet
Complaint Date	01/28/2013
Transaction Date	12/12/2011
Member of armed forces or dependant?	N
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	Breckenridge
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
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	
Consumer Military Service Branch	
Company Name	Herbalife
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	
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	Phone
Complaint Info Initial Contact Date	12/12/2011
Complaint Info Initial Response	

Method	Other
Complaint Info Initial Response Date	12/12/2011
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$500.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$500.00
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	I seen where you were going to check this company out for fraud. I was supposed to work for them processing orders. However, they had me send them \$500.00 to start and then it was selling and cold calling. I told them from the beginning that if it was selling or cold calling, I did not want to do it. I was only interested in processing their orders. They assured me that I would not be selling or cold calling. They told me that that was what I would be doing, then I received all of these vitamins, etc. to start selling. They wouldnt refund my money after I told them I didnt want to sell.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 4 of 20	
Reference Number	43248278
Created Date	02/01/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/01/2013
Updated By	CRSS\lkilpratrck
Updated Date	02/04/2013
Agency Contact	Internet
Complaint Date	02/01/2013
Transaction Date	
Member of armed forces or dependant?	Y
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	Temecula
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	Military Retiree/Veteran
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	U.S. Navy
Company Name	Herbalife
Company Address, Line 1	800 W. Olympic
Company Address, Line 2	Suite 406
Company Address, Line 3	
Company Address, City	Los Angeles
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	90015
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	www.herbalife.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Social Network
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	In Person
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$2000.00
Complaint Info Amount Paid Method	Credit Card
Complaint Info Amount Paid Value	\$1400.00
Complaint Info Product Service Code	4007
Complaint Info Product Service Description	Franchises\Distributorships
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	Herbalife is a scam. I bought lots of product to qualify as a Supervisor(1K). Bought into a Nutrient Club(3K) and worked it for three months for free and did not make a dime. Spent more money on marketing material. Unemployed veteran. PS9000: Herbalife Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 5 of 20

Reference Number	43265462
Created Date	01/28/2013
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Comments
Data Source	Consumer
DNC?	N
Entered By	SPARRISH
Entered Date	01/28/2013
Updated By	SSNOWDEN
Updated Date	01/28/2013
Agency Contact	Phone
Complaint Date	01/28/2013
Transaction Date	
Member of armed forces or dependant?	N
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	Ormond Beach
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	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	HerbaLife
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	
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	9000
Complaint Info Product Service Description	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>Consumer has questions about HerbaLife. Transferred to supervisor.</p> <p>UPDATE_01.28.2013: Consumer was transferred to a supervisor upon request. Consumer feels that the FTC needs to be specific on their website postings because he has lost thousands of dollars based on speculation on the news release that the FTC would be taking action based on a pyramid scheme was against a certain company. Consumer wants to be contacted back with a response on this. SSnowden</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 6 of 20

Reference Number	43310772
Created Date	02/05/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/05/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/05/2013
Transaction Date	
Member of armed forces or dependant?	N
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	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
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	
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	
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	<p>I have a friend involved in Herbalife. In discussing this with another friend, she mentioned that her parents had lost a large amount of money investing in Herbalife, and that all the products they purchased chasing the dream of making money had to be consumed by the family after the business failed. I am writing because I am concerned about the friend currently involved, but I have larger questions about the legality of the Herbalife business model.</p> <p>1) How is Herbalife (or an "independent" branch of the Herbalife distributor chain) able to get around labor laws? Arent they basically getting entry-level sales people to work for free or below minimum wage to peddle their products? 2) Or are these people end-level consumers, as the company sometimes claims? If they are, then why are they being classified as distributors? 3) Or are they independent business investors? Why isnt their "investment capital" better regulated? How in the world are they able to loose millions of dollars a year investing in being entry-level sales people, without a serious look from regulators? How can they write off these "business losses" on their tax returns? And how is Herbalife able to book</p>

	their same investment losses as retail sales? Its crazy! Please crack down on this and other MLM organizations.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 7 of 20	
Reference Number	43310917
Created Date	02/05/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/05/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/05/2013
Transaction Date	08/20/2011
Member of armed forces or dependant?	N
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	Boynton Beach
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	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	(b)(6)
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Los Angeles
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	(b)(6)
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	(b)(6)
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.herbalifeinternational.com
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	Mentor upline
Complaint Info Initial Contact	

Method	I Initiated Contact
Complaint Info Initial Contact Date	08/20/2011
Complaint Info Initial Response Method	Phone: other
Complaint Info Initial Response Date	08/20/2011
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$200.00
Complaint Info Amount Paid Method	Cash Advance - Credit Card
Complaint Info Amount Paid Value	\$69000.00
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	<p>Herbalife presents itself as a multi-level marketing Company. That could not be further from the truth. For an original \$200, I came in as a supervisor and then spent \$2500 in product that I was told to sell. The next goal for me was to bring in more supervisors or distributors. It was up to me to bring in supervisors like myself and place them under me in the marketing plan and coax them to buy as much product as they could afford, and in some cases, they couldnt afford the product. That was the only way I would make real money. I brought in many distributors for \$200 each but they bought no product so I made no money because they also did not bring in any people under them. I lost most of my money buying their leads. One lead, is one name, one person who put down their credit card who, at the time said they would be interested in a call from a supervisor. At \$129.95 each, that added up quickly and there was no guarantee that the person would even answer the phone. I was totally misled by Herbalife and by all their marketing plans, none of which work except</p>

	for the already rich ones at the top. Its like it always happens when the rich get rich and the poor get poorer. I have lost all my retirement money and now I am in the process of having to find a job.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 8 of 20	
Reference Number	43342573
Created Date	01/31/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/31/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	01/31/2013
Transaction Date	
Member of armed forces or dependant?	N
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	Lake Elsinore
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	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	herbalife
Company Address, Line 1	990 west 190th street
Company Address, Line 2	650
Company Address, Line 3	
Company Address, City	torrance
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	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	http://www.herbalife.com/
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	Answer cold call
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$399.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
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	I have seen this company come and go in regards to my friends losing money and them trying to recruit me, I cant stand the way they try and pressure people into investing in this company business opportunity and then in the end walking away from it bc of the recruiting that is necessary to be profitable
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 9 of 20	
Reference Number	43345862
Created Date	02/07/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/07/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/07/2013
Transaction Date	01/10/2008
Member of armed forces or dependant?	N
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	Huntley
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	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	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
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	(b)(6)
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	herbalife.com
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	Manager
Complaint Info Initial Contact Method	TV/Radio
Complaint Info Initial Contact Date	01/10/2008

Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	01/10/2008
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$1200.00
Complaint Info Amount Paid Method	Credit Card
Complaint Info Amount Paid Value	\$8000.00
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	I fell for the Herbalife hype, I joined I believe in 2008. Everyday (b)(6) called to ask how my selling was going. If not good (which it wasnt) she would say maybe you need more leads or keep calling. She would always say I was doing a great job. They offered advertisement leaflets, car placard, all at a high cost. Everyday there was a call keep going, you are doing great, all hype to get you to buy more products. On the initial dvd they showed how you would make lots of big money, and they kept selling you every day. Im not positive about the \$8000. but it was at least that much if not more. Please help me to get some of my money back. Thank you
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 10 of 20	
Reference Number	43359979
Created Date	01/31/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/31/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	01/31/2013
Transaction Date	
Member of armed forces or dependant?	N
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	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
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	
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	
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	<p>I hope for the pride of your organization you take the presentation about the pyramid scheme Herbalife very seriously. This company has undoubtedly taken thousands of dollars from millions of people selling false hope. They target the most uneducated, desperate and most gullible among the population and the fact that this company has not been investigated yet is saddening. Thank God for short sellers. Please help, (b)(6) ps - I dont know anyone who has ever used Herbalife products, I just felt compelled to write in because this is such an egregious example of a Pyramid Scheme, it makes me sick to think of all the people they have hurt. http://factsaboutherbalife.com</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 11 of 20	
Reference Number	43392022
Created Date	02/04/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/04/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/04/2013
Transaction Date	10/01/1992
Member of armed forces or dependant?	N
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	Haverhill
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	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	
Consumer Military Service Branch	
Company Name	Herbalife
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	866
Company Phone, Number	8664744
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	In Person
Complaint Info Initial Contact Date	10/01/1992

Complaint Info Initial Response Method	Other
Complaint Info Initial Response Date	10/01/1992
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Cash
Complaint Info Amount Paid Value	\$0.00
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	
	<p>I want to stand up and say that I have been involved with Herbalife for (b) (6) years. I have bonot otten rich. Far from it, as a matter of fact. I DO want to register a POSITIVE sentiment towards HeHeritablend its mission. Of the millions and millions of people that take the products and get involved with the opportunity, there have been some that believed everything that was said to them. For those people, I feel badly, but the company itself is lelegitimateITHOUT QUESTION. It is hard work to get up every day and go out to try and help people, get them to try the shakes,... and get them to avoid the nightmare of the Great American Diet. In tetheast year, our group has helped people lose over 2,279 in a support group at our local library. It is a generic based competition, and people are not pressured into buying anything. There are many, many, many good Herbalife distributors that are going to be harmed beyond imagination if all the cut throat hedge fund managers have their way. I have survived 20 years in the MLM industry. Like any business, people are going to fail. Of course there are peddlers out there promising riches. There</p>

Complaint Info Comments

used to be a lot of front loading schemes. NOT anymore. The only problem I see is the internet has created a tool where people operate companies within Herbalife, using them as a tool. It is all inInternetased, front loading. THAT I would like to see stopped. Possible the company could filter this activity out and filter out the "easily led" people before they commit to a DREAM lilifestyleithout knowing what or how to achieve it. There are people who are very gullible, but to come down very hard on Herbalife for 100, or even 1,000 people out of 2.7 million distributors is a miscarriage of justice. I love the mission of the company, and although it is not perfect, it is a company involved with answers to problems. Most people have a very very positive feeling about Herbalife. I hope they get a chance to speak their mind too. I personally know a good # of the Herbalife distributors that Ackman has involved on his website. These are the very people who were the front loaders, the system players, who would sign someone up and "throw them into the system" (b)(6) (b)(6) to name a few. There are many many more. I am glad to see them go. Herbalife is a much better company with them gone. I am afraid there is too much of a spotlight being shown on the bad, and nothing being shed on the good people working everyday. Millions of pepeopleill suffer if a drastic action is taken by the FTC. Please gentlemen, listen to someone who has a good understanding of the situation. Herbalife does not DESERVE to be shut down. I would like to speak to someone in your department if there is ever a need for further clarification. At this point, I am worried the FTC will make one of tetheargest mistakes it could make. There are mimillionsf people who love Herbalife, who use their products and have been helped. There are many people araroundhe world that will suffer. That is all I can say. I thank you for listening. (b)(6) (b)(6) No one in the company knows I am sedning out this letter. I could even get into trouble for speaking out, even in this positive manner. It is my feelings. I am college educated. I am making these

	statements of my own volition. The company does not deserve to be shut down. Do NOT make this mistake. It is a real company and this is real work. Thank you for your time.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 12 of 20	
Reference Number	43422956
Created Date	02/05/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/05/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/05/2013
Transaction Date	
Member of armed forces or dependant?	N
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	London
Consumer Address, State Code	ON
Consumer Address, State Name	Ontario, 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	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	N/A
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Los Angeles
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.herbalife.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	4007
Complaint Info Product Service Description	Franchises\Distributorships
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 nearly certain that the US company Herbalife is a marketing scheme that makes its profits from taking advantage of the less fortunate, and unemployed globally. The business model is similar to that of a drug dealer, where they sell product to unlicensed distributors so they can make a profit. I am completely amazed the FTC hasnt launched an investigation yet. We learn about these marketing scams in business school. Dont be fooled by it.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 13 of 20	
Reference Number	43476909
Created Date	02/07/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/07/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/07/2013
Transaction Date	
Member of armed forces or dependant?	N
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	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
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	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	Herbalife.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	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	Herbalife is doing economic harm to the country. Shut it down.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 14 of 20

Reference Number	43576516
Created Date	02/19/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/19/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/19/2013
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	
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	
Consumer Military Service Branch	
Company Name	Herbalife
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	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.herbalife.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	Herbalife is a pyramid scheme that actually receives more than 50% of its income from recruitment and rips off hard working peoples "American Dream." They misrepresent their numbers in their annual reports and lie to their own salespeople.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 15 of 20	
Reference Number	43639595
Created Date	02/21/2013
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	CJONES1
Entered Date	02/21/2013
Updated By	CJONES1
Updated Date	02/21/2013
Agency Contact	Mail
Complaint Date	02/21/2013
Transaction Date	01/01/2004
Member of armed forces or dependant?	N
Consumer First Name	b(6)lb(6)
Consumer Middle Name	
Consumer Last Name	b(6)lb(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	
Consumer Address, Country Name	
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)lb(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	950 W 190th St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrance
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	905021001
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	I Initiated Contact
Complaint Info Initial Contact Date	01/01/2004
Complaint Info Initial Response	

Method	Mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$15000.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	4007
Complaint Info Product Service Description	Franchises\Distributorships
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	MAIL: Consumer is complaining about Herbalife, on behalf of his wife. Consumer reports that they became distributors for the company but, in 2004, learned that the a second line distributor in the organization was rigging the company's marketing plan. Consumer reports that they were losing \$15,000/monthly as a result. Consumer contacted Herbalife regarding this issue and was informed that they would look into but, a month later he was informed that they would not correct anything. Herbalife now fails to respond to their calls and letters.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 16 of 20

Reference Number	43697285
Created Date	02/16/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/16/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/16/2013
Transaction Date	10/28/2011
Member of armed forces or dependant?	N
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	Muscle Shoals
Consumer Address, State Code	AL
Consumer Address, State Name	Alabama
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrance
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	90502
Company Address, ZIP Code Extension	9600
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	herbalife.com
Company Rep First Name	b(6)
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	Supervisor
Complaint Info Initial Contact Method	Phone Call: Landline
Complaint Info Initial Contact Date	10/28/2011
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	10/28/2011
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$3460.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$5000.00
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>I contacted a web site after listening to Shawn Hannity on Fox News describe how you could successfully make a good income with this home based business. I would never have made contact without this endorsement. After receiving the initial info in the mail, which sounded wonderful, and then making contact through web based email, I was contacted by my a person who was to be my "mentor". I received the information. I initially paid them, \$20 for the initial packet, then around \$220 for a sample of the product with more information, aka upgrade. This is when I learned it was Herbalife. When pressured as to what level I would start, and through encouragement from my supervisor who started as supervisor, I chose Supervisor and paid another \$3200. Additional fees were ioffice, websites, equifax, First Data (credit card processing) and American Express, etc. You were not required to use all of these but was made to feel you would not be successful if you did not. By this time I had invested over \$4200. In order to actually make sales, I was to purchase "leads" which were very expensive, money I just did not have. I sent two emails through ioffice</p>

Complaint Info Comments

requesting help from Herbalife at the end of December 2011 and never heard from Herbalife. I never heard from my "mentor" after December 11, 2011. So, after months of not being able to sell the product, having no help, and the continued monthly charges of at least \$100, I decided to try to re-coop some of my money selling the product on Ebay. There were hundreds of ads some of which were other unsuccessful distributors. After a couple of weeks of selling, I received notice around the first of April, 2012, from Ebay that two of my listings had been removed for violations. I thought it was the way I had possibly worded my descriptions because they left the remaining listings. Then, during the first week of May, 2012, I received a voice message on my home phone from a senior associate in the Distributor Business Practices & Compliance Dept. requesting a call back concerning Ebay and referring to two letters dated April 12, 2012 and April 30, 2012 from Herbalife that I never received. I contacted her immediately and promptly removed my remaining listings of Herbalife products. She requested a letter stating why I had listed the products as it was a violation of Rule 26-J and Rule 21-B. I also agreed to not sale any further production related to Herbalife on Ebay. I honestly did not think I was doing anything wrong selling on Ebay. As of today, February 16, 2013, there are hundreds of ads listed on Ebay for Herbalife products. My husband and I are both 58 years old. He is on Social Security Disability. I was looking for a way to retire and have a home business. This was a huge investment for us. Herbalife did not provide me with a person that knew how to "mentor". She had only joined Herbalife just a few weeks before I did. I feel I was unable to ever get any real help that was promised to me. When I attempted to get some of my money back through Ebay at much less than I paid, I was threatened with the consequences of violating the rules above. I am stuck with the remaining inventory. Herbalife would have purchased my products back at a low rate and I would have had to pay shipping to which I say, no, thank you. After

	continued monthly losses and an inability to receive help from Herbalife or my "mentor", I resigned from Herbalife on October 7, 2012.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 17 of 20	
Reference Number	43731550
Created Date	02/19/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/19/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/19/2013
Transaction Date	
Member of armed forces or dependant?	N
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	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife Independent Distributor (b)(6) (b)(6) Herbalife Independent Distributor Evie
Company Address, Line 1	https://www.facebook.com/LovingRetil
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Topeka Topeka
Company Address, State Code	KS KS
Company Address, State Name	Kansas Kansas
Company Address, Country Code	USA USA
Company Address, Country Name	UNITED STATES 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	
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	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	<p>The (b)(6) distributors in Topeka Kansas (b)(6) have posted on Facebook that Herbalife is responsible for (b)(6) diabetes improvement. (b)(6) (b)(6) have both stated that (b)(6) is no longer taking insulin injections and other medications as a direct result of Herbalife products. Furthermore, (b)(6) (b)(6) has claimed on Facebook that Herbalife products helped her lose over 100 pounds when in reality her weight loss is due to gastric bypass surgery. Read on Facebook, on (b)(6) personal facebook page, also on (b)(6) personal facebook page, and on (b)(6) business facebook page, also on (b)(6) business facebook page. (b)(6) (b)(6) is also wearing a lapel pin around town that says "I lost over 100 pounds Ask me how" She is telling people that Herbalife is</p>

	responsible for her dramatic weight loss. In reality she had gastric bypass surgery about 3 years ago. This is clearly false advertising and false medical claims.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 18 of 20	
Reference Number	44203840
Created Date	03/13/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	-
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	03/13/2013
Updated By	-
Updated Date	-
Agency Contact	Internet
Complaint Date	03/13/2013
Transaction Date	-
Member of armed forces or dependant?	N
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	Lynnwood
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	
Consumer Military Service Branch	
Company Name	Herbalife International
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Los Angeles
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	herbalife.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	I am a relative of a current 2 diamond presidents team member with Herbalife Intl and I am the son of a millionaire team member with Herbalife Intl. I have significant documents of checks and reports to suggest a pyramid scheme from those distributorships.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 19 of 20	
Reference Number	44743183
Created Date	03/25/2013
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	NLITTLE
Entered Date	03/25/2013
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	03/25/2013
Transaction Date	03/25/2013
Member of armed forces or dependant?	N
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	Philadelphia
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	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	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
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	b(6)
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	Phone Call: Mobile/Cell
Complaint Info Initial Contact Date	03/25/2013
Complaint Info Initial Response	

Method	Phone: other
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	2142
Complaint Info Product Service Description	Prizes\Sweepstakes\Gifts
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	Consumer got a call from Herbalife saying that he had won a prize. They did not ask for any money. He found on the internet that others who have been contacted about this where charged a fee when they tried to pick up the package. Consumer is afraid it is a scam. He called and canceled the order.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

DNC COMPLAINT

Record 20 of 20	
Reference Number	44018030
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	
Consumer Address, State	HI
Consumer Address, State Name	Hawaii
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife International
Company State	AZ
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	3265653
Other Information Created Date	02/25/2013
Other Information Complaint Date	02/25/2013
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	02/25/2013
Other Information Transaction Time	12:00:00
Other Information Comments	Unsolicited Call and Text Message Received.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	No

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



NETWORK

For information's source for consumer complaints

CIS COMPLAINT

Record 101 of 192	
Reference Number	35216661
Created Date	01/31/2012
Complaint Source	BBB MO Kansas City
Originator Reference Number	06740008897708
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBKCKS-USER
Entered Date	01/31/2012
Updated By	BBBKCKS-USER
Updated Date	05/22/2012
Agency Contact	External Agency
Complaint Date	01/31/2012
Transaction Date	
Member of armed forces or dependant?	
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	KANSAS CITY
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	10030 N Ambassador Dr
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	KANSAS CITY
Company Address, State Code	MO
Company Address, State Name	Missouri
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	64153
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	816
Company Phone, Number	5841327
Company Phone, Extension	
Company Email	bharris@kc.rr.com
Company Website	http://www.kcnutrition.com
Company Rep First Name	Brad
Company Rep Middle Name	

Company Rep Last Name	Harris
Company Rep Salutation	
Company Rep Comments	President
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	(b)(6)

	(b)(6)
	(b)(6) The reason why I am reporting this issue to the Better Business Bureau is to make other potential customers and prospective employees aware of the lack of communication and execution on KC Nutrition's part. KC Nutrition does not behave professionally, negotiate, compromise, or return phone calls or e-mails. KC Nutrition employees do not follow through on their promises. (b)(6)
	(b)(6)
	Additional Comments: At this point, it does not matter to me if I am paid \$140.00. I hope to prevent others from making the same mistake I made by doing business with KC Nutrition.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 102 of 192	
Reference Number	35225554
Created Date	01/20/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098665103
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	01/20/2012
Updated By	Rushen, Mary
Updated Date	05/09/2012
Agency Contact	External Agency
Complaint Date	01/20/2012
Transaction Date	
Member of armed forces or dependant?	
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	DENTON
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	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 thought I was being recruited as a wellness coach. Turned into sales pitch and pressure to buy product. Hard time shutting down account. --- Additional Comments: I would like for Herbalife to refund the \$107.43 I put on my credit card to open up a business kit. I would also like them to promptly shut down my online distributor account so that no future billing and transactions can be made without my permission.'
Complaint Info CRA Dispute Flag	
Complaint Info	

CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 104 of 192

Reference Number	35709984
Created Date	03/14/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	03/14/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/14/2012
Transaction Date	03/12/2012
Member of armed forces or dependant?	N
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	Oakland
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	18 - 19
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International, Inc. Wellness Depot
Company Address, Line 1	800 West Olympic Blvd 1611-B Douglas Blvd
Company Address, Line 2	Suite 406
Company Address, Line 3	
Company Address, City	Los Angeles Roseville
Company	

Address, State Code	CAICA
Company Address, State Name	CalifornialCalifornia
Company Address, Country Code	USA USA
Company Address, Country Name	UNITED STATES UNITED STATES
Company Address, ZIP Code	90015 95661
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866 916
Company Phone, Number	8664744 8717450
Company Phone, Extension	
Company Email	
Company Website	https://www.myherbalife.com/Home/Default1.aspx http://www.rosevillewellnessdepot.com
Company Rep First Name	Terri
Company Rep Middle Name	
Company Rep Last Name	Gunter
Company Rep Salutation	
Company Rep Comments	Independent Distributor

Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	03/12/2012
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	03/12/2012
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$67.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$60.00
Complaint Info Product Service Code	4007
Complaint Info Product Service Description	Franchises\Distributorships
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 was told this was a job interview to be a nutrition coach. When I got there I did not get an interview, I was given a pitch on the Herbalife products. I talked to a representative and was pressured to sign up. I was not told I would have to pay. There was a long line of people behind me to register so I felt pressured to enter my information as quickly as possible. After giving my credit card information for the 59.99 payment and my social security number I decided to cancel. I was told I could not get a refund. I was tricked into thinking I was going to be a nutrition coach, when it was really a distributor position for Herbalife products that costs 59.99 to be a part of.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 105 of 192	
Reference Number	35717267
Created Date	10/31/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098647985
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	10/31/2011
Updated By	Adam D asmitley
Updated Date	03/13/2012
Agency Contact	External Agency
Complaint Date	10/31/2011
Transaction Date	
Member of armed forces or dependant?	
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	PALM COASTll
Consumer	

Address, State Code	FL
Consumer Address, State Name	Floridall
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Company used bait and switch tactics and is refusing to issue a refund. --- Additional Comments: I would like a full refund of all monies spent to any individual who lost and reported money to you that was lost to them in above stated fashion. Also any and all local, state, and federal prosecution to all parties involved in said complaintltbr/gtlbtgt Desired Settlement: Other (requires explanation)lt/bgt'
Complaint Info CRA Dispute Flag	
Complaint Info	

CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 106 of 192	
Reference Number	35719450
Created Date	01/23/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098665246
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	01/23/2012
Updated By	Adam D asmitley
Updated Date	06/11/2012
Agency Contact	External Agency
Complaint Date	01/23/2012
Transaction Date	
Member of armed forces or dependant?	
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	WEST JORDAN
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 had a sales rep scam me...didn't know there was a return policy...got PROMISED a refund for my product and only got refunded MY shipping money! --- Additional Comments: I want my money back for the product and NOT just the money that I put into providing proof for them to get a refund! The \$38.45 that was refunded to me did NOT cover the product I bought and disliked...it ONLY refunded the money I forked out for my shipping!! I would also like their sales rep fired from selling product anymore! She is not a good sales rep.'
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 107 of 192	
Reference Number	35722998
Created Date	02/03/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098668354
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	02/03/2012
Updated By	Adam D asmitley
Updated Date	06/12/2012
Agency Contact	External Agency
Complaint Date	02/03/2012
Transaction Date	
Member of armed forces or dependant?	
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	FAIR OAKS
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 charged \$39.95 for materials that I did not want or knowingly agree to pay \$39.95 for. --- Additional Comments: Credit back the \$39.95 they charged my credit card on 1/26/2012.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 108 of 192	
Reference Number	35792875
Created Date	02/13/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098670677
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	02/13/2012
Updated By	Adam D asmitley
Updated Date	06/12/2012
Agency Contact	External Agency
Complaint Date	02/13/2012
Transaction Date	
Member of armed forces or dependant?	
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	WATERLOO
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	
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Herbalife has resorted to deceptive marketing practices. --- Additional Comments: Identify in the business starter pack and first part of the DVD presentation that Herbalife is the company sponsor.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 109 of 192	
Reference Number	36614293
Created Date	02/16/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098671734
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	02/16/2012
Updated By	Adam D asmitley
Updated Date	06/11/2012
Agency Contact	External Agency
Complaint Date	02/16/2012
Transaction Date	
Member of armed forces or dependant?	
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	SORRENTO
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 feel I was mislead by the sponsor Kairrie McClain and the advertisement on the website. www.incomeathome.com and Herbalife. --- Additional Comments: I want my full refund for the products purchased and the Ehome Business Network training I paid for. I feel I was mislead by Kairrie McClain when I spoke to her. I was talked into purchasing product and starting training before I received a distributors kit which provided all the information I need to start this business. I received my distributors kit 3 weeks after I received my products. I filled out the application mailed it then watched the DVD in the kit to find out I was mislead.'
Complaint Info	

CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 110 of 192	
Reference Number	36617184
Created Date	02/16/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098671612
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	02/16/2012
Updated By	Adam D asmitley
Updated Date	06/12/2012
Agency Contact	External Agency
Complaint Date	02/16/2012
Transaction Date	
Member of armed forces or dependant?	
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	CANDLER
Consumer	

Address, State Code	NC
Consumer Address, State Name	North 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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Not fully representing all costs involved in becoming a distributor --- Additional Comments: All money refunded'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 111 of 192	
Reference Number	36617566
Created Date	02/23/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098673005
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	02/23/2012
Updated By	Adam D asmitley
Updated Date	06/12/2012
Agency Contact	External Agency
Complaint Date	02/23/2012
Transaction Date	
Member of armed forces or dependant?	
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	DECATUR
Consumer	

Address, State Code	AL
Consumer Address, State Name	Alabama
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	sent back merchandie, yet no refund issued. --- Additional Comments: I just want my refund credited back to my debit card for \$400.56 and close out the agreement.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 112 of 192	
Reference Number	36618174
Created Date	03/08/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098676328
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	03/08/2012
Updated By	Adam D asmitley
Updated Date	06/12/2012
Agency Contact	External Agency
Complaint Date	03/08/2012
Transaction Date	
Member of armed forces or dependant?	
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	DUBLIN
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	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	REsponded to a quotLegitimate At Home Businessquot ad online. They sent packet to me. They were to refund my money if I sent packet back. no refund so far --- Additional Comments: I would like Herbalife to refund \$49.90 to me.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 113 of 192

Reference Number	36618260
Created Date	03/14/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098677683
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	03/14/2012
Updated By	BBBCOCA-USER
Updated Date	04/11/2012
Agency Contact	External Agency
Complaint Date	03/14/2012
Transaction Date	
Member of armed forces or dependant?	
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	GROVETOWN
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	
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	NR
Company Address, State Name	Location Not Reported
Company Address, Country Code	LNR
Company Address, Country Name	LOCATION NOT REPORTED
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Herbalife charged my credit card 199.99 without my knowledge and never got any start up in the company. I donât wish to work for this company at all. --- Additional Comments: I would like for my 199.99 to be refunded to me being as I donât wish to take part in this. 199.99 should have covered a start up package to get me started instead all it got me was a 2nd DVD training and another call from a mentor asking me for more money. if iaposm trying to make money its obvious I donât have money to spend. not 4000.00 anyway. or 1450.00 '
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 114 of 192	
Reference Number	36693365
Created Date	02/13/2012
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001444519
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	02/13/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/13/2012
Transaction Date	
Member of armed forces or dependant?	
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	KANSAS CITY
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
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	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	
Consumer Military Service Branch	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
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	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
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	\$12.92
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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	

Details not fully disclosed and the details that are

Complaint Info Comments	<p>mentioned fare false. They claim to be BBB certified and they are not. More in the summary. The main Online Business System at (address) via the internet URL of http://www.myobspack.com/pack.php?a=steps and the package that they forward out claims that they are BBB approved. In talking with another business partner in Kansas described what he is doing is simply recruiting and getting paid for those that sign up, in other words a PYRAMID SCAM. Please investigate or let me know what reports you have on The Online Business Systems to date, thanks. --- Additional Comments: Refund of initial \$9.95 + \$2.97 for return shipping and do not charge an additional \$39.95 to VISA card.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 115 of 192	
Reference Number	36707422
Created Date	06/02/2011
Complaint Source	BBB MI Detroit
Originator Reference Number	03320008602237
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBDEMI-USER
Entered Date	06/02/2011
Updated By	BBBDEMI-USER
Updated Date	10/11/2012
Agency Contact	External Agency
Complaint Date	06/02/2011
Transaction Date	
Member of armed forces or dependant?	
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	STONEVILLE
Consumer Address, State Code	NC
Consumer Address, State Name	North 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	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Independent Distributors of Herbalife
Company Address, Line 1	934 Hilldale Dr
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	ROYAL OAK
Company Address, State Code	MI
Company Address, State Name	Michigan
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	48067
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	248
Company Phone, Number	5475524
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Becky
Company Rep Middle Name	
Company Rep Last Name	Beegen
Company Rep Salutation	
Company Rep Comments	Owner
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	ordered info regarding work from home program. Told complete program was 39.95, once received they want mor3e and more money for program. Also told would not be selling directly. This program is also boarder line pyramid scheme. Would like to get my money back due to false advertisement and misleading information given on radio regarding program. --- Additional Comments: would like a total refund.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 116 of 192	
Reference Number	36838345
Created Date	04/02/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098681907
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/02/2012
Updated By	Adam D asmitley
Updated Date	06/07/2012
Agency Contact	External Agency
Complaint Date	04/02/2012
Transaction Date	
Member of armed forces or dependant?	
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	JACKSONVILLE
Consumer	

Address, State Code	NC
Consumer Address, State Name	North 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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	They sent a so-called training package, but it was just a info commercial. --- Additional Comments: Refund of shipping charges'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 117 of 192	
Reference Number	36843111
Created Date	01/06/2012
Complaint Source	BBB ON Kitchener/Toronto
Originator Reference Number	01070001245117
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBMWON-USER
Entered Date	01/06/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/06/2012
Transaction Date	
Member of armed forces or dependant?	
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	BOLTON
Consumer Address, State Code	CT
Consumer Address, State Name	Connecticut
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	
Consumer Military Service Branch	
Company Name	Herbalife Online Business Systems
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	http://ozzygirl.theonlinebusiness.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	\$540.95
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 originally sign up to become a member of BOL distributor team with the stipulation of having my money back if I would cancel my membership within 90 days. I talk to my instructor Lucy Keogh around Christmas, and notify her of my change of mind and cancellation of my membership. I have been calling her a dozen times to have her credit my account of the money she charged before. Lucy is not returning my calls. I left a message to the office of BOL of Colorado and I am still waiting for a response. I also notify the office in California, they told me that they will stop charging me any further fees, but for the refunds I have to deal with Lucy Keogh. I e-mailed a note to her and still no response. I think the company or Lucy Keogh need to refund a charge of \$39.95 + \$100 + \$401 a total of \$540.95 --- Additional Comments: a refund of \$540.95'</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 118 of 192	
Reference Number	36923326
Created Date	04/18/2012
Complaint Source	BBB NJ Trenton
Originator Reference Number	02210080235602
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBTRNJ-USER
Entered Date	04/18/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/18/2012
Transaction Date	
Member of armed forces or dependant?	
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	WANAQUE
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	
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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	24 Birch Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PORT READING
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	07064
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	
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	\$436.72
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 making 1 purchase with Herbalife, months later they charged me over \$400.00 for products that I did not authorize to be purchased. I tried to contact Herbalife but none of my emails where returned and when I called I could not get a customer rep to speak to.Product_Or_Service: Herbalife ProductsOrder_Number: Order #: (b)(6) --- Additional Comments: DesiredSettlementID: RefundContacted the bank where the card is with and filed a fraud report.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 119 of 192	
Reference Number	37018571
Created Date	03/08/2012
Complaint Source	BBB AB Calgary
Originator Reference Number	00170001167115
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCAAB-USER
Entered Date	03/08/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/08/2012
Transaction Date	
Member of armed forces or dependant?	
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	LANGLEY
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	
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	
Consumer Military Service Branch	
Company Name	Herbalife of Canada Ltd.
Company Address, Line 1	120, 4550 - 25 Street SE
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CALGARY
Company Address, State Code	AB
Company Address, State Name	Alberta, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
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	dominiques@herbalife.com
Company Website	http://www.herbalifeww.com/ca/
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 was dealing with Herbalife USA, wanting to be a distributor. Ordered the \$216 cdn start up package which was to arrive in a week. 3 weeks later, I received package which I immediately sent back. Left an e-mail for the two sponsors I had, saying wanted refund, they both ignored me. E-mailed again and still no response. Contacted US head office and was told they would look into matter. A month went by, e-mailed US office again and they replied that the matter had been turned over to the Canadian office in Calgary. I received a call from Calgary to call them back which I did the following day. Left my number etc to call me back, they never did. Called again 5 days later, left the same message adding that if no response I was going to file a complaint the next day if I do not hear anything. So, here it is the next day and still nothing. --- Additional Comments: \$216 cdn refund to my visa card'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info CRA Dispute Resolved	
--	--

Record 120 of 192	
Reference Number	37022044
Created Date	04/02/2012
Complaint Source	BBB MB Winnipeg
Originator Reference Number	00570000055960
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBWIMB-USER
Entered Date	04/02/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/02/2012
Transaction Date	
Member of armed forces or dependant?	
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	ATLANTA
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	
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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	Box 92, Grp 20, RR2
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	STE ANNE
Company Address, State Code	MB
Company Address, State Name	Manitoba, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
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	
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	See attached complaint. --- Additional Comments: '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 121 of 192	
Reference Number	37077234
Created Date	04/28/2012
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	ASMITLEY
Entered Date	04/28/2012
Updated By	
Updated Date	
Agency Contact	Mail
Complaint Date	04/28/2012
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
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	
Consumer Address, Country Name	
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	
Consumer Military Service Branch	
Company Name	Herbalife
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	BEL
Company Address, Country Name	BELGIUM
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	Unknown
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	Unknown
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	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>EMAIL:deaar Sirif everyone knows that Monavie and herbalife like products and way of business are a pyramid ilegal scheme, why dont you end it?thousands of people are being scammed and losing lots of money under the permise and lure of making millions and riding Mercedes S class and cruises over Hawaii.Herbalife in Belgium was considered an ilegal pyramid by court.when will we learn from history that scammers need a lesson? They destroy peoples lifes and with peoples ignorance they are driving bentleys and have more than one in the garage.I had to say and ask this because I have friends who were misleded by cheaters and they are losing big their hard earned cash, because they have to buy loads of bottles of juices every month.do something, pleasethank youbest regards (b)(6) Sent from my iPad</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 122 of 192	
Reference Number	37092259
Created Date	04/11/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098683831
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/11/2012
Updated By	Adam D asmitley
Updated Date	06/13/2012
Agency Contact	External Agency
Complaint Date	04/11/2012
Transaction Date	
Member of armed forces or dependant?	
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	FORT WORTH
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 have asked for a refund and am getting the run around. --- Additional Comments: Refund my money'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 123 of 192	
Reference Number	37092322
Created Date	04/10/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098683706
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/10/2012
Updated By	Adam D asmitley
Updated Date	06/13/2012
Agency Contact	External Agency
Complaint Date	04/10/2012
Transaction Date	
Member of armed forces or dependant?	
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	HAMMONTON
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 that I would have coaches that would help me succeed. (b)(6) my coach missed several calls. (b)(6) was not there for any. Multiple iss --- Additional Comments: I want someone to take responsibility for their lack of responsibility and false advertising. Robin shultz one of the upper line coaches said to me quotthat should not have happened.quot but it did. I want to ship my products back and not pay any fees to ship back or to restock. Also I want them to give me back \$1000. in advertising money. I have bought a new computer for this job but I will eat the cost on that because I still use it. I also have spent a few hundred on web sites and a merchant acct.'
Complaint Info	

CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 124 of 192	
Reference Number	37268331
Created Date	03/05/2012
Complaint Source	Washington, Attorney General
Originator Reference Number	404215
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	WA01-USER
Entered Date	03/05/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/05/2012
Transaction Date	
Member of armed forces or dependant?	
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	MALAGA
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	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.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	\$0.00
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 INQUIRY/INFORMATION --- Status: Closed --- Estimated Savings: 0.00 --- Actual Savings: 0.00 --- WAG Resolution Date: 3/6/2012 2:21:40 PM
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 125 of 192	
Reference Number	37306910
Created Date	04/03/2012
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001447579
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	04/03/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/03/2012
Transaction Date	
Member of armed forces or dependant?	
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	CENTENNIAL
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	
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	b(6)
Consumer Fax, Number	b(6)
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	
Consumer Military Service Branch	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
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	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
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	\$179.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 charged a set-up fee and a monthly fee after I decided not to proceed with the company and cancelled my membership with in the allotted time.On January 02, 2012 (NAME) paid his \$399 and joined OBS> On January 13 2012 he changed his mind, and was refunded \$379 > After he had left OBS he was charged \$100 in January \$79.95 in February. And almost \$79.95 in March. Since you give 15 days free trial, and he was only in OBS for 11 days he should not have been charged.> Please refund OBS charges made for January and February.They said I was not getting any refund --- Additional Comments: I want a refund of \$179.95'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 126 of 192	
Reference Number	37504491
Created Date	04/23/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098686128
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/23/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/23/2012
Transaction Date	
Member of armed forces or dependant?	
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	NORWALK
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	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	
Consumer Military Service Branch	
Company Name	Herbalife Nutritional Center
Company Address, Line 1	14435 Pioneer Blvd.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	NORWALK
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	90650
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	
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Company failed to honor agreement. --- Additional Comments: Consumer is seeking a refund of the \$20.00 for the lose weight contest as well as a refund of the remainder balance for this month. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 127 of 192	
Reference Number	37602376
Created Date	05/04/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098688947
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	05/04/2012
Updated By	Adam D asmitley
Updated Date	06/13/2012
Agency Contact	External Agency
Complaint Date	05/04/2012
Transaction Date	
Member of armed forces or dependant?	
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	FLEMING ISLAND
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Product was returned but Herbalife refuse to issue a credit --- Additional Comments: Credit issued.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 128 of 192	
Reference Number	38114438
Created Date	06/15/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	06/15/2012
Updated By	CRSS\tiacobucci
Updated Date	06/15/2012
Agency Contact	Internet
Complaint Date	06/15/2012
Transaction Date	
Member of armed forces or dependant?	N
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	Grass 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	
Consumer Military Service Branch	
Company Name	Helen Garland - Herbalife
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	
Company Phone, Number	
Company Phone, Extension	
Company Email	(b)(6)
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	Internet/E-mail
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	9044
Complaint Info Product Service Description	Unsolicited Email
Complaint Info Law Violation Code	CS1 CS4 CS6
Complaint Info Law Violation Description	SPAM: 'Remove Me' is missing, broken, or ignored SPAM: Subject or From line is false or misleading 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 repeatedly requested to be removed from her e-mail list and that only increased the traffic. Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 129 of 192	
Reference Number	38425391
Created Date	05/04/2012
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001449331
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	05/04/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/04/2012
Transaction Date	
Member of armed forces or dependant?	
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	EASTMAN
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	
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	
Consumer Military Service Branch	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
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	573
Company Phone, Number	2253137
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
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	\$400.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 have call my coach with this online business systems/Herbalife... to get my money back from them and haven't herd anything out of anybody about itI paid \$400.00 to get into this Online business systems/Herbalife and I haven't sold anything so all I want is my money back is all I want but every time I call my coach all I get is she waiting 2 here from her coachs(yeah right) I have no money to promote this and they want me 2 pay another \$100 to have a so call back office I spent my last \$400.00 just to get into this and now I got 2 seend more(don't think so) I cancelled my back office and now I want my hard earn money I payed these people is all I want --- Additional Comments: i just want my \$400.00 back is all I want nothing more.... I have call my coach with Online business systems/Herbalife and ask her several times about getting my money back and yet I haven't herd a word out of these people, I just want my money back'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved	
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Record 130 of 192	
Reference Number	38598078
Created Date	06/29/2012
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	EQUINONEZ
Entered Date	06/29/2012
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	06/29/2012
Transaction Date	06/28/2012
Member of armed forces or dependant?	N
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	Los Angeles
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	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	13900 Marina Pointe
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Marina Del Rey
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Karen
Company Rep Middle Name	
Company Rep Last Name	Feiger Kolehmainen
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	06/28/2012
Complaint Info Initial Response	

Method	Phone: other
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$0.00
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	Consumer says that she signed up with Herbalife and says that they hacked into her computer. Consumer says they are trying to use and might be using her pictures. Consumer called them and asked them not to use her pictures and they threatened her to call the police. Consumer says they haven't used her information.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 131 of 192	
Reference Number	38800297
Created Date	06/18/2012
Complaint Source	Oregon, Department of Justice
Originator Reference Number	FF6035-12
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OR01-USER
Entered Date	06/18/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/18/2012
Transaction Date	
Member of armed forces or dependant?	
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	MEDFORD
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	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	HERBALIFE INTERNATIONAL OF AMERICA, INC.
Company Address, Line 1	1800 CENTURY PARK EAST
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
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	90067
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	5329638
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	\$9.99
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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	--- Oregon DOJ comments: Consumer Pursuing Own Resolution --- Consumer description: False or misleading representations regarding future income --- Case closed --- Case closed date: 2012-06-18 00:00
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 132 of 192

Reference Number	38864345
Created Date	06/19/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098698333
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	06/19/2012
Updated By	Adam D asmitley
Updated Date	07/17/2012
Agency Contact	External Agency
Complaint Date	06/19/2012
Transaction Date	
Member of armed forces or dependant?	
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	BRISTOL
Consumer	

Address, State Code	CT
Consumer Address, State Name	Connecticut
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	There was so much deceit especially since after I invested the \$3,626.11 she didn't tell me that I would have to buy my leads \$60 to \$500 for leads! --- Additional Comments: Give me my money back and I will return the products to the nearest Herbalife Office, which is Boston, MA. I want the buy back offer. I will write ltr. amp have it notarized then you can return my money to me. \$399 for products, \$19.95 for packet, \$39.95 after 15 days, \$3,307.16 to be a quotSupervisorquot. \$3,666.06 total should be returned to me as I made zero dollars as a quotSupervisorquot I made no money with Herbalife.Mycontract was signed by me 5/11/12 amp today is 6/14/12.I told my coach last week no'
Complaint Info	

CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 133 of 192	
Reference Number	39032941
Created Date	06/04/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098695187
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	06/04/2012
Updated By	Adam D asmitley
Updated Date	07/18/2012
Agency Contact	External Agency
Complaint Date	06/04/2012
Transaction Date	
Member of armed forces or dependant?	
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	RED LION
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 got for 39.95 plus 25.00 s/h a booklet that was sent back, after paying 25.00 to FedEx to return, I was told by Heidi Craig to kiss off. --- Additional Comments: I would like my 39.95 back plus the 25.00 for ship/hand to send back. I would also wish for the company to dismiss this person as they were fraudulent in all correspondence.'
Complaint Info CRA Dispute Flag	
Complaint Info	

CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 134 of 192	
Reference Number	39033363
Created Date	06/08/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098696432
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	06/08/2012
Updated By	Adam D asmitley
Updated Date	07/18/2012
Agency Contact	External Agency
Complaint Date	06/08/2012
Transaction Date	
Member of armed forces or dependant?	
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	EAGLE POINT
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	
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Received an email about an on line business. The email claimed I would be working with quotGooglequot NOT Herbal Life. False Advertising! --- Additional Comments: Stop their false advertising!
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 135 of 192	
Reference Number	39125939
Created Date	07/27/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/27/2012
Updated By	CRSS\tiacobucci
Updated Date	07/30/2012
Agency Contact	Internet
Complaint Date	07/27/2012
Transaction Date	
Member of armed forces or dependant?	N
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	New Bern
Consumer Address, State Code	NC
Consumer Address, State Name	North 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	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	
Consumer Military Service Branch	
Company Name	Herbalife
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	
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	Internet/E-mail
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	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9044
Complaint Info Product Service Description	Unsolicited Email
Complaint Info Law Violation Code	CS1
Complaint Info Law Violation Description	SPAM: 'Remove Me' is missing, broken, or ignored
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 from Herbalifes emails 3 or 4 time and they continue to send me emails. Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 136 of 192	
Reference Number	39151315
Created Date	06/09/2012
Complaint Source	BBB CA Oakland
Originator Reference Number	11160057226956
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBOACA-USER
Entered Date	06/09/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/09/2012
Transaction Date	
Member of armed forces or dependant?	
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	ANNANDALE
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	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	(b)(6) Herbalife: Independent Distributor
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BENICIA
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	94510
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	707
Company Phone, Number	7450535
Company Phone, Extension	
Company Email	(b)(6)
Company Website	www.herbalife.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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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>This Herbalife company (WFH International)has charged an unauthorized transaction of my credit card \$39.95 today. I have never heard of this company before and I do not know why and how they received my bank card information. This prompted me to take another look at my statements, only to find another charge on April 7, 2012 for \$9.95. This is a COMPLETE violation!!!! I am contacting my bank and I am going to continue to do what I can to OUT this company on EVERY NEWS CHANNEL POSSIBLE!!! This is beyond FRAUD, this is CRIMINAL, THIS COMPANY IS CRIMINAL AND I WILL WORK HARD TO GET EVERYONE INVOLVED JAILED FOR A VERY LONG TIME!!!!!!!! --- Additional Comments: I demand a refund of all funds STOLEN from me! April 7, 2012 \$9.95 and today, Saturday June 9, 2012 \$39.95, a total of \$49.95. You were able to take it from me without my knowledge or authorization... PUT IT BACK!</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 137 of 192	
Reference Number	39154451
Created Date	06/25/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098699463
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	06/25/2012
Updated By	Adam D asmitley
Updated Date	07/24/2012
Agency Contact	External Agency
Complaint Date	06/25/2012
Transaction Date	
Member of armed forces or dependant?	
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	
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	b(6)
Consumer Fax, Number	b(6)
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	High Pressure Sales on the benefit of Herbalife --- Additional Comments: Refund of 1949.25 + 248.00 interest = \$ 2197.25'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 138 of 192	
Reference Number	39193630
Created Date	07/13/2012
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1207131639029021
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	07/13/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/13/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
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	EDEN
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	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	b(6)
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	19775 Hwy. 52N
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	DURANGO
Company Address, State Code	IA
Company Address, State Name	Iowa
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	52039
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	563
Company Phone, Number	5522641
Company Phone, Extension	
Company Email	(b)(6)
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	Internet/E-mail
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	\$428.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	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>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: It say and ad on the internet which was \$9.95 for information about an at home business. I paid the \$9.95 and was contacted my (b)(6) who described the business at medical in nature. I agreed to learn more and she said that would cost \$39.95 which I paid. I contacted (b)(6) and said I wanted to learn more and she said to sign up for more infomation that would be \$399.00 which I paid. I received 3 packages in the mail,there were approximately 6 telephone conversations with various people who work for Herbalife. The last conversaton was giving them \$4,000. plus another \$500.00 to \$5,000.00 for advertising. At that moment I said I am not doing this and I want my money back, I did not sign any contract with them for anything. (b)(6) Sahm said just return everything and I will make sure that you are refunded all your money immediate. All the packages were returned and I and signed for my them on 7/12/2012 and I have contacted (b)(6) Sahm by email for my funds and she keeps coming up with excuses none of which are</p>

	pertain to the matter.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 139 of 192	
Reference Number	39553889
Created Date	07/11/2012
Complaint Source	Oregon, Department of Justice
Originator Reference Number	FF6786-12
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OR01-USER
Entered Date	07/11/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/11/2012
Transaction Date	
Member of armed forces or dependant?	
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	PORTLAND
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	
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	
Consumer Military Service Branch	
Company Name	HERBALIFE INTERNATIONAL OF AMERICA, INC.
Company Address, Line 1	1800 CENTURY PARK EAST
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
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	90067
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	5329638
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	--- Oregon DOJ comments: Information Only --- Consumer description: False or misleading representations regarding future income --- Case closed --- Case closed date: 2012-07-11 00:00
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 140 of 192	
Reference Number	39563044
Created Date	07/06/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098701840
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	07/06/2012
Updated By	Adam D asmitley
Updated Date	08/07/2012
Agency Contact	External Agency
Complaint Date	07/06/2012
Transaction Date	
Member of armed forces or dependant?	
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	HOBE SOUND
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 got a business packet with a 14 day free trial and I returned it prior to the trial expiring, but have yet to receive a refund of the funds deducted --- Additional Comments: I want a full refund of all monies wrongfully deducted from my bank account, and I want a refund of the shipping and handling fees as well. I have spent weeks trying to get this resolved and feel I need compensation for my time and troubles.'
Complaint Info CRA Dispute Flag	
Complaint Info	

CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 141 of 192	
Reference Number	40269555
Created Date	08/14/2012
Complaint Source	BBB AB Edmonton
Originator Reference Number	00270001645368
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCNAB-USER
Entered Date	08/14/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/14/2012
Transaction Date	
Member of armed forces or dependant?	
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	BRANTFORD
Consumer Address, State Code	ON
Consumer Address, State Name	Ontario, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
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	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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	602-15503 87 Ave
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	EDMONTON
Company Address, State Code	AB
Company Address, State Name	Alberta, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
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.herbalife.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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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>This complaint is for Derbalife, a division of Herbalife run by Wyanita Fath out of Alberta. They were running a new years challenge to lose weight and improve skating speed and I paid an entry fee to participate in the challenge. I was never invited to the challenge by my coach and was given no instructions. I complained about the service and they offered to add me to the summer 2012 challenge late to make up for not being invited to the first challenge. I joined the challenge late and my coach did not send me the instructions for the challenge or an guidance. Her only 'coaching' was that I should eat more protein and never gave any other advice. She failed to respond to multiple emails and had to be harassed greatly to finally reply to my concerns. When the challenge completed we were to send in after photos and results to be posted online and voted on. I submitted my details and they never went up on the website. No one was able to vote for me and I was ineligible to win because of it. I asked several times during voting why my pictures and results were not posted and got no reply. After the contest closed and winners were announced, my coach finally contacted me and said she wasn't able to submit my details because she was away on vacation with family. So I paid for this challenge</p>

	only to receive no benefit from it. No coaching, no chance to win. --- Additional Comments: A refund of my \$20 participation fee for the challenge.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 142 of 192	
Reference Number	40351007
Created Date	08/06/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098709789
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	08/06/2012
Updated By	Adam D asmitley
Updated Date	09/10/2012
Agency Contact	External Agency
Complaint Date	08/06/2012
Transaction Date	
Member of armed forces or dependant?	
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	DALY CITY
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Want transactions reversed immediately due to their system error. --- Additional Comments: I would like them to reverse transaction immediately. It was their system error and my card should have not been charged. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 143 of 192	
Reference Number	40351691
Created Date	08/10/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098711094
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	08/10/2012
Updated By	Adam D asmitley
Updated Date	09/10/2012
Agency Contact	External Agency
Complaint Date	08/10/2012
Transaction Date	
Member of armed forces or dependant?	
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	WALSH
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	
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Herbalife is a SCAM. DO NOT FALL FOR THIS SCAM. They are a bunch of liars. They just keep asking you for money. --- Additional Comments: Refund me my money.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 144 of 192	
Reference Number	40352082
Created Date	04/04/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098682618
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/04/2012
Updated By	Adam D asmitley
Updated Date	09/10/2012
Agency Contact	External Agency
Complaint Date	04/04/2012
Transaction Date	
Member of armed forces or dependant?	
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	HUNTINGTON
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	
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 charged for a product that was misrepresented and I cannot get a hold of anyone to voice my issue. --- Additional Comments: I want the \$39.95 refunded back to my account, and all my banking information they have on file to be deleted.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 145 of 192	
Reference Number	40375774
Created Date	03/21/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098679284
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	03/21/2012
Updated By	Adam D asmitley
Updated Date	09/11/2012
Agency Contact	External Agency
Complaint Date	03/21/2012
Transaction Date	
Member of armed forces or dependant?	
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	MULBERRY GROVE
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 joined the company to sell, and after delving more into the company, I decided against it, and asked for a refund on my registration fee. --- Additional Comments: I would like the \$199, back for the Registration, Licensing Fee, and the products sent to me. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info CRA Dispute Resolved

Record 146 of 192	
Reference Number	40377997
Created Date	05/10/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098690091
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	05/10/2012
Updated By	Adam D asmitley
Updated Date	09/11/2012
Agency Contact	External Agency
Complaint Date	05/10/2012
Transaction Date	
Member of armed forces or dependant?	
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	CHESAPEAKE
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	everything about herbalife from prescreening and watching initial videos to sign up, through training process have been nothing but a scam. --- Additional Comments: Refund the \$2k I invested in good faith. Have an exec go through training videos so discrepancies can be corrected; provide a list of costs inclusively rather than adding fees at every step, most importantly hire someone as an actual help desk company representative and provide contact information at startup.'
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 147 of 192

Reference Number	40378008
Created Date	05/10/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098690104
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	05/10/2012
Updated By	Adam D asmitley
Updated Date	09/11/2012
Agency Contact	External Agency
Complaint Date	05/10/2012
Transaction Date	
Member of armed forces or dependant?	
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	SPOKANE
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 signed up for Herbalife and per website eligible for 30-day money back guarantee. Returned product less than 30 days, now wonapost refund. --- Additional Comments: Return ALL of my money NOW! They have all of my products, materials, and EVERYTHING. They do NOT correctly advertise their refund policy. False advertising. False guarantee. I expect to see a FULL refund made IMMEDIATELY back to my visa debit card on file to comply with the 30-day money back GUARANTEE. I am NOT a distributor and am now not a customer anymore. All of the items sent to me have been returned to the Carson, CA warehouse. All I want is my money and will never contact them again'
Complaint Info	

CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 148 of 192	
Reference Number	40378187
Created Date	04/25/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098686801
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/25/2012
Updated By	Adam D asmitley
Updated Date	09/11/2012
Agency Contact	External Agency
Complaint Date	04/25/2012
Transaction Date	
Member of armed forces or dependant?	
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	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	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 requested that the money that was debited from my account to be put back in. --- Additional Comments: All I would like is a refund of the money debited from my account, which is \$399 plus tax.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 149 of 192	
Reference Number	40378465
Created Date	05/14/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098690630
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	05/14/2012
Updated By	Adam D asmitley
Updated Date	09/11/2012
Agency Contact	External Agency
Complaint Date	05/14/2012
Transaction Date	
Member of armed forces or dependant?	
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	NORTH FT. MYERS
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 decided against there Trainee program due to financial issues so I sent the package back on April 17, 2012. I want my money back in my account ASAP --- Additional Comments: I would like for Herbalife to be more upfront on how much this program is to be successful in it, also the main reason to RETURN my money to my account!
Complaint Info CRA Dispute Flag	
Complaint Info	

CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 150 of 192	
Reference Number	40527093
Created Date	08/06/2012
Complaint Source	BBB IL Chicago
Originator Reference Number	06540094411167
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCHIC-USER
Entered Date	08/06/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/06/2012
Transaction Date	
Member of armed forces or dependant?	
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	ELMIRA HGTS
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	
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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	3836 S Hermitage Ave
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CHICAGO
Company Address, State Code	IL
Company Address, State Name	Illinois
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	
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	\$200.00
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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>Approx. July 16th I received and e-mail asking if I would like to earn money from home. I answered the ad and on July 19th I was contacted By Ann Boe representing the OnLineBusiness. We exchanged a couple of emails and phone conversations. Getting back to the original video not once did they state what I would be doing but did state that I would not have to bother family members or friends. I told Ann I would like to start. Three dvd's were sent and 'low' and behold one of the first things mentioned was to contact/sell to friends and family. The business us quite involved. I used to sell Avon and had a large clientel, but I did not want the pressure anymore. I emailed Ann on July 25th telling her how I felt and requested my money back. I also told her I would be very happy to return any information and/or products. To date I haven't heard nor have I been able to contact Ann. Hopefully you can help. (b)(6)</p> <p>--- Additional Comments: I just want a refund nothing more.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 151 of 192	
Reference Number	40529137
Created Date	08/29/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098716051
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	08/29/2012
Updated By	Adam D asmitley
Updated Date	09/21/2012
Agency Contact	External Agency
Complaint Date	08/29/2012
Transaction Date	
Member of armed forces or dependant?	
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	ROBARDS
Consumer	

Address, State Code	KY
Consumer Address, State Name	Kentucky
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Costing me more money and no profits being made --- Additional Comments: Reimburse me my money for all I have put into herbalist, online credit card companies to be able to except credit cards on line, and the money I have laid out on Domain names to have my own web sites'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info CRA Dispute Resolved

Record 152 of 192	
Reference Number	40701721
Created Date	09/05/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098717367
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	09/05/2012
Updated By	Adam D asmitley
Updated Date	09/25/2012
Agency Contact	External Agency
Complaint Date	09/05/2012
Transaction Date	
Member of armed forces or dependant?	
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	ROSEVILLE
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Herbalife has posted a web page that is made to look like a legitimate msnbc.msn.com page but it is actually a promotion for Herbalife. --- Additional Comments: THIS IS FRAUD. Herbalife needs to cease and desist.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 153 of 192	
Reference Number	40762120
Created Date	10/06/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	10/06/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	10/06/2012
Transaction Date	09/12/2012
Member of armed forces or dependant?	N
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	Sun City
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	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	The online businessMLM Herbalife International, INC
Company Address, Line 1	800 West Olympic BLVD
Company Address, Line 2	406
Company Address, Line 3	
Company Address, City	Los angeles
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	90015
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	8664744
Company Phone, Extension	
Company Email	
Company Website	myherbalife.com
Company Rep First Name	Ana
Company Rep Middle Name	
Company Rep Last Name	Arias
Company Rep Salutation	
Company Rep Comments	Mentor
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	09/12/2012

Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	09/12/2012
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$10000.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$7600.00
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>My distributor # was (b)(6) - I was sold on the Global internet marketing system where I was told if I paid 9.95 for a training package I would be shown how to run MY OWN internet business. I purchased the package and was then scheduled a follow up appointment. I interviewed with Ana Arias of Scottsdale Arizona who told me how wonderful I was in the same state and that I could get more information by purchasing the IBP package for 199.00. I did that and was scheduled another appointment to see if I was a good fit for HER team. She told me she was making 8800.00 per month and it was so easy and she did this around her family life. I received the IBP package and a password to access the rest of the original training package where I then found out it was Herbalife. The company Herbalife has been making and marketing health and wellness products for over 30 years. Did some research and they came up smelling like a rose. I had my appointment with Ana as scheduled and was pitched that If I was going to fast track to wealth that I seemed to have what it took to jump many levels to success if I bought in as a supervisor. In my niece state I did that. I</p>

Complaint Info Comments

asked her how much that would cost and she said 1299.00 plus shipping and handling which totaled an additional 1400 plus. I was then told I had to complete the online training, set up and pay for the costs of Merchant accounts to accept credit card, web urls, and countless more. In total It cost me close to if now more than 4000.00 just to get to that point. Then I was told I had to purchase recruiting leads if I was to truly be successful and that that is where you make your best income potential. I did that and invested another 5200.00 roughly and still had to market my retail base. Once I became live I was told I have to run my credit card for 29.95 everytime I sold a 9.95 training package to another poor soul like myself. I believed the hype and worked the leads I had purchased and netted 9.95 LESS 29.95 PER ORDER. I quickly began to realize I got dupped into a pyramid scheme and immediately resigned my distributorship. I contacted my so called Mentor Ana arias and she was so upset with me because I was so good at this. What I was good at was giving countless dollars to a scam with negative return of close to 10k. I called all the people that bought the training pack known as a PP or Paid Pack and told them to get their money back..in the end I have to refund them thus losing more money. The process entailed using an auto dialing system called Lead Blazer. It sends mass emails (spam) and harassing voice messages recorded of scripts that you are not allowed to divert from basically conning people the way I was conned. It involved 12 to 14 hours of what is known as hourly dialing session where the first call shows your phone # and the rest you *67 to block the # and call at the bottom of every hour until you reach the lead and book their first pack appointment. After 1 day of this I was sick. I realized I have been suckered into a pyramid and that I was basically going to go bankrupt if I continue never mind the moral and ethical issue as I was told to tell them a story of my wealth and business success and how easy it was and how I worked around my life part time and was making oodles of money. They wanted me to lie and sucker more people like me...I

	immediatly resighed on 100412. I called the credit card companies to report the scam and they said to report to FTC. I need help.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 154 of 192

