Record # 17 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	13201409	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: 1 meregade, aloe vera drink , rusberry drink) i went to a mysterious job meetting, 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.		
Entered By:	RBROWN1	Entry Date:	3/10/2008
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Non-Alcoholic Beverages Other (Note in Comments)
Amount Requested:	$65.00	Amount Paid:	$0.00
Payment Method:	Not Reported	Agency Contact:	Internet
Complaint Date:	3/9/2008	Transaction Date:	
Initial Contact:	Phone	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	
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:	oaklnad park	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Herbalife		
Address:	13794 th nw 4 st suite 206		
City:	Sunrise	State/Prov:	Florida
ZIP:	33325	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	Maria Helena Ramos 03/08/2008	Title:	

Record # 18 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	13186238	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	RLOPER	Entry Date:	3/7/2008
Updated By:	JOB: Upd_internet_related	Updated Date:	3/8/2008
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	$1,204.00	Amount Paid:	$1,204.00
Payment Method:	Other Credit Card	Agency Contact:	Mail
Complaint Date:	9/9/2007	Transaction Date:	4/22/2007
Initial Contact:	Internet Web Site	Initial Response:	Internet/E-mail
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:	Norfolk	State/Prov:	New York
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 # 20 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	12414932	Originator Reference Number:	
Language:	English	Contact Type:	Request for Information
Source:	Consumer	DNC?	N
Comments:	Consumer is asking if a work at home opportunity called Online Business Systems with ~~Herbalife~~ is legitimate.		
Entered By:	EPRITSCH	Entry Date:	12/5/2007
Updated By:	JOB: Set_TCS_Flag	Updated Date:	12/6/2007
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Work-At-Home Plans
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Phone
Complaint Date:		Transaction Date:	12/5/2007
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:	Massillon	State/Prov:	Ohio
ZIP:	[illegible]	Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Online Business Systems With ~~Herbalife~~		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 22 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	11860755	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
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!		
Entered By:	WFRIDAY	**Entry Date:**	10/17/2007
Updated By:	JOB: Upd_internet_related	**Updated Date:**	10/18/2007
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Bus Opps\Franchises\Distributorships
Amount Requested:	$3,200.00	**Amount Paid:**	$3,200.00
Payment Method:	Visa Credit Card	**Agency Contact:**	Internet
Complaint Date:	10/15/2007	**Transaction Date:**	7/10/2007
Initial Contact:	Internet (Other)	**Initial Response:**	
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:	Santa Maria	**State/Prov:**	California
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	50 - 59
Subject			
Subject:	Herbalife International		
Address:	950 West 190th Street		
City:	Torrance	**State/Prov:**	California
ZIP:	90502-1001	**Country:**	United States
Email:		**URL:**	
Area Code:	310	**Phone Number:**	410-9600
Ext:			
Representative Name:	Claudya Galvan	**Title:**	

Record # 23 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	11845799	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
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 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.		
Entered By:	ASMITLEY	**Entry Date:**	10/12/2007
Updated By:	JOB: Upd_internet_related	**Updated Date:**	10/13/2007
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Work-At-Home Plans
Amount Requested:	$2,300.00	**Amount Paid:**	$4,088.00
Payment Method:	Visa Credit Card	**Agency Contact:**	Internet
Complaint Date:	10/9/2007	**Transaction Date:**	4/1/2007
Initial Contact:	Internet (Other)	**Initial Response:**	
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:	Walla Walla	**State/Prov:**	Washington
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	50 - 59
Subject			
Subject:	Herbalife International		
Address:	P.O. Box 80210		
City:	Los Angeles	**State/Prov:**	California
ZIP:	90080-0210	**Country:**	United States
Email:		**URL:**	
Area Code:	866	**Phone Number:**	866-4744
Ext:			

Representative Name:	Ann Gallup	**Title:**	

Record # 24 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	12135397	Originator Reference Number:	ICCC571593
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. 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 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		
Entered By:	IFCC	Entry Date:	10/10/2007
Updated By:	Map NW3C P/S	Updated Date:	2/20/2008
Complaint Source:	Internet Fraud Complaint Center	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	$0.00
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	10/10/2007	Transaction Date:	
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:		Law Violation:	
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:	PINE CITY	State/Prov:	Minnesota
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife Textile Co. Ltd Int Textiles Company		
Address:	Ivy Mill, Lorne Street Bolton BL47L		
City:		State/Prov:	
ZIP:		Country:	United Kingdom
Email:		URL:	
Area Code:		Phone Number:	

Ext:			
Representative Name:	Benjamin Taylor	**Title:**	

Record # 27 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	11007151	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	EANDERSON	Entry Date:	7/11/2007
Updated By:	JOB: Set_TCS_Flag	Updated Date:	8/1/2007
Complaint Source:	Office of the Chairman	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	$0.00	Amount Paid:	$0.00
Payment Method:	Unknown	Agency Contact:	Mail
Complaint Date:	7/10/2007	Transaction Date:	6/22/2007
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?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Ozark	State/Prov:	Alabama
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International		
Address:	950 West 190th Street		
City:	Torrance	State/Prov:	California
ZIP:	90502-1001	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:		Title:	

Record # 30 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	10552269	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	RLOPER	Entry Date:	5/3/2007
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	$800.00	Amount Paid:	$800.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	5/2/2007	Transaction Date:	
Initial Contact:	TV/Radio	Initial Response:	
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:	Gridley	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Herbalife International		
Address:	950 West 190th Street		
City:	Torrance	State/Prov:	California
ZIP:	90502-1001	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:	Gordon Townsend	Title:	

Record # 31 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	10503971	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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)		
Entered By:	LSHARP	Entry Date:	4/26/2007
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Shop-at-Home\Catalog Sales
Amount Requested:	$9.95	Amount Paid:	$9.95
Payment Method:	Discover Credit Card	Agency Contact:	Internet
Complaint Date:	4/25/2007	Transaction Date:	
Initial Contact:	Mail	Initial Response:	
Statute/Rule:	Mail or Telephone Merchandise Order Rule	Law Violation:	Prompt Refund Not Received
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	Y	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:	Rockford	State/Prov:	Illinois
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	E-team Online Fulfillment--herbalife, Agustin Pascual		
Address:	2029 Westgate Dr. #120		
City:	Carrollton	State/Prov:	Texas
ZIP:	75006	Country:	United States
Email:		URL:	
Area Code:	909	Phone Number:	899-7821
Ext:			
Representative Name:	Agustin(Sandy) PASCUAL	Title:	

Record # 35 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	10213230	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	JXHEINY	Entry Date:	3/13/2007
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	$145.50	Amount Paid:	$145.50
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	3/11/2007	Transaction Date:	1/27/2007
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	Mail or Telephone Merchandise Order Rule	Law Violation:	Prompt Refund Not Received
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:	Boca Raton	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	California
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	Kayra Nieves	Title:	

Record # 36 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	9978524	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	WFRIDAY	Entry Date:	2/8/2007
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Work-At-Home Plans
Amount Requested:	$2,000.00	Amount Paid:	$30.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	2/6/2007	Transaction Date:	
Initial Contact:	TV/Radio	Initial Response:	
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:	Stilwater	State/Prov:	Oklahoma
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	~~Herbalife~~		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 38 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	9685067	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	BMORGAN	Entry Date:	1/3/2007
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$290.00	Amount Paid:	$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	1/7/2006
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?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Brampton	State/Prov:	Ontario, Canada
ZIP:	(b)(6)	Country:	CANADA
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 39 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	9666667	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	MAIL: The consumer's letter was forwarded by the Georgia Dept of Law. The consumer writes that he contacted Herbalife International in regards to drawing in new customers. The consumer purchased leads that were supposed to lead him to recruits but notes that they did not. The consumer feels that the system provided was faulty. No email address was provided.		
Entered By:	RBROWN1	Entry Date:	12/28/2006
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$700.00	Amount Paid:	$700.00
Payment Method:	Not Reported	Agency Contact:	Mail
Complaint Date:	12/4/2006	Transaction Date:	12/4/2006
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?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Flowery Branch	State/Prov:	Georgia
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 41 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	9616143	Originator Reference Number:	ICCC127216
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICCC Ref # I0610062342469282:I have reason to believe that the indicated individual used sensitive data to steel my credit card out and make large international purchases. Earlier this year I began to distribute Herbalife products under this individual. One Herbalife form sent to her has highly sensitive data such as my social security number, address, phone number, etc. I needed her assistance in making one particularly large purchase, around $2,000, over the phone directly from Herbalife. The purchase was made and everything was fine. I have since become less active in the company and currently work as an ESL teacher at a company in Dallas. About three weeks ago I was astonished to see online that a credit card from my bank had just under $10,000 worth or charges that I had not made. The credit card with the fraudulant charges was never received so I am not sure how the physical card was obtained, if at all. Ontop of all of this, I have been receiving an extremely large amount of phone calls from a PRIVATE NUMBER. I never answer but they always leave a message stating the same thing. "Please call JoAnn Greentree at 1-800-707-2637. I have received a call everyday for the past two to three months. Everyttime it's the same message. I never called for fear that if I returned the call they would charge my phone a ridiculous fee or something of that nature. I finally called last Wednesday, (Oct. 4th, 2006) to find out who it was. I called from Brookhaven College's phone in Farmers Branch, Texas (my school). They immediately put me on hold then answered the call. The minute the phone was answered I thought it was Jacquelyn Bahon (with no previous suspicions about h		
Entered By:	IFCC	Entry Date:	10/6/2006
Updated By:	Map NW3C P/S	Updated Date:	1/10/2007
Complaint Source:	Internet Fraud Complaint Center	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	10/6/2006	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
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:	DALLAS	State/Prov:	Texas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife		
Address:	3010 Saint Lynda Drive		
City:	Mansfield	State/Prov:	Texas
ZIP:	76063	Country:	United States
Email:		URL:	
Area Code:	817	Phone Number:	4779427

Ext:			
Representative Name:	Jacquelyn Bahon	**Title:**	

Record # 42 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	8777628	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	(Product Name: Distributorship--Getting a refund--being mislead.) I was training to be a distributor. It's misleading and I wanted to return the materials. Bob told me to mail them back, I have emails from him stating so with the address, I did, and he sent the boxes back to me. They're giving me the run-around, and I don't know how to get my money back. He doesn't return my calls, and I'm out $3100. Who do I turn to? I paid close to $200 in shipping and I have the boxes back again.		
Entered By:	MPHILLIPS	**Entry Date:**	8/8/2006
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Bus Opps\Franchises\Distributorships
Amount Requested:	$3,100.00	**Amount Paid:**	$3,100.00
Payment Method:	MasterCard Credit Card	**Agency Contact:**	Internet
Complaint Date:	8/4/2006	**Transaction Date:**	7/10/2006
Initial Contact:	TV/Radio	**Initial Response:**	
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:	Burlington	**State/Prov:**	North Carolina
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	50 - 59
Subject			
Subject:	Herbalife International		
Address:	620 Newport Center Drive, Suite 400		
City:	Newport Beach	**State/Prov:**	California
ZIP:	92660	**Country:**	United States
Email:		**URL:**	
Area Code:	949	**Phone Number:**	7203636
Ext:			
Representative Name:	Bob Rake	**Title:**	

Record # 44 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	8543374	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: Work at Home Business) I found a "Work at Home" advertisement online and submitted my information. I was agressively convinced by the Herbalife representative to invest thousands of dollars in this "home based business". I was told to invest in websites, promotional material, etc. I later found that in order to make money, you have to buy excessive amounts of products and resell them. Months later and thousands of dollars wasted, I realized that this was a pyramid scheme. I did not like the fact that the company hid behind various names in order to conceal its identity. Nearly a year later, I am still struggling to get my life together. This scam has put me in a financial bind for many months following the initial sign-up.		
Entered By:	DCRASE	Entry Date:	7/5/2006
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$2,000.00	Amount Paid:	$1,931.00
Payment Method:	Wire Transfer - Other	Agency Contact:	Internet
Complaint Date:	7/2/2006	Transaction Date:	6/1/2005
Initial Contact:	Phone	Initial Response:	
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) redacted	Last Name:	(b)(6) redacted
Address 1:		Address 2:	
City:	Hobe Sound	State/Prov:	Florida
ZIP:	(b)(6) redacted	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	18 - 19
Subject			
Subject:	Herbalife International		
Address:	9800 S. La Cienega Blvd.		
City:	Inglewood	State/Prov:	California
ZIP:	90301	Country:	United States
Email:		URL:	
Area Code:	866	Phone Number:	8664744
Ext:			
Representative Name:	Jerry Greenen	Title:	

Record # 45 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	8534036	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Fraudulent ad: Company is advertising in job listings. Lists Gretel Tchida testimonial. Please see this link to see that Gretel Tchida would have to live 7 lives to have done all these things. This must be a fictitious person and fraudulent ad. Or maybe a real person fabricating things. "http://www.google.com/search?q=Gretel+Tchida+email&hl=en&lr=&safe=off&start=10&sa=N" "Gretel Tchida I spent 20 years stuck as a Programmer in the Engineering field" "Gretel Tchida I spent 20 years stuck as an retail sales representative" "Gretel Tchida I spent 20 years stuck as a Customer Service Agent" "Gretel Tchida I spent 20 years stuck as a banker" "Gretel Tchida I spent 20 years stuck as an Advertising and Marketing working on commission" "Gretel Tchida I spent 20 years stuck as a Human Resource job in the IT Information Technology field" "Gretel Tchida I spent 20 years stuck as an Administrative Assistant" "Independent Herbalife Distributor Gretel Tchida 6803 10 Ave Edmonton AB T6K 2T9 Phone : 780 - 440 - 6011" "http://www.google.com/search?hl=en&q=Gretel+Tchida&btnG=Google+Search" Asks for $9.95 for info pack, but then there is a $38 materials pack and a $299 product sample pack. And then distributor lures new person to sign up for tape training that costs each month. I think this is a pyramid scheme.		
Entered By:	RBROWN1	Entry Date:	7/3/2006
Updated By:	JOB: Upd_internet_related	Updated Date:	7/4/2006
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Employ Agencies\Job Counsel\Overseas Work
Amount Requested:	$350.00	Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	6/29/2006	Transaction Date:	6/29/2006
Initial Contact:	Internet (Other)	Initial Response:	
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)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:		State/Prov:	Location Not Reported
ZIP:		Country:	LOCATION NOT REPORTED
Home Number:		Work Number:	
Fax Number:	(b)(6)	Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	Gretel Tchida	Title:	

Record # 46 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	8466034	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	MAIL: Complaint forwarded by the CA Dept of Consumer Affairs for action by FTC. Consumer has complaint against Herbalife International of America. Consumer sent for info and called upon receipt. Consumer was told they would send product to start his business at $3.99. Consumer found ou the company charged him $399 on unknown cc. Consumer was told they would refund the $399. No alternate ph# provided or email.		
Entered By:	JHART	**Entry Date:**	6/21/2006
Updated By:		**Updated Date:**	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	**Product Service Code:**	Bus Opps\Franchises\Distributorships Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	$399.00	**Amount Paid:**	$399.00
Payment Method:	Other Credit Card	**Agency Contact:**	Mail
Complaint Date:	5/2/2006	**Transaction Date:**	
Initial Contact:	Mail	**Initial Response:**	Phone: other
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:	Enfield	**State/Prov:**	Connecticut
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Herbalife International Of America		
Address:	9800 S La Cienega Blvd PO Box 80210		
City:	Los Angeles	**State/Prov:**	California
ZIP:	90080-0210	**Country:**	United States
Email:		**URL:**	
Area Code:		**Phone Number:**	
Ext:			
Representative Name:		**Title:**	

Record # 49 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	8132203	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer has a complaint against Herbalife. Consumer states he contacted this company and thought he ordered a sample for $3.99, but received a large box of products and they charged his cc $399.00. Consumer states they want him to pay shipping charges for sending itmes back. No email address.		
Entered By:	JPITTS	Entry Date:	5/1/2006
Updated By:	JOB: Upd_internet_related	Updated Date:	5/2/2006
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	$399.00	Amount Paid:	$399.00
Payment Method:	American Express Credit Card	Agency Contact:	Phone
Complaint Date:		Transaction Date:	4/15/2006
Initial Contact:	Internet Web Site	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:	Enfield	State/Prov:	Connecticut
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 50 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	7942178	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer has a complaint against Herbalife International. Consumer states he was unable to make the amount of money they claimed he would make as an independent contractor. Consumer states he was required to purchase a start-up kit for $94 and estimates he lost approx $4000. Consumer states the people who bought the products were dissatisfied with them.		
Entered By:	JPITTS	Entry Date:	3/30/2006
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Work-At-Home Plans
Amount Requested:	$94.00	Amount Paid:	$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	8/1/2005
Initial Contact:	Print	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:	Milford	State/Prov:	Connecticut
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Herbalife International		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 51 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	7778410	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: protein shakes, teas, nutritional supplements) I bought various supplements from Herbalife i weighed myself and did not lose weight.The company representatives refuse to return my calls or help me. I try to reach the sales representative with no success. i want my money back please help me. millions like me are affected. thank you.		
Entered By:	RLOPER	Entry Date:	3/3/2006
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	$274.00	Amount Paid:	$274.00
Payment Method:	Cash	Agency Contact:	Internet
Complaint Date:	3/2/2006	Transaction Date:	
Initial Contact:	In Person	Initial Response:	
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:	Fontana	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Herbalife		
Address:			
City:	Los Angeles	State/Prov:	California
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 54 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	7590486	Originator Reference Number:	
Language:	English	Contact Type:	Request for Information
Source:	Consumer	DNC?	N
Comments:	Consumer wanted info on Herbalife, if it had good ratings to do bussiness with because he contacted the BBB and they have a good report on it. No personal info was provided.		
Entered By:	DGIRONCHAVEZ	Entry Date:	2/2/2006
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:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	2/2/2006
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:		Law Violation:	
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:	Wilmington	State/Prov:	California
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 # 55 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	7499446	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	(Product Name: Online Business Opportunities for Selling HerbalLife Product) Online Business Systems had contacted me through email for online business opportunity with a great income selling their products. I decided to give it a try and ordered their introductory package online since it was free costing me $9.95 for the shipping and handling. Their agent sent the introductory package of how their agents had made tremendous money selling their products without mentioning Herbalife products. My credit card was charged with $9.95 by Gayle Mustanich, an agent living at 8230 Shelter Creek Lane, San Bruno, Ca 94066 with Tel: 650-438-3708 and 1-888-240-8296. I was contacted by her partner, Loran Victorino last week after I received my introductory package to set a phone meeting. She called today to tell me the detail. I only found out this time that I had to sell Herbalife products with the Option 2 package costing $399.00 if I order since it also contained the license to sell on 60 countries. I never got the chance to decide and review the product since I never received it yet. I went to the Internet right away after the phone conversation and check about Herbalife and Online Business Systems. I found a lot of complaints about these two companies and I decided to cancel the product within an hour of the meeting. Loran called me back to inform me that she already ordered the package from Herbalife and I cannot cancel it unless I will pay the stocking fee instead of paying the whole $399.00. I decided to pay let her charged me the stocking fee costing more than $75 plus shipping and handling to minimize my damage from the transaction. I never called my bank yet to stop payment for my order from them. Do I have the right for not paying anything since I cancelled the product right away and also for discovering many complaints about their company's way of doing business? Please let me know by email or call me at (b)(6). I forgot to mention also that Online Business Sys		
Entered By:	NSHOUSE	**Entry Date:**	1/20/2006
Updated By:	PELMORE	**Updated Date:**	4/17/2006
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Bus Opps\Franchises\Distributorships
Amount Requested:	$399.00	**Amount Paid:**	$9.95
Payment Method:	Visa Credit Card	**Agency Contact:**	Internet
Complaint Date:	1/19/2006	**Transaction Date:**	1/18/2006
Initial Contact:	Internet/E-mail	**Initial Response:**	
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:	Las Vegas	**State/Prov:**	Nevada
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	40 - 49
Subject			
Subject:	Online Business Systems/herbalife Distributors		
Address:	8230 Shelter Creek Lane		
City:	San Bruno	**State/Prov:**	California
ZIP:	94066	**Country:**	United States
Email:		**URL:**	
Area Code:	650	**Phone Number:**	438-3708