Reference Number	40789446
Created Date	09/26/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009210521
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	09/26/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/26/2012
Transaction Date	
Member of armed forces or dependant?	
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	MESA
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	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife Nutritional Club
Company Address, Line 1	1120 S. Country Club Dr. #103
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	MESA
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85210
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	602
Company Phone, Number	4596059
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Margarita
Company Rep Middle Name	
Company Rep Last Name	Perez-Castillo
Company Rep Salutation	
Company Rep Comments	Owner
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 was sexually harassed by one of the owners friends who happens to be an herbalife distributor.when I complained both owners of the herbalife nutritional club did not believe me.Only when I asked for my registration fee back did one of the owners call and apologize.She said she'd call back to apologize to my husband but she never has and it has been now 2 weeks.I fear when she gets my money for the refund of my registration she will not give it to me.I spent close to 300 or 400 dollars at their nutritional club only to be treated like a lair and a fool.The man who sexually harassed me knew I was married and knew I was not interested. Meanwhile he made up an excuse why he continuously called me till 2 o'clock in the evening sending text messages and blocking his number so I'd answer my cell.This man is still working at that nutritional club among the female public.</p> <p>--- Additional Comments: I want the money I spent at that club back.I'd settle for 300 dollars.Or I am planning to sue.Thank you (b)(6)</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 155 of 192	
Reference Number	41166365
Created Date	10/08/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098725574
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	10/08/2012
Updated By	Adam D asmitley
Updated Date	10/15/2012
Agency Contact	External Agency
Complaint Date	10/08/2012
Transaction Date	
Member of armed forces or dependant?	
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	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Reps Jim/Isabel Denman did NOT tell me Iaposd need \$2000 front, but FIRST DATA charged me \$500 to withdraw early, in between many training videos. --- Additional Comments: Have FIRST DATA return to US BANK the \$500 it took from a zero-balanced checking account. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info CRA Dispute Resolved

Record 156 of 192	
Reference Number	41168239
Created Date	10/09/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098725876
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	10/09/2012
Updated By	Adam D asmitley
Updated Date	10/15/2012
Agency Contact	External Agency
Complaint Date	10/09/2012
Transaction Date	
Member of armed forces or dependant?	
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	SUN CITY
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	
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	b(6)
Consumer Fax, Number	b(6)
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Herbalife Interntional is involved in an MLM pyramid work from home scam hiding behind there 30 bus/product history. --- Additional Comments: Stop fraudulent advertising. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 157 of 192

Reference Number	41216523
Created Date	09/27/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098723149
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	09/27/2012
Updated By	Adam D asmitley
Updated Date	11/14/2012
Agency Contact	External Agency
Complaint Date	09/27/2012
Transaction Date	
Member of armed forces or dependant?	
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	The product made me super sick. I asked for a refund months ago and now everyone involved is ignoring my phone calls and emails. --- Additional Comments: I would like for them to refund my money.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 158 of 192	
Reference Number	41557306
Created Date	10/23/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098729043
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	10/23/2012
Updated By	Adam D asmitley
Updated Date	10/31/2012
Agency Contact	External Agency
Complaint Date	10/23/2012
Transaction Date	
Member of armed forces or dependant?	
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	VANCOUVER
Consumer	

Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	GBR
Consumer Address, Country Name	UNITED KINGDOM
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	upset at the starter pack only have enough meal replacement for 15 days while everything else is 30days. very misleading. tried email no success --- Additional Comments: Change there advertisement to say you need to purchase another meal replacement container. ',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 159 of 192	
Reference Number	41755859
Created Date	11/09/2012
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RMUNOZ
Entered Date	11/09/2012
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	11/09/2012
Transaction Date	
Member of armed forces or dependant?	N
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	Waltham
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	
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	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
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	Herbalifesubscriptions@herbalife.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	Internet/E-mail
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	Unknown
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	9044
Complaint Info Product Service Description	Unsolicited Email
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	Consumer state sthat has been receiving unsolicited emails from Herbalife consumer has asked to stop sending emails and he keeps receiving them.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 160 of 192	
Reference Number	41766030
Created Date	11/16/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/16/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	11/16/2012
Transaction Date	
Member of armed forces or dependant?	N
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	Salem
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	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International, Inc.
Company Address, Line 1	800 West Olympic Blvd., Suite 406
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Los Angeles
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	90015
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	8664744
Company Phone, Extension	
Company Email	
Company Website	www.herbalife.com
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	Independent Distributor
Complaint Info Initial Contact Method	Internet (Other)
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Credit Card
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	<p>I responded to a website about working at home. I was contacted by (b)(6) an Herbalife Independent Distributor. I dont remember how much money I paid to have an information kit sent to me. After I reviewed the information I was again contacted by Ms. (b)(6) and her mentor, (b)(6) I dont remember how much money I paid to have additional information sent to me. I decided to join the company as a supervisor, which required a fee of how much I dont remember, and I was required to purchase an inventory of products for around \$3,000. I was not told up front the additional charges that would be required to start up my business as an independent distributor. I had to set up 3 websites, and join their internet communication network. I never was able to sell any products or sign up any distributors and ended up selling my inventory on Amazon at a considerable loss. I purchased sales leads that went nowhere. At every turn I just was required to spend more money, and I never was able to make any money. The company was not forthright and honest about making money at home. It was represented to be an internet business, when in fact it is just internet marketing.</p>

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 161 of 192	
Reference Number	42035505
Created Date	10/01/2012
Complaint Source	BBB CA Oakland
Originator Reference Number	11160057236354
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBOACA-USER
Entered Date	10/01/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/01/2012
Transaction Date	
Member of armed forces or dependant?	
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	OWASSO
Consumer Address, State Code	OK
Consumer Address, State Name	Oklahoma
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	
Consumer Military Service Branch	
Company Name	(b)(6) Herbalife: Independent Distributor
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BENICIA
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	94510
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	707
Company Phone, Number	7450535
Company Phone, Extension	
Company Email	(b)(6)
Company Website	www.herbalife.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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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'm receiving solicitations via my cell phone in the middle of the night. I did not authorize anyone to use my number and they did call the previous day to 'scout' my number out to see if it was real (9:29 am). Now I have received 2 messages from this company, one at 3am on 9/30 & just now at 11:30pm on 9/30. Please note they have contacted me, despite my request for them to 'stop', and that contact was done not only at times that are unreasonable, but twice within a 24 hour period and on the same day! The person contacting me for this company is at (b)(6) I am tired of the harassment. --- Additional Comments: If they will not take me off their call/email/text listing, I will pursue damages for harassment. I should not be contacted by this organization, as a whole. I will not tolerate harassment & will seek the maximum damages allowable for an organization disturbing me at unreasonable hours, and against my will & after I notified them to stop contacting me.',</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 162 of 192	
Reference Number	42201958
Created Date	11/14/2012
Complaint Source	BBB DE Wilmington
Originator Reference Number	02510009295602
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBDEL-USER
Entered Date	11/14/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/14/2012
Transaction Date	
Member of armed forces or dependant?	
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	NEWARK
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	
Consumer Military Service Branch	
Company Name	MainStream Nutrition Club - Herbalife
Company Address, Line 1	163 E. Main Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	NEWARK
Company Address, State Code	DE
Company Address, State Name	Delaware
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	19711
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	302
Company Phone, Number	4444974
Company Phone, Extension	
Company Email	
Company Website	http://www.mainstreamnutrition.com/
Company Rep First Name	Stephen
Company Rep Middle Name	
Company Rep Last Name	Fangman
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 service at this nutrition shop was beyond unacceptable. The worker suggested that I had a problem and needed their services in order to control myself. When I told him that I was offended he told me that this was simply my own opinion and that I should listen to his advice. I would never return to this place of business due to the extreme lack of respect and insults I received while there. ---</p> <p>Additional Comments: I would like others to know how terrible the customer service at this place of business is and urge them to try other places in order to fulfill their nutrition needs.',</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 163 of 192	
Reference Number	42483910
Created Date	12/11/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009331561
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	12/11/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/11/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ROANOKE
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	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	f
Consumer Fax, Area Code	f
Consumer Fax, Number	f
Consumer Cell Phone, Country Code	f
Consumer Cell Phone, Area Code	f
Consumer Cell Phone, Number	f
Consumer Email	b(6)
Consumer Age range	f
Consumer Military Status	f
Consumer Military Station	f
Consumer Complaining Company/Org	f
Consumer Military Service Branch	f
Company Name	Herbalife International Inc.
Company Address, Line 1	1800 Century Park East
Company Address, Line 2	f
Company Address, Line 3	f
Company Address, City	CENTURY CITY
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	90067
Company Address, ZIP Code Extension	f
Company Phone, Country Code	f
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	f
Company Email	f
Company Website	http://www.herbalife.com
Company Rep First Name	Stephen
Company Rep Middle Name	f
Company Rep Last Name	Whittington
Company Rep Salutation	f
Company Rep Comments	Contact
Complaint Info Initial Contact Method	f
Complaint Info Initial Contact Date	f
Complaint Info Initial Response Method	f
Complaint Info Initial Response Date	f

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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 received an e-mail for a home-based business that promised a great income but before i could view the video i had to remit \$199.99. after i had opened the video i realized it was a pyramid scam thru herbalife. i contacted molly scott and informed her that i did not want to participate with her or herbalife. with many e-mails to molly scott and telephone calls to herbalife i was promised a refund if i sent all materials and products back. I did so. i talked to herbalife with them talking to molly scott and was promised a refund 12/07/2012. it has not arrived and now the refuse my telephone calls. i believe this to be a huge pyramid scam and only want my original \$199.99 --- Additional Comments: \$199.99',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 164 of 192	
Reference Number	42567526
Created Date	11/27/2012
Complaint Source	Iowa, Attorney General
Originator Reference Number	2012-142801
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IA01-USER
Entered Date	11/27/2012
Updated By	IA01-USER
Updated Date	12/20/2012
Agency Contact	External Agency
Complaint Date	11/27/2012
Transaction Date	
Member of armed forces or dependant?	
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	FAIRFIELD
Consumer Address, State Code	IA
Consumer Address, State Name	Iowa
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America
Company Address, Line 1	950 W 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRENCE
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	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	8664744
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	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
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	Note: the Iowa Attorney General's Office is able to transmit only the company and consumer information but no other comments at this time.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 165 of 192	
Reference Number	42821990
Created Date	12/12/2012
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1212120027058622
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	12/12/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/12/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
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	HONOLULU
Consumer Address, State Code	HI
Consumer Address, State Name	Hawaii
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	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	herbalife international
Company Address, Line 1	kept on file by herballfe interna-
Company Address, Line 2	tional
Company Address, Line 3	
Company Address, City	
Company Address, State Code	AZ
Company Address, State Name	Arizona
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	2144184629
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Gary
Company Rep Middle Name	
Company Rep Last Name	Spergeon
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
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	\$500.00
Complaint Info Product Service Code	0346
Complaint Info Product Service Description	Spyware\Adware\Malware
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	NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: I received an email from gary spergeon in the first part of september, the relationship is hostile and he is not supposed to be communicating with me, but I was singled out for an email soliciting a home based business and when I clicked on it my computer froze and an FBI page covered the screen asking for \$200 to unblock the screen. the repairs cost a total of \$450-500.00 including lost time from business and repairs from two computer companies. He admitted doing it but when I asked for payment of damages he ran away.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

DNC COMPLAINT

Record 166 of 192	
Reference Number	41768936
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	New Orleans
Consumer Address, State	LA
Consumer Address, State Name	Louisiana
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	949
Company Phone, Number	2766513
Other Information Created Date	11/07/2012
Other Information Complaint Date	11/07/2012
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	11/07/2012
Other Information Transaction Time	00:00:00
Other Information Comments	This was a representative of Herbalife, asking me if I'd like to make \$14000 per month selling Herbalife. I asked where she got my info, she claimed from another Herbalife rep. I informed her that I informed this other Herbalife rep. OVER SIX YEARS AGO to never call me again, and NEVER give my number out again as this was not the first time she's allegedly done so. This was the last contact I've had with Herbalife.
Other Information Existing Business	

Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 167 of 192	
Reference Number	38056030
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Bozeman
Consumer Address, State	MT
Consumer Address, State Name	Montana
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Incomeathome.com (Herbalife Distributors)
Company State	WA
Company Phone, Country Code	
Company Phone, Area Code	206
Company Phone, Number	3503987
Other Information Created Date	06/04/2012
Other Information Complaint Date	06/04/2012
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	12/11/2011
Other Information Transaction Time	00:00:00
Other Information Comments	This obnoxious scam has been operating on many of the talk radio shows nationwide. They charge \$9.95 for information about what turns out to be a multi-level marketing scam and then won't take you off their robo call list unless we return the sales literature that WE paid for! They need to be stopped.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	Yes

Other Information Requested Entity to Stop Calling	Yes
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Record 168 of 192	
Reference Number	34389852
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	
Consumer Address, State	NC
Consumer Address, State Name	North Carolina
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife / Herbal Group
Company State	TF
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4717168
Other Information Created Date	01/10/2012
Other Information Complaint Date	01/10/2012
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	01/10/2012
Other Information Transaction Time	09:00:00
Other Information Comments	According to Internet phone websites, this company has been harassing a lot of people with telemarketing calls. Please stop them.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	No

Record 169 of 192	
Reference Number	25143067
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Tucson
Consumer Address, State	AZ
Consumer Address, State Name	Arizona
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Patricia Molina Herbalife.
Company State	FL
Company Phone, Country Code	
Company Phone, Area Code	941
Company Phone, Number	7298135
Other Information Created Date	01/18/2010
Other Information Complaint Date	01/18/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	01/13/2010
Other Information Transaction Time	16:00:00
Other Information Comments	This is a business phone and fax machine. I work from home for an insurance company. One day they called every 3 minutes for hours. Until I took the phone off the hook. Now they are faxing me.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	No

Record 170 of 192	
Reference Number	27533416
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Las Vegas
Consumer Address, State	NV
Consumer Address, State Name	Nevada
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	herbalife
Company State	FL
Company Phone, Country Code	
Company Phone, Area Code	786
Company Phone, Number	8379055
Other Information Created Date	09/02/2010
Other Information Complaint Date	09/02/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	09/01/2010
Other Information Transaction Time	09:00:00
Other Information Comments	It was about I won I \$1000.00 prize but I have to paid \$130.00 to claim my Prize, so I told the how I will cash my prize so they couldn't answer that, but now they are calling me stated that I have to pay them \$600.00 because I did not pick up my "package" from the mail. It was a COD... How they got my number is a good question.. thnks for your help...
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to	

Stop Calling

Yes

Record 171 of 192	
Reference Number	38056198
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Bozeman
Consumer Address, State	MT
Consumer Address, State Name	Montana
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife
Company State	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	310410960043510
Other Information Created Date	06/04/2012
Other Information Complaint Date	06/04/2012
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	12/11/2011
Other Information Transaction Time	00:00:00
Other Information Comments	This obnoxious scam has been operating on many of the talk radio shows nationwide. They charge \$9.95 for information about what turns out to be a multi-level marketing scam (Herbalife) and then won't take people off their robo call list unless we return the sales literature that WE paid for! They need to be stopped.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	Yes

Other Information Requested Entity to Stop Calling	Yes
--	-----

Record 172 of 192	
Reference Number	34443955
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Westport
Consumer Address, State	CT
Consumer Address, State Name	Connecticut
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Some Herbalife type of company
Company State	NJ
Company Phone, Country Code	
Company Phone, Area Code	201
Company Phone, Number	3834870
Other Information Created Date	01/12/2012
Other Information Complaint Date	01/12/2012
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	01/12/2012
Other Information Transaction Time	15:00:00
Other Information Comments	When I asked to be removed from their call list, she hung up on me.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 173 of 192	
Reference Number	34640340
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	
Consumer Address, State	IL
Consumer Address, State Name	Illinois
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife
Company State	TF
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4717168
Other Information Created Date	01/26/2012
Other Information Complaint Date	01/26/2012
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	01/26/2012
Other Information Transaction Time	09:00:00
Other Information Comments	
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	No

Record 174 of 192	
Reference Number	36937858
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Bozeman
Consumer Address, State	MT
Consumer Address, State Name	Montana
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	IncomeAtHome.com (Herbalife Distributor)
Company State	WA
Company Phone, Country Code	
Company Phone, Area Code	425
Company Phone, Number	6065130
Other Information Created Date	04/23/2012
Other Information Complaint Date	04/23/2012
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	04/22/2012
Other Information Transaction Time	19:00:00
Other Information Comments	I have tried multiple times to get these calls to stop. I've left multiple messages with the distributor (Bob & Jan at www.turboatm.com) and have called Herbalife corporate HQ multiple times. I'm being ignored by everyone. They should be fined until they get the message that they are violating people's privacy. This is a nationwide marketing campaign by a group of independent Herbalife distributors. They advertise on several conservative talk radio shows (Rush Limbaugh, Sean Hannity, Michael Savage,

	etc.) Please investigate and you will find that you probably have many complaints about their tactics, which are to collect a phone number through their website. If you tell them you're not interested in their MLM scheme they leave you on their robo-call list and call you weekly regardless of your requests to stop. What they do is <u>not just unethical</u> , it is illegal. Thank you (b)(6)
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	Yes
Other Information Requested Entity to Stop Calling	Yes

Record 175 of 192	
Reference Number	10954774
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Temecula
Consumer Address, State	CA
Consumer Address, State Name	California
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife Distr.
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	951
Company Phone, Number	4910145
Other Information Created Date	07/02/2007
Other Information Complaint Date	06/29/2007
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	WEB
Other Information Transaction Date	06/29/2007
Other Information Transaction Time	23:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 176 of 192	
Reference Number	11407317
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	napa
Consumer Address, State	CA
Consumer Address, State Name	California
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife
Company State	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Other Information Created Date	08/28/2007
Other Information Complaint Date	08/27/2007
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	WEB
Other Information Transaction Date	08/10/2007
Other Information Transaction Time	00:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 177 of 192	
Reference Number	25096312
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	
Consumer Address, State	MI
Consumer Address, State Name	Michigan
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Kelly Heffernan Herbalife
Company State	MI
Company Phone, Country Code	
Company Phone, Area Code	269
Company Phone, Number	7688623
Other Information Created Date	01/12/2010
Other Information Complaint Date	01/12/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	01/08/2010
Other Information Transaction Time	12:00:00
Other Information Comments	
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 178 of 192	
Reference Number	25138905
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	clearwater
Consumer Address, State	FL
Consumer Address, State Name	Florida
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife Ind. Dist/Patricia Molina
Company State	FL
Company Phone, Country Code	
Company Phone, Area Code	941
Company Phone, Number	7298135
Other Information Created Date	01/17/2010
Other Information Complaint Date	01/17/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	01/16/2010
Other Information Transaction Time	17:00:00
Other Information Comments	These are phone FAXES being sent. We've taken our Phone # off mailing list online like they suggested. The call before this one was at 3:30am about a week ago and woke us out of a deep sleep. We don't know how they got our number to begin with. Thanks for any help you can provide!
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 179 of 192	
Reference Number	27283434
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Miami
Consumer Address, State	FL
Consumer Address, State Name	Florida
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Justin - Herbalife
Company State	FL
Company Phone, Country Code	
Company Phone, Area Code	305
Company Phone, Number	4329918
Other Information Created Date	08/09/2010
Other Information Complaint Date	08/09/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	08/09/2010
Other Information Transaction Time	09:00:00
Other Information Comments	When I told him I was on the Do Not Call Registry he wanted to argue and ask if I paid for the service, etc.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 180 of 192	
Reference Number	13754244
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	norfolk
Consumer Address, State	NE
Consumer Address, State Name	Nebraska
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	herbalife ind d
Company State	NE
Company Phone, Country Code	
Company Phone, Area Code	402
Company Phone, Number	8418080
Other Information Created Date	05/07/2008
Other Information Complaint Date	05/06/2008
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	WEB
Other Information Transaction Date	05/06/2008
Other Information Transaction Time	12:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 181 of 192	
Reference Number	27562897
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	Phoenix
Consumer Address, State	AZ
Consumer Address, State Name	Arizona
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife
Company State	AZ
Company Phone, Country Code	
Company Phone, Area Code	520
Company Phone, Number	5826337
Other Information Created Date	09/03/2010
Other Information Complaint Date	09/03/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	09/03/2010
Other Information Transaction Time	14:00:00
Other Information Comments	This company always calls twice 1. First call hangs up on my voice mail message 2. Second call leaves a recorded message asking to call the number provided for information about their products.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	Yes
Other Information Requested Entity to Stop Calling	No

Record 182 of 192	
Reference Number	30121659
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	West Bend
Consumer Address, State	WI
Consumer Address, State Name	Wisconsin
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Some marketing company for some Herbalife
Company State	WI
Company Phone, Country Code	
Company Phone, Area Code	414
Company Phone, Number	4463791
Other Information Created Date	04/19/2011
Other Information Complaint Date	04/19/2011
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	04/19/2011
Other Information Transaction Time	14:00:00
Other Information Comments	I've asked this company and it's parent company countless times to stop calling you. Now I wish to file a complaint.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 183 of 192	
Reference Number	24322798
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	Sunnyvale
Consumer Address, State	CA
Consumer Address, State Name	California
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife in Mexico
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	916
Company Phone, Number	9338837
Other Information Created Date	10/15/2009
Other Information Complaint Date	10/15/2009
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	10/15/2009
Other Information Transaction Time	10:00:00
Other Information Comments	This is a recorded message in Spanish so I don't know for sure what is being said. I do not use Herbalife products. I get 1 - 7 call a week This is a company phone.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	Yes
Other Information Requested Entity to Stop Calling	No

Record 184 of 192	
Reference Number	41241453
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Carlsbad
Consumer Address, State	CA
Consumer Address, State Name	California
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife (or something like that)
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	619
Company Phone, Number	6005691
Other Information Created Date	10/16/2012
Other Information Complaint Date	10/16/2012
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	10/16/2012
Other Information Transaction Time	00:00:00
Other Information Comments	
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 185 of 192	
Reference Number	33553568
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Sahuarita
Consumer Address, State	AZ
Consumer Address, State Name	Arizona
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	HERBALIFE
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Other Information Created Date	11/17/2011
Other Information Complaint Date	11/17/2011
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	11/17/2011
Other Information Transaction Time	12:00:00
Other Information Comments	I asked this company to stop calling us via email on 11/16/2011. I have records to prove so. However, they called back today. I refused to answer and sent them another email to stop calling me and, instead, email me. Thank you.
Other Information Existing Business Relationship	Yes
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 186 of 192	
Reference Number	25421967
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	clearwater
Consumer Address, State	FL
Consumer Address, State Name	Florida
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife Ind. Dist/Patricia Molina
Company State	FL
Company Phone, Country Code	
Company Phone, Area Code	941
Company Phone, Number	7298135
Other Information Created Date	02/12/2010
Other Information Complaint Date	02/12/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	02/11/2010
Other Information Transaction Time	17:00:00
Other Information Comments	
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 187 of 192	
Reference Number	27026298
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	Highlands Ranch
Consumer Address, State	CO
Consumer Address, State Name	Colorado
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Tony from Herbalife
Company State	CO
Company Phone, Country Code	
Company Phone, Area Code	303
Company Phone, Number	5008785
Other Information Created Date	07/15/2010
Other Information Complaint Date	07/15/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	07/15/2010
Other Information Transaction Time	21:00:00
Other Information Comments	The person that called was completely arrogant and told me the the do not call registry is a pay service, constantly interrupted me telling me about male enhancement products and then hung up on me when I told him I would be filing a complaint against him and the company. If there is any way to pursue further action against this company I would like to do so.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No

Other Information Requested Entity to Stop Calling	Yes
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Record 188 of 192	
Reference Number	19344056
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	hallandale
Consumer Address, State	FL
Consumer Address, State Name	Florida
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	herbalife
Company State	TF
Company Phone, Country Code	
Company Phone, Area Code	877
Company Phone, Number	6983261
Other Information Created Date	06/19/2008
Other Information Complaint Date	06/19/2008
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	06/19/2008
Other Information Transaction Time	12:00:00
Other Information Comments	SPEAK SPANISH
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 189 of 192	
Reference Number	29147115
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	Augusta
Consumer Address, State	KS
Consumer Address, State Name	Kansas
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Income at home herbalife
Company State	AZ
Company Phone, Country Code	
Company Phone, Area Code	520
Company Phone, Number	3031340
Other Information Created Date	02/09/2011
Other Information Complaint Date	02/09/2011
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	02/09/2011
Other Information Transaction Time	18:00:00
Other Information Comments	I originally contacted the company about earning money from home but once I found out that it was selling Herbalife I requested that they remove my information and not call me. I have received several calls from them and have requested each time that they not call. The caller this evening made some rude noises and hung up when I told him that I had requested his company not to call several times and that my number was on the do not call list. I believe that the company may have sold my information to others.

Other Information Existing Business Relationship	Yes
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 190 of 192	
Reference Number	21146668
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Berkeley
Consumer Address, State	CA
Consumer Address, State Name	California
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Lissa Munson - Home-Based Business (Herbalife?)
Company State	MT
Company Phone, Country Code	
Company Phone, Area Code	406
Company Phone, Number	5492509
Other Information Created Date	12/13/2008
Other Information Complaint Date	12/13/2008
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	12/13/2008
Other Information Transaction Time	10:00:00
Other Information Comments	This person said I requested information from a web-site. I never did. She refused to give me the e-mail address on her "list." A company named Quinstreet, Inc. appears to be selling "fake" e-mail addresses attached to real phone numbers and addresses to allow businesses to call and do solicitation. This happened in Nov. with a number of window replacement companies, all said they got an e-mail request from me. One finally told me the e-mail it was NOT even close to my e-mail. He named the firm that he

	bought the list from as "Quinstreet".
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 191 of 192	
Reference Number	30121650
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	West Bend
Consumer Address, State	WI
Consumer Address, State Name	Wisconsin
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Some herbalife marketing company
Company State	WI
Company Phone, Country Code	
Company Phone, Area Code	414
Company Phone, Number	4463791
Other Information Created Date	04/19/2011
Other Information Complaint Date	04/19/2011
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	04/19/2011
Other Information Transaction Time	14:00:00
Other Information Comments	I've asked this company and it's parent company countless times to stop calling you. Now I wish to file a complaint.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 192 of 192	
Reference Number	31731872
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	aberdeen
Consumer Address, State	WA
Consumer Address, State Name	Washington
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	herbalife (independent distributor)
Company State	PA
Company Phone, Country Code	
Company Phone, Area Code	267
Company Phone, Number	2857666
Other Information Created Date	07/29/2011
Other Information Complaint Date	07/29/2011
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	07/29/2011
Other Information Transaction Time	14:00:00
Other Information Comments	This annoying person left 2 very long messages on my machine today. I want him stopped!!! Thank you
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	Yes
Other Information Requested Entity to Stop Calling	Yes

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.

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Provided by the Federal Trade Commission

NETWORK

Let's encourage a solution for consumer complaints

CIS COMPLAINT

Record 1 of 192	
Reference Number	9685067
Created Date	01/03/2007
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BMORGAN
Entered Date	01/03/2007
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	
Transaction Date	01/07/2006
Member of armed forces or dependant?	
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	Brampton
Consumer Address, State Code	ON
Consumer Address, State Name	Ontario, 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	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	
Consumer Military Service Branch	
Company Name	Herbalife
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	Unknown
Complaint Info Initial Contact Date	01/07/2006
Complaint Info Initial Response Method	Unknown
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$290.00
Complaint Info Amount Paid Method	Unknown
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	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	Consumer wants to know if a company Herbalife is a legitimate company. Consumer states he found them in an internet search. Consumer states they are offering him a multilevel marketing plan. Consumer was asked to pay 290.00 to join.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 2 of 192	
Reference Number	9978524
Created Date	02/08/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	WFRIDAY
Entered Date	02/08/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/06/2007
Transaction Date	
Member of armed forces or dependant?	
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	Stilwater
Consumer Address, State Code	OK
Consumer Address, State Name	Oklahoma
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	
Consumer Military Service Branch	
Company Name	Herbalife
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	TV/Radio
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	\$2000.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$30.00
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	After seeing a TV ad that promoted Home based business by Internet I logged into the site and was astonished to find it was Herbalife only after paying \$30 for a booklet that came in the mail. I was not able to discover this from the website that I logged into. Seems to me that the TV ads ought to be regulated by federal law which would require truth in advertising, whereby companies were required to state up front their business name in the initial TV/Radio/Internet ad or print media.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 3 of 192	
Reference Number	10213230
Created Date	03/13/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JXHEINY
Entered Date	03/13/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/11/2007
Transaction Date	01/27/2007
Member of armed forces or dependant?	
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	Boca Raton
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	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	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
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	
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	Kayra
Company Rep Middle Name	
Company Rep Last Name	Nieves
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	01/27/2007
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	\$145.50
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	\$145.50
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	LJD
Complaint Info Law Violation Description	Prompt Refund Not Received
Complaint Info Statute Code	UU
Complaint Info Statute Description	Mail or Telephone Merchandise Order Rule
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Herbalife Weight Loss Products) I purchased Herbalife weight loss products from Representative Kayra Nieves on February 8, 2007. My credit card was billed on February 9, 2007. After two weeks after taken these products I started having stomach pains, and my skin turned yellow-orange. I e-mailed Ms. Nieves on February 27, 2007 to explain what was going on, and to request my money back. Ms. Nieves responded to my e-mail saying it was over the 30-day period to get my money back. The fact is that I was within the 30-day period to have my money refunded. Now I have to go to a skin doctor and pay from my pocket for what these products did to me.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 4 of 192	
Reference Number	10244124
Created Date	02/06/2007
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001314755
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBSTL
Entered Date	02/06/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/06/2007
Transaction Date	
Member of armed forces or dependant?	
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	DRAYTON VALLEY
Consumer Address, State Code	AB
Consumer Address, State Name	Alberta, 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	
Consumer Military Service Branch	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	636019331
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	573
Company Phone, Number	2253137
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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	Advertising Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 5 of 192	
Reference Number	10503971
Created Date	04/26/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	LSHARP
Entered Date	04/26/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	04/25/2007
Transaction Date	
Member of armed forces or dependant?	
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	Rockford
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	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	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	e-Team Online Fulfillment--Herbalife, Agustin Pascual
Company Address, Line 1	2029 Westgate Dr. #120
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Carrollton
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	75006
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	909
Company Phone, Number	899-7821
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Aqustin(Sandy)
Company Rep Middle Name	
Company Rep Last Name	PASCUAL
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	
Complaint Info Amount Requested Value	\$9.95
Complaint Info Amount Paid Method	Discover Credit Card
Complaint Info Amount Paid Value	\$9.95
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	LJD
Complaint Info Law Violation Description	Prompt Refund Not Received
Complaint Info Statute Code	UU
Complaint Info Statute Description	Mail or Telephone Merchandise Order Rule
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Free Training Package from Home Bussiness Solutions) On Saturday, April 07,2007 I ordered "Free Training Package from Bussiness Solutions". And I received my order, on Tuesday, April 10,2007. On Thursday, April 12,2007 I returned my package to e-team Online Fulfillment(please see their address). I sent a few e-mails to Sandy Pascual and I made a few phone calls. To date, my request for reimbursement have been ignored. Please help me to get my money back +interest. Thank you for your attention to this matter. Thank you for your cooperation. Sincerely, (b)(6)
Complaint Info CRA Dispute Flag	Y
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 6 of 192	
Reference Number	10552269
Created Date	05/03/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RLOPER
Entered Date	05/03/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	05/02/2007
Transaction Date	
Member of armed forces or dependant?	
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	Gridley
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	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrance
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	90502-1001
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Gordon
Company Rep Middle Name	
Company Rep Last Name	Townsend
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	TV/Radio
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	\$800.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	\$800.00
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: Distributor start up kit) Spoke to Mr. Townsend about becoming a distributor for Herbalife. Ordered the starter kit. Changed my mind and asked to return the starter kit for a refund on 2/12/07. Was told I needed an authorization to return merchandise. Finally received authorization on 4/4/07. Returned merchandise same day. They received it on 4/9/07. Still have not received a refund for the merchandise.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 7 of 192	
Reference Number	11007151
Created Date	07/11/2007
Complaint Source	Federal Trade Commission
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	EANDERSON
Entered Date	07/11/2007
Updated By	JOB: Set_TCS_Flag
Updated Date	08/01/2007
Agency Contact	Mail
Complaint Date	07/10/2007
Transaction Date	06/22/2007
Member of armed forces or dependant?	
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	Ozark
Consumer Address, State Code	AL
Consumer Address, State Name	Alabama
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	
Consumer Military Service Branch	
Company Name	Herbalife International
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrance
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	90502-1001
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
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	06/22/2007

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	Unknown
Complaint Info Amount Paid Value	\$0.00
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	Consumer has a complaint regarding a request got a refund for products returned to the company. They state that the company is guilty of the sin of omission by not telling the entire story prior to taking money from uninformed individuals. The first thing is nondisclosure before signing of contract and costs for advertising of \$2500 per month minimum for building and \$107 per week for retail sales. Regarding the scripts provided by Herb life, they were compelled to use these verbatim which did not disclose all of the hidden costs. They have enclosed copies of all related documents.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 8 of 192

Reference Number	11416889
Created Date	03/28/2007
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260097012009
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBPHAZ
Entered Date	03/28/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/28/2007
Transaction Date	
Member of armed forces or dependant?	
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	PHOENIX
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	
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	
Consumer Military Service Branch	
Company Name	Herbalife International Inc.
Company Address, Line 1	1800 Century Park East
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CENTURY CITY
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	90067
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Advertising Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 9 of 192	
Reference Number	11421753
Created Date	03/23/2007
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001309733
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBSTL
Entered Date	03/23/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/23/2007
Transaction Date	
Member of armed forces or dependant?	
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	COVINGTON
Consumer Address, State Code	LA
Consumer Address, State Name	Louisiana
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	
Consumer Military Service Branch	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	636019331
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	573
Company Phone, Number	2253137
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	\$399.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 Responded	
Complaint Info CRA Dispute Resolved	

Record 10 of 192	
Reference Number	11435714
Created Date	04/25/2007
Complaint Source	BBB IL Chicago
Originator Reference Number	06540094115633
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBCHIC
Entered Date	04/25/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/25/2007
Transaction Date	
Member of armed forces or dependant?	
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	PALMDALE
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	
Consumer Military Service Branch	
Company Name	Online Business Systems/Herbalife
Company Address, Line 1	2512 Bordeaux Lane
Company Address, Line 2	#207
Company Address, Line 3	
Company Address, City	NAPERVILLE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	60540
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	630
Company Phone, Number	3553758
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	\$438.90
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 Responded	
Complaint Info CRA Dispute Resolved	

Record 11 of 192	
Reference Number	11467095
Created Date	05/10/2007
Complaint Source	BBB BC Vancouver
Originator Reference Number	00370001212419
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBVABC
Entered Date	05/10/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/10/2007
Transaction Date	
Member of armed forces or dependant?	
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	
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	
Consumer Military Service Branch	
Company Name	Herbalife Distributor Dollina Rodocker
Company Address, Line 1	2 27090 32 Ave
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LANGLEY
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	V4W1A1
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	604
Company Phone, Number	8579591
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	Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 12 of 192	
Reference Number	11534222
Created Date	08/10/2007
Complaint Source	BBB IL Chicago
Originator Reference Number	06540094130025
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBCHIC
Entered Date	08/10/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/10/2007
Transaction Date	
Member of armed forces or dependant?	
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	NORTH LAUDERDALE
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	
Consumer Military Service Branch	
Company Name	Online Business Systems/Herbalife
Company Address, Line 1	2512 Bordeaux Lane
Company Address, Line 2	#207
Company Address, Line 3	
Company Address, City	NAPERVILLE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	60540
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	630
Company Phone, Number	3553758
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	\$39.99
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 Responded	
Complaint Info CRA Dispute Resolved	

Record 13 of 192	
Reference Number	11845799
Created Date	10/12/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	ASMITLEY
Entered Date	10/12/2007
Updated By	JOB: Upd_internet_related
Updated Date	10/13/2007
Agency Contact	Internet
Complaint Date	10/09/2007
Transaction Date	04/01/2007
Member of armed forces or dependant?	
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	Walla Walla
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	b(6)
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	
Consumer Military Service Branch	
Company Name	Herbalife International
Company Address, Line 1	P.O. Box 80210
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Los Angeles
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	90080-0210
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	866-4744
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Ann
Company Rep Middle Name	
Company Rep Last Name	Gallup
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet (Other)
Complaint Info Initial Contact Date	04/01/2007

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$2300.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$4088.00
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: Herbalife International of America, Inc.) After researching home-based businesses on the internet, I received a telephone call from Ann Gallup who, after calling me several times, convinced me to try a home business in which I would be selling health and nutrition products according to her. I was skeptical but she convinced me to join at the supervisor level and told me that I would not be calling anyone or going out in the public to sell but that my customers would come to my website and that I would make a lot of money. She lead me to believe that the total cost would be 2300. I found out later that I would have to do a great deal of telemarketer type calling, purchase expensive internet leads and many other expenses would be included as well. I was charged 4088.42 instead of 2300 and I immediately asked her about it and told her that I needed to return the large amount of product she sent me, that I needed to be at the basic distributor level. She only tried to change my mind and then never heard from her again. This seems like a pyramid scheme and a scam to me. She had told me that I would receive a complete refund if I was

	<p>dissatisfied and that I could work very part-time. All lies. She convinced me to try the products so could not return the opened ones. There were more expenses through the ioffice on the internet which provides training for home business. I had set up and pay for a website, merchant account, business cards, new phone line, new phone, ehome business network charge, buttons to wear in public, etc.. After returning 3500.00 worth of product total, I was credited only 2100 on my visa and was informed my herbalife that I was charged a 10 % fee for restocking and that I would not be credited for shipping and handling. That 3500 did not include s & h , only product costs. I paid the s & h cost to return all of it.</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 14 of 192	
Reference Number	11860755
Created Date	10/17/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	WFRIDAY
Entered Date	10/17/2007
Updated By	JOB: Upd_internet_related
Updated Date	10/18/2007
Agency Contact	Internet
Complaint Date	10/15/2007
Transaction Date	07/10/2007
Member of armed forces or dependant?	
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	Santa Maria
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	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrance
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	90502-1001
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	410-9600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Claudya
Company Rep Middle Name	
Company Rep Last Name	Galvan
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet (Other)
Complaint Info Initial Contact Date	07/10/2007

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$3200.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$3200.00
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: Products Returned-No Refund honored - Denied Refund) Through a webswite I contacted what turned out to a an Herbalife representative in 6/21/2007. I purchased after signing up with Herbalife online with Kathy Wasko, inventory amount \$3132.86, received by me on 6/23/2007. After initial training I decided that this wasn't for me. on 7/2/07 I requested a refund from Herbalife, all within the 30-DY MONEY BACK GUAR time frame. I contacted Herbalaife, Claudya Galvan-Refund/Repurchase Dept. and followed all instructions, including shipping back four lrg. boxes of inventory at my expense. After 3 months, on Oct 10, 2007 I received a letter denying my refund of over \$3000 due to "Other: No Distributor Application returned". Never was asked for this form, fully complied with their request, and now I am making formal complaint and demand for my \$3,132.86 from Herbalife immediately!
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved	
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Record 15 of 192	
Reference Number	12135397
Created Date	10/10/2007
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	ICCC571593
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IC3-USER
Entered Date	10/10/2007
Updated By	IC3-USER
Updated Date	02/20/2008
Agency Contact	External Agency
Complaint Date	10/10/2007
Transaction Date	
Member of armed forces or dependant?	
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	PINE CITY
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	
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	
Consumer Military Service Branch	
Company Name	Herbalife Textile CO. LTD INT Textiles Company
Company Address, Line 1	Ivy Mill, Lorne Street Bolton BL47L
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	GBR
Company Address, Country Name	UNITED KINGDOM
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	Benjamin
Company Rep Middle Name	
Company Rep Last Name	Taylor
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
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	9000
Complaint Info Product Service Description	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 # I0710101009365782:On Monday, 10-8-07, I received an email from an individual supposedly from the UK asking me to take part in his company by working part-time doing check cashing and sending funds back to him/her via Western Union. I knew this was a fraudulent offer, seeing as how he/she names their company "Herbalife Textile...", as I have worked for the legitamit "Herbalife" company for the past 2 years or so. However, I responded to his offer so as to get more information from this individual in the event that further correspondence with him/her would help you investigate the matter more effectively. Please note that no money has changed hands in this matter. However, I suspect that I am not the only target in this situation, and that there are folks out there that would likely or have already taken part in this scheme without the knowledge that it is fraudulent. You will see in my email correspondence with this individual that I used a bogus name for myself so he/she would not be able to accurately identify me by name, and I did receive a response from him/her. Below you will see that I have copied and pasted the entire correspondence from the initial email through to my latest response from just this morning, and I suspect I will receive more</p>

from him/her in the next 24-48 hours. I am hoping that I can assist you in some way in tracking down the individual(s) who is/are attempting this fraud. Please let me know if there is any other information you might need from me. I would also be interested in learning what action is being taken against this/these criminal(s) if that would be possible. I hope this information proves beneficial to

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 16 of 192

Reference Number	12432890
Created Date	11/06/2007
Complaint Source	BBB TX Austin
Originator Reference Number	08250090113181
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBCSCTX
Entered Date	11/06/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/06/2007
Transaction Date	
Member of armed forces or dependant?	
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	AUSTIN
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	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International Monica Wells
Company Address, Line 1	9624 Woody Ridge View
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	AUSTIN
Company Address, State Code	TN
Company Address, State Name	Tennessee
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	78730
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	512
Company Phone, Number	2585564
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	\$464.88
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
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 Responded	
Complaint Info CRA Dispute Resolved	

Record 17 of 192	
Reference Number	12562271
Created Date	12/09/2007
Complaint Source	BBB IL Chicago
Originator Reference Number	06540094152467
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBCHIC
Entered Date	12/09/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/09/2007
Transaction Date	
Member of armed forces or dependant?	
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	STOCKBRIDGE
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	
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	
Consumer Military Service Branch	
Company Name	Online Business Systems/Herbalife
Company Address, Line 1	2512 Bordeaux Lane
Company Address, Line 2	#207
Company Address, Line 3	
Company Address, City	NAPERVILLE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	60540
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	630
Company Phone, Number	3553758
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	\$48.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 Responded	
Complaint Info CRA Dispute Resolved	

Record 18 of 192	
Reference Number	13186238
Created Date	03/07/2008
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RLOPER
Entered Date	03/07/2008
Updated By	JOB: Upd_internet_related
Updated Date	03/08/2008
Agency Contact	Mail
Complaint Date	09/09/2007
Transaction Date	04/22/2007
Member of armed forces or dependant?	
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	Norfolk
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	
Consumer Military Service Branch	
Company Name	Herbalife
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	Internet Web Site
Complaint Info Initial Contact Date	04/22/2007

Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$1204.00
Complaint Info Amount Paid Method	Other Credit Card
Complaint Info Amount Paid Value	\$1204.00
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	MAIL: This complaint was filed with the NY AG's Office and has been forwarded to the FTC. Consumer complains that he signed up to start an online business for the Herbalife System. He was asked to buy a starter pack for \$385.00 which was billed to his credit card. Later, he was asked to pay \$819.00, and he did. Consumer then concluded that he could not make anything at the business. Consumer wants his money back. No phone number or e-mail is listed for the consumer.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 19 of 192	
Reference Number	13201409
Created Date	03/10/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RBROWN1
Entered Date	03/10/2008
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/09/2008
Transaction Date	
Member of armed forces or dependant?	
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	oaklnad park
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	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	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	13794 th nw 4 st suite 206
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	sunrise
Company Address, State Code	FL
Company Address, State Name	Florida
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	33325
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	Maria Helena Ramos
Company Rep Middle Name	
Company Rep Last Name	03/08/2008
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
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	\$65.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0617
Complaint Info Product Service Description	Non-Alcoholic Beverages
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: 1 meregade, aloe vera drink , rusberry drink) i went to a mysterious job meeting, the person to contact never was there, but somebody called her and she gave me the excuse, im sick, no matter because somebody get her place to introduce the company, so we went to a room to talk about the product..benefices, testimonies, food piramide, etc after a while everybody was testing of Herbalife products and from that time, around 2 hour later i stared to had experienced headache, constipation, nausea, lightheadedness, palpitations, and/or other transient symptoms that might be attributable to Herbalife products. thank and if you need more info about it, im here to do it.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 20 of 192	
Reference Number	13261683
Created Date	03/14/2008
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	LKILPATRICK
Entered Date	03/14/2008
Updated By	
Updated Date	
Agency Contact	Mail
Complaint Date	11/26/2007
Transaction Date	
Member of armed forces or dependant?	
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	College Park
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	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
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	310
Company Phone, Number	2587155
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	Phone
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	Phone: 800/888 number
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$40.00
Complaint Info Amount Paid Method	Other Credit Card
Complaint Info Amount Paid Value	\$40.00
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	MAIL: The consumer wrote that she decided to rejoin Herbalife and contacted a rep who told her that it would cost \$10 to rejoin. The consumer had been a member in 2003 and was charged the \$10 for each of the years 2004, 2005, and 2006 plus the current year of 2007. When the consumer told the company that they couldn't charge her for the years that she didn't use the service she for the three years, but the company didn't agree. No alternate ph # or email address for consumer.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 21 of 192	
Reference Number	13702999
Created Date	04/30/2008
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RBROWN1
Entered Date	04/30/2008
Updated By	
Updated Date	
Agency Contact	Mail
Complaint Date	03/12/2008
Transaction Date	03/12/2008
Member of armed forces or dependant?	
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	Oakland Park
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	
Consumer Military Service Branch	
Company Name	Herbalife
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	Unknown
Complaint Info Initial Contact Date	03/12/2008
Complaint Info Initial Response	

Method	In Person
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$0.00
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	MAIL: The consumer writes that he visited Herbalife to obtain herbal remedies. The consumer notes that after taking them, he felt sick. The consumer also feels that Herbalife is trying to brainwash people with a food pyramid. No home #, work # or email address was provided.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 22 of 192	
Reference Number	13791147
Created Date	05/12/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JHART
Entered Date	05/12/2008
Updated By	JOB: Upd_internet_related
Updated Date	05/13/2008
Agency Contact	Internet
Complaint Date	05/08/2008
Transaction Date	05/07/2008
Member of armed forces or dependant?	
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	Gainesville
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	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Laurent Trust (LT) Ltd, t/a 60minute money. / Herbalife
Company Address, Line 1	10391 e hwy 120
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	manteca city
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	95336
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	209
Company Phone, Number	8235968
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	Internet/E-mail
Complaint Info Initial Contact Date	05/07/2008
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$45.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$45.00
Complaint Info Product Service Code	0334
Complaint Info Product Service Description	Internet Access Services
Complaint Info Law Violation Code	CS1
Complaint Info Law Violation Description	SPAM: 'Remove Me' is missing, broken, or ignored
Complaint Info Statute Code	CS
Complaint Info Statute Description	CAN-SPAM Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: cannot unsubscribe from e-mail list) Cannot unsubscribe from e-mail marketing list.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 23 of 192	
Reference Number	13961776
Created Date	06/03/2008
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	SSCHWARTZ
Entered Date	06/03/2008
Updated By	JOB: Set_TCS_Flag
Updated Date	06/04/2008
Agency Contact	Phone
Complaint Date	
Transaction Date	06/03/2008
Member of armed forces or dependant?	
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	Cleveland
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	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	
Consumer Military Service Branch	
Company Name	Herbalife
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	Unknown
Complaint Info Initial Contact Date	06/03/2008

Complaint Info Initial Response Method	Unknown
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$500.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$500.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 states that he has ordered abunch of material to distribute for his job. Consumer states that he did this through the on-line system. Consumer states that they ave put new materials out and now will not take the old materials back
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 24 of 192	
Reference Number	19568692
Created Date	07/16/2008
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	lkilpatrick
Entered Date	07/16/2008
Updated By	lkilpatrick
Updated Date	07/16/2008
Agency Contact	Mail
Complaint Date	07/16/2008
Transaction Date	
Member of armed forces or dependant?	
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	Hartsdale
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	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International Inc
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	866
Company Phone, Number	8664744
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	Unknown
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$50.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$50.00
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	MAIL: The state of NY AG office forwarded the consumer's complaint against Herbalife International Inc. The consumer became a sales rep for the company and never rev'd his kit until after he signed the contract. Consumer found out after he signed that the company has a no refund policy, only exchanges. No email address for consumer. - Consumer requested additional fulfillment.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 25 of 192	
Reference Number	20494548
Created Date	10/06/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	10/06/2008
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	10/06/2008
Transaction Date	10/03/2008
Member of armed forces or dependant?	
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	Waukee
Consumer Address, State Code	IA
Consumer Address, State Name	Iowa
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	
Consumer Military Service Branch	
Company Name	(b)(6) Independent Herbalife Distributors
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	515
Company Phone, Number	7208696
Company Phone, Extension	
Company Email	(b)(6)
Company Website	www.SoLongInches.com
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	Independent Herbalife Dis
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	10/03/2008
Complaint Info Initial Response Method	Unknown
Complaint Info Initial Response Date	10/03/2008
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Not Reported
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	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	<p>Here is the body of the SPAM email in its entirety. It was unsolicited, I have no relationship with this company, and there is no opt out option: Dear Future Customer, (b)(6) and I are Herbalife Independent Distributors. We are the leading health and nutrition company and have been for the past 28 years. We are now currently in 66 countries and expanding rapidly. In our first year we achieved more than \$2 million in sales. Last year, we almost reached the \$3.5 BILLION mark. Herbalife has truly life changing inner nutrition products. They can help with many diet related issues including: Obesity, High Blood Pressure, Cholesterol and Triglycerides levels, Migraines, Diabetes, Allergies, Asthma, Ulcers, Sleep Disorders, Arthritis, Fibromyalgia, Osteoporosis, HRT, PMS and ADD (to name a few). We are offering you 5% up to 25% discount on your next product order for each referral that places an order within the next 30 days. If you are not interested at this time in our products, we would still extend an offer for referrals. We will give you 5% of any first time order from a referral that mentions your name. We are eager to begin working with people who would like to improve their health and wellness. If you know of anyone who would like to have more energy, feel better, gain needed weight or lose weight, please give him or her our number. Our number one attraction is our ability to help people lose weight while improving their health through better nutrition. Our average customer loses from 15 – 30 pounds in a month... safely!! Call us at (b)(6) (b)(6) or visit www.SoLongInches.com for more information. Or...are you interested in Working From Home? We will be glad to send you some information about our incredible home-based business that everybody can start part-time around their schedule without interrupting what they are currently doing. The company is currently running a special promotion. It allows us to loan our training package to anyone we know FREE of charge for a three-day period. I don't know if this would interest you at all, but I did think that since it was free, I would extend that offer to you. You can earn \$500 - \$1,500 part-time! We look forward to hearing from you! (b)(6)</p> <p>Herbalife Distributors (b)(6) www.SoLongInches.com</p>
Complaint Info CRA Dispute Flag	N

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 26 of 192	
Reference Number	20787428
Created Date	07/28/2008
Complaint Source	BBB TN Nashville
Originator Reference Number	05730037046769
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	07/28/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/28/2008
Transaction Date	
Member of armed forces or dependant?	
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	ELK RIVER
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	

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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	2836 Sharpie Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CLARKSVILLE
Company Address, State Code	TN
Company Address, State Name	Tennessee
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	37041
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	931
Company Phone, Number	5425720
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 Responded	
Complaint Info CRA Dispute Resolved	

Record 27 of 192	
Reference Number	21102613
Created Date	11/21/2008
Complaint Source	BBB IL Chicago
Originator Reference Number	06540094209812
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	11/21/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/21/2008
Transaction Date	
Member of armed forces or dependant?	
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	ANTIOCH
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	
Consumer Military Service Branch	
Company Name	Online Business Systems/Herbalife
Company Address, Line 1	2512 Bordeaux Lane
Company Address, Line 2	#207
Company Address, Line 3	
Company Address, City	NAPERVILLE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	60540
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	630
Company Phone, Number	3553758
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	\$3500.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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 Responded	
Complaint Info CRA Dispute Resolved	

Record 28 of 192	
Reference Number	21264277
Created Date	12/31/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/31/2008
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	12/31/2008
Transaction Date	12/29/2008
Member of armed forces or dependant?	
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	Culver City
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	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Merelle Worldwide (Herbalife distributor)
Company Address, Line 1	804 Port America
Company Address, Line 2	Suite 400
Company Address, Line 3	
Company Address, City	Grapevine
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	76051
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	228
Company Phone, Number	2163335
Company Phone, Extension	
Company Email	(b)(6)
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	I Initiated Contact
Complaint Info Initial Contact Date	12/29/2008
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	12/29/2008
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$10.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	\$10.00
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 information is presented as an at home business called Global Home Business Systems. One pays \$9.95 to receive a DVD, FedExed overnight, to look at before being contacted via telephone for a pre-set appointment, where one is "evaluated". Unless one cancels, there is an additional charge of \$39.95. At no time during any of the initial emails or first call is one told this is Herbalife or MLM. Neither the DVD, accompanying booklet, or cover letter sent with the DVD mention this is Herbalife or MLM. Not until the phone call do they mention it is Herbalife. Afterwards, I Googled "Global Home Business Systems" and found many complaints about this practice. Had I known this was Herbalife and MLM upfront, I would not have spent any time or money with this company.</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 29 of 192	
Reference Number	21298080
Created Date	12/19/2008
Complaint Source	BBB TX Dallas
Originator Reference Number	08750091098867
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	12/19/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/19/2008
Transaction Date	
Member of armed forces or dependant?	
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	LAKE ANN
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
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	
Consumer Military Service Branch	
Company Name	Herbalife International
Company Address, Line 1	1800 Century Park East
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CENTURY CITY
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	90067
Company Address, ZIP Code Extension	1501
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	1409600
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	\$199.00
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 Responded	
Complaint Info CRA Dispute Resolved	

Record 30 of 192	
Reference Number	22172283
Created Date	03/26/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	03/26/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/26/2009
Transaction Date	12/04/2008
Member of armed forces or dependant?	
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	Barrie
Consumer Address, State Code	ON
Consumer Address, State Name	Ontario, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	
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	
Consumer Military Service Branch	
Company Name	Herbalife & Global Home Business System
Company Address, Line 1	32 Chase
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Christina Lake
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	V0H1E2
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	250
Company Phone, Number	4479056
Company Phone, Extension	
Company Email	(b)(6)
Company Website	
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	Upline
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	12/04/2008
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	12/04/2008
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$4200.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	\$6511.00
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 want to ensure that others are not harmed in the way that I was. In December 2008, I foolishly fell into the online trap of a Work at Home Program through Herbalife. The people were smooth talkers and said all the right things that attracted me to the business. All the motions to put the plan into action had to happen quickly. I had to purchase \$4,200.00 worth of product in order to start the business. It is now March, I cancelled my association with Herbalife/Global Home Business System on January 30th (approx 1 month after commencing) when I saw discrepancies in what they had promised would happen and what was reality. I was told to lie to others (mostly US citizens) to recruit members for the pyramid. I had to pay for leads to recruit others into the pyramid and was to be compensated for bringing them in. In total, I had approximately 30 people who I was selling or recruiting and they in turn, have lost money. In total, I lost about \$8,000.00, I do not know what the others lost. Like others, I had lost my job and was looking to get myself back into the work force. I was told that you had to spend money to make money to be self employed and I believed in</p>

that. I am educated and was in the insurance business for over 25 years and yes, I should have known better. I did receive a refund of approximately \$2,900.00 for my returned products from Herbalife but that was a battle unto its own. I did not get any refund for the balanced of the money spent. I want to pursue this further and to ensure others are not harmed in this way. As the government recently said, "Canadians and Americans are already victims in many ways with the economic downturn and we don't want anyone in a position to exploit them further". I am looking for compensation from Herbalife of my additional costs(I've been told to get in the line behind the others who are claiming the same). I am writing to you in hopes to take it further to help others who get caught in this trap. I feel Herbalife and Global Home Business Systems operate as a Pyramid Scheme Sincerely, (b)(6)

Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 31 of 192	
Reference Number	22669735
Created Date	05/07/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	05/07/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	05/07/2009
Transaction Date	03/25/2009
Member of armed forces or dependant?	
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	Maricopa
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	65 - 69
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America Inc.
Company Address, Line 1	P.O.Box 80210
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Los Angeles
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	90080
Company Address, ZIP Code Extension	0210
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	6174273
Company Phone, Extension	
Company Email	
Company Website	www.herbalifesitemap.com
Company Rep First Name	Jan / Lynda
Company Rep Middle Name	
Company Rep Last Name	Allison / Cromar
Company Rep Salutation	
Company Rep Comments	Ind. Distributor / Manage
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	03/25/2009
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	03/25/2009
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$3884.00
Complaint Info Amount Paid Method	Discover Credit Card
Complaint Info Amount Paid Value	\$3884.00
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	On 02/25/09 signed up as an Independent Distributor and paid with debit card an amount of \$299.00. Next day over phone talks with Manager, Lynda Cromar, because of 50% commission on each sale, upgraded to Supervisor and paid with my Discover credit card \$3,484.28. With my visa debit/credit card I paid \$24.95 on 03/26/09 for PTI Registration, on 03/30/09 paid Herbalife yearly pro-pay \$29.95, \$12.99 domain purchase, \$12.95 herbalife Touch Tone phone and on 04/20/09 \$19.95 PTI monthly auto debit from my bank's checking account. Cancelled distributorship on April 23, 2009 (since March 25, 2009) well within 30 days legal cancellation time. When upgraded to Supervisor, the company send supplies of 20 customers. Lynda Cromar over phone assured that she would help sell those five boxes of supplies. Company's reply to my resignation say no words about taking back the unopened boxes of supplies and refund of money paid.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved

Record 32 of 192	
Reference Number	23410583
Created Date	07/01/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0907011327513961
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	07/01/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/01/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
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	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	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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	1107 Brundage Road
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CHEYENNE
Company Address, State Code	WY
Company Address, State Name	Wyoming
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	82009
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	307
Company Phone, Number	4324341
Company Phone, Extension	
Company Email	karen@leadingincome.com
Company Website	karenaur@millelect.com
Company Rep First Name	Karen
Company Rep Middle Name	
Company Rep Last Name	Aurand
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	\$49.90
Complaint Info Product Service Code	0334
Complaint Info Product Service Description	Internet Access Services
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 #:I0907011327513961. I thought this business would be a way to make an income, at least that what she said & at the time I was unemployed & she made it sound like this could happen if I agreed to the purchase of Herbalife products. My credit/debit card was 1st charged for \$299 in late Feb. beginning of March which was refunded because I never received this package, in addition to a \$9.95 for S/H. I first responded to Herbalife back in 02/09, but this amount was credited back into my account in early part of 06/09, because I relayed to Karen Aurand that I never received this package, but recently in June she charged my credit/debit card \$39.95 for a DVD she claims was shipped to me when the supposedly \$299 package was also shipped to me, which I never received either. After several email attempts in trying be refunded this \$39.95 that was just done in June, Karen claims I had 14 days to be refunded this amount from back in Feb./March & at that time since I never received this DVD & wasn't charged for it I never knew about this supposedly DVD I was suppose to receive, but now 3 months later Karen charged my credit/debit card for</p>

	\$39.95 & refuses to refund me back this money, because according to her, I should had returned the DVD 14 days later after receiving back in March in order to be refunded this amount, but 3 months later Karen now charged my credit/debit card & will not refund this amount.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 33 of 192	
Reference Number	23450200
Created Date	07/21/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/21/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	07/21/2009
Transaction Date	05/15/2009
Member of armed forces or dependant?	
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	Carson
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	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America
Company Address, Line 1	930 East 231st St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Carson
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	90745
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	50487
Company Email	
Company Website	www.herbalife.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	05/15/2009
Complaint Info Initial Response	

Method	In Person
Complaint Info Initial Response Date	05/15/2009
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	
	<p>I joined Herbalife International of America, Inc in Los Angeles California area around May 17, 2009 Member (b)(6). Its a pyramid business. Due to the Financial crisis, unemployment, not having legal status to live in this Country THOUSANDS OF HISPANIC people are being "invited to join" this company to earn some money. You have to pay \$105.00 Dlls, I paid CASH. You have to spend at least \$3,000 Dlls in the same month, either alone or with others to qualify for 50% discount on products, vitamins and natural herbs. Most of the transactions are paid in CASH at this location, I always see HISPANIC people in there, working and as Distributors like myself. I am getting discourage because we are being charge extra fees: A 3.5% (three and half percent) for PICKIN UP the products, using our own cars, gas, time of traveling, time waiting in line to purchase products. AN ADDITIONAL 7.0% (seven percent) for "PACKING AND HANDLING" besides the 9.75% of sales taxes in California. ARE THESE FEES LEGAL when we are PICKING THEM UP at their Wherehouse?.. This happend to me and others while waiting in line at their</p>

Complaint Info Comments

Carson, CA warehouse:I got there around 2:30pm on July 18, 2009, my number was 07, and 60 people were ahead of me. After waiting patiently for two hours I wanted to go to the restroom when they were calling number 00, I only walked a few steps towards the bathroom afraid they call my number and missed it. I approach the woman on window five around 4:45pm who was available and no one wasn't at the window yet, I asked her about my number not being called, she YIELD at me: "WE ALREADY WARNED EVERYONE NOT TO MISS THEIR NUMBER... I WON'T HELP YOU! YOU MISSED YOUR TURN, GET ANOTHER NUMBER AND GO BACK IN LINE" I said "It's only number 7, I've been here for almost two hours waiting, I asked her: Who is your Supervisor? she pointed at the woman at the next window number 6. I went over to window six when the number eleven had just being called, and she refused to help me, too. No other client was at the window six. I begged this woman to sell me only the two items I needed for a client who lives 2 hrs away from Los Angeles. She asked me: YOU ONLY HAVE TWO ITEMS? I said: Yes! (b)(6) (as the receipt says) yield to everyone in there while I was at her window: "YOU BETTER HAVE YOUR ORDER READY, NOT MAKE CHANGES AT THE WINDOW BECAUSE YOU ARE GOING TO HAVE TO TAKE A NEW NUMBER AND START THE LINE ALL OVER AGAIN, WE WARNED YOU (b)(6) She continue yielding at me at the window and said to me: "ONLY THIS TIME!, I AM GOING TO PLACE A NOTE ON YOUR RECORD FOR NEXT TIME". Today July 20, 2009, I went in person to purchase a bigger order and DianaCA kept looking at the window I was standing at. You should send a poor Hispanic woman to investigate the CASH sales, the EXTRA FEES charge to THOUSAND OF HISPANICS who daily purchase products from M-F 9:00am-7:00pm Sat 9am to 5pm.. PS9000: Pyramid business Other-Other Update

Complaint Info CRA Dispute Flag

N

Complaint Info CRA Dispute

Responded	
Complaint Info CRA Dispute Resolved	

Record 34 of 192	
Reference Number	23997919
Created Date	08/03/2009
Complaint Source	BBB OK Tulsa
Originator Reference Number	10250038021748
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	08/03/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/03/2009
Transaction Date	
Member of armed forces or dependant?	
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	DE SOTO
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
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	
Consumer Military Service Branch	
Company Name	Online Business systems AKA Herbalife
Company Address, Line 1	9923 N Ashfield Road
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	OWASSOOWASSO
Company Address, State Code	OK
Company Address, State Name	Oklahoma
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	74055
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	918
Company Phone, Number	6714154
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	\$39.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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: - Product Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 35 of 192	
Reference Number	24200453
Created Date	09/24/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0909241305117531
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	09/24/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/24/2009
Transaction Date	
Member of armed forces or dependant?	
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	MIAMI
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	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	b(6)
Consumer Military Service Branch	
Company Name	Herbalife Intncal.
Company Address, Line 1	unknow
Company Address, Line 2	unknow
Company Address, Line 3	unknow
Company Address, City	VALENCIA
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	ESP
Company Address, Country Name	SPAIN
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	3
Company Phone, Area Code	495
Company Phone, Number	4788748
Company Phone, Extension	
Company Email	(b)(6)
Company Website	http://adwordsx1centimo.ning.com/
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	
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	\$5000.00
Complaint Info Product Service Code	3912
Complaint Info Product Service Description	Internet Information & Adult Services
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 #:I0909241305117531. (b)(6) (b)(6) bought from www.DominandoAdwords.com/1centavo our product and now he is selling it online http://adwordsx1centimo.ning.com/ without authorization.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 36 of 192	
Reference Number	24274885
Created Date	09/03/2009
Complaint Source	BBB MN Saint Paul
Originator Reference Number	07040057156469
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	09/03/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/03/2009
Transaction Date	
Member of armed forces or dependant?	
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	KANSAS CITY
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	8517 Mitchell Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	EDEN PRAIRIE
Company Address, State Code	MN
Company Address, State Name	Minnesota
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	55347
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	952
Company Phone, Number	3035769
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	\$39.95
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 Responded	
Complaint Info CRA Dispute Resolved	

Record 37 of 192	
Reference Number	24274948
Created Date	09/11/2009
Complaint Source	BBB MN Saint Paul
Originator Reference Number	07040057158416
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	09/11/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/11/2009
Transaction Date	
Member of armed forces or dependant?	
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	LIVINGSTON
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	
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	
Consumer Military Service Branch	
Company Name	Herbalife International
Company Address, Line 1	9800 S La Cienega Blvd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	INGLEWOOD
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	90301
Company Address, ZIP Code Extension	4440
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
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: - Advertising Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 38 of 192	
Reference Number	24540489
Created Date	09/02/2009
Complaint Source	National Consumer League
Originator Reference Number	569808
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	CLGC-USER
Entered Date	09/02/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/02/2009
Transaction Date	04/18/2008
Member of armed forces or dependant?	
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	EXTON
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	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	
Consumer Military Service Branch	
Company Name	HERBALIFE
Company Address, Line 1	P.O. Box 80210
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
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	90080
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	2167770
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Maggie
Company Rep Middle Name	
Company Rep Last Name	Ringle
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	04/18/2008

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$3.00
Complaint Info Amount Paid Method	Check (Personal)
Complaint Info Amount Paid Value	\$300.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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	It was explained to me that buying the premium package would cause the best return. After the initial check I was required to set up my own website, download certain material and buy a head set and phone. After complications downloading the material and setting up my
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 41 of 192	
Reference Number	25719038
Created Date	03/12/2010
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	GSIMPSON
Entered Date	03/12/2010
Updated By	GSIMPSON
Updated Date	03/12/2010
Agency Contact	Phone
Complaint Date	03/12/2010
Transaction Date	03/10/2010
Member of armed forces or dependant?	
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	El Paso
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	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	Donavon Drive
Company Address, Line 3	
Company Address, City	Elpaso
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	
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	Other
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$0.00
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	Consumer went to a club to lose weight. When he got there he found out it was a pyramid scheme.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 42 of 192	
Reference Number	25730340
Created Date	03/15/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	03/15/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/15/2010
Transaction Date	02/15/2010
Member of armed forces or dependant?	
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	Perris
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	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Partner With Paul = Online Business Systems = Herbalife Online Business System = Herbalife
Company Address, Line 1	7057 TR 551
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Holmesville
Company	

Address, State Code	OH
Company Address, State Name	Ohio
Company Address, Country Code	USAIUSA
Company Address, Country Name	UNITED STATESUNITED STATES
Company Address, ZIP Code	44633
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	330
Company Phone, Number	5672220
Company Phone, Extension	
Company Email	contact@partnerwithpaul.comldougcraycraft@theonlinebusiness.com
Company Website	www.partnerwithpaul.comlwww.craycraft.theonlinebusiness.com
Company Rep First Name	Doug
Company Rep Middle Name	
Company Rep Last Name	Craycraft
Company Rep Salutation	
Company Rep Comments	Mentor
Complaint	

Info Initial Contact Method	Phone Call: Landline
Complaint Info Initial Contact Date	02/15/2010
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	02/15/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$399.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$399.00
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 cancelled 2/16/10 via e-mail and received information that I will need to pay for reshipping & restocking fees which I should just consider the \$399 as a business loss. I said no I want a full refund. The packages were refused for shipment I returned the decision pack back to OHIO. Craycraft is charging a total of \$203.58 for reshipping restocking & misc. I want a full refund since on Herbalifes website states no reshipping and restocking fee.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 43 of 192	
Reference Number	26094738
Created Date	03/22/2010
Complaint Source	BBB WA DuPont
Originator Reference Number	12960022237908
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	03/22/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/22/2010
Transaction Date	
Member of armed forces or dependant?	
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	SEATTLE
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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	2816 NW Walder Dr
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CAMAS
Company Address, State Code	WA
Company Address, State Name	Washington
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	98607
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	360
Company Phone, Number	8342916
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	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
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 Responded	
Complaint Info CRA Dispute Resolved	

Record 44 of 192	
Reference Number	26097059
Created Date	03/21/2010
Complaint Source	BBB MN Saint Paul
Originator Reference Number	07040057172207
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	03/21/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/21/2010
Transaction Date	
Member of armed forces or dependant?	
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	MC LEANSVILLE
Consumer Address, State Code	NC
Consumer Address, State Name	North 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	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
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 Responded	
Complaint Info CRA Dispute Resolved	

Record 45 of 192	
Reference Number	26437036
Created Date	05/14/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	05/14/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	05/14/2010
Transaction Date	04/14/2010
Member of armed forces or dependant?	
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	Beech Island
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	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	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife/Marney White
Company Address, Line 1	22422 Navasota Cir
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	San Antonio
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	78259
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	(b)(6)
Company Website	http://www.cpk.theonlinebusiness.com
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	Mentor

Complaint Info Initial Contact Method	Phone Call: Mobile/Cell
Complaint Info Initial Contact Date	04/14/2010
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	04/14/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$9.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$189.00
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 found the company on a website in which I clicked the links to pay 9.95 for the free information dvd. I was soon after called by (b)(6) (mentor) who told me I would be working for herbalife and 149.95 package to get started. At first I said no and told her I would call her when I had the money. She called me a day ahead to see if I had the money then and at that time I told her to charge the card on file. She did and I went through the training videos which gave a price, but after the videos and it was time to do actual so called training there was a different price for a large amount of this the company claimed I would need. I then cancelled and asked (b)(6) where can I return the products and how to be refunded. At first she refused to respond until I let her know i will report this as fraud in which she immediately gave me instructions on how to return. The item was returned days ago and still no refund on my card. She also decided to charge me an extra</p>

	39.95 due to some 14 day trial she claimed i was under then there was no mention of that on the website and I read the site over and over again plus fine print. I went back and noticed the site changed a few days after I spoke with her showing the new 39.95 trial in the notes
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 46 of 192	
Reference Number	26653166
Created Date	05/07/2010
Complaint Source	BBB MN Saint Paul
Originator Reference Number	07040057175802
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	05/07/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/07/2010
Transaction Date	
Member of armed forces or dependant?	
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	ANDOVER
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
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 Responded	
Complaint Info CRA Dispute Resolved	

Record 47 of 192	
Reference Number	26662568
Created Date	06/07/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	06/07/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	06/07/2010
Transaction Date	05/14/2010
Member of armed forces or dependant?	
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	Milwaukee
Consumer Address, State Code	WI
Consumer Address, State Name	Wisconsin
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	
Consumer Military Service Branch	
Company Name	www.herbalife.com
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Redmond
Company Address, State Code	WA
Company Address, State Name	Washington
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	98052
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	(b)(6)
Company Phone, Number	(b)(6)
Company Phone, Extension	
Company Email	(b)(6)
Company Website	www.onlineinfopack.com
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	Internet/E-mail
Complaint Info Initial Contact Date	05/14/2010
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	05/14/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$10.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$200.00
Complaint Info Product Service Code	0335
Complaint Info Product Service Description	Internet Web Site Design\Promotion
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 contacted by (b)(6) of Herbalife.com after being enticed to begin an Internet business selling health food products. She call me on my cell phone and explained a package of training materials would be shipped. I received them and found not only was it a scam but I was being charged by other related services, none of which I had signed up for. One charged my phone bill and another to my bank account. I would like to discuss this problem in detail with someone by phone as it is too lengthy to explain in this limited submission form. I have had one arm of this scam charge me \$19.95 thru a name called onlinentrepreneur.com for webhosting, which I never authorized. Original culprits called Herbalife.com (not to be confused with the legitimate business in California) asked for \$9.95 and then further charged my bank account a whopping \$149.95 for a training course I never participated in. Unfortunately I don't have the street address of these swindlers. However, if you performe a google search, based on the email name above, you will find a now defunct web site from which to begin your investigation. The phone number for (b)(6)</p>

(b)(6) is a working cell phone. Please help me. If you can't reach me when you call, please call my friend, (b)(6) at (b)(6) (b)(6) or cell phone (b)(6) and he'll be happy to provide whatever additional details you would like.

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 48 of 192	
Reference Number	26848765
Created Date	06/25/2010
Complaint Source	FTC Call Center
Originator Reference Number	
Language	Spanish
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	DPEREZ
Entered Date	06/25/2010
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	06/25/2010
Transaction Date	05/01/2010
Member of armed forces or dependant?	
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	Miami
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	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	65 - 69
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
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	In Person
Complaint Info Initial Contact Date	05/01/2010
Complaint Info Initial Response	

Method	In Person
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0304 1712
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters\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	Consumer was calling since when they give the presentation of the product of herbalife they don't provide the consumer's of that they need to pay for the shipping and for each box they they purches to sell.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 49 of 192	
Reference Number	26983402
Created Date	07/09/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/09/2010
Updated By	CRSS\pwilliamson
Updated Date	07/12/2010
Agency Contact	Internet
Complaint Date	07/09/2010
Transaction Date	07/10/2010
Member of armed forces or dependant?	
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	Darling Downs Western Australi
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	AUS

Consumer Address, Country Name	AUSTRALIA
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	b(6)
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	
Consumer Military Service Branch	
Company Name	Herbalife Sharon Styth
Company Address, Line 1	996 Flower Glen Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Simi Valley
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	93065
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	pozte@nursing-the-nurse.com
Company Website	http://www.mental-health-information.info/p/unsubscribe.html
Company Rep First Name	Sharon
Company Rep Middle Name	
Company Rep Last Name	Styth
Company Rep	

Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	07/10/2010
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	07/10/2010
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	9044
Complaint Info Product Service Description	Unsolicited Email
Complaint Info Law Violation Code	CS1 CS4 CS6
Complaint Info Law Violation Description	SPAM: 'Remove Me' is missing, broken, or ignored SPAM: Subject or From line is false or misleading 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	The unsubscribe link they have (http://www.mental-health-information.info/p/unsubscribe.html) makes people sign up for services they do not want before they can unsubscribe (although I did not get that far) which is a violation of the terms of the can spam act. Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 50 of 192	
Reference Number	27053447
Created Date	06/16/2010
Complaint Source	BBB MN Saint Paul
Originator Reference Number	07040057178434
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	06/16/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/16/2010
Transaction Date	
Member of armed forces or dependant?	
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	WICHITA
Consumer Address, State Code	KS
Consumer Address, State Name	Kansas
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
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 Responded	
Complaint Info CRA Dispute Resolved	

Record 51 of 192	
Reference Number	27217720
Created Date	08/03/2010
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	TIACOBUCCI
Entered Date	08/03/2010
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	08/03/2010
Transaction Date	02/01/2010
Member of armed forces or dependant?	
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	Rochester
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	
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	
Consumer Military Service Branch	
Company Name	Herbalife E Home Global Media Solutions
Company Address, Line 1	950 W 190th St 15333 N Pima Rd
Company Address, Line 2	Ste 235
Company Address, Line 3	
Company Address, City	Torrance Scottsdale
Company Address, State Code	CA AZ
Company Address, State Name	CalifornialArizonal
Company Address, Country Code	USA USA
Company Address, Country Name	UNITED STATES UNITED STATES
Company Address, ZIP Code	90502 85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310 480
Company Phone, Number	4109600 2198705
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	Internet Web Site
Complaint Info Initial Contact Date	02/01/2010
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$4300.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$4300.00
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	Consumer became involved with a multi-level company, Herbalife. Consumer was told he would receive help and coaching to sell his product and he was not. Consumer had to also deal with 2 of their affiliates: E Home & Global Media Solutions. Global Media provides leads & advertise to get people to sign up and EHome is the recruiting company.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 52 of 192	
Reference Number	27258020
Created Date	08/05/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	08/05/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	08/05/2010
Transaction Date	08/04/2010
Member of armed forces or dependant?	
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	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	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	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	herbalife/merellworldwide
Company Address, Line 1	804 portamerica
Company Address, Line 2	400
Company Address, Line 3	
Company Address, City	grapevine
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	76051
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	(b)(6)
Company Phone, Number	
Company Phone, Extension	
Company Email	(b)(6)
Company Website	www.tlpsunshinehealth.com
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	buissness coach?
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	08/04/2010
Complaint Info Initial Response	

Method	Phone: other
Complaint Info Initial Response Date	08/04/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$200.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	\$10.00
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	<p>this transaction was done online as a credit card. How did this guy make it a debit transaction? am i at risk of him knowing more? For the record the package i received was less than one pound. with it no real information of what it was supposed to contain. i told tom peters i was not interested in the work at home buissness, after i found out herbalife was the company. wick they withhold that information until the package had arrived at my house. then the supposed bulkiness mentor calls to see if i have watched the dvd and to say that mi ready for the next step wick will cost me 149.00\$. i simply said mi not interested i don't have the money then he wants me to pay out of my own pocket again to send the package BACK.or ill be charged 39.99 for absolutely nothing just people exclaiming there success story's on this dvd wich are fabricated im sure,i don't think this man or his herbalife co. should get this ten dollars nor any other monetary gain of mine for they have provided me with no service or product. i have no way to afford an attorney to get ten dollars back he can keep it for all i care.... i do however want to keep the rest of my hard earned cash,instead of let theives</p>

have it.Looking for advice on my situation if at all possible. . i also have a unknown charge the same day i ordered that package from GLOBAL MEDIA SOLUTIONS i have no idea what that is but in my research found global online systems is linked to herbalife and may be connected with global media solutions..needles to say i already reported my card lost so they cant use the number i provided or charge me again,the company's adress i gave you is where he wanted me to send or return the b.s i received i think i should keep it for evidence.if any one can help stop these peoples evil scheme's is the FTC thank you whomever puts there effort into this.
scincerly, (b)(6)

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute Responded

Complaint Info CRA Dispute Resolved

Record 53 of 192	
Reference Number	27262775
Created Date	07/21/2010
Complaint Source	BBB CO Denver
Originator Reference Number	08850075119911
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	07/21/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/21/2010
Transaction Date	
Member of armed forces or dependant?	
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	WINTER HAVEN
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	
Consumer Military Service Branch	
Company Name	HerbaLife Distributor
Company Address, Line 1	9623 Grand Ave.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LITTLETON
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80123
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	303
Company Phone, Number	9481323
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	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
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 Responded	
Complaint Info CRA Dispute Resolved	

Record 54 of 192	
Reference Number	27263004
Created Date	07/12/2010
Complaint Source	BBB AB Edmonton
Originator Reference Number	00270001636003
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	07/12/2010
Updated By	BBB-USER
Updated Date	09/14/2010
Agency Contact	External Agency
Complaint Date	08/12/2010
Transaction Date	
Member of armed forces or dependant?	
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	TOCCOA
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	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America Inc
Company Address, Line 1	PO Box 80210
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
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	90080
Company Address, ZIP Code Extension	0210
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	
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 Responded	
Complaint Info CRA Dispute Resolved	

Record 55 of 192	
Reference Number	27635816
Created Date	08/12/2010
Complaint Source	BBB AB Edmonton
Originator Reference Number	00270001636382
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	08/12/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/12/2010
Transaction Date	
Member of armed forces or dependant?	
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	KEREMEOS
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America Inc
Company Address, Line 1	PO Box 80210
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
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	90080
Company Address, ZIP Code Extension	0210
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	
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 Responded	
Complaint Info CRA Dispute Resolved	

Record 56 of 192	
Reference Number	27640889
Created Date	08/05/2010
Complaint Source	BBB MN Saint Paul
Originator Reference Number	07040057181807
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	08/05/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/05/2010
Transaction Date	
Member of armed forces or dependant?	
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	HOLLYWOOD
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
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 Responded	
Complaint Info CRA Dispute Resolved	

Record 57 of 192	
Reference Number	27720129
Created Date	09/21/2010
Complaint Source	FTC Call Center
Originator Reference Number	
Language	Spanish
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	VCASTILLO
Entered Date	09/21/2010
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	09/21/2010
Transaction Date	
Member of armed forces or dependant?	
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	PEEKSKILL
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	
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	HerbaLife
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	
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	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	Consumer states that he was selling HerbaLife products he states that he was never compensated what he was intially informed he would get. Consumer states that the products that that the company sells are misleading.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 58 of 192	
Reference Number	27728364
Created Date	09/21/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	09/21/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	09/21/2010
Transaction Date	08/06/2010
Member of armed forces or dependant?	
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	Schertz
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	
Consumer Military Service Branch	
Company Name	HERBALIFE INTERNATIONAL OF AMERICA
Company Address, Line 1	930 E. 233RD ST
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CARSON
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	90745
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	24650
Company Email	DS_CSSUPPORT@HERBALIFE.COM
Company Website	WWW.MYHERBALIFE.COM
Company Rep First Name	STEPHEN
Company Rep Middle Name	
Company Rep Last Name	REHRIG
Company Rep Salutation	
Company Rep Comments	MENTOR

Complaint Info Initial Contact Method	Internet (Other)
Complaint Info Initial Contact Date	08/06/2010
Complaint Info Initial Response Method	Answer cold call
Complaint Info Initial Response Date	08/06/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$159.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$159.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	LJB
Complaint Info Law Violation Description	Never Received Merchandise
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>I have been given a run around with regards to the cancellation and refund for the payments that they charge me for joining the HERBALIFE DISTRIBUTORSHIP. I spoke with the customer service back in August 30th informing them that I would like to cancel my membership and she gave me the instruction to send a fax to your department. I tried several times on September 1st but unfortunate my fax couldn't go thru to your fax # 310-258-7155 so I resorted to calling customer service again and requested for alternate fax # where it can be forwarded to your department. I am getting confused as to the information that were given to me by your representative and by the person who called me to sign me up when I applied online for the DVD 1st pack. I don't know Stephen Rehrig personally; he was the one who called me after I filled up the information online and paid the \$9.95; I have been dealing</p>

Complaint Info Comments

with this person since then the Aug 6, 2010. The next thing he told me is that he will call me to set up appointment after I receive the package (which I wasn't inform it was only the DVD and the folder) and he wants to charge my credit card for \$149.95, I advise Mr. Rehrig that I don't have that money that time but I will have it on Aug 20. He did not explain to me what the \$149.95 is for – he informs me in order for me to start with the business I have to pay \$149.95. In short I did pay him the amount on Aug 19. After going thru the black bag package that I received on Aug 22 I find it that the business of your company is not the one for me. So I immediately send Mr. Rehrig an email on Aug 30 that I am canceling my HERBALIFE distributorship and requested from him to advise me as to how to return the merchandise. He did not contact me that day (Aug 30) so I called your customer service and request as to how to cancel my distributorship. The lady advises me to send the cancellation notice thru fax including the CUSTOMER REQUEST FOR REFUND FORM; PRODUCT I WISH TO RETURN FORM; LITERATURE/PROMOTIONAL ITEMS FOR RETURN. The rep told me that once the fax is received that they will give me instructions as to where to return the items. Mr. Rehrig replies to my cancellation email on Aug 31st and advice me to send to the address he stated in the email. I send the COMPLETE BLACK BAG HERBALIFE together with the rest of the items in it to the address MERELLE WORLDWIDE 804 PORT AMERICA SUITE 400, GRAPEVINE TX 76051. Now as I have been dealing with him since Aug 6, I felt confident that he gave me the correct information as to where to send it. Here is where the confusion starts; According to your representative that the BLACK HERBALIFE BAG SHOULD only is to be returned to the CORP. the only amount that should be charge to me was \$54. First and foremost, your distributor by the name of Stephen Rehrig is the one who told me that the amount is \$149.95 and it must be paid in full. And he told me to send it to that address in Grapevine. Now I have been monitoring the progress of this cancellation since day 1. I made a follow up to Mr. Rehrig on September 7 and he told me that HE DID NOT RECEIVED ANY PACKAGE. I

	<p>have forwarded to his email the status of the tracking and he informed me that the address he gave me was his personal residence for 40 years. Now if he has been living in that community for 40 years you will be informed by the local post office that there was a package delivered to your place and he can figure it out with the local postal office since you</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 59 of 192	
Reference Number	27792496
Created Date	09/28/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	09/28/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	09/28/2010
Transaction Date	03/17/2010
Member of armed forces or dependant?	
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	Franklin
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	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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	P.O. Box 80210
Company Address, Line 3	
Company Address, City	Los Angeles
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	90080
Company Address, ZIP Code Extension	0210
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	8664744
Company Phone, Extension	
Company Email	
Company Website	www.herbalifecentral.com
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	I Initiated Contact
Complaint Info Initial Contact Date	03/17/2010
Complaint Info Initial Response	

Method	Phone: other
Complaint Info Initial Response Date	03/17/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$7500.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	\$7500.00
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>This is most of a letter I sent to my contacts within the company. They did not respond at all to my complaints:"Hi, (b)(6) and (b)(6) ! I have been in a real dilemma regarding what to do about this business. I am unhappy about a few things. I guess this letter is not directed so much at you as you to whoever heads up this organization in the business. I want to voice my concerns. First of all, I do not like the deception present. It's one thing not to reveal every detail; it's another to outright lie and encourage others to do so. (b)(6) , you encourage lying...Even in the scripts there are lies. Ex: "We only have a few openings left." Yeah, right! Lies in one aspect mean there are lies in other aspects. If I can't be upfront with people, I can't participate. I'd rather be poor and honest than rich and dishonest and manipulative. I am also upset about the level of money required to run this business. One lady last week was interested in the business because the advertisement states little-no money is needed upfront. Hmmm...first \$9.95, then \$39.95, then \$149.95, then \$20, then \$\$\$\$\$\$. Now, here I am a lady with NO money to invest; who, in order to make the money I came here for,</p>

Complaint Info Comments

is encouraged to spend \$2580-\$6450 a MONTH on top of operating costs. It's laughable! Okay, so I've already spent thousands that I did not have and have made minimal profits. I have NO customers from the retail leads I ordered, and I have ONE distributor left from the recruiting leads I ordered. I have called, e-mailed, put out flyers, etc., etc. Then, (b)(6) you made the statement that if we did not have money to purchase leads it was in part due to the fact that we were not charging the \$39.95. Hmm...it takes 7 of those charges to purchase 1 lead! My husband works VERY hard and, in a good month these days, might bring in \$4000 in a month. How in the world am I going to expend this kind of money? It's not possible! I feel I've been taken advantage of. I believed what was stated: that if I just followed the step-by-step process I would be successful. I've tried to follow the process. I enrolled in most of the suggested tools because I believed I was setting myself up for success. Now, the next step in the process is to spend \$2580-\$6450 a MONTH. I CANT. Good night! In order to have that kind of money to invest, I'd have to be wealthy already. It's unbelievable! So, I can't purchase any more internet leads. I'm left to putting up flyers, passing out flyers, telling my family and friends, etc. That's not what I came here for. If I wanted to do that I would have done Avon or some other such thing. I wanted an ONLINE business so I could be home with my kids and not looking at all my family and friends as customers. I'm left in an awful predicament. If I quit I have no hope of paying off the \$7000 left on the credit card (from trying to get this off the ground); if I don't quit I have no money to advertise anyway and hundreds in monthly operating costs to pay."Sirs:I am beginning the process of closing down websites, ending contacts, etc. I have debated, stressed, and been in desperation for quite some time over what to do about all this. I have come to the conclusion I should try to warn others never to steer from "If it is too good to be true: it probably is." Then, go back to where I started.Thank you for your time.

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 60 of 192

Reference Number	28195089
Created Date	10/07/2010
Complaint Source	BBB ON Kitchener/Toronto
Originator Reference Number	01070001218013
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	10/07/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/07/2010
Transaction Date	
Member of armed forces or dependant?	
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	ETOBICOKE
Consumer Address, State Code	ON
Consumer Address, State Name	Ontario, 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	
Consumer Military Service Branch	
Company Name	Herbalife Online Business Systems
Company Address, Line 1	205 Joseph St. Box 2325
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	WALKERTON
Company Address, State Code	ON
Company Address, State Name	Ontario, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
Company Address, ZIP Code	N0G 2V0
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	519
Company Phone, Number	8811300
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	\$39.95
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 Responded	
Complaint Info CRA Dispute Resolved	

Record 61 of 192	
Reference Number	28382703
Created Date	11/27/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/27/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	11/27/2010
Transaction Date	08/29/2010
Member of armed forces or dependant?	
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	Conway
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
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	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	NV
Company Address, State Name	Nevada
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	866
Company Phone, Number	8664744
Company Phone, Extension	
Company Email	(b)(6)
Company Website	MyHerbalife.com
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	Supervisor
Complaint Info Initial Contact Method	TV/Radio
Complaint Info Initial Contact Date	08/29/2010
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	08/29/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$3350.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$4500.00
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>Responded to radio ad for Income at Home, charged \$9.95 for company info. Contacted within 2 days by (b)(6) Asked to pay additional \$39.95 for additional info, as well as \$149.95 for personal diet products (1 month's worth.) Was not informed until that time that the company was Herbalife. Encouraged by (b)(6) as well as her supervisor Dick Tosh to enter the company as a Supervisor so that I would get 50% profit on sales. (b)(6) informed me that she had been with the company for 3 weeks and had made \$12,000. Asked to pay \$3,000 for company investment as a supervisor, and was sent 6 cases of products to sell. It was my intent to recruit rather than to sell retail, as I was told there was much more money to be made in recruiting. Underwent hundreds of hours in training--I was not informed until training almost completed that I would have to pay \$130/each lead for recruiting. Retail sales leads much cheaper, but still had to pay. Informed (b)(6) that I had spent my entire savings, was unable to pay for leads. He told me I would need to sell all of my product inventory to make enough money in profit to buy leads. Multiple</p>

Complaint Info Comments

monthly/recurrent company charges of \$59, \$19.95, \$99, \$9.95 for services I was told were not necessary to do business with them as a distributor; however, it would have been VERY difficult to do business without these services. Multiple calls by company president Anthony Powell urging me to do "whatever it takes to get to the next level." Each level in the company promised more financial gains--to get to each successive level, you had to recruit more people/sell more product. By this time, I felt like I was "stuck"--I had invested so much money and time, I felt like I couldn't quit. It was at this time that I received an email from (b)(6) (b)(6) informing me that she was unable to handle Herbalife, was cancelling her account with the company, and I was referred to (b)(6) (her supervisor) for further assistance. I asked her why she was cancelling her account. Her exact words from her email response:"I decided that the only ones making any money were those at the top. I invested almost \$15,000 into the business and only made \$1,500. A 10% return was not what I was led to expect. They told me that I would have to continue the investment of money for at least 18-24 months in order to make any more! That means, that they wanted me to invest over \$75,000 and get only about \$7,500 for 2 years, and then, maybe, get more money-dependending on how many more people I could get to invest. I felt like a con artist. I apologize for "conning" you into this and I just could not do it anymore. They said that nothing ordered could be returned at this time. It would have had to have been rejected upon delivery for an 85% return of cost. I am still trying to sell the inventory I have left, but it does not look good. Again, I apologize for getting you involved in this. It certainly was not what I expected. I now see why they don't tell you everything up front! You would never get involved!" At that time, I cancelled all of my accounts through them, online as well as via telephone.

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute Responded

Complaint Info CRA Dispute Resolved	
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Record 62 of 192	
Reference Number	28456858
Created Date	12/03/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/03/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	12/03/2010
Transaction Date	10/19/2010
Member of armed forces or dependant?	
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	Grandview
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	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America Inc
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrence
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	24650
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	24650
Company Email	ds_cssuport@herbalife.com
Company Website	www.herbalife.com
Company Rep First Name	Tiffany armstrong,
Company Rep Middle Name	
Company Rep Last Name	cellia galicia
Company Rep Salutation	
Company Rep Comments	customer service
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	10/19/2010
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	10/19/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$4237.00
Complaint Info Amount Paid Method	Visa Cash Advance
Complaint Info Amount Paid Value	\$4237.00
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	LJB
Complaint Info Law Violation Description	Never Received Merchandise
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	Herbalife advertised their product and I answered an ad. 10-19-10 I started taking the product and was stopped from taking it by my doctor. 11-8-10 (Per agreement-refund for return within 30 days) I returned the product under the company guidelines. Now the company is telling me there is a paperwork problem preventing them from returning my money as agreed.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 63 of 192	
Reference Number	29084484
Created Date	02/07/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/07/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/07/2011
Transaction Date	12/10/2010
Member of armed forces or dependant?	
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	Leawood
Consumer Address, State Code	KS
Consumer Address, State Name	Kansas
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	
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	950 West 190th St.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrance
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	90502
Company Address, ZIP Code Extension	1001
Company Phone, Country Code	
Company Phone, Area Code	650
Company Phone, Number	4777217
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Danny
Company Rep Middle Name	
Company Rep Last Name	Singson
Company Rep Salutation	
Company Rep Comments	Sales
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	12/10/2010
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	12/10/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$209.00
Complaint Info Amount Paid Method	Discover Credit Card
Complaint Info Amount Paid Value	\$209.00
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>I was interested in earning income from home so I purchased for \$9.95 a DVD from incomeathome.com website to find additional information. Then, Danny Singson contacted me and they have you listen to these phone tapes about how much money you can make from home and they give you all of these testimonials. They never tell you what the product is or what you would be doing from home. Prior to the first phonecall from your "sales mentor" they have you listen to the DVD and do workbook pages. Then, you have your phone call. They have you listen to some more testimonials about the product (you still don't know what it is you would be selling or doing from home). Then, they tell you that to move on they need to send you the "start up package" for \$199.95. At the end of this call, they tell you it is Herbalife. Then, you still don't know what you would be doing for them. So, they set up an online "mentor" session to show you how to make money. There are 3 levels - you can be a senior consultant (for \$275 more dollars) or you can be Success Builder (for \$580 more) and last you can be a Supervisor (for \$4000 more). They push the supervisor level</p>

Complaint Info Comments

because this is where you find other people to sell the product and you are paid a % of their sales. Then, each person you find can find three additional people and you get paid a % of all of those sales as well. It is a pyramid scheme but they limit your depth to three deep, but then those three can find three more, and so on and so on. They also won't show you their online system for generating leads to sell the product and/or to find people to sell until you pay the next fee. I really was investigating what this was as I have heard the ads over and over on radio/TV. I was very skeptical going into it. As soon as I received the "start-up" kit which was a giant box of Herbalife product, I returned the product and asked Danny Singson for a refund on 12/20/2010. I have proof of delivery of the product back to them on 1/3/2011. I asked for a refund again on 1/7/2011. At the point that I told Danny Singson on 12/15/2010 that I was not interested in this pyramid type scheme where they are more interested in making you sign other people up than they are in the product, he has not responded to any of my emails or request for refund. I had point blank asked him if this was 100% refundable if I did not want to do whatever it was and he said "absolutely". The problem with this is they are so pushy and they make sure they don't tell you anything until that "start-up kit" has already been shipped. Then, it goes into limbo. Herbalife isn't responsible for Danny Singson's actions and Danny is not responsible for Herbalife. It is as if Danny Singson's first goal was to get that "start-up" box in the mail so there is no turning back or they make you think that. Then, the whole return process is such a pain they think I am going to give up. I am sure there is a small percentage that goes to the next level of purchasing enough product (listed above-consultant, builder, supervisor) that they just try to keep pushing you along. I did receive today (2/7/11) a "refund request form" from Herbalife where they are asking me to show proof of purchase. I had asked Discover to do a charge back on 1/18/2011 so I am sure this is in response to that. I think their marketing practices are

	misleading & the way they want money in order to find out what the product is and what you would be doing is unethical.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 64 of 192	
Reference Number	29419215
Created Date	12/16/2009
Complaint Source	Oregon, Department of Justice
Originator Reference Number	FF12486-09
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OR01-USER
Entered Date	12/16/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/16/2009
Transaction Date	
Member of armed forces or dependant?	
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	TROUTDALE
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	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	HERBALIFE INTERNATIONAL OF AMERICA, INC.
Company Address, Line 1	1800 CENTURY PARK EAST
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
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	90067
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	5329638
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	\$9.95
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	
	<p>DETAILS ---- THIS BUSINESS COMES UNDER THE DIGUISE OF INCOME AT HOME A WEBSITE I LEARNED ABOUT VIA DR. LAURAS RADIO PROGRAM FOR MOMS WHO DESIRE TO STAY AT HOME WITH THEIR KIDS. I SENT FOR THE INFORMATION AS IT IS BBB ACCREDITED. I HAD NO IDEA AND WAS UNABLE TO OBTAIN ANY INFORMATION UP FRONT AS TO WHAT THIS INCOME AT HOME WAS ALL ABOUT. A CONFERENCE CALL WAS SET UP FOR MY DAUGHTER (MOTHER OF 14 MONTH OLD TWINS WHO NEEDS A JOB) AND I. THE CALL HAD TO BE RE-SCHEDULED, FIRST FOR LACK OF A DIAL TONE ON MY END, 2ND NO CALL CAME IN & 3RD, KATHYE CAULWELL SUPPOSEDY MY 3RD PERSONAL MENTOR. HER CALL CAME IN, SHE ASKED ME QUESTIONS, BUT NOT MY DAUGHTER (APPARENTLY THERE IS NO COMMUNICATIONS BETWEEN THE MAIN GUY ANTHONY AND THE OTHERS WHO CALL). KATHYE HAD US LISTEN TO AN AUDIO RECORDING OVER THE PHONE THAT FINALLY REVEALED THE ACTUAL NAME OF THE</p>

Complaint Info Comments

COMPANY AND THE COSTS TO GET STARTED. KATHYE WAS RUDE TO MY DAUGHTER WHEN SHE ASKED FOR A FEW MINUTES TO TALK TO HER HUSBAND ABOUT THE \$149 START UP FEE. THEY ARE STRUGGLING WITH JUST HIS INCOME. THE INFORMATION REGARDING WHAT THIS INCOME AT HOME IS ACTUALLY ALL ABOUT IS WITHHELD UNTIL THIS PHONE CALL. IT WOULD SEEM THAT THIS MIGHT BE THE ONLY WAY TO SUCK PEOPLE IN. THIS IS A BUSINESS OPPORTUNITY AND NOT A WORK FROM JOB AS IM GUESSING MANY FOLKS MIGHT THINK, AND THEREFORE, YOU HAVE TO HAVE FUNDS TO INVEST BEFORE YOU CAN MAKE ANY MONEY. WITH SO MANY OREGONIANS OUT OF WORK AND HOPING FOR SOMETHING TO BRING IN MONEY - THIS IS MISLEADING AND UNFORTUNATELY, WITH THE CARROT OF AT LEAST \$1,500 PER MONTH, IS ALSO A DOWNER FOR THOSE TRYING TO HOLD ONTO HOPE. THIS, I FEEL, IS JUST ANOTHER OF THOSE IF IT LOOKS TO GOOD TO BE TRUE, IT PROBABLY IS. I FEEL THAT THIS BUSINESS NEEDS TO BE STRAIGHT UP FRONT THAT THIS IS SOMETHING YOU HAVE TO INVEST IN AND NOT WITH HOLD THIS INFORMATION NOT ALLOWING AMPLE TIME TO RESEARCH BEFORE THE CALL TO SAY YES AND ALLOW THE COMPANY TO CHARGE MORE ON YOUR CARD. ALSO, YOU HAVE TO PAY \$9.95 FOR THE SHIPMENT OF THE INFORMATION PACKET, IF YOU DO NOT SEND BACK WITHIN 2 WEEKS, YOU ARE CHARGED AN ADDITIONAL \$39.95 FOR THE PACKET. IT STATES THAT IF DISSATISFIED AFTER 90 DAYS YOU CAN GET THE \$39.95 BACK. NOTHING IS EVER STATED ABOUT GETTING THE \$149 GET STARTED FEE BACK IF NOT SATIFIED AFTER 90 DAYS. THIS ENDS UP COSTING

ABOUT \$200 JUST TO GET STARTED.
I WOULD SAY THIS IS A BUYER
BEWARE ISSUE. THANKS, (b)(6) ---
Oregon DOJ comments: Consumer Did
Not Request Action --- Consumer
description: False or misleading
representations regarding future income ---
Case closed --- Case closed date:
2009-12-16 00:00

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 65 of 192	
Reference Number	29439142
Created Date	10/29/2010
Complaint Source	Oregon, Department of Justice
Originator Reference Number	FF9631-10
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OR01-USER
Entered Date	10/29/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/29/2010
Transaction Date	
Member of armed forces or dependant?	
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	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	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	HERBALIFE INTERNATIONAL OF AMERICA, INC.
Company Address, Line 1	1800 CENTURY PARK EAST
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
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	90067
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	5329638
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	\$9.95
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>DETAILS ---- GOOD MORNING. MY WIFE AND I HAVE HEARD THE RADIO ADS FOR WORK FROM HOME.COM FOR THE PAST FEW MONTHS. WE DECIDED TO SEE WHAT IT WAS ALL ABOUT. WE WENT ON- LINE TO THEIR WEB PAGE AND WE PAID THE \$9.95 FEE TO GET MORE INFO. (THEY WONT GIVE YOU ANY INFO UNLESS YOU PAY.) WE WERE CONTACTED BY A WOMAN IN KENNEWICK, WA WHO IDENTIFIED HERSELF AS AN INTAKE HANDLER. WE WERE TOLD THAT A FEDEX PACKAGE WAS COMING AND WE HAD TO READ THE INFORMATION ETC. AND PARTICIPATE IN A TELEPHONE INTERVIEW IN A FEW DAYS. I FOUND SOME INFO ON THE INTERNET THAT THIS IS A FRONT FOR HERBALIFE VITAMINS THIS COMPANY WILL TAKE THE INITIAL MONEY FROM YOU THEN COAX YOU INTO BUYING ANOTHER PACKET BEFORE TELLING YOU THAT YOU WILL BE SELLING VITAMINS. MY WIFE AND I FEEL THAT CONSUMERS ARE BEING DECIEVED BY THESE ADS AND THIS IS A SCAM. WE FEEL THAT OREGON CONSUMERS SHOULD BE WARNED</p>

BEFORE THEY TOO SPEND ANY MONEY OR TIME ON THIS. I CAN PROVIDE MORE INFO TO YOUR INVESTIGATOR. THANK YOU. --- Oregon DOJ comments: Information Only --- Consumer description: False or misleading representations regarding future income --- Case closed --- Case closed date: 2010-10-29 00:00

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute Responded

Complaint Info CRA Dispute Resolved

Record 66 of 192	
Reference Number	30238822
Created Date	04/28/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	04/28/2011
Updated By	CRSS\bsturm
Updated Date	05/18/2011
Agency Contact	Internet
Complaint Date	04/28/2011
Transaction Date	09/01/2010
Member of armed forces or dependant?	
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	Round Lake
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	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	
Consumer Military Service Branch	
Company Name	Herbalife
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	
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	Internet/E-mail
Complaint Info Initial Contact Date	09/01/2010
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	09/01/2010
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	CS1 CS6
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 have continued to receive emails from the domain i-office.com for a number of years (going on 3 now) and have requested on no less than 4 occasions to be removed from contact lists as I am no longer affiliated with Herbalife. The emails that I have received are obviously mass-generated, with no information as to how to opt-out, or who to contact to affect the subscriber status. Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 67 of 192	
Reference Number	30361783
Created Date	03/29/2011
Complaint Source	U.S. Postal Inspection Service
Originator Reference Number	1560711
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	USPS-USER
Entered Date	03/29/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/29/2011
Transaction Date	
Member of armed forces or dependant?	
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	CONWAY
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America
Company Address, Line 1	PO BOX 80210
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
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	90080
Company Address, ZIP Code Extension	0210
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	6174273
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	TV/Radio
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	\$3375.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$4500.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>3/29/2011 AEasterling Responded to radio ad for Income at Home. Paid initial \$9.95 for broad overview of the company. Paid \$149 for required 1st months personal weight loss products. It was not until this time that Herbalife was the company I was dealing with. Paid \$39.95 for more information about the company. Urged to act right away in decision to become a Supervisor distributor--"You don't want to leave any money on the table." Success was guaranteed if I would just follow their training methods and was willing to work hard. Paid \$3,175 (includes tax/shipping) upfront for "supervisor" distributorship status. Was sent 6 cases of weight-loss product for resale/reshipping. Company business practices/continued financial investment revealed very methodically during training. Not informed until training almost completed that sales leads would cost me \$130 each. Felt that I had to continue in the business due to the time/money invested. Discussed my concerns with (b)(6) in October 2010. Notified by mentor (b)(6) (b)(6) 11/22 that she could no longer handle Herbalife and was cancelling her account. that the only ones making any</p>

	<p>money were those at the too (of this MLM business.) She invested almost \$15K into the business and made only \$1500--when I was contemplating becoming a distributor and was told how much it could cost up front, she told me--only because I asked her--that she had made \$12K her first money, and a 1-% return was not what she (and I) had been led to expect. They told her she would have to continue financial investment for at least 18-24 months in order to make any more money depending on how many people she could get to invest in the co. Initial product inventory can't be returned--would have had to have been rejected upon delivery for an 85% return of cost. I cancelled my account on 11/25.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 68 of 192	
Reference Number	30362705
Created Date	04/07/2011
Complaint Source	U.S. Postal Inspection Service
Originator Reference Number	1561802
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	USPS-USER
Entered Date	04/07/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/07/2011
Transaction Date	
Member of armed forces or dependant?	
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	COSTA MESA
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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	2850 S ROOSEVELT STE 102
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TEMPE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85282
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	877
Company Phone, Number	6726225
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Kelley
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	
Complaint Info Amount Requested Value	
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	4/7/2011 AEasterling When I received the materials and products and told the merchant I did not want them and was invoking his return guarantee, the merchant refused to return my money and refuses to talk to me or return my calls and e-mails
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 69 of 192

Reference Number	30508092
Created Date	05/05/2011
Complaint Source	BBB BC Vancouver
Originator Reference Number	00370001238968
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBVABC-USER
Entered Date	05/05/2011
Updated By	BBBVABC-USER
Updated Date	11/03/2011
Agency Contact	External Agency
Complaint Date	05/05/2011
Transaction Date	
Member of armed forces or dependant?	
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	ONEIDA
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	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International
Company Address, Line 1	210 9250 120 St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SURREY
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	
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	Tejinder Singh
Company Rep Middle Name	
Company Rep Last Name	Matharu
Company Rep Salutation	
Company Rep Comments	Distributor
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	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
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>Cythia Robinson uses high pressure imature selling-business practices. I never seen in business this kind of nonsense. Going on about giveing her money. Forcing me to take a loan. Very imature child like. She is a thief and she is stealing from people left and right. These Herbalife Distributors should be watched. --- Additional Comments: Refunding people's money.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 70 of 192	
Reference Number	30525117
Created Date	02/22/2011
Complaint Source	BBB IN Fort Wayne
Originator Reference Number	03520026035116
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBFTWN-USER
Entered Date	02/22/2011
Updated By	BBBFTWN-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	02/22/2011
Transaction Date	
Member of armed forces or dependant?	
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	LAS VEGAS
Consumer Address, State Code	NV
Consumer Address, State Name	Nevada
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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	9805 Secluded Lane
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	FORT WAYNE
Company Address, State Code	IN
Company Address, State Name	Indiana
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	46835
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	
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	\$334.00
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	I was under the impression that they would supply a list of customers. I wrote to Mr. Locker that I did not want to sell Herbalife and returned the \$299.00 plus I paid with my debit card. It cost an additional \$35.00 to return his products. I asked him to credit my account and to advise me that he received the products and how long would it take to process the credit. I wrote him several times without a word from him. --- Additional Comments: I want my money credited back to my debit card for the products I returned. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 71 of 192	
Reference Number	30624763
Created Date	11/18/2010
Complaint Source	BBB CA Oakland
Originator Reference Number	11160057182164
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBOACA-USER
Entered Date	11/18/2010
Updated By	BBBOACA-USER
Updated Date	02/25/2012
Agency Contact	External Agency
Complaint Date	11/18/2010
Transaction Date	
Member of armed forces or dependant?	
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	GREELEY
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	
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	f
Consumer Fax, Area Code	f
Consumer Fax, Number	f
Consumer Cell Phone, Country Code	f
Consumer Cell Phone, Area Code	f
Consumer Cell Phone, Number	f
Consumer Email	b(6)
Consumer Age range	f
Consumer Military Status	f
Consumer Military Station	f
Consumer Complaining Company/Org	f
Consumer Military Service Branch	f
Company Name	Online Herbalife Recruiter
Company Address, Line 1	225 E Santa Inez Ave, Apt 6
Company Address, Line 2	f
Company Address, Line 3	f
Company Address, City	SAN MATEO
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	94401
Company Address, ZIP Code Extension	f
Company Phone, Country Code	f
Company Phone, Area Code	f
Company Phone, Number	f
Company Phone, Extension	f
Company Email	f
Company Website	www.onlineinfopack.com
Company Rep First Name	f
Company Rep Middle Name	f
Company Rep Last Name	f
Company Rep Salutation	f
Company Rep Comments	f
Complaint Info Initial Contact Method	f
Complaint Info Initial Contact Date	f
Complaint Info Initial Response Method	f
Complaint Info Initial Response Date	f

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	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	<p>I paid 10 dollars for their introductory cd...only had 2 minute video...I DID NOT wish to continue with this business. They took credit card number from introductory cd and used it to continue to charge me for a product that I do not want or did NOT order. two minute video was about motivation NOT the product...total ripoff I do not want to sale herbalife products...my choice. He has NO right to make charges since I did not continue training bs. This is a scam reported numerous times on the internet. Surely you have had to deal with him before...or herbalife.He charged me 40 dollars for what I dont know and according to internet scam they charge 200 dollars for their first supply of products..or hes charging me by installments..which is an excuse for thief. If he doesnt return monies...I will file criminal charges...but looking at his pictures online he looks like a criminal already hiding from the law! Please make a request to stop and refund...I know his children would not like to see him go to jail!you can google this scam and find numerous complaints already by other herbalife criminals. --- Additional Comments: Immediate refund of my funds that are illegally stolen. If not returned immediately, law enforcement will be the next step!</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 72 of 192	
Reference Number	30711362
Created Date	04/04/2011
Complaint Source	BBB DE Wilmington
Originator Reference Number	02510008552942
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBDEL-USER
Entered Date	04/04/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/04/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
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	NEWARK
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	
Consumer Military Service Branch	
Company Name	MainStream Nutrition Club - Herbalife
Company Address, Line 1	163 E. Main Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	NEWARK
Company Address, State Code	DE
Company Address, State Name	Delaware
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	19711
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	302444
Company Phone, Extension	
Company Email	
Company Website	http://www.mainstreamnutrition.com/
Company Rep First Name	Stephen
Company Rep Middle Name	
Company Rep Last Name	Fangman
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 went into this business just assuming they provided nutritional shakes/supplements to the general public. Once inside, they tried to sell me on their line of products and nutritional counseling. The problem is that none of the employees are formally trained in nutrition, or are Registered Dietitians or Nutritionists. None of the employees actually had a background in nutrition, all they learned was from the literature from the company that provided their products. In an establishment such as this, I feel that it is unfair to the public to have uneducated people advising others on nutritional counseling, with no factual knowledge of actual nutrition. As an individual who holds a bachelors degree in Nutrition, this was very disturbing and felt unethical to me because the information that the individuals were giving me was inaccurate and misleading. --- Additional Comments: I would implore the business to acquire knowledgeable staff with nutritional</p>

	backgrounds, as to not feed incorrect information to consumers. It's unethical.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 73 of 192	
Reference Number	30777181
Created Date	04/04/2011
Complaint Source	Washington, Attorney General
Originator Reference Number	384949
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	WA01-USER
Entered Date	04/04/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/04/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PASCO
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	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
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	\$450.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	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	
	<p>I am a 64 year old woman, who is disabled with many diseases, including Type-1 Diabetes for which I am currently taking insulin up to four times a day depending on my sugar levels. Yesterday, Saturday, April 2, 2011 two neighbors who are private distributors for Herbalife came to my home after my son (b)(6) (b)(6) noticed the logo of Herbalife (which neither I nor (b)(6) were familiar with,) on the back of their van and asked one of the distributors if they sold anything that was good for the pancreas. The guy's name, who my son spoke to is Jesus, and they currently have a business that sells Herbalife Products located at 1320 N. 4th Ave., Suite A-1, Pasco, WA 99301. Their phone numbers are (509) 987-0178 & (509) 987-8082. Both Jesus and Rosalinda spent about an hour in my home located at (b)(6), Pasco, WA (b)(6) Eventhough my son only asked for a product which could help my diabetes, and all</p>

Complaint Info Comments

that my son was thinking was trying to help me feel better and fight this dangerous disease, the two distributors acted like doctors and "prescribed me" a bunch of supplements for every disease that I have and they told me not to tell our doctors at all. They even managed to entangle my son into buying a lot of products for constipation. Everything ended up costing us \$450. They left us a hand-written receipt with the prices of each product along with the dosages that my son and I were supposed to take on daily basis up to three times a day. As they were leaving, they asked if we had had lunch and we said no, so they recommended that we started our treatments right away, which we did. A few minutes later we noticed that the recommended use on the bottles was much less than what Jesus & Rosalinda told us to take. Also on the bottles it says "30 day money back guarantee." Jesus and Rosalinda had said that all the supplements were supposed to last us a month, however, with the dosages they recommended, each bottle didn't have enough quantity of the product to last that long. That's when we started getting suspicious, and we obviously realized that what this two individuals were trying to do, was sell us as much product as possible, which compared with the prices of everything they sold us that we found online, were much higher than what other distributors are selling them for. So my son started researching the company and we found out that many unsatisfied customers were claiming that Herbalife is just a scam, that the company has had several "Fraud Lawsuits" against them which Herbalife settled out of court and without taking responsibility. "In 1985, the California Attorney General sued the company for making inflated claims about the efficacy of its products. The company settled the suit for USD 850,000 without admitting wrongdoing.[6] In 1986 Herbalife became a publicly traded company on the NASDAQ, and in 1996 Herbalife reached USD 1 billion in annual sales." (<http://en.wikipedia.org/wiki/Herbalife>.) We also found out that Herbalife Products contain high levels of lead. We found this information in various places by typing "lead in herbalife products." There are several reports made by scientists who tested Herbalife products and

found that their products contain up to 6,000% of lead which is allowed by law. Anyway, since on the bottles it says, "30 day money back guarantee," we immediately called Jesus & Rosalinda. At first, they would not answer their phones, but I, (b)(6) left them messages saying that we did not want their products and that we wanted our \$450 back. It wasn't even an hour later when Jesus actually answered his phone and when we told him we wanted our \$450 back, he stated that he and Rosalinda had already spent the money. After many phone calls Jesus told my son that Herbalife was a legitimate company and that he would give us back our money by Wednesday. However after all their ignoring our phone calls, then trying to convince us to keep the products, then saying that t

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 74 of 192	
Reference Number	30962900
Created Date	07/22/2010
Complaint Source	Michigan, Attorney General
Originator Reference Number	2010-0020887-A
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	MI01-USER
Entered Date	07/22/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/22/2010
Transaction Date	
Member of armed forces or dependant?	
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	ROCKFORD
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
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	
Consumer Military Service Branch	
Company Name	HERBALIFE INTERNATIONAL
Company Address, Line 1	P.O. Box 20810
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
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	90080
Company Address, ZIP Code Extension	0210
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	8664744
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	9000
Complaint Info Product Service Description	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	
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 75 of 192	
Reference Number	30985052
Created Date	04/26/2011
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001426289
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	04/26/2011
Updated By	BBBSAMO-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	04/26/2011
Transaction Date	
Member of armed forces or dependant?	
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	MILWAUKEE
Consumer Address, State Code	WI
Consumer Address, State Name	Wisconsin
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	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	
Consumer Military Service Branch	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
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	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
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	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>On April 20, 2011 an agent for this company (_____)made an unauthorized charge to my checking account Via Debit transaction. On or about Febuary 21, 2011 _____ a representative of Online Business Systems Herbalife International; made an approved by me debit charge to my checking account in the amount of \$39.95 usd. This transaction was supposed to be a one time charge for an information package about the online business system and how it works. Shorty after receiving the packet I was contacted by _____. During a phone interview he proceeded to try to recruit me to join the Herbalife International business family. I refused at the time due to the lack of information given at the time of our phone conversation. He continued to try to get me to join by using the company's BBB accreditation to among other things to influence me to proceed with a start up deal that required me to send him \$399.00 usd to begin a business. I refused. I continued to receive emails from him up until on or about March 5, 2011 in an attempt to get me to buy into the business. I never replied to his emails. On 4/20/2011 _____ completed another debit charge to my checking account</p>

for the amount of \$39.95 that was in no way authorized by me or anyone representing me. I have attempted to contact _____ by phone (877-684-6457) and by email with no response at all. I have since closed out the debit card used in the original transaction but I was informed that there may be more attempts that may be charged to me. This must not happen again. He must be stopped. I attempted to contact Herbalife International by phone today by the listed number on the BBB website but was told I had the wrong number (573-225-3137). This company boldly posts by banner on their website that they are accredited by the BBB, and they are not. I feel that the site should be shutdown on that fact alone. I am not sure if this is an isolated incident or not, but it is clearly intentional. --- Additional Comments: I would like the return of all monies taken without authorization. '

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 76 of 192	
Reference Number	31000951
Created Date	05/23/2011
Complaint Source	BBB MN Saint Paul
Originator Reference Number	07040057202040
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSPMN-USER
Entered Date	05/23/2011
Updated By	BBBSPMN-USER
Updated Date	04/21/2012
Agency Contact	External Agency
Complaint Date	05/23/2011
Transaction Date	
Member of armed forces or dependant?	
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 ANTONIO
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	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 W 190th St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
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	Sal
Company Rep Middle Name	
Company Rep Last Name	Cordova
Company Rep Salutation	
Company Rep Comments	Administrator
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>will not give my refund all I was trying to do was to find home bass job, because I can not work, I'm handy cap, and wheelchair bound, and I am on SSI so I call them to get started I had to pay start up for the book and c d, and I give them my card no. to get started. but when I told by a mentor welcome to the team. they would send me some stuff to get going, they would back with me and hung up. then I had bad filing about it, so I went on line yo check my checking acc. and they out \$295905. so I called back, I was told that I knew what I was getting to. I try to stop the shipment, but was all ready ship and not stop it, but when I got the load I refused it and sent it back. as of fedex tracking they got the load back on the 23rd of april. now they say it has to go through a bunch of dept. before they could it back in my bank acc. all they are doing is dragging there feet. the fedex tracking is (b)(6) and there case no is (b)(6) all I have right now 11.00 in the bank, and my power is over due, and I can not pay it, until I get money back in the bank, and they are going cut off unless I can something on it --- Additional Comments: I just my money back in my bank acc., and they go there way and I go mine'</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 77 of 192	
Reference Number	31016827
Created Date	06/01/2011
Complaint Source	BBB AB Calgary
Originator Reference Number	00170001163772
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCAAB-USER
Entered Date	06/01/2011
Updated By	BBBCAAB-USER
Updated Date	02/26/2012
Agency Contact	External Agency
Complaint Date	06/01/2011
Transaction Date	
Member of armed forces or dependant?	
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	SARNIA
Consumer Address, State Code	ON
Consumer Address, State Name	Ontario, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	
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	
Consumer Military Service Branch	
Company Name	Herbalife of Canada Ltd.
Company Address, Line 1	120, 4550 - 25 Street SE
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CALGARY
Company Address, State Code	AB
Company Address, State Name	Alberta, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
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	dominiques@herbalife.com
Company Website	http://www.herbalifeww.com/ca/
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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>I joined Herbalife around apr 3/11. I joined as a distributor to get 50% off the products when I sell to a customer. They want you to buy leads with out explaining that these are unrefundable and the company is in Barbados, so no chance of getting your money back. First I ordered a canadian lead which my coach did not tell me to not to order so I lost \$500.00 when I quit but he told me oh do not worry just order 2 more leads from the states. So there went another \$1000.00 so now I am out 1500.00 dollars. Then they make you order all these starter packs around 2000.00 and 1400 dollars of stock. At this time they never issue proper receipts the order is all done with your coach on the phone. Of course by this time they have your credit card #. It was constantly having to pay for this or that and leads never amounting to anything. As far as I am concerned this is a pyramid scheme. So around 3 weeks I just felt I was getting scammed and left to flounder in this business. The coaching I was promised was never really there cause the coach is to busy</p>

Complaint Info Comments	<p>trying to pump up his leads and find another person to spend 5000 dollars to be a supervisor. I decided to quit before it maxed out my credit card and they had me jump through hoops to get back 90% of the products I had on hand and am still waiting for my money. They have had my product for over 10 days now and no money has been credited to my card BUT they have taken two withdrawals off my credit card recently one for \$100 and one for \$40 and change. I contacted my credit card and have cancelled my card and these amounts are being investigated by PC Mastercard. I have sent an e-mail to return and refund herbalife in Quebec who is supposed to refund my money from Herbalife in Calgary. Are you confused I am! Please help to resolve this issue and I am concerned another hard working person will be scammed in this very elaborate system to have spend and spend and spend with promises of making a lot of money. My biggest complaint is the lack of proper paper work and receipts so that I may file a loss through the government for a business venture that did not work out and I would like as much as my money back as possible. My file # with repurchase request is #(b)(6) Herbalife contact # is 1-866-622-1222. --- Additional Comments: 90% of the stock I have in the United States and 90% of the stock I sent back by UPS to Calgary Alberta. The original amount of stock was \$4500 I expect the 90% of that amount is expected back.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 78 of 192	
Reference Number	31339975
Created Date	07/01/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/01/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	07/01/2011
Transaction Date	
Member of armed forces or dependant?	
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	Lawrence
Consumer Address, State Code	KS
Consumer Address, State Name	Kansas
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	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International
Company Address, Line 1	PO BOX
Company Address, Line 2	90080
Company Address, Line 3	
Company Address, City	Los Angeles
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	90080
Company Address, ZIP Code Extension	0210
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Annie
Company Rep Middle Name	
Company Rep Last Name	Hsu
Company Rep Salutation	
Company Rep Comments	customer service
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	Phone: international call
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$14477.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$14477.00
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	<p>Herbalife charged my debit card for a standing order that I did not place. It took me hours on the phone, long distance, to straighten this out. I cancelled the order, but they took the money from my account, then sat on it. I had to contact them, repeatedly, three times total, they kept telling me they refunded it, and the bank had it, and on and on and on in an effort to force me to give up and let them keep the money, and the money is still not in my account. I kept checking with the bank, of course, they had everything in order, and are just as upset about this as I am. I canceled my distributorship, the card, everything I could to to prevent them from taking the money, but it failed. I got more song and and dance about how they refunded it, but they didnt!!! I kept printed records of their activity, and I have to proof that this happened to me. Only after I repeatedly threatened them that I intended to contact you and the KS attorney general, did they finally send the money. They sent it back to the card I TOLD THEM I had invalidated, again, in an effort to prevent me from getting my money back!!! I called my bank and they will manually transfer it sometime today. I</p>