Ext:			
Representative Name:	Loran Victorino	**Title:**	

Record # 57 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	7326376	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: herbalife products) I purchased a work at home kit and was supposed to only pay 9.95 for shipping. She charged an additional $29.99 stating that since I did not participate in the work at home program, she charged me $29.99. Which is not what I agreed to.		
Entered By:	DCRASE	Entry Date:	12/23/2005
Updated By:	JOB: Upd_internet_related	Updated Date:	12/24/2005
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Work-At-Home Plans
Amount Requested:	$9.95	Amount Paid:	$39.99
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	12/22/2005	Transaction Date:	12/22/2005
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	Y	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:	New York	State/Prov:	New York
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Herbalife Products		
Address:	21 Northgate Rd		
City:	Burlington	State/Prov:	Vermont
ZIP:	05401-1276	Country:	United States
Email:		URL:	
Area Code:	802	Phone Number:	865
Ext:			
Representative Name:	Patrice Amirault	Title:	

Record # 58 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	7286655	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	MAIL: Consumer writes to complain that consumer resigned as a supervisor/distributor for ~~Herbalife~~ International, as the company did not deliver on its promise of 75 leads when the consumer bought 5 shares at a cost of $1240.00. Consumer further states that the plan is for distributors to spend 80% of time recruiting and only 20% time retailing the product. No work phone is listed for the consumer.		
Entered By:	RLOPER	Entry Date:	12/16/2005
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$1,240.00	Amount Paid:	$1,240.00
Payment Method:	Unknown	Agency Contact:	Mail
Complaint Date:	12/3/2005	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?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Peachtree City	State/Prov:	Georgia
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	~~Herbalife~~ International		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 61 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	6784531	**Originator Reference Number:**	I05090818372295
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. I responded to a TV advertisment to provide detailss of an Internet Business Opportunity . Web site asked for the $9.95 fee to cover shipping. I used my Master Card to pay for the it. This was 8/14/05. When I received it I saw that it involved Herb-a-Life multi-level marketing sio I threw it away. I received an e-mail telling me that because I did not send it back as instructed in the presentation which I did not watch, I never even opend the envelope, they were going to charge my credit card $29.95 for training. This was 9/6/2005. I called the Credit card company on 9/6/05 (CitiBank) and asked that that card number (I used their vertual card number) be closed to stop any attempt to charge anything to it. Citi Bank failed to stop it and an unauthorized charge was made top the account. I also replied to the sender that I would file a complaint with the FBI if they attempted to charge my credit card for the amount. I have filled a despute with Citi Bank and they are going to charge back the both amounts but I feel this must activity needs to be investagated as it is fraud. Thank you for your assistance and I hope to hear from someone about this.		
Entered By:	IFCC	**Entry Date:**	9/8/2005
Updated By:	JOB: Upd_internet_related	**Updated Date:**	9/23/2005
Complaint Source:	Internet Fraud Complaint Center	**Product Service Code:**	Internet Auction
Amount Requested:		**Amount Paid:**	$40.00
Payment Method:	Not Reported	**Agency Contact:**	External Agency
Complaint Date:	9/8/2005	**Transaction Date:**	8/15/2005
Initial Contact:	Internet Web Site	**Initial Response:**	
Statute/Rule:		**Law Violation:**	
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:	PHILADELPHIA	**State/Prov:**	Pennsylvania
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	50 - 59
Subject			
Subject:	Herbalife		
Address:	2200 NE 36th Avenue Bldg 400		
City:	Ocala	**State/Prov:**	Florida
ZIP:	34470	**Country:**	United States
Email:		**URL:**	
Area Code:	817	**Phone Number:**	3195200
Ext:			
Representative Name:		**Title:**	

Record # 62 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	6476991	Originator Reference Number:	
Language:	English	Contact Type:	Request for Information
Source:	Consumer	DNC?	N
Comments:	The consumer is calling in reference to Herbalife. The consumer states that he has purchased an information package for $50 from this company, and he wants to know if they are legitimate.		
Entered By:	MPURLEE	Entry Date:	7/26/2005
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Work-At-Home Plans
Amount Requested:		Amount Paid:	
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
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:	Longmont	State/Prov:	Colorado
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	60 - 64
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 63 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	6447817	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	It's a scam. They lied to many many people (mostly newcomers who dont understand english) that money can be earned easily and quickly. They ask people to pay 175 dollars to buy a business license that is good for all 50 states! Many people fell for it and lost a lot of money. This company also do "business" in many other states.		
Entered By:	RLOPER	Entry Date:	7/19/2005
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	$175.00	Amount Paid:	$0.00
Payment Method:		Agency Contact:	Internet
Complaint Date:	7/18/2005	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	
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:	Brooklyn	State/Prov:	New York
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	18 - 19
Subject			
Subject:	Herbalife International		
Address:	84 Bowery Street 2nd Floor		
City:	Manhattan	State/Prov:	New York
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 64 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	6231556	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I had purchased a house in March of 2004. A little over one month later, I was downsized from my job. At first I wasn't worried, as I usually had no problem finding other work. However, after a month and a half, I began to believe that my unemployment was going to be more long-term than I had expected. When I saw an email from "an Independent Herbalife distributor," I was a little desperate and jumped at the chance to "be my own boss" and make "thousands of dollars a month." I realized it would be hard work, and not just a get-rich-quick scheme. The whole job sounded very good and doable. I liquidated my 401K and my stocks to be able to buy into the company. As time wore on and I noticed that no matter how much hard work I put into it, no matter how exactly I followed their instructions, I was paying much more money than I earned. I made a total of maybe $150. I spent money on advertising and bought a phone line, but 95% of my calls were rejections. As my spirits declined, I did more research into the company and found it was nothing more than a cleverly disguised pyramid scheme. The only people who would make any real profit were the ones high up in the pyramid, using their flunkies to do their advertising and sales for them, while they reaped the profits. I wasn't nearly in as much control as I was led to believe. I want to get my money back, but each time a class-action lawsuit is brought against them and settled, they change their practices just enough to make them that much more difficult to seek reprisals from them. They have a return policy, but they charge a restocking fee and make you pay for your own shipping and handling, so they make it not worth the hassle of sending their stuff back.		
Entered By:	RLOPER	**Entry Date:**	6/9/2005
Updated By:	JOB: Upd_internet_related	**Updated Date:**	6/10/2005
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$2,778.22	**Amount Paid:**	$2,778.22
Payment Method:	Bank Account Debit	**Agency Contact:**	Internet
Complaint Date:	6/8/2005	**Transaction Date:**	6/24/2004
Initial Contact:	Internet/E-mail	**Initial Response:**	
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:	Green Bay	**State/Prov:**	Wisconsin
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	30 - 39
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:**	866-4744
Ext:			
Representative	Tammy Klimek	**Title:**	

Name:			

Record # 65 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	6230145	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer contacted a company named Herbalife. Consumer states it is a work at home company where the consumer does some computer work. Consumer found them online and was asked to enter her bank acct info so they could charge her 9.95 for a VHS tape. Consumer later found that they charged her bank acct twice. Consumer did not provide an alternate #.		
Entered By:	AROGERS	Entry Date:	6/9/2005
Updated By:	JOB: Upd_internet_related	Updated Date:	6/10/2005
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Work-At-Home Plans
Amount Requested:	$9.95	Amount Paid:	$19.90
Payment Method:	Bank Account Debit	Agency Contact:	Phone
Complaint Date:		Transaction Date:	6/9/2005
Initial Contact:	Internet Web Site	Initial Response:	Unknown
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:	Grayling	State/Prov:	Michigan
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	888	Phone Number:	2818171
Ext:			
Representative Name:		Title:	

Record # 66 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	6226462	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Company wants $50 for "Decision Package" then calls and wants to get $399 for more materials and information. Package is sent and they try to get you to recruit saying that is the only way to make money. Hardly any mention of retailing a product, only to recruit others, but they want you to buy $3700 in inventory to start at Supervisor level. They do not tell you that once you open the package they sent, you can not be refunded for anything you open or have written on,but the first thing they tell you to do is write in the book and open the product packaging.		
Entered By:	MPHILLIPS	Entry Date:	6/8/2005
Updated By:	JOB: Upd_internet_related	Updated Date:	6/9/2005
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	$4,149.00	Amount Paid:	$450.00
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	6/7/2005	Transaction Date:	5/20/2005
Initial Contact:	Internet/E-mail	Initial Response:	
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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Arlington	State/Prov:	Texas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Online Business Systems/herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	Lorri Fulton	Title:	

Record # 67 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	6052556	Originator Reference Number:	
Language:	English	Contact Type:	Request for Information
Source:	Consumer	DNC?	N
Comments:	Caller is calling on behalf of her son. Caller states that her son saw an ad in the newspaper about a work at home offer with Herbalife. Consumer had sent the company $39.95 and was told that he would receive a packet on 05/04/05. Caller is wanting to known if Herbalife was legitimate or not. Consumer does not have a complaint on the company.		
Entered By:	JBARNEDO	Entry Date:	5/3/2005
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Work-At-Home Plans
Amount Requested:	$39.95	Amount Paid:	$35.95
Payment Method:	MasterCard Credit Card	Agency Contact:	Phone
Complaint Date:		Transaction Date:	5/3/2005
Initial Contact:	Print	Initial Response:	Phone: other
Statute/Rule:		Law Violation:	
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:	Fort White	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Complaining Company/Org.:			
First Name:	Kathy	Last Name:	Durbin
Address 1:	12686 SW State Road 47	Address 2:	
City:	Fort White	State/Prov:	Florida
ZIP:	32038	Country:	UNITED STATES
Home Number:	386 7559058	Work Number:	386 6231246
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	817	Phone Number:	4286744
Ext:			
Representative Name:		Title:	

Record # 68 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5911221	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I initially signed up to start my own business with the understanding that if you work hard you will see unlimited cash flow. What ended up suppose to only cost $500 ended up costing over $4000 w/hidden cost that was not made aware to us. When conducting calls, if people ask if there are any more hidden cost the companies answer would be no. However, there are several costs which people should be aware of with this company. Yes I would like to see my money returned but I also don't want to see others get financially hurt.		
Entered By:	DBRAHLEK	**Entry Date:**	4/5/2005
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Bus Opps\Franchises\Distributorships
Amount Requested:	$548.95	**Amount Paid:**	$4,894.80
Payment Method:	Other Credit Card	**Agency Contact:**	Internet
Complaint Date:	4/3/2005	**Transaction Date:**	1/1/2005
Initial Contact:	Print	**Initial Response:**	
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:	Terre Haute	**State/Prov:**	Indiana
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	40 - 49
Subject			
Subject:	Herbalife International		
Address:	9800 La Ciencga Blvd		
City:	Inglewood	**State/Prov:**	California
ZIP:	90301	**Country:**	United States
Email:		**URL:**	
Area Code:	310-	**Phone Number:**	410-9600
Ext:			
Representative Name:	Melissa Ochsenbein	**Title:**	

Record # 69 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5862342	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:			
Entered By:	JXHEINY	Entry Date:	3/28/2005
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	
Amount Requested:	$3,500.00	Amount Paid:	$3,500.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	3/26/2005	Transaction Date:	
Initial Contact:	In Person	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	
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:	san francisco	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Herbalife		
Address:			
City:	Los Angeles	State/Prov:	California
ZIP:	90080	Country:	United States
Email:		URL:	
Area Code:	866	Phone Number:	8664744
Ext:			
Representative Name:		Title:	

Record # 70 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5859183	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	The company "VSM" Vertical skip Marketing gave out information that if you did as they stated you could make REAL money fast. They have a good plan step by step every step cost more but with better promises. Then when I would be on calls with my up link " Gary Myers " the information he was telling people was WRONG. I was told with the plan I was doing I would be making between 3-5000 dollars in three to six months. All that I did was pay out buying WHEEL SLOTS. had to buy 4 slots per month to stay with the program at a cost of $300.00 per slot. When I said I could not buy any more slots I was told sorry we only have time to help the players not the quitters. I have spent over $7000.00 That I want back		
Entered By:	DBRAHLEK	**Entry Date:**	3/25/2005
Updated By:	JOB: Upd_internet_related	**Updated Date:**	3/26/2005
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Bus Opps\Franchises\Distributorships
Amount Requested:	$199.00	**Amount Paid:**	$7,000.00
Payment Method:	Visa Credit Card	**Agency Contact:**	Internet
Complaint Date:	3/24/2005	**Transaction Date:**	9/15/2004
Initial Contact:	Internet (Other)	**Initial Response:**	
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:	McAllen	**State/Prov:**	Texas
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	65 - 69
Subject			
Subject:	Vertical Skip Marketing/herbalife, Inc.		
Address:			
City:	Los Angeles	**State/Prov:**	California
ZIP:		**Country:**	United States
Email:		**URL:**	
Area Code:	866	**Phone Number:**	8664744
Ext:			
Representative Name:	Gary Myers	**Title:**	

Record # 72 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5741235	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	The consumer is calling because he has seen a work at home oppurtunity for Herbalife on TV then the consumer called the company and has been in contact with them. The consumer wants to know if it is a legitimate business before he pays.		
Entered By:	BBURGESS1	Entry Date:	3/1/2005
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Work-At-Home Plans
Amount Requested:	$0.00	Amount Paid:	$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	
Initial Contact:	TV/Radio	Initial Response:	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP) Telemarketing Sales Rule	Law Violation:	Deception/Misrepresentation TSR: Other Deception or Abuse (note in comments)
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:	Franklin	State/Prov:	Virginia
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 73 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5739852	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I've been apart of vsm/herbalife for eight months now without any support that was promised to me. I was mislead by certain members in the organization claiming I could become successful. I was just about to submitt another $1200 dollars until I went to ripoff report and found a lawsuit against them in california. Am I intitled?		
Entered By:	DBRAHLEK	Entry Date:	3/1/2005
Updated By:	JOB: Upd_internet_related	Updated Date:	3/2/2005
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	$5,000.00	Amount Paid:	$2,300.00
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	2/27/2005	Transaction Date:	6/12/2004
Initial Contact:	Internet/E-mail	Initial Response:	
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:	racine	State/Prov:	Wisconsin
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Herbalife/vertical Skip Marketing		
Address:	3580 E. Raines Road		
City:	Memphis,	State/Prov:	Tennessee
ZIP:	38118	Country:	United States
Email:		URL:	
Area Code:	1-866	Phone Number:	866-4744
Ext:			
Representative Name:	gary meyers	Title:	

Record # 74 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5739758	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer said he answered an ad on Monster.com for a company called On Line Business Systems for selling Herbalife products. Consumer said that on 2/25/05 he paid On Line Business Systems $399 for the program using a CC. Consumer is now concerned because he feels it is more a pyramid scheme rather than multi-level marketing as he feels product sales represent about 20% of your effort vs 80% effort recruiting others in your line.		
Entered By:	JBAUGHN	Entry Date:	3/1/2005
Updated By:	JOB: Upd_internet_related	Updated Date:	3/2/2005
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	$399.00	Amount Paid:	$399.00
Payment Method:	American Express Credit Card	Agency Contact:	Phone
Complaint Date:		Transaction Date:	2/25/2005
Initial Contact:	Internet Web Site	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:	Middleton	State/Prov:	Massachusetts
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	On Line Business Systems		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	
Associated Subjects			
Company:	Herbalife		
Company Type:	Supplier		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			

Record # 75 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5721762	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	When the fuck are you clowns going to shut the REALLY BIG SCAMMERS DOWN Quit fucking around with only those who don't line your pockets.		
Entered By:	DCRASE	Entry Date:	2/24/2005
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	2/22/2005	Transaction Date:	
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	
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:	A	State/Prov:	Alabama
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	60 - 64
Subject			
Subject:	Amway, Avon, Tupperware, Herbalife, Carlton Sheets.....		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 78 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5432040	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	They claimed to be asscociated with Herbalife Co. they call themselves VSM or Vertical Skip Marketing, and they took me for $110.00 to start a home based bussiness, selling Herbalife products and they said I would make money through a pyrmid system witch is not true. They are not even afilliated with Herbalife. They try to get you to recriute people so that they too can be scammed.		
Entered By:	RLOPER	**Entry Date:**	12/28/2004
Updated By:	IBOLEN	**Updated Date:**	1/5/2005
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$110.00	**Amount Paid:**	$110.00
Payment Method:	Visa Credit Card	**Agency Contact:**	Internet
Complaint Date:	12/27/2004	**Transaction Date:**	11/10/2004
Initial Contact:	Internet/E-mail	**Initial Response:**	
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:	Grayslake	**State/Prov:**	Illinois
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:	(b)(	**Age Range:**	30 - 39
Subject			
Subject:	Vertical Skip Marketing (herbalife)		
Address:			
City:		**State/Prov:**	
ZIP:		**Country:**	
Email:		**URL:**	
Area Code:		**Phone Number:**	
Ext:			
Representative Name:		**Title:**	

Record # 81 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5286061	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	They gave us a sales pitch on make money at home,sold us a package and half way told us how it supposingly works.We never made our first dime, did not even get set up to take orders and when we refused to give them another $2500 they never assisted us or contacted us again.We just want our money back and hope they are not taking advantage of others like us(a hard working couple trying to raise our little girl and new born baby) again.Come to find out we paid $395 for the package which was only suppose to cost $79.		
Entered By:	RLOPER	Entry Date:	11/23/2004
Updated By:	JOB: Upd_internet_related	Updated Date:	11/24/2004
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	$3,000.00	Amount Paid:	$435.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	11/22/2004	Transaction Date:	8/1/2004
Initial Contact:	Internet Web Site	Initial Response:	
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:	Marion	State/Prov:	Kentucky
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Herbalife		
Address:			
City:	Port Orchard	State/Prov:	Washington
ZIP:	98367	Country:	United States
Email:		URL:	
Area Code:	360	Phone Number:	8911485
Ext:			
Representative Name:	Mike and Rosie Bottai	Title:	

Record # 82 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5254187	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I purchased what is known as recruiting leads at the price of $100 per lead. In this case I had actually purchased 82 leads at a price of $100 per lead for a total of $8,200.00. It is my contention that 17 of these leads were "bad leads" and consisted of persons over the age of 60, therefore, causing me a loss of $1,700 for these unbonafide leads. There were other leads that I would consider "not good leads" but these were the most obvious. I have proof of these leads (names, etc)		
Entered By:	NSHOUSE	**Entry Date:**	11/15/2004
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Bus Opps\Franchises\Distributorships
Amount Requested:	$100.00	**Amount Paid:**	$1,700.00
Payment Method:	Wire Transfer - Other	**Agency Contact:**	Internet
Complaint Date:	11/10/2004	**Transaction Date:**	7/1/2003
Initial Contact:	In Person	**Initial Response:**	
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:	Vancouver	**State/Prov:**	Washington
ZIP:		**Country:**	UNITED STATES
Home Number:	(b)(6)	**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	70 - 79
Subject			
Subject:	Herbalife International, Larry & Shannon Halls		
Address:	18560 Burkland Road		
City:	Mt. Vernon	**State/Prov:**	Washington
ZIP:	98274	**Country:**	United States
Email:		**URL:**	
Area Code:	360	**Phone Number:**	424-7241
Ext:			
Representative Name:	Larry Halls	**Title:**	

Record # 83 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4961942	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I think they are a pyramid scheme. Try to go to www.how2besuccessful.com I believe that "Vertical Skip Marketing" could be a pyramid scheme. Please, help me investigate. - Gustavo		
Entered By:	AHOWARD	Entry Date:	9/3/2004
Updated By:	JOB: Upd_internet_related	Updated Date:	9/4/2004
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$99.00	Amount Paid:	$99.00
Payment Method:	Money Order (Not Classified)	Agency Contact:	Internet
Complaint Date:	8/30/2004	Transaction Date:	7/26/2004
Initial Contact:	Internet/E-mail	Initial Response:	
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:	McAllen	State/Prov:	Texas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	18 - 19
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	Pat Bueker	Title:	

Record # 85 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4847318	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I have been recieving spam from this company - I have sent numerous requests to be removed from their list. Their privacy statement says each email will have an opt-out link --- none of them do - so I have tried to reply with opt-out and still get two - three emails a day		
Entered By:	DCRASE	Entry Date:	8/13/2004
Updated By:	JOB: Upd_internet_related	Updated Date:	8/14/2004
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Internet Access Services
Amount Requested:	$100.00	Amount Paid:	$100.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	8/10/2004	Transaction Date:	
Initial Contact:	Internet (Other)	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?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Allentown	State/Prov:	New Jersey
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Herbalife - How2besuccessful.com		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	Anders Ludwig	Title:	

Record # 86 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4768888	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	The company's tv ad is fraudulent in the respect that it indicates it will match your needs and skills with a suitable home business from their extensive research. In truth all applicants are matched with a multi level marketing scheme for Herbalife. The amount I paid was for shipp to me (and back to them) of an "information packet" on the home based business which was little more than an infomercial. The penalty for not returning the advertising literature was a charge of $30 on my credit card. The ad uses actors giving testimonials as to the success of their home business but does not indicate these people are actors. The claim of matching you to a suitable business is fals. I sent the packet back and sent an extensive email to the representaive who contacted me. The email explained exactly whay I thought this opportunity was nothing more than a pyramid scheme and why I did not want to participate. At this time the representaive became idignant. The fact that they give no information on the product in any of their literature nor do they give you any way of varifying their claims is suspicious. The fact that they conceal their true identity is worse (I was only able to get the address stated above from www.ftc.gov. The fact that they advertise www.7career.com and www.6career.com indicates to me thta they are looking for ever more gullible targets. Feel free to contact me at any time. (b)(6)		
Entered By:	WFRIDAY	**Entry Date:**	7/30/2004
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$2,300.00	**Amount Paid:**	$15.00
Payment Method:	American Express Credit Card	**Agency Contact:**	Internet
Complaint Date:	7/27/2004	**Transaction Date:**	5/12/2004
Initial Contact:	TV/Radio	**Initial Response:**	
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:	Amherst	**State/Prov:**	Massachusetts
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	50 - 59
Subject			
Subject:	Herbalife International Of America		
Address:	C/O HERBALIFE INTERNATIONAL INC 1800 CENTURY PARK EAST		
City:	Los Angeles	**State/Prov:**	California
ZIP:	90067	**Country:**	United States
Email:		**URL:**	
Area Code:	413	**Phone Number:**	256-1185
Ext:			
Representative Name:	Randy Linderman	**Title:**	

Record # 87 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4694325	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer saw a commercial on tv, who is advertising home base business opportunities that are matched up with the consumer. Consumer states he went to the website given called 6moremoney.com and 5moremoney.com Consumer states after filling out the info. over the internet, he then received a call on 2 occassions from repres. stating they were matched to the consumer's business opportunity, and that they were calling from (herbal life) Consumer states that this is a multi-level marketing company) Consumer states that he also paid $9.95 to have a business package sent to him, which he never received, but received a call from individual stating that they had been matched up with the consumer's business opportunity and they were calling from Herbalife.. Consumer has contacted the BBB, and other state agencies..		
Entered By:	LROBEY	Entry Date:	7/15/2004
Updated By:	JOB: Upd_internet_related	Updated Date:	7/16/2004
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Bus Opps\Franchises\Distributorships Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$9.95	Amount Paid:	$9.95
Payment Method:	Visa Credit Card	Agency Contact:	Phone
Complaint Date:		Transaction Date:	7/14/2004
Initial Contact:	TV/Radio	Initial Response:	Internet/E-mail
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:	York	State/Prov:	Pennsylvania
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	6moremoney.com		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	
Associated Subjects			
Company:	Herbalife		
Company Type:	Affiliate		
Address:			
City:		State/Prov:	Location Not Reported
ZIP:		Country:	Location Not Reported

Email:		URL:	
Area Code:		Phone Number:	
Ext:			

Record # 88 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4607038	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I was searched the web for at home buisness and came across Herbalife. I looked into it and was fooled by their false promises. I was informed that if i invest and become a success builder i would get all of the money back. that so called investment was $913. I latter was talked into becoming a supervisor and that investment was over $2000. I was told that I would get everthing back plus but have not recieved a penny. The day I became a supervisor with the $2000 investment I changed my mind due to the amount lest than an hour after the purchase. I asked my "coach" to cancel it and she responded with this email saying "I already made the order. We can work through this. I will help you as much as I can and as soon as you sell the whole order, in which I will help you, you will get all your money back plus 1600.00 profit. Dee" Im now in the process of trying to cancell the 2000 off of my credit card before its to late but that isn't gareenteed. These people make false promises that never come true and Im sure they are ripping people off daily as they have done to me.		
Entered By:	AHOWARD	Entry Date:	6/25/2004
Updated By:	JOB: Upd_internet_related	Updated Date:	6/26/2004
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	$3,000.00	Amount Paid:	$3,000.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	6/23/2004	Transaction Date:	6/7/2004
Initial Contact:	Internet Web Site	Initial Response:	
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:	tallahassee	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	Dee Goodman	Title:	

Record # 89 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4596941	**Originator Reference Number:**	
Language:	Spanish	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Consumer wanted to lose weight and started taking Herbalife supplements and she did not lose enough weight. Consumer was upset because she got her weight back after she stopped taking their supplement. Consumer does not have an email or a work ph number.		
Entered By:	MRITZ	**Entry Date:**	6/23/2004
Updated By:		**Updated Date:**	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	**Product Service Code:**	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	$800.00	**Amount Paid:**	$800.00
Payment Method:	Cash	**Agency Contact:**	Phone
Complaint Date:		**Transaction Date:**	
Initial Contact:	TV/Radio	**Initial Response:**	Phone: other
Statute/Rule:	FTC Act Sec 5 (BCP) Telemarketing Sales Rule	**Law Violation:**	Deception/Misrepresentation TSR: Other Deception or Abuse (note in comments)
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:	Elizabeth	**State/Prov:**	New Jersey
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	40 - 49
Subject			
Subject:	Herbalife		
Address:	3510 Bergenline Ave 12th Floor		
City:	Union City	**State/Prov:**	New Jersey
ZIP:		**Country:**	United States
Email:		**URL:**	
Area Code:	201	**Phone Number:**	6170220
Ext:			
Representative Name:		**Title:**	

Record # 90 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4528101	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	MR & Mrs (b)(6) are Herbalife distributors (ID 10736182) They encouraged me to join the team as an "Executive Supervisor" at a cost US$2954.40. They said there were (7) ways to derive income at this level . 1) 50% discount on stock purchased. 2) Wholsale profit. 3) Production Bonuses. 4)Residual income. 5)Profit sharing at the top level. 6)A $200.00 bonus for every new distributor introduced to www. cashmailbox.com if the distrbutor becomes registered with Herbalife and purchases the www.cashmailbox website as a business tool. 7) Plus 2% royalities on stock purchases of my downline. I had to purchase a Website from www.Cashmailbox.com for US$595. The package costs US$2954.40 + US$595.00 + US$69.00 fee to Herbalife Total of US$3618.40. I advertised with www,homemployed.com owned by a Brett & Amber Batholomew,211 Red Rock Rd,Bolder City, NV 89005,email address brett@homemployed.com who is downline from a M/S Cris Carley a Chairman Club member of Herbalife My complaint is this "they all said if I followed their business plan I would succeed. did that for around 3years and actually had check from Herbalife for US$20.00 total, Advertising costs through their system cost 100's of dollars ,it is my opinion so called sign ups were in many cases fake ones. I have attempted over the years to contact many of these so called "leads" privately without result, One did sign Through use of autoresponders I have attempted to contact these indvisable leads I was not told I had to requalify each year with either 4,000 VP points or pay a further US$2954.40 to be a winner. This was not explained,in fact from conversations with other Supervisors requalificatin is not widely known, $2954.40 every year means the use buy date on the products sold to you expire and lack of retail customers make it difficult to sell them being overpriced I have in my shed approx US$2,500 of useless stock		
Entered By:	RBROWN1	**Entry Date:**	6/4/2004
Updated By:	JOB: Upd_internet_related	**Updated Date:**	6/5/2004
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Bus Opps\Franchises\Distributorships
Amount Requested:	$2,954.40	**Amount Paid:**	$2,954.40
Payment Method:	Visa Credit Card	**Agency Contact:**	Internet
Complaint Date:	6/2/2004	**Transaction Date:**	1/23/2001
Initial Contact:	Internet Web Site	**Initial Response:**	
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:	Mvaree	**State/Prov:**	
ZIP:	(b)(6)	**Country:**	AUSTRALIA
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	65 - 69
Subject			
Subject:	Herbalife International Of America Inc		
Address:	9800 S La Ciemega Boulevard		
City:	Los Angeles	**State/Prov:**	California
ZIP:	90080-0210	**Country:**	United States
Email:		**URL:**	
Area Code:	310	**Phone Number:**	4109600

Ext:			
Representative Name:	Toby & Stephanie Brown	**Title:**	

Record # 91 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4474173	Originator Reference Number:	
Language:	English	Contact Type:	Request for Information
Source:	Consumer	DNC?	N
Comments:	Consumer is calling to see if Herbalife is legit company. The consmer says the business offers you to become a distributor of their pills (health) for you to pass out. They will also set you up to work at home over the internet basically helping you to build a web page. Info the consumer could not state if the company was legit, but did find on are website where the ftc att showed other complaints at ftc.gov/foia/herbalife.pdf No work number		
Entered By:	KRICE	Entry Date:	5/21/2004
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	$299.00	Amount Paid:	$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
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:	Elkhorn	State/Prov:	Wisconsin
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	70 - 79
Subject			
Subject:	Herbalife		
Address:	Unknown		
City:		State/Prov:	Location Not Reported
ZIP:		Country:	Location Not Reported
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 93 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4430819	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	HAve you seen this site? http://www.hbbgov.org/ This cannot be right.		
Entered By:	WFRIDAY	Entry Date:	5/13/2004
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - 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:	5/12/2004	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	
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:	Hephzibah	State/Prov:	Georgia
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:	706	Phone Number:	592-3755
Ext:			
Representative Name:	Matthew Adams	Title:	

Record # 94 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4381289	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer found company online for work at home , she paid the company 48.95 by mastercard cc. She received a vidio and booklet from the company. They are asking her for 400.00 for products to become a distributor. Consumer wanted to know if the company had any complaints against them. She will contacte BBB and State AG.		
Entered By:	DMINER	Entry Date:	5/3/2004
Updated By:	JOB: Upd_internet_related	Updated Date:	5/4/2004
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Work-At-Home Plans
Amount Requested:	$48.95	Amount Paid:	$48.95
Payment Method:		Agency Contact:	Phone
Complaint Date:		Transaction Date:	4/1/2004
Initial Contact:	Internet Web Site	Initial Response:	Internet/E-mail
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:	Goffstown	State/Prov:	New Hampshire
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Global Online Systems (herbalife)		
Address:	unknown		
City:		State/Prov:	Location Not Reported
ZIP:		Country:	Location Not Reported
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 96 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4185117	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Three years ago I was talked into this bussiness.I am retired and was looking for a way to make some extra money. I was contacted by Newest way to wealth which is Herbalife. I was told I could make on an average of 1,500 a month part time. I was put in touch with others that said they were making this and more. I was sold.... I ended up spending $5,000 and have yet to make a penny. I had $3,000 worth of Herbalife procducts that I tried to sell on ebay just a month ago. But was sent a letter by Herbalife saying that I could not sell them on ebay since I was no longer a distributor. They would not take the products back telling me to contact my sponser. My sponser would not take my calls after he found out I was not doing well with the product. I was told to put out signs everywhere, which I did. I did not know anything could be done until I found on the internet that in Calif. there were many suits against this company for racketeering fraud wire and mail fraud operating an endless chain scheme violation of California's Seller Assisted Marketing Plans Law, and unlawful and deceptive business practices. I was wondering if anyone else in Virginia has had problems with this company. And, how to go about getting my money back. I am still paying the credit card company. The atty. in Calif sent me his suit and I have it in my files but I dont know where to start in Virginia. Thank you (b)(6)		
Entered By:	DCRASE	**Entry Date:**	3/24/2004
Updated By:	IBOLEN	**Updated Date:**	4/19/2004
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Work-At-Home Plans
Amount Requested:	$5,000.00	**Amount Paid:**	$5,000.00
Payment Method:	Visa Credit Card	**Agency Contact:**	Internet
Complaint Date:	3/22/2004	**Transaction Date:**	
Initial Contact:	Internet/E-mail	**Initial Response:**	
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:	faber	**State/Prov:**	Virginia
ZIP:	22938	**Country:**	UNITED STATES
Home Number:	(b)(6)	**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	60 - 64
Subject			
Subject:	Herbalife-newest Way To Wealth Work From Home		
Address:	1800 Century Park East		
City:	Los Angeles	**State/Prov:**	California
ZIP:	90067	**Country:**	United States
Email:		**URL:**	
Area Code:		**Phone Number:**	
Ext:			
Representative Name:		**Title:**	

Record # 97 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4145409	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Deceitful advertising. I payed almost fifty dollars for information and the information sent to me still told me nothing about the company or the product. I have been an herbalife distributor before and I don't want to spend money just to find out the name of the company. I think it is false advertising and I want my money back.		
Entered By:	BKEENE	Entry Date:	3/16/2004
Updated By:	JOB: Upd_internet_related	Updated Date:	3/17/2004
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Investments: Other (note in comments)
Amount Requested:	$39.95	Amount Paid:	$48.95
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	3/12/2004	Transaction Date:	2/14/2004
Initial Contact:	Internet (Other)	Initial Response:	
Statute/Rule:		Law Violation:	
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:	Royse City	State/Prov:	Texas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Global Online Systems (herbalife)		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	604	Phone Number:	326-0096
Ext:			
Representative Name:	Zeeshan Hayat	Title:	

Record # 98 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4120734	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I terminated my relationship with this company in January, 2003. I am still receiving mail from this company. I would like it to stop. I am now stuck with $3,200 worth of Herbalife products that I cannot use and are sitting in my crawl space. No one else wants to use the products because of the ephedrine ban (those pills were flushed down the toilet). If you work for a living, this stuff makes you loopy and then you cannot function on the job.		
Entered By:	RBROWN1	**Entry Date:**	3/11/2004
Updated By:	JOB: Upd_internet_related	**Updated Date:**	3/12/2004
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Bus Opps\Franchises\Distributorships
Amount Requested:	$3,200.00	**Amount Paid:**	$3,200.00
Payment Method:	Visa Credit Card	**Agency Contact:**	Internet
Complaint Date:	3/10/2004	**Transaction Date:**	10/12/2002
Initial Contact:	Internet (Other)	**Initial Response:**	
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:	Frankfort	**State/Prov:**	Illinois
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	50 - 59
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:**	866-4744
Ext:			
Representative Name:	Gregory Saladin	**Title:**	