	<p>burned tons of minutes on my cell phone, and COULD have bounced checks, had I not carefully checked my account on a regular basis. This company does not deserve to even do on line business as this is how they treat their workers. I returned my distributorship, cancelled everything that I could to prevent this, and it happened anyway. I want is to make it impossible in the US for any merchant to do this to anyone else!!! If possible I would like a law passed to prevent standing orders on credit cards, as dont want anyone else to go through what I have with this company, or any other crooks that are out there!</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 79 of 192	
Reference Number	31809946
Created Date	07/30/2011
Complaint Source	BBB IL Chicago
Originator Reference Number	06540094355692
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCHIC-USER
Entered Date	07/30/2011
Updated By	BBBCHIC-USER
Updated Date	02/22/2012
Agency Contact	External Agency
Complaint Date	07/30/2011
Transaction Date	
Member of armed forces or dependant?	
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	RENO
Consumer Address, State Code	NV
Consumer Address, State Name	Nevada
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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	3836 S Hermitage Ave
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CHICAGO
Company Address, State Code	IL
Company Address, State Name	Illinois
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	
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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>When I first started with this company I asked several questions I ask if this is a pyramid and did I have to stock merchandise in my house and both questions were no. Then I was asked witch plan I wanted and there were two different plans and I went to the larges plan witch was \$399.00 and so after that we had our first call back and It started out like this you can order \$3000.00 worth of products and you can be a supervisor and stock you house with products but with the Health board you can not stock any products for sale in nevada. One of the distributers was name Teresa Dietz and the other was Irena. I am not working at this time and could not afford it. It was a pyramid and they wanted me to stock merchandise witch that was one of the first question, we gave them \$400.00 and only received \$125.00 with charges of restocking fees, and other charges. We think we got two not good distributers because we were lied to alot. The pryamid the stocking in our house also having someone cut you down and the other one not saying anything and telling you should grow up in so many words. --- Additional Comments: Look into Irena (world Team Member) and people that are working fraudulent with Herbalife mainly look into people that treat others with no respect '</p>

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 80 of 192	
Reference Number	31930686
Created Date	01/22/2010
Complaint Source	Tennessee, Department of Commerce and Insurance, Consumer Affairs Division
Originator Reference Number	10-00463
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	TN34-USER
Entered Date	01/22/2010
Updated By	TN34-USER
Updated Date	08/30/2011
Agency Contact	External Agency
Complaint Date	01/22/2010
Transaction Date	
Member of armed forces or dependant?	
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	LOS ANGELES
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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	1106 South Vancouver Avenue
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
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	90022
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	323
Company Phone, Number	7803805
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Lucilla
Company Rep Middle Name	
Company Rep Last Name	Naranjo
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	\$3.00
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
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	NOTE: In addition to the complaint notes immediately below, the Tennessee Division of Consumer Affairs provided additional information in fields whose header titles are quoted and follow the complaint notes. In these notes, C stands for Consumer and R for Respondent. --- Complainant claims company is running an illegal health drink store out of their garage. --- Date Complaint Closed: 28-Jan-10 --- Closure Code: Referred to Another Government Agency --- Amount Recovered: 0.00
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 81 of 192	
Reference Number	32121321
Created Date	08/22/2011
Complaint Source	BBB ON Kitchener/Toronto
Originator Reference Number	01070001236387
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBMWON-USER
Entered Date	08/22/2011
Updated By	BBBMWON-USER
Updated Date	04/19/2012
Agency Contact	External Agency
Complaint Date	08/22/2011
Transaction Date	
Member of armed forces or dependant?	
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	WEST MEMPHIS
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
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	
Consumer Military Service Branch	
Company Name	Herbalife Online Business Systems
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	http://ozzygirl.theonlinebusiness.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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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>I responded to an email for online work from home today 8/20/11. The website link took me to a page that listed a woman's (b)(6) success story of online work at home, it also stated that this online business opportunity was advertised on MSNBC,CNN,ABC,USA Today and BBC. It also showed the BBB symbol and stated that it was a BBB approved business. The article instructed the viewer to fill out a short form which I did. The information given in the article stated that the form was to receive a starter kit that cost \$3.00 (actually \$2.97) and that was the entire cost; it also stated that this work at home opportunity was performed online only and that there was nothing to buy and nothing to sell. If it had not made that statement, I would not have gone any further, as I have checked into these offers before soon to find they were just scams. When I filled out the form to order the work at home kitthe cost for the kit was suddenly offered for freebut</p>

Complaint Info Comments

the shipping had been upgraded to priority mail for \$9.95 for faster delivery. This article also stated there was a money back guarantee. I proceeded with the order thinking it must be genuine since it was BBB approved. While filling out the order pages I was informed that I would be receiving an email as confirmation of the order but I never got the email confirmation. What I did get was a phone call from a woman named (b)(6) who introduced herself as my mentor for the work at home business I wished to start. She confirmed my name, address and other information listed on my online form. That's when things changed. She started asking about the amount of time I would be able to commit to the business, the lists of contacts that would be provided by the company, and that I would receive my intro kit in a few days so I could look it over before they charged my card \$39. I told her at that point I was not interested in anything involving sales and I was sorry I had wasted her time but don't send the kit. She informed me that the kit was on the way and the only way I could get my money back was to take it back to the post office as soon as it was delivered. I informed her that the statements made on the website were not the same as what she was telling me. She said she did not know of any website that offered what I told her about and that I must have gotten onto the wrong site. So I ended the conversation by telling her that I planned to contact the BBB as it was listed on the website. The conversation ended, but about 30 mins. later I got another phone call from the same person which I did not answer. Then while I was filling out this complaint I received an email telling me my \$9.95 was being refunded. I am not out anything now but my time thankfully, but the next guy may not be so lucky. These people are not truthful in their advertising. They misrepresented the fees, the fact that the business is entirely about sales, and I doubt that these people are approved by the BBB. I copied the pages with information in question to my computer if you should want to see them. --- Additional Comments: I want the statement 'truth in advertising' to stand for something. I realize that online websites are a difficult media to govern and we are all warned about the

	dangers of using them. But misrepresentation is the same anywhere. The Herbalife company needs to be responsible for what the associates that sell their products are saying and doing.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 82 of 192	
Reference Number	32595938
Created Date	09/02/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098635468
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	09/02/2011
Updated By	Kishor Gangavarapu
Updated Date	10/10/2011
Agency Contact	External Agency
Complaint Date	09/02/2011
Transaction Date	
Member of armed forces or dependant?	
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	JACKSONVILLE
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	They began taking money out of my bank account after I was no longer a subscriber to Herbalife with no warning. Just went in account and took it. --- Additional Comments: Give me my money back and take my name, phone number, address, and bank account off of their records. Within 30 days this company has taken 15.95 on 3 separate intervals right out of my account without even letting me know.'
Complaint Info CRA Dispute Flag	
Complaint Info	

CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 83 of 192	
Reference Number	32800408
Created Date	09/26/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098640191
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	09/26/2011
Updated By	Kishor Gangavarapu
Updated Date	10/10/2011
Agency Contact	External Agency
Complaint Date	09/26/2011
Transaction Date	
Member of armed forces or dependant?	
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	JAMAICA
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	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Fake cnbc site used in deceptive advertising to promote distributorship of their products and other services --- Additional Comments: Destroy my credit card information and do not use it for the \$39.00 within the two week period like the distributor Victoria Zalesky, recruitingvzonlinebiz.Com and her mentor threatened me with, based on deceptive advertising, and to take down the fake news site at cnbc-news.Co/news/home-bizopp-0357.Html?Qhcq and to refund my \$9.95 after the return of the so called starter package.'
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 84 of 192	
Reference Number	32883829
Created Date	02/25/2010
Complaint Source	Ohio, Attorney General
Originator Reference Number	646775
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OH01-USER
Entered Date	02/25/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/25/2010
Transaction Date	
Member of armed forces or dependant?	
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	COLUMBUS
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	b(6)
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	
Consumer Military Service Branch	
Company Name	Herbalife International Of America
Company Address, Line 1	1800 CENTURY PARK E FL 15
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
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	90067
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	TERESAA@HERBALIFE.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	Internet Web Site
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	\$822.93
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$822.93
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	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	NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- i want my \$822.93 returned for the products i tryrned to them. --- Topic Description: I went on the website to start up this business couldn't do it because it was so time consuming and expensive and frustrating. they promised to reimburse me, I've been waiting all this time and still don't have my money back. although it only took them a matter of minutes to trake it. I want my money back for the products taht i returned to them equaling \$822.93
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 85 of 192	
Reference Number	32963622
Created Date	08/31/2011
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001434709
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	08/31/2011
Updated By	BBBSAMO-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	08/31/2011
Transaction Date	
Member of armed forces or dependant?	
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	BOOTHBAY
Consumer Address, State Code	ME
Consumer Address, State Name	Maine
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	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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	4628 Meramec Blvd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	EUREKA
Company Address, State Code	MO
Company Address, State Name	Missouri
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	314
Company Phone, Number	7325776
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
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	\$455.95
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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>On or around 8-5-11 I contacted an online business which seemed right for me. It advertised taking orders over the internet for a business. I contacted the company. It had no information as to who the business was. I received a call from _____ stating she would be sending me out a package in the mail with all the details. I received the package on or around the 7th of August. In that information package their again was no information to the business. It wasn't until August 10th when _____ called that I found out the business was Herbalife. I still was under the impression that I would be taking orders over the internet from this company and getting paid for it. When she called on the 10 she ask me for a credit card number so that she could send me out more products so I could try them out. Her words were if you are going to sell the products you need to know how they work. Which is very true. But I still felt a little hesitatant. The stupidity on my part was 399.00. She then set me up to look at other information and training on the computer. And at that point I realized that I would have to advertise and sell these products. I expressed my concern with _____ because I felt I was being pressured into going to the supervisor level immediately which would involve me spending more money. I have no idea how much because I put a stop to</p>

it shortly thereafter. Upon talking with _____ and _____ I told them I felt pressured into going to the next level. and in her e-mail sent to me on 8/15 she stated I told her that I felt no pressure which I had stated to her several times. So she lied to me in that e-mail I then wrote to _____ on August 18 and told her I was not interested in this business. I had tried call FEDEX to have the products back but they would not pick it up without permission from Herbalife. I ended up sending the package back myself on Saturday the 26th of August. I have not heard from _____ or _____ since my last e-mail and explained that I felt a tre --- Additional Comments: I would like the entire 399.00 refunded because it cost me over 17.00 to send the products back. I would also like the 39.95 refunded for the information kit that I have sent back. I would like the entire truth told in the packages that they send out to the potential clients. Like I said I felt a tremendous amount of pressure that they put on me going to the supervisor level. Cheryl has indeed lied in the e-mail she sent to me and I would like an apology for that lie.'

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 86 of 192	
Reference Number	33034540
Created Date	10/03/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098641809
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	10/03/2011
Updated By	Kishor Gangavarapu
Updated Date	10/20/2011
Agency Contact	External Agency
Complaint Date	10/03/2011
Transaction Date	
Member of armed forces or dependant?	
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	
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	They won't give me my money back!!! --- Additional Comments: I would like my money back minus the product of course.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 88 of 192	
Reference Number	33320418
Created Date	10/12/2011
Complaint Source	BBB BC Vancouver
Originator Reference Number	00370001245057
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBVABC-USER
Entered Date	10/12/2011
Updated By	BBBVABC-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	10/12/2011
Transaction Date	
Member of armed forces or dependant?	
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	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	f
Consumer Fax, Area Code	f
Consumer Fax, Number	f
Consumer Cell Phone, Country Code	f
Consumer Cell Phone, Area Code	f
Consumer Cell Phone, Number	f
Consumer Email	b(6)
Consumer Age range	f
Consumer Military Status	f
Consumer Military Station	f
Consumer Complaining Company/Org	f
Consumer Military Service Branch	f
Company Name	Herbalife International
Company Address, Line 1	210 9250 120 St
Company Address, Line 2	f
Company Address, Line 3	f
Company Address, City	SURREY
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	f
Company Address, ZIP Code Extension	f
Company Phone, Country Code	f
Company Phone, Area Code	604
Company Phone, Number	5802111
Company Phone, Extension	f
Company Email	f
Company Website	f
Company Rep First Name	Tejinder Singh
Company Rep Middle Name	f
Company Rep Last Name	Matharu
Company Rep Salutation	f
Company Rep Comments	Distributor
Complaint Info Initial Contact Method	f
Complaint Info Initial Contact Date	f
Complaint Info Initial Response Method	f
Complaint Info Initial Response Date	f

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$418.60
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
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	Robin Schultz charged my credit card when i told her i did not want her to. I had returned the products that was sent to me and told her not to charge my card. I now have over drawn fees because of her.She lives in Canada and i returned the box i received back to her there.All I want is my money back.Product_Or_Service: Herbalife Products --- Additional Comments: DesiredSettlementID: Refund405.90 12.70I want 418.60 back into my account by Friday, October 14,2011'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 89 of 192	
Reference Number	33320840
Created Date	10/04/2011
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022120561
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAUT-USER
Entered Date	10/04/2011
Updated By	BBBSAUT-USER
Updated Date	03/03/2012
Agency Contact	External Agency
Complaint Date	10/04/2011
Transaction Date	
Member of armed forces or dependant?	
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	WEST JORDANll
Consumer Address, State Code	UTll
Consumer Address, State Name	Utahll
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	ll
Consumer Home Phone, Number	ll
Consumer Work Phone, Country Code	ll
Consumer Work Phone, Area Code	ll
Consumer Work Phone, Number	ll
Consumer Work Phone, Extension	ll
Consumer Fax, Country Code	ll

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	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	105 S State St PMB 304
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	OREM
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	
Company Rep First Name	Jaime
Company Rep Middle Name	
Company Rep Last Name	Winn
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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'm very unhappy with Herba life's product. I also feel that the sales person was NOT care at all about if I liked it or not!I've boughten Herba Life products from Ilene Nelson. I haven't had any good results...the tea made me SICK...but Ilene will sell you the product & than take your money. She never once called nor got in touch - period - to ask if I needed anything or disliked anything! That is rude customer service & highly unprofessional I feel of an Herba Life representative. I feel used, I feel like I've wasted my money on product that sits on my shelf. I've thrown 2 full bottles on the tea away! And the shake mix - well Carnation Instant Breakfast is cheaper...tastes better & has NO lumps!! I would like to see myself get my money back...and I would like to see that Ilene Nelson no longer sales Herbalife or is TRAINED on being a better & more caring sales person! I will never recommend Herbalife products to anyone! I feel they are overpriced with NO results! --- Additional Comments: I want my money refunded of product wasted. I want to see Ilene Nelson get trained to be more professional...or to not be able to sell it at all!</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute	

Responded	
Complaint Info CRA Dispute Resolved	

Record 90 of 192	
Reference Number	33325391
Created Date	10/14/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098644421
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	10/14/2011
Updated By	Kishor Gangavarapu
Updated Date	11/20/2011
Agency Contact	External Agency
Complaint Date	10/14/2011
Transaction Date	
Member of armed forces or dependant?	
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	HASTINGS
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	
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 pulled out of Herbalife, they have a 30 day money back guarantee to try their services. I want my \$200 dollars back. --- Additional Comments: I want my \$200 dollars back like what it said on their site.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 91 of 192	
Reference Number	33526084
Created Date	10/11/2011
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001437571
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	10/11/2011
Updated By	BBBSAMO-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	10/11/2011
Transaction Date	
Member of armed forces or dependant?	
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	PITTSBURGH
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	
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	
Consumer Military Service Branch	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
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	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
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	\$9.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
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>I was interested in working for home, I purchased a packet that was refundable for \$9.95. I was not interested returned packet and didnt get a refundI was listening to a radio show and heard about the company. I then looked it up on my computer, and paid a refundable \$9.95 to get the starter packet. This purchase was made 8/16/11. I do have my bank statements to show that this amount was taken out of my account. I used my debit card to make this purchase. About few days later my coach I was assigned to ____ (i'm not sure if that is spelled right)called to the discuss starting the business, but I hadn't received my packet yet so it set up a time to call me again the following week, which I can show on my phone bill call log. He then told how much it was going to cost to start the business, and I then lost interest which I voiced to him. He then told me that that was find and just to send the packet back and I would receive my money back. I never opened the packet so I took it back to the post office and they marked the packet refused and returned it to the sender. I went to the post office on 9/3/11. On 9/23/11 I submitted a complaint via their website about not receiving my</p>

Complaint Info Comments	<p>money back. I do have the emails to show the back and forth dialogue. They responded saying that they didn't have any record of me in their system. I then told them I have my bank statements to prove that they took the money out of my account. I got a response on 9/26/11 that they were going to have my coach contact me about the refund because the coaches are who take the fee out of your account. On 10/7/11 I sent another email because my coach still haven't been in contact with me about my refund, and I told them that I was filing a complaint with the BBB. They responded on 10/7/11 and said my coach would be contacting me that day. On 10/7/11 my coach called my cell phone at 1:07pm and said that He didn't have any record of my payment being taken. I knew that wasn't true because you aren't assigned a coach until you pay the initial fee of \$9.95 to get your starter packet. He then proceeded to tell me that I should have gotten a return id and I said that he never told me that. I also told him that I had proof he took the money out of my account. He started to raise his voice which lead to an argument and I terminated the phone call. I then sent another email on 10/7/11 to explain everything that happened. I have since then not heard from the company or coach. All I want is my money back. --- Additional Comments: All I want is for my \$9.95 to be refunded back to me.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 92 of 192	
Reference Number	33638808
Created Date	11/23/2011
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	ELOUDERMILK
Entered Date	11/23/2011
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	11/23/2011
Transaction Date	10/15/2011
Member of armed forces or dependant?	Y
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	Whitehouse
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	20 - 29
Consumer Military Status	Military Retiree/Veteran
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	U.S. Army
Company Name	Herbalife
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	877
Company Phone, Number	8680891
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Jason
Company Rep Middle Name	
Company Rep Last Name	Montier
Company Rep Salutation	
Company Rep Comments	Distributor
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	10/15/2011
Complaint Info Initial Response	

Method	Phone: other
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$5.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$45.00
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	Consumer responded to an ad on "Craigs List" for a diet suppliment advertised for \$4.95 by Herbalife . Consumer decided not to go thru with this order because it also stated that \$39.95 would be also be debited to their account. Consumer was contacted by phone by the distributor who promised if she tries this product, her account would not be charged any more than \$4.95. Today she says the \$39.95 is on her debit account and she has been unable to contact the distributor. Says she did get the sample but does not know what the \$39.95 charge is for.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 93 of 192	
Reference Number	33657198
Created Date	11/25/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/25/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	11/25/2011
Transaction Date	11/07/2011
Member of armed forces or dependant?	N
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	Winston Salem
Consumer Address, State Code	NC
Consumer Address, State Name	North 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	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	
Consumer Military Service Branch	
Company Name	Herbalife distributor dba Amy Montgomery
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	801
Company Phone, Number	9389212
Company Phone, Extension	
Company Email	b(6)
Company Website	
Company Rep First Name	b(6)
Company Rep Middle Name	
Company Rep Last Name	b(6)
Company Rep Salutation	
Company Rep Comments	home business
Complaint Info Initial Contact	

Method	Phone
Complaint Info Initial Contact Date	11/07/2011
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	11/07/2011
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$10.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$50.00
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>I initially responded to a pop up internet advertisement on a home business opportunity and agreed to purchase a "Start up home business package" for \$9.95 and also gave my mailing address, debit card information. I was unaware of this only being a "trial" for some 10 days according to the response I got from miss (b)(6) (b)(6) when I asked for my money back after being charge an additional \$39.95 for this so called start up package I received in the mail. She called me after I received the "package" and asked me to review the cd/and read the booklet and write down the answers to the questions on 1 particular page in the booklet and then return her emails. The booklet which is mostly vague advertisement(the dvd was the same thing vague advertisement), I was instructed to call my "mentor" who would "hold my hand" in starting my own business provided the company felt I could follow simple instructions and "would fit " into their "team". When I played the dvd that was in a booklet sent to me in the mail(this was the</p>

Complaint Info Comments

so-called "start ip package")It consisted of nothing more than a sales pitch of how much money I could make in the health suppliment industry though had never been disclosed the company was a multilevel marketing company nor the company's name being Herbalife products before I purchased the original start up package and even in this initial "business starter package" sent to me for the \$9.95 I paid with my debit card. I was also called by (b)(6) my supposed personal "mentor" who asked me to watch the dvd then I was instructed by (b)(6) and the booklet to set an appointment with her for a phone interview to "see if I would fit into their company". I finally did so after she cancelled once and had to listen to another sales pitch (this happened on my instucted appointment set up with (b)(6) (b)(6) after I had followed her instructions to read the booklet, watch the dvd, and call her to set up an appointment for a "phone interview"), I listened to a recording on this phone conversation which in the end announced they were herbalife and that I would need to spend \$299.00 to actually get the distributorship(which was only now being disclosed) home business. When she got back on the phone I declined after asking her if this was a multilevel marketing business of which I was not interested.She asked if she could call back in another week and I agreed that I would think about it but at the time I was not interested at all.She called me again approximately a week later and I again said I wasn't interested. I was not told then that she would be withdrawing an additional \$39.95 from my bank account in another week or so. When I called to demand this \$39.95 be credited back to my bank account she claimed I "agreed" online if I did not "return" the business startup package(which she also told me to write in the booklet answering questions they asked as following instructions"to see if I was fit for the company". I do not recall ever seeing anything online about the additional charge and that Id have to have this package back in 10 days! It took me at least 7 days to get an appointment with her so I was set up to pay and she never spoke this to me until I called

	to complain. This was extremely deceptive and sort of bait and switch. They never disclosed this was multilevel marketing in their online add nor in the initial package. I want my money back cause this is a ripoff!
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 94 of 192	
Reference Number	33741796
Created Date	11/18/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098651597
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	11/18/2011
Updated By	Kishor Gangavarapu
Updated Date	01/05/2012
Agency Contact	External Agency
Complaint Date	11/18/2011
Transaction Date	
Member of armed forces or dependant?	
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	SIOUX FALLS
Consumer	

Address, State Code	SD
Consumer Address, State Name	South Dakota
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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Tried to be part of their business and did not like it and wanted to cancel my membership but they continue to charge me for the last four months --- Additional Comments: Refund the money charged to me and cancel my membership.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 95 of 192	
Reference Number	33765469
Created Date	12/02/2011
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	LSHROPSHIRE
Entered Date	12/02/2011
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	12/02/2011
Transaction Date	10/28/2011
Member of armed forces or dependant?	N
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	Anchor Point
Consumer Address, State Code	AK
Consumer Address, State Name	Alaska
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	
Consumer Military Service Branch	
Company Name	Herbalife
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	403
Company Phone, Number	2550822
Company Phone, Extension	
Company Email	awalchuk@theonlinebusiness.com
Company Website	
Company Rep First Name	Arthur
Company Rep Middle Name	
Company Rep Last Name	Kowalchuk
Company Rep Salutation	
Company Rep Comments	Coach
Complaint Info Initial Contact	

Method	Internet Web Site
Complaint Info Initial Contact Date	10/28/2011
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$399.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$399.00
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	Consumer responded to a work at home plan with Herbalife. Consumer used her cc to pay for work plan. Consumer thinks that this may be a scam. Consumer was referred to website for further info.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 96 of 192	
Reference Number	33803581
Created Date	12/06/2011
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	EQUINONEZ
Entered Date	12/06/2011
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	12/06/2011
Transaction Date	12/05/2011
Member of armed forces or dependant?	N
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	Laredo
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	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
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	754
Company Phone, Number	3001591
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Eduardo Jose
Company Rep Middle Name	
Company Rep Last Name	Reyes Lopez
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	12/05/2011
Complaint Info Initial Response Method	Unknown
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	\$130.00
Complaint Info Amount Paid Method	Cash
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	9001
Complaint Info Product Service Description	Telemarketing, Other
Complaint Info Law Violation Code	TR11 TR25
Complaint Info Law Violation Description	TSR: Other Deception or Abuse (note in comments) TSR: Threats, improper language
Complaint Info Statute Code	TR
Complaint Info Statute Description	Telemarketing Sales Rule
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer says that she got a call from someone claiming to be with Herbalife telling her that she won \$1000, but will have to pay them \$130 for insurance. Consumer has not sent anything. Consumer also says that they have threatened to sue her.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 97 of 192	
Reference Number	33907917
Created Date	11/29/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098653039
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	11/29/2011
Updated By	Kiran Singireddy
Updated Date	01/11/2012
Agency Contact	External Agency
Complaint Date	11/29/2011
Transaction Date	
Member of armed forces or dependant?	
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	PORT TOWNSEND
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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 duped by herbalife, lost \$10 once I realized it was a scam have to send materials at my own expense, threatened with \$40 for materials. HELP. --- Additional Comments: I want my money back.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 98 of 192	
Reference Number	34237431
Created Date	12/20/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098657663
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	12/20/2011
Updated By	Adam D asmitley
Updated Date	03/13/2012
Agency Contact	External Agency
Complaint Date	12/20/2011
Transaction Date	
Member of armed forces or dependant?	
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	FORT WORTHll
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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	One of their representatives, Carl, took money out of my checking account without authorization or notification that he was doing so. --- Additional Comments: To refund my \$39.95 via company check mailed to me immediately.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
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Record 99 of 192	
Reference Number	34882849
Created Date	01/26/2012
Complaint Source	BBB TX Houston
Originator Reference Number	09150008894920
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBHOTX-USER
Entered Date	01/26/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/26/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SOUTH 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	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	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc (HQ)
Company Address, Line 1	950 West 190th St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
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	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	http://www.herbalife.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	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
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	Additional Comments: '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 100 of 192	
Reference Number	35014841
Created Date	02/13/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/13/2012
Updated By	CRSS\rmilller
Updated Date	02/15/2012
Agency Contact	Internet
Complaint Date	02/13/2012
Transaction Date	03/02/2010
Member of armed forces or dependant?	N
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	Little Rock
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
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	
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America Inc.
Company Address, Line 1	950 W. 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrance
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	90502
Company Address, ZIP Code Extension	1001
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	24650
Company Email	
Company Website	
Company Rep First Name	Monica
Company Rep Middle Name	
Company Rep Last Name	Munoz
Company Rep Salutation	
Company Rep Comments	Sr. Refund Representative
Complaint Info Initial Contact	

Method	Phone Call: Mobile/Cell
Complaint Info Initial Contact Date	03/02/2010
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	03/02/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$3700.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$3700.00
Complaint Info Product Service Code	0308
Complaint Info Product Service Description	Employ Agencies\Job Counsel\Overseas Work
Complaint Info Law Violation Code	DDM\TR20
Complaint Info Law Violation Description	Deception/Misrepresentation\TSR: Unauthorized billing
Complaint Info Statute Code	TRIP
Complaint Info Statute Description	Telemarketing Sales Rule\FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	Herbalife International Of America Inc. contact me for a job, of which I needed to pay for my son medicine which is \$700.00 a month. Gray J Nakayama, is the trainer who a gave me this so call training and it did not add up to any training at all. Missed phone conferencing, set appointments not kept on time, sometime 3 days later with very little explanation. The products were sent to me by Gray J. Nakayama, she took my credit card and charged \$3,700.00 on my card with no follow up training for a week and two weeks went by and I tryed the products and be came very ill when taking them. I explain this to her and made a request for my money back and she refuse to credit my account. All the products that she sent me through the company have all been returned and I took pictures of every item I returned and labeled every item and wrote down every item that I returned. I have made 5 request for my money back on my account. I made a dispute with the credit card company and they refuse to even listen to me. The credit company told

Complaint Info Comments	<p>me I had to send them back All their products before I could get a refund and I did, even a few containers that used in two weeks. Til this date, the Herbalife company still send me a letter asking for the products listing of all the products I sent back to the company. I have sent what they wanted and they still refuse to credit my account back properly. Herbalife refuse to to communicate with me about their products I had and finally on July 12, 2010, I spoke with Toby and he instructed me to send the products to this address:Herbalife International Attention: Refund & Repurchase Dept., 5025 Crumpler Rd, Memphis, Tenn 38141. All the product were sent on September 8, 2010 the with USRF on each box through UPS Shipping. To resolve this: I want my account credit back, because I did not use their products long enough to make any kind of profit and I would be justified when they refund my account back with the \$3,700.00. Every bottle, every name of each product was accounted for. I also have letters that Ive sent to the company asking for my refund and a address to send products that I have. I spoke with Oscar on May 4, 2010 and he stated that he would send me some papers to fill out first, which was a itemized list of all my products I have. I have in good faith returned all of their products and I have not gained a dime but I would like my account credit back for what they took from me. \$3,700.00 is what they charged me for their products and I would like my money back on my credit card for all the wrong they did. Other-Other Update</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

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

2007-00179

Krouse, Troy

From: Robinson, Karen [KRobinson@dallasnews.com]
Posted At: Monday, November 20, 2006 1:03 PM
Conversation: media inquiry
Posted To: FOIA
Subject: FW: media inquiry

RH

FEDERAL TRADE COMMISSION
RECEIVED

NOV 21 2006

FOIA BRANCH
GENERAL COUNSEL

Nov. 16, 2006

Freedom of Information Act Request
Office of General Counsel
Federal Trade Commission
600 Pennsylvania Avenue, N.W.
Washington, D.C. 20580

Dear Gracious Public Servant:

Pursuant to the Freedom of Information Act, I respectfully request access to and copies of the following information:

Any and all information pertaining to any department probe or inquiry into The following companies:

Alticor (Amway, Nutrilite, Quixtar)
Herbalife
Nature's Sunshine

I am primarily looking for consumer complains against the companies and any correspondence from the FTC to these companies.

This information is being sought on behalf of The Dallas Morning News for dissemination to the general public.

I request a waiver of all fees for this request. Disclosure of the requested information to me/ my organization is in the public interest because it is likely to contribute significantly to public understanding of the operations or activities of the government and is not primarily in my commercial interest.

However, I will agree to pay duplication fees for the processing of this request up to \$40. Please notify me before incurring any expenses in excess of that amount.

If my request is denied in whole or part, I ask that you justify all deletions by reference to specific exemptions of the act. I will also ask you to release all segregable portions of otherwise exempt material.

Because this information is of timely value, I would appreciate your faxing the material to me at (214) 977-8776.

I look forward to receiving your reply. Thank you for your help.

11/21/2006

Sincerely,

Karen Robinson-Jacobs
Food Industry Reporter
The Dallas Morning News
(214) 977-8690
(b)(6)
(214) 977-8776 fax
krobinson@dallasnews.com

11/21/2006



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

Karen Robinson-Jacobs
Dallas Morning News
508 Young Street
Dallas, TX 75202

DEC 13 2006

Re: FOIA-2007-00179
Alticor, Herbalife, Nature's Sunshine

Dear Ms. Robinson-Jacobs:

This is in partial response to your request dated 11/20/2006 under the Freedom of Information Act (FOIA) seeking access to consumer complaints and correspondence concerning Alticor (Amway, Nutrilite, Quixtar), Herbalife, and Nature's Sunshine. In accordance with the FOIA and agency policy, we have searched our records, as of 11/21/2006, the date we received your request in our FOIA office.

Enclosed are 100 free pages of responsive complaints that consumers have made 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).

Also, we received your fee waiver request but require more information before a determination can be made. In order to receive a fee waiver, the FOIA requires the requestor to show that the disclosure of the information will likely contribute significantly to public understanding of the operations or activities of the government and that the request is not primarily in the commercial interest of the requester. *See* 5 U.S.C. § 552(a)(4)(A)(iii) and 16 CFR § 4.8(e). If you believe that you meet this standard, please submit supporting documentation to: FTC FOIA Office, 600 Pennsylvania Avenue, N.W., Room H-585, Washington, D.C. 20580. Please refer to the above "FOIA Request No." in all communications concerning this request. In the meantime, we will place your request on hold pending receipt of your justification for a fee waiver, or notice that you would like us to proceed with a response up to the \$40 fee agreement.

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,



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

DEC 27 2006

Karen Robinson-Jacobs
Dallas Morning News
508 Young Street
Dallas, TX 75202

Re: FOIA-2007-00179
Alticor, Herbalife, Nature's Sunshine

Dear Ms. Robinson-Jacobs:

This letter is in response to your 11/20/2006, correspondence requesting access, under the Freedom of Information Act ("FOIA"), to consumer complaints and correspondence concerning Alticor (Amway, Nutrilite, Quixtar), Herbalife, and Nature's Sunshine.

On 12/13/2006, we sent a partial response to your attention and we asked that you provide justification for a fee waiver, or notice that you would like us to proceed with a response up the \$40 fee agreement. We have not received a reply from you. Therefore, if you wish to proceed with the remainder of this request, please contact Renee Holliday at 202) 326-2910 by January 2, 2007.

Sincerely,

A handwritten signature in cursive script that reads "Richard Gold".

Richard Gold
Attorney



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

DEC 27 2006

Karen Robinson-Jacobs
Dallas Morning News
508 Young Street
Dallas, TX 75202

Re: FOIA-2007-00179
Alticor, Herbalife, Nature's Sunshine

Dear Ms. Robinson-Jacobs:

This letter is in response to your 11/20/2006, correspondence requesting access, under the Freedom of Information Act ("FOIA"), to consumer complaints and correspondence concerning Alticor (Amway, Nutrilite, Quixtar), Herbalife, and Nature's Sunshine.

On 12/13/2006, we sent a partial response to your attention and we asked that you provide justification for a fee waiver, or notice that you would like us to proceed with a response up the \$40 fee agreement. We have not received a reply from you. Therefore, if you wish to proceed with the remainder of this request, please contact Renee Holliday at 202) 326-2910 by January 2, 2007.

Sincerely,

A handwritten signature in cursive script that reads "Richard Gold".

Richard Gold
Attorney



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

JAN - 5 2007

Karen Robinson-Jacobs
Dallas Morning News
508 Young Street
Dallas, TX 75202

Re: FOIA-2007-00179
Altacor, Herbalife, Nature's Sunshine

Dear Ms. Robinson-Jacobs:

This letter confirms your January 5, 2007, telephone conversation with Renee Holliday, during which you closed your November 20, 2006, request for Federal Trade Commission ("FTC") records. The closure of your request does not preclude you from filing other requests in the future.

If you have any questions about the way we handled your request or about the FTC's FOIA regulations or procedures, please contact Renee Holliday at (202) 326-2910.

Sincerely,

Richard Gold

Richard Gold
Attorney

Fina, Joan E.

From: rob@altresearch.com [rmacarthur@altresearch.com]
Sent: Monday, January 22, 2007 2:49 PM
To: FOIA
Subject: Herbalife

2007-481 MW
311

Please send me any correspondence between the FTC and Herbalife International from January 1st 2006 to January 21, 2007.

Robert MacArthur
Alternative Research Service, Inc.
Rmacarthur@altresearch.com <mailto:Rmacarthur@altresearch.com >
203-244-5174

This material has been prepared by Alternative Research Services Inc., a Connecticut-registered Investment Adviser, employing appropriate expertise, and in the belief that it is fair and not misleading. The information upon which this material is based was obtained from sources believed to be reliable, but has not been independently verified. We do not guarantee its accuracy. This information is not to be used as the primary basis of investment decisions. Copying, faxing, replicating, or quoting from this report without the express written consent of Alternative Research Services Inc. is forbidden. This is not an offer or solicitation of an offer to buy or sell any security or investment. Any opinion or estimates constitute our best, and are subject to change without notice. This material is intended for use only by professional or institutional investors and not the general investing public. The firm does not make a market or hold positions in the securities mentioned herein, nor does the firm maintain any investment banking relationships in such securities.



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

FEB 14 2007

Mr. Robert MacArthur
Alternative Research Service, Inc.
633 Danbury Road, #24
Ridgefield, CT 06877

Re: FOIA-2007-00341
Herbalife

Dear Mr. MacArthur:

This is in response to your request dated 01/22/2007, under the Freedom of Information Act seeking access to any correspondence between the FTC and Herbalife International from January 1, 2006 to January 21, 2007. In accordance with the FOIA and agency policy, we have searched our records, as of 01/24/2007, the date we received your request in our FOIA office.

We have located 23 pages of responsive records. I am granting partial access to, and am enclosing copies of, the accessible records. One page, and portions of other pages, are subject to two of the nine exemptions to the FOIA's mandatory disclosure requirement, as explained below.

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

Enclosed are 22 pages of 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, NW, 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 have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact Margaret B. Woodson at (202) 326-2417. Also, if you wish to make a comment or suggestion about the way we have handled your FOIA request, you may do so through the link found at <http://www.ftc.gov/foia/contact.htm>.

Sincerely,

A handwritten signature in black ink, appearing to read "Joan E. Fina". The signature is fluid and cursive, with the first name "Joan" being the most prominent part.

Joan E. Fina
Attorney

Enclosed:
Consumer Complaints- 22 Pages



DIRECT SELLING ASSOCIATION

1667 K Street, NW, Suite 1100, Washington, DC 20006-1660
202/452-8866 • Fax 202/452-9010

September 26, 2008

Freedom of Information Act Request
Office of General Counsel
Federal Trade Commission
600 Pennsylvania Avenue, N.W.
Washington, D.C. 20580

Dear Sir/Madam:

By way of background, the Direct Selling Association (DSA) is the national trade association representing companies that sell their products and services by personal presentation and demonstration, primarily in the home. These direct selling companies, with millions of individual American direct sellers, include some of the nation's most well known commercial names, such as Amway Corporation, Avon Products, Inc., Mary Kay Inc. and The Pampered Chef, Ltd.

As part of our continuing efforts to promote the highest ethical standards within the direct selling community, DSA is in the process of reviewing all member companies. We seek information from various business and regulatory entities.

As allowed under the Freedom of Information Act, please send me a copy of all investigative records concerning the following companies:

Herbalife International of America, Inc.
1800 Century Park East
Los Angeles, CA 90067

In order to help determine fees, you should know that DSA is a non-profit trade association. If you expect the fees will exceed \$1,000, please contact me before proceeding.

If you need to discuss this request, I can be reached at (202)-416-6410. Thank you for your consideration of my request.

Sincerely,

John Webb
Associate Legal Counsel



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

John Webb
Direct Selling Association
1667 K St. NW, Suite 1100
Washington, DC 20006

OCT 28 2008

Re: FOIA-2009-00053
Herbalife International of America

Dear Mr. Webb:

This is in response to your request dated September 26, 2008, under the Freedom of Information Act seeking access to any investigative records relating to Herbalife International of America. In accordance with the FOIA and agency policy, we have searched our records, as of October 02, 2008, the date we received your request in our FOIA office.

We have located 71 pages of responsive records. I am granting partial access to, and am enclosing copies of, the accessible records. Eleven full pages and portions of other pages, are subject to two of the nine exemptions to the FOIA's mandatory disclosure requirement, as explained below.

I am withholding 11 responsive pages which are exempt from disclosure under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because they are exempt from disclosure by another statute. Specifically, Section 21(f) of the FTC Act provides that information obtained by the Commission in a law enforcement investigation, whether through compulsory process, or voluntarily in lieu of such process, is exempt from disclosure under the FOIA. 15 U.S.C. § 57b-2(f), *see Kathleen McDermott v. FTC*, 1981-1 Trade Cas. (CCH) ¶ 63964 (D.D.C. April 13, 1981).

Enclosed are 56 pages of 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).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this response to your request.

Please make checks payable to U.S. Treasury and send payment to:

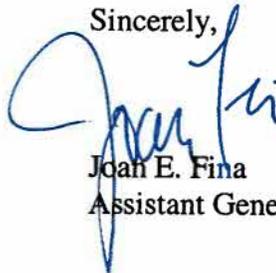
Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

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 Troy Krouse at (202)326-3763.

Sincerely,



Joan E. Fina
Assistant General Counsel

Enclosed:
60 pages



Invoice Summary

600 Pennsylvania Avenue,
N.W.
Washington, DC 20580

Report Date : 09/04/2014

Time : 5:03:45 PM

Requester Details

Mr. John W. Webb
Direct Selling Association
1667 K St. NW
Suite 1100
Washington, DC 20006

Requester Invoice

Request No : FOIA-2009-00053
Invoice No : 00000002018
Invoice Date : 10/28/2008
Requester Name : Webb, John
Requester Organization : Direct Selling Association

Fee Items

Charged Value (\$)

CLERICAL HOURS

a. SEARCH	24.00
b. REVIEW/EXCISING	8.00

OFFICE COPY REPRODUCTION

a. PAGES REPRODUCED	8.40
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Total Amount : \$ 40.40

Amount Paid : \$ 40.40

Balance Due : \$ 0.00

Request Description

Herbalife International of America

Sub Requests

Default

Memo

Federal Trade Commission



STEPHENS FRIEDLAND LLP

2009-0100

4695 MACARTHUR COURT
SUITE 310
NEWPORT BEACH, CA 92660

T: 949.468.3200
F: 949.468.3201
WWW.SF-LAWYERS.COM

May 28, 2009

FEDERAL TRADE COMMISSION
RECEIVED

MAY 29 2009

FOIA BRANCH
GENERAL COUNSEL

Via Facsimile (202) 326-2477 & U.S. Mail
Freedom of Information Act Request
Office of General Counsel
Federal Trade Commission
600 Pennsylvania Avenue, N.W.
Washington, D.C. 20580

Re: Herbalife International of America vs. Ford, et al.,

Dear Sir/Madam:

I initially filed a request under the Freedom of Information Act with your agency on or about April 13, 2009 via your agency's official web site. Since that time, I have had no response from your office. I spoke with Richard Gold today and he recommended that I send this letter to follow-up regarding that request. Since more than six (6) weeks have passed since my initial request, I would hope that the FTC would give high priority to my request so that I can receive the information as soon as possible.

My request sought a copy of the following documents:

All investigative documents or consumer complaints concerning Herbalife International of America, Inc., located in Los Angeles, CA (800 West Olympic Blvd., Suite 406, Los Angeles, CA 90015), from 2004 to the present.

Herbalife is a multi-level marketing company that sells nutritional and dietary supplements and products. This company is also more commonly referred to as "Herbalife" so please include all documents/consumer complaints that reference Herbalife.

In order to help determine fees, you should know that I am an attorney and I am willing to pay fees up to \$200.00. If you expect the fees will exceed this, please contact me before proceeding.

If you need to discuss this request, I can be reached at (949) 468-3200. Thank you for your consideration of my request. I look forward to your prompt response.

Sincerely,

J. Gregory Dyer



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

June 03, 2009

J. Gregory Dyer
Stephens Friedland, LLP
4695 MacArthur Ct., Suite 310
Newport Beach, CA 92660

RE: FOIA-2009-01010
Herbalife International of America, Inc.

Dear Mr. Dyer:

This letter acknowledges the receipt of your Freedom of Information Act request dated May 28, 2009 for the documents listed below:

Herbalife International of America, Inc.

If you should have any questions regarding your request, please contact Chris Falcone at (202)326-2027. In any call or future correspondence concerning the request, please refer to the following case number FOIA-2009-01010.

Sincerely,

A handwritten signature in black ink, appearing to read "Troy Krouse".

Troy Krouse



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

J. Gregory Dyer
Stephens Friedland, LLP
4695 MacArthur Ct., Suite 310
Newport Beach, CA 92660

JUN 11 2009

Re: FOIA-2009-01010
Herbalife International of America

Dear Mr. Dyer:

This is in response to your request dated May 28, 2009, under the Freedom of Information Act seeking access to all investigative records and consumer complaints against Herbalife International of America from 2004 to the present. In accordance with the FOIA and agency policy, we have searched our records, as of May 29, 2009, the date we received your request in our FOIA office.

We have located 114 pages of responsive records. I am granting partial access to, and am enclosing copies of, the accessible records. Sixteen pages, and portions of other pages, are subject to two of the nine exemptions to the FOIA's mandatory disclosure requirement, as explained below.

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

Enclosed are 98 pages of 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).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this response to your request.

Please make checks payable to U.S. Treasury and send payment to:

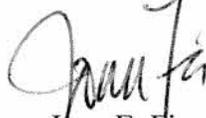
Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

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 Chris Falcone at 202-326-2027.

Sincerely,

A handwritten signature in black ink, appearing to read "Joan E. Fina".

Joan E. Fina
Assistant General Counsel

Enclosed:
CD

Edwards, DeAnna

2010-00992

From: WebServer User (b)(6)
Posted At: Thursday, July 15, 2010 8:03 AM
Posted To: FOIA

FEDERAL TRADE COMMISSION
RECEIVED

JUL 15 2010

FOIA BRANCH
GENERAL COUNSEL

name = Michael E. Lampley
staddr = (b)(6)
city = Lake Worth
state = TX
zipcode = (b)(6)
telno =
faxno =
email = (b)(6)
coinfo = Herbalife, 800 W Olympic Blvd, Los Angeles, CA 90015-1360, phone 310-410-9600.

Have there been any complaints to the FTC filed against this company in the last 3 years? How many? What allegations are being made? what is the status of those complaints?

Thanks

Michael

EdSciName =
describe = Private Corporation or Law Firm
privatelawname = CanIReallyWorkFromHome.com
medianame =
money = Contact me if above \$100
B13 = Submit



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

July 20, 2010

Michael Lampley

(b)(6)

Lake Worth, TX (b)(6)

RE: FOIA-2010-00992
Herbalife Complaints

Dear Mr. Lampley:

This letter acknowledges the receipt of your Freedom of Information Act request dated July 15, 2010 for the documents listed below:

Herbalife Complaints

If you should have any questions regarding your request, please contact me at (202) 326-2363. In any call or future correspondence concerning the request, please refer to the following case number FOIA-2010-00992.

Sincerely,

A handwritten signature in black ink, appearing to read "Sarah Corrigan".

Sarah Corrigan



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

Michael Lampley

(b)(6)

Lake Worth, TX (b)(6)

AUG 13 2010

Re: FOIA-2010-00992
Herbalife Complaints

Dear Mr. Lampley:

This is in response to your request dated July 15, 2010, under the Freedom of Information Act seeking access to consumer complaints made against Herbalife in the last three years. In accordance with the FOIA and agency policy, we have searched our records, as of July 15, 2010, the date we received your request in our FOIA office.

We have located 71 pages of responsive records. I am granting partial access to, and am enclosing copies of, the accessible records. Four pages, and portions of other pages, are subject to two of the nine exemptions to the FOIA's disclosure requirements, as explained below.

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

Enclosed are 67 pages of 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).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this response to your request.

Please make checks payable to U.S. Treasury and send payment to:

Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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 Sarah Corrigan at (202) 326-2363.

Sincerely,

A handwritten signature in black ink, appearing to read 'Arianne M. Perkins', written in a cursive style.

Arianne M. Perkins
Lead Paralegal Specialist

Enclosures



Invoice Summary

600 Pennsylvania Avenue,
N.W.
Washington, DC 20580

Report Date : 09/04/2014

Time : 5:08:40 PM

Requester Details

Mr. Michael E Lampley

(b)(6)

Lake Worth, TX (b)(6)

Requester Invoice

Request No : FOIA-2010-00992

Invoice No : 00000002386

Invoice Date : 08/08/2010

Requester Name : Lampley, Michael

Requester Organization : CanIReallyWorkFromHome.com

Fee Items

Charged Value (\$)

CLERICAL HOURS

b. REVIEW/EXCISING 16.00

OFFICE COPY REPRODUCTION

a. PAGES REPRODUCED 9.38

Total Amount : \$ 25.38

Amount Paid : \$ 25.38

Balance Due : \$ 0.00

Request Description

Herbalife Complaints

Sub Requests

Default

Memo

Federal Trade Commission

Edwards, Deanna

2011-00083

From: WebServer User [www@m217465vwbs2004.pnj1.attens.net]
Sent: Wednesday, October 20, 2010 3:38 PM

FEDERAL TRADE COMMISSION
RECEIVED

OCT 20 2010

FOIA BRANCH
GENERAL COUNSEL

name = Daniel Marti
staddr = 607 14th Street, N.W., Suite 900
city = Washington
state = DC
zipcode = 20005
telno = (202) 508-5800
faxno = 202-585-0033
email = dmarti@kilpatrickstockton.com
coinfo = All consumer complaints and/or FTC investigation materials concerning
Herbalife International of America, Inc. (California)
EdSciName =
describe = Private Corporation or Law Firm
privatelawname = Kilpatrick Stockton LLP
medianame =
money = Contact me if above \$200
B13 = Submit



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

October 25, 2010

Daniel Marti
Kilpatrick Stockton LLP
607 14th Street NW, Suite 900,
Washington, DC 20005

OCT 2 2010

RE: FOIA-2011-00083
Herbalife
International of
America, Inc.

Dear Mr. Marti:

This letter acknowledges the receipt of your Freedom of Information Act request dated October 20, 2010 for the documents listed below:

Herbalife International of America, Inc.

If you should have any questions regarding your request, please contact me at (202) 326-3475. In any call or future correspondence concerning the request, please refer to the following case number FOIA-2011-00083.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael Killoy".

Michael Killoy



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

Daniel Marti
Kilpatrick Stockton LLP
607 14th Street NW, Suite 900
Washington, DC 20005

NOV 17 2010

Re: FOIA-2011-00083
Herbalife International of America,
Inc.

Dear Mr. Marti:

This is in response to your request dated October 20, 2010, under the Freedom of Information Act seeking access to any and all investigative records and consumer complaints concerning Herbalife International. In accordance with the FOIA and agency policy, we have searched our records, as of October 20, 2010, the date we received your request in our FOIA office.

We have located 256 pages of responsive records. I am granting partial access to, and am enclosing copies of, the accessible records. Eight pages, and portions of other pages, are subject to two of the nine exemptions to the FOIA's disclosure requirements, as explained below.

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

Enclosed are 244 pages of 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).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this response to your request.

Please make checks payable to U.S. Treasury and send payment to:

Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

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 Michael Killoy at (202) 326-3475.

Sincerely,



Christian S. White
Deputy General Counsel



Invoice Summary

600 Pennsylvania Avenue,
N.W.
Washington, DC 20580

Report Date : 09/04/2014

Time : 5:09:49 PM

Requester Details

Mr. Daniel Marti
Kilpatrick Stockton LLP
607 14th Street NW, Suite 900
Washington, DC 20005

Requester Invoice

Request No : FOIA-2011-00083
Invoice No : 00000002479
Invoice Date : 11/17/2010
Requester Name : Marti, Daniel
Requester Organization : Kilpatrick Stockton LLP

Fee Items

Charged Value (\$)

CLERICAL HOURS

a. SEARCH	16.00
b. REVIEW/EXCISING	48.00

OFFICE COPY REPRODUCTION

a. PAGES REPRODUCED	35.00
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Total Amount : \$ 99.00

Amount Paid : \$ 99.00

Balance Due : \$ 0.00

Request Description

Herbalife International of America, Inc.

Sub Requests

Default

Memo

Federal Trade Commission

FOIA - 2011 - 00888

Bajorek, Rosemary

From: Fye, Eleanor A. [Eleanor.A.Fye@abc.com]
Sent: Friday, May 06, 2011 1:51 PM
To: FOIA
Cc: Wagschal, Gerry
Subject: Herbalife FOIA request

FEDERAL TRADE COMMISSION
RECEIVED

MAY 06 2011

FOIA BRANCH
GENERAL COUNSEL

Hello,

I'm working with ABC News on an investigative story about the company Herbalife. We're specifically interested in consumer complaints and investigatory records from 2005 to the present that involve the company or its contractors. We're willing to pay all fees.

Here's the contact info for my producer, Gerry Wagschal.

Gerry Wagschal
ABC News
47 W. 66th St.
New York, New York 10023
212- 456 - 3948
Gerry.wagschal@abc.com

Thank you!



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

Gerry Wagschal
ABC News
ABC News, 47 W. 66th St.
New York, NY 10023

MAY 11 2011

Re: FOIA-2011-00888
Complaints and Investigative records
against Herbalife

Dear Mr. Wagschal:

This is in response to your request dated May 6, 2011 under the Freedom of Information Act seeking access to complaints and investigative records from 2005 to present regarding Herbalife. In accordance with the FOIA and agency policy, we have searched our records, as of May 6, 2011, the date we received your request in our FOIA office.

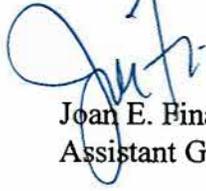
We have located 102 responsive complaints that consumers have made to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying 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).

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

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,

A handwritten signature in blue ink, appearing to read 'Joan E. Fina', is written over the typed name and title.

Joan E. Fina
Assistant General Counsel

Enclosed:
One CD

Chender, Julian M.

FOIA-2012-0086

From: Apache httpd <apache@hq1-webdmz-s1.ftc.gov>
Sent: Wednesday, April 18, 2012 10:49 AM

FEDERAL TRADE COMMISSION
RECEIVED

APR 18 2012

FOIA BRANCH
GENERAL COUNSEL

name = Karina Frayter
staddr = 900 Sylvan Avenue
city = Englewood Cliffs
state = NJ
zipcode = 07632
telno = 201-735-3117

faxno =
email = karina.frayter@nbcuni.com

coinfo = Dear Sir/Madam: This is a request under the Freedom of Information Act. I request information on the number of complaints filed with the FTC against Herbalife, located at 950 West 190th Street, Torrance, CA 90502, in the years 2000-2012 (pls breakdown numbers for each year). I request a waiver of all fees for this request. Disclosure of the requested information to me is in the public interest because it is likely to contribute significantly to public understanding of the operations or activities of the government and is not in my commercial interest. If you need to discuss this request, I can be reached at 201-735-3117. Thank you for your consideration of my request. This is a time sensitive inquiry and if you expedite the request, I would greatly appreciate it. Sincerely, Karina Frayter CNBC | Markets Producer Office: (201)735-3117 Email: Karina.Frayter@nbcuni.com

EdSciName =
privatelawname =
describe = News Media
medianame = CNBC
money = None
B13 = Submit



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

Karina Frayter
CNBC
900 Sylvan Avenue
Englewood Cliffs, NJ 07632

MAY 01 2012

Re: FOIA-2012-00806
Herbalife

Dear Ms. Frayter:

This is in response to your request dated April 18, 2012 under the Freedom of Information Act seeking access to the number of complaints filed against Herbalife by year for the time period 2000-2012. In this request you asked for expedited treatment and a fee waiver.

We are denying your request for expedited treatment because you have not shown that you meet the standard for such treatment. In order to receive expedited processing, the FOIA requires the requestor to show "compelling need" for the records. The requester can demonstrate this in two ways: by establishing that his or her failure to obtain the records quickly "could reasonably be expected to pose an imminent threat to the life or physical safety of an individual," or, by showing that he or she is a "person primarily engaged in disseminating information", and that an "urgency to inform the public concerning actual or alleged Federal Government activity" exists. See 5 U.S.C. § 552 (a)(6)(E)(v). You have not made the required showing.

In accordance with the FOIA and agency policy, we have searched our records, as of April 18, 2012, the date we received your request in our FOIA office. We have located one responsive record (enclosed), to which we grant you full access.

Your request for a fee waiver is moot because we did not incur any fees in processing your FOIA request.

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 or by facsimile at (202) 326-2477, 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 have any questions about the way we are handling your request or about the FOIA regulations or procedures, please contact Julian Chender at (202) 326-2631.

Sincerely,

Dione J. Stearns
Assistant General Counsel

Enclosed: Number of complaints

Chender, Julian M.

01131
FOIA-2012-~~1131~~

From: KEVIN LOW (b)(6)
Sent: Sunday, July 15, 2012 4:27 PM
To: FOIA
Subject: Information Request - Herbalife Consumer Complaints

Freedom of Information Act Request
Office of General Counsel
Federal Trade Commission
600 Pennsylvania Avenue, N.W.
Washington, D.C. 20580

FEDERAL TRADE COMMISSION
RECEIVED

JUL 16 2012

FOIA BRANCH
GENERAL COUNSEL

Dear Sir/Madam:

This is a request under the Freedom of Information Act. I request that a copy of the following document(s) be provided to me: any Complaint Detail Reports, or similar reports if the name has changed, regarding Herbalife International Inc. for the years 2011-2012 as of July 15, 2012. This request is similar to request "FOIA Request No. 2002-324" but covers a different time period.

In order to help determine fees, you should know that I am an individual. I have removed the optional fee section in the hope this request would avoid any fees, but please let me know if fees are required.

I request a waiver of all fees for this request. Disclosure of the requested information to me is in the public interest because it is likely to contribute significantly to public understanding of the operations or activities of the government and is not primarily in my commercial interest.

If you need to discuss this request, I can be reached at (b)(6). Thank you for your consideration of my request.

Sincerely,

Kevin Low

(b)(6)

Foster City, CA (b)(6)



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

July 18, 2012

Kevin Low

(b)(6)

Foster City, CA (b)(6)

RE: FOIA-2012-01131
Herbalife International, Inc.

Dear Mr. Low:

This letter acknowledges the receipt of your Freedom of Information Act request dated July 15, 2012 for the documents listed below:

Herbalife International, Inc.

If you should have any questions regarding your request, please contact me at (202) 326-2836. In any call or future correspondence concerning the request, please refer to the following case number FOIA-2012-01131.

Sincerely,

A handwritten signature in blue ink, appearing to read "Andrea Kelly".

Andrea Kelly



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

AUG 06 2012

Kevin Low

(b)(6)

Foster City, CA (b)(6)

Re: FOIA-2012-01131
Herbalife International, Inc.

Dear Mr. Low:

This is in response to your request dated July 15, 2012, under the Freedom of Information Act seeking access to consumer complaints filed against Herbalife International, from January 1, 2011 to July 15, 2012. In accordance with the FOIA and agency policy, we have searched our records, as of July 16, 2012, the date we received your request in our FOIA office.

We have located 314 pages of responsive records. I am granting partial access to, and am enclosing copies of, the accessible records. Seven pages, and portions of other pages, are subject to two of the nine exemptions to the FOIA's disclosure requirements, as explained below.

I am withholding 7 responsive pages which are exempt from disclosure under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because they are exempt from disclosure by another statute. Specifically, Section 21(f) of the FTC Act provides that information obtained by the Commission in a law enforcement investigation, whether through compulsory process, or voluntarily in lieu of such process, is exempt from disclosure under the FOIA. 15 U.S.C. § 57b-2(f), *see Kathleen McDermott v. FTC, 1981-1 Trade Cas. (CCH) ¶ 63964 (D.D.C. April 13, 1981)*.

Enclosed are 307 pages of 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)*.

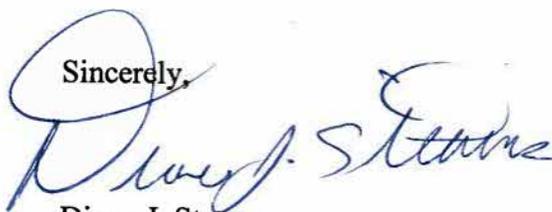
Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this response to your request.

Please make checks payable to U.S. Treasury and send payment to:

Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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 Andrea Kelly at (202) 326-2836.

Sincerely,

Dione J. Stearns
Assistant General Counsel

Enclosed: 307 pages

FOIA 2012-01252

Gray, Nathaniel

From: Dong Han (b)(6)
Sent: Friday, August 17, 2012 2:10 PM
To: FOIA
Subject: information request - Herbalife

I would like to request all the investigatory records for the company Herbalife.

Name: Dong Han
My phone number is (b)(6)
Address is:
(b)(6) New York, NY (b)(6)

Thank you

FEDERAL TRADE COMMISSION
RECEIVED

AUG 17 2012

FOIA BRANCH
GENERAL COUNSEL



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

Dave

Dong Han

(b)(6)

New York, NY (b)(6)

Re: FOIA-2012-01252
Herbalife

Dear Mr. Han:

This is in response to your request dated August 17, 2012, under the Freedom of Information Act seeking access to Investigatory Records pertaining to Herbalife, Inc. On August 20, 2012, you amended your request during a telephone conversation with Beverly Davis of this office to; investigatory records within the last 10 years pertaining to Herbalife. In accordance with the FOIA and agency policy, we have searched our records, as of August 17, 2012, the date we received your request in our FOIA office. Our search of the FTC's records did not identify any record that would respond to your request.

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR 4.8 et seq., as amended, there were no charges incurred as a result of responding to this request.

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, or by facsimile at (202) 326-2477 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 have any questions about the way we are handling your request or about the FOIA regulations or procedures, please contact Beverly Davis at (202) 326-3311.

Sincerely,

Dione J. Stearns
Assistant General Counsel



Invoice Summary

600 Pennsylvania Avenue,
N.W.
Washington, DC 20580

Report Date : 09/04/2014

Time : 5:12:19 PM

Requester Details

Mr. Dong Han

(b)(6)
New York, NY (b)(6)

Requester Invoice

Request No : FOIA-2012-01252

Invoice No : 00000002977

Invoice Date : 09/06/2012

Requester Name : Han, Dong

Requester Organization : -

Fee Items

Charged Value (\$)

CLERICAL HOURS

a. SEARCH

64.00

Total Amount : \$ 64.00

Amount Paid : \$ 0.00

Balance Due : \$ 64.00

Request Description

Herbalife

Sub Requests

Default

Memo

Federal Trade Commission

FOIA - 2013 - 00280

Bajorek, Rosemary

From: Apache httpd <apache@hq1-webdmz-s2.ftc.gov>
Sent: Wednesday, December 26, 2012 11:40 AM

FEDERAL TRADE COMMISSION
RECEIVED

DEC 26 2012

FOIA BRANCH
GENERAL COUNSEL

name = Michelle Celarier
staddr = 1 Nordica Drive
city = Croton on Hudson
state = NY
zipcode = 10520
telno = 917 971 0279
faxno =
email = mcelarier@nypost.com
coinfo = I am looking for any data on consumer complaints about Herbalife, including the number of consumer complaints against the company.
EdSciName =
privatelawname =
describe = News Media
medianame = New York Post
money = Up to \$100
B13 = Submit



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

Michelle Celarier
New York Post
1 Nordica Drive
Croton on Hudson, NY 10520

JAN 08 2013

Re: FOIA-2013-00280
Herbalife

Dear Ms. Celarier:

This is in response to your request dated December 26, 2012, under the Freedom of Information Act seeking access to consumer complaints relating to Herbalife. In accordance with the FOIA and agency policy, we have searched our records, as of December 26, 2012, the date we received your request in our FOIA office.

We have located 717 pages of responsive records. I am granting partial access to, and am enclosing copies of, the accessible records. Fifteen pages, and portions of other pages, are subject to two of the nine exemptions to the FOIA's disclosure requirements, as explained below.

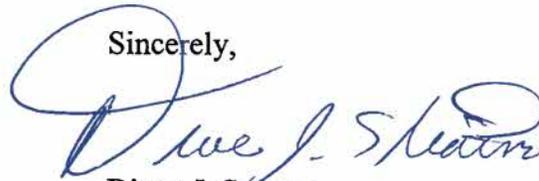
I am withholding 15 responsive pages which are exempt from disclosure under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because they are exempt from disclosure by another statute. Specifically, Section 21(f) of the FTC Act provides that information obtained by the Commission in a law enforcement investigation,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

Enclosed are 188 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 Andrea Kelly at (202) 326-2836.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dione J. Stearns". The signature is fluid and cursive, with a large initial "D" and a long horizontal stroke extending to the right.

Dione J. Stearns
Assistant General Counsel

Enclosed: consumer complaints

FOIA-2013-00321

Peterson, Mark D.

From: Patrick Quinn (b)(6)
Sent: Wednesday, January 09, 2013 12:29 PM
To: FOIA
Subject: FOIA request

FEDERAL TRADE COMMISSION
RECEIVED

JAN 09 2013

FOIA BRANCH
GENERAL COUNSEL

Dear Sir/Madam:

This is a request under the Freedom of Information Act. I request that electronic copies of the following document(s) be provided to me:

1. All consumer complaints and investigative complaints related to Herbalife.

In order to help determine fees, you should know that I am an individual.

I am willing to pay fees up to \$100. If you expect the fees will exceed this, please contact me before proceeding.

If you need to discuss this request, I can be reached at (b)(6) Thank you for your consideration of my request.

Sincerely,

Patrick Quinn

(b)(6)
New York, NY (b)(6)



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

January 10, 2013

Patrick Quinn

(b)(6)

New York, NY (b)(6)

RE: FOIA-2013-00321
Herbalife

Dear Mr. Quinn:

This letter acknowledges the receipt of your Freedom of Information Act request dated January 09, 2013 for the documents listed below:

Herbalife

If you should have any questions regarding your request, please contact me at (202) 326-2631. In any call or future correspondence concerning the request, please refer to the following case number FOIA-2013-00321.

Sincerely,

A handwritten signature in black ink that reads "Julian Chender".

Julian Chender



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

Patrick Quinn

(b)(6)

New York, NY (b)(6)

JAN 18 2013
Re: FOIA-2013-00321
Herbalife

Dear Mr. Quinn:

This is in response to your request dated January 09, 2013 under the Freedom of Information Act seeking access to consumer complaints against Herbalife. In telephone conversations with Julian Chender on January 16, 2013, you agreed that the information we are posting to the FOIA Reading Room, namely our responses to FOIA-2012-00806 and FOIA-2013-00280, would satisfy your request. In accordance with the FOIA and agency policy, we have searched our records, as of January 09, 2013, the date we received your request in our FOIA office.

You are granted full access to our responses to FOIA 2012-00806 and FOIA-2013-00280.

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 or by facsimile at (202) 326-2477, 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 have any questions about the way we handled your request or about the FOIA regulations or procedures, please contact Julian Chender at (202) 326-2631.

Sincerely,

Dione J. Stearns
Assistant General Counsel

Enclosed: CD

Kelly, Andrea

From: Apache server <apache@hq1-webdmz-s3.ftc.gov>
Sent: Monday, January 14, 2013 1:24 PM

FOIA-2013-00339

name = Yitzchak Jacobovitz
staddr = 300 Independence Ave.
city = Washington
state = DC
zipcode = 20003
telno = 2024499859

FEDERAL TRADE COMMISSION
RECEIVED

JAN 14 2013

FOIA BRANCH
GENERAL COUNSEL

faxno =
email =
coinfo = Herbalife1800 Century Park E Los Angeles, CA I am requesting information on any investigative actions related to Herbalife, any consumer complaints that FTC received regarding Herbalife, and information on meetings between FTC and the SEC relating to Herbalife. Thanks for your help.

EdSciName =
describe = Private Corporation or Law Firm
privatelawname = Capstone LLC
medianame =
money = Up to \$100
B13 = Submit



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

Yitzchak Jacobovitz
Capstone LLC
300 Independence Ave
Washington, DC 20003

MAR 07 2013

Re: FOIA-2013-00339
Herbalife

Dear Mr. Jacobovitz:

This is in response to your request dated January 14, 2013, under the Freedom of Information Act seeking access to records concerning Herbalife. In your voicemail message from February 7, 2013, you narrowed the scope of your request to include only records from the past five years. In accordance with the FOIA and agency policy, we have searched our records, as of January 14, 2013, the date we received your request in our FOIA office.

In regards to your request for Herbalife complaints, Rosemary Bajorek informed you in a voicemail message on February 6, 2013, that all responsive Herbalife complaints can be found on our website at: <http://www.ftc.gov/foia/frequentrequest.shtm>. You should know that the complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. We have denied 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).

In regards to your request for records concerning Herbalife meetings between the FTC and the SEC, we have located approximately 50 pages of responsive records. Forty-eight pages, and portions of another page, are exempt from disclosure. The responsive records contain staff analyses, opinions, and recommendations. Those portions are deliberative and pre-decisional and are an integral part of the agency's decision making process. They are exempt from the FOIA's disclosure requirements by FOIA Exemption 5, 5 U.S.C. § 552(b)(5). *See NLRB v. Sears, Roebuck & Co.*, 421 U.S. 132 (1975). Specifically, these records are exempt because they constitute deliberative, inter-agency communications. *See Hoover v. U.S. Dep't of the Interior*, 611 F.2d 1132, 1138 (5th Cir. 1980).

In regards to your request for Herbalife investigative records, we have not located any records that are responsive to your request.

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this partial response to your request. Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

Please make checks payable to U.S. Treasury and send payment to:

Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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 the FOIA regulations or procedures, please contact Rosemary Bajorek at (202) 326-3363.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dione J. Stearns". The signature is written in a cursive style with a large, looped initial "D".

Dione J. Stearns
Assistant General Counsel

Enclosures
(Two pages)



Invoice Summary

600 Pennsylvania Avenue,
N.W.
Washington, DC 20580

Report Date : 09/04/2014

Time : 5:13:44 PM

Requester Details

M/M. Yitzchak Jacobovitz
Capstone LLC
300 Independence Ave
Washington, DC 20003

Requester Invoice

Request No : FOIA-2013-00339
Invoice No : 00000003080
Invoice Date : 03/07/2013
Requester Name : Jacobovitz, Yitzchak
Requester Organization : Capstone LLC

Fee Items

Charged Value (\$)

PROFESSIONAL HOURS

a. SEARCH	24.00
b. REVIEW/EXCISING	24.00

Total Amount : \$ 48.00

Amount Paid : \$ 48.00

Balance Due : \$ 0.00

Request Description

Herbalife

Sub Requests

Default

Memo

Federal Trade Commission

(b)(6)

Arlington, VA (b)(6)

January 4, 2013

Office of General Counsel
Federal Trade Commission
600 Pennsylvania Avenue, N.W.
Washington, D.C. 20580

FOIA-2013-00341

FEDERAL TRADE COMMISSION
RECEIVED

JAN 14 2013

FOIA BRANCH
GENERAL COUNSEL

Re: FOIA Request

To Whom It May Concern:

Under the provisions of the Freedom of Information Act, I would like to request copies of all publicly releasable complaints made against Herbalife, located in Los Angeles and Torrance, California, and any of its distributors nationwide since December 17, 2001.

I agree to pay reasonable duplication fees for the processing of this request. If my request is denied in whole or part, I ask that you provide references to the specific exemptions under the Freedom of Information Act.

Should you have any questions regarding this request, I can be reached by phone at (b)(6) or by e-mail at (b)(6)

Thank you for your assistance.

Sincerely,

Caroline Graham

Caroline Graham



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

Caroline Graham

(b)(6)

Arlington, VA (b)(6)

FEB 04 2013

Re: FOIA-2013-00341
Herbalife

Dear Ms. Graham:

This is in response to your request dated January 04, 2013, under the Freedom of Information Act seeking access to complaints against Herbalife since December 17, 2001. In accordance with the FOIA and agency policy, we have searched our records, as of January 14, 2013, the date we received your request in our FOIA office.

We have located 721 pages of responsive complaints. We are withholding 15 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 706 pages of responsive complaints that consumers have sent to the Federal Trade Commission ("FTC"). The enclosed complaints have not necessarily been verified by the FTC, and as a result we ask that you 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 Julian Chender at (202) 326-2631.

Sincerely,

Dione J. Stearns
Assistant General Counsel

Enclosed: Once CD

FOIA-2013-00376

January 17, 2013

VIA E-MAIL

Freedom of Information Act Request
Office of General Counsel
Federal Trade Commission
600 Pennsylvania Avenue, N.W.
Washington, D.C. 20580

FEDERAL TRADE COMMISSION
RECEIVED

JAN 17 2013

FOIA BRANCH
GENERAL COUNSEL

Re: Freedom of Information Act Request: Herbalife International

Dear Sir/Madam:

Pursuant to the Freedom of Information Act (FOIA), 5 U.S.C. § 552 et seq., I hereby request copies of the following information: *all correspondence, documents, and data records from 2003 through 2013 regarding investigations into Herbalife International, located at 800 W. Olympic Boulevard, Suite 406, Los Angeles, California. This company is a multi-level marketing company that sells nutrition, weight management and skin-care products.*

I am willing to pay fees up to \$200. If you expect the fees will exceed this, please contact me before proceeding. Please send all available records to my attention at:

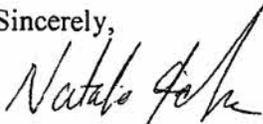
Natalie Ofoche

(b)(6)

Alexandria, Virginia (b)(6)

I can be reached at (b)(6) Thank you for your consideration of my request.

Sincerely,



Natalie N. Ofoche



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

January 23, 2013

Natalie Ofoche

(b)(6)

Alexandria, VA (b)(6)

RE: FOIA-2013-00376
Herbalife International

Dear Ms. Ofoche:

This letter acknowledges the receipt of your Freedom of Information Act request dated January 17, 2013 for the documents listed below:

Herbalife International

If you should have any questions regarding your request, please contact me at (202) 326-3577. In any call or future correspondence concerning the request, please refer to the following case number FOIA-2013-00376.

Sincerely,

A handwritten signature in cursive script, reading "Erin Mischler", is positioned above the printed name.

Erin Mischler

January 23, 2013

VIA E-MAIL

Freedom of Information Act Request
Office of General Counsel
Federal Trade Commission
600 Pennsylvania Avenue, N.W.
Washington, D.C. 20580

Re: Freedom of Information Act Request: Herbalife International

Dear Sir/Madam:

I am writing to amend my January 17th, 2013 Freedom of Information Act (FOIA) request. Pursuant to 5 U.S.C. § 552 et seq., I hereby request copies of the following information regarding Herbalife International, a multi-level marketing company, located at 800 W. Olympic Boulevard, Suite 406, Los Angeles, California, that sells nutrition, weight management and skin-care products:

1. All correspondence, documents, and data records from 2003 through 2013 regarding investigations; and
2. All consumer complaints from 2009 through 2013.

I am willing to pay fees up to \$200. If you expect the fees will exceed this, please contact me before proceeding. Please send all available records to my attention at:

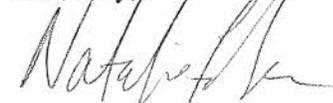
Natalie Ofoche

(b)(6)

Alexandria, Virginia (b)(6)

I can be reached at (b)(6) Thank you for your consideration of my request.

Sincerely,



Natalie N. Ofoche



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

Natalie Ofoche

(b)(6)

Alexandria, VA (b)(6)

JAN 28 2013

Re: FOIA-2013-00376
Herbalife International

Dear Ms. Ofoche:

This is in response to your request dated January 17, 2013, under the Freedom of Information Act seeking access to requesting all correspondence, documents, and data records from 2003 through 2013 regarding investigations into Herbalife International. In an email sent on January 23, 2013, you amended your request to also seek all consumer complaints from 2009 to 2013. In accordance with the FOIA and agency policy, we have searched our records, as of January 23, 2013, the date we received your amended request in our FOIA office.

We have located 729 pages of responsive records. I am granting partial access to, and am enclosing copies of, the accessible records. 15 pages, and portions of other pages, are subject to two of the nine exemptions to the FOIA's disclosure requirements, as explained below.

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

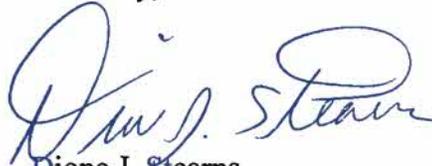
Enclosed are 15 pages of responsive complaints that consumers have sent to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying 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 Erin Mischler at (202) 326-3577.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dione J. Stearns". The signature is fluid and cursive, with a large initial "D" and "S".

Dione J. Stearns
Assistant General Counsel

Enclosed: 1 CD

Mischler, Erin

From: Vera, Elena R.
Sent: Friday, January 25, 2013 11:29 AM
To: Mischler, Erin
Subject: FW: FOIA request

From: Christine Muchanic [<mailto:cmuchanic@heightanalytics.com>]
Sent: Friday, January 25, 2013 11:22 AM
To: Vera, Elena R.
Subject: FOIA request

Elena,

As discussed, please see below my amended/new FOIA request for information and records related to:

Consumer complaints related to the following companies: Herbalife (HLF) and Nature's Sunshine Products (NATR)

Correspondence between the FTC and any external parties related to the following companies. Please limit the search to a five year period.

Avon (AVP)
Blyth, Inc. (BTH)
Medifast (MED)
Mannatech (MTEX)
Nature's Sunshine Products (NATR)
Natural Health Trends Corp (NHTC)
Primerica (PRI)
Reliv International (RELV)
Tupperware Brands Corp (TUP)

Correspondence between the FTC and any external parties related to the companies listed below. Please do not put a time exclusion/limitation on the search for these companies.

Herbalife (HLF),
Nu Skin Enterprises (NUS)
USANA Health Sciences (USNA)

As discussed, for all the companies listed above, we are particularly interested in any correspondence or other records related to discussion of the companies' business practices.

We agree to pay fees of up to \$300. Should the estimated fees exceed this amount, please contact me again.

Thank you for your help and please let me know if I can provide any further information.

Best,
Christine

*Christine Muchanic
Special Situations*

Height Analytics, LLC
1775 Pennsylvania Avenue NW, 11th Floor
Washington, DC 20006
Office: (202) 629-0038
Email: cmuchanic@heightanalytics.com
<http://www.heightllc.com/>



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

FEB 05 2013

Christine Muchanic
Height Analytics
1775 Pennsylvania Ave, N.W., 11th Floor
Washington,, DC 20006

Re: FOIA-2013-00398
Herbalife, etc.

Dear Ms. Muchanic:

This is our first response to your request dated January 25, 2013, under the Freedom of Information Act seeking access to documents regarding Herbalife. etc. In accordance with the FOIA and agency policy, we have searched our records, as of January 25, 2013, the date we received your request in our FOIA office.

We have located approximately 700 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.

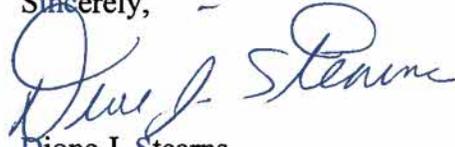
We are withholding some pages under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because they are exempt from disclosure by another statute; specifically, Section 21(f) of the FTC Act provides that the FTC may not disclose any material reflecting a consumer complaint obtained from a foreign source if that 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,

A handwritten signature in blue ink, appearing to read "Dione J. Stearns". The signature is written in a cursive style with a large initial "D".

Dione J. Stearns
Assistant General Counsel

Enclosed:
One CD
17 pages



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

Christine Muchanic
Height Analytics
1775 Pennsylvania Ave, N.W., 11th Floor
Washington, DC 20006

JUN 28 2013

Re: FOIA-2013-00398
Herbalife, etc.

Dear Ms. Muchanic:

This is our second and final response to your request dated January 25, 2013 under the Freedom of Information Act seeking access to documents regarding Herbalife etc. In accordance with the FOIA and agency policy, we have searched our records, as of January 25, 2013, the date we received your request in our FOIA office.

For this response, we have located approximately 30 pages of responsive records. You are granted full access to the responsive records, which are enclosed.

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this response, and our original response dated February 5, 2013. Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

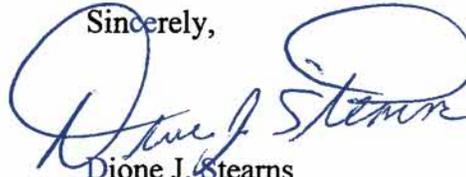
Please make checks payable to U.S. Treasury and send payment to:

Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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 or by facsimile at (202) 326-2477, within 30 days of the date of this letter. Please enclose a copy of your original request and a copy of this response.

At this time, additional records may exist that are responsive to your request. However, we have met your initial fee agreement. If you would like to continue processing this request, please file a new FOIA request. If you have any questions about the way we are handling your request or about the FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dione J. Stearns". The signature is written in a cursive style with a large, looping initial "D" and "S".

Dione J. Stearns
Assistant General Counsel



Invoice Summary

600 Pennsylvania Avenue,
N.W.
Washington, DC 20580

Report Date : 09/04/2014

Time : 5:14:45 PM

Requester Details

Ms. Christine Muchanic
Height Analytics
1775 Pennsylvania Ave, N.W.
11th Floor
Washington,, DC 20006

Requester Invoice

Request No : FOIA-2013-00398
Invoice No : 00000003216
Invoice Date : 06/28/2013
Requester Name : Muchanic, Christine
Requester Organization : Height Analytics

Fee Items

Charged Value (\$)

PROFESSIONAL HOURS

a. SEARCH	192.00
b. REVIEW/EXCISING	108.00

Total Amount : \$ 300.00

Amount Paid : \$ 300.00

Balance Due : \$ 0.00

Request Description

Herbalife, etc.

Sub Requests

Default

Memo

Federal Trade Commission

Seery, Alexander

FOIA-2013-00416

From: Apache httpd <apache@hq1-webdmz-s1.ftc.gov>
Sent: Tuesday, January 29, 2013 8:47 AM

name = Andrew L. Sole
staddr = 1330 Avenue of Americas
city = New York
state = NY
zipcode = 10019
telno = 9173495930
faxno =
email = Andrewsole@ecvlp.com
coinfo = I wish to obtain all copies of consumer complaints filed against Herbalife for years 2006 through 2012. I agree to pay any reasonable fee associated with this request.
EdSciName =
describe = Private Corporation or Law Firm
privatelawname = Esopus Creek Advisors
medianame =
money = Contact me if above \$200
B13 = Submit

FEDERAL TRADE COMMISSION
RECEIVED

JAN 29 2013

FOIA BRANCH
GENERAL COUNSEL



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

January 31, 2013

Andrew Sole
Esopus Creek Advisors
1330 Avenue of Americas
New York, NY 10019

RE: FOIA-2013-00416
Herbalife

Dear Mr. Sole:

This letter acknowledges the receipt of your Freedom of Information Act request dated January 29, 2013 for the documents listed below:

Herbalife

If you should have any questions regarding your request, please contact me at (202) 326-3577. In any call or future correspondence concerning the request, please refer to the following case number FOIA-2013-00416.

Sincerely,

A handwritten signature in blue ink that reads "Erin Mischler".

Erin Mischler



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

Andrew Sole
Esopus Creek Advisors
1330 Avenue of Americas
New York, NY 10019

FEB 04 2013

Re: FOIA-2013-00416
Herbalife

Dear Mr. Sole:

This letter confirms your February 1, 2013 telephone conversation with Erin Mischler, in which you withdrew your January 29, 2013, request for Federal Trade Commission ("FTC") records. The withdrawal of your request does not preclude you from filing other requests in the future.

If you have any questions about the way we handled your request or about the FTC's FOIA regulations or procedures, please contact Erin Mischler at (202) 326-3577.

Sincerely,

Dione J. Stearns
Assistant General Counsel

Seery, Alexander

FOIA-2013-00417

From: Apache httpd <apache@hq1-webdmz-s2.ftc.gov>
Sent: Tuesday, January 29, 2013 12:55 PM

name = Krish B Daftary
staddr = 787 7th Avenue, 49th Floor
city = New York
state = NY
zipcode = 10019
telno = 2122204255
faxno =
email = kdaftary@newmountaincapital.com
coinfo = Can we please have a record of all consumer complaints filed against Herbalife from calendar year 2011-today (Jan 2013)? Thank you.
EdSciName =
describe = Private Corporation or Law Firm
privatelawname = New Mountain Capital
medianame =
money = Contact me if above \$100
B13 = Submit

FEDERAL TRADE COMMISSION
RECEIVED

JAN 29 2013

FOIA BRANCH
GENERAL COUNSEL



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

January 31, 2013

Krish Daftary
New Mountain Capital
787 7th Avenue, 49th Floor
New York, NY 10019

RE: FOIA-2013-00417
Herbalife

Dear Ms. Daftary:

This letter acknowledges the receipt of your Freedom of Information Act request dated January 29, 2013 for the documents listed below:

Herbalife

If you should have any questions regarding your request, please contact me at (202) 326-3577. In any call or future correspondence concerning the request, please refer to the following case number FOIA-2013-00417.

Sincerely,


Erin Mischler



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

Krish Daftary
New Mountain Capital
787 7th Avenue, 49th Floor
New York, NY 10019

FEB 05 2013

Re: FOIA-2013-00417
Herbalife

Dear Ms. Daftary:

This letter confirms your February 1, 2013 and February 4, 2013 telephone conversations with Erin Mischler, in which you withdrew your January 29, 2013, request for Federal Trade Commission ("FTC") records. The withdrawal of your request does not preclude you from filing other requests in the future.

If you have any questions about the way we handled your request or about the FTC's FOIA regulations or procedures, please contact Erin Mischler at (202) 326-3577.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dione J. Stearns". The signature is stylized with large loops and a long horizontal stroke at the end.

Dione J. Stearns
Assistant General Counsel

Seery, Alexander

FOIA-2013-00426

From: Apache httpd <apache@hq1-webdmz-s2.ftc.gov>
Sent: Tuesday, January 29, 2013 5:09 PM

name = Peter J. Eavis
staddr = The New York Times, 620 Eighth Avenue,
city = New York
state = New York
zipcode = 10018
telno = 212 556 7493
faxno =
email = peter.eavis@nytimes.com

coinfo = Please send me any documents that show:1/ The number of complaints submitted to the FTC about Herbalife in each calendar year from 2000 to 2012.2/ Please state the nature of the complaints. Namely, were they related to i) allegedly false claims by Herbalife about the opportunity to make a certain level of earnings; ii) allegedly misleading claims about Herbalife products, or allegedly poor quality of Herbalife products; iii) or sales practices of Herbalife members?3/ Please send documents that show how many investigations that the FTC has made of Herbalife since 2000. Thanks!

EdSciName =
privatelawname =
describe = News Media
medianame = The New York Times
money = Contact me if above \$200
B13 = Submit

FEDERAL TRADE COMMISSION
RECEIVED

JAN 30 2013

FOIA BRANCH
GENERAL COUNSEL



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

February 01, 2013

Peter Eavis
The New York Times
620 Eighth Avenue,
New York, NY 10018

RE: FOIA-2013-00426
Herbalife

Dear Mr. Eavis:

This letter acknowledges the receipt of your Freedom of Information Act request dated January 29, 2013 for the documents listed below:

Herbalife

If you should have any questions regarding your request, please contact me at (202) 326-2736. In any call or future correspondence concerning the request, please refer to the following case number FOIA-2013-00426.

Sincerely,

Alexander Seery

Seery, Alexander

From: Eavis, Peter <Peter.Eavis@nytimes.com>
Sent: Monday, February 04, 2013 2:30 PM
To: Seery, Alexander
Subject: Re: FTC FOIA Request

Alex,

That is fine. But just to be safe, please also send it to: peter.eavis@gmail.com

Thanks,
Peter

--

Office phone: 212 556 7493.

From: "Seery, Alexander" <aseery@ftc.gov>
Date: Mon, 4 Feb 2013 14:27:59 -0500
To: Peter Eavis <Peter.Eavis@nytimes.com>
Subject: RE: FTC FOIA Request

Hi Peter,

I can send you a searchable version, however, the file is quite large (6.6mb). I want to make sure that I don't crash your email if I send it as an attachment. Please let me know if it will be ok to send.

Thanks,

Alex

From: Eavis, Peter [<mailto:Peter.Eavis@nytimes.com>]
Sent: Monday, February 04, 2013 1:14 PM
To: Seery, Alexander
Subject: Re: FTC FOIA Request

Alex,

Is there any way you could send me this exact same document to be found here in a pdf that is searchable?

<http://www.ftc.gov/foia/frequentrequests/1301herbalifecmpts.pdf>

This document is not searchable.

Thanks,
Peter

--
Office phone: 212 556 7493

From: "Seery, Alexander" <aseery@ftc.gov>
Date: Mon, 4 Feb 2013 10:18:07 -0500
To: Peter Eavis <Peter.Eavis@nytimes.com>
Subject: RE: FTC FOIA Request

Peter,

The date range is January 23, 2007 to January 23, 2013. The database system that maintains consumer complaints purges complaints older than five years old, so unfortunately we are unable to search before 2007.

Alex

From: Eavis, Peter [<mailto:Peter.Eavis@nytimes.com>]
Sent: Monday, February 04, 2013 10:14 AM
To: Seery, Alexander
Subject: Re: FTC FOIA Request

Hi Alexander,

Yes, I saw those. Just to clarify, those complaints are from 2007-2012, correct?

Thanks,
Peter

--
Office phone: 212 556 7493

From: "Seery, Alexander" <aseery@ftc.gov>
Date: Mon, 4 Feb 2013 10:12:10 -0500
To: Peter Eavis <Peter.Eavis@nytimes.com>
Subject: FTC FOIA Request

Dear Mr. Eavis,

Thank you for your recent Freedom of Information Act request regarding Herbalife complaints (see attached). Before we begin processing your request, I want to bring to your attention that all complaints against Herbalife, up until January 23, 2013, are located in the FTC's FOIA Reading Room at the following link: <http://www.ftc.gov/foia/frequentrequest.shtm> . Please let me know if these records satisfy your request.

Thank you,

Alex Seery

Paralegal | Office of the General Counsel
Federal Trade Commission
(202) 326-2736



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

Peter Eavis
The New York Times
620 Eighth Avenue,
New York, NY 10018

FEB 11 2013

Re: FOIA-2013-00426
Herbalife

Dear Mr. Eavis:

This is in response to your request dated January 29, 2013, under the Freedom of Information Act seeking access to information concerning Herbalife. In accordance with the FOIA and agency policy, we have searched our records as of January 30, 2013, the date we received your request in our FOIA office.

The complaints you requested are on the Federal Trade Commission's ("FTC") public record. A formal Freedom of Information Act request is not necessary to obtain this material. In the future, you can find public material on the FTC's website at www.ftc.gov. A search of the FTC's records did not return any results in regards to investigations against Herbalife since 2000.

We have closed our file on this matter. If you have any questions about the way we handled your request or about the FOIA regulations or procedures, please contact Alexander Seery at (202) 326-2736.

Sincerely,

Dione J. Stearns
Assistant General Counsel

Seery, Alexander

From: Apache httpd <apache@hq1-webdmz-s1.ftc.gov>
Sent: Wednesday, January 30, 2013 3:52 PM

name = Carol Tang
staddr = 11 West 19th Street 2nd Floor
city = New York
state = NY
zipcode = 10011
telno = 2126865063

FEDERAL TRADE COMMISSION
RECEIVED

JAN 30 2013

FOIA BRANCH
GENERAL COUNSEL

email = carol.tang@dealreporter.com

coinfo = Freedom of Information Act Request Office of General Counsel Federal Trade Commission 600

Pennsylvania Avenue, N.W. Washington, D.C. 20580 Dear FOIA officer, This is a request under the Freedom of Information Act. I would like to place a request for all documents in the last five years (2009-2013) relating to investigative records concerning Herbalife, including all complaints that have been made to the FTC in regards to the company. Herbalife is based at Uglan House, South Church Street, P.O. Box 309GT in Grand Cayman, Cayman Islands. In order to help determine fees, I am a member of the press at dealReporter with the Financial Times group and am requesting these documents as part of my continual coverage of the company as the reporter for consumer and retail companies. I am willing to pay fees up to \$25. If you expect the fees will exceed this, please contact me through email or phone before proceeding. My contact information is in the signature below if there are any questions about my request. Thank you for your consideration, and I appreciate your help. Hope you have a wonderful day. Best, Carol Tang
11 West 19th Street, Floor 2 New York, NY 10011 (212) 686 - 5063

EdSciName =
privatelawname =
describe = News Media
medianame = dealReporter, Financial Times group
money = Up to \$25
B13 = Submit



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

Carol Tang
dealReporter
11 West 19th Street
2nd Floor
New York, NY 10011

MAR 06 2013

Re: FOIA-2013-00429
Herbalife

Dear Ms. Tang:

This is in response to your request dated January 30, 2013, under the Freedom of Information Act seeking access to investigative records and consumer complaints related to Herbalife. FOIA and agency policy dictate that we search our records as of January 30, 2013, the date we received your request. However, on March 5, 2013, you requested that we also search for responsive records up to that date.

The complaints you requested, up to January 23, 2013, are located on the Federal Trade Commission's ("FTC") public website at www.ftc.gov. A formal Freedom of Information Act request is not necessary to obtain this material. As per your request, we searched for consumer complaints against Herbalife that were filed after January 23, 2013; that search returned 16 complaints. You should know that neither the complaints on the FTC's website nor the enclosed complaints have necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided.

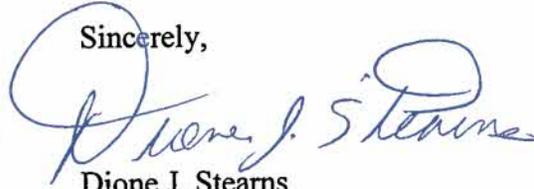
I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

Lastly, a search of the FTC's records did not return any results regarding investigations against Herbalife since 2009.

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 are handling your request or about the FOIA regulations or procedures, please contact Mark Peterson at (202) 326-3731.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dione J. Stearns". The signature is fluid and cursive, with a large loop at the beginning and end.

Dione J. Stearns
Assistant General Counsel

FOIA-2013-00434

Seery, Alexander

From: Apache httpd <apache@hq1-webdmz-s1.ftc.gov>
Sent: Thursday, January 31, 2013 1:21 PM

name = Michelle Celarier
staddr = 1 Nordica Drive
city = Croton on Hudson
state = NY
zipcode = 10520
telno = 917 971 0279
faxno =
email = mcelarier@nypost.com
coinfo = Herbalife:I am seeking all consumer complaints between Dec. 20, 2012 and Jan. 31, 2013
EdSciName =
privatelawname =
describe = News Media
medianame = New York Post
money = Contact me if above \$100
B13 = Submit

FEDERAL TRADE COMMISSION
RECEIVED

JAN 31 2013

FOIA BRANCH
GENERAL COUNSEL



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

FEB 05 2013

Michelle Celarier
New York Post
1 Nordica Drive
Croton on Hudson, NY 10520

Re: FOIA-2013-00434
Herbalife

Dear Ms. Celarier:

This letter confirms your February 4, 2013, telephone conversation with Elena Vera, in which you withdrew your January 31, 2013, request for Federal Trade Commission ("FTC") records. The withdrawal of your request does not preclude you from filing other requests in the future.

If you have any questions about the way we handled your request or about the FTC's FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,

Dione J. Stearns
Assistant General Counsel

FOIA-2013-00436

Seery, Alexander

From: Aubrey Wise <awise@oneeastcap.com>
Sent: Thursday, January 31, 2013 2:48 PM
To: Seery, Alexander
Subject: One East Partners FOIA Request - Herbalife Ltd.

FEDERAL TRADE COMMISSION
RECEIVED

JAN 31 2013

FOIA BRANCH
GENERAL COUNSEL

Alex,

Thanks for your call earlier. We would like to establish an initial budget of \$1,000 for our FOIA request regarding Herbalife Ltd. Please let me know if you need a credit card or other form of deposit.

In order of priority, we would like to have our request processed in this order:

- 1) All emails between the FTC and Dr. Peter Vander Nat regarding Herbalife over the past three years
- 2) All records related to any ongoing or closed FTC investigations of Herbalife over the past ten years.
- 3) All emails among FTC Commissioners and FTC Senior Staff regarding Herbalife over the past three years
- 4) All correspondence between FTC and Herbalife over the past ten years
- 5) Any inter-government letters between the FTC and other federal agencies or offices of state attorneys general over the past three years
- 6) Any correspondence between FTC and international government agencies over the past three years
- 7) List of all FOIA requests made to the FTC regarding Herbalife over the past two years
- 8) Generic question: does the FTC advise against investing in Herbalife?
- 9) Consumer complaints against Herbalife over the past three years
- 10) Procedural question: if the FTC were conducting an active civil or criminal investigation into Herbalife, would the existence of such investigation be a matter of public record?

As I mentioned during our conversation, this FOIA request is being made by "One East Partners".

Thanks for your help,
Aubrey

Aubrey Wise
One East Partners
551 Madison Avenue, 10th Floor
New York, NY 10022
212-230-4525
awise@OneEastCap.com

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Seery, Alexander

From: Aubrey Wise <awise@oneeastcap.com>
Sent: Wednesday, January 30, 2013 12:17 PM
To: FOIA
Subject: FOIA Request - Herbalife, Ltd.

January 30, 2013

Freedom of Information Act Request
Office of General Counsel
Federal Trade Commission
600 Pennsylvania Ave, N.W.
Washington, D.C. 20580

Dear FTC Staff,

We would like to make a request under the Freedom of Information Act. Please find below a precise list of the information we are requesting. All of the items relate to Herbalife, Ltd. (hereafter "Herbalife", corporate headquarters located at 800 West Olympic Boulevard, Suite 406, Los Angeles, CA 90015).

- 1) All records related to any ongoing or closed FTC investigations of Herbalife over the past ten years.
- 2) All emails among FTC Commissioners and FTC Senior Staff regarding Herbalife over the past three years
- 3) All emails between the FTC and Dr. Peter Vander Nat regarding Herbalife over the past three years
- 4) All correspondence between FTC and Herbalife over the past ten years
- 5) Any inter-government letters between the FTC and other federal agencies or offices of state attorneys general over the past three years
- 6) Any correspondence between FTC and international government agencies over the past three years
- 7) Consumer complaints against Herbalife over the past three years
- 8) List of all FOIA requests made to the FTC regarding Herbalife over the past two years
- 9) Generic question: does the FTC advise against investing in Herbalife?
- 10) Procedural question: if the FTC were conducting an active civil or criminal investigation into Herbalife, would the existence of such investigation be a matter of public record?

Thank you very much for your help in fielding this request under the Freedom of Information Act. Please call me directly at (212) 230-4525 to discuss fees.

Regards,

Aubrey Wise

Note: an identical copy of this letter is attached in PDF format.

The information contained in this message (including any attachment) is confidential and may be legally privileged or otherwise protected from disclosure. This message is not an offer to sell or the solicitation of an offer to buy any security or other investment or to provide investment services or advice of any kind. If you have received this message in error, please notify the sender immediately and delete the message from your computer. Any unauthorized use, reproduction, or dissemination of this message is strictly prohibited and may be in violation of law. All messages sent to or from this address are subject to electronic storage and review by One East Capital Advisors, LP.



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

Aubrey Wise
One East Partners
551 Madison Avenue, 10th Floor,
New York, NY 10022

MAR 27 2013

Re: FOIA-2013-00436
Herbalife

Dear Mr. Wise:

This is in response to your request dated January 31, 2013, under the Freedom of Information Act seeking access to documents regarding Herbalife. In accordance with the FOIA and agency policy, we have searched our records as of January 31, 2013, the date we received your request in our FOIA office.

In your request, you sought records regarding:

- 1) All emails between the FTC and Dr. Peter Vander Nat regarding Herbalife over the past three years. – The responsive records are enclosed.
- 2) All records related to any ongoing or closed FTC investigations of Herbalife over the past ten years. – No records located.
- 3) All emails among FTC Commissioners and FTC Senior Staff regarding Herbalife over the past three years. – The responsive records are enclosed.
- 4) All correspondence between the FTC and Herbalife over the past ten years. – No records located.
- 5) Any inter-government letters between the FTC and other federal agencies or offices of state attorney generals over the the past three years. – No records located.
- 6) Any correspondence between the FTC and international government agencies over the past three years. – No records located.
- 7) List of all FOIA requests made to the FTC regarding Herbalife over the past two years. – The responsive records are enclosed.
- 8) Generic question: does the FTC advise against investing in Herbalife? - Agencies are not required to answer questions in response to FOIA requests. *See Zemansky v. EPA*, 767 F.2d 569 (9th Cir. 1985).
- 9) Consumer complaints against Herbalife over the past three years. – The responsive records are publicly available and can be located here:
<http://ftc.gov/foia/frequentrequests/1301herbalifecmpts.pdf>
- 10) Procedural question: If the FTC were conducting an active civil or criminal investigation into Herbalife, would the existence of such investigation be a matter of public record? - Agencies are not required to answer questions in response to FOIA requests. *See Zemansky v. EPA*, 767 F.2d 569 (9th Cir. 1985).

We have located the above referenced records and I am granting partial access to the accessible records. Portions of these pages fall within the exemptions to the FOIA's disclosure requirements, as explained below.

Some responsive records contain staff analyses, opinions, and recommendations. Those portions are deliberative and pre-decisional and are an integral part of the agency's decision making process. They are exempt from the FOIA's disclosure requirements by FOIA Exemption 5.5 U.S.C. § 552(b)(5). See *NLRB v. Sears, Roebuck & Co.*, 421 U.S. 132 (1975).

I am denying access to individuals' 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 an individual's 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).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this partial response to your request. Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

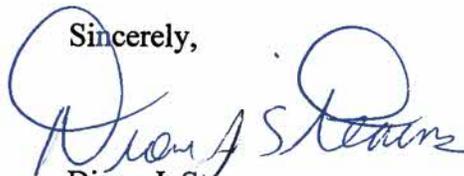
Please make checks payable to U.S. Treasury and send payment to:

Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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 the FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,



Dione J. Stearns
Assistant General Counsel



Invoice Summary

600 Pennsylvania Avenue,
N.W.
Washington, DC 20580

Report Date : 09/04/2014

Time : 5:16:04 PM

Requester Details

Mr. Aubrey Wise
One East Partners
551 Madison Avenue, 10th Floor
New York, NY 10022

Requester Invoice

Request No : FOIA-2013-00436
Invoice No : 00000003100
Invoice Date : 03/27/2013
Requester Name : Wise, Aubrey
Requester Organization : One East Partners

Fee Items

Charged Value (\$)

PROFESSIONAL HOURS

b. REVIEW/EXCISING	192.00
--------------------	--------

Total Amount : \$ 192.00

Amount Paid : \$ 192.00

Balance Due : \$ 0.00

Request Description

Herbalife

Sub Requests

Default

Memo

Federal Trade Commission

Chender, Julian M.

FOIA-2013-00456

From: Jason Miller <Jason.Miller@ionicap.com>
Sent: Monday, February 04, 2013 10:44 AM
To: FOIA
Subject: foia request

FEDERAL TRADE COMMISSION
RECEIVED

FEB 04 2013

FOIA BRANCH
GENERAL COUNSEL

Freedom of Information Act Request
Office of General Counsel
Federal Trade Commission
600 Pennsylvania Avenue, N.W.
Washington, D.C. 20580

Dear Sir/Madam:

This is a request under the Freedom of Information Act. I request that a copy of the following document(s) be provided to me:

File Request log from 2005 through 2013 for Herbalife International.

The number of complaints from 2012 through 2013 filed against Herbalife International.

The number of complaints from 2006 through 2013 filed against Avon Products (produces cosmetics and beauty related products via direct selling)

The number of complaints from 2006 through 2013 filed against GNC Holdings (produces nutritional products and sells on line and via retail stores)

In order to help determine fees, you should know that I am a financial analyst.

I am willing to pay fees up to \$100.00. If you expect the fees will exceed this, please contact me before proceeding.

If you need to discuss this request, I can be reached at 212 294 8585. Thank you for your consideration of my request.

Sincerely,

Jason Miller

Ionic Capital

366 Madison Avenue 9th Floor

New York, NY 10017

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

Jason Miller
Ionic Capital
366 Madison Avenue, 9th Floor
New York, NY 10017

FEB 12 2013

Re: FOIA-2013-00456
Herbalife, Avon, and GNC

Dear Mr. Miller:

This is in response to your request dated February 04, 2013 under the Freedom of Information Act seeking access to the number of complaints received against Herbalife, Avon Products and GNC holdings. In addition, you also asked for a request log regarding Herbalife. In accordance with the FOIA and agency policy, we have searched our records as of February 04, 2013, the date we received your request in our FOIA office.

We have located the responsive records. You are granted full access to the responsive records, which are enclosed.

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 or by facsimile at (202) 326-2477, 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 have any questions about the way we handled your request or about the FOIA regulations or procedures, please contact Alexander Seery at (202) 326-2736.

Sincerely,

Dione J. Stearns
Assistant General Counsel

Chender, Julian M.

FOIA - 2013-00484

From: Apache server <apache@hq1-webdmz-s3.ftc.gov>
Sent: Thursday, February 07, 2013 4:58 PM

name = Michelle Celarier
staddr = 1 Nordica Dr
city = Croton on Hudson
state = NY
zipcode = 10520
telno = 917-971-0279
faxno =
email = mcelarier@nypost.com
coinfo = I am requesting all investigations and regulatory actions against Herbalife
EdSciName =
privatelawname =
describe = News Media
medianame = New York Post
money = Contact me if above \$100
B13 = Submit

FEDERAL TRADE COMMISSION
RECEIVED

FEB 07 2013

FOIA BRANCH
GENERAL COUNSEL



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

Michelle Celarier
New York Post
1 Nordica Drive
Croton on Hudson, NY 10520

FEB 12 2013

Re: FOIA-2013-00484
Herbalife

Dear Ms. Celarier:

This is in response to your request dated February 7, 2013 under the Freedom of Information Act seeking access to documents regarding Herbalife. On January 11, 2013, you spoke with Elena Vera and at that time, narrowed your request to include documents dated between 2006 to present. In accordance with the FOIA and agency policy, we have searched our records, as of February 11, 2013, the date you narrowed your request with our FOIA office. Our search of the FTC's records did not identify any record that would respond to your request.

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, or by facsimile at (202) 326-2477 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 have any questions about the way we are handling your request or about the FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,

Dione J. Stearns
Assistant General Counsel

SULLIVAN & CROMWELL LLP

TELEPHONE: 1-212-558-4000
FACSIMILE: 1-212-558-3588
WWW.SULLCROM.COM

FOIA-2013-00568

125 Broad Street
New York, NY 10004-2498

LOS ANGELES • PALO ALTO • WASHINGTON, D.C.

FRANKFURT • LONDON • PARIS

BEIJING • HONG KONG • TOKYO

MELBOURNE • SYDNEY

FEDERAL TRADE COMMISSION
RECEIVED

FEB 27 2013

FOIA BRANCH
GENERAL COUNSEL

February 22, 2013

Via Certified Mail

Freedom of Information Act Request,
Office of General Counsel,
Federal Trade Commission,
600 Pennsylvania Avenue, N.W.,
Washington, D.C. 20580.

Re: FOIA Request re Herbalife Lead Generation Firms

Dear Sir or Madam:

Pursuant to the Freedom of Information Act, 5 U.S.C. § 552, I respectfully request an opportunity to review and copy all consumer complaints, investigatory records and administrative records concerning any of the following persons or entities, which I believe are involved in selling leads and other business tools to Herbalife distributors:

1. Shawn Dahl
2. Centurion Media Group
3. Herbal Hub
4. Online Business Systems
5. IncomeAtHome.com
6. IncomeAtHomeTV.com
7. Income@home.com
8. Great Shape Today
9. Networx Online
10. The Lead Store
11. Deborah Stoltz
12. Global Online Systems
13. Doran Andry
14. HB International Group, Inc.
15. Financial Success System
16. Financial Success System, LLC

17. FSSDomains.com
18. BusinessCenter.com
19. Ignite Global Communications LLC
20. The Nutrition Coach
21. Dan Waldron
22. Michael Burton
23. Michelle Burton
24. Sydney Mercedes
25. Atomic Nutrition
26. Nutrition Addiction
27. Merelle Worldwide
28. Line Logix
29. Nutrition Clubs Worldwide
30. OBTDomains.com
31. Global Home Business System
32. iOffice
33. Anthony Powell
34. John Beall
35. Carla Berg
36. Rick Berg
37. eTeam Marketing
38. Crazy Fox
39. Home Based Business (HBB.com)
40. Home Sweet Income
41. Kurt O'Connell
42. Cindy O'Connell
43. Herbalink
44. Touchfon International Inc.
45. DWS International
46. Susan Peterson
47. John Peterson
48. Recruit System
49. Peak Success System
50. Success Connection
51. Steve Combs
52. Debbie Combs
53. 96billion.com
54. David DeSaegher
55. Karen DeSaegher
56. Home Employed
57. A&A International
58. Donte Andry

59. John Tartol
60. Leslie Stanford
61. Herbal-leads.net
62. Geri Cvitanovich
63. Small Planet Online
64. Work At Home Tycoon
65. Elkton Nutrition Inc.
66. First Data
67. GoHerbalife
68. CCS Services
69. www.theonlinebusiness.com
70. www.incomeforever.com
71. www.theonlinebusinesspro.com
72. www.14incomeathome.com
73. www.growyourincome.com
74. www.growyourincome48.com
75. www.online-business-systems.shopmybbb.com
76. online-business-systems.com
77. www.incomeathomela.com
78. www.incomeathomeradio.com
79. www.earnincomeonline.com
80. www.homeincomematch.com
81. www.earnrealincome.com
82. www.homebusinessmatch.com
83. At Home Business System
84. Body Basics
85. Cash Mail Box
86. CWIG Health
87. Discount Club New Jersey
88. eHome Business Network
89. eHome Distribution
90. Freedom Connection System
91. Freedom Lifestyles Group
92. Gateway2Wealth
93. Kay-Lee Enterprises
94. Magnetic Sponsoring
95. My Diet Basics
96. My Success System, LLC
97. Network Consultants
98. O'Connell System
99. Online Business Mentors
100. Online System

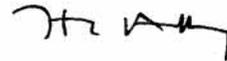
101. Power Queue Inc.
102. Premiere Team International
103. 60 Minute Money
104. Skip Ahead Tech
105. The Home Business Solution
106. VSM
107. Work From Home Business Center
108. Work From Home, Inc.

Please send copies of all documents satisfying this request to me at 125 Broad Street, Room 2842, New York, New York 10004. I am prepared to reimburse the reasonable costs of searching for and copying these documents.

Please do not hesitate to contact me at (212) 558-4737 if I can provide any additional information about this request.

Thank you in advance for your assistance.

Sincerely,



Steven L. Holley



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

Steven Holley
Sullivan & Cromwell LLP
125 Broad Street
New York, NY 10004-2498

MAR 11 2013

Re: FOIA-2013-00568
Herbalife Lead Generation Firms

Dear Mr. Holley:

This is in response to your request dated February 22, 2013 under the Freedom of Information Act seeking access to consumer complaints regarding Herbalife. On February 28, 2013, you spoke with Elena Vera and stated your willingness to pay fees up to \$300.00 for processing your request. In accordance with the FOIA and agency policy, we have searched our records, as of February 27, 2013, the date we received your request in our FOIA office.

We have located approximately 100 responsive complaints that consumers have made 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).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this partial response to your request. Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

Please make checks payable to U.S. Treasury and send payment to:

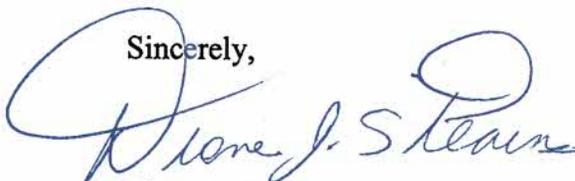
Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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 are handling your request or about the FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,

A handwritten signature in blue ink, reading "Dione J. Stearns". The signature is fluid and cursive, with a large initial "D" and "S".

Dione J. Stearns
Assistant General Counsel

Enclosed:
One CD



Invoice Summary

600 Pennsylvania Avenue,
N.W.
Washington, DC 20580

Report Date : 09/04/2014

Time : 5:18:09 PM

Requester Details

Mr. Steven Holley
Sullivan & Cromwell LLP
125 Broad Street
New York, NY 10004-2498

Requester Invoice

Request No : FOIA-2013-00568
Invoice No : 00000003083
Invoice Date : 03/11/2013
Requester Name : Holley, Steven
Requester Organization : Sullivan & Cromwell LLP

Fee Items

Charged Value (\$)

PROFESSIONAL HOURS

a. SEARCH	48.00
b. REVIEW/EXCISING	96.00

Total Amount : \$ 144.00

Amount Paid : \$ 144.00

Balance Due : \$ 0.00

Request Description

Herbalife Lead Generation Firms

Sub Requests

Default

Memo

Federal Trade Commission

Bajorek, Rosemary

From: Vera, Elena R.
Sent: Monday, April 08, 2013 3:25 PM
To: Bajorek, Rosemary
Subject: FW: FOIA request

FEDERAL TRADE COMMISSION
 RECEIVED

APR 09 2013

FOIA BRANCH
 GENERAL COUNSEL

From: Aubrey Wise [mailto:awise@oneeastcap.com]
Sent: Monday, April 08, 2013 3:23 PM
To: Vera, Elena R.
Subject: FOIA request

Hi Elena,

Thanks again for all your help with our original FOIA request. We would like to amend it / submit a new request to view more recent records. Please see details below.

FOIA Request on behalf of One East Partners regarding Herbalife, Ltd. (hereafter "Herbalife", corporate headquarters located at 800 West Olympic Boulevard, Suite 406, Los Angeles, CA 90015).

- 1) All emails between the FTC and Dr. Peter Vander Nat regarding Herbalife since February 1, 2013
- 2) All records related to any FTC investigation of Herbalife that has been opened since February 1, 2013
- 3) All email among FTC Commissioners and FTC Staff regarding Herbalife since February 1, 2013 but EXCLUDING any emails that are generated by the FTC's automated Daily Clips program for media stories
- 4) All correspondence between the FTC and Herbalife since February 1, 2013
- 5) Any inter-government letters between the FTC and other federal agencies or state attorneys general regarding Herbalife since February 1, 2013
- 6) A list of all FOIA requests made to the FTC regarding Herbalife since February 1, 2013.

Please send the completed requests and associated invoice to me at the address below (USPS is fine). Please use a cap of \$1,000 for this request.

Thank you again.

Regards,
 Aubrey

Aubrey Wise
 One East Partners
 551 Madison Avenue, 10th Floor
 New York, NY 10022
 212-230-4525
awise@OneEastCap.com

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

AUG 02 2013

Aubrey Wise
One East Partners
551 Madison Avenue, 10th Floor,
New York, NY 10022

Re: FOIA-2013-00740
Herbalife

Dear Mr. Wise:

This is in response to your request dated April 08, 2013, under the Freedom of Information Act seeking access to the following documents covering the time-period February 1, 2013, to April 9, 2013:

1. All emails between the FTC and Dr. Peter Vander Nat;
2. All records related to any FTC investigation of Herbalife opened in that time-period;
3. All email among FTC Commissioners and FTC Staff concerning Herbalife but excluding any emails generated by the FTC's automated Daily Clips program for media stories;
4. Any correspondence between the FTC and Herbalife;
5. Any inter-government letter between the FTC and other federal agencies or state attorneys general; and,
6. A list of all FOIA requests made to the FTC regarding Herbalife during that time-period.

We have located 643 pages of responsive records. I am granting partial access to the accessible records. Portions of these pages fall within the exemptions to the FOIA's disclosure requirements, as explained below. Specifically, I am withholding 628 pages under FOIA Exemption 7(A), 5 U.S.C. § 552(b)(7)(A), because disclosure of this type of material could reasonably be expected to interfere with the conduct of the Commission's law enforcement activities. *See Robbins Tire & Rubber Co. v. NLRB*, 437 U.S. 214 (1978).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this partial response to your request. Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

Please make checks payable to U.S. Treasury and send payment to:

Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW

Washington, DC 20580

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 the FOIA regulations or procedures, please contact Mark Peterson at (202) 326-3731.

Sincerely,

A handwritten signature in black ink, appearing to read "Dione J. Stearns". The signature is written in a cursive style with a large initial "D" and a long horizontal flourish extending to the right.

Dione J. Stearns
Assistant General Counsel



Invoice Summary

600 Pennsylvania Avenue,
N.W.
Washington, DC 20580

Report Date : 09/04/2014

Time : 5:19:31 PM

Requester Details

Mr. Aubrey Wise
One East Partners
551 Madison Avenue, 10th Floor
New York, NY 10022

Requester Invoice

Request No : FOIA-2013-00740
Invoice No : 00000003254
Invoice Date : 08/06/2013
Requester Name : Wise, Aubrey
Requester Organization : One East Partners

Fee Items

Charged Value (\$)

PROFESSIONAL HOURS

a. SEARCH	120.00
b. REVIEW/EXCISING	240.00
c. COORDINATION/APPROVAL/DENIAL	72.00
d. OTHER ACTIVITY	48.00

Total Amount : \$ 480.00

Amount Paid : \$ 0.00

Balance Due : \$ 480.00

Request Description

Herbalife

Sub Requests

Default

Memo

Federal Trade Commission

FOIA-2013-00741

Bajorek, Rosemary

FEDERAL TRADE COMMISSION

RECEIVED

From: Stearns, Dione J.
Sent: Wednesday, April 10, 2013 10:29 AM
To: Bajorek, Rosemary
Subject: FW: fact checking something
Attachments: FOIA 02.22.2013 Request to FTC re Lead Generation[2].pdf; Lead generators Herbalife FOIA.pdf

APR 10 2013

FOIA BRANCH
GENERAL COUNSEL

Rose,

I spoke with Frank and the reporter. He is requesting the same material we released in request number 2013-568.

Dione

From: Dorman, Frank
Sent: Wednesday, April 10, 2013 8:51 AM
To: Stearns, Dione J.
Subject: FW: fact checking something

Good morning, Dione

Herbalife, again. This reporter asked the question below, and he later asked me if the FOIA office can directly send him the two attached docs he he can say it came from the FTC. He said he would still say who made the FOIA request.

Thanks

Frank

From: Eavis, Peter [<mailto:Peter.Eavis@nytimes.com>]
Sent: Tuesday, April 09, 2013 5:02 PM
To: Dorman, Frank
Subject: fact checking something

Hi Frank,

I am working on a Herbalife story and it involves some material that was apparently obtained through a Freedom of Information Act request to the FTC. I have attached the two documents relating to the request. I didn't see them posted in your FOIA reading room. So I am coming to you to ask if the attached documents are genuine and were issued by the FTC. I'd need to hear back by 3PM tomorrow.

I am on 212 556 7493, if you want to chat.

Many thanks,
Peter

--

Office phone: 212 556 7493



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

April 10, 2013

Peter Eavis
The New York Times
620 Eighth Avenue,
New York, NY 10018

RE: FOIA-2013-00741
Herbalife records from
FOIA-2013-00568

Dear Mr. Eavis:

This letter acknowledges the receipt of your Freedom of Information Act request dated April 09, 2013 regarding the documents listed below:

Herbalife records from FOIA-2013-00568

If you should have any questions regarding your request, please contact me at (202) 326-3577. In any call or future correspondence concerning the request, please refer to the following case number FOIA-2013-00741.

Sincerely,

A handwritten signature in blue ink that reads "Erin Mischler".

Erin Mischler
Paralegal Specialist



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

Peter Eavis
The New York Times
620 Eighth Avenue,
New York, NY 10018

APR 15 2013

Re: FOIA-2013-00741
Herbalife records from
FOIA-2013-00568

Dear Mr. Eavis:

This letter confirms your April 12, 2013 telephone conversation with Erin Mischler, in which you withdrew your April 09, 2013, request for Federal Trade Commission ("FTC") records. The withdrawal of your request does not preclude you from filing other requests in the future.

If you have any questions about the way we handled your request or about the FTC's FOIA regulations or procedures, please contact Erin Mischler at (202) 326-3577.

Sincerely,

A handwritten signature in blue ink that reads "Dione J. Stearns".

Dione J. Stearns
Assistant General Counsel

Vera, Elena R.

FOIA 2013-00752

From: Vera, Elena R.
Sent: Friday, April 12, 2013 9:25 AM
To: 'Christine Muchanic'
Subject: RE: article

FEDERAL TRADE COMMISSION
RECEIVED

APR 15 2013

FOIA BRANCH
GENERAL COUNSEL

Christine,

This email confirms our April 12, 2013 discussion narrowing your request to seek all consumer complaints regarding Herbalife from January 14, 2013 through April 12, 2013.

Thanks,
Elena Vera

Paralegal Specialist
Office of the General Counsel
Federal Trade Commission
202-326-3368

From: Christine Muchanic [<mailto:cmuchanic@heightanalytics.com>]
Sent: Friday, April 12, 2013 9:18 AM
To: Vera, Elena R.
Subject: RE: article

Please, if it is not posted on the FTC website, consider this a FOIA request for the consumer complaints mentioned in the news article.

Thank you,
Christine

Christine Muchanic
Special Situations

Height Analytics, LLC
1775 Pennsylvania Avenue NW, 11th Floor
Washington, DC 20006
Office: (202) 629-0038
Email: cmuchanic@heightanalytics.com
<http://www.heightllc.com/>

From: Christine Muchanic
Sent: Friday, April 12, 2013 9:17 AM
To: evera@ftc.gov
Subject: article

http://dealbook.nytimes.com/2013/04/11/herbalife-ties-to-work-from-home-promoters-may-draw-new-scrutiny/?source=email_rt_mc_body



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

April 16, 2013

Christine Muchanic
Height Analytics
1775 Pennsylvania Ave, N.W., 11th Floor
Washington,, DC 20006

RE: FOIA-2013-00752
Herbalife

Dear Ms. Muchanic:

This letter acknowledges the receipt of your Freedom of Information Act request dated April 15, 2013 regarding the documents listed below:

Herbalife

If you should have any questions regarding your request, please contact me at (202) 326-2836. In any call or future correspondence concerning the request, please refer to the following case number FOIA-2013-00752.

Sincerely,

Andrea Kelly
Paralegal Specialist



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

Christine Muchanic
Height Analytics
1775 Pennsylvania Ave, N.W., 11th Floor
Washington,, DC 20006

APR 25 2013

Re: FOIA-2013-00752
Herbalife

Dear Ms. Muchanic:

This is in response to your request dated April 15, 2013 under the Freedom of Information Act seeking access to consumer complaints filed against Herbalife, from January 14 to April 12, 2013. In your April 17 telephone conversation with Andrea Kelly, you agreed to pay \$200 for the processing of this request. In accordance with the FOIA and agency policy, we have searched our records as of April 15, 2013, the date we received your request in our FOIA office.

We have located 20 responsive complaints that consumers have made 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).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this partial response to your request. Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

Please make checks payable to U.S. Treasury and send payment to:

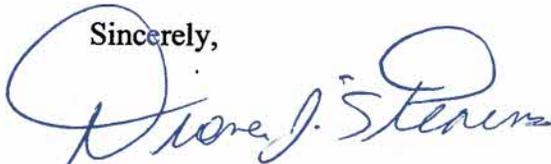
Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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 the FOIA regulations or procedures, please contact Andrea Kelly at (202) 326-2836.

Sincerely,

A handwritten signature in blue ink that reads "Dione J. Stearns". The signature is written in a cursive style with a large, looping initial "D" and a distinct "S" at the end.