Record # 99 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4070146	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I took the herbalife products thus giving me an adverse negitive effact that disabled me. I am currently looking to take them to court, but want as many people to be aware that though the sales people say the products are safe they are not. The laws on herbs ect are still not as strict as medicines and what is considered safe is still very much unknown. Thank you. I will look up more of the information of names address tomarrow.		
Entered By:	RBROWN1	Entry Date:	3/2/2004
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Health Care: Other Products\Supplies
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	3/1/2004	Transaction Date:	6/14/2001
Initial Contact:	In Person	Initial Response:	
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:	Martinez	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Herbalife Inc		
Address:	I dont know the exact address		
City:	Las Angelas	State/Prov:	California
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Do Not Call Complaints

Record # 5 of 100 / Do Not Call Complaints			
Reference Number:	21146668		
Complaint Date:	12/13/2008	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	12/13/2008	Transaction Time:	10:00:00 AM
Existing Business Relationship?:	N	Pre-recorded message?:	N
Requested entity to stop calling?:	Y		
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".		
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Berkeley	State/Prov:	California
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Lissa Munson - Home-based Business (herbalife?)	State:	
Country Code:		Phone Number:	(406) 5492509

Record # 11 of 100 / Do Not Call Complaints			
Reference Number:	19344056		
Complaint Date:	6/19/2008	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	6/19/2008	Transaction Time:	12:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:	SPEAK SPANISH		
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:	[redacted]	Address 2:	
City:	hallandale	State/Prov:	Florida
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife	State:	
Country Code:		Phone Number:	(877) 6983261

Record # 14 of 100 / Do Not Call Complaints			
Reference Number:	13754244		
Complaint Date:	5/6/2008	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	5/6/2008	Transaction Time:	12:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	norfolk	State/Prov:	Nebraska
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife Ind D	State:	Nebraska
Country Code:		Phone Number:	(402) 8418080

Record # 25 of 100 / Do Not Call Complaints			
Reference Number:	11407317		
Complaint Date:	8/27/2007	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	8/10/2007	Transaction Time:	12:00:00 AM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
	Consumer		
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	napa	State/Prov:	California
ZIP:	(b)(6)	Phone Number:	(b)(6)
	Subject		
Company Name:	Herbalife	State:	
Country Code:		Phone Number:	

Record # 28 of 100 / Do Not Call Complaints			
Reference Number:	10954774		
Complaint Date:	6/29/2007	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	6/29/2007	Transaction Time:	11:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Temecula	State/Prov:	California
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife Distr.	State:	California
Country Code:		Phone Number:	(951) 4910145

Record # 40 of 100 / Do Not Call Complaints			
Reference Number:	9595087		
Complaint Date:	12/20/2006	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	12/20/2006	Transaction Time:	9:00:00 AM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:		Last Name:	
Address 1:		Address 2:	
City:		State/Prov:	Washington
ZIP:		Phone Number:	(b)(6)
Subject			
Company Name:	Mywayoutonline.com - *Herbalife*	State:	Michigan
Country Code:		Phone Number:	(586) 2187340

Record # 43 of 100 / Do Not Call Complaints			
Reference Number:	8567779		
Complaint Date:	7/6/2006	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	7/6/2006	Transaction Time:	2:00:00 AM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Daly City	State/Prov:	California
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife Distr	State:	Washington
Country Code:		Phone Number:	(360) 7153250

Record # 47 of 100 / Do Not Call Complaints			
Reference Number:	8413232		
Complaint Date:	6/12/2006	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	6/12/2006	Transaction Time:	9:00:00 AM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
	Consumer		
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	LA	State/Prov:	California
ZIP:	(b)(6)	Phone Number:	(b)(6)
	Subject		
Company Name:	Herbalife	State:	Texas
Country Code:		Phone Number:	(956) 8215222

Record # 48 of 100 / Do Not Call Complaints			
Reference Number:	8306154		
Complaint Date:	5/31/2006	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	5/31/2006	Transaction Time:	11:00:00 AM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(
Address 1:		Address 2:	
City:	Stamford	State/Prov:	Connecticut
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife	State:	Hawaii
Country Code:		Phone Number:	(808) 2120041

Record # 56 of 100 / Do Not Call Complaints			
Reference Number:	7426022		
Complaint Date:	1/7/2006	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	1/7/2006	Transaction Time:	11:00:00 AM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Grove	State/Prov:	Oklahoma
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife	State:	Oregon
Country Code:		Phone Number:	(541) 7673753

Record # 59 of 100 / Do Not Call Complaints			
Reference Number:	7069366		
Complaint Date:	11/16/2005	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	11/16/2005	Transaction Time:	12:00:00 AM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Auburn	State/Prov:	California
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Ron&fran.com/herbalife	State:	Kansas
Country Code:		Phone Number:	(316) 5223213

Record # 60 of 100 / Do Not Call Complaints			
Reference Number:	6699574		
Complaint Date:	9/9/2005	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	9/9/2005	Transaction Time:	12:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:		Last Name:	
Address 1:		Address 2:	
City:		State/Prov:	New Hampshire
ZIP:		Phone Number:	(b)(6)
Subject			
Company Name:	David Blade (*herbalife*)	State:	California
Country Code:		Phone Number:	(760) 2315690

Record # 76 of 100 / Do Not Call Complaints			
Reference Number:	5536391		
Complaint Date:	1/21/2005	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	IVR
Transaction Date:	1/18/2005	Transaction Time:	12:00:00 AM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:		Last Name:	
Address 1:		Address 2:	
City:		State/Prov:	
ZIP:		Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife	State:	Illinois
Country Code:		Phone Number:	(217) 7894193

Record # 77 of 100 / Do Not Call Complaints			
Reference Number:	5457981		
Complaint Date:	1/3/2005	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	1/3/2005	Transaction Time:	4:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
	Consumer		
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Ocean Springs	State/Prov:	Mississippi
ZIP:	(b)(6)	Phone Number:	(b)(6)
	Subject		
Company Name:	Abella *Herbalife* Distributer	State:	California
Country Code:		Phone Number:	(415) 3832837

Record # 79 of 100 / Do Not Call Complaints			
Reference Number:	5310032		
Complaint Date:	11/29/2004	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	11/29/2004	Transaction Time:	7:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Dracut	State/Prov:	Massachusetts
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Carol Curtin From Herbal Life (herbalife.com)	State:	Toll Free
Country Code:		Phone Number:	(800) 3476755

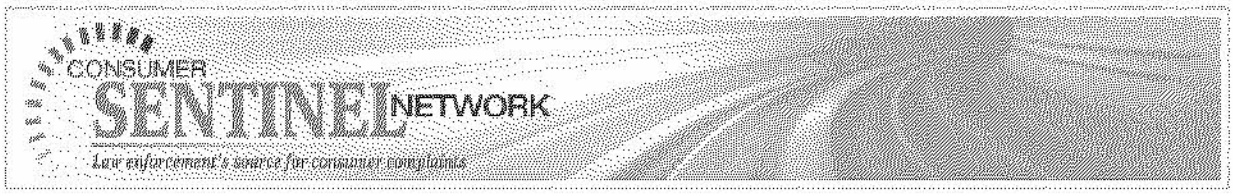
Record # 80 of 100 / Do Not Call Complaints			
Reference Number:	5309917		
Complaint Date:	11/29/2004	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	11/29/2004	Transaction Time:	7:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Dracut	State/Prov:	Massachusetts
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife International (herbalife.com)	State:	Toll Free
Country Code:		Phone Number:	(800) 3476755

Record # 84 of 100 / Do Not Call Complaints			
Reference Number:	4884450		
Complaint Date:	8/20/2004	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	7/27/2004	Transaction Time:	12:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Rowlett	State/Prov:	Texas
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife	State:	Missouri
Country Code:		Phone Number:	(816) 5841334

Record # 92 of 100 / Do Not Call Complaints			
Reference Number:	4462273		
Complaint Date:	5/18/2004	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	5/18/2004	Transaction Time:	8:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	West Hollywood	State/Prov:	California
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife	State:	
Country Code:		Phone Number:	

Record # 100 of 100 / Do Not Call Complaints			
Reference Number:	4007660		
Complaint Date:	2/20/2004	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	2/19/2004	Transaction Time:	12:00:00 AM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Alta Loma	State/Prov:	California
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Victor H. Patzi *Herbalife* Independent Distributor	State:	California
Country Code:		Phone Number:	(909) 9894527

Provided by the Federal Trade Commission



Record Details

Consumer Sentinel Network Complaints

Record # 1 of 3 / Consumer Sentinel Network Complaints			
Reference Number:	3894516	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	It's very long, too long to do at this time. I will sum it up. I have also filed complaints with the state of the organization who recruited me and my state in hopes of protecting others from loosing 40,000.00 in investment. The organization I was in does many types of advertising and as I discovered, fraudelent methods. I was brainwahed to follow their stystem in order to make my business grow and reach levels of income, a 6 figure in 18-24 months. These people need stopped. The products are just a device they use to proceed with fraud.		
Entered By:	DCRASE	Entry Date:	1/27/2004
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$5,000.00	Amount Paid:	$8,000.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	1/24/2004	Transaction Date:	5/12/2001
Initial Contact:	Print	Initial Response:	
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:	Rensselaer	State/Prov:	Indiana
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Herbalife International		
Address:	La Cienaga Blvd		
City:	Los Angelos	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	

Area Code:	866	**Phone Number:**	866
Ext:			
Representative Name:	Mike Klackner	**Title:**	

Do Not Call Complaints

Record # 2 of 3 / Do Not Call Complaints			
Reference Number:	3849913		
Complaint Date:	1/15/2004	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	12/23/2003	Transaction Time:	12:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Litchfield Park	State/Prov:	Arizona
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife Independent Distributors	State:	Pennsylvania
Country Code:		Phone Number:	(570) 6383596

Provided by the Federal Trade Commission

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RECORD OF TIME OF ARRIVAL AND DEPARTURE FROM BUILDINGS (DURING SECURITY HOURS)				BUILDING 600 Penn. AVE		YEAR 2012	MONTH November		
DATE	PRINT NAME (Last-First-Initial)	Signature	ESCORTED OR APPROVED BY	AGENCY OF FIRM	ROOM NO.	PURPOSE OF VISIT	VISITOR BADGE NO.	TIME OF ARRIVAL	TIME OF DEPARTURE
11-13	Tuesday, 13 November 2012		2nd			Relief		0600	1800
Not Responsive									
	Williams James		N/A	Sullivan/Cromwell	305	Filing		1337	1341
Not Responsive			Not Responsive			Not Responsive			

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RECORD OF TIME OF ARRIVAL AND DEPARTURE FROM BUILDINGS (DURING SECURITY HOURS)				BUILDING 600 Penn. Ave		YEAR 2012	MONTH October		
DATE	PRINT NAME (Last-First-Initial)	Signature	ESCORTED OR APPROVED BY	AGENCY OF FIRM	ROOM NO.	PURPOSE OF VISIT	VISITOR BADGE NO.	TIME OF ARRIVAL	TIME OF DEPARTURE
10-31	Wednesday	31 October	2012	2ND		Relief		0600	1800
Not Responsive									
	Love Deana		N/A	Sullivan Cromwell	303	Filing		1425	1429
Not Responsive									

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RECORD OF TIME OF ARRIVAL AND DEPARTURE FROM BUILDINGS (DURING SECURITY HOURS)				BUILDING 600 PSLVA AVE.		YEAR 2012	MONTH MARCH		
DATE	PRINT NAME (Last-First-Initial)	Signature	ESCORTED OR APPROVED BY	AGENCY OF FIRM	ROOM NO.	PURPOSE OF VISIT	VISITOR BADGE NO.	TIME OF ARRIVAL	TIME OF DEPARTURE
3/27/12	TUESDAY	MARCH	27	2012	2ND	RELIEF	—	0600	1800
	QUEEN, ERIC	[signature]		SEC	432				

Not Responsive

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FTC VISITORS ONLY

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RECORD OF TIME OF ARRIVAL AND DEPARTURE FROM BUILDINGS (DURING SECURITY HOURS)				BUILDING 1 S.		YEAR 2012	MONTH MARCH		
DATE	PRINT NAME (Last-First-Initial)	Signature	ESCORTED OR APPROVED BY	AGENCY OF FIRM	ROOM NO.	PURPOSE OF VISIT	VISITOR BADGE NO.	TIME OF ARRIVAL	TIME OF DEPARTURE
3-1-12	THURSDAY,	March 1	2012	2nd	✓	Relief	—	0600	1800
Not Responsive									
	TIMMONS, KEITH	[signature]	N/A	SEC	388	FILING		1216	1221
Not Responsive									

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FTC VISITORS ONLY

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RECORD OF TIME OF ARRIVAL AND DEPARTURE FROM BUILDINGS (DURING SECURITY HOURS)				BUILDING 600 PENN AVE.		YEAR 2012	MONTH MARCH		
DATE	PRINT NAME (Last-First-Initial)	Signature	ESCORTED OR APPROVED BY	AGENCY OF FIRM	ROOM NO.	PURPOSE OF VISIT	VISITOR BADGE NO.	TIME OF ARRIVAL	TIME OF DEPARTURE
3/13/12	TUESDAY,	MARCH	13,	2012	2ND	RELIEF	—	0600	1800
Not Responsive									
	Timmons, Keith			3rd C	303	Delivery		1156	
Not Responsive									

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RECORD OF TIME OF ARRIVAL AND DEPARTURE FROM BUILDINGS (DURING SECURITY HOURS)				BUILDING FTC HQ.		YEAR 2012	MONTH February		
DATE	PRINT NAME (Last-First-Initial)	Signature	ESCORTED OR APPROVED BY	AGENCY OF FIRM	ROOM NO.	PURPOSE OF VISIT	VISITOR BADGE NO.	TIME OF ARRIVAL	TIME OF DEPARTURE
2-3-12	Friday	February	3, 2012	2nd	—	Relief	0600	—	1800
Not Responsive									
2-3-12	Williams James	[signature]	N/A	S2C	303	filing		13:55	14:00
Not Responsive									
2-3-12	Smith Montrel	[signature]	N/A	S-C	303	filing		1557	1610
Not Responsive									

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FTC VISI[illegible]RS ONLY

F[illegible] ONLY

RECORD OF TIME OF ARRIVAL AND DEPARTURE FROM BUILDINGS (DURING SECURITY HOURS)				BUILDING 600 PENN AVE.		YEAR 2012	MONTH FEBRUARY		
DATE	PRINT NAME (Last-First-Initial)	Signature	ESCORTED OR APPROVED BY	AGENCY OF FIRM	ROOM NO.	PURPOSE OF VISIT	VISITOR BADGE NO.	TIME OF ARRIVAL	TIME OF DEPARTURE
2-8-12	WEDNESDAY	FEBRUARY	8TH	2012	2ND	RELIEF	—	0600	1800
	TIMMONS, KEITH	Keith Timmons	N/A	S&C	303	FILING		1629	1633

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RECORD OF TIME OF ARRIVAL AND DEPARTURE FROM BUILDINGS (DURING SECURITY HOURS)				BUILDING 600 PENN AVE.		YEAR 2012	MONTH JANUARY		
DATE	PRINT NAME (Last-First-Initial)	Signature	ESCORTED OR APPROVED BY	AGENCY OF FIRM	ROOM NO.	PURPOSE OF VISIT	VISITOR BADGE NO.	TIME OF ARRIVAL	TIME OF DEPARTURE
1.30.12	MONDAY	JANUARY	30TH	2012	2ND	RELIEF	—	0600	1800
Not Responsive									
	LOVE, DONNA	[signature]	N/A	Sullivan Cromwell	303	FILING		1258	1302
Not Responsive									

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RECORD OF TIME OF ARRIVAL AND DEPARTURE FROM BUILDINGS (DURING SECURITY HOURS)				BUILDING 600 PENN AVE.		YEAR 2012	MONTH JANUARY		
DATE	PRINT NAME (Last-First-Initial)	Signature	ESCORTED OR APPROVED BY	AGENCY OF FIRM	ROOM NO.	PURPOSE OF VISIT	VISITOR BADGE NO.	TIME OF ARRIVAL	TIME OF DEPARTURE
1-17-12	TUESDAY	JANUARY	17TH	2012	2ND	RELIEF	—	0600	1800
Not Responsive									
1-17-12	Timmons, KEITH	[signature]	N/A	S+C	303	Delivery.		1143	1151
Not Responsive									
Not Responsive									
Not Responsive									

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RECORD OF TIME OF ARRIVAL AND DEPARTURE FROM BUILDINGS (DURING SECURITY HOURS)				BUILDING FTC HQ. 600 Penn.		YEAR 2012	MONTH January		
DATE	PRINT NAME (Last-First-Initial)	Signature	ESCORTED OR APPROVED BY	AGENCY OF FIRM	ROOM NO.	PURPOSE OF VISIT	VISITOR BADGE NO.	TIME OF ARRIVAL	TIME OF DEPARTURE
1-26-12	Thursday	January	26 January 2012	—	—	2nd Relief	—	0600	1800
Not Responsive									
Not Responsive									
Not Responsive									
Not Responsive									
1-26-12	Williams James		N/A	S&C	303	Filing		1330	1335
Not Responsive									

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RECORD OF TIME OF ARRIVAL AND DEPARTURE FROM BUILDINGS (DURING SECURITY HOURS)				BUILDING 600 PSNW AVE.		YEAR 2012	MONTH JANUARY		
DATE	PRINT NAME (Last-First-Initial)	Signature	ESCORTED OR APPROVED BY	AGENCY OF FIRM	ROOM NO.	PURPOSE OF VISIT	VISITOR BADGE NO.	TIME OF ARRIVAL	TIME OF DEPARTURE
1.25.12	WEDNESDAY	JANUARY	25	2012	2ND	RELIEF	—	0600	1800
Not Responsive									
1-25-12	Timmons Keith	[redacted]	N/A	52C	307	filing		1225	1232
Not Responsive									