Dione J. Stearns
Assistant General Counsel

Enclosed: 68 pages
Invoice



Invoice Summary

600 Pennsylvania Avenue,
N.W.
Washington, DC 20580

Report Date : 09/04/2014

Time : 5:20:19 PM

Requester Details

Ms. Christine Muchanic
Height Analytics
1775 Pennsylvania Ave, N.W.
11th Floor
Washington,, DC 20006

Requester Invoice

Request No : FOIA-2013-00752
Invoice No : 00000003127
Invoice Date : 04/17/2013
Requester Name : Muchanic, Christine
Requester Organization : Height Analytics

Fee Items

Charged Value (\$)

PROFESSIONAL HOURS

b. REVIEW/EXCISING 12.00

OFFICE COPY REPRODUCTION

a. PAGES REPRODUCED 9.52

Total Amount : \$ 21.52

Amount Paid : \$ 21.52

Balance Due : \$ 0.00

Request Description

Herbalife

Sub Requests

Default

Memo

Federal Trade Commission

SULLIVAN & CROMWELL LLP

TELEPHONE: 1-212-558-4000
FACSIMILE: 1-212-558-3588
WWW.SULLCROM.COM

*125 Broad Street
New York, NY 10004-2498*

LOS ANGELES • PALO ALTO • WASHINGTON, D.C.

FRANKFURT • LONDON • PARIS

BEIJING • HONG KONG • TOKYO

MELBOURNE • SYDNEY

April 8, 2013

Via Certified Mail

Freedom of Information Act Request,
Office of General Counsel,
Federal Trade Commission,
600 Pennsylvania Avenue, N.W.,
Washington, D.C. 20580.

FEDERAL TRADE COMMISSION
RECEIVED

APR 16 2013

FOIA BRANCH
GENERAL COUNSEL

Re: FOIA Request re Herbalife Lead Generation Firms

Dear Sir or Madam:

Pursuant to the Freedom of Information Act, 5 U.S.C. § 552, I respectfully request an opportunity to review and copy all consumer complaints, investigatory records and administrative records concerning any of the following persons or entities, which I believe are involved in selling leads and other business tools to Herbalife distributors:

1. Online Marketing Systems
2. Online Marketing Solutions
3. Online Business Solutions
4. Christopher Reese
5. Mayumi Reese
6. Mary Holloway
7. Alan Lorenz
8. United Marketing Partners
9. Russell Gain
10. David Bevan
11. Jane Clark
12. Michael Boyd
13. Craig Tsutakawa
14. Caroline Tsutakawa
15. Harry Johnson
16. Harold Johnson

17. Lee Johnson
18. Jack Gibson
19. John Gibson
20. FTS Marketing
21. Earn2ez.com
22. Automated Data Direct System
23. Bill Herron
24. William Herron
25. Clem Herron
26. Trey Herron
27. Mamie Smith Herron
28. Debi Katz
29. Debra Katz
30. Deborah Katz
31. Michael Katz
32. Sam Guerra
33. Samuel Guerra
34. Rodney Marcantel
35. Mary Ann Marcantel
36. I-Msuccess.com
37. I-Msuccess.biz
38. Nutrition Club Pro
39. Nutritionclubpro.com
40. Ryan Swanson
41. Glenn Kirkpatrick
42. Daniel Waldron
43. Richard Berg
44. Steven Combs
45. Deborah Combs
46. www.ticket2cash.com
47. www.ebusinessforyou.net
48. www.quickcashnow.net
49. Wellness Depot
50. Herbal Way Inc.
51. www.60minutemoney4u.net
52. Home Business Systems
53. Thrive Nutrition & FITClub
54. Wealth in Wellness Nutrition Club System
55. AzDiet.com
56. Michigan Success Training Seminars
57. www.wldwidebiz4u.com
58. www.steps2mill.net

59. www.morehomecash.net
60. Prospect Performance
61. Work from Home and Love It
62. www.vitaljetics.com
63. www.hbr11.com
64. www.morehomecash.net
65. www.steps2mill.net
66. www.checks4life.com
67. www.housewivesfortune.com
68. Newest Way to Wealth
69. Dream Builder & Associates
70. www.haveitallbiz.com
71. www.netbiz-4you.com
72. www.changeyourwork.com
73. www.richerfuture2002.com
74. www.dollarsigns4u.com
75. www.scorefreedom.com
76. www.amazingcashplus.com
77. www.work-from-home.net
78. www.lookandfeelgreat2.com
79. www.egoldenopportunity.com
80. www.beteachable.com
81. www.workingfrommyhome.com
82. www.workfromhome.com
83. www.bossnot.com
84. Mandi Adamson
85. Amanda Adamson
86. Vaughn Adamson
87. www.wfhbiz.com
88. www.ecommercesetsyoufree.com
89. www.adreamlife4u.com
90. Carin Hendrikz
91. www.4you4menow.com
92. www.60minsucccess.com
93. www.formula2success.org
94. Home Business System
95. Lifetimeopportunity.com
96. Leave the Rat Race
97. www.leave-the-rat-race.com
98. DreamTeam
99. www.dreamteamHQ.com
100. Financial Success System LLC

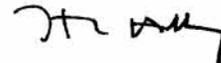
101. Financial Success System International LLC
102. FSS-America LLC
103. www.online-business-system.com
104. cmg.onlinebusinesssystem.com
105. gatewaytowealth.com
106. Karen Umstatt
107. Allstar Health & Nutrition
108. Allstar Nutrition & Fit Camp
109. www.karenu.clearlythebest.com
110. www.clearlythebest.com

Please send copies of all documents satisfying this request to me at 125 Broad Street, Room 2842, New York, New York 10004. I am prepared to reimburse the reasonable costs of searching for and copying these documents, including fees up to \$500.

Please do not hesitate to contact me at (212) 558-4737 if I can provide any additional information about this request.

Thank you in advance for your assistance.

Sincerely,



Steven L. Holley



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

Steven Holley
125 Broad Street,
New York, NY 10004-2498

APR 29 2013

Re: FOIA-2013-00764
Herbalife Lead Generation Firms

Dear Mr. Holley:

This is our first response to your request dated April 08, 2013, under the Freedom of Information Act seeking access to documents regarding Herbalife Lead Generation Firms. On April 17, 2013, Mr. John Quinn of Sullivan & Cromwell, LLP spoke with Elena Vera and agreed to narrow the request to include consumer complaints with the term "herbalife" in the comments field. In accordance with the FOIA and agency policy, we have searched our records, as of April 17, 2013.

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

We are withholding one complaint under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because it is 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 is one responsive complaint that a consumer has sent to the Federal Trade Commission ("FTC"). You should know that the enclosed complaint has 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 complaint. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because an individual's 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).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this response to your request.

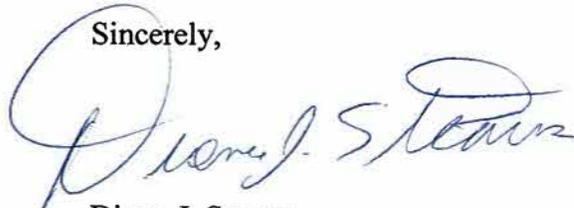
Please make checks payable to U.S. Treasury and send payment to:

Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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.

We hope to have a second response to you very soon. If you have any questions about the way we are handling your request, or about our FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dione J. Stearns". The signature is written in a cursive style with a large initial "D".

Dione J. Stearns
Assistant General Counsel

Enclosed:
Consumer Complaint
Invoice



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

Steven Holley
Sullivan & Cromwell, LLP
125 Broad Street
New York, NY 10004-2498

MAY 08 2013

Re: FOIA-2013-00764
Herbalife Lead Generation Firms

Dear Mr. Holley:

This is our final response to your request dated April 8, 2013 under the Freedom of Information Act seeking access to documents regarding to Herbalife lead generation firms. On April 26, 2013, we sent you a partial response to your request.

This letter intends to notify you that any additional documents our search may have located would likely be exempt from disclosure under FOIA Exemption 7(A), 5 U.S.C. § 552(b)(7)(A), because disclosure of that material could reasonably be expected to interfere with the conduct of the Commission's law enforcement activities. *See Robbins Tire & Rubber Co. v. NLRB*, 437 U.S. 214 (1978).

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, or by facsimile at (202) 326-2477 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 the FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,

Dione J. Stearns
Assistant General Counsel



Invoice Summary

600 Pennsylvania Avenue,
N.W.
Washington, DC 20580

Report Date : 09/04/2014

Time : 5:21:28 PM

Requester Details

Mr. Steven Holley
Sullivan & Cromwell LLP
125 Broad Street
New York, NY 10004-2498

Requester Invoice

Request No : FOIA-2013-00764
Invoice No : 00000003137
Invoice Date : 04/26/2013
Requester Name : Holley, Steven
Requester Organization : Sullivan & Cromwell LLP

Fee Items

Charged Value (\$)

PROFESSIONAL HOURS

a. SEARCH	24.00
b. REVIEW/EXCISING	96.00

Total Amount : \$ 120.00

Amount Paid : \$ 120.00

Balance Due : \$ 0.00

Request Description

Herbalife Lead Generation Firms

Sub Requests

Default

Memo

Federal Trade Commission



HUNTON & WILLIAMS LLP
2200 PENNSYLVANIA AVENUE, NW
WASHINGTON, D.C. 20037-1701

TEL. 202 • 955 • 1500
FAX 202 • 778 • 2201

KYLE SAMPSON
DIRECT DIAL: 202 • 955 • 1587
EMAIL: ksampson@hunton.com

FILE NO: 78481.000004

April 29, 2013

FOIA 2013-00821

Via Facsimile (202) 326-2477
Via E-mail FOIA@FTC.gov

FEDERAL TRADE COMMISSION
RECEIVED

APR 29 2013

FOIA BRANCH
GENERAL COUNSEL

Freedom of Information Act Request
Office of General Counsel
Federal Trade Commission
600 Pennsylvania Avenue, N.W.
Washington, D.C. 20580

Re: FOIA Request for (1) Complaints, Inquiries, or Other Information Submitted to the FTC Related to Certain Dietary Supplement Manufacturers and (2) FOIA Requests Related to Such Complaints, Inquiries, and Other Information

Dear Sir or Madam:

This is a request under the Freedom of Information Act ("FOIA"), 5 U.S.C. § 552, *et seq.* Hunton & Williams LLP hereby requests a copy of the following document(s):

1. Complaints, inquiries, or other information submitted to the Federal Trade Commission ("FTC") since January 1, 2007, and any exhibits or attachments to the same, regarding the following dietary supplement manufacturers:
 - a. Herbalife International of America, Inc. and/or Herbalife International, Inc.;
 - b. Melaleuca, Inc.; and
 - c. Puritan's Pride, Inc.
2. FOIA requests submitted to the FTC since January 1, 2007, regarding complaints, inquiries, or other information about the above-listed dietary supplement manufacturers, and the FTC's responses to the same, if any.

Hunton & Williams LLP is prepared to pay the reasonable costs of search, review, and duplication of the requested records; if you estimate that fees will exceed \$1,000, please contact me before proceeding. Hunton & Williams LLP requests that the FTC provide the



Federal Trade Commission
April 29, 2013
Page 2

requested records in electronic format, to the above-referenced e-mail address. If you deny all or any part of this request, please cite each specific FOIA exemption that justifies your denial and notify me of appeal procedures available under the law.

Thank you in advance for your assistance. If you have any questions about this request or require further information, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "K. Sampson", with a long horizontal flourish extending to the right.

Kyle Sampson



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

May 01, 2013

Kyle Sampson
Hunton & Williams
2200 Pennsylvania Ave. NW,
Washington, DC 20037-1701

RE: FOIA-2013-00821
Herbalife International Inc.,
et al

Dear Mr. Sampson:

This letter acknowledges the receipt of your Freedom of Information Act request dated April 29, 2013 regarding the documents listed below:

Herbalife International Inc., et al

If you should have any questions regarding your request, please contact me at (202) 326-2736. In any call or future correspondence concerning the request, please refer to the following case number FOIA-2013-00821.

Sincerely,

A handwritten signature in black ink, appearing to read "Alexander Seery".

Alexander Seery
Paralegal Specialist



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

Kyle Sampson
Hunton & Williams
2200 Pennsylvania Ave. NW,
Washington, DC 20037-1701

MAY 30 2013

Re: FOIA-2013-00821
Herbalife International Inc./
Melaleuca, Inc./ Puritan's Pride, Inc.

Dear Mr. Sampson:

This is in response to your request dated April 29, 2013, under the Freedom of Information Act seeking access to all complaints against Herbalife, Inc., Melaleuca, Inc., and Puritan's Pride, Inc., since January 1, 2007. In addition, you requested all FOIA requests submitted to the FTC, and any FTC response concerning the companies listed above since January 1, 2007. In accordance with the FOIA and agency policy, we have searched our records as of April 29, 2013, the date we received your request in our FOIA office.

We have reviewed 457 responsive complaints and 31 FOIA requests. The Herbalife complaints you requested are already public and are available in the FOIA Reading Room on the FTC.gov website. Specifically, you may find the records at the following link: <http://www.ftc.gov/foia/frequentrequest.shtm>. I am granting partial access to the accessible records. Portions of the aforementioned records fall within the exemptions to the FOIA's disclosure requirements, as explained below.

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, addresses and any other identifying information found in the complaints. I am also withholding the contact information of individual FOIA requesters. 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).

We are withholding some complaints in full 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).

Lastly, some responsive records contain staff analyses, opinions, and recommendations. Those portions are deliberative and pre-decisional and are an integral part of the agency's

decision making process. They are exempt from the FOIA's disclosure requirements by FOIA Exemption 5.5 U.S.C. § 552(b)(5). See *NLRB v. Sears, Roebuck & Co.*, 421 U.S. 132 (1975).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this partial response to your request. Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

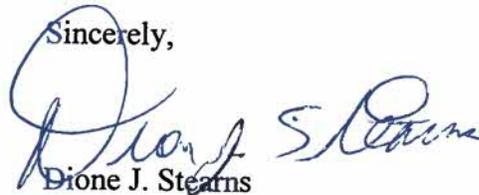
Please make checks payable to U.S. Treasury and send payment to:

Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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 the FOIA regulations or procedures, please contact Alexander Seery at (202) 326-2736.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dione J. Stearns", is written over a printed name.

Dione J. Stearns

Assistant General Counsel



Invoice Summary

600 Pennsylvania Avenue,
N.W.
Washington, DC 20580

Report Date : 09/04/2014

Time : 5:22:22 PM

Requester Details

Mr. Kyle Sampson
Hunton & Williams
2200 Pennsylvania Ave. NW
Washington, DC 20037-1701

Requester Invoice

Request No : FOIA-2013-00821
Invoice No : 00000003141
Invoice Date : 05/02/2013
Requester Name : Sampson, Kyle
Requester Organization : Hunton & Williams

Fee Items

Charged Value (\$)

PROFESSIONAL HOURS

b. REVIEW/EXCISING	216.00
--------------------	--------

Total Amount : \$ 216.00

Amount Paid : \$ 216.00

Balance Due : \$ 0.00

Request Description

Herbalife International Inc., Melaleuca, Inc., Puritan's Pride, Inc., et al

Sub Requests

Default

Memo

Federal Trade Commission

Mischler, Erin

From: Apache server <apache@hq1-webdmz-s4.ftc.gov>
Sent: Saturday, May 04, 2013 3:43 PM

FOIA-2013-00849

name = Marshall P. Levine
staddr = 888 Seventh Avenue, 32nd Floor
city = New York
state = NY
zipcode = 10106
telno = 212-320-5167
faxno = 646-731-5167
email = marshall.levine@soros.com

coinfo = I would like to know how many consumer complaints have been filed against Herbalife Ltd. per year for the last ten years. If possible, I would like the complaints themselves. I would also like to know about allegations that Herbalife is a pyramid scheme. I would also like to know if the FTC is investigating Herbalife as a possible pyramid scheme. Herbalife's official address is: Uglan House, South Church St PO Box 309 GT Grand Cayman 90015 Cayman Islands 1-213-745-0500 Its headquarters seems to be: Herbalife Ltd. 800 W. Olympic Blvd, Suite 406 Los Angeles, CA 90015

EdSciName =
describe = Private Corporation or Law Firm
privatelawname = Soros Fund Management
medianame =
money = Contact me if above \$200
B13 = Submit

FEDERAL TRADE COMMISSION
RECEIVED

MAY 06 2013

FOIA BRANCH
GENERAL COUNSEL



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

May 07, 2013

Marshall Levine
Soros Fund Management
888 Seventh Avenue, 32nd Floor
New York, NY 10106

RE: FOIA-2013-00849
Herbalife

Dear Mr. Levine:

This letter acknowledges the receipt of your Freedom of Information Act request dated May 04, 2013 regarding the documents listed below:

Herbalife

If you should have any questions regarding your request, please contact me at (202) 326-2736. In any call or future correspondence concerning the request, please refer to the following case number FOIA-2013-00849.

Sincerely,

Alexander Seery
Paralegal Specialist



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

Marshall Levine
Soros Fund Management
888 Seventh Avenue, 32nd Floor
New York, NY 10106

JUN 03 2013

Re: FOIA-2013-00849
Herbalife

Dear Mr. Levine:

This is in response to your request dated May 04, 2013 under the Freedom of Information Act seeking access to complaints against Herbalife for the past ten years. In accordance with the FOIA and agency policy, we have searched our records as of May 06, 2013, the date we received your request in our FOIA office.

The records you requested are already public and are available in the FOIA Reading Room on the FTC.gov website. Specifically, you may find the records at the following link: <http://www.ftc.gov/foia/frequentrequest.shtm>.

In addition to the records on our public website, we have located one responsive complaint that has been made to the Federal Trade Commission ("FTC") since the time of the online posting. You should know that the enclosed complaint has 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 the consumer's name, address, and any other identifying information found in the complaint. 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 the FOIA regulations or procedures, please contact Alexander Seery at (202) 326-2736.

Sincerely,

Dione J. Stearns
Assistant General Counsel

FOIA-2013-00911

Chender, Julian M.

From: Apache server <apache@hq1-webdmz-s4.ftc.gov>
Sent: Monday, May 20, 2013 3:40 PM

name = Christine R Muchanic
staddr = Height Analytics, 1775 Pennsylvania Ave NW, 11th Fl
city = Washington
state = DC
zipcode = 20006
telno = 202-629-0038

FEDERAL TRADE COMMISSION
RECEIVED

MAY 20 2013

FOIA BRANCH
GENERAL COUNSEL

email = cmuchanic@heightllc.com
coinfo = I would like to request any correspondence between the FTC and Pershing Square, and any of the following individuals: Ben Hakim, Shane Dinneen, Roy Katzovicz, Tim Barefield, and William (or Bill) Ackman. Please also search for correspondence between the FTC and attorney Steven Holley at Sullivan & Cromwell (125 Broad Street, New York, NY 10004-2498). Please also include any information on meetings, visitor logs, appointments, or similar with FTC officials. Please limit this search to the last 3 years from the date of this request. Please let me know if you have any questions. Thank you.

EdSciName =
describe = Private Corporation or Law Firm
privatelawname = Height Analytics
medianame =
money = Contact me if above \$200
B13 = Submit



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

May 28, 2013

Christine Muchanic
Height Analytics
1775 Pennsylvania Ave, N.W., 11th Floor
Washington,, DC 20006

RE: FOIA-2013-00911
Pershing Square, et al.

Dear Ms. Muchanic:

This letter acknowledges the receipt of your Freedom of Information Act request dated May 20, 2013 regarding the documents listed below:

Pershing Square, et al.

If you should have any questions regarding your request, please contact me at (202) 326-2736. In any call or future correspondence concerning the request, please refer to the following case number FOIA-2013-00911.

Sincerely,

Alexander Seery
Paralegal Specialist



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

Christine Muchanic
Height Analytics
1775 Pennsylvania Ave, N.W., 11th Floor
Washington, DC 20006

JUN 03 2013

Re: FOIA-2013-00911
Pershing Square, et al.

Dear Ms. Muchanic:

This letter confirms your May 29, 2013 telephone conversation with Erin Mischler concerning your Freedom of Information Act (FOIA) request for records pertaining to Pershing Square. In that conversation, you amended the portion of your request concerning visitor logs to only seek visitor logs from the past year.

If you should have any questions regarding your request, please contact Alex Seery at (202) 326-2726.

Sincerely,

Dione J. Stearns
Assistant General Counsel



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

Christine Muchanic
Height Analytics
1775 Pennsylvania Ave, N.W., 11th Floor
Washington, DC 20006

JUN 18 2013

RE: FOIA-2013-00911
Pershing Square, et al.

Dear Ms. Muchanic:

On May 20, 2013 we received your request dated May 20, 2013 under the Freedom of Information Act seeking access to correspondence between the FTC and Pershing Square. This letter is to inform you that we will be unable to respond to your request within the statutory 20-business day deadline as codified in 5 U.S.C. § 552(a)(6)(A)(i).

The FOIA, as amended in 2002, allows for an extension of the 20-day deadline if one of three types of "unusual circumstances" exist (See 5 U.S.C. § 552(a)(6)(B)(iii)). Your request falls under the following circumstance:

(1) The need to search for and collect the requested records from field facilities or other establishments that are separate from the office processing the request;

We are continuing to process your request at this time. If you should have any questions regarding your request, or if you would like to narrow your request to reduce the necessary response time, please contact Alexander Seery at (202) 326-2736.

Sincerely,

A handwritten signature in blue ink that reads "Dione J. Stearns".

Dione J. Stearns
Assistant General Counsel



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

Christine Muchanic
Height Analytics
1775 Pennsylvania Ave, N.W., 11th Floor
Washington, DC 20006

JUN 28 2013

Re: FOIA-2013-00911
Pershing Square, et al.

Dear Ms. Muchanic:

This is in response to your request dated May 20, 2013 under the Freedom of Information Act seeking any correspondence or meeting materials between the FTC and Pershing Square, and any of the following individuals: Ben Hakim, Shane Dinneen, Roy Katzovicz, Tim Barefield, William (Bill) Ackman, and Steven Holley. In accordance with the FOIA and agency policy, we have searched our records, as of May 20, 2013, the date we received your request in our FOIA office.

We have reviewed 445 pages of responsive records. You are granted full access to the responsive records, which are enclosed.

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this partial response to your request. Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

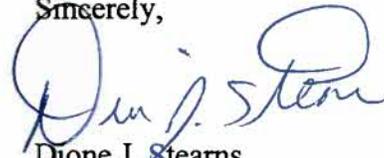
Please make checks payable to U.S. Treasury and send payment to:

Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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 or by facsimile at (202) 326-2477, within 30 days of the date of this letter. Please enclose a copy of your original request and a copy of this response.

There may be additional records responsive to your request, however, we have reached your \$200 fee agreement and subsequently closed our file on your request. If you would like to receive additional records, you may submit a new FOIA request for the remaining material. If you have any questions about the way we handled your request or about the FOIA regulations or procedures, please contact Alexander Seery at (202) 326-2736.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dione J. Stearns". The signature is fluid and cursive, with a large initial "D" and a prominent flourish at the end.

Dione J. Stearns
Assistant General Counsel



Invoice Summary

600 Pennsylvania Avenue,
N.W.
Washington, DC 20580

Report Date : 09/04/2014

Time : 5:01:55 PM

Requester Details

Ms. Christine Muchanic
Height Analytics
1775 Pennsylvania Ave, N.W.
11th Floor
Washington,, DC 20006

Requester Invoice

Request No : FOIA-2013-00911
Invoice No : 00000003211
Invoice Date : 06/26/2013
Requester Name : Muchanic, Christine
Requester Organization : Height Analytics

Fee Items

Charged Value (\$)

PROFESSIONAL HOURS

a. SEARCH	120.00
b. REVIEW/EXCISING	38.40

ATTORNEY/ECONOMIST

a. SEARCH	39.50
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Total Amount : \$ 197.90

Amount Paid : \$ 197.90

Balance Due : \$ 0.00

Request Description

Pershing Square, et al.

Sub Requests

Default

Memo

Federal Trade Commission

Bajorek, Rosemary

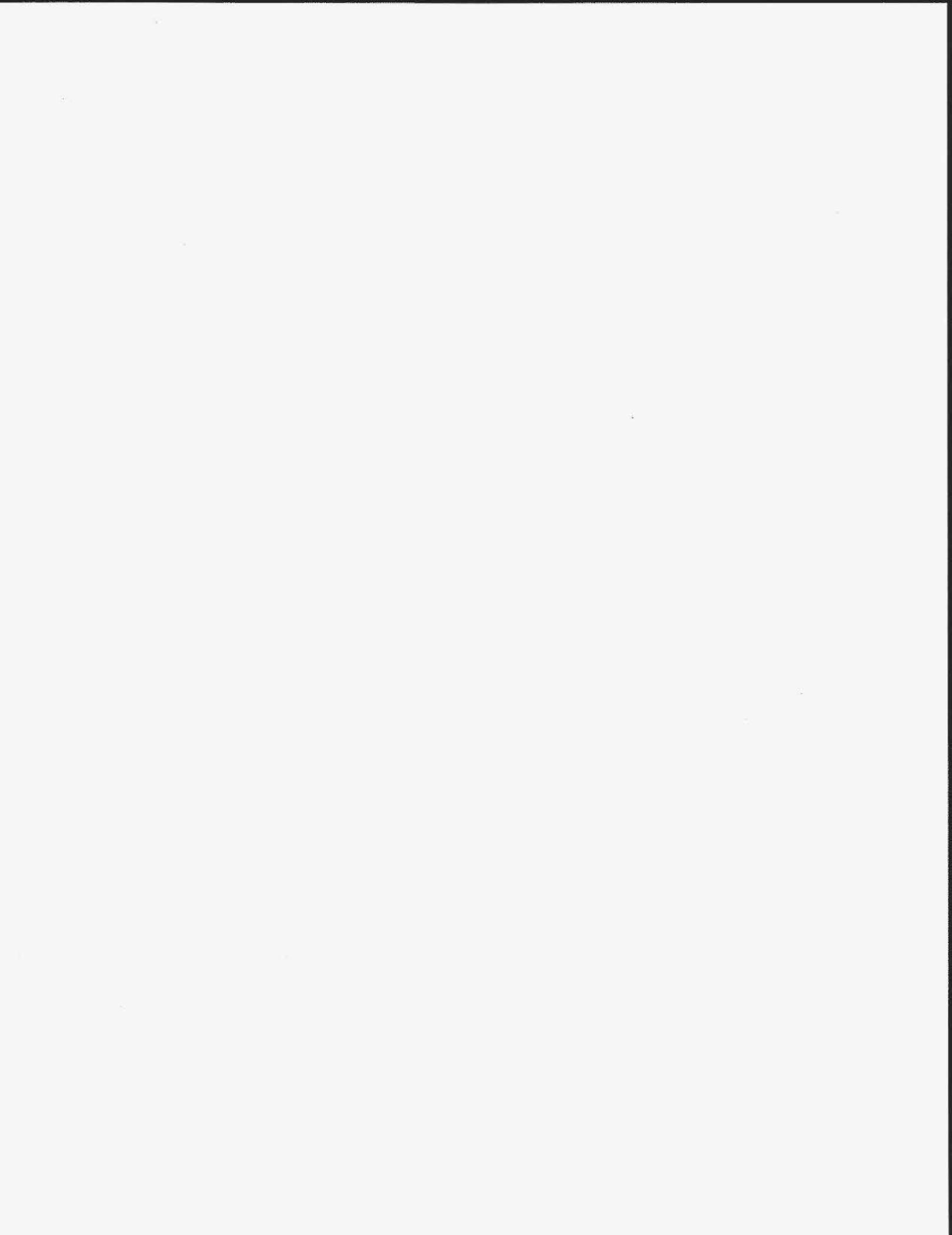
From: Apache httpd <apache@hq1-webdmz-s1.ftc.gov>
Sent: Tuesday, June 11, 2013 12:46 PM

name = Michelle Celarier
staddr = 1 Nordica Drive
city = Croton on Hudson
state = NY
zipcode = 10520
telno = 917 971 0279
faxno =
email = mcelarier@nypost.com
coinfo = Letter from Cong. Linda Sanchez requesting FTC open an investigation into Herbalife
EdSciName =
privatelawname =
describe = News Media
medianame = New York Post
money = Contact me if above \$100
B13 = Submit

FEDERAL TRADE COMMISSION
RECEIVED

JUN 11 2013

FOIA BRANCH
GENERAL COUNSEL





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

June 13, 2013

Michelle Celarier
New York Post
1 Nordica Drive
Croton on Hudson, NY 10520

RE: FOIA-2013-01002
Herbalife Letter

Dear Ms. Celarier:

This letter acknowledges the receipt of your Freedom of Information Act request dated June 11, 2013 regarding the documents listed below:

Herbalife Letter

If you should have any questions regarding your request, please contact me at (202) 326-3577. In any call or future correspondence concerning the request, please refer to the following case number FOIA-2013-01002.

Sincerely,

A handwritten signature in blue ink that reads "Erin Mischler".

Erin Mischler
Paralegal Specialist



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

Michelle Celarier
New York Post
1 Nordica Drive
Croton on Hudson, NY 10520

JUN 20 2013

Re: FOIA-2013-01002
Herbalife Letter

Dear Ms. Celarier:

This is in response to your request dated June 11, 2013 under the Freedom of Information Act seeking access to the letter sent from Congresswoman Linda Sanchez to the FTC regarding Herbalife. In accordance with the FOIA and agency policy, we have searched our records, as of June 11, 2013, the date we received your request in our FOIA office.

You are granted full access to the responsive records, which are enclosed.

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 or by facsimile at (202) 326-2477, 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 have any questions about the way we are handling your request or about the FOIA regulations or procedures, please contact Erin Mischler at (202) 326-3577.

Sincerely,

Dione J. Stearns
Assistant General Counsel

Enclosed:
2 pages

FOIA - 2013-01086

SULLIVAN & CROMWELL LLP

TELEPHONE: 1-212-558-4000
FACSIMILE: 1-212-558-3588
WWW.SULLCROM.COM

FEDERAL TRADE COMMISSION
RECEIVED

JUL 02 2013

FOIA BRANCH
GENERAL COUNSEL

125 Broad Street
New York, NY 10004-2498

LOS ANGELES • PALO ALTO • WASHINGTON, D.C.

FRANKFURT • LONDON • PARIS

BEIJING • HONG KONG • TOKYO

MELBOURNE • SYDNEY

June 24, 2013

Via Certified Mail

Freedom of Information Act Request,
Office of General Counsel,
Federal Trade Commission,
600 Pennsylvania Avenue, N.W.,
Washington, D.C. 20580.

Re: FOIA Request re Herbalife Lead Generation Firms

Dear Sir or Madam:

Pursuant to the Freedom of Information Act, 5 U.S.C. § 552, I respectfully request an opportunity to review and copy all consumer complaints, investigatory records and administrative records using the phrases "nutrition club," "decision pack" or "\$39.95," or concerning any of the following persons or entities, which I believe are involved in selling leads and other business tools to Herbalife distributors:

1. 2moremoney
2. Berg Marketing
3. Brad Harris
4. Brett Bartholomew
5. Brunette Marketing
6. Burton Marketing
7. Cashmailbox.com
8. CRM Logix
9. Cynthia Robinson
10. Dare to Succeed
11. Dean Shafer
12. Dreambuilders
13. Fab-U-Life
14. Health Coach Mobile
15. Home Wealth International

Freedom of Information Act Request

-2-

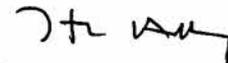
16. Homeemployed.com
17. MyHCMTouch.com
18. S&C Marketing
19. Tanya McDowall
20. Wealth to Wellness
21. Yvonne Engelbrecht

Please send copies of all documents satisfying this request to me at 125 Broad Street, Room 2842, New York, New York 10004. I am prepared to reimburse the reasonable costs of searching for and copying these documents, including fees up to \$500.

Please do not hesitate to contact me at (212) 558-4737 if I can provide any additional information about this request.

Thank you in advance for your assistance.

Sincerely,



Steven L. Holley



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

Steven Holley
Sullivan & Cromwell LLP
125 Broad Street
New York, NY 10004-2498

JUL 16 2013

Re: FOIA-2013-01086
2moremoney, et al.

Dear Mr. Holley:

This is our first partial response to your request dated June 24, 2013 under the Freedom of Information Act seeking access to consumer complaints, investigatory records, and administrative records concerning "nutrition club," "decision pack," and "\$39.95," as well as 21 persons and entities you believe are selling leads to Herbalife distributors. In a telephone conversation with Julian Chender on July 8, 2013, John Quinn narrowed the request to exclude the search term "\$39.95." In accordance with the FOIA and agency policy, we have searched our records as of July 02, 2013, the date we received your request in our FOIA office.

In this partial response, we searched for consumer complaints that would respond to your request. We have located 48 pages of responsive complaints that consumers have made 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).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this partial response to your request. Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

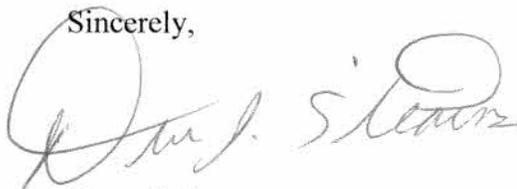
Please make checks payable to U.S. Treasury and send payment to:

Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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 are handling your request or about the FOIA regulations or procedures, please contact Julian Chender at (202) 326-2631.

Sincerely,

A handwritten signature in cursive script, appearing to read "Dione J. Stearns". The signature is written in black ink and is positioned to the right of the word "Sincerely,".

Dione J. Stearns
Assistant General Counsel

Enclosed: Invoice
48 pages



Invoice Summary

600 Pennsylvania Avenue,
N.W.
Washington, DC 20580

Report Date : 09/04/2014

Time : 5:26:05 PM

Requester Details

Mr. Steven Holley
Sullivan & Cromwell LLP
125 Broad Street
New York, NY 10004-2498

Requester Invoice

Request No : FOIA-2013-01086
Invoice No : 00000003237
Invoice Date : 07/24/2013
Requester Name : Holley, Steven
Requester Organization : Sullivan & Cromwell LLP

Fee Items

Charged Value (\$)

PROFESSIONAL HOURS

a. SEARCH	48.00
b. REVIEW/EXCISING	312.00

ATTORNEY/ECONOMIST

a. SEARCH	79.00
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Total Amount : \$ 439.00

Amount Paid : \$ 439.00

Balance Due : \$ 0.00

Request Description

Herbalife distributors, et al

Sub Requests

Default

Memo

Federal Trade Commission



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

Steven Holley
Sullivan & Cromwell LLP
125 Broad Street
New York, NY 10004-2498

SEP 11 2013

Re: FOIA-2013-01086
2moremoney, et al.

Dear Mr. Holley:

This is our second and final response to your request dated June 24, 2013, under the Freedom of Information Act seeking access to consumer complaints, investigatory records, and administrative records concerning "nutrition club," "decision pack," and 21 persons and entities you believe are selling leads to Herbalife distributors. In accordance with the FOIA and agency policy, we have searched our records as of July 02, 2013, the date we received your request in our FOIA office.

We have processed this request up to your fee agreement, reviewing 2,777 additional pages of responsive records. I am granting partial access to the 231 pages of accessible records. The remaining pages fall within the exemptions to the FOIA's disclosure requirements, as explained below.

Some responsive records contain staff analyses, opinions, and recommendations. These documents are deliberative and pre-decisional and form an integral part of the agency's decision-making process. They are exempt from the FOIA's disclosure requirements by FOIA Exemption 5.5 U.S.C. § 552(b)(5). *See NLRB v. Sears, Roebuck & Co.*, 421 U.S. 132 (1975).

Some of the records contain personal identifying information compiled for law enforcement purposes. These documents are exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), and FOIA Exemption 7(C), 5 U.S.C. § 552(b)(7)(C), because individuals' right to privacy outweighs the general public's interest in seeing personally identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this partial response to your request. Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

Please make checks payable to U.S. Treasury and send payment to:

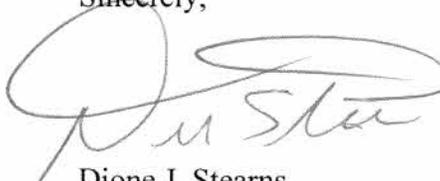
Financial Management Office, H-790

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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.

We have met your fee agreement and are therefore closing this request. If you would like to have us continue searching for and reviewing documents, you may file a new FOIA request. If you have any questions about the way we handled your request or about the FOIA regulations or procedures, please contact Julian Chender at (202) 326-2631.

Sincerely,

A handwritten signature in black ink, appearing to read "Dione J. Stearns". The signature is fluid and cursive, with a large initial "D" and "S".

Dione J. Stearns
Assistant General Counsel

Enclosed: Invoice
CD



Invoice Summary

600 Pennsylvania Avenue,
N.W.
Washington, DC 20580
Report Date : 09/04/2014
Time : 5:26:33 PM

Requester Details

Mr. Steven Holley
Sullivan & Cromwell LLP
125 Broad Street
New York, NY 10004-2498

Requester Invoice

Request No : FOIA-2013-01086
Invoice No : 00000003225
Invoice Date : 07/09/2013
Requester Name : Holley, Steven
Requester Organization : Sullivan & Cromwell LLP

Fee Items

Charged Value (\$)

PROFESSIONAL HOURS

a. SEARCH	24.00
b. REVIEW/EXCISING	24.00

OFFICE COPY REPRODUCTION

a. PAGES REPRODUCED	6.72
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Total Amount : \$ 54.72

Amount Paid : \$ 54.72

Balance Due : \$ 0.00

Request Description

Herbalife distributors, et al

Sub Requests

Default

Memo

Federal Trade Commission

Chender, Julian M.

FOIA-2013-01138

From: Jeffrey Gardner (b)(6)
Sent: Wednesday, July 17, 2013 2:06 PM
To: FOIA
Subject: FOIA Request

The most frequently requested categories of FTC records are consumer complaints, material relating to investigations, and administrative records.

Freedom of Information Act Request
Office of General Counsel
Federal Trade Commission
600 Pennsylvania Avenue, N.W.
Washington, D.C. 20580

FEDERAL TRADE COMMISSION
RECEIVED

JUL 17 2013

FOIA BRANCH
GENERAL COUNSEL

Dear Sir/Madam:

This is a request under the Freedom of Information Act. I request that a copy of the following document(s) be provided to me: 1.) all consumer complaints filed against Herbalife since the FTC's most recent disclosure in January 2013 of consumer complaints against Herbalife, 2.) all complaints filed against Herbalife Lead Generation Firms since the FTC's most recent disclosure in March 2013, 3.) a copy of the meeting minutes, (including attendees, discussion topics and FTC recommendations) as well as a transcript of Lois Greisman and Jessica Rich's meeting on Monday July 15, 2013 with the National Consumer League, the Hispanic Federation, the League of United Latin American Citizens, and Consumer Action, 4.) a copy of the meeting minutes, (including attendees, discussion topics and FTC recommendations) as well as a transcript of any FTC meetings with Herbalife and/or Herbalife representatives 5.) a copy of the meeting minutes, (including attendees, discussion topics and FTC recommendations) as well as a transcript of any FTC meetings with William Ackman and/or Pershing Square representatives 6.) a copy of all Herbalife related FTC correspondence from January 1, 2012 to July 17th, 2013 and 6.) a copy of all scheduled meeting dates and attendees the FTC has had or plans to have with external persons or entities from January 1, 2012 through December 31, 2013, that specifically relate to Herbalife 7.) a copy of all correspondence between Herbalife and/or Herbalife representatives 8.) and lastly I would like to request a copy of investigatory records of Herbalife, including, but not limited to commercial or financial information submitted to the FTC but that were not submitted by Herbalife, inter and intra-agency memoranda and letters, attorney opinions and notes, and decisions or orders regarding investigations and adjudicative proceedings specifically relating to Herbalife from January 1, 2012 through July 17, 2013.

In order to help determine fees, you should know that I am an individual that is not an attorney, company or news organization.

I am willing to pay fees up to \$500. If you expect the fees will exceed this, please contact me before proceeding.

If you need to discuss this request, I can be reached at (b)(6) Thank you for your consideration of my request.

Sincerely,

Jeffrey Gardner

(b)(6)

New York, NY (b)(6)



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

Jeffrey Gardner

(b)(6)

New York, NY (b)(6)

JUL 23 2013
Re: FOIA-2013-01138
Herbalife, et al.

Dear Mr. Gardner:

This letter confirms your July 19, 2013 telephone conversation with James Witherington concerning your Freedom of Information Act (FOIA) request for records pertaining to the following matters:

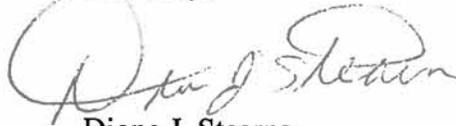
- 1) All consumer complaints filed since the most recent public disclosure in January 2013;
- 2) All complaints filed against Herbalife Lead Generation Firms since the most recent public disclosure in March 2013;
- 3) A copy of meeting minutes as well as a transcript of the meeting between Lois Greisman/Jessica Rich and the National Consumer League, the Hispanic Federation, the League of United Latin American Citizens, and Consumer Action on July 15, 2013;
- 4) A copy of meeting minutes and transcripts between the FTC and Herbalife and/or its representatives;
- 5) A copy of meeting minutes and transcripts between the FTC and William Ackman and/or Pershing Square representatives;
- 6) A copy of all Herbalife related FTC correspondence from January 1, 2013 to July 17, 2013;
- 7) A copy of all scheduled meeting dates and attendees the FTC has had or will have from January 1, 2012 to December 31, 2013 in relation to Herbalife;
- 8) A copy of all correspondence between Herbalife and/or its representatives; and
- 9) A copy of all investigative records pertaining to Herbalife from January 1, 2012 to July 17, 2013

In that conversation, you amended your request to limit the date range for the above-mentioned matters from January 1, 2012 to July 17, 2013, with the exception of the Pershing Square meetings. You agreed to limit the date range for the Pershing Square meetings from January 1, 2013 to July 17, 2013.

You also agreed to receive a copy of the FOIA log showing the FOIA requests relating to Herbalife within the above named time frame.

If you should have any questions regarding your request, please contact James Witherington at 202-326-3661.

Sincerely,

A handwritten signature in cursive script, appearing to read "Dione J. Stearns". The signature is written in dark ink and is positioned above the printed name.

Dione J. Stearns
Assistant General Counsel



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

Jeffrey Gardner

(b)(6)

New York, NY (b)(6)

AUG 01 2013

Re: FOIA-2013-01138
Herbalife, et al.

Dear Mr. Gardner:

This is in response to your request dated July 17, 2013, under the Freedom of Information Act seeking access to:

- 1) All consumer complaints filed since the most recent public disclosure in January 2013
- 2) All complaints filed against Herbalife Lead Generation Firms since the most recent public disclosure in March 2013
- 3) A copy of meeting minutes as well as a transcript of the meeting between Lois Greisman/Jessica Rich and the National Consumer League, the Hispanic Federation, the League of United Latin American Citizens, and Consumer Action on July 15, 2013
- 4) A copy of meeting minutes and transcripts between the FTC and Herbalife and/or its representatives between January 1, 2013 and July 17, 2013.
- 5) A copy of meeting minutes and transcripts between the FTC and William Ackman and/or Pershing Square representatives from January 1, 2013 and July 17, 2013.
- 6) A copy of all Herbalife related FTC correspondence from January 1, 2013 to July 17, 2013
- 7) A copy of all scheduled meeting dates and attendees the FTC has had or will have from January 1, 2012 to July 17, 2013 in relation to Herbalife
- 8) A copy of all correspondence between Herbalife and/or its representatives from January 1, 2012 to July 17, 2013.
- 9) A copy of all investigative records pertaining to Herbalife from January 1, 2012 to July 17, 2013

In accordance with the FOIA and agency policy, we have searched our records as of July 17, 2013, the date we received your request in our FOIA office.

We have located 285 pages of responsive records. I am granting partial access to the accessible records. Portions of these pages fall within the exemptions to the FOIA's disclosure requirements, as explained below.

Some responsive records contain staff analyses, opinions, and recommendations. Those portions are deliberative and pre-decisional and are an integral part of the agency's decision making process. They are exempt from the FOIA's disclosure requirements by FOIA Exemption 5.5 U.S.C. § 552(b)(5). See *NLRB v. Sears, Roebuck & Co.*, 421 U.S. 132 (1975).

We have located 16 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).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this partial response to your request. Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

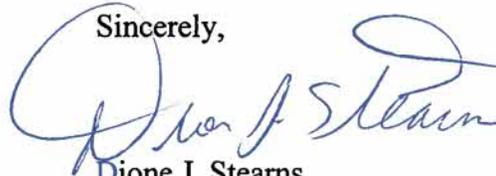
Please make checks payable to U.S. Treasury and send payment to:

Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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 the FOIA regulations or procedures, please contact James Witherington at 202-326-3661.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dione J. Stearns". The signature is fluid and cursive, with a large initial "D" and "S".

Dione J. Stearns
Assistant General Counsel



Invoice Summary

600 Pennsylvania Avenue,
N.W.
Washington, DC 20580

Report Date : 09/04/2014

Time : 5:29:46 PM

Requester Details

Mr. Jeffrey Gardner

(b)(6)
New York, NY (b)(6)

Requester Invoice

Request No : FOIA-2013-01138
Invoice No : 00000003240
Invoice Date : 07/25/2013
Requester Name : Gardner, Jeffrey
Requester Organization : -

Fee Items

Charged Value (\$)

PROFESSIONAL HOURS

a. SEARCH 168.00

ATTORNEY/ECONOMIST

a. SEARCH 237.00

OFFICE COPY REPRODUCTION

a. PAGES REPRODUCED 39.90

Total Amount : \$ 444.90
Amount Paid : \$ 0.00
Balance Due : \$ 444.90

Request Description

Herbalife, et al.

Sub Requests

Default

Memo

Federal Trade Commission

Chender, Julian M.

FOIA - 2013-01148

From: Apache server <apache@hq1-webdmz-s4.ftc.gov>
Sent: Friday, July 19, 2013 10:45 AM

name = Sandy Chin
staddr = 888 Seventh Avenue
city = New York
state = NY
zipcode = 10019
telno = 212.484.2716
faxno =
email = schin@visiumfunds.com

coinfo = Dear sir or madam, I would like to request a copy of any investigatory records of Herbalife specifically between the period of January 1, 2013 to July 19, 2013.

EdSciName =
describe = Private Corporation or Law Firm
privatelawname = Visium Asset Management
medianame =
money = Up to \$100
B13 = Submit

FEDERAL TRADE COMMISSION
RECEIVED

JUL 19 2013

FOIA BRANCH
GENERAL COUNSEL



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

Sandy Chin
Visium Asset Management
888 Seventh Avenue,
New York, NY 10019

JUL 23 2013
Re: FOIA-2013-01147
Herbalife

Dear Ms. Chin:

This is in response to your request dated July 19, 2013 under the Freedom of Information Act seeking access to all investigative records pertaining to Herbalife between January 1, 2013 and July 19, 2013. In accordance with the FOIA and agency policy, we have searched our records as of July 19, 2013, the date we received your request in our FOIA office. Our search of the FTC's records did not identify any record that would respond to your request.

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, or by facsimile at (202) 326-2477 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 have any questions about the way we have handled your request or about the FOIA regulations or procedures, please contact James Witherington at 202-326-3661.

Sincerely,

Dione J. Stearns
Assistant General Counsel

Peterson, Mark D.

FOIA - 2013-01228

From: Apache server <apache@hq1-webdmz-s3.ftc.gov>
Sent: Tuesday, August 06, 2013 1:55 PM

name = Henry Becker
staddr = (b)(6)
city = Southlake
state = TX
zipcode = (b)(6)
telno = (b)(6)
faxno = (b)(6)
email = (b)(6)

FEDERAL TRADE COMMISSION
RECEIVED

AUG 06 2013

FOIA BRANCH
GENERAL COUNSEL

coinfo = Herbalife-I would like a list or simply the number of complaints filed against this company in the past 5 years. I would also like to know the number of support letters you have received on Herbalife's behalf. Thank you very much for your time.

describe = Individual
EdSciName =
privatelawname =
medianame =
money = Contact me if above \$200
B13 = Submit



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

August 08, 2013

Henry Becker

(b)(6)

Southlake, TX (b)(6)

RE: FOIA-2013-01228
Herbalife

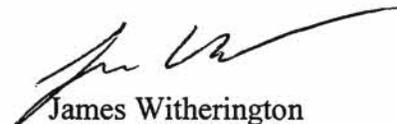
Dear Mr. Becker:

This letter acknowledges the receipt of your Freedom of Information Act request dated August 06, 2013 regarding the documents listed below:

Herbalife Complaints and Support Letters

If you should have any questions regarding your request, please contact me at 202-326-3661. In any call or future correspondence concerning the request, please refer to the following case number FOIA-2013-01228.

Sincerely,



James Witherington
Paralegal Specialist



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

Henry Becker

(b)(6)

Southlake, TX (b)(6)

AUG 16 2013

Re: FOIA-2013-01228
Herbalife

Dear Mr. Becker:

This is in response to your request dated August 06, 2013 under the Freedom of Information Act seeking access to the number of complaints filed against Herbalife along with the number of support letters received on Herbalife's behalf in the last 5 years. In accordance with the FOIA and agency policy, we have searched our records, as of August 06, 2013, the date we received your request in our FOIA office.

We have located 1 responsive records. You are granted full access to the responsive records, which are enclosed.

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this partial response to your request. Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

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 or by facsimile at (202) 326-2477, 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 have any questions about the way we are handling your request or about the FOIA regulations or procedures, please contact James Witherington at 202-326-3661.

Sincerely,

Dione J. Stearns

Assistant General Counsel

Kelly, Andrea

From: Apache httpd <apache@hq1-webdmz-s1.ftc.gov>
Sent: Monday, August 12, 2013 1:56 PM

FOIA-2013-01247

name = Atossa
staddr = 3 times square
city = new york
state = ny
zipcode = 10036
telno = Abrahamian
faxno =
email = atossa.abrahamian@thomsonreuters.com
coinfo =

FEDERAL TRADE COMMISSION
RECEIVED

AUG 12 2013

FOIA BRANCH
GENERAL COUNSEL

Dear FOIA officer, I'm writing to request records of all communication (emails, letters, call logs, text messages, etc) on the subject of the direct-selling nutritional company Herbalife between the FTC and the following groups or individuals: a. New York hedge fund manager William Ackman and all individuals working for or associated with his firm, Pershing Square Capital b. Representative Linda Sanchez (D-IL) and anyone working for her or with her. The National Consumer's League. The Hispanic Federation. Herbalife or any firms or individuals acting on behalf of Herbalife. This includes the P.R. firm Joele Frank, the company's Board of Directors, any major shareholders in the company, and investor Carl Icahn. Kindly expedite this request for news purposes. Given all the noise and uncertainty in the media about Herbalife's products and business model, as well as the infighting among investors, we believe a greater understanding of the FTC's actions with regard to the company are of great public interest. Call anytime if you have questions. Thanks, Atossa Abrahamian

EdSciName =
privatelawname = 3 times square
describe = News Media
medianame = Thomson Reuters
money = Contact me if above \$100
B13 = Submit



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

Atossa Abrahamian
Thomson Reuters
3 Times Square,
New York, NY 10036

AUG 16 2013

Re: FOIA-2013-01247
Herbalife

Dear Ms. Abrahamian:

This is in response to your request dated August 12, 2013, under the Freedom of Information Act seeking access to FTC correspondence relating to Herbalife that was released in FOIA 2013-01138.

We have located 269 pages of responsive records. I am granting partial access to the accessible records. Portions of these pages fall within the exemptions to the FOIA's disclosure requirements, as explained below.

Some responsive records contain staff analyses, opinions, and recommendations. Those portions are deliberative and pre-decisional and are an integral part of the agency's decision making process. They are exempt from the FOIA's disclosure requirements by FOIA Exemption 5.5 U.S.C. § 552(b)(5). *See NLRB v. Sears, Roebuck & Co.*, 421 U.S. 132 (1975).

If you have any questions about the way we handled your request or about the FOIA regulations or procedures, please contact James Witherington at 202-326-3661.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dione J. Stearns".

Dione J. Stearns
Assistant General Counsel

Enclosed: CD Rom

Seery, Alexander

FOIA-2013-01318

From: Apache httpd <apache@hq1-webdmz-s2.ftc.gov>
Sent: Wednesday, August 28, 2013 2:54 PM

name = Michelle Celarier
staddr = 1 Nordica Drive
city = Croton on Hudson
state = NY
zipcode = 10520
telno = 917 971 0279
faxno =
email = mcelarier@nypost.com
coinfo = All letters to the FTC requesting an investigation of Herbalife
EdSciName =
privatelawname =
describe = News Media
medianame = New York Post
money = Up to \$100
B13 = Submit

FEDERAL TRADE COMMISSION
RECEIVED

AUG 28 2013

FOIA BRANCH
GENERAL COUNSEL



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

Michelle Celarier
New York Post
1 Nordica Drive
Croton on Hudson, NY 10520

SEP 10 2013

Re: FOIA-2013-01318
Herbalife Letters

Dear Ms. Celarier:

This is in response to your request dated August 28, 2013 under the Freedom of Information Act seeking access to letters regarding Herbalife. In accordance with the FOIA and agency policy, we have searched our records as of August 28, 2013, the date we received your request in our FOIA office.

We have located the responsive records which you are granted partial access to. I am denying access to individual's names and addresses, and any other identifying information found in the records. 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 the FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,

Dione J. Stearns
Assistant General Counsel

From: Apache httpd <apache@hq1-webdmz-s2.ftc.gov>
Sent: Saturday, August 31, 2013 9:43 AM

FEDERAL TRADE COMMISSION
RECEIVED

SEP 03 2013

FOIA BRANCH
GENERAL COUNSEL

name = jeffrey gardner
staddr = (b)(6)
city = new york
state = New York
zipcode = (b)(6)
telno =
faxno =
email = (b)(6)

coinfo = Wall Street journal article claims Prof. William (Bill) Keep of the College of New Jersey has sent a letter on August 8th 2013 to the FTC regarding Herbalife in which he claims Herbalife lacks sufficient transparency for consumers and investors to make this critical assessment. I would like to request a copy of this letter that was sent by Professor Keep. I would also like a copy of the FTC's response sent to Proferssor Keep. I would like to request a copy of letters sent to the FTC requeusting that the FTC conduct an investigation of Herbalife from January 1 2012 through August 29 2013. I would also like to request a copy of all investigatory records the FTC has gathered with respect to Herbalife from July 1 2012 through August 29 2013. Lastly, I would like to request a copy of FOIA requests submitted to the FTC from July 1, 2013 through August 29 2013.

describe = Individual
EdSciName =
privatelawname =
medianame =
money = Up to \$100
B13 = Submit



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

September 05, 2013

Jeffrey Gardner

(b)(6)

New York, NY (b)(6)

RE: FOIA-2013-01330
Herbalife

Dear Mr. Gardner:

This letter acknowledges the receipt of your Freedom of Information Act request dated August 31, 2013 regarding the documents listed below:

Herbalife Related Correspondence including investigatory records from January 1, 2012 to August 29, 2013

If you should have any questions regarding your request, please contact me at 202-326-3661. In any call or future correspondence concerning the request, please refer to the following case number FOIA-2013-01330.

Sincerely,

James Witherington
Paralegal Specialist



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

Jeffrey Gardner

(b)(6)

New York, NY (b)(6)

SEP 06 2013

Re: FOIA-2013-01330
Herbalife

Dear Mr. Gardner:

This letter confirms your September 5, 2013 telephone conversation with James Witherington concerning your Freedom of Information Act (FOIA) request for records pertaining to the following:

- 1) A letter from Prof. William Keep that was sent to the FTC on August 8, 2013 regarding Herbalife and any subsequent response
- 2) Any letters sent to the FTC from January 1, 2012 to August 29, 2013 requesting an investigation into Herbalife
- 3) All investigative records pertaining to Herbalife from July 1, 2012 to August 29, 2013
- 4) A copy of all FOIA Requests submitted to the FTC from July 1, 2013 to August 29, 2013

In that conversation, you amended your request to seek only non-complaint correspondence regarding requests to investigate Herbalife. You also agreed to narrow your request to only include the original request and the request response for FOIA requests regarding Herbalife between July 1, 2013 and August 29, 2013. You also requested to receive your response via CD-Rom.

If you should have any questions regarding your request, please contact James Witherington at 202-326-3661.

Sincerely,

Dione J. Stearns
Assistant General Counsel



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

Jeffrey Gardner

(b)(6)

New York, NY (b)(6)

SEP 12 2013

Re: FOIA-2013-01330
Herbalife

Dear Mr. Gardner:

This is in response to your request dated August 31, 2013, under the Freedom of Information Act seeking access to the following:

- 1) A letter from Prof. William Keep that was sent to the FTC on August 8, 2013 regarding Herbalife and any subsequent response
- 2) Any letters sent to the FTC from January 1, 2012 to August 29, 2013 requesting an investigation into Herbalife
- 3) All investigative records pertaining to Herbalife from July 1, 2012 to August 29, 2013
- 4) A copy of all FOIA Requests relating to Herbalife submitted to the FTC from July 1, 2013 to August 29, 2013

In accordance with the FOIA and agency policy, we have searched our records as of September 03, 2013, the date we received your request in our FOIA office.

We have located 32 pages of responsive records. I am granting partial access to the accessible records. Portions of these records are being withheld 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).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this partial response to your request. Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

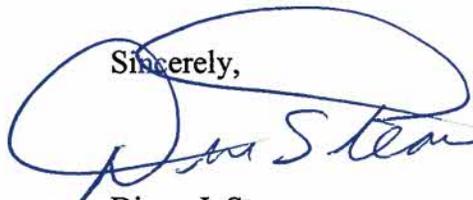
Please make checks payable to U.S. Treasury and send payment to:

Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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 the FOIA regulations or procedures, please contact James Witherington at 202-326-3661.

Sincerely,



Dione J. Stearns
Assistant General Counsel



Invoice Summary

600 Pennsylvania Avenue,
N.W.
Washington, DC 20580

Report Date : 09/05/2014

Time : 9:05:34 AM

Requester Details

Mr. Jeffrey Gardner

(b)(6)
New York, NY (b)(6)

Requester Invoice

Request No : FOIA-2013-01330
Invoice No : 00000003276
Invoice Date : 09/09/2013
Requester Name : Gardner, Jeffrey
Requester Organization : -

Fee Items

Charged Value (\$)

PROFESSIONAL HOURS

a. SEARCH 24.00
b. REVIEW/EXCISING 36.00

OFFICE COPY REPRODUCTION

a. PAGES REPRODUCED 4.48

Total Amount : \$ 64.48

Amount Paid : \$ 0.00

Balance Due : \$ 64.48

Request Description

Herbalife

Sub Requests

Default

Memo

Federal Trade Commission

Kelly, Andrea

From: Apache server <apache@hq1-webdmz-s3.ftc.gov>
Sent: Saturday, September 14, 2013 3:03 PM

FOIA-2013-01382

name = Michelle Celarier
staddr = 1 Nordica Drive
city = Croton on Hudson
state = NY
zipcode = 10520
telno = 917-971-0279
faxno =
email = mcelarier@nypost.com
coinfo = All letters with the word investigate or investigation and Herbalife(I made this request on Aug. 28, but I know I did not receive all of the letters because you did not include some letters I already have. Please look again.)
EdSciName =
privatelawname =
describe = News Media
medianame = New York Post
money = Up to \$100
B13 = Submit

FEDERAL TRADE COMMISSION
RECEIVED

SEP 16 2013

FOIA BRANCH
GENERAL COUNSEL



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

Michelle Celarier
New York Post
1 Nordica Drive
Croton on Hudson, NY 10520

SEP 27 2013

Re: FOIA-2013-01382
Herbalife

Dear Ms. Celarier:

This is in response to your request dated September 16, 2013 under the Freedom of Information Act seeking access to letters received by the Commission requesting an investigation of Herbalife. In accordance with the FOIA and agency policy, we have searched our records as of September 16, 2013, the date we received your request in our FOIA office.

We have located the responsive records and are granting partial access to the documents enclosed. I am denying access to individuals' names and addresses, and any other identifying information found in the records. 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 the FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,

Dione J. Stearns
Assistant General Counsel

FOIA - 2014 - 00018

Vera, Elena R.

From: Apache httpd <apache@hq1-webdmz-s1.ftc.gov>
Sent: Wednesday, October 02, 2013 8:24 AM

name = michael samuels
staddr = 492 broome street #5
city = new york
state = New York
zipcode = 10013
telno = 917 596 1333
faxno =
email = msamuels@apexcap.com
coinfo = Is there currently an open investigation into the company Herbalife and if yes any findings that i could view
EdSciName =
describe = Private Corporation or Law Firm
privatelawname = apex capital
medianame =
money = Contact me if above \$100
B13 = Submit

FEDERAL TRADE COMMISSION
RECEIVED

OCT 17 2013

FOIA BRANCH
GENERAL COUNSEL



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

October 21, 2013

Michael Samuels
Apex Capital
492 Broome St #5
New York, NY 10013

RE: FOIA-2014-00018
Herbalife

Dear Mr. Samuels:

This letter acknowledges the receipt of your Freedom of Information Act request dated October 01, 2013 regarding the documents listed below:

Herbalife

If you should have any questions regarding your request, please contact me at (202) 326-3577. In any call or future correspondence concerning the request, please refer to the following case number FOIA-2014-00018.

Sincerely,

A handwritten signature in blue ink that reads "Erin Mischler".

Erin Mischler
Paralegal Specialist



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

Michael Samuels
Apex Capital
492 Broome Street #5
New York, NY 10013

OCT 21 2013

Re: FOIA-2014-00018
Herbalife

Dear Mr. Samuels:

This is in response to your request dated October 01, 2013 under the Freedom of Information Act seeking access to any information or investigative records relating to a current investigation into Herbalife. In accordance with the FOIA and agency policy, we have searched our records as of October 17, 2013, the date we received your request in our FOIA office. Our search of the FTC's records did not identify any record that would respond to your request.

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, or by facsimile at (202) 326-2477 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 have any questions about the way we have handled your request or about the FOIA regulations or procedures, please contact Erin Mischler at (202) 326-3577.

Sincerely,

Dione J. Stearns
Assistant General Counsel

SOROS

Marshall P. Levine
Soros Fund Management LLC
888 Seventh Avenue, 32nd Floor
New York, New York 10106
Tel (212) 320 5167
Fax (646) 731-5167
marshall.levine@soros.com

CONFIDENTIAL TREATMENT
REQUESTED BY
SOROS FUND MANAGEMENT LLC

FOIA-2014-00034

FEDERAL TRADE COMMISSION
RECEIVED

OCT 17 2013

September 30, 2013
FOIA BRANCH
GENERAL COUNSEL

Freedom of Information Act Request
Office of General Counsel
Federal Trade Commission
600 Pennsylvania Avenue, N.W.
Washington, D.C. 20580

Dear Sir or Madam:

I request records, regardless of format, medium, or physical characteristics, including electronic records and information, pursuant to the Freedom of Information Act, on:

- A copy of all FOIA requests relating to Herbalife submitted to the FTC from January 1, 2012 to September 27, 2013.

I ask that you treat this request and any identifying information as confidential information pursuant to FOIA and your related policies and procedures.

If it is your position that any portion of the requested records is exempt from disclosure, I request that you provide an index of those documents as required by *Vaughn v. Rosen*, 484 F.2d 820 (D.C. Cir. 1973), cert. denied, 415 U.S. 977 (1972). As you are aware, a Vaughn index must describe each document claimed as exempt with sufficient specificity "to permit a reasoned judgment as to whether the material is actually exempt under FOIA." *Founding Church of Scientology v. Bell*, 603 F.2d 945, 959 (D.C. Cir. 1979). Moreover, the Vaughn index must "describe each document or portion thereof withheld, and for each withholding it must discuss the consequences of supplying the sought-after information." *King v. US. Dep 't of Justice*, 830 F.2d 210,223-24 (D.C. Cir. 1987). Further, "the withholding agency must supply 'a relatively detailed justification, specifically identifying the reasons why a particular exemption is relevant and correlating those claims with the particular part of a withheld document to which they apply.'" *Id.* at 224, citing *Mead Data Central v. Us. Dep 't of the Air Force*, 566 F.2d. 242,251 (D.C. Cir. 1977).

In the event some portions of the requested records are properly exempt from disclosure, please disclose any reasonably segregable non-exempt portions in accordance with 5 U.S.C. § 552(b). If it is your position that a document contains non-exempt segments that are so dispersed throughout the document as to make segregation impossible, please state what portion of the document is non-exempt

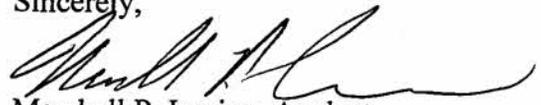
CONFIDENTIAL TREATMENT REQUESTED BY SOROS FUND MANAGEMENT LLC

and how the material is dispersed throughout the documents. Mead Data Central, 566 F.2d at 261. Claims of non-segregability must be made with the same degree of detail as required for claims of exemption in a Vaughn index. If a request is denied in whole, please state specifically that it is not reasonable to segregate portions of the record for release.

We will be willing to pay up to \$500 for the cost of responding to this request. Please contact me if this amount is insufficient.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Marshall P. Levine", with a long, sweeping horizontal flourish extending to the right.

Marshall P. Levine, Analyst
Soros Fund Management, LLC



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

Marshall Levine
Soros Fund Management
888 Seventh Avenue, 32nd Floor
New York, NY 10106

OCT 24 2013
Re: FOIA-2014-00034
Herbalife FOIA Requests

Dear Mr. Levine:

This is in response to your request dated September 30, 2013 under the Freedom of Information Act seeking access to all FOIA requests relating to Herbalife submitted to the FTC from January 1, 2012 to September 27, 2013. In accordance with the FOIA and agency policy, we have searched our records as of October 17, 2013, the date we received your request in our FOIA office.

We have located 45 responsive pages, to which we grant you partial access. Individuals' personally identifiable 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).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this partial response to your request. Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

Please make checks payable to U.S. Treasury and send payment to:

Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

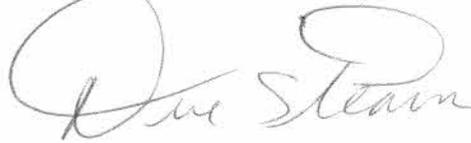
You requested that we provide an estimate in price and page count for producing the responses to these FOIA requests. We estimate that this would cost \$200-300 and generate about 4,000 pages. If you would like to go forward with this, you may submit a new FOIA request.

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 the FOIA regulations or procedures, please contact Julian Chender at (202) 326-2631.

Sincerely,

A handwritten signature in cursive script, appearing to read "Dione Stearns". The signature is written in black ink and is positioned above the printed name.

Dione J. Stearns
Assistant General Counsel

Enclosed: Invoice
45 pages



Invoice Summary

600 Pennsylvania Avenue,
N.W.
Washington, DC 20580

Report Date : 09/05/2014

Time : 9:13:23 AM

Requester Details

Mr. Marshall P. Levine
Soros Fund Management
888 Seventh Avenue
32nd Floor
New York, NY 10106

Requester Invoice

Request No : FOIA-2014-00034
Invoice No : 00000003299
Invoice Date : 10/23/2013
Requester Name : Levine, Marshall
Requester Organization : Soros Fund Management

Fee Items

Charged Value (\$)

PROFESSIONAL HOURS

a. SEARCH	24.00
b. REVIEW/EXCISING	24.00

OFFICE COPY REPRODUCTION

a. PAGES REPRODUCED	6.30
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Total Amount : \$ 54.30

Amount Paid : \$ 54.30

Balance Due : \$ 0.00

Request Description

Herbalife FOIA Requests

Sub Requests

Default

Memo

Federal Trade Commission

SOROS

Marshall P. Levine
Soros Fund Management LLC
888 Seventh Avenue, 32nd Floor
New York, New York 10106
Tel (212) 320 5167
Fax (646) 731-5167
marshall.levine@soros.com

CONFIDENTIAL TREATMENT
REQUESTED BY
SOROS FUND MANAGEMENT LLC

FEDERAL TRADE COMMISSION
RECEIVED

OCT 17 2013

FOIA-2014-00035

September 30, 2013
FOIA BRANCH
GENERAL COUNSEL

Freedom of Information Act Request
Office of General Counsel
Federal Trade Commission
600 Pennsylvania Avenue, N.W.
Washington, D.C. 20580

Dear Sir or Madam:

I request records, regardless of format, medium, or physical characteristics, including electronic records and information, pursuant to the Freedom of Information Act, on:

- Any letters sent to the FTC from January 1, 2012 through September 27, 2013 requesting an investigation into Herbalife and any subsequent responses.

I ask that you treat this request and any identifying information as confidential information pursuant to FOIA and your related policies and procedures.

If it is your position that any portion of the requested records is exempt from disclosure, I request that you provide an index of those documents as required by *Vaughn v. Rosen*, 484 F.2d 820 (D.C. Cir. 1973), cert. denied, 415 U.S. 977 (1972). As you are aware, a Vaughn index must describe each document claimed as exempt with sufficient specificity "to permit a reasoned judgment as to whether the material is actually exempt under FOIA." *Founding Church of Scientology v. Bell*, 603 F.2d 945, 959 (D.C. Cir. 1979). Moreover, the Vaughn index must "describe each document or portion thereof withheld, and for each withholding it must discuss the consequences of supplying the sought-after-information." *King v. US. Dep 't of Justice*, 830 F.2d 210,223-24 (D.C. Cir. 1987). Further, "the withholding agency must supply 'a relatively detailed justification, specifically identifying the reasons why a particular exemption is relevant and correlating those claims with the particular part of a withheld document to which they apply.'" *Id.* at 224, citing *Mead Data Central v. Us. Dep 't of the Air Force*, 566 F.2d. 242,251 (D.C. Cir. 1977).

In the event some portions of the requested records are properly exempt from disclosure, please disclose any reasonably segregable non-exempt portions in accordance with 5 U.S.C. § 552(b). If it is your position that a document contains non-exempt segments that are so dispersed throughout the document as to make

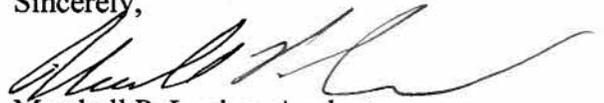
CONFIDENTIAL TREATMENT REQUESTED BY SOROS FUND MANAGEMENT LLC

segregation impossible, please state what portion of the document is non-exempt and how the material is dispersed throughout the documents. Mead Data Central, 566 F.2d at 261. Claims of non-segregability must be made with the same degree of detail as required for claims of exemption in a Vaughn index. If a request is denied in whole, please state specifically that it is not reasonable to segregate portions of the record for release.

We will be willing to pay up to \$500 for the cost of responding to this request. Please contact me if this amount is insufficient.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Marshall P. Levine", with a long, sweeping flourish extending to the right.

Marshall P. Levine, Analyst
Soros Fund Management, LLC



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

Marshall Levine
Soros Fund Management
888 Seventh Avenue, 32nd Floor
New York, NY 10106

NOV 15 2013

Re: FOIA-2014-00035
Herbalife Letters

Dear Mr. Levine:

This is in response to your request dated September 30, 2013 under the Freedom of Information Act seeking access to any letters sent to the FTC from January 1, 2012 through September 27, 2013 requesting an investigation into Herbalife and any subsequent responses. In accordance with the FOIA and agency policy, we have searched our records as of October 17, 2013, the date we received your request in our FOIA office.

We have located 87 pages of correspondence. I am denying access to consumers' names and addresses, and any other identifying information found in the documents. 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).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this partial response to your request. Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

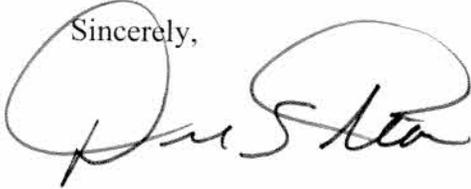
Please make checks payable to U.S. Treasury and send payment to:

Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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 the FOIA regulations or procedures, please contact Julian Chender at (202) 326-2631.

Sincerely,


Dione J. Stearns
Assistant General Counsel

Enclosed: Invoice
76 pages



Invoice Summary

600 Pennsylvania Avenue,
N.W.
Washington, DC 20580

Report Date : 09/05/2014

Time : 9:16:46 AM

Requester Details

Mr. Marshall P. Levine
Soros Fund Management
888 Seventh Avenue
32nd Floor
New York, NY 10106

Requester Invoice

Request No : FOIA-2014-00035
Invoice No : 00000003310
Invoice Date : 11/05/2013
Requester Name : Levine, Marshall
Requester Organization : Soros Fund Management

Fee Items

Charged Value (\$)

PROFESSIONAL HOURS

a. SEARCH	60.00
b. REVIEW/EXCISING	24.00

ATTORNEY/ECONOMIST

a. SEARCH	19.75
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OFFICE COPY REPRODUCTION

a. PAGES REPRODUCED	10.64
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Total Amount : \$ 114.39

Amount Paid : \$ 114.39

Balance Due : \$ 0.00

Request Description

Herbalife Letters

Sub Requests

Default

Memo

Federal Trade Commission

Vera, Elena R.

From: Vera, Elena R.
Sent: Monday, April 07, 2014 2:09 PM
To: 'marshall.levine@soros.com'
Subject: FTC FOIA 2014-00035 re Herbalife
Attachments: FTC Letter to Marshall Levine re FOIA 2014-00035.pdf; FOIA-2014-00035.pdf; FOIA 2014-00720.pdf

Good afternoon Mr. Levine,

The Federal Trade Commission, Office of the General Counsel, has received a Freedom of Information Act (FOIA) request seeking FOIA request letters regarding Herbalife (please see attached, FOIA 2014-00720). Your request, dated September 30, 2013, has been identified as responsive to this request (please see attached FOIA 2014-00035). I have attached a letter from Associate General Counsel, Dione Stearns, regarding your request for confidential treatment for FOIA 2014-00035. Please respond at your earliest convenience. You may email your response to me, or mail/fax it to the enclosed contact information. Do not hesitate to contact me with any questions or concerns you may have.

Best,

Elena Vera
Office of the General Counsel
Federal Trade Commission
202-326-3368



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

Marshall P. Levine
Soros Fund Management LLC
888 Seventh Avenue, 32nd Floor
New York, NY 10106

APR 07 2014

Re: FOIA-2014-00720
FOIA Requests for Herbalife

Dear Mr. Levine

This is in response to your requests under the Freedom of Information Act for Federal Trade Commission records. You indicated in FOIA request 2014-00035 that your request included a "confidential treatment request." However, your request offered no further explanation as to the type of information that you would like kept confidential, or which of the FOIA exemptions would apply.

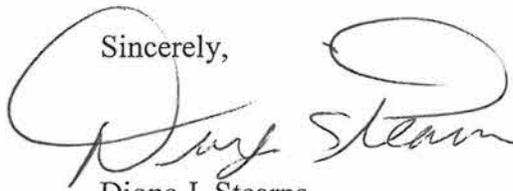
Typically, the identity of FOIA requesters and the content of their requests are considered a part of the Commission's public record and will be made available upon request. *See* 16 CFR § 4.9(b)(8)(i). While Commission Rules provide that persons submitting materials to the Commission that are ordinarily considered public may request that this information may be kept confidential, submitters are required to justify such requests in light of applicable statutes, rules, orders of the Commission or its administrative law judges, orders of the courts, or other relevant authority. *See* 16 CFR § 4.9(c). Recently, your request under the FOIA has been identified as a responsive record in a recent request. Because you have not provided any such justification for confidential treatment, we are not considering your request for confidential treatment at this time.

If you would like your requests to be considered confidential under the FOIA, please provide us with additional justification. You may submit this information via fax to (202) 326-2477, or by mail to:

Federal Trade Commission
FOIA Office H-585
600 Pennsylvania Ave, NW
Washington, DC 20580

If you have any questions about the way we are handling your FOIA request, please contact Elena Vera at 202-326-3368.

Sincerely,

A handwritten signature in black ink, appearing to read "Dione J. Stearns". The signature is written in a cursive style with a large, looping initial "D" and a distinct "S" at the end.

Dione J. Stearns
Associate General Counsel

SOROS

Marshall P. Levine
Soros Fund Management LLC
888 Seventh Avenue, 32nd Floor
New York, New York 10106
Tel (212) 320 5167
Fax (646) 731-5167
marshall.levine@soros.com

CONFIDENTIAL TREATMENT
REQUESTED BY
SOROS FUND MANAGEMENT LLC

FOIA-2014-00036 FEDERAL TRADE COMMISSION
RECEIVED

OCT 17 2013

September 30, 2013 FOIA BRANCH
GENERAL COUNSEL

Freedom of Information Act Request
Office of General Counsel
Federal Trade Commission
600 Pennsylvania Avenue, N.W.
Washington, D.C. 20580

Dear Sir or Madam:

I request records, regardless of format, medium, or physical characteristics, including electronic records and information, pursuant to the Freedom of Information Act, on:

- All investigative records pertaining to Herbalife from January 1, 2012 through September 27, 2013.

I ask that you treat this request and any identifying information as confidential information pursuant to FOIA and your related policies and procedures.

If it is your position that any portion of the requested records is exempt from disclosure, I request that you provide an index of those documents as required by Vaughn v. Rosen, 484 F.2d 820 (D.C. Cir. 1973), cert. denied, 415 U.S. 977 (1972). As you are aware, a Vaughn index must describe each document claimed as exempt with sufficient specificity "to permit a reasoned judgment as to whether the material is actually exempt under FOIA." Founding Church of Scientology v. Bell, 603 F.2d 945, 959 (D.C. Cir. 1979). Moreover, the Vaughn index must "describe each document or portion thereof withheld, and for each withholding it must discuss the consequences of supplying the sought-after information." King v. US. Dep 't of Justice, 830 F.2d 210,223-24 (D.C. Cir. 1987). Further, "the withholding agency must supply 'a relatively detailed justification, specifically identifying the reasons why a particular exemption is relevant and correlating those claims with the particular part of a withheld document to which they apply.'" Id. at 224, citing Mead Data Central v. US. Dep 't of the Air Force, 566 F.2d. 242,251 (D.C. Cir. 1977).

In the event some portions of the requested records are properly exempt from disclosure, please disclose any reasonably segregable non-exempt portions in accordance with 5 U.S.C. § 552(b). If it is your position that a document contains non-exempt segments that are so dispersed throughout the document as to make segregation impossible, please state what portion of the document is non-exempt

CONFIDENTIAL TREATMENT REQUESTED BY SOROS FUND MANAGEMENT LLC

and how the material is dispersed throughout the documents. Mead Data Central, 566 F.2d at 261. Claims of non-segregability must be made with the same degree of detail as required for claims of exemption in a Vaughn index. If a request is denied in whole, please state specifically that it is not reasonable to segregate portions of the record for release.

We will be willing to pay up to \$500 for the cost of responding to this request. Please contact me if this amount is insufficient.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Marshall P. Levine". The signature is fluid and cursive, with a long horizontal stroke at the end.

Marshall P. Levine, Analyst
Soros Fund Management, LLC



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

Marshall Levine
Soros Fund Management
888 Seventh Avenue, 32nd Floor
New York, NY 10106

OCT 23 2013
Re: FOIA-2014-00036
Herbalife Investigative Records

Dear Mr. Levine:

This is in response to your request dated September 30, 2013 under the Freedom of Information Act seeking access to investigative records concerning Herbalife from January 1, 2012 through September 27, 2013. In accordance with the FOIA and agency policy, we have searched our records as of October 17, 2013, the date we received your request in our FOIA office. Our search of the FTC's records did not identify any record that would respond to your request.

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, or by facsimile at (202) 326-2477 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 have any questions about the way we have handled your request or about the FOIA regulations or procedures, please contact Julian Chender at (202) 326-2631.

Sincerely,

A handwritten signature in black ink, appearing to read "Dione J. Stearns".

Dione J. Stearns
Assistant General Counsel

December 16, 2013

Freedom of Information Act Request
Office of General Counsel
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

FEDERAL TRADE COMMISSION
RECEIVED

DEC 16 2013

FOIA BRANCH
GENERAL COUNSEL

Re: Herbalife

Dear Sir or Madam:

Pursuant to the Freedom of Information Act (FOIA), 5 U.S.C. § 552, National Corporate Research, Ltd. hereby requests any consumer complaints referring to or otherwise related to Herbalife, any Herbalife distributor, or any entity purportedly relating to Herbalife including—but not limited to—any complaints pertaining to Shawn Dahl or Anthony Powell, to the extent such complaints relate to Herbalife.

I agree to pay to all reasonable costs associated with obtaining the requested information. However, should related charges be anticipated to exceed \$100.00, I would like to be contacted.

If there is anything we can do to further expedite the response to this request, please contact me at your earliest convenience. Please direct any inquiries, notices, or determinations to me at 800.494.5225 or agency@nationalcorp.com.

Thank you for your attention to this matter.

Sincerely,

Joanna McCall, Assistant Secretary
On behalf of:
National Corporate Research, LTD.
800.494.5225
agency@nationalcorp.com



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

Joanna McCall
National Corporate Research, LTD
1025 Vermont Ave, NW, Suite 1130
Washington, DC 20005

DEC 24 2013

Re: FOIA-2014-00355
Herbalife Complaints

Dear Mrs. McCall:

This is in response to your request dated December 16, 2013 under the Freedom of Information Act seeking access to all Herbalife related consumer complaints, including complaints pertaining to Shawn Dahl or Anthony Powell. In accordance with the FOIA and agency policy, we have searched our records as of December 18, 2013, the date we received your request in our FOIA office.

We have located 102 responsive complaints that consumers have made 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). The following web address is where we have posted all of the Herbalife related complaints received by the Federal Trade Commission up to January 14, 2013: <http://www.ftc.gov/about-ftc/foia/foia-resources/frequently-requested-records>.

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this partial response to your request. Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

Please make checks payable to U.S. Treasury and send payment to:

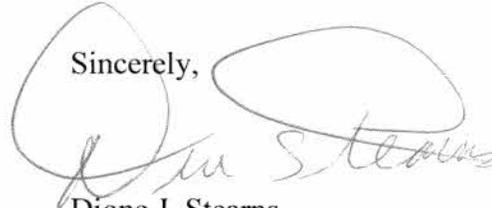
Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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 the FOIA regulations or procedures, please contact James Witherington at 202-326-3661.

Sincerely,

A handwritten signature in cursive script, appearing to read "Dione J. Stearns". The signature is written in black ink and is positioned below the word "Sincerely,". There are two large, light-colored oval shapes drawn around the signature, one on the left and one on the right, possibly indicating areas of interest or redaction.

Dione J. Stearns
Assistant General Counsel



Invoice Summary

600 Pennsylvania Avenue,
N.W.
Washington, DC 20580

Report Date : 09/05/2014

Time : 9:19:58 AM

Requester Details

Mrs. Joanna McCall
National Corporate Research, LTD
1025 Vermont Ave, NW
Suite 1130
Washington, DC 20005

Requester Invoice

Request No : FOIA-2014-00355
Invoice No : 00000003347
Invoice Date : 12/19/2013
Requester Name : McCall, Joanna
Requester Organization : National Corporate Research, LTD

Fee Items

Charged Value (\$)

PROFESSIONAL HOURS

a. SEARCH	4.80
b. REVIEW/EXCISING	48.00

ATTORNEY/ECONOMIST

b. REVIEW/EXCISING	39.50
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Total Amount : \$ 92.30

Amount Paid : \$ 92.30

Balance Due : \$ 0.00

Request Description

Herbalife Complaints

Sub Requests

Default

Memo

Federal Trade Commission

FOIA - 2014-00529

Bloomberg
FINANCIAL MARKETS
COMMODITIES
NEWS

February 6, 2014

Freedom of Information Act Request
Office of the General Counsel
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580
FOIA@FTC.GOV

FEDERAL TRADE COMMISSION
RECEIVED

FEB 07 2014

FOIA BRANCH
GENERAL COUNSEL

FEDERAL TRADE COMMISSION
RECEIVED
FEB 07 2014
FOIA BRANCH
GENERAL COUNSEL

FREEDOM OF INFORMATION ACT REQUEST

Dear Sir/Madam:

Pursuant to the Freedom of Information Act, 5 U.S.C. Section 552, I request copies of (or access to) records ("the Records") related to Herbalife Ltd. ("Herbalife") and Pershing Square Capital Management ("Pershing Square"), specifically:

1. Provide visitor logs ("Visitor Logs") identifying any visits to the Federal Trade Commission ("FTC") by: William Ackman ("Ackman"), the chief executive officer of Pershing Square; any representative of Pershing Square; or any employee or representative of Herbalife. The Visitor Logs should identify the names of individuals visiting, the dates of the meetings, the purpose of the meetings, and the names of those at the FTC who met with the visitors.
2. Provide calendars ("Calendars") for current and former FTC commissioners identifying any meetings with: Ackman; any representative of Pershing Square; or any employee or representative of Herbalife. The Calendars should include the names of individuals visiting, the dates of the meetings, and the purpose of the meetings.
3. Provide telephone logs identifying any calls between current and former FTC commissioners or FTC staff members and Ackman; any representative of Pershing Square; or any employee or representative of Herbalife.
4. Identify and provide all correspondence between any current and former FTC commissioners or FTC staff members and Ackman; any representative of Pershing Square; or any employee or representative of Herbalife.

For the purposes of responding to this request, representatives of Pershing Square and Herbalife should include any employee of either company or any representative of the following firms:
Sullivan & Cromwell

Podesta Group
Ogilvy Government Relations
Downey McGrath Group
Wexler & Walker
The Moffett Group
Global Strategy Group
Edelman
Dewey Square Group
Robert Brandon & Associates
Mirram Group
Mercury Public Affairs

I am a reporter for Bloomberg News, an accredited and recognized newsgathering organization. I request the Records to inform the public about matters of public concern.

FOIA requires that the FTC respond to this request within 20 business days. This request is segregable, and the FTC may not withhold entire records because of one section that it believes is exempt from disclosure. Under federal law, if the FTC chooses to withhold any such parts of the Records from disclosure, it must specify in a written response the factual and legal basis for withholding any part of the Records.

I am further requesting that the Records be provided to me on computer files in the same format as they are currently maintained at the department, pursuant to *Burka v. Dep't of Health & Human Svcs.*, 87 F.3d 508 (D.C. Cir. 1996).

In responding to FOIA requests, the FTC must operate with a presumption in favor of disclosure. As stated in a January 21, 2009, Presidential Memorandum signed by Barack Obama: "All agencies should adopt a presumption in favor of disclosure, in order to renew their commitment to the principles embodied in FOIA, and to usher in a new era of open government."

I agree to pay reasonable fees for the Records, including actual costs up to \$250. If you estimate that actual costs will exceed this amount, please contact me so that I may make the appropriate arrangements for payment. Please contact me if I may assist in your office's response to this request.

Sincerely,

David McLaughlin
Bloomberg News
1399 New York Ave. NW
Washington, DC 20005-4711
Phone: 202-654-7354
Email: dmclaughlin9@bloomberg.net



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

David McLaughlin
Bloomberg News
1399 New York Ave. NW
Washington, DC 20005

MAR 06 2014

Re: FOIA-2014-00529
Herbalife

Dear Mr. McLaughlin:

This is our first response to your request dated February 6, 2014 under the Freedom of Information Act seeking access to documents regarding Herbalife. In accordance with the FOIA and agency policy, we have searched our records, as of February 7, 2014, the date we received your request in our FOIA office. Thus far, we have searched and located responsive records regarding the 2013 FTC Visitor Logs. You are granted full access to the responsive records, which are enclosed. Information that is not responsive to your request has been marked as such.

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 or by facsimile at (202) 326-2477, within 30 days of the date of this letter. Please enclose a copy of your original request and a copy of this response.

We continue to search for and process the remainder of the responsive records. We hope to have a second response to you very soon. If you have any questions about the way we are handling your request or about the FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,

A handwritten signature in blue ink that reads "Sarah Mackey".

Sarah Mackey
Associate General Counsel

A large, stylized handwritten flourish or signature element in blue ink, extending from the right side of the signature.

Enclosed:
4 pages



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

David McLaughlin
Bloomberg News
1399 New York Ave. NW
Washington, DC 20005

APR 08 2014

Re: FOIA-2014-00529
Herbalife

Dear Mr. McLaughlin:

This is our second response to your request dated February 6, 2014 under the Freedom of Information Act seeking access to documents regarding Herbalife. In accordance with the FOIA and agency policy, we have searched our records, as of February 7, 2014, the date we received your request in our FOIA office. We have located additional records and you are granted full access.

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 or by facsimile at (202) 326-2477, within 30 days of the date of this letter. Please enclose a copy of your original request and a copy of this response.

We are continuing to process the remainder of your request and hope to have a third response to you very soon. If you have any questions about the way we are handling your request or about the FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,

A handwritten signature in black ink, appearing to read "Dione J. Stearns". The signature is written in a cursive style with a large initial "D".

Dione J. Stearns
Assistant General Counsel

Enclosed:
One CD



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

David McLaughlin
Bloomberg News
1399 New York Ave. NW
Washington, DC 20005

MAY 16 2014

Re: FOIA-2014-00529
Herbalife

Dear Mr. McLaughlin:

This is our final response to your request dated February 6, 2014 under the Freedom of Information Act seeking access to regarding Herbalife. In accordance with the FOIA and agency policy, we have searched our records as of February 7, 2014, the date we received your request in our FOIA office. We have located the remainder of responsive records and you are granted partial access to them.

I am denying access to individuals' private and personal identifying information found in the records. 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 the FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,

A handwritten signature in black ink, appearing to read "Dione J. Stearns".

Dione J. Stearns
Assistant General Counsel

FOIA-2014-00565



FEDERAL TRADE COMMISSION
RECEIVED

FEB 20 2014

FOIA BRANCH
GENERAL COUNSEL

FEDERAL TRADE COMMISSION
RECEIVED

FEB 19 2014

GENERAL COUNSEL

February 6, 2014

Freedom of Information Act Request
Office of the General Counsel
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580
FOIA@FTC.GOV

FREEDOM OF INFORMATION ACT REQUEST

Dear Sir/Madam:

Pursuant to the Freedom of Information Act, 5 U.S.C. Section 552, I request copies of (or access to) records ("the Records") related to Herbalife Ltd. ("Herbalife") and Pershing Square Capital Management ("Pershing Square"), specifically:

1. Provide visitor logs ("Visitor Logs") identifying any visits to the Federal Trade Commission ("FTC") by: William Ackman ("Ackman"), the chief executive officer of Pershing Square; any representative of Pershing Square; or any employee or representative of Herbalife. The Visitor Logs should identify the names of individuals visiting, the dates of the meetings, the purpose of the meetings, and the names of those at the FTC who met with the visitors.
2. Provide calendars ("Calendars") for current and former FTC commissioners identifying any meetings with: Ackman; any representative of Pershing Square; or any employee or representative of Herbalife. The Calendars should include the names of individuals visiting, the dates of the meetings, and the purpose of the meetings.
3. Provide telephone logs identifying any calls between current and former FTC commissioners or FTC staff members and Ackman; any representative of Pershing Square; or any employee or representative of Herbalife.
4. Identify and provide all correspondence between any current and former FTC commissioners or FTC staff members and Ackman; any representative of Pershing Square; or any employee or representative of Herbalife.

For the purposes of responding to this request, representatives of Pershing Square and Herbalife should include any employee of either company or any representative of the following firms:
Sullivan & Cromwell

Podesta Group
Ogilvy Government Relations
Downey McGrath Group
Wexler & Walker
The Moffett Group
Global Strategy Group
Edelman
Dewey Square Group
Robert Brandon & Associates
Mirram Group
Mercury Public Affairs

I am a reporter for Bloomberg News, an accredited and recognized newsgathering organization. I request the Records to inform the public about matters of public concern.

FOIA requires that the FTC respond to this request within 20 business days. This request is segregable, and the FTC may not withhold entire records because of one section that it believes is exempt from disclosure. Under federal law, if the FTC chooses to withhold any such parts of the Records from disclosure, it must specify in a written response the factual and legal basis for withholding any part of the Records.

I am further requesting that the Records be provided to me on computer files in the same format as they are currently maintained at the department, pursuant to *Burka v. Dep't of Health & Human Svcs.*, 87 F.3d 508 (D.C. Cir. 1996).

In responding to FOIA requests, the FTC must operate with a presumption in favor of disclosure. As stated in a January 21, 2009, Presidential Memorandum signed by Barack Obama: "All agencies should adopt a presumption in favor of disclosure, in order to renew their commitment to the principles embodied in FOIA, and to usher in a new era of open government."

I agree to pay reasonable fees for the Records, including actual costs up to \$250. If you estimate that actual costs will exceed this amount, please contact me so that I may make the appropriate arrangements for payment. Please contact me if I may assist in your office's response to this request.

Sincerely,



David McLaughlin
Bloomberg News
1399 New York Ave. NW
Washington, DC 20005-4711
Phone: 202-654-7354
Email: dmclaughlin9@bloomberg.net

Peterson, Mark D.

FOIA 2014 - 00641

From: Stearns, Dione J.
Sent: Friday, March 14, 2014 2:10 PM
To: Peterson, Mark D.
Subject: FW: Request for FTC meeting logs

Mark,

Please log this in and tell me the number. I want to assign it to Elena.

Dione

From: Lipton, Eric [<mailto:lipton@nytimes.com>]
Sent: Friday, March 14, 2014 1:04 PM
To: Stearns, Dione J.
Subject: Request for FTC meeting logs

FEDERAL TRADE COMMISSION
RECEIVED

MAR 14 2014

FOIA BRANCH
GENERAL COUNSEL

Under the FOIA law, I would like to request copies of logs that detail who visited the FTC and with whom these individuals met, and on what dates, as it relates to issues involving Herbalife, from January 2013 until the current date.

If this is a topic that you have already previously received a similar FOIA request and as a result already have pulled similar material, can you please provide that related material, even if the scope of the prior request is somewhat different.

Please respond to this request via email. If you have any questions about this request or need any clarification on it, please call me at 202 862 0448

Thank you in advance

Eric Lipton
The New York Times
1627 I Street NW #700
Washington DC
20006

Eric Lipton
The New York Times
Washington Bureau
202 862 0448 desk
202 370 7951 cell



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

Eric Lipton
The New York Times
1627 I Street NW
Washington, DC 20006

MAR 24 2014

Re: FOIA-2014-00641
Herbalife

Dear Mr. Lipton:

This is in response to your request dated March 14, 2014 under the Freedom of Information Act seeking access to FTC Visitor Logs. In accordance with the FOIA and agency policy, we have searched our records, as of March 14, 2014, the date we received your request in our FOIA office. We have searched and located the responsive records. You are granted full access to the responsive records, which are enclosed. Information that is not responsive to your request has been marked as such.

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 or by facsimile at (202) 326-2477, 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 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 or by facsimile at (202) 326-2477, 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 have any questions about the way we are handling your request or about the FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,

A handwritten signature in black ink, appearing to read "Dione J. Stearns". The signature is written in a cursive style with a large, looping initial "D".

Dione J. Stearns
Assistant General Counsel

FOIA-2014-00710

Bartek, Alice

From: Philip D. Dracht <pdracht@fabianlaw.com>
Sent: Saturday, March 29, 2014 5:19 PM
To: FOIA
Subject: FOIA Request - Herbalife

FEDERAL TRADE COMMISSION
RECEIVED

MAR 31 2014

FOIA BRANCH
GENERAL COUNSEL

Freedom of Information Act Request
Office of General Counsel
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

Dear Sir/Madam:

This is a request under the Freedom of Information Act. I request that a copy of the following document(s) be provided to me: (1) the Civil Investigatory Demand(s) issued to Herbalife International of America, Inc., or Herbalife LTD, or Herbalife International, Inc. or any other subsidiary of Herbalife LTD in March 2014 relating to Herbalife; (2) written communications between the FTC and Herbalife or its attorneys regarding the above CID; (3) any documents, testimony, or other responses provided by Herbalife in response to the above CID; and (4) any complaints that you have received as of February 28, 2013 through the present relating to or regarding Herbalife.

In order to help determine fees, you should know that I am an attorney who represents Dana Bostick, a former Herbalife distributor and other current and former Herbalife distributors in the case *Bostick v. Herbalife*, Case No. 2:13-cv-02488 (C.D. Cal.). I am willing to pay fees up to \$1,000.00. If you expect the fees will exceed this, please contact me before proceeding.

If you need to discuss this request, I can be reached at 801-323-2251. Thank you for your consideration of my request.

Sincerely,

Philip D. Dracht
Office (801) 531-8900
Direct (801) 323-2251
Fax (801) 531-1716

FABIAN, ATTORNEYS AT LAW
215 South State Street, Suite 1200
Salt Lake City, UT 84111-2323
www.fabianlaw.com



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

Philip Dracht
Fabian, Attorneys at Law
215 South State Street, Suite 1200
Salt Lake City, UT 84111-2323

APR 17 2014

Re: FOIA-2014-00710
Herbalife

Dear Mr. Dracht:

This is in response to your request dated March 29, 2014 under the Freedom of Information Act seeking access to documents regarding Herbalife. In accordance with the FOIA and agency policy, we have searched our records, as of March 31, 2014, the date we received your request in our FOIA office.

This letter intends to notify you that any documents our search may have located would be exempt from disclosure under FOIA Exemption 7(A), 5 U.S.C. § 552(b)(7)(A), because disclosure of that material could reasonably be expected to interfere with the conduct of the Commission's law enforcement activities. *See Robbins Tire & Rubber Co. v. NLRB*, 437 U.S. 214 (1978).

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, or by facsimile at (202) 326-2477 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 the FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,

A handwritten signature in blue ink that reads "Dione J. Stearns". The signature is written in a cursive style with a large initial "D".

Dione J. Stearns
Assistant General Counsel

FOIA-2014-00720

Bartek, Alice

From: Apache httpd <apache@hq1-webdmz-s1.ftc.gov>
Sent: Wednesday, April 02, 2014 1:23 PM

FEDERAL TRADE COMMISSION
RECEIVED

APR 2 2014

FOIA BRANCH
GENERAL COUNSEL

name = Michelle Celarier
staddr = 1 Nordica Dr
city = Croton on Hudson
state = NY
zipcode = 10520
telno = 917 971 0279
faxno =
email = mcelarier@nypost.com
coinfo = All FOIA requests for letters requesting an investigation of Herbalife, or FOIA requests specifically requesting the letter from Cong. Linda Sanchez dated June 5, 2014
EdSciName =
privatelawname =
describe = News Media
medianame = New York Post
money = Up to \$25
B13 = Submit



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

Michelle Celarier
New York Post
1 Nordica Drive
Croton on Hudson, NY 10520

APR 14 2014

Re: FOIA-2014-00720
FOIA Requests for Herbalife

Dear Ms. Celarier:

This is in response to your request dated April 2, 2014 under the Freedom of Information Act seeking access to FOIA requests for letters requesting an investigation of Herbalife, or OFIA requests specifically requesting the June 5, 2013 letter from Congresswoman Linda Sanchez. In accordance with the FOIA and agency policy, we have searched our records as of April 2, 2014, the date we received your request in our FOIA office.

We have located 18 pages of responsive records. I am denying access to the contact information of private individual requesters found in the request descriptions. 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 the FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,

Dione J. Stearns
Assistant General Counsel

Enclosed:
18 pages

April 21, 2014

Freedom of Information Act Request
Office of General Counsel
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

Re: FOIA Request re. Herbalife

Dear Sir or Madam:

Pursuant to the Freedom of Information Act (FOIA), 5 U.S.C. § 552, National Corporate Research, Ltd. hereby requests any consumer complaints received by your office from December 18, 2013 to the present (as well as any records not included in your December 24, 2013 response to my request dated December 16, 2013) referring to or otherwise related to Herbalife, any Herbalife distributor, or any entity purportedly relating to Herbalife including—but not limited to—any complaints pertaining to Shawn Dahl or Anthony Powell, to the extent such complaints relate to Herbalife.

We agree to pay to all reasonable costs associated with obtaining the requested information. However, should related charges be anticipated to exceed \$100.00, we would like to be contacted.

If there is anything we can do to further expedite the response to this request, please contact us at your earliest convenience. Please direct any inquiries, notices, or determinations to us at 800.494.5225 or agency@nationalcorp.com.

Thank you for your attention to this matter.

Sincerely,

Joanna McCall, Assistant Secretary
On behalf of:
National Corporate Research, LTD.
800.494.5225
agency@nationalcorp.com

FOIA 2014-00825

FEDERAL TRADE COMMISSION
RECEIVED

APR 21 2014

FOIA BRANCH
GENERAL COUNSEL



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

MAY 05 2014

Joanna McCall
National Corporate Research, LTD
1025 Vermont Ave, NW, Suite 1130
Washington, DC 20005

Re: FOIA-2014-00825
Herbalife

Dear Mrs. McCall:

This is in response to your request dated April 21, 2014 under the Freedom of Information Act seeking access to consumer complaints filed between December 18, 2013 and April 22, 2014 regarding herbalife or Shawn Dahl or Anthony Powell and herbalife. In accordance with the FOIA and agency policy, we have searched our records as of April 22, 2014, the date we received your request in our FOIA office.

We have located twenty-three responsive complaints that consumers have made 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).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this partial response to your request. Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

Please make checks payable to U.S. Treasury and send payment to:

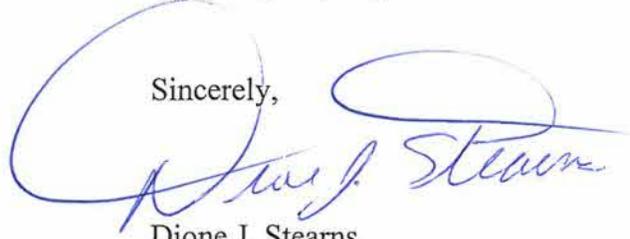
Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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 the FOIA regulations or procedures, please contact Anna Murray at (202) 326-2820.

Sincerely,



Dione J. Stearns
Assistant General Counsel

Enc: 1 CD
Invoice



Invoice Summary

600 Pennsylvania Avenue,
N.W.
Washington, DC 20580

Report Date : 09/05/2014

Time : 9:45:02 AM

Requester Details

Mrs. Joanna McCall
National Corporate Research, LTD
1025 Vermont Ave, NW
Suite 1130
Washington, DC 20005

Requester Invoice

Request No : FOIA-2014-00825
Invoice No : 00000003465
Invoice Date : 05/01/2014
Requester Name : McCall, Joanna
Requester Organization : National Corporate Research, LTD

Fee Items

Charged Value (\$)

ATTORNEY/ECONOMIST

a. SEARCH	19.75
b. REVIEW/EXCISING	19.75

INVOICE/BILLING

a. CD-ROM	3.00
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Total Amount : \$ 42.50

Amount Paid : \$ 42.50

Balance Due : \$ 0.00

Request Description

Herbalife

Sub Requests

Default

Memo

Federal Trade Commission

Joshua James
Bryan Cave LLP
1155 F Street NW
Washington, DC 20004
Direct: (202) 508-6265
josh.james@bryancave.com

April 28, 2014

FEDERAL TRADE COMMISSION
RECEIVED

APR 28 2014

FOIA BRANCH
GENERAL COUNSEL

VIA E-MAIL

Freedom of Information Act Request
Office of General Counsel
Federal Trade Commission
600 Pennsylvania Avenue, N.W.
Washington, DC 20580
E-Mail: FOIA@FTC.gov

Dear FOIA Officer:

Pursuant to the Freedom of Information Act ("FOIA"), I would like to request a copy of all complaints that are recorded in the Consumer Sentinel database filed on or after January 1, 2013 that refer to the following companies:

- Herbalife
- Mary Kay (alternate spellings: "MaryKay")
- MonaVie
- NuSkin (alternate spellings: "Nu Skin")
- Quixtar
- Alticor
- Visalus

Please include alternate spellings of any name above.

This request is a follow-on request to a prior FOIA request designated FOIA-2014-00636 which was handled by Alice Bartek. Please confer with her regarding how to complete this request.

If possible, I would appreciate it if you could produce the above referenced information in Microsoft Excel format or some other digital format. Please separate the records for each company into a separate Excel file.

In order to help determine fees, I am an attorney and this request is being made on behalf of a law firm. We are willing to pay fees up to \$500. If you expect that the fees will exceed this, please contact me before proceeding.

April 28, 2014

Page 2

If you have any questions about this request, please contact me at (202) 508-6265.

Thank you for your consideration of my request.

Sincerely,

/s/

Joshua James



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

Joshua James
Bryan Cave
1155 F Street, NW,
Washington, DC 20004

Re: FOIA-2014-00846
Herbalife, Mary Kay, MonaVie, et
al.

Dear Mr. James:

This is in response to your request dated April 28, 2014, under the Freedom of Information Act seeking access to a follow-on request to FOIA-2014-00636. You wanted the rest of the records that were not released to you initially because we exhausted your fee agreement. In addition, you also stated you wanted all consumer complaints against a company called Alticor, which was not included in the original request. In accordance with the FOIA and agency policy, we have searched our records, as of April 28, 2014, the date we received your request in our FOIA office.

We have located numerous responsive complaints. I am granting partial access to, and am enclosing copies of, the accessible records. Three complaints, and portions of other complaints, are subject to two of the nine exemptions to the FOIA's disclosure requirements, as explained below.

We are withholding three complaints 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 360 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).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this response to your request.

Please make checks payable to U.S. Treasury and send payment to:

Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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 Alice Bartek at 202-326-2191.

Sarah D. Mackey
Associate General Counsel



Invoice Summary

600 Pennsylvania Avenue,
N.W.
Washington, DC 20580

Report Date : 09/05/2014

Time : 9:49:25 AM

Requester Details

Mr. Joshua James
Bryan Cave
1155 F Street, NW
Washington, DC 20004

Requester Invoice

Request No : FOIA-2014-00846
Invoice No : 00000003474
Invoice Date : 05/08/2014
Requester Name : James, Joshua
Requester Organization : Bryan Cave

Fee Items

Charged Value (\$)

ATTORNEY/ECONOMIST

a. SEARCH	3.95
b. REVIEW/EXCISING	331.80
c. COORDINATION/APPROVAL/DENIAL	158.00

INVOICE/BILLING

a. CD-ROM	3.00
-----------	------

Total Amount : \$ 496.75
Amount Paid : \$ 496.75
Balance Due : \$ 0.00

Request Description

Herbalife, Mary Kay, MonaVie, et al.

Sub Requests

Default

Memo

Federal Trade Commission

Murray, Anna

FOIA 2014-00884

From: Apache httpd <apache@hq1-webdmz-s1.ftc.gov>
Sent: Monday, May 05, 2014 3:39 PM

name = Joanna McCall
staddr = 1025 Vermont Ave, NW, Suite 1130
city = Washington
state = DC
zipcode = 20005
telno = (800)494-45225
faxno =
email = agency@nationalcorp.com

FEDERAL TRADE COMMISSION
RECEIVED

MAY 05 2014

FOIA BRANCH
GENERAL COUNSEL

coinfo =
• All documents, from January 1, 2003 to date, prepared by the Bureau of Consumer Protection ("BCP"), the Bureau of Economics ("BE"), or any other individual or entity referring or relating to factors that will be considered in determining whether a company is engaged in legal multi-level marketing.
• All documents, from January 1, 2003 to date, prepared by BCP, BE, or any other individual or entity referring or relating to factors that will be considered in determining whether a company is an illegal pyramid scheme.
• All documents, from January 1, 2003 to date, referring or relating to the January 14, 2004 Staff Advisory Opinion re: "Pyramid Scheme Analysis."
• All documents relating to the consent decree entered in United States v. Jason Pharmaceuticals, Civ. Action No. 12-1476 (D. D.C. Sept. 17, 2012); the stipulated permanent injunction submitted in Federal Trade Commission v. Fortune Hi-Tech Marketing, Inc, No. 5:13-cv-123-KSF (E.D. Ky. Apr. 14, 2014); or the complaint filed in Federal Trade Commission v. Burnlounge, Inc., No. CV07-3654 GW (FMOx) (C.D. Cal. June 6, 2007).
• All documents, from January 2010 to date, that refer or relate to Herbalife, Inc. We agree to pay to all reasonable costs associated with obtaining the requested information. However, should related charges be anticipated to exceed \$1,000.00, we would like to be contacted.

EdSciName =
describe = Private Corporation or Law Firm
privatelawname = National Corporate Research, Ltd.
medianame =
money = Contact me if above \$100
B13 = Submit



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

May 12, 2014

Joanna McCall
National Corporate Research, LTD
1025 Vermont Ave, NW, Suite 1130
Washington, DC 20005

RE: FOIA-2014-00884
Herbalife and pyramid
scheme documents

Dear Mrs. McCall:

This letter acknowledges the receipt of your Freedom of Information Act (FOIA) request dated May 05, 2014 regarding the documents listed below:

Herbalife and pyramid scheme documents

You may check the status of your FOIA request by visiting <http://www.ftc.gov/about-ftc/foia/foia-reading-rooms/track-your-foia-request>. This report is updated at the end of each month. If you should have any questions regarding your request, please contact me at (202) 326-3368. In any call or future correspondence concerning the request, please refer to the following case number FOIA-2014-00884.

Sincerely,

A handwritten signature in black ink, appearing to read "Elena Vera".

Elena Vera
Paralegal Specialist

Vera, Elena R.

From: Vera, Elena R.
Sent: Monday, May 12, 2014 11:19 AM
To: 'agency@nationalcorp.com'
Subject: FTC FOIA 2014-00884 re Multi-Level Marketing

Good morning Ms. McCall,

This is a follow up on our May 12, 2014, telephone discussion regarding your FOIA request regarding multi-level marketing. I stated that the scope of your request is very broad and search alone would likely exceed your initial \$100.00 fee agreement. However, we have received a similar FOIA request and provided the requester with the following public FTC.gov websites. The information provided satisfied the request.

<http://www.consumer.ftc.gov/articles/0065-multilevel-marketing>

<http://www.consumer.ftc.gov/blog/pyramids-fortune>

http://www.ftc.gov/sites/default/files/documents/federal_register_notices/16-c.f.r.part-437-disclosure-requirements-and-prohibitions-concerning-business-opportunities-final-rule/111122bizoppfrn.pdf

As we discussed, I am placing your request on hold while you review the enclosed information. Please let me know as soon as possible if this information satisfies your request for information. Please confirm receipt of this email and contact me as soon as you can indicating if you would like to continue with your request.

All the best,

Elena Vera
Paralegal Specialist
Office of the General Counsel
Federal Trade Commission
(202) 326-3368

Vera, Elena R.

From: Joanna McCall <jmccall@nationalcorp.com>
Sent: Friday, May 16, 2014 2:52 PM
To: Vera, Elena R.
Subject: RE: FTC FOIA 2014-00884 re Multi-Level Marketing

Thank you!

Kind regards,
Joanna McCall
Courts & Agency Team Leader
(800) 494-5225 or (202) 370-4750
Fax: (800) 494-7512

If sending a file larger than 8mb, [please use this link](#).
I am available 8:30 a.m. to 4:30 p.m.



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From: Vera, Elena R. [mailto:evera@ftc.gov]
Sent: Friday, May 16, 2014 2:51 PM
To: Joanna McCall
Subject: RE: FTC FOIA 2014-00884 re Multi-Level Marketing

Hi Joanna-

Yes, sorry about the confusion. We will provide you with the request letters as soon as possible.

Thanks!
Elena Vera

From: Joanna McCall [mailto:jmccall@nationalcorp.com]
Sent: Friday, May 16, 2014 2:29 PM
To: Vera, Elena R.
Subject: RE: FTC FOIA 2014-00884 re Multi-Level Marketing

Hi Elena,

Thank you! Would it be possible to get the actual request letters, not the final response letters?

Kind regards,
Joanna McCall

Courts & Agency Team Leader
(800) 494-5225 or (202) 370-4750
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To: Joanna McCall
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Hi Joanna,

Thanks for your prompt follow up. Yes, the FOIA Office will start processing a second response consisting of all final response letters. After we produce them, we will place your request on hold pending your newly narrowed scope. I hope to have a response to you by early next week consisting of the response letters.

Have a great weekend!

Best,
Elena Vera

From: Joanna McCall [<mailto:jmccall@nationalcorp.com>]
Sent: Friday, May 16, 2014 2:16 PM
To: Vera, Elena R.; Agency
Subject: RE: FTC FOIA 2014-00884 re Multi-Level Marketing

Hi Elena,

Instead of narrowing the request to just the letters and then re-filing the request later, would it possible for us to agree to review the letters and respond in a certain amount of time, like three days?

Kind regards,
Joanna McCall
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From: Joanna McCall
Sent: Friday, May 16, 2014 1:52 PM
To: 'Vera, Elena R.'; Agency
Subject: RE: FTC FOIA 2014-00884 re Multi-Level Marketing

Hi Elena,

Thank you for sending this. Would it be possible for you to send copies of the FOIA request letters listed in the log? That would help us better assess if they overlap with our request.

Kind regards,
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Courts & Agency Team Leader
(800) 494-5225 or (202) 370-4750
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From: Vera, Elena R. [<mailto:evera@ftc.gov>]
Sent: Thursday, May 15, 2014 9:43 AM
To: Joanna McCall; Agency
Subject: RE: FTC FOIA 2014-00884 re Multi-Level Marketing

Good morning Joanna,

Per our May 13, 2014 telephone conversation, I have attached the Commission's first response to your FOIA request (FOIA 2014-00884). We have placed your request on hold for 10 days pending your newly narrowed scope. Please let me know if you have any questions or concerns.

All the best,

Elena Vera
Office of the General Counsel
Federal Trade Commission

From: Joanna McCall [<mailto:jmccall@nationalcorp.com>]
Sent: Tuesday, May 13, 2014 3:13 PM
To: Vera, Elena R.; Agency
Subject: RE: FTC FOIA 2014-00884 re Multi-Level Marketing

Hi Elena,

We've reviewed the documents and they do not satisfy our request. We would like to continue the request. Thank you again for your help.

Kind regards,
Joanna McCall
Courts & Agency Team Leader
(800) 494-5225 or (202) 370-4750
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From: Vera, Elena R. [<mailto:evera@ftc.gov>]
Sent: Tuesday, May 13, 2014 10:02 AM
To: Joanna McCall; Agency
Subject: RE: FTC FOIA 2014-00884 re Multi-Level Marketing

Hi Joanna,

I see that you did indicate a \$1,000.00 fee agreement in the body of your request. I will formally make the changes in our system. Sorry for the confusion!

Best,
Elena Vera

From: Joanna McCall [<mailto:jmccall@nationalcorp.com>]
Sent: Tuesday, May 13, 2014 9:56 AM
To: Vera, Elena R.; Agency
Subject: RE: FTC FOIA 2014-00884 re Multi-Level Marketing

Hi Elena,

Thank you for letting us know. Our fee agreement was actually \$1,000, but we will examine the publicly available documents and let you know if they satisfy our request. I will be in touch as soon as possible.

Kind regards,
Joanna McCall
Courts & Agency Team Leader
(800) 494-5225 or (202) 370-4750
Fax: (800) 494-7512

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From: Vera, Elena R. [<mailto:evera@ftc.gov>]
Sent: Monday, May 12, 2014 11:19 AM
To: Agency
Subject: FTC FOIA 2014-00884 re Multi-Level Marketing

Good morning Ms. McCall,

This is a follow up on our May 12, 2014, telephone discussion regarding your FOIA request regarding multi-level marketing. I stated that the scope of your request is very broad and search alone would likely exceed your initial \$100.00 fee agreement. However, we have received a similar FOIA request and provided the requester with the following public FTC.gov websites. The information provided satisfied the request.

<http://www.consumer.ftc.gov/articles/0065-multilevel-marketing>

<http://www.consumer.ftc.gov/blog/pyramids-fortune>

http://www.ftc.gov/sites/default/files/documents/federal_register_notices/16-c.f.r.part-437-disclosure-requirements-and-prohibitions-concerning-business-opportunities-final-rule/111122bizoppfrn.pdf

As we discussed, I am placing your request on hold while you review the enclosed information. Please let me know as soon as possible if this information satisfies your request for information. Please confirm receipt of this email and contact me as soon as you can indicating if you would like to continue with your request.

All the best,

Elena Vera
Paralegal Specialist
Office of the General Counsel
Federal Trade Commission
(202) 326-3368

Vera, Elena R.

From: Vera, Elena R.
Sent: Tuesday, May 20, 2014 9:32 AM
To: 'Joanna McCall'
Cc: Agency
Subject: RE: FTC FOIA 2014-00884 re Multi-Level Marketing

Good morning Joanna-

Per our May 20, 2014 telephone conversation, the Agency is unable to keep your request open and repeatedly placing it on hold while we continue to discuss the scope of your request. Under the FOIA, agencies may place a request on hold one time to obtain information from the requester; and as "necessary" to clarify fee-related issues with the requester. See 5 U.S.C. § 552(a)(6)(A)(ii). Because of the statutory deadlines associated with the FOIA, and based on our discussions of the type of information you are looking for, we will narrow your current request (FOIA 2014-00884) to include the following:

1. document productions of the following FOIA Requests:

FOIA-2013-00280
FOIA-2013-00434
FOIA-2013-00568
FOIA-2013-00764
FOIA-2013-01002
FOIA-2013-01086
FOIA-2013-01318
FOIA-2013-01382
FOIA-2014-00720

2. All FOIA Request letters seeking documents regarding Herbalife. As I stated on the phone, this portion of your request is currently being processed.

Pursuant to the FOIA and Agency policy, we will then close our file on your request. You are welcome to file additional requests in the future to access specific documents relating to Multi-Level Marketing. As we have previously discussed, this portion of your original request is overly broad and your fees would likely be exceeded with search alone. Therefore, we recommend that your follow up request be as narrowed in scope as possible.

Best,

Elena Vera
Office of the General Counsel
Federal Trade Commission
202-326-3368

From: Joanna McCall [mailto:jmccall@nationalcorp.com]
Sent: Tuesday, May 20, 2014 9:03 AM
To: Vera, Elena R.

Cc: Agency

Subject: RE: FTC FOIA 2014-00884 re Multi-Level Marketing

Good morning Elena,

Thank you for agreeing to provide the FOIA request letters listed in the FOIA request log that you sent last week. Pending our review of these materials and potential modification of our original request, we would like to review all materials produced in response to the following FOIA requests (preferably without duplicate documents):

FOIA-2013-00280
FOIA-2013-00434
FOIA-2013-00568
FOIA-2013-00764
FOIA-2013-01002
FOIA-2013-01086
FOIA-2013-01318
FOIA-2013-01382
FOIA-2014-00720

Please also confirm that the FTC will be responding to all of our pending requests other than the last one ("All documents, from January 2010 to date, that refer or relate to Herbalife, Inc."), which we may modify. Please let me know if you have any questions.

Kind regards,
Joanna McCall
Courts & Agency Team Leader
(800) 494-5225 or (202) 370-4750
Fax: (800) 494-7512

If sending a file larger than 8mb, [please use this link](#).
I am available 8:30 a.m. to 4:30 p.m.

 **NATIONAL
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Hi Joanna-

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Thanks!
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All the best,

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Office of the General Counsel
Federal Trade Commission
202-326-3368

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To: Joanna McCall; Agency
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Elena Vera

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http://www.ftc.gov/sites/default/files/documents/federal_register_notices/16-c.f.r.part-437-disclosure-requirements-and-prohibitions-concerning-business-opportunities-final-rule/111122bizoppfrn.pdf

As we discussed, I am placing your request on hold while you review the enclosed information. Please let me know as soon as possible if this information satisfies your request for information. Please confirm receipt of this email and contact me as soon as you can indicating if you would like to continue with your request.

All the best,

Elena Vera
Paralegal Specialist
Office of the General Counsel
Federal Trade Commission
(202) 326-3368



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

Joanna McCall
National Corporate Research, LTD
1025 Vermont Ave, NW, Suite 1130
Washington, DC 20005

MAY 15 2014

Re: FOIA-2014-00884
Herbalife and pyramid scheme
documents

Dear Ms. McCall:

This is in response to your request dated May 5, 2014 under the Freedom of Information Act seeking access to documents regarding multi-level marketing and documents regarding Herbalife. In your May 13, 2014, telephone conversation with Elena Vera, you agreed to review a FOIA log consisting of all FOIA requests regarding "Herbalife." As a first partial response to your request, and in accordance with the FOIA and agency policy, we have searched our records, as of May 13, 2014, the date you spoke with Ms. Vera. We have located the responsive record. You are granted full access to the responsive record, which is enclosed.

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 or by facsimile at (202) 326-2477, within 30 days of the date of this letter. Please enclose a copy of your original request and a copy of this response.

At this time, we are placing your request on hold for 10 days pending your newly narrowed scope of your request. Please contact Elena Vera with your newly narrowed scope if you would like to proceed with your request. If you have any questions about the way we are handling your request or about the FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,

Dione J. Stearns
Assistant General Counsel

Enclosed:
3 pages



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

MAY 22 2014

Joanna McCall
National Corporate Research, LTD
1025 Vermont Ave, NW, Suite 1130
Washington, DC 20005

Re: FOIA-2014-00884
Herbalife and pyramid scheme
documents

Dear Mrs. McCall:

This is our second and final response to your request dated May 5, 2014 under the Freedom of Information Act (FOIA) seeking access to documents regarding Herbalife and Multi-Level Marketing. Per your May 20, 2014 email with Elena Vera, you narrowed your request to seek FOIA request letters seeking documents regarding Herbalife, and FTC FOIA productions for FOIA 2013-00280, FOIA 2013-00434, FOIA 2013-00568, FOIA 2013-00764, FOIA 2013-01002, FOIA 2013-01086, FOIA 2013-01318, FOIA 2013-01382, and FOIA 2014-00720. In accordance with the FOIA and agency policy, we have searched our records as of May 20, 2014, the date you narrowed the second portion of your request with the FOIA office.

I am denying access to private individuals' names and addresses, and any other identifying information found in the records. 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).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this partial response to your request. Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

Please make checks payable to U.S. Treasury and send payment to:

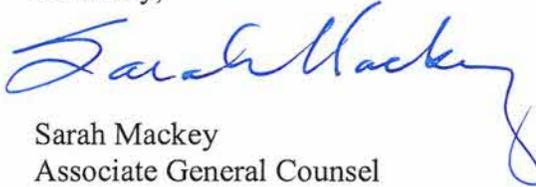
Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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 the FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,

A handwritten signature in blue ink that reads "Sarah Mackey". The signature is fluid and cursive, with a long, sweeping tail on the letter "y".