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RECORD OF TIME OF ARRIVAL AND DEPARTURE FROM BUILDINGS (DURING SECURITY HOURS)				BUILDING 600 PENN AVE.		YEAR 2012	MONTH JANUARY		
DATE	PRINT NAME (Last-First-Initial)	Signature	ESCORTED OR APPROVED BY	AGENCY OF FIRM	ROOM NO.	PURPOSE OF VISIT	VISITOR BADGE NO.	TIME OF ARRIVAL	TIME OF DEPARTURE
1-25-12	WEDNESDAY	JANUARY	25	2012	2ND	RELIEF	—	0600	1800
Not Responsive			Not Responsive						
	SMITH, MONTREAL		N/A	SMITH/[illegible]	303	FILING		1630	1634

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RECORD OF TIME OF ARRIVAL AND DEPARTURE FROM BUILDINGS (DURING SECURITY HOURS)				BUILDING		YEAR	MONTH		
DATE	PRINT NAME (Last-First-Initial)	Signature	ESCORTED OR APPROVED BY	AGENCY OF FIRM	ROOM NO.	PURPOSE OF VISIT	VISITOR BADGE NO.	TIME OF ARRIVAL	TIME OF DEPARTURE
1/13/12	Friday	[redacted]	13, 2012.	2nd	—	Relief	0600	—	1800
1/13/12	Jahanbin Nessar	[redacted]	N/A	52C	303	Filing	4	16:01	16:07

Not Responsive

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RECORD OF TIME OF ARRIVAL AND DEPARTURE FROM BUILDINGS (DURING SECURITY HOURS)

BUILDING 1200 PENN AVE. | YEAR 2012 | MONTH JANUARY

DATE	PRINT NAME (Last-First-Initial)	Signature	ESCORTED OR APPROVED BY	AGENCY OF FIRM	ROOM NO.	PURPOSE OF VISIT	VISITOR BADGE NO.	TIME OF ARRIVAL	TIME OF DEPARTURE
1-9-12	MONDAY	JANUARY	9TH	2012	2ND	RELIEF	—	0600	1800
	Not Responsive								
	WILLIAMS, JAMES		N/A	S&C	303	FILING		1142	1146
	Not Responsive								

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RECORD OF TIME OF ARRIVAL AND DEPARTURE FROM BUILDINGS (DURING SECURITY HOURS)				BUILDING FTC 600 PENN		YEAR 2012	MONTH JANUARY		
DATE	PRINT NAME (Last-First-Initial)	Signature	ESCORTED OR APPROVED BY	AGENCY OF FIRM	ROOM NO.	PURPOSE OF VISIT	VISITOR BADGE NO.	TIME OF ARRIVAL	TIME OF DEPARTURE
1-6-12	FRIDAY	JANUARY	4, 2012	2nd	Relief	0600 - 1800			
Not Responsive									
Not Responsive									
1-6-12	DAVIS, JASON	[illegible]	N-A	SULLIVAN CROMWEL	303	FILING	3	1635	1638
Not Responsive									
Not Responsive									

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RECORD OF TIME OF ARRIVAL AND DEPARTURE FROM BUILDINGS (DURING SECURITY HOURS)				BUILDING 1800 PENNA AVE		YEAR 2012	MONTH MAY		
DATE	PRINT NAME (Last-First-Initial)	Signature	ESCORTED OR APPROVED BY	AGENCY OF FIRM	ROOM NO.	PURPOSE OF VISIT	VISITOR BADGE NO.	TIME OF ARRIVAL	TIME OF DEPARTURE
5/22/12	Tuesday	MAY 22,	2012	FTC		Relief	—	0600	1800
Not Responsive									
Not Responsive									
5-22-12	DAVIS, JASON	[signature]	SELF M/A	SULLIVAN CROMWELL	303	FILING		1600	1604
Not Responsive									

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RECORD OF TIME OF ARRIVAL AND DEPARTURE FROM BUILDINGS (DURING SECURITY HOURS)

BUILDING 600 PENN | YEAR 2013 | MONTH AUGUST

DATE	PRINT NAME (Last-First-Initial)	Signature	ESCORTED OR APPROVED BY	AGENCY OF FIRM	ROOM NO.	PURPOSE OF VISIT	VISITOR BADGE NO.	TIME OF ARRIVAL	TIME OF DEPARTURE
8/20	TUESDAY	For AUGUST 2013	2ND RELIEF	FTC	/	N/A	/	0600	1500
	QUINN, JOHN			PERSHING SQ	157	MTG		1227	1421

Not Responsive

Not Responsive

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RECORD OF TIME OF ARRIVAL AND DEPARTURE FROM BUILDINGS (DURING SECURITY HOURS)

BUILDING 600 PENN | YEAR 2013 | MONTH AUGUST

DATE	PRINT NAME (Last-First-Initial)	Signature	ESCORTED OR APPROVED BY	AGENCY OF FIRM	ROOM NO.	PURPOSE OF VISIT	VISITOR BADGE NO.	TIME OF ARRIVAL	TIME OF DEPARTURE
8/20	TUESDAY	2nd AUGUST 2013	2ND BELIEF	FTC	/	N/A	/	0600	1800
	Not Responsive								
	Not Responsive								
	Not Responsive								
	Not Responsive								
	KLAFTEK, DAVID			PERKSCHING SQ		MTG		1222	1421
	ACKMAN, WILL			PERKSCHING SQ					
	DINNEEN, PATRICK			PERKSCHING SQ					
	ESPINOZA, JOE			PERKSCHING SQ					
	HOLLEY, STEVEN			SULLIVAN&CROMWELL					

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RECORD OF TIME OF ARRIVAL AND DEPARTURE FROM BUILDINGS (DURING SECURITY HOURS)

BUILDING 600 Penn. Ave | YEAR 2013 | MONTH March

DATE	PRINT NAME (Last-First-Initial)	Signature	ESCORTED OR APPROVED BY	AGENCY OF FIRM	ROOM NO.	PURPOSE OF VISIT	VISITOR BADGE NO.	TIME OF ARRIVAL	TIME OF DEPARTURE
3-4-13	Monday 4 March 2013			2nd		Relief		0600	1800
	Holley, Steven			Sullivan/Cromwell	282			1340	1600
	Ackman, William			Pershing Square Cap. Mgt.	282			1341	1600
	Klafter, David				282	Mtg. Lois Greisman		1343	1600
	Quinn, John				282			1343	1600
	Not Responsive				Not Responsive			Not Responsive	
	Dinneen, Shane			Pershing Sq. Cap. Mgt	282	Mtg. Lois Greisman		1344	1600
	Espinoza, Joe			" "	282			1347	1600
	Not Responsive				Not Responsive			Not Responsive	

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RECORD OF TIME OF ARRIVAL AND DEPARTURE FROM BUILDINGS (DURING SECURITY HOURS)				BUILDING 600 Penn Ave		YEAR 2013	MONTH February		
DATE	PRINT NAME (Last-First-Initial)	Signature	ESCORTED OR APPROVED BY	AGENCY OF FIRM	ROOM NO.	PURPOSE OF VISIT	VISITOR BADGE NO.	TIME OF ARRIVAL	TIME OF DEPARTURE
2/22/13	FRIDAY	February 22 2013		2nd Relief				01.00	1800
	Not Responsive		Not Responsive						
	Chapman, Brett			Herbalife	282			0948	11 33
	Axel, Doug			Sidley Austin	282			0948	11 33
	Alvarez, Megan			Sidley Austin	282	MTG L Greisman		0949	11 33
	Stremo, Andy			Sidley Austin	282			0949	11 33
	Desimone, John			Herbalife	282			0951	11 33
	Not Responsive		Not Responsive						

From: Federal Trade Commission <subscribe@subscribe.ftc.gov>
Sent: Thursday, January 3, 2013 11:07 AM
To: Matties, Deborah J. <DMATTIES@ftc.gov>
Subject: Daily Clips 01.03.13

FTC Daily Clips Banner

January 3, 2013 (Thursday)

Today's Clips Alert is available athttps://ftcintranet.ftc.gov/clips/pdfs/Clips 010313.pdf

COMPETITION

FTC Chairman Pushing for a Google Antitrust Decision This Week.All ThingsD 1/2

FTC may strike deal with Google this week. WSJ 1/2 (pasted below)

Federal Trade Commission to end antitrust investigation of Google.WaPo 1/2

Google Said Poised to Resolve FTC Antitrust Probe Today.Bloomberg 1/3

Industry on alert for FTC's pending Google decision. Politico Pro 1/2 (pasted below)

FTC seeks Google case resolution. Politico Pro 1/2 (pasted below)

WSJ: Microsoft Lawyer Pans Reported Google Antitrust Agreement. WSJ 1/2 (pasted below)

Microsoft urges FTC to crack down on Google.The Hill 1/2

Microsoft criticizes Google's proposed settlement with FTC.LA Times 1/2

CONSUMER PROTECTION

Energy shot's 'no crash' claim is disputed by Watchdog.NY Times 1/2

OF INTEREST

Antitrust focus turns to FTC helm, Senate panel.The Deal 1/2

U.S. Senate approves FTC, FCC nominees.Reuters 1/2

FTC nominee Joshua Wright to skip Google cases.Politico 1/3

Senate Confirms FCC, FTC Nominations.Ad Week ½

New FAA head among appointments approved by Senate.Reuters 1/2

Senate confirms Baer as AAG as deadline approaches.GCR 1/2

Regulators Cut J.P. Morgan Community-Lending Grade. WSJ 1/2 (pasted below)

TWEETS

Google
@time: Report: Google set to dodge federal antitrust lawsuit with FTC deal |http://t.co/

H1irdc13(via @TIMEBusiness) (4,142,000+ followers)

@washingtonpost: FTC to end antitrust investigation of Googlehttp://t.co/nhV9PgqL (1,358,700+ followers)

@mashable: @Google to Resolve @FTC #Antitrust Case Today, Report Sayshttp://flip.it/auRpr (1,300,000+ followers)

@bjmendelson: The FTC is getting someone who received funding from Google in the past but promises to be "totally objective" about them in the future. (762,750+ followers)

@bloombergnews: Google said poised to resolve FTC antitrust probe today |http://t.co/MzPYPEVj (756,200+ followers)

@fastcompany: Steamy Google, FTC Smackdown Ends Today, Likely Without A Lawsuithttp://t.co/6cbV16SF#FastFeed (634,100+ followers)

@sengineland: Google-FTC Antitrust Settlement Imminent, Microsoft Preemptively Objecting by@gsterlinghttp://t.co/LHwis7yB(144,750+ followers)

@latimestech: Microsoft criticizes Google's proposed settlement with FTChttp://t.co/NTdqZB3M

Reports: @FTC will resolve its antitrust investigation of @Google todayhttp://tinyurl.com/aajmowu (1,100+ followers)

New Commissioner
@TheHill: Senate confirms @FTC, @FCC pickshttp://bit.ly/TwBO60 by @HilliconValley's @brendansasso: (288,200+ followers)

Miscellaneous
@consumerreports: FTC makes appliance energy information easier to find onlinehttp://t.co/KmFIOq3w (227,900+ followers)

@pogowasright: Talking about deceptive practices: #privacy & anonymity service called on the carpet:https://www.cotse.net/mail/src/login.php … (Jan 2 notice) cc @FTC #n (2,750 followers)

Did you resolve to lose weight in 2013? @FTC suggests consumers be wary of ads for weight loss products.http://bit.ly/ZUQdOn (500+ followers)

If there is any justice in this world, the @FTC would be joining forces with the @SEC_Enforcement to investigate Herbalife. $HLF (350+ followers)

The @FTC offering $50,000 in contest to end robocallshttp://cnnmon.ie/TwW0Vx (via @CNNMoney) (200+ followers)

@Citibank stealthy intro of fees for "no fee" account is sharp practice. Telling @FTC and @CFPB about it. #baitandswitch bad for consumers. (27 followers)

THE WALL STREET JOURNAL

FTC May Strike Deal With Google This Week
By BRENT KENDALL

January 2, 2013

The Federal Trade Commission could make a final decision in its long-running antitrust probe ofGoogle Inc. this week, before one of the agency's five commissioners leaves office, according to people familiar with the investigation.

The agency and Google have been discussing settlement terms along similar lines as those under consideration last month, people familiar with the probe said.

The FTC in December was close to concluding its nearly two-year examination of Google when the company offered to make several voluntary changes to its search practices. The company also agreed to settle government concerns regarding its use of mobile-technology patents that it acquired when it bought handset maker Motorola Mobility.

The potential deal came under heavy criticism from some Google competitors as too lenient, and the agency decided it needed more time to consider whether Google's offer was good for consumers. Among their concerns, competitors urged the FTC to require Google to make its search changes legally binding instead of voluntary.

The potential agreement would allow the FTC to enforce Google's voluntary commitments, people familiar with the matter said. Further details about the potential deal couldn't immediately be learned. An FTC spokeswoman and a Google spokesman declined to comment.

A deal is likely to be announced this week, these people said, before one of the commissioners, J. Thomas Rosch leaves office. Mr. Rosch, a Republican member of the commission, said he would leave the agency on Monday.

Mr. Rosch's replacement, nominee Joshua Wright, was confirmed by the Senate this week. Mr. Wright has pledged to recuse himself from Google-related matters for two years to avoid any appearances of conflict of interest.

Mr. Wright has served as director of research at the International Center for Law and Economics, a group that has received funding from several corporations, including Google. In his academic writings, he has questioned the wisdom of bringing an antitrust case against the company.

The FTC's lengthy investigation has primarily focused on whether Google abused its dominance in Internet searching to favor its own services and harm competitors.

European antitrust officials also have been investigating Google and are expected to extract more extensive and binding commitments from the company as part of any legal settlement there.

Fairsearch.org., a coalition of companies urging action against Google, on Wednesday said the FTC shouldn't resolve its investigation until it learns more about what the company offers the European Commission.

"The FTC has every reason to consider Google's proposal to the EC before deciding how to resolve the FTC's own investigation to ensure that US consumers and innovators get at least the benefit of the remedies that are implemented in Europe," the group said.

POLITICO PRO

Industry on alert for FTC's pending Google decision
By Michelle Quinn
1/2/13

The tech industry has been complaining about Google's use of key patents to fight competitors and waiting as the FTC appears to be moving swiftly to take action — but now anticipation for a resolution has turned to dread.

In the past few days, Apple and Microsoft have sent letters to the five FTC commissioners, arguing that no settlement in the patent case is better than what the commission is contemplating, according to sources. The concern, said one source familiar with the letters, is that the settlement allows Google to seek injunctive relief on standards-essential patents and that the FTC is being used by Google to impose its policy agenda.

Whatever the agreement, it could potentially rewrite the rules of the road when it comes to patents that are part of industry standards.

The FTC and Google appear to be close to announcing a final resolution to two Google antitrust investigations, one involving patents and another involving search. Sources say that the commission is racing to settle the nearly two-year probe this week before the departure of a long-term, swing-vote commissioner. The patent resolution has been finished for weeks, according to sources, but the commission is trying to resolve the more difficult search case.

There is potential for the FTC's agreement to upend the delicate balance of power in ongoing patent fights between Google and others, such as Microsoft and Apple. A settlement with the FTC may affect ongoing litigation and reshape how the industry treats standards.

The settlement is expected to involve Google agreeing to limit its pursuit of injunctions when it comes to its standards-essential patents.

It is important to find a balance between the rights of patent holders and those who want to license, said Doug Lichtman, a UCLA law professor.

"By carefully metering whether injunctions are available, the patent system can achieve that balance," he said. "The time to make the change is now, before the threat of extortive licensing in any way derails technology markets."

The settlement reportedly involves some wiggle room for Google to pursue injunctions, and other players may be forced to seek similar types of commitments. Some have raised concerns that the settlement may give Google too much flexibility and be weaker than recent court decisions.

When it purchased Motorola Mobility for $12.5 billion, Google picked up a treasure trove of patents, including those that are part of industry standards and key for allowing technologies to work well together.

But in some patent disputes, Motorola Mobility has tried to block competitors from using its standards-essential patents by seeking injunctions in courts and taking cases to the International Trade Commission. Apple and Microsoft both agreed not to seek injunctive relief. Companies have argued that pursuing injunctions was a violation of the promise firms make when they agree to make their technologies part of a standard and should be off the table.

Congress took up the issue with ahearing on the ITC and exclusion orders, and the FTC pursued an investigation of the issue. It is unclear if the FTC agreement with Google would include Google's cases in front of the ITC, which blocks products from crossing the border.

U.S. courts have rarely issued injunctions in cases involving standards-essential patents, and in recent months judges have indicated a lack of interest in pursuing injunctions in cases involving patents that are part of standards.

Given that reluctance, it is unclear what impact the FTC's consent decree on Google and patents could have. Some industry observers argue that the FTC's consent decree could prevent Google from wreaking havoc in the future by holding up competition. Or it could weaken Google when it comes to negotiations. It is "conceivable that if Google makes a flat promise not to pursue injunctions on standards-essential patents, even if the licensee seeks an injunction against Google, it might embolden potential licensees to hold out, knowing that Google would not be able to block their products," said Mike Carrier, a law professor at Rutgers.

The deal may signal to other firms that they, too, may face potential enforcement action if

they pursue injunctions on standards-essential patents.
"The FTC settlement will be perceived rightly by all patent-owners as a de facto per se rule limiting their legitimate property and contract rights if they choose to enter into" a standards setting organization, said Adam Mossoff, associate professor of law at George Mason University School of Law. That will lead to fewer patent owners making their technology part of a standard, he said.
Jon Potter, president of the Application Developers Alliance, noted in ablog post on PandoDaily: "If the Google-FTC agreement establishes a patent injunction framework, and other technology companies make the same commitments — which seems prudent in order to avoid their own FTC problems — then smartphone patent litigation could actually decrease in 2013."
The industry, however, will likely see some benefit in any resolution given that Motorola Mobility has been the one to stir up the patent world with the pursuit of injunctions, said Jorge Contreras, associate professor at American University's Washington College of Law.
"Google has had enough time to think about how they want to situate Motorola within the larger Google organization. And as old-line Google was fairly cool on patents, I think they'll start to fall into line with Apple and Microsoft as far as their public positions on FRAND," he said, referring to the acronym for licensing standards-essential patents on a fair, reasonable and non-discriminatory basis.

POLITICO PRO

FTC seeks Google case resolution
By STEVE FRIESS
1/2/13

The FTC is racing to settle a nearly two-year antitrust probe of Google this week before the departure of a long-term, swing-vote commissioner, sources with knowledge of the investigation told POLITICO.

The settlement would be along the lines of an agreement brokered between the commission and Google in December that requires Google to sign a consent decree over its use of standards essential patents against rivals but otherwise get away with only voluntary changes to its business practices regarding search advertising and use of reviews from other websites, the sources said.

FTC Chairman Jon Leibowitz is said to be pushing the case to a speedy conclusion before the departure of Commissioner Tom Rosch whose replacement, Joshua Wright, was confirmed by the Senate on Tuesday.

Rosch told POLITICO he expects to leave office this Monday, pending the swearing in of Wright. Wright has pledged to recuse himself from any enforcement action against Google for two years because of academic research he has done on behalf of the search company.

Rosch, who remains away on vacation, said via email that he will return to his Virginia home on Friday evening and "I expect to be a commissioner until Monday."

"My sense is that they want to finish before Josh Wright takes office," said one source close to the case. "It makes things easier and it's a gesture of respect to Rosch."

For nearly two years, Google has been investigated by both the FTC and the European Union on a variety of antitrust allegations. The biggest of those is whether the world's dominant search engine engages in anti-competitive behavior by manipulating results to shunt users unknowingly toward Google-owned properties for shopping, travel and other services.

Others include Google's use of "snippets" of content from other websites — like reviews

from TripAdvisor or Yelp — without permission and contracts that make it difficult for users of Google Ad Words to compare prices for buying "keyword" ads with other search services.

Sources have said the FTC is poised to settle with Google with a voluntary settlement agreement. The FTC can enforce any violation of the voluntary settlement under fair trade practice provisions of the FTC Act. That outcome, which was expected in mid-December, was punted to January following an outcry from Google foes.

Neither Google nor the FTC would comment for this article.

Rosch, when asked if he would leave before getting to vote on the Google case given how involved he has been in the probe, replied: "I can't talk about Google. But I have spent a lot of time on it."

Some have read that to imply he would like to have an influence on the decision.

"If it's important to Commissioner Rosch, who has spent a lot of time and effort on this investigation, to formally vote on it and to be heard on the outcome of this, I think that will get consideration from the other commissioners," said Matthew Reilly, a former FTC litigator and assistant director of the agency's Bureau of Competition.

Reilly is working with FairSearch.org, the consortium of tech companies including Microsoft and Expedia who have complained of Google's anti-competitive behavior.

The group, clearly sensing that Leibowitz is likely to resolve the case by Monday, posted on its blog late Wednesday urging the chairman not to resolve the matter in a hurry. Rather, Leibowitz ought to delay resolution on the case until Google submits its settlement offer to the European Commission — expected later this month.

"If the FTC fails to take decisive action to end Google's anti-competitive practices, and locks itself out of any remedies to Google's conduct that are offered in Europe later this month, the FTC will have acted prematurely and failed in its mission of protecting America's consumers," FairSearch said on its blog.

The big question remains how crucial Rosch is to what Leibowitz hopes to accomplish. If he is the swing vote in a possible 3-2 decision to pursue aggressive action against Google on grounds it violates anti-trust laws, the chairman would need to move quickly. Wright has pledged to abstain from Google matters for two years on account of a conflict of interest, so without Rosch the tally could be 2-2. A tie results in no action by the FTC.

Rosch, a Republican appointee, has long been a mystery on this topic, sending off signals in every direction as to how he might vote.

"Would the train be speeded up to do the vote?" asked former FTC Chairman William Kovacic, Leibowitz's predecessor. "It all depends on whether Jon needs the vote."

There is precedent for letting a departing commissioner take part in an important decision before the end of a tenure. It was, in fact, Rosch who urged his colleagues to allow then-outgoing Commissioner Pamela Harbor Jones to vote in the antitrust case against Intel in 2010 when the chipmaker entered a settlement to avoid litigation.

Yet Kovacic said that's a lousy, artificial reason to close up a long, expensive process.

"You start playing with fire when you adjust the calendar for these kinds of comings and goings," he said. "You don't know what's going to happen."

THE WALL STREET JOURNAL

WSJ: Microsoft Lawyer Pans Reported Google Antitrust Agreement
By Shira Ovide
January 2 2013

Microsoft, which has a history of being hunted by antitrust regulators, now is complaining that regulators aren't being tough enough against its rival Google.

In a blog post published Wednesday, Microsoft Deputy General Counsel Dave Heiner expressed disappointment in Google's potential agreement to avert a lawsuit by the Federal Trade Commission, a U.S. antitrust authority.

The Wall Street Journal and other news organizations have reported Google appears close to pledging several voluntary changes to satisfy the FTC concerns about potential abuses of its market position in Web search. The Journal also has reported Google is expected to sign a consent decree in a separate probe on of how it handled mobile patents that it acquired in its purchase of Motorola Mobility last year.

"News reports have stated that the FTC may close its investigation if Google merely makes certain 'voluntary commitments' to reform its behavior," Heiner wrote.

His post expressed skepticism that Google could "be trusted on the basis of non-binding assurances that it will not abuse its market position further." On the patents issue, Heiner also wrote Google's potential agreement "appears to be less demanding than the pledge the U.S. Department of Justice received from Apple and Microsoft nearly a year ago."

Heiner also reiterated a longstanding complaint that Google is hindering Microsoft's ability to offer a fully functionally YouTube mobile app for Microsoft's Windows Phone smartphones.

Microsoft says Google isn't providing access to YouTube data in the same way it does for Apple's iPhone and for smartphones powered by Google's Android software. The app for Windows Phone is therefore essentially YouTube's website without features offered for YouTube apps on other smartphones, the company says.

Microsoft has aired the YouTube complaint since at least 2011, but Heiner added a fresh allegation in his post.

"Last month we learned from YouTube that senior executives at Google told them not to enable a first-class YouTube experience on Windows Phones," Heiner wrote.

A Google spokesman disputed Microsoft's assertions. "Contrary to Microsoft's claims, it's easy for consumers to view YouTube videos on Windows phones," he said. "In fact, we've worked with Microsoft for several years to help build a great YouTube experience on Windows phones."

The post underscores the rivalry between Microsoft and Google, which compete in many areas including Web search and operating software for smartphones and computers. Microsoft Chief Executive Steve Ballmer repeatedly has criticized Google for abusing its market lead in Web search, and for intruding on consumer privacy with Google's online-ad business.

THE WALL STREET JOURNAL

Regulators Cut J.P. Morgan Community-Lending Grade
By DAN FITZPATRICK

January 2 2013

Regulators twice in the past six months disclosed downgrades of J.P. Morgan Chase & Co.'s community-lending practices, a rare occurrence for any large U.S. bank.

The Office of the Comptroller of the Currency lowered J.P. Morgan Chase's primary deposit-taking bank and credit-card-lending unit to "satisfactory" from "outstanding" after examining their performance under a law designed to encourage banks to lend to low- and moderate-income neighborhoods. Regulators examine banks' compliance with this law, called the Community Reinvestment Act, every few years.

J.P. Morgan, the largest U.S. bank by assets, is the only one of the four biggest commercial lenders to have a "satisfactory" CRA rating attached to its primary bank as well as its credit-card operations. The main deposit-taking banks at Bank of America Corp., BAC -0.77%Wells Fargo & Co. and Citigroup Inc. C -0.08%all scored "outstanding" in their most recent exams. Bank of America's credit-card unit, FIA Card Services NA, also scored a "satisfactory."

"It's got to be embarrassing for them," said Ken Thomas, a Miami-based banking consultant. A downgrade "is pretty serious, especially for a big bank."

A J.P. Morgan Chase spokeswoman said "we continue to make the loans and investments that strengthen communities—and will strive to regain our 'outstanding' rating." During the period examined by the OCC, she said J.P. Morgan contributed more than $500 million in financing and tax credits for affordable housing and economic-development projects in low- and moderate-income communities.

The downgrades are the latest sign of a more aggressive approach from the OCC, the primary national-bank regulator.

The OCC has warned all big banks that it is going to be tougher when enforcing rules that prohibit practices considered unfair or deceptive to customers.

For J.P. Morgan, it also is preparing two formal enforcement actions designed to remedy operational weaknesses. One is expected to target the lapses in risk controls that allowed a small group of London-based traders to rack up losses of more than $6 billion in 2012, according to people familiar with the company's discussions with regulators. The other will address alleged weaknesses in the bank's antimoney-laundering systems and require the bank to beef up those procedures, said people close to the discussions. The OCC declined comment.

The OCC released the rating change for J.P. Morgan Chase's Newark, Del., credit-card lending unit, Chase Bank USA NA, Wednesday. The exam covered a period from November 2008 through December 2011. The OCC's assessment of the credit-card lending unit cited "evidence of illegal credit practices inconsistent with helping to meet community credit needs" as reason for the change in the rating.

The downgrade of its primary bank, New York-based JPMorgan Chase Bank NA, was disclosed in early August and covered a period from 2007-2010.

Both exams found fault with the bank's behavior under the Federal Trade Commission Act that prohibits "unfair and deceptive acts and practices." The assessment of the larger bank released last August referred to an incident that resulted in a OCC fine of $2 million. The OCC levied the fine in 2011 after finding that J.P. Morgan used high-pressure sales tactics and made false statements in the marketing of a credit-protection product sold by its car-loan division.

The product, in exchange for a monthly fee, promised to cancel some or all of a borrower's

outstanding debt if the borrower fell into trouble. The bank didn't admit or deny wrongdoing but consented to the $2 million penalty and said it would distribute nearly $25 million to affected customers.

The OCC's exam of J.P. Morgan's large bank also cited the bank's actions in the servicing and modification of mortgages, foreclosures and its compliance with the Servicemembers Civil Relief Act, which stops foreclosures for active-duty service members. Even though J.P. Morgan and Chief Executive James Dimon emerged from the financial crisis in better shape than peers, they still struggled with large loan losses, scrutiny over document errors and the disclosure that the bank foreclosed on homes owned by active-duty military members. J.P. Morgan acknowledged the errors after conducting an internal audit.

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COMPETITION

Google's FTC agreement may bring help to Apple. Chicago Daily Law Bulletin 1/7 (pasted below)

Issa to FTC: Google leaks were prohibited by law. Politico Pro 1/7 (pasted below)

Congressman Demands Investigation of Google FTC Probe Leaks.Mashable 1/7 (blog)

Rep. Issa Demands Investigation Of FTC Over Google Leaks.TPM News 1/7

Rosch: "I was always willing to litigate" against Google.GCR 1/7

Microsoft Contends FTC-Google Deal Kills Pending Motorola Patent Cases.All ThingsD 1/7

OPINION: FTC's Standards-Essential Patent Settlement: The Real "Elephant" in the Room? Forbes 1/8 (blog)

FTC Concedes to Google on Antitrust Ruling.Search Engine Journal 1/7 (blog)

What Google's FTC Deal Means for the Patent Wars.TIME 1/7

Congressman: Google FTC probe results were leaked illegally.C-Net News 1/7

Editorial: FTC and Google -- why the right decision feels so wrong to so many people.EndGadget 1/8 (blog)

FTC Says It Won't Investigate Why Vt. Gas Prices Are High.VPR News 1/7

Avis and Hertz Acquisitions Raise Questions Over Rate Trend.NY Times 1/7

CONSUMER PROTECTION

You Have Until April 1 To Claim Refund On These Misleading Dietary Supplements & Cold Remedies.The Consumerist 1/7

FTC offers restitution to supplement ad victims.RBR News 1/8

Do Coconut Shells Make Towels Less Germy? WSJ 1/7 (pasted below)

.Bill Ackman Says Just Getting Started Exposing Herbalife.Bloomberg 1/7

Banks Reach Settlements on Mortgages.NY Times 1/7 (blog)

BofA reaches $11.6 billion settlement with Fannie Mae.Reuters 1/7

BofA settles with Fannie Mae for $10 billion.USAT 1/7

OF INTEREST

Facebook begins rolling out new single-column Timeline with greater emphasis on messages.Next Web 1/8

TWEETS

Food Marketing
@bayareabites: App, crackle, pop: Junk food marketers target your kids online @tlaskawy @gristhttp://owl.li/gCwYF @FTC (66,100+ followers0

Google
@nytimes: Google's rivals say FTC antitrust ruling missed the point:http://t.co/kbN1jouH (7,062,000+ followers)

@time: What Google's FTC deal means for the patent wars |http://t.co/g7ZcqCHo (via @TIMEBusiness) (4,157,800+ followers)

@Engadget: Editorial: FTC and Google -- why the right decision feels so wrong to so many people -http://t.co/K9CeeSGQ #EngadgetCES (571,900+ followers)

@thehill: Issa calls for probe of FTC leaks in Google casehttp://t.co/AaJ6k7H2 by@jenmartinez (290,200+ followers)

@cnetnews: Congressman: Google FTC probe results were leaked illegallyhttp://t.co/q85ne7An (193,550+ followers)

@allthingsd: Microsoft Contends FTC-Google Deal Kills Pending Motorola Patent Cases -by @LizGanneshttp://t.co/Jb6oT2yU (96,200+ followers)

@DarrellIssa: I've asked for an investigation of the FTC leaks about @google. STORY:http://t.co/ZGtpVKKP (70,500+ followers)

@washtimes: OLIVER: Google-FTC settlement a victory for the free market: Consumers don't want a state-run search engine:http://t.co/LZsifpA3 (60,500+ followers)

@ILHisChambr: @ILHisChambr commends @FTC for decision to conclude antitrust investigation of @Google, Inc.http://goo.gl/ZF6jK #internetfreedom (750 followers)

Miscellaneous
@consumerwriter: Techies, be the people's hero MT @FTC Only 10 days left to a contest to stop robocalls & win $50,000!http://robocall.challenge.gov #FTCrobo (1,950+ followers)

CHICAGO DAILY LAW BULLETIN

Google's FTC agreement may bring help to Apple
January 7, 2013
By Roy Strom —rstrom@lbpc.com
Law Bulletin staff writer

In the legal war to bolster their positions in the smartphone market, Google Inc. and Apple

Inc. remain sworn enemies.

So it may seem odd that a legal move by Google may bolster Apple's chances in a separate legal fight the iPhone-maker currently faces with Samsung Electronics at the International Trade Commission (ITC).

A local patent lawyer and law professors said a settlement Google reached last week with the Federal Trade Commission (FTC) could do just that.

Google agreed with the FTC not to seek sales bans on competitors' products that infringe the standard-essential patents it acquired through the purchase of Motorola Mobility last year. These patents become essential for companies in the same industry because they cover basic parts of a technology.

In a separate case at the ITC, Apple and a host of other technology companies argued that the ITC, as a rule, should not levy a sales ban on Apple's or any other company's products if they infringe standard-essential patents.

"(Google's agreement) should certainly serve as an additional warning to all courts that it would be a tremendous mistake to grant an injunction against a product that infringes a standard-essential patent," saidJonathan Masur, a professor of patent law at the University of Chicago Law School.

"The FTC's decision is, of course, not binding on a judge at the ITC or any other court. … But I hope that it will exert some sway."
In this case, standard-essential patents cover such technology that lets cellphones connect to wireless networks.

Companies that receive patents like this typically agree to license them to competitors on "fair, reasonable and nondiscriminatory" terms.

If regulators or courts grant injunctions, or sales bans, on products that infringe standard-essential patents, then holders of those patents could demand large licensing fees, the FTC said in a release accompanying the Google agreement. The FTC calls this scenario a patent "hold-up."

"This type of patent hold-up can lead to higher prices, as companies may pay higher royalties for the use of Google's patents because of the threat of an injunction, and then pass those higher prices on to consumers," the FTC said.

In a separate, ongoing case at the ITC, Apple faces the threat of a potential sales ban on its iPod, iPhone and iPad products if the ITC finds Apple infringed Samsung's standard-essential patents.

David L. Newman, an intellectual property partner at Arnstein & Lehr LLP, said the ITC could rely on the FTC's agreement with Google as a basis not to place an import ban on Apple's products.

The FTC-Google agreement laid out an arbitration process as a way to agree on fair licensing terms for standard-essential patents. If a patent owner does not offer fair licensing terms and instead seeks a sales ban first, the FTC says that could constitute a violation of the Sherman Antitrust Act.

"The ITC might rely on that reasoning to find that the conduct in the case of Samsung could rise to the level of a violation of the antitrust rules," Newman said.

"And so tying the logic of the FTC's ruling against Google could lead the ITC to determine that such an injunction on behalf of Samsung could hurt the public."

The ITC asked for public comment in the Apple case — No. 337-794 — on using sales bans as a remedy for infringing standard-essential patents.
The ITC expects to make a decision by Feb. 6.

While the FTC's agreement with Google makes clear its view on the issue, Daryl Lim, an assistant professor of patent law at The John Marshall Law School, said any impact on the Apple-Samsung case could face limitations by the two agencies' differing goals and mandates.

"The prevailing view is that the ITC, like the Federal Circuit, views patents as a property right which warrants injunctive relief as the norm," Lim said.

"The ITC and district courts, while cognizant of the public interest factor of the FTC-Google (agreement), will treat it similarly to a private settlement."

POLITICO PRO

Issa to FTC: Google leaks were prohibited by law
By Michelle Quinn
1/7/13

Rep. Darrell Issa has a question for the FTC inspector general regarding the Google antitrust case: Who let the news out?

Issa, chairman of the House Committee on Oversight and Government Reform, asked for an investigation of press leaks of information in the FTC's Google antitrust probe.

In a letter dated Jan. 3, the California Republican asked Scott Wilson, the FTC's inspector general, to initiate an investigation of leaks in the agency's Google investigations. "It is believed that the commission may be contributing to, or is the source of, this information," he wrote. "This is of concern because such leaks are prohibited by law and counterproductive to the investigative process."