Sarah Mackey
Associate General Counsel



Invoice Summary

600 Pennsylvania Avenue,
N.W.
Washington, DC 20580

Report Date : 09/05/2014

Time : 9:53:12 AM

Requester Details

Mrs. Joanna McCall
National Corporate Research, LTD
1025 Vermont Ave, NW
Suite 1130
Washington, DC 20005

Requester Invoice

Request No : FOIA-2014-00884
Invoice No : 00000003484
Invoice Date : 05/22/2014
Requester Name : McCall, Joanna
Requester Organization : National Corporate Research, LTD

Fee Items

Charged Value (\$)

PROFESSIONAL HOURS

b. REVIEW/EXCISING 48.00

CLERICAL HOURS

a. SEARCH 14.00

b. REVIEW/EXCISING 42.00

INVOICE/BILLING

a. CD-ROM 3.00

Total Amount : \$ 107.00

Amount Paid : \$ 107.00

Balance Due : \$ 0.00

Request Description

Herbalife and pyramid scheme documents

Sub Requests

Default

Memo

Federal Trade Commission

SOROS

CONFIDENTIAL TREATMENT
REQUESTED BY
SOROS FUND MANAGEMENT LLC

July 29, 2014

Dione J. Stearns
Assistant General Counsel
Federal Trade Commission
600 Pennsylvania Avenue, N.W.
Washington, D.C. 20580

Dear Ms. Stearns:

This letter acknowledges the receipt of your July 11, 2014 response letter to FOIA requests 2014-01115 and 2014-01116 sent by Mr. Robert Cecot, an Analyst at Soros Fund Management LLC.

I would like to request confidential treatment of these aforementioned FOIA requests, all other FOIA requests made by Soros Fund Management LLC employees since January 1, 2013, and this letter, as per **16 CFR § 4.9(c)**. Specifically, the public release of these FOIA requests could cause substantive competitive harm to Soros Fund Management LLC in its business of analyzing investment opportunities.

Soros Fund Management LLC analysts utilize FOIA requests as part of their proprietary research process into investment opportunities. If our competitors—other investors and investment analysts—were granted access to our FOIA request history, they could reap the benefits of the significant effort Soros Fund Management LLC analysts make in their research process. Due to the competitive nature of public market equity investing, this information leakage could substantially affect Soros Fund Management LLC's ability to make investments in securities at favorable prices.

We point to precedent for maintaining investment managers' confidentiality in the Confidential Financial Information exclusion at the SEC. Namely, the Commission's FOIA rules prevent a firm from having to "disclose trade secrets and commercial or financial information obtained from a person [that is] privileged or confidential."

Thank you for your consideration in this matter. Please feel free to contact me at (212) 320-5551 or maryann.canfield@soros.com if you have any questions.

Sincerely,

Maryann Canfield
General Counsel

CONFIDENTIAL TREATMENT REQUESTED BY SOROS FUND MANAGEMENT LLC



UNITED STATES OF AMERICA
Federal Trade Commission
WASHINGTON, D.C. 20580

Office of the General Counsel

August 11, 2014

Via E-Mail

Maryanne Canfield
General Counsel
Soros Fund Management, LLC
Maryann.canfield@soros.com

Re: Request for Confidential Treatment

Dear Ms. Canfield:

In your letter dated July 29, 2014, Soros Fund Management, LLC ("Soros Fund"), requested that the Federal Trade Commission ("Commission" or "FTC") grant confidential treatment for all Freedom of Information Act ("FOIA") requests made by Soros Fund employees since January 1, 2013. You claimed that public release could cause substantial competitive harm to Soros Fund in its business of analyzing investment opportunities. You stated that Soros Fund analysts utilize FOIA requests as part of their proprietary research process into investment opportunities. You added that if competitors were granted access to Soros Fund's FOIA request history, they could reap the benefits of the significant effort that Soros Fund makes in its research process and that this information leakage could substantially affect Soros Fund's ability to make investments in securities at favorable prices. Pursuant to authority delegated by the Commission under Section 4.9(c)(1) of its Rules of Practice ("FTC Rules"), 16 C.F.R. § 4.9(c)(1), I have determined to deny Soros Fund's request.

Applicable Law

The Commission's Rules of Practice provide for the placement of FOIA requests and letters granting or denying these requests on the public record except to the extent the submitter shows that they may be protected from public disclosure under the Federal Trade Commission Act, as amended ("FTC Act"), and the Commission's Rules. Under Section 6(f) of the FTC Act, 15 U.S.C. § 46(f); Exemption 4 of the Freedom of Information Act, 5 U.S.C. § 552(b)(4); and Section 4.10(a)(2) of the FTC Rules, 16 C.F.R. § 4.10(a)(2), confidential commercial or financial information is exempt and/or barred from public disclosure. Commercial or financial information is considered confidential or privileged when its disclosure is likely either to impair the government's ability to obtain necessary information in the future or cause the submitter substantial competitive harm or commercial disadvantage. *See Critical Mass Energy Project v. Nuclear Regulatory Commission*, 975 F.2d 871, 877-80 (D.C. Cir. 1992), cert. denied, 507 U.S.

984 (1993); *National Parks & Conservation Ass'n v. Morton*, 498 F.2d 765, 770 (D.C. Cir. 1974). Protected commercial or financial information can include research data, see *Landfair v. Dep't of the Army*, 645 F. Supp. 325, 327 (D.D.C. 1986), and financial strategies, product costs, detailed sales statistics, marketing or advertising plans and strategies, production plans, and proprietary studies. See S. Report No. 96-500, 96th Cong., 1st Sess. 11 (1979).

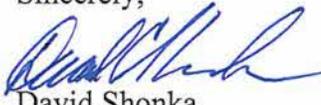
Materials to be placed on Public Record

I am denying Soros Fund's request that certain information be kept confidential because they have failed to demonstrate that disclosure would cause competitive harm. Courts have determined that the identity of FOIA requesters is generally public information. The few instances where federal courts have allowed information from FOIA requests to be protected relate to personal privacy interests protected by FOIA Exemptions 6, 5 U.S.C. § 552(b)(6), or 7(c), 5 U.S.C. § 552(b)(7)(c), and have not addressed confidentiality concerns under Exemption 4, 5 U.S.C. § 552(b)(4). Also, note that usage of FOIA requests is not part of a uniquely proprietary research process since the use of FOIA is available to "any person", which is defined broadly in the FOIA statute. The sole fact that Soros Fund has chosen to file a FOIA request about a particular subject or firm indicates little, if anything, about its focus or level of interest with regard to that subject or firm.

Conclusion

If you have any questions regarding this matter, please contact Richard Gold of my office at (202) 326-3355.

Sincerely,



David Shonka

Principal Deputy General Counsel



Consumer Sentinel Network Complaints

Record # 2 / Consumer Sentinel Network Complaints			
Reference Number:	52828499	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	No
Comments:	I own a fitness center called (b)(6) in Port Clinton OH. The Herbalife people in town have been soliciting my members to the point they do not want to come in anymore. I have put up signs but they still do it. I do not know how to stop this pyramid scheme that is affecting my loyal customers. What are my legal options against this unethical business?		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	4/9/2014
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:		Agency Contact:	Internet
Complaint Date:	4/9/2014	Transaction Date:	4/1/2012
Initial Contact:	In Person	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	No	Cross Border Complaint?:	No

Consumer Information

Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Port Clinton	State:	Ohio
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	30 - 39
Military Service Branch:		Soldier Status:	
Soldier Station:			

Subject			
Subject:	On Point Wellness/ herbalife		
Address:			
City:	Port Clinton	State/Prov:	Ohio
ZIP:	43452	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 3 / Consumer Sentinel Network Complaints			
Reference Number:	52587302	Originator Reference Number:	
Language:	Spanish	Contact Type:	Complaint
Source:	Consumer	DNC?	No
Comments:	Consumer claims he was deceived by Herbalife regarding an investment scheme. He invested \$5,000 and then had to sell their products which he claims did not work. He feels deceived, for them making him believe he would make a lot of money for something that does not work. Was referred to his local AG.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	DBARRIOS	Entry Date:	4/1/2014
Updated By:		Updated Date:	
Complaint Source:	FTC Call Center	Product Service Code:	Invest: Other (note in comments)
Amount Requested:	\$5,000.00	Amount Paid:	\$5,000.00
Payment Method:	Bank Account Debit	Agency Contact:	Phone
Complaint Date:	4/1/2014	Transaction Date:	6/1/2013
Initial Contact:	In Person	Initial Response:	In Person
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:	No	Dispute with Credit Bureau - Resolved to Satisfaction?:	No
Member of armed forces or dependent?:	No	Cross Border Complaint?:	No
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
Address 2:			
City:	Ventura	State:	California
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:		Subject ID Type:	

Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 4 / Consumer Sentinel Network Complaints			
Reference Number:	52535011	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	No
Comments:	<p>In February, 2012 I had been researching ways to work from home, my dad had heard about Herbalife on the radio and told me that it may be the ticket. I went to review Herbalife as a company and immediately upon going to the website was required to put in my contact information. In trying to find out more information I did so. I then soon after begin receiving phone calls from a number I wasn't familiar with, I didn't answer. Then I begin receiving calls from a blocked number and because several individuals I know have blocked numbers I answered it. It was the Herbalife consultant who told me he was calling to give me more information about the company. The information was on a recorded line in which I listened too, at the end of recording you are asked to sign up for product. The recording was prompting how to become a consultant for the company and either supplement or all out replace my current income, I was interested. The price for signing up \$149 for a simple kit just for myself however if I actually wanted to sale the product I needed to buy \$349 package which included my website to get referrals from. I agreed to the \$349 package, I was then charged an \$100 for the website to be activated which I was told was a one time fee. Shortly after receiving my product I received a call from my "consultant" who states he is my coach and tells me that the best way to grow in this company is to buy additional product so that when I receive referrals and people are interested I can immediately send them the things. There are various packages offered however he states the best deal is the package that cost just over \$6000 approximately, because it gives you all the products you would need to ship. The coach advised me when I told him I didn't have those kinds of fun to contact my credit care companies about an increase in line of credit and see about getting a loan from my bank. I did so because the product sounded so good, they stated they would help me all the way. Once I had ordered the product and was completely in the company I was educated that in order to receive referrals I had to purchase them, this was something I was never told before. These "leads" as they call them cost from \$300 all the way up depending home how many you want to "work" at once. I purchased at least 3 sets of leads which cost upwards of \$500. I soon realized that I wasn't making anything on the company and was going further in the whole. I begin looking at my paperwork and realized there was a way out. In order to do so I had to agree not to sale the product anymore and send the product back, which I did. The shipping to do so cost over \$100. The company reimbursed me for part of the product however claimed that they didn't receive all of the product. I contacted the USPS about this and investigation was done. No loose products with Herbalife was located, I believe they received the product but didn't want to reimburse me. Even with the reimbursement between signing up, the extra charges, and purchasing the leads I was in debt so badly that I had to do a credit card consolidation so that I could make the payments an not ruin my credit further. This is two years later and I am still not out of debt from what happened with Herbalife, I pay monthly. The company makes it seem that you can replace your income completely, it is fraud. That is why people leave the company they can't afford to stay. It is a way for the company to collect funds</p>		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	3/31/2014
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$10,000.00	Amount Paid:	\$10,000.00
Payment Method:	Credit Card	Agency Contact:	Internet
Complaint Date:	3/31/2014	Transaction Date:	2/6/2012
Initial Contact:	TV/Radio	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	No	Cross Border Complaint?:	No

Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Kannapolis	State:	North Carolina
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Herbalife		
Address:			
City:	La	State/Prov:	California
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	James	Title:	Herbalife Consultant

Record # 5 / Consumer Sentinel Network Complaints			
Reference Number:	52464975	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	No
Comments:	My employer has posted 'NO SOLICITING' signage at the entrance to employee parking. Two hundred flyers were posted on employee vehicles requesting we contact Dana Mercer at 239-600-0680 or 954-587-8124. This is a violation of solicitation statutes. Other-Other Update		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	3/26/2014
Updated By:	CRSS\jbrown	Updated Date:	3/27/2014
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Other (Note in Comments)
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:	Other Payment Method (Note in Comments)	Agency Contact:	Internet
Complaint Date:	3/26/2014	Transaction Date:	3/26/2014
Initial Contact:	Mail	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP) Rule\Other	Law Violation:	Deception/Misrepresentation Other (Note the Violation in the Comment Field)
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	No	Cross Border Complaint?:	No
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	Florida
ZIP:		Country:	United States
Email:		URL:	www.goherbalife.com
Area Code:	954	Phone Number:	5878124
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Dana Mercer	Title:	Sales

Record # 6 / Consumer Sentinel Network Complaints			
Reference Number:	52457848	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	No
Comments:	Please contact me via email so I may submit the full text of my complaint . Your system is limiting me to 3500 characters which is inadequate. Thank you. UPDATED:03.26.14 Consumer called back requesting email address to provide additional info.KBoone UPdate:4/2/14 Consumer sent complaint with additional information. SHarewood		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	3/26/2014
Updated By:	SHAREWOOD	Updated Date:	4/2/2014
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Phone
Complaint Date:	4/2/2014	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:	No	Dispute with Credit Bureau - Resolved to Satisfaction?:	No
Member of armed forces or dependent?:	No	Cross Border Complaint?:	No
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	Skyy
Address 1:			
Address 2:			
City:	Los Angeles	State:	California
Zip:	90008	Country:	UNITED STATES
Home Number:	310-8881811	Work Number:	
Fax Number:		Ext:	
Email:	brian@briansky.com	Age Range:	40 - 49
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Herbalife, Inc.		
Address:	800 W. Olympic Blvd. Suite 406		
City:	Los Angeles	State/Prov:	California
ZIP:	90015	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:		Subject ID Type:	

Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 7 / Consumer Sentinel Network Complaints			
Reference Number:	52793553	Originator Reference Number:	807265
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	No
Comments:	<p>NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- Close Herbalife down. They know nothing of fitness or true nutrition and are only about money. --- Topic Description: Overall terrible experience with Herbalife. A Nutrition Club opened up in the neighboring town claiming to offer free bootcamp fitness classes. I'm very much into fitness and health so I decided to check it out. As soon as I walked in the door it was a sales pitch for Herbalife. I challenged the shop owner because he claimed to know about nutrition. He clearly did not based on his responses to my questions. He said that real foods lack nutrition and would tell people they can only get proper nutrition from Herbalife products. Basically using scare tactics on people who know nothing about nutrition or fitness to get them to buy products. Fast forward a few months I decided to sign up as a distributor so I could get a better look at the ingredients in the products. I was not impressed whatsoever. The entire time I was a distributor they kept pushing me to sell product but I refused because that's not why I signed up. They kept making claims that if I buy thousands of dollars worth of product I'll make thousands and thousands of dollars per month. Their bootcamp classes were extremely easy as well. I was told that if they made it too challenging that people might not come back. They want people to come back so they will buy products and hopefully sign up as a distributor themselves. The owner would say "get them to sign up! That's where we really make our money off of them!"At this point I knew I wanted no association with this scheme.</p>		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	OH01-USER	Entry Date:	3/26/2014
Updated By:		Updated Date:	
Complaint Source:	Ohio, Attorney General	Product Service Code:	Other (Note in Comments)
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	3/26/2014	Transaction Date:	
Initial Contact:	I Initiated Contact	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:		Cross Border Complaint?:	No
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	MARBLEHEAD	State:	Ohio
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
		Soldier Status:	

Military Service Branch:			
Soldier Station:			
Subject			
Subject:	Herbalife International Of America		
Address:	1800 CENTURY PARK E FL 15		
City:	Los Angeles	State/Prov:	California
ZIP:	90067	Country:	United States
Email:	TERESAA@HERBALIFE.COM	URL:	
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 8 / Consumer Sentinel Network Complaints	
Reference Number:	52556771
Originator Reference Number:	08750091285330
Language:	English
Contact Type:	Complaint
Source:	Organization
DNC?	No
Comments:	<p>ok i have been a herbalife distributor 5/6 years ago i tried it, did not work for me so i left it expire did not pay my membership no harm no foul my account has been inactive since 2010 so this day 3/21/2014 i recieve a letter from my bank stating that they had paid a bill for me in the amount of 200.00 so in short i bounced a check well i went to the bank cause i knew i had exactly 213.00 in my checking so after my check of 200.00 was honored i would have 13.00 left well the teller at the bank printed my report for this month and we had noticed a charge from E Team Marketing for 19.95 and it was a reaccuring charge so every month 19.95 comes out of my checking account (which was not authorized) so i ask the teller to verify where this was coming from she check with the headquarters of the bank they said they can get me 60 days of rienburstment but thats it so i ask how long has this been going on they checked the transaction records its been happening since April 6 of 2012 so as we dug a little deeper Rick Berg and Carla Berg name came up so after a little surfing on the herbalife web site i found a phone number to which i called well spoke with the people there directed me to the refund admin. but it was a waste of time they did have Rick and Carla Berg in their system but all they could do was give me their information they could not help me, which is used in my complaint if you go onto the site ripoffreport/Eteammarketing/herbalife.com it will bring up a complaint review which states Carla Berg is achored with herbalife nutrition products i am trying to contact Carla and Rick Berg but all i get is an answering machine so here is their contact info... (b)(6)</p> <p>(b)(6)</p> <p>phone number (b)(6) ..please do what you can i want my money back as for the unauthorized funds that they stole..thank you feel free to call meProduct_ Or_ Service: noneOrder_ Number: noneAccount_ Number: none --- Additional Comments: DesiredSettlementID: Refundas of april 6 2012 they stole 19.95 a month from my checking which to date totals 478.80 i have to literally change my number and get a new card...if you have any questions feel free to call me at (b)(6) thank you</p>
Was the complaint resolved?:	n
Complaint Resolution:	TRANSFERRED TO ANOTHER BBB. This complaint is about a business that is located in another BBB's service area.
Data Reference:	
Entered By:	BBBDALL-USER
Entry Date:	3/21/2014
Updated By:	
Updated Date:	
Complaint Source:	BBB TX Dallas
Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	
Amount Paid:	\$478.80
Payment Method:	
Agency Contact:	External Agency
Complaint Date:	3/21/2014
Transaction Date:	
Initial Contact:	
Initial Response:	
Statute/Rule:	
Law Violation:	
Topic:	
Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	
Cross Border Complaint?:	No
Consumer Information	
Consumer	
Complaining Company/Org:	
First Name:	(b)(6)
Last Name:	(b)(6)
Address 1:	
Address 2:	
City:	TOWER CITY
State:	Pennsylvania
Zip:	(b)(6)
Country:	UNITED STATES

Home Number:	(b)(6)	Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Herbalife International		
Address:	1800 Century Park East		
City:	Century City	State/Prov:	California
ZIP:		Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	1409600
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	Owner / Manager

Record # 9 / Consumer Sentinel Network Complaints			
Reference Number:	52743244	Originator Reference Number:	573965
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	No
Comments:	<p>In late 2006/early 2007, I signed up for Herbalife at the behest of my brother, (b)(6) a former Herbalife executive and then a new distributor. I spent at least \$4000, perhaps as much as \$10,000 on products in that time. Despite "coaching" from my brother and members of his upline (our mother, then (b)(6) and (b)(6) (b)), I sold only perhaps a few hundred dollars of product and spent the next three years consuming everything I had purchased. I was encouraged to place large volume orders in order to maximize my discount and to make my purchases at strategic moments to help my brother meet certain volume point goals. I walked away from Herbalife as over-priced vitamins and it became a point of contention in my family as my brother continued to struggle to build his business while living in the (b)(6) home and helping to raise their family. My brother's inability to generate real income from Herbalife continued to weigh on him as my more traditional career flourished. Ultimately, with my parents believing that their retirement depended on my brother's success in Herbalife and my unwillingness to participate in the business, my family and I became increasingly distant. I have not seen my brother now in nearly 3 years and he has never met nor expressed any interest in meeting his niece because I believe he is obsessed with becoming successful in Herbalife. My parents, being in his upline, and relying on him for their retirement, have supported his obsession and also separated from me and my family. He was a long-time Herbalife employee who knew the marketing plan and products well and yet took many years to reach even a moderate income and in the process caused major strife in my family. Based on my inability to sell Herbalife during my short time with it, and his inability to sell it for an extended period of time, I agree that Herbalife is a pyramid scheme. --- CA Source: Web Form --- CA Status: Closed</p>		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	CA04-USER	Entry Date:	3/18/2014
Updated By:		Updated Date:	
Complaint Source:	California, Attorney General	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	3/18/2014	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:		Cross Border Complaint?:	No
Consumer Information			
Consumer			
Complaining Company/Org:		Last Name:	(b)(6)
First Name:	(b)(6)	Address 2:	
Address 1:	(b)(6)	State:	California
City:	(b)(6)	Country:	UNITED STATES
Zip:	(b)(6)	Work Number:	
Home Number:	(b)(6)	Ext:	
Fax Number:	(b)(6)	Age Range:	
Email:	(b)(6)		

Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Herbalife International Of America, Inc.		
Address:	P. O. Box 80210		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	
Area Code:	866	Phone Number:	8664744
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 10 / Consumer Sentinel Network Complaints			
Reference Number:	52743246	Originator Reference Number:	573962
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	No
Comments:	I recently answered an ad on Craigslist advertised as a Health and Wellness Coach @ 2230 Sunset Ave, Suite 395 Rocklin Ca. It described the duties as measuring the clubs clients and a few other getting them started assessment type duties. Coach Kristy did not at anytime during our 12 emails back and forth discussions mention that it would be a group Herballife recruitment. It was as the others in the video said a few senior people got up and said about how much money you can make and how fast. Than the break where they had all the new coaches go around the room with all the prospective recruits and basically ask them to sign up or "to get their License to Sell" for \$104.00. They call the suite their office, it has a smoothie bar there and they clear it out for there free boot camp , dance and exercise classes. They all said the same things and really laid it on thick as molasses with their rags to riches stories. It sounds like a pyramid scheme and even if someone did buy their over priced products after looking into the ingredients they are not even a good nutritional supplement. Thank You --- CA Source: Web Form --- CA Status: Closed		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	CA04-USER	Entry Date:	3/18/2014
Updated By:		Updated Date:	
Complaint Source:	California, Attorney General	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	3/18/2014	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:		Cross Border Complaint?:	No
Consumer Information			
Consumer			
Complaining Company/Org:		Last Name:	(b)(6)
First Name:	(b)(6)	Address 2:	(b)(6)
Address 1:	(b)(6)	State:	Hawaii
City:	CARMICHAEL	Country:	UNITED STATES
Zip:	(b)(6)	Work Number:	
Home Number:	(b)(6)	Ext:	
Fax Number:		Age Range:	
Email:	(b)(6)	Soldier Status:	
Military Service Branch:			
Soldier Station:			
Subject			
Subject:	Herbalife International Of America, Inc.		
Address:	P. O. Box 80210		

City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	
Area Code:	866	Phone Number:	8664744
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 11 / Consumer Sentinel Network Complaints			
Reference Number:	52069113	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	No
Comments:	CMS # 14009748 03/11/2014 MAIL: The consumer sent in a copy of the letter and documentation sent to the Senator Markey. The consumer is writing to express their concerns about Herbalife's incomplete and misleading February 18, 2014 response to a letter dated January 23, 2014 requesting information about the company's business practices. In the letter Herbalife was asked about, (1) the company's compensation system, (2) the rates at which Herbalife distributors fail, (3) the extent to which Herbalife distributors sell Herbalife products to genuine retail customers outside the distribution network, and (4) Herbalife's targeting of ethnic and socioeconomic minorities. Herbalife ignored most of your questions. To the extent Herbalife attempt to answer your questions, we think the few answers it gave were incomplete or highly misleading. The consumer sent in supporting information and documentation.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	STAYLORROBINS	Entry Date:	3/11/2014
Updated By:	STAYLORROBINS	Updated Date:	3/11/2014
Complaint Source:	Federal Trade Commission	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:	Unknown	Agency Contact:	Mail
Complaint Date:	3/11/2014	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:	No	Dispute with Credit Bureau - Resolved to Satisfaction?:	No
Member of armed forces or dependent?:	No	Cross Border Complaint?:	No
Consumer Information			
Consumer			
Complaining Company/Org:	(b)(6)		
First Name:	(b)(6)		
Address 1:	(b)(6)		
City:	New York	State:	New York
Zip:	(b)(6)		
Home Number:	(b)(6)		
Fax Number:			
Email:			
Military Service Branch:			
Soldier Station:			
Work Number:			
Ext:			
Age Range:			
Soldier Status:			
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	United States

Email:		URL:	
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 12 / Consumer Sentinel Network Complaints			
Reference Number:	52046221	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	No
Comments:	<p>I was selling cars at the time that Mr. Vizina came on my lot and bought two cars from my fellow salesman. After Dan, the salesman on the deal, introduced me to Al, I asked what he did. He told me he did Herbalife and if i ever heard of it. I replied,"no." He asked me if i was interested in having a side business to make extra money and I said yes. so he invited me to his house. That night, my wife and I went to his house. Al treated my wife and I to some Herbalife tea, which was nice, as he preceded to tell us about Herbalife. I decided to sign up right then for \$72.95. I paid cash. I was written a receipt and was instructed how to take the free product that came in the business kit. My wife lost 10 pounds in two weeks after taking the product, and many people noticed her results cause she's only 5 feet tall. Her friends then cornered her and made her tell them that she was taking a weightloss product and it was herbalife. She took \$700.00 worth of orders that night, and we had to ask Al how to order herbalife. Al then explained to me how to order at a higher discount level because I already had 4 orders totaling \$700. I decided to order a supervisor order which cost me \$2,750. My wife and I sold it all at retail price in 2 months and had to start reordering. We made \$1,000 profit on my initial order. And for the last 19 years, I am thoroughly convinced joining Herbalife was the best business decision I've ever mad in my life. And now for my complaint, the FTC and SEC, continues to let Mr. billionaire, Bill Ackman, use "contributions" to certain organizations to try to tear down a company that has legally helped so many people with their weight issues, feeds starving kids around the world, and has helped so many "undereducated" people, like me, have a normal (\$5,000-\$7,000 a month) life. The fact is Bill Ackman would not be trying to sabotage Herbalife if it was private. The fact is his analyst, Shane Dinneen, handed Bill Ackman inaccurate information, misapplying retail rewards as recruiting rewards in the VanderNat Keep paper. This misapplication was all busted out on the investor's blog Seeking Alpha. Everybody knows this is true, and we are all waiting for the FTC to put an end to Bill Ackman's circus. I know that the FTC knows these things. I know the FTC has not been asleep at the wheel for 34 years of Herbalife's existence. Bill Ackman has gotten so out of hand he is trying to manipulate the market by making press about Herbalife's Chinese business, something that has no place in his original short thesis. It's all about sabotage so his company, Pershing Square can profit from an initial screwed up analysis. I'm pleading with the FTC as a "normal joe". Please put an end to his circus. I, as I'm sure many other people, have lost money in the stock market because of his manipulation. I'm not sure what Bill Ackman is doing is legal or not, but it shouldn't be. Bill Ackman is doing nothing more than trying to destroy an American company, that has American workers with pensions, that has American distributors worldwide, that ships American made products around the world, and that shines a wonderful American corporate face in foreign nations, so his company won't lose money in a reckless corporate bet. Thank you for your time.</p>		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	3/8/2014
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$73.00	Amount Paid:	\$73.00
Payment Method:	Cash	Agency Contact:	Internet
Complaint Date:	3/8/2014	Transaction Date:	4/6/1995
Initial Contact:	In Person	Initial Response:	In Person
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	No	Cross Border Complaint?:	No
Consumer Information			
Consumer			

Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Mount Vernon	State:	Washington
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	50 - 59
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Herbalife International		
Address:			
City:	Los Angeles	State/Prov:	California
ZIP:		Country:	United States
Email:		URL:	Herbalife.com
Area Code:	310	Phone Number:	4106900
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Al Vizina	Title:	Ind Herbalife Distributor

Record # 13 / Consumer Sentinel Network Complaints			
Reference Number:	52744053	Originator Reference Number:	572145
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	No
Comments:	<p>Esperanza Garcia became a Herbalife (HLF) distributor in 2000 and sold HLF for one year. A family member was taking HLF and lost weight. Esperanza wanted to lose weight so she became a distributor so she could take HLF to lose weight while receiving the distributor 50% discount. She was very enthusiastic about taking and selling HLF in the first two months, in part because she was able to lose 20 lbs in a month. Her family took notice and she was able to make them clients and recruit 3 people in order to help with her points to keep her discount. She began to receive complaints from some of her clients, including family members, about the product not helping them lose weight like she did. This worried her. Esperanza's supervisor told her in order to be successful she needed to recruit distributors primarily as well as sell the product. In order to achieve her sales and recruiting goals, he told her she needed to buy a suit to look professional when approaching people in the street. She then had to persuade them to attend meetings with her. She attended 7 meetings where she had to pay for an entrance fee. In these meetings, she heard testimonies of people who not only were successful in their weight loss goals (seeing before and after pictures) but also distributors who claimed to get rich from selling HLF. In these meetings, checks for large sums of money were shown to demonstrate to everyone that anyone can get rich selling HLF. She met many people at these meetings who felt they were lured to the meetings under false pretenses. These people would see a flyer posted stating if they were looking for a job, call a number. They'd call, be given an appointment day and time, and would show up to find out it was a large HLF meeting. Some people were drawn in and stayed because of the promises of success and the testimonies, and some left angry because they felt lied to. Esperanza spent a lot of time and effort on selling and recruiting. Her husband became frustrated because she was working so hard and not seeing a return. She only received one check from the company for \$450 after she recruited her first distributor but after that, she never saw another cent from the company. She decided to stop being a HLF distributor when she sold the product to a friend's daughter. The daughter began consuming the product and soon had a stroke and was hospitalized. Esperanza heard rumors from clients that the mother of the sick daughter wanted to sue her. She panicked and called her supervisor for advice. He told her not to worry because the company would be sued, not her. They would take care of any problem because they had lawyers. The product only contained vitamins so it couldn't possibly have been the cause for the stroke. Without the help and support of her husband as well as the threat of being sued, Esperanza did not want to be held liable so she decided to stop selling HLF. "A client of mine had a stroke and was hospitalized shortly after beginning to consume HLF and her mother was going to sue me. I panicked but my supervisor told me not to worry because the company would be sued, not me. I didn't want to risk it so I got out! It wasn't worth the trouble." o I was a distributor for 1 year. o Family became upset with me because they weren't getting same weight loss result as I did. o I was almost sued after a client of mine had a stroke shortly after beginning to consume HLF. o My husband was upset with me and did not support me selling HLF because I was dedicating too much time and effort and wasn't seeing any profit. Total loss including time, meeting/training fees, investment in product - approximately \$6,500 over 1 year. --- CA Source: Web Form --- CA Status: Closed</p>		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	CA04-USER	Entry Date:	3/5/2014
Updated By:		Updated Date:	
Complaint Source:	California, Attorney General	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	3/5/2014	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
			No

Member of armed forces or dependent?:		Cross Border Complaint?:	
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	LOS ANGELES	State:	California
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Herbalife International Of America, Inc.		
Address:	P. O. Box 80210		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	
Area Code:	866	Phone Number:	8664744
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 14 / Consumer Sentinel Network Complaints	
Reference Number:	52744110
Originator Reference Number:	572109
Language:	English
Contact Type:	Complaint
Source:	Organization
DNC?	No
Comments:	<p>(b)(6) became Herbalife (HLF) distributors in 2001 and sold HLF for approximately 10 years. They first began to consume HLF for her health and their children's health. She was invited to a meeting in Commerce where she heard testimonies from people who were making a lot of money as distributors. She heard the testimony of an older woman who could not read or write, a picture of her old ranch house was shown, and then a picture of her huge house was shown after. (b)(6) thought that if this woman could make hundreds of thousands selling HLF, so could she. She continued to attend these meetings where pictures of mansions were on display, expensive cars, yachts, weight loss stories, and stories from people who said they were struggling financially but once they became a part of the company, they made money and were rich. She even heard stories of people who claimed to have been sponsored by HLF for US citizenship. These testimonies continued to motivate (b)(6) to keep recruiting people and selling the product. At some point, she noted the stories and information in meetings was the same every time so she stopped attending. Especially since she was paying \$25 every time she attended the meeting - went to roughly 15 meetings. At the time, and still to this day, (b)(6) and (b)(6) owned a bakery. They worked more than full time, and also dedicated hours throughout her day to recruiting distributors and selling HLF to customers. They recruited approximately 15 people through her hard work and her supervisor was able to move up to "Team World." She continued to feel pressured to recruit more distributors and she was invited to an extravaganza but could not attend because it was too expensive. She was told that once she has a potential client, she needed to visit them in their home, ask about their life story, so she could gain their trust and then sell them the product and work to get them to become a distributor. (b)(6) was not comfortable with this and didn't think manipulating people was correct. Because (b)(6) worked together dedicating time to selling HLF, they would drive together to go pick up their product from the Carson warehouse. They spent time and gas because had so many customers, had to visit the warehouse frequently. There, they were charged shipping and was told it was company policy. (b)(6) began to experience tension in their marriage because he was upset that they were both wasting time and effort while also trying to run a successful business and were not receiving a return on their investment. (b)(6) was approached to open up a nutritional center and it was then that she realized she no longer wanted to be a HLF distributor. As a bakery owner, she understood health codes and proper handling of food and knew that the nutritional centers had to be in violation of health codes. She did not want to be held liable so she and her husband stopped selling HLF. They were also told to sell their business and dedicate themselves full time to selling HLF. At the end, she had a lot of leftover product and tried to return it to the company but was given the run around. "I would not recommend anyone sell HLF. You invest a lot of time and money in the hopes of earning an extra income but you end up not seeing a return on your investment and leftover product you can't even return." Total loss including our time, gas, investment in product, cost of entrance fees to meetings, approximately \$460,000 over 10 years. The Attorney General needs to investigate this company's business practices. --- CA Source: Web Form --- CA Status: Closed</p>
Was the complaint resolved?:	Complaint Resolution:
Data Reference:	
Entered By:	CA04-USER
Entry Date:	3/5/2014
Updated By:	Updated Date:
Complaint Source:	California, Attorney General
Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	Amount Paid:
Payment Method:	Agency Contact:
Agency Contact:	External Agency
Complaint Date:	3/5/2014
Transaction Date:	
Initial Contact:	Initial Response:
Statute/Rule:	Law Violation:
Topic:	Dispute with Credit Bureau?:
Dispute with Credit Bureau - Responded?:	Dispute with Credit Bureau - Resolved to Satisfaction?:
	No

Member of armed forces or dependent?:		Cross Border Complaint?:	
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	LOS ANGELES	State:	California
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Herbalife International Of America, Inc.		
Address:	P. O. Box 80210		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	
Area Code:	866	Phone Number:	8664744
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 15 / Consumer Sentinel Network Complaints	
Reference Number:	52744152
Originator Reference Number:	572108
Language:	English
Contact Type:	Complaint
Source:	Organization
DNC?	No
Comments:	<p>(b)(6) became Herbalife (HLF) distributors in 2001 and sold HLF for approximately 10 years. They first began to consume HLF for her health and their children's health. She was invited to a meeting in Commerce where she heard testimonies from people who were making a lot of money as distributors. She heard the testimony of an older woman who could not read or write, a picture of her old ranch house was shown, and then a picture of her huge house was shown after. (b)(6) thought that if this woman could make hundreds of thousands selling HLF, so could she. She continued to attend these meetings where pictures of mansions were on display, expensive cars, yachts, weight loss stories, and stories from people who said they were struggling financially but once they became a part of the company, they made money and were rich. She even heard stories of people who claimed to have been sponsored by HLF for US citizenship. These testimonies continued to motivate (b)(6) to keep recruiting people and selling the product. At some point, she noted the stories and information in meetings was the same every time so she stopped attending. Especially since she was paying \$25 every time she attended the meeting - went to roughly 15 meetings. At the time, and still to this day, (b)(6) owned a bakery. They worked more than full time, and also dedicated hours throughout her day to recruiting distributors and selling HLF to customers. They recruited approximately 15 people through her hard work and her supervisor was able to move up to "Team World." She continued to feel pressured to recruit more distributors and she was invited to an extravaganza but could not attend because it was too expensive. She was told that once she has a potential client, she needed to visit them in their home, ask about their life story, so she could gain their trust and then sell them the product and work to get them to become a distributor. (b)(6) was not comfortable with this and didn't think manipulating people was correct. Because (b)(6) worked together dedicating time to selling HLF, they would drive together to go pick up their product from the Carson warehouse. They spent time and gas because had so many customers, had to visit the warehouse frequently. There, they were charged shipping and was told it was company policy. (b)(6) began to experience tension in their marriage because he was upset that they were both wasting time and effort while also trying to run a successful business and were not receiving a return on their investment. (b)(6) was approached to open up a nutritional center and it was then that she realized she no longer wanted to be a HLF distributor. As a bakery owner, she understood health codes and proper handling of food and knew that the nutritional centers had to be in violation of health codes. She did not want to be held liable so she and her husband stopped selling HLF. They were also told to sell their business and dedicate themselves full time to selling HLF. At the end, she had a lot of leftover product and tried to return it to the company but was given the run around. "I would not recommend anyone sell HLF. You invest a lot of time and money in the hopes of earning an extra income but you end up not seeing a return on your investment and leftover product you can't even return." Total loss including our time, gas, investment in product, cost of entrance fees to meetings, approximately \$460,000 over 10 years. The Attorney General needs to investigate this company's business practices. --- CA Source: Web Form --- CA Status: Closed</p>
Was the complaint resolved?:	
Complaint Resolution:	
Data Reference:	
Entered By:	CA04-USER
Entry Date:	3/5/2014
Updated By:	
Updated Date:	
Complaint Source:	California, Attorney General
Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	
Amount Paid:	
Payment Method:	
Agency Contact:	External Agency
Complaint Date:	3/5/2014
Transaction Date:	
Initial Contact:	
Initial Response:	
Statute/Rule:	
Law Violation:	
Topic:	
Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Resolved to Satisfaction?:	
	No

Member of armed forces or dependent?:		Cross Border Complaint?:	
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	LOS ANGELES	State:	California
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Herbalife International Of America, Inc.		
Address:	P. O. Box 80210		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	
Area Code:	866	Phone Number:	8664744
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 16 / Consumer Sentinel Network Complaints			
Reference Number:	51515769	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	No
Comments:	CMS#14009666 02/20/2014 MAIL: The consumer is writing to express support for Sen. Markey's call for the Commission to examine Herbalife's business practices. The Senator's letter relates constituent allegations of a number of deceptive and unfair Herbalife practices, which have long been recognized by objective industry observers and clearly violate the prohibitions set forth in Section 5 of the FTC Act. The Senator also references Herbalife SEC filings, which seem to infer that the company is in fact, an illegal pyramid scheme. Well-documented evidence suggests that similar ongoing deceptive and unfair practices are widespread throughout the multi-level marketing industry. The consumer enclosed the letter from the Senator.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	STAYLORROBINS	Entry Date:	2/20/2014
Updated By:	STAYLORROBINS	Updated Date:	2/24/2014
Complaint Source:	Federal Trade Commission	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:	2/24/2014	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:	No	Dispute with Credit Bureau - Resolved to Satisfaction?:	No
Member of armed forces or dependent?:	No	Cross Border Complaint?:	No
Consumer Information			
Consumer			
Complaining Company/Org:	SCAMM.org		
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:	(b)(6)	Address 2:	(b)(6)
City:	Ft. Collins	State:	Colorado
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	

Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 17 / Consumer Sentinel Network Complaints			
Reference Number:	51426414	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	No
Comments:	i was approached and asked to attending a meeting. i went to what looked liked a empty store and listened to a marketing presentation. the speaker asked everyone to pay \$57 or \$90 to "buy in" to herbalife . the speaker showed two videos of other distributors who claimed to make millions in income from selling herbalife . The speaker said if we signed up and became a supervisor we would have the opportunity to make money from recruiting others. in order to become a supervisor we had to buy \$2600 of product then sell it to friends/ family. the whole thing seems (based on what i read on your website) to be a pyramid scheme since the distributor amd the people in the videos that were played said recruiting is how you make all the money.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	2/19/2014
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$57.00	Amount Paid:	\$0.00
Payment Method:		Agency Contact:	Internet
Complaint Date:	2/19/2014	Transaction Date:	10/18/2013
Initial Contact:	In Person	Initial Response:	In Person
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	No	Cross Border Complaint?:	No
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	
Address 1:	(b)(6)	Address 2:	
City:	Galloway	State:	New Jersey
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	20 - 29
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	California
ZIP:		Country:	United States
Email:		URL:	Herbalife.com
Area Code:		Phone Number:	

Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Morgan	Title:	Independent distributor

Record # 18 / Consumer Sentinel Network Complaints			
Reference Number:	51371422	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	No
Comments:	A couple of Herbalife ' product vendors have told me, on separate occasions, "If you really want to make money you need to recruit, that is the secret of success in this company, you make few money just by selling the products" Also, It makes me mad that these vendors promise richness to my latino people and the only fruits of those promises Is sad faces after a broken illusion of having started an unsuccessful Herbalife club. Herbalife clubs open and close like popcorn in Edinburg, McAllen, SanJuan, Pharr and Las Milpas I know this because I travel these areas because of my responsibilities. Ir hurts me to see my people ripped off by Herbalife false promises.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	2/15/2014
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$130.00	Amount Paid:	\$130.00
Payment Method:	Cash	Agency Contact:	Internet
Complaint Date:	2/15/2014	Transaction Date:	
Initial Contact:	In Person	Initial Response:	In Person
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	No	Cross Border Complaint?:	No
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Edinburg	State:	Texas
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	

Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 19 / Consumer Sentinel Network Complaints			
Reference Number:	51132102	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	No
Comments:	The consumer calling anonymously on behalf of his niece. He did not want to leave any contact info. He has a complaint against a multi-marketing company, Herbalife . The consumer has invested money in the company and he wants her money to be refunded.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	DTOMS	Entry Date:	2/1/2014
Updated By:		Updated Date:	
Complaint Source:	FTC Call Center	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$2,300.00	Amount Paid:	\$2,300.00
Payment Method:	Credit Card	Agency Contact:	Phone
Complaint Date:	1/31/2014	Transaction Date:	
Initial Contact:	I Initiated Contact	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:	No	Dispute with Credit Bureau - Resolved to Satisfaction?:	No
Member of armed forces or dependent?:	No	Cross Border Complaint?:	No
Consumer Information			
Consumer - 1			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	anonymous
Address 1:		Address 2:	
City:		State:	
Zip:		Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Consumer - 2			
Complaining Company/Org:			
First Name:	anonymous	Last Name:	anonymous
Address 1:		Address 2:	
City:		State:	
Zip:		Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	

Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 20 / Consumer Sentinel Network Complaints			
Reference Number:	51920161	Originator Reference Number:	12160000332258
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	No
Comments:	felix disbutor herbal life spoke spanish with translator did tell me all the info just for my recruit customer too use not for all online anybody buy! bought products \$4,000 for me and on hand ship. thinking online business that they would see my website 24/7. i was not told just for clients that recruit that can order from there. I wasted gas too herb life 301 waters ave tampa fl about \$160. plus store shade 120.00. Now repeated call,email ask shipping instruction return items and closed my website,and refrund. never contacted me or email or mail me anything. --- Additional Comments: I want paid shipping label for all products i bought ,and closed website.refund mailed to home addressfyi recatl bleeding, nausea, layed up bed 2months.		
Was the complaint resolved?:	y	Complaint Resolution:	ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.
Data Reference:			
Entered By:	BBBSANCA-USER	Entry Date:	1/27/2014
Updated By:	BBBSANCA-USER	Updated Date:	4/24/2014
Complaint Source:	BBB CA San Jose	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	1/27/2014	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:		Cross Border Complaint?:	No
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
Address 2:			
City:	RUSKIN	State:	Florida
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Herbalife International Of America, Inc.		
Address:	800 W Olympic Blvd #406		
City:	Los Angeles	State/Prov:	California
ZIP:		Country:	United States

Email:		URL:	www.herbalife.com
Area Code:	310	Phone Number:	4109600
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 21 / Consumer Sentinel Network Complaints			
Reference Number:	50759493	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	No
Comments:	MAIL: Consumer states that Herbalife International of America Inc needs to be investigated. Consumer states he worked for htme for 2 years and believes they are working a pyramid scheme based on the FTC's definition. - Consumer requested additional fulfillment. CMS# 14009499: MAIL UPDATED 01/22/2014: The consumer sent in another letter requesting the FTC to investigate Herbalife. The consumer worked for Herbalife, as a distributor, from December 2011 through December 2013. The consumer strongly believes that the corporation is operating as a pyramid scheme based on the definition as determined by the FTC. The consumer believes the corporation has developed and perpetuates an ongoing complex set of deceptive practices that have defrauded the consumer and potentially thousands of other people. The consumer has sustained significant financial losses because of these practices. The consumer is seeking potential legal options and will be willing to work with the FTC. SROBINSON		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	SDAVIS1	Entry Date:	1/10/2014
Updated By:	STAYLORROBINS	Updated Date:	1/29/2014
Complaint Source:	FTC Call Center	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:	Unknown	Agency Contact:	Mail
Complaint Date:	1/29/2014	Transaction Date:	12/1/2011
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:	No	Dispute with Credit Bureau - Resolved to Satisfaction?:	No
Member of armed forces or dependent?:	No	Cross Border Complaint?:	No
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Chattanooga	State:	Tennessee
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Military Service Branch:			
Soldier Station:			
Subject			
Subject:	Herbalife International Of America Inc		
Address:	800 W Olympic Blvd. Ste 406		
City:	Los Angeles	State/Prov:	California

ZIP:	90015	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 22 / Consumer Sentinel Network Complaints			
Reference Number:	50504536	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	No
Comments:	MAIL: City Council Member of Boston, MA is requesting that the FTC investigate Herbalife operating and illegal pyramid scheme. Details attached.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	SMORGANBAILEY	Entry Date:	1/2/2014
Updated By:	SMORGANBAILEY	Updated Date:	1/6/2014
Complaint Source:	Federal Trade Commission	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:	Unknown	Agency Contact:	Mail
Complaint Date:	1/6/2014	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:	No	Dispute with Credit Bureau - Resolved to Satisfaction?:	No
Member of armed forces or dependent?:	No	Cross Border Complaint?:	No
Consumer Information			
Consumer			
Complaining Company/Org:	Boston City Council District 5		
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:	(b)(6)	Address 2:	(b)(6)
City:	Boston	State:	Massachusetts
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	
Fax Number:	(b)(6)	Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	

Representative Name:	Title:
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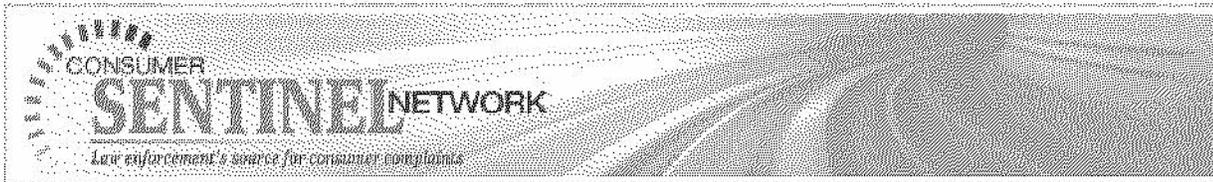
Record # 23 / Consumer Sentinel Network Complaints			
Reference Number:	50155443	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	No
Comments:	CMS: 14009153. Mail: Consumer reports that Herbalife operates as a pyramid scheme and unfairly targets ethnic minorities. Consumer indicates Herbalife targets those with no business experience or ability to asses risk and 80% of distributors make nothing.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	LSENIOR	Entry Date:	12/18/2013
Updated By:	LSENIOR	Updated Date:	12/19/2013
Complaint Source:	Federal Trade Commission	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:	12/19/2013	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:	No	Dispute with Credit Bureau - Resolved to Satisfaction?:	No
Member of armed forces or dependent?:	No	Cross Border Complaint?:	No
Consumer Information			
Consumer			
Complaining Company/Org:	True Way Missionary Baptist Church		
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Los Angeles	State:	California
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:		Subject ID Type:	

Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

 **Do Not Call Complaints**

Record # 1 / Do Not Call Complaints			
Reference Number:	52973031	Is Phone in Registry?:	Yes
Complaint Date:	4/13/2014	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Internet
Transaction Date:	4/10/2014	Transaction Time:	10:00:00 AM
Existing Business Relationship?:	No	Pre-recorded message?:	Yes
Requested entity to stop calling?:	Yes		
Comments:	This is a recorded message in Spanish. I looked up the phone number on the internet to discover who it belonged to. I don't speak Spanish and they don't speak English. This is their website: https://www.goherbalife.com/agustinluna		
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:	(b)(6)	Address 2:	
City:	Oakland	State/Prov:	California
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Agustin Luna Herbalife Distributor	State:	Oregon
Country Code:		Phone Number:	(503) 8495865





Record Details

Consumer Sentinel Network Complaints

Record # 1 of 100 / Consumer Sentinel Network Complaints	
Reference Number:	22669735
Originator Reference Number:	
Language:	English
Contact Type:	Complaint
Source:	Consumer
DNC?	N
Comments:	On 02/25/09 signed up as an Independent Distributor and paid with debit card an amount of \$299.00. Next day over phone talks with Manager, Lynda Cromar, because of 50% commission on each sale, upgraded to Supervisor and paid with my Discover credit card \$3,484.28. With my visa debit/credit card I paid \$24.95 on 03/26/09 for PTI Registration, on 03/30/09 paid Herbalife yearly pro-pay \$29.95, \$12.99 domain purchase, \$12.95 herbalife Touch Tone phone and on 04/20/09 \$19.95 PTI monthly auto debit from my bank's checking account. Cancelled distributorship on April 23, 2009 (since March 25, 2009) well within 30 days legal cancellation time. When upgraded to Supervisor, the company send supplies of 20 customers. Lynda Cromar over phone assured that she would help sell those five boxes of supplies. Company's reply to my resignation say no words about taking back the unopened boxes of supplies and refund of money paid.
Entered By:	FTCCIS-FTCUSER
Entry Date:	5/7/2009
Updated By:	
Updated Date:	
Complaint Source:	PUBLIC USERS - CIS
Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$3,884.00
Amount Paid:	\$3,884.00
Payment Method:	Discover Credit Card
Agency Contact:	Internet
Complaint Date:	5/7/2009
Transaction Date:	3/25/2009
Initial Contact:	Internet/E-mail
Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)
Law Violation:	Deception/Misrepresentation
Topic:	
Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N
Dispute with Credit Bureau over 45 days?:	N
Consumer	
Complaining Company/Org.:	
First Name:	(b)(6)
Last Name:	(b)(6)
Address 1:	
Address 2:	
City:	Maricopa
State/Prov:	Arizona
ZIP:	(b)(6)
Country:	UNITED STATES
Home Number:	
Work Number:	(b)(6)
Fax Number:	
Ext:	
Email:	
Age Range:	65 - 69
Subject	
Subject:	Herbalife International Of America Inc.
Address:	P.O.Box 80210

City: Los Angeles	State/Prov: California
ZIP: 90080-0210	Country: United States
Email:	URL: www.herbalifesitemap.com
Area Code: 866	Phone Number: 6174273
Ext:	
Representative Name: Jan / Lynda Allison / Cromar	Title: Ind. Distributor / Manage

Record # 2 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	22172283	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	<p>I want to ensure that others are not harmed in the way that I was. In December 2008, I foolishly fell into the online trap of a Work at Home Program through Herbalife. The people were smooth talkers and said all the right things that attracted me to the business. All the motions to put the plan into action had to happen quickly. I had to purchase \$4,200.00 worth of product in order to start the business. It is now March, I cancelled my association with Herbalife/Global Home Business System on January 30th (approx 1 month after commencing) when I saw discrepancies in what they had promised would happen and what was reality. I was told to lie to others (mostly US citizens) to recruit members for the pyramid. I had to pay for leads to recruit others into the pyramid and was to be compensated for bringing them in. In total, I had approximately 30 people who I was selling or recruiting and they in turn, have lost money. In total, I lost about \$8,000.00, I do not know what the others lost. Like others, I had lost my job and was looking to get myself back into the work force. I was told that you had to spend money to make money to be self employed and I believed in that. I am educated and was in the insurance business for over 25 years and yes, I should have known better. I did receive a refund of approximately \$2,900.00 for my returned products from Herbalife but that was a battle unto its own. I did not get any refund for the balanced of the money spent. I want to pursue this further and to ensure others are not harmed in this way. As the government recently said, "Canadians and Americans are already victims in many ways with the economic downturn and we don't want anyone in a position to exploit them further". I am looking for compensation from Herbalife of my additional costs(I've been told to get in the line behind the others who are claiming the same). I am writing to you in hopes to take it further to help others who get caught in this trap. I feel Herbalife and Global Home Business Systems operate as a Pyramid Scheme Sincerely, (b)(6)</p>		
Entered By:	FTCCIS-FTCUSER	Entry Date:	3/26/2009
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$4,200.00	Amount Paid:	\$6,511.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	3/26/2009	Transaction Date:	12/4/2008
Initial Contact:	Internet/E-mail	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:	(b)(6)		
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:	(b)(6)		
City:	Barrie	State/Prov:	Ontario, Canada
ZIP:		Country:	CANADA
Home Number:	(b)(6)	Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)		
Subject			
Subject:	Herbalife & Global Home Business System		
Address:	32 Chase		
City:	Christina Lake	State/Prov:	British Columbia, Canada
ZIP:	V0H1E2	Country:	Canada
Email:	deanmandryk@shaw.ca		
Area Code:	250	URL:	
		Phone Number:	4479056

Ext:		
Representative Name:	Sharon Wallace	Title: Upline

Record # 3 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	21264277	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	The information is presented as an at home business called Global Home Business Systems. One pays \$9.95 to receive a DVD, FedExed overnight, to look at before being contacted via telephone for a pre-set appointment, where one is "evaluated". Unless one cancels, there is an additional charge of \$39.95. At no time during any of the initial emails or first call is one told this is Herbalife or MLM. Neither the DVD, accompanying booklet, or cover letter sent with the DVD mention this is Herbalife or MLM. Not until the phone call do they mention it is Herbalife. Afterwards, I Googled "Global Home Business Systems" and found many complaints about this practice. Had I known this was Herbalife and MLM upfront, I would not have spent any time or money with this company.		
Entered By:	FTCCIS-FTCUSER	Entry Date:	12/31/2008
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$10.00	Amount Paid:	\$10.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	12/31/2008	Transaction Date:	12/29/2008
Initial Contact:	Initiated Contact	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Culver City	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:			
Ext:			
Age Range:	50 - 59		
Subject			
Subject:	Merelle Worldwide (herbalife Distributor)		
Address:	804 Port America Suite 400		
City:	Grapevine	State/Prov:	Texas
ZIP:	76051	Country:	United States
Email:	joycelyn_tresch@msn.com	URL:	
Area Code:	228	Phone Number:	2163335
Ext:			
Representative Name:	Joycelyn Tresch	Title:	

Record # 7 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	20825454	Originator Reference Number:	
Language:	English	Contact Type:	Request for Information
Source:		DNC?	N
Comments:	Consumer has contacted the FTC, to inquire / request information about, a company named Herbalife International of America, Inc. Consumer stated she wanted to know if the company was a legitimate business.		
Entered By:	RBERMUDEZ	Entry Date:	11/7/2008
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Bus Opps\Franchises\Distributorships Work-At-Home Plans
Amount Requested:	\$3,000.00	Amount Paid:	\$0.00
Payment Method:		Agency Contact:	Phone
Complaint Date:	11/7/2008	Transaction Date:	10/1/2008
Initial Contact:	Internet Web Site	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP) Franchise Rule	Law Violation:	Breach of Contract
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	PLYMOUTH	State/Prov:	Minnesota
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International Of America, Inc.		
Address:	950 West 190th Street		
City:	Torrance	State/Prov:	California
ZIP:	90080	Country:	United States
Email:		URL:	http://www.herbalife.com
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:		Title:	

Record # 8 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	20494548	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Here is the body of the SPAM email in its entirety. It was unsolicited, I have no relationship with this company, and there is no opt out option: Dear Future Customer, Mary and I are Herbalife Independent Distributors. We are the leading health and nutrition company and have been for the past 28 years. We are now currently in 66 countries and expanding rapidly. In our first year we achieved more than \$2 million in sales. Last year, we almost reached the \$3.5 BILLION mark. Herbalife has truly life changing inner nutrition products. They can help with many diet related issues including: Obesity, High Blood Pressure, Cholesterol and Triglycerides levels, Migraines, Diabetes, Allergies, Asthma, Ulcers, Sleep Disorders, Arthritis, Fibromyalgia, Osteoporosis, HRT, PMS and ADD (to name a few). We are offering you 5% up to 25% discount on your next product order for each referral that places an order within the next 30 days. If you are not interested at this time in our products, we would still extend an offer for referrals. We will give you 5% of any first time order from a referral that mentions your name. We are eager to begin working with people who would like to improve their health and wellness. If you know of anyone who would to have more energy, feel better, gain needed weight or lose weight, please give him or her our number. Our number one attraction is our ability to help people lose weight while improving their health through better nutrition. Our average customer loses from 15 - 30 pounds in a month... safely!! Call us at (515) 720-8696 or visit www.SoLongInches.com for more information. Or... are you interested in Working From Home? We will be glad to send you some information about our incredible home-based business that everybody can start part-time around their schedule without interrupting what they are currently doing. The company is currently running a special promotion. It allows us to loan our training package to anyone we know FREE of charge for a three-day period. I don't know if this would interest you at all, but I did think that since it was free, I would extend that offer to you. You can earn \$500 - \$1,500 part-time! We look forward to hearing from you! Mark and Mary Parmenter Independent Herbalife Distributors (515) 720-8696 www. SoLongInches.com		
Entered By:	FTCCIS-FTCUSER	Entry Date:	10/6/2008
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Internet Access Services
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:	Not Reported	Agency Contact:	Internet
Complaint Date:	10/6/2008	Transaction Date:	10/3/2008
Initial Contact:	Internet/E-mail	Initial Response:	Unknown
Statute/Rule:	CAN-SPAM Act	Law Violation:	SPAM: Other/general annoyance
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Waukee	State/Prov:	Iowa
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Mark And Mary Parmenter: Independent Herbalife Distributors		
Address:			
City:		State/Prov:	
ZIP:		Country:	

Email: MarkGParmenter@msn.com	URL: www.SolongInches.com
Area Code: 515	Phone Number: 7208696
Ext:	
Representative Name: Mark and Mary Parmenter	Title:

Record # 10 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	19568692	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:		DNC?	N
Comments:	MAIL: The state of NY AG office forwarded the consumer's complaint against Herbalife International Inc. The consumer became a sales rep for the company and never rcv'd his kit until after he signed the contract. Consumer found out after he signed that the company has a no refund policy, only exchanges. No email address for consumer. - Consumer requested additional fulfillment.		
Entered By:	ikilpratrck	Entry Date:	7/16/2008
Updated By:	ikilpratrck	Updated Date:	7/16/2008
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Health Care: Dietary Supplements/Herbal Remedies
Amount Requested:	\$50.00	Amount Paid:	\$50.00
Payment Method:	Unknown	Agency Contact:	Mail
Complaint Date:	7/16/2008	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Hartsdale	State/Prov:	New York
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International Inc		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	866	Phone Number:	8664744
Ext:			
Representative Name:		Title:	

Record # 12 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	13961776	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer states that he has ordered abunch of material to distribute for his job. Consumer states that he did this through the on-line system. Consumer states that they ave put new materials out and now will not take the old materials back		
Entered By:	SSCHWARTZ	Entry Date:	6/3/2008
Updated By:	JOB: Set_TCS_Flag	Updated Date:	6/4/2008
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Work-At-Home Plans
Amount Requested:	\$500.00	Amount Paid:	\$500.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	6/3/2008
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Cleveland	State/Prov:	Ohio
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 13 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	13791147	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: cannot unsubscribe from e-mail list) Cannot unsubscribe from e-mail marketing list.		
Entered By:	JHART	Entry Date:	5/12/2008
Updated By:	JOB: Upd_internet_related	Updated Date:	5/13/2008
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Internet Access Services
Amount Requested:	\$45.00	Amount Paid:	\$45.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	5/8/2008	Transaction Date:	5/7/2008
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	CAN-SPAM Act	Law Violation:	SPAM: "Remove Me" is missing, broken, or ignored
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Gainesville	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:			
Ext:			
Age Range:	30 - 39		
Subject			
Subject:	Laurent Trust (It) Ltd, T/a 60minute Money. / Herbalife		
Address:	10391 e hwy 120		
City:	Manteca City	State/Prov:	California
ZIP:	95336	Country:	United States
Email:			
Area Code:	209	URL:	
Ext:			
Phone Number:	8235968		
Representative Name:			
Title:			

Record # 15 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	13702999	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	MAIL: The consumer writes that he visited Herbalife to obtain herbal remedies. The consumer notes that after taking them, he felt sick. The consumer also feels that Herbalife is trying to brainwash people with a food pyramid. No home #, work # or email address was provided.		
Entered By:	RBROWN1	Entry Date:	4/30/2008
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Health Care: Dietary Supplements/Herbal Remedies
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:	Not Reported	Agency Contact:	Mail
Complaint Date:	3/12/2008	Transaction Date:	3/12/2008
Initial Contact:	Unknown	Initial Response:	In Person
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Oakland Park	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 16 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	13261683	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	MAIL: The consumer wrote that she decided to rejoin Herbalife and contacted a rep who told her that it would cost \$10 to rejoin. The consumer had been a member in 2003 and was charged the \$10 for each of the years 2004, 2005, and 2006 plus the current year of 2007. When the consumer told the company that they couldn't charge her for the years that she didn't use the service she for the three years, but the company didn't agree. No alternate ph # or email address for consumer.		
Entered By:	LKILPATRICK	Entry Date:	3/14/2008
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	\$40.00	Amount Paid:	\$40.00
Payment Method:	Other Credit Card	Agency Contact:	Mail
Complaint Date:	11/26/2007	Transaction Date:	
Initial Contact:	Phone	Initial Response:	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	College Park	State/Prov:	Maryland
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	310	Phone Number:	2587155
Ext:			
Representative Name:		Title:	