The FTC is prohibited from sharing nonpublic information to the media and the public, he wrote, adding that when information is shared it is required to be on the record and for attribution.

Issa's letter was first reported by the website Mashable.

On Jan. 3, the FTC announced the results of its investigations into Google's business practices. The agency shut down its investigation into Google's search business with Google agreeing to voluntary changes. The agency issued a proposed consent decree in how Google treats key patents with Google agreeing to limit its pursuit of injunctions against those who violate these patents.

Other lawmakers such as Sen. Ron Wyden (D-Ore.) have expressed concerns about leaks in the investigation. "The FTC's credibility is eroded when confidential details of internal discussions are revealed to the media as has continually been the case in the investigation of Google," Wyden wrote in November.

The FTC confirmed receiving the letter but declined to provide comment. Google also declined to comment.

THE WALL STREET JOURNAL

Do Coconut Shells Make Towels Less Germy?

By LAURA JOHANNES
January 7, 2013

More fabrics are being crafted from materials that sound like they came straight out of a forest. Made from bamboo, eucalyptus and coconut, the fabrics are promoted as having the ability to deter bacterial growth, but scientists say some claims aren't proven.

Bamboo fabric, a popular material for bedding, towels and clothing, has been marketed as retaining the naturally antibacterial qualities of the bamboo plant. However, a 2009 study found the fabrics are rayon made from bamboo, which doesn't retain the plant's properties, says textile scientist Ian R. Hardin, the study's author. Seven commercial bamboo fabrics tested in the study were found not to be antibacterial.

"The natural properties of the bamboo plant are simply not going to survive" the rayon-making process, adds Dr. Hardin, professor emeritus of textile science at the University of Georgia in Athens, Ga. Rayon is made from cellulose typically obtained from trees, but it can be obtained from bamboo, and the result is a virtually indistinguishable fabric, he says.

The Federal Trade Commission filed administrative complaints in 2009 against four companies selling products labeled as bamboo. According to the complaints, the companies' labeling and advertising was "deceptive" because the products weren't natural bamboo and didn't retain its antibacterial qualities. The cases were subsequently settled, and the companies agreed not to make false claims, according to court documents.

Dr. Hardin's study included Jonano brand products sold by Sami Designs LLC of Wexford, Pa., and Bamboosa brand products sold by M Group Inc., Andrews, S.C. Both companies were part of the FTC's 2009 settlement. Bonnie Siefers, owner of Sami Designs, declined to comment. A representative for M Group couldn't immediately be reached for comment.

In 2010, the FTC sent letters to 78 retailers warning them to stop advertising rayon products as bamboo. Last week, to settle an FTC complaint, four retailers—Amazon.com, Leon Max Inc., Macy's Inc. and Sears Roebuck & Co.—agreed to pay a total of $1.26 million in penalties, the agency said. The complaint said the companies violated federal textile-identification law by labeling products as bamboo without disclosing they were rayon. In the proposed agreement, the retailers didn't admit to wrongdoing. Macy's declined to comment; Amazon and Sears didn't return calls; and a representative for Leon Max couldn't be reached for comment.

A $48 yoga towel from Manduka LLC is made of polyester infused with "activated carbon" derived from recycled coconut shells. The Ombré eQua Plus towel, made from Cocona brand fabric, "provides superior odor management," according to the El Segundo, Calif., company's website. Manduka says its "internal focus group" found that after heavy use odor was "negligible" compared with a similar towel without the carbon.

Recycled coconut shells are used to make the carbon, which is embedded into polyester yarn to make Cocona brand fabric, says Chris Castagno, chief marketing officer of Cocona Inc. of Boulder, Colo. The carbon absorbs moisture. Cocona-funded studies have found the fabric dries faster than other materials and a dry fabric is less likely to grow bacteria, Mr. Castagno says. Cocona doesn't claim its fabric is antibacterial and doesn't have any studies to show it slows bacteria growth, he adds.

Eucalyptus sheets from Sacred Sleep LLC ($200 for a queen set) are "antimicrobial" and deter dust-mite growth, the Salida, Colo., company says. The fibers used in its sheets are

called Tencel, made from eucalyptus trees by Austria'sLenzing AG. Sacred Sleep says its claims are based on studies by the manufacturer.

Tencel, a type of rayon made using an environmentally friendly process, is also used in towels, baby wipes and apparel. The fibers don't kill bacteria but their structure draws in moisture to create a "desert-like atmosphere" on the surface that is inhospitable to bacteria, says Nina Nadash, a home textile merchandiser for Lenzing in the Americas.

At least two published scientific studies have tested Tencel's ability to retard bacterial growth. A study published in 2009 in the Journal of Applied Microbiology put underarm sweat samples from five men and five women on a variety of fabrics, including cotton, polyester and fabric made from Tencel. The fabrics were incubated in a warm, wet environment for 24 hours. The Tencel fabric with male sweat showed less bacteria growth than most of the other fabrics but the results weren't statistically significant, meaning they could have occurred by chance, the study says. Tencel fabric grew fewer bacteria on the samples with female sweat than polyester, but about the same as cotton.

Tencel fabric, however, was the best at discouraging odor-causing bacteria, says Bernard Redl, a microbiologist at Austria's Medical University of Innsbruck and a study author.

A 2009 laboratory test funded by Lenzing found that fabric with Tencel fibers deters dust mites. According to the test results—which were obtained from the website of Valley Forge Fabrics Inc., a Pompano Beach, Fla., company that sells Tencel sheets—swatches of a Tencel-cotton blend and a control fabric of 100% cotton were infected with 300 dust mites. After 42 days in the lab, the Tencel-cotton swatches had no dust mites while the controls had an average of 5,500 mites.

This type of study doesn't mean a sheet will help allergy sufferers, says Darryl C. Zeldin, scientific director of the National Institute of Environmental Health Sciences, as it wasn't done "in a real setting, when people are sleeping in their beds" and there would be moisture from human bodies and skin flakes, which mites eat.

Officials at Lenzing couldn't be reached for comment on the dust-mite study.

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COMPETITION

Justice Department and Patent Office Issue Policy Statement on Patents. NY Times 1/8 (blog)

Google Drops Microsoft Patent Claim. WSJ 1/9 (pasted below)

Google Withdraws Patent Claims Against Microsoft. All ThingsD 1/8

Microsoft says FTC settlement should end claims over essential patents. GCR 1/8

Daily Report: Mobile Apps Drive Rapid Change in Searches. NY Times 1/8 (blog)

Americans may face rising gasoline prices again in 2013. LA Times 1/8

Clearwire bid drives shares above deal price with Sprint. Kansas City Star 1/9

Oil slips as gasoline, distillate supplies jump. Market Watch 1/9

CONSUMER PROTECTION

Advocate: IRS does poor job on identity theft. USAT 1/9

Apple, Facebook, Microsoft unite on app privacy front. Politico Pro 1/9 (pasted below)

Loeb Counters Ackman's Bet Against Herbalife. NY Times 1/8 (blog)

Four retailers fined by FTC in bamboo mislabeling cases. Kids Today 1/9 (blog)

OF INTEREST

Editorial: Another Slap on the Wrist. NY Times 1/9

A Financial Service for People Fed Up With Banks. NY Times 1/9

OPINION: The EPA Is Politicized—So Make It Official. WSJ 1/8 (pasted below)

TWEETS

Competition

@hotelinsight: Priceline wins U.S. approval for purchase of Kayak | skift.com/2013/01/08/u-s... (2,560+ followers)

US Federal Trade Commission OKs #Priceline purchase of #Kayak. Now we wait for #Expedia takeover of #trivago. chicagotribune.com/business/break... (162 followers)

@jpnKevin_T: @TheJusticeDept @FTC Read what Qualcomm said about Apple status as "willing" FRAND licensee less than a month ago po.st/Y5m8rE (1,250+ followers)

@jpnKevin_T: Apple & Microsoft are playing you as FRAND fools @FTC @TheJusticeDept FRAND rules always allowed injunctive relief vs unwilling licensees (1,250+ followers)

@jpnKevin_T: @FTC @TheJusticeDept are you usurping the legislative? Microsoft Tells Its FRAND Story to the Court po.st/pEGlOK @scrawford (1,250+ followers)

Google

@usnews: By closing its investigation into Google, the FTC ignored that Google's designed to preserve its advertising monopoly http://bit.ly/WyWY0g (42,300+ followers)

@GooglePhones: FTC's Google Settlement a "Third Way" Approach for Antitrust Enforcement bit.ly/UKPLjC #GooglePhone (20,600+ followers)

@highervis: Google FTC Decision and What It Means For You: In case you missed it, the U.S. Federal Trade Commission finally ... bit.ly/ZCtt4R (4,620+ followers)

@JaffePR: Google Search and Free Speech - On Thursday, the Federal Trade Commission announced that, after its ... ow.ly/2uaxUi (1,390+ followers)

@TechnoNewsDaily: Watchdog seeks FTC staff opinion on Google antitrust case: FTC Chairman Jon Leibowitz (Credit: screenshot by S... adf.ly/H5Gul (1,340+ followers)

@SPATLAW: Remain persuaded by FTC Commissioner Ohlhausen'd dissent against forcing Google/MMobility to accept FRAND licenses. ftc.gov/os/caselist/12... (160 followers)

A Free Speech Perspective on the FTC/Google Settlement medialawbytesandpieces.com/2013/01/08/goo... (153 followers)

Identity Theft

@ITRCSD: Why Care About Identity Theft?: youtu.be/k3yh9hjnE44 via @FTC #IdentityTheft (17,450+ followers)

@PrivacyToday: Check out the @FTC's new YouTube video about credit reports and identity theft: ow.ly/gDGMW (3,370+ followers)

Josh Wright

The Senate confirmed my #Mason contracts professor as an FTC Commissioner! Congrats @Josh_D_Wright!! (777 followers)

Miscellaneous

@MarketingApex: FTC Prosecution of Affiliates for Advertising Claims at Affiliate Summit West 2011: This was a conference sessi... bit.ly/Wz1f3P (8,460+ followers)

@DanitaBlackwood: Travel plans? Did you see an alert from @FTC about #hotel fees that are more than you bargained for> go.usa.gov/gZPY #travel (6,770+ followers)

THE WALL STREET JOURNAL

Google Drops Microsoft Patent Claim
By SHIRA OVIDE
January 9 2013

On the heels of Google Inc.'s agreement with U.S. regulators to limit how it can wield its technology patents, the

Internet search firm dropped a pending patent claim against Microsoft Corp.

Google on Tuesday asked the U.S. International Trade Commission, a federal body that frequently tackles patent disputes, to drop claims that Microsoft was infringing two patents held by Google's Motorola Mobility unit. The ITC claims date to 2010, before Google's acquisition of Motorola Mobility.

Last week, as part of an agreement with the U.S. Federal Trade Commission to end an investigation into Google's potential violations of antitrust law, Google made pledges about how it would handle disputes over "standard essential patents," or patents that cover broad areas of technology such as how to deliver online video to mobile devices.

In these disputes, Google agreed to limits on when it could ask a court to block sales of competing companies' products. There has been murkiness about how the FTC agreement affects existing patent litigation involving Google and companies such as Microsoft.

The two patent claims Google asked to drop concern such patents. Google was asking the ITC to block imports of Microsoft's Xbox videogame console, a move that effectively would have halted Xbox sales in the U.S.

Google didn't say in Tuesday's ITC filing why it asked to drop the two patent claims against Microsoft. As part of the 2010 ITC filing, Google is still asking the ITC to intervene in a dispute with Microsoft on one Motorola Mobility patent.

Microsoft Deputy General Counsel David Howard said the company was pleased Google dropped the two ITC patent claims, and that Microsoft hoped Google would "now withdraw similar claims pending in other jurisdictions as required by the FTC Consent Order."

The ITC didn't immediately respond to a request for comment.

Microsoft and Google have other patent lawsuits pending in federal courts, including a closely watched case in Seattle.

Technology-news website All Things D earlier reported on Google's dropped patent claim.

THE WALL STREET JOURNAL

OPINION: The EPA Is Politicized—So Make It Official
This federal regulatory agency, like many others, would be better run by a bipartisan commission.
By STEVEN F. HAYWARD

Lisa Jackson, who announced on Dec. 27 that she was stepping down as head of the Environmental Protection Agency, will be leaving under a cloud. It turns out that she had been using an email account, under the alias "Richard Windsor," to conduct official business, in an apparent attempt to evade federal transparency laws, including the Freedom of Information Act. After the account came to light in the fall, the Justice Department agreed to release thousands of emails later this month.

This disturbing episode is only one of many under Ms. Jackson's administration. Will her successor be any better? In a way, the question is beside the point. The agency's regulatory machine—and its advancement of the Obama administration's green agenda—would proceed on automatic pilot even if the president didn't bother to appoint a successor.

Here is a suggestion: Reform the EPA by politicizing it. What! Do I mean to say that the agency isn't political enough already? Actually, in one important sense it isn't—and that is part of the problem.

Both the EPA and the Nuclear Regulatory Commission do much the same thing—that is, protect the public against environmental risks. But there is a big difference between the two. The EPA is headed by a single administrator and given wide latitude under various environmental statutes to make sweeping regulatory determinations on his or her sole authority. The NRC, by contrast, is run by a five-member commission drawn from both parties, just as are several other independent regulatory bodies such as the National Labor Relations Board, the Federal Trade Commission, the Securities and Exchange Commission and the Consumer Products Safety Commission.

There is a reason Congress has adopted the commission model. While a bipartisan consensus exists for regulating some parts of the economy by independent agencies that harness specialized expertise, there remains an underlying partisan disagreement about the means and ends of policy. The commission model recognizes and accommodates these disagreements, with a process that emphasizes public debate and is more transparent and accountable.

The EPA's single-administrator model, on the other hand, is based on what amounts to a conceit that some policy matters are beyond politics or meaningful controversy. This is the apotheosis of the Progressive Era ideal, or rather myth, of enlightened administration by neutral experts. It is also a tactic to deny that what are deeply political administrative decisions are in fact political. The single-administrator model makes it much easier for an ideologue

like Ms. Jackson to use the regulatory process as a steamroller to achieve policy goals.

A bipartisan commission would change this dynamic. The president would, as is customary, still appoint a majority of the commissioners, including the chairman. But the minority would have their dissent on policy matters on the record.

In regulatory bodies such as the Consumer Product Safety Commission, minority commissioners and their staffers act as brakes on permanent bureaucrats and agency staff, and the minority commissioners are able exert influence over final policy decisions. At the EPA, however, bureaucrats can embrace self-serving justifications, stifle dissent and represent their manipulated scientific findings and economic assessments as beyond controversy or uncertainty—which U.S. administrative law then makes difficult to challenge successfully in court.

Changing the EPA into a commission won't solve all of its problems. But it would make it much harder for the EPA to ignore or suppress contrary scientific evidence on issues such as global warming, air pollution and toxic risks. It would also make it harder to impose regulations—as happens today—with fanciful cost-benefit ratios that go unchallenged.

In the case of global-warming regulation, for example, an EPA that operated on the commission model would find it problematic to censor its own dissenting employees the way it did in 2009 with Alan Carlin, a 30-year career official who challenged the agency's "endangerment" finding on greenhouse gases, which was the first step on the EPA's way to issuing emissions regulations.

Mr. Carlin was told to cease his work on the issue and not to communicate his views publicly. An inspector general's report subsequently vindicated his critique of the agency's finding, but it was too late to hold up the regulatory juggernaut. Mr. Carlin has since retired.

If you think reforming the EPA into a five-member commission is a modest reform of little consequence, here's a suggestion. Have House Republicans introduce a bill to do this, and watch how ferociously the environmental establishment fights it.

Mr. Hayward is a visiting professor at Pepperdine University's School of Public Policy and the author of the "Almanac of Environmental Trends" (Pacific Research Institute, 2011).

POLITICO PRO

Apple, Facebook, Microsoft unite on app privacy front
By Michelle Quinn
1/9/13

Apple, Facebook and Microsoft are joining forces for a new initiative to educate developers about privacy.

Called "ACT 4 Apps," the initiative will be run by the Association for Competitive Technology, a trade association for application developers. The effort will focus on bringing privacy experts to developer events and include its own gatherings to talk about federal and state laws and how developers should include privacy considerations when making applications, said Morgan Reed, ACT's executive director. It also will support the development of privacy tools and academic and market studies, as well as continuing to bring app developers to Washington and statehouses.

Founded in 1998 by application developers, ACT has more than 5,000 members, small and medium-sized firms. This is the first time Apple, Facebook, Verizon, AT&T and Blackberry are joining ACT as sponsors. Microsoft, eBay, Oracle, Intel and VeriSign are already sponsors.

The inclusion of Apple is notable because the iPhone and iPad have been leading platforms for developers making applications and because Apple is not known to join trade groups or initiatives.

ACT 4 Apps comes as federal and state regulators are increasingly looking at how firms that collect data online handle users' privacy, particularly when it comes to mobile applications.

In December, the FTC unveiled its update to the Children's Online Privacy Protection Act, which creates new rules protecting kids under the age of 13. The California attorney general has sued Delta over its mobile applications and has issued warning letters to many other developers. ACT 4 Apps plans to work with the FTC and state attorneys general, Reed said.

Developers often do not think they are creating applications with privacy issues, Reed said. "We want to turn the conversation around from finger wagging to go where developers are and talk about how to include privacy in their efforts to make awesome apps," he added.

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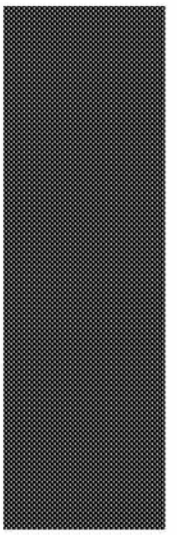

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COMPETITION

Wyden: Google leaks 'particularly troubling'. Politico Pro 1/9 (pasted below)

Senator blasts leaks in FTC's Google investigation. C-Net News 1/9

What happens to Google's other patent cases? Politico Pro 1/9 (pasted below)

DOJ, patent office spell out patent holders' rights. Daily Deal 1/8

Why the Feds Should Have Been Tougher on Google. The New Yorker 1/9 (blog)

Did Google's Promise to "Do No Evil" Convince the FTC to Do Nothing About its Search Bias? TIME 1/10

FTC's Rosch wanted to sue Google for lying. Politico Pro 1/10 (pasted below)

Why the FTC Was Right Not to Sue Google. Forbes 1/10 (blog)

Crude Settles Above $93 a Barrel After EIA Data. CNBC 1/9

Natural Gas Climbs on Biggest Stockpile Drop in Almost Two Years. Bloomberg 1/10

GenCorp readies sale of missile interceptor unit. Daily Deal 1/9

GenCorp will sell business segment to expedite $550 million acquisition. Modesto Bee 1/9

Supervalu sells grocery chains, including Albertsons, to Cerberus. LA Times 1/10

CONSUMER PROTECTION

How Multi-Level Marketers Dodged a Bullet. CNBC 1/9

Editorial: Bill Ackman's Short Sale Puts Herbalife in Cross Hairs. Bloomberg 1/10

Herbalife says "legitimate company," takes on Ackman. Reuters 1/10

Mortgage Rule Will Not Change the Banking Game: KBW. The Street 1/10 (blog)

TWEETS

Google
@usnews: By closing its investigation into Google, the FTC ignored that Google's designed to preserve its advertising monopoly http://t.co/2nUXbEgX (42,300+ followers)

@MercNews: Google drops patent claims against Microsoft's Xbox after FTC deal http://t.co/4zSPDR0u (16,100+ followers)

@politicopro: FTC's Rosch says he wanted to sue Google because of lies about collecting users' personal info, not antitrust issues. politico.pro/ZKycBn (2,700+ followers)

#Microsoft left fuming after the #FTC ruling over #Google: Google must heave a sigh of relief… goo.gl/fb/CfdfL (2,750+ followers)

Hey @FTC if you always rule in favor of patent owners, why bust the kneecaps of SEP owners like Motorola and Samsung? http://www.groklaw.net/article.php?story=20130106101927687 …
(450+ followers)

With the FTC's #Antitrust Lawsuit Settled, Google Will Further Monopolize Search motherboard.vice.com/blog/with-the-... (200 followers)

Bamboo
@tristatebbb: http://Amazon.com , others fined to settle @FTC charge they falsely labeled textiles as bamboo though they were rayon.http://bit.ly/WAn7vD (500+ followers)

Herbalife
@cnbc: Dan Loeb's letter on Herbalife bet: "Pyramid Scheme" accusation has no merit; thesis that FTC will take up, shut down $HLF is "preposterous" (985,200+ followers0

Miscellaneous
@katyonthehill: .@BerinSzoka: @FTC is using reports as "agency threats" to pressure cos "to do things that aren't voluntary." #adweek #2013CES (1,100+ followers)

Filed @ftc complaint against @spotify for constant spam emails after multiple unsubscribe attempts. Not like it'll stop, but whatever. (100+ followers)

POLITICO PRO

Wyden: Google leaks 'particularly troubling'
By Tony Romm
1/9/13

LAS VEGAS — Sen. Ron Wyden on Wednesday strongly criticized the FTC's handling of the Google antitrust investigation, which he said was rife with leaks that he found "particularly troubling."

"I'm determined to get to the bottom of this," the Oregon Democrat said, noting he planned to work in close coordination with Rep. Darrell Issa (R-Calif.).

Earlier this week, Issa wrote the agency's inspector general to call for an investigation of the sources of those leaks.

"What happened in the Google case was wrong," Wyden said.

The senator previously expressed doubts about the FTC's Google probe, and he even wrote the agency in November to register his concern about the "confidential details" seeping out of the commission. At the time, Wyden said the FTC's probe had been misguided.

"That over the course of the last several years Google has rapidly taken market share away from its competitors is not an indication that the search industry is uncompetitive," the senator wrote, "but evidence that Google is better meeting consumer preferences for a search engine."

The missive preceded by months the FTC's decision to close its search and advertising cases. Asked about the conclusion, Wyden remarked at a press conference, "When you strip it down and look at it, there are no barriers to entry in any significant way."

POLITICO PRO

What happens to Google's other patent cases?
By Michelle Quinn
1/9/13

Google's decision to withdraw patent claims to bar Microsoft's Xbox 360 on Monday now raises the question of what happens to Google's standards patent claims against Apple and Microsoft in other venues around the world.

Those cases will likely continue, but a key issue is what happens to Google's effort to obtain injunctive relief should it win those claims.

Some observers say it would logically follow from Google's decision at the International Trade Commission on the Xbox case that it would drop efforts to get injunctions against Microsoft or Apple in other venues, such as in Germany and in U.S. district courts. Those courts have more remedies in patent disputes other than blocking products such as awarding monetary settlements but Google could pull its claims for injunctive relief.

Microsoft's view is that the search company is required to withdraw claims for injunctive relief in these venues to comply with the FTC's consent order. David Howard, Microsoft's corporate vice president and deputy general

counsel, said in a statement that the company was "pleased that Google has finally withdrawn these claims for exclusion orders against Microsoft, and hope that it will now withdraw similar claims pending in other jurisdictions as required by the FTC consent order."

Since the FTC released its proposed consent order against Google, there has been confusion over whether the FTC was requiring Google to withdraw all current claims of injunctive relief in all venues. Microsoft, also, made its feelings known in a filing at the International Trade Commission, saying that because of the FTC's consent decree, it expected Google to withdraw its cases based on these patents. The FTC had confirmed that the consent decree did not require the company to do so.

Google's decision to withdraw its claims against Microsoft at the ITC came after the Justice Department in conjunction with the U.S. Patent and Trademark Office made a statement about injunctions and standards-essential patents that seemed at odds with the FTC's recent consent decree with Google.

Google announced its action only hours after the DOJ and the PTO issued an unusual joint statement Monday that urged only very limited exceptions to patent holders seeking product injunctions when it comes to standards-essential patents.

"The DOJ was the catalyst," said a person familiar with the case. "It pointed out the weaknesses in the FTC's consent decree with Google."

POLITICO PRO

FTC's Rosch wanted to sue Google for lying

By Steve Friess

1/10/13

Outgoing FTC Commissioner J. Thomas Rosch told POLITICO on Wednesday he wanted to sue Google because the company lies to users about why it collects their personal information and not because of antitrust issues.

The explanation — a novel approach that none of the other commissioners publicly advocated — adds a surprising new wrinkle to a post-mortem on the agency's investigation. Among other things, critics charge, it implies that the commissioners who decided to end the case were unaware or confused about one another's views.

Rosch, an antitrust litigator who is scheduled to leave office on Friday after seven years on the commission, said he believes that Google's claim in its privacy disclosure that it collects personal information to improve the user experience is a "half-truth." He believed they're really collecting the information to maximize their profits.

"That was a fictitious claim," Rosch said. "I knew we'd have to litigate that. It was clear to me, because that would wound them very deeply if they had to change that claim."

The FTC could have brought an action against Google under that theory on consumer protection grounds — even though the investigation was chiefly about antitrust concerns.

When asked whether he thinks many users even read the fine print of such disclosures when they sign up for YouTube or Google+, Rosch replied, "Apparently Google thinks they do or they wouldn't say it."

A Google spokesperson declined comment on Wednesday.

The commission announced last week that it had voted 5-0 to close its nearly two-year antitrust investigation without filing a lawsuit against the search firm. Instead, the FTC accepted a voluntary agreement that Google would allow advertisers to manage ad data in any software and would provide websites the ability to opt out of being "scraped," a term referring to the practice of excerpting snippets of reviews from sites like Yelp and Trip Advisor for use in Google review sites.

Rosch is a vocal critic of the FTC's endorsement of that voluntary agreement, which Google insisted is legally enforceable, because he views it as bad precedent. He also said that he, Commissioners Maureen Ohlhausen and Edith Ramirez opposed that endorsement, all of which POLITICO has confirmed. By that count, Rosch said, the majority opposed sanctioning that agreement.

Chairman Jon Leibowitz declined comment on Wednesday, but on Friday he told POLITICO that he was befuddled by Rosch's claim that he supported a lawsuit against Google.

Rosch said he was perfectly clear with his colleagues as well as with executives of Google and other companies that visited him to make their cases.

"My general practice is to make a clear statement of everything I am thinking before people walk out of my office because I think people deserve that," said Rosch, who will be replaced by Joshua Wright, a George Mason University scholar. Of Leibowitz's claim of ignorance to his views, Rosch said, "I have no idea what that's about. No idea."

Such exchanges worry FTC-watchers who wonder how Leibowitz handled the commissioners' exchanges leading up to the vote on Jan. 2, which is believed to have taken place either by phone or the Internet. By that point, the full commission hadn't convened to discuss this matter since November, a gap that provided plenty of time for confusion among the members.

"They didn't know where each other stood and they still don't," said a source close to the case, who was dissatisfied with the outcome. "It's the chairman's job to try to get the commission to the same place. It seems like they're all learning one another's views now via the media."

Rosch took some responsibility for the public's confusion as to what the likely outcome was for the FTC case. He said he touted the hiring of litigator Beth Wilkerson to focus on Google which, he said, "created some false expectations" that the agency was ready to sue Google on charges of search result manipulation.

And he noted that Joaquin Almunia, the European Commission's competition chief who is still working on his conclusion to its antitrust probe of Google, created pressure on the FTC when, early in 2012, he said he expected Google to make concessions on four key areas including search bias.

Still, many continue to focus on Leibowitz and the claim that he encouraged anti-Google forces by telling them privately he wanted to sue Google on antitrust grounds. At last week's press conference, the chairman said such a suit was never likely.

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COMPETITION

Editorial: FTC shows restraint in probing Google's product promotion. Boston Globe 1/11

FTC Chairman Defends Google Settlement: We Did What The Law Required. TPM 1/11

EU still wants to challenge Google "diverting traffic" to its own services. All Things D 1/10

European Version of FTC Accuses Google of Abusing Its Dominant Search Results. Atlantic Wire 1/11

Report: European Commission May Force Google To Change How It Presents Its Search Results. Tech Crunch 1/10

EU says Google must change search results presentation. Reuters 1/11

FTC boots merger review trigger. B&C News 1/10

Is There A Monopoly In Social Media? The DOJ Thinks So. WSJ 1/10 (pasted below)

FTC announces 2013 merger filing thresholds. Daily Deal 1/10

CONSUMER PROTECTION

Wanted: COPPA clarity. Politico Pro 1/10 (pasted below)

Avoiding loan-modification hoaxes. NY Times 1/10

Herbalife Defends Itself Against Pyramid Allegations. But Does the Market Believe? TIME 1/11

Connecticut officials decry false warnings that cell phone numbers going public. Register Citizen 1/11

OF INTEREST

Nixon 100th Attracts Kissinger, Ben Stein: D.C. Scene. Bloomberg 1/10

When to call for help after a data breach. Network World 1/10

TWEETS

HSR
@BCbeat: FTC Boosts Merger Review Trigger bit.ly/WT93Os (6,000+ followers)

Google
Dear @ftc the #EU has a different view - #EU says #Google must change search results presentation http://reut.rs/WTPJkn #antitrust (350+ followers)

COPPA
I agree - TV/web PSAs, not pamphlets RT @RebeccaNewton: Donna of ESRB says the @FTC needs to educate parents and teachers. #fosicoppa (1,300+ followers)

"@FOSI: Tim S. says that the @FTC is going to have partner with app developers to better implement the ideas of #COPPA #fosicoppa"#dpd13 (200+ followers)

What do the #FTC changes to #COPPA mean to your company, website, mobile apps? Attend COPPA Boot Camp on 1/28 in D.C. bit.ly/WF5I4R (28 followers)

Kids' Apps

@AdamThierer: I still wonder if anyone in #FTC Economics Bureau took serious look at how new #COPPA regs impact market for kids' sites & apps. #fosicoppa (3,300+ followers)

THE WALL STREET JOURNAL

Is There A Monopoly In Social Media? The DOJ Thinks So
By Tom Gara
January 10 2013

(UPDATE: We've added a statement from Bazaarvoice to the story below)

You might associate antitrust lawsuits with industry titans like Microsoft, Visa and Mastercard, but the Department of Justice chases after small fry too. Today, it launched an action against BazaarvoiceBV -11.28%, a relatively low-key social media marketing company that went public in February 2012.

Bazaarvoice does what thousands of other small companies claim to do, helping businesses make use of social media to better connect with their markets. It was bigger than than most though, working with companies like Best Buy, AT&T and Macy's to set up customer review and discussion features on their websites. It earned $39 million in revenues in its most recent quarter, up 54%.

The company has found itself in the crosshairs of the DOJ due to an acquisition it made last year. From today's DOJ statement:

> WASHINGTON – The Department of Justice filed a civil antitrust lawsuit today against Bazaarvoice Inc. challenging the company's June 2012 acquisition of PowerReviews Inc. The department said that the $168.2 million transaction substantially lessened competition in the market for product ratings and reviews platforms in the United States, resulting in higher prices and diminished innovation.
>
> The department's lawsuit, filed in the U.S. District Court in the Northern District of California, in San Francisco, seeks to restore the competition that was extinguished by the transaction.
>
> Bazaarvoice's acquisition of PowerReviews was not reported under the Hart-Scott-Rodino Antitrust Improvements Act of 1976, which requires companies to notify and provide information to the department and the Federal Trade Commission before consummating certain acquisitions. The department began its investigation shortly after the transaction closed.
>
> "Bazaarvoice bought PowerReviews knowing that it was acquiring its most significant rival and hoping to benefit from diminished price competition," said Bill Baer, Assistant Attorney General in charge of the Department of Justice's Antitrust Division. "Without competitive pressure from PowerReviews, Bazaarvoice will be able to increase prices to retailers and manufacturers for its product ratings and reviews platform. This lawsuit seeks to prevent one firm from dominating the product rating and review platforms market, and demonstrates that transactions that are not reported to us are not immune from scrutiny."

Bazaarvoice replied to the charge with this statement (emphasis ours):

> "We are disappointed with the filing of today's lawsuit. We provided the DOJ with extensive documents, data, and information demonstrating that our acquisition of PowerReviews was procompetitive and did not result in a lessening of competition. We spent more than six months explaining that there is robust and ample competition in the market for social commerce engagement tools. We disagree with the DOJ's decision to ignore that evidence and we will now shift our attention to a court of law where we expect to be fully vindicated."

The DOJ complaint describes Bazaarvoice as the "dominant commercial supplier of product ratings and reviews platforms in the United States," claiming that by purchasing its competitor it removed a crucial source of price competition.

Silicon Valley is a pretty dynamic place, and social media consultancies are dime a dozen, so exactly how difficult it would be for another company to offer these kind of services will be a big question as the case moves forward.

While it would be very hard to find another company to compete with Visa and Mastercard — just like it was hard to find one to compete with Microsoft in the 1990s — the whole marketplace for social media services seems pretty vibrant these days.

That doesn't mean Bazaarvoice didn't crow about snuffing out a competitor. According to the DOJ, its case included comments like this from the company's management:

- One of the company's co-founders noted that the acquisition of PowerReviews would "[e]liminat[e] [Bazaarvoice's] primary competitor" and provide "relief from [] price erosion;"

- The company's current chief executive officer wrote that Bazaarvoice had "literally, no other competitors" beyond PowerReviews; and

- The company's former chief executive officer projected that, as a result of the transaction, Bazaarvoice would have "[n]o meaningful direct competitor."

POLITICO PRO

Wanted: COPPA clarity
By Alex Byers
1/10/13

Industry and app advocates have a clear message for the FTC on its late-December update to kids' privacy rules: Tell us more.

That was the takeaway from a discussion hosted by the Family Online Safety Institute on Thursday afternoon that threw questions about the highly anticipated privacy regulation at representatives from Facebook, the FTC, the App Developers Alliance and the Electronic Safety Ratings Board. The problem, panelists and audience members said, is that app makers and site operators still need more clarity — even with the 167-page statement the FTC wrote on the updated regulations.

Without more information on issues like the actual knowledge standard for when third parties have to comply with COPPA rules or which sites are considered primarily or secondarily directed to kids, the thinking is that industry players — especially the smaller ones — will have trouble complying with the updated rules and turn away from the kid-oriented space.

"This rule almost certainly diminishes greatly the amount of content that will be produced for kids, and that is directly contrary to the original congressional intent," said Tim Sparapani, vice president of government relations for the App Developers Alliance. He added that the FTC deserves an "incomplete or failing grade" on the update.

Even the FTC's detractors on the COPPA modernization — which was one of the agency's biggest privacy plays in 2012 — admit that striking a balance between growing privacy concerns for kids and innovative offerings from the industry is not an easy task. But they still want more from the commission: More information, more wiggle-room and, with a July 1 implementation date, more time.

"I think many expected it to be more of a year to comply," said Jennifer Hanley, FOSI policy and legal director. "Even the safe harbors are rushing; the lawyers in town are all rushing to figure out, 'What do we need to do?'"

Stakeholders want more from the FTC on parental consent mechanisms and what constitutes data used for internal site operations, but one of the biggest questions for COPPA-focused entities is when the rules apply to third-party plug-ins under the FTC's actual knowledge standard. Plugin makers caught a break when the FTC scaled back its original proposal — which would have covered third parties if they had a "reason to know" they were on a child-directed site — but companies still want expansion from the FTC on when they will be considered to have met the standard.

"Many probably will look at a model where they define themselves what their official mechanisms and communications channels are, and anything that falls outside of that will not be deemed kind of official from the company," said Ed Palmieri, privacy counsel at Facebook. "At this point, there's no other way to do it."

As far as more guidance from the FTC, pamphlets or memos may not cut it, app advocates said. They want the commission to go on an education tour across the country and talk directly with app makers about COPPA. Whether or not that happens, though, stakeholders can expect more direction from the agency down the road as questions continue to emerge.

"It's impossible in rule text to account for every factual situation that's going to arise. We have FAQs already — they are now woefully out of date. So essentially, I think, for us, one of the first steps is to try to update the FAQs," said Rick Quaresima, an assistant director in the FTC's Division of Advertising Practices. "We haven't updated them in a long time, but going forward I really think we expect that to be a living, breathing document that will be updated a lot more as these scenarios come up. You can't anticipate everything, even with two rounds of comment."

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COMPETITION

Supreme Court to Hear Generic Settlement Cases. Pharmacy Times 1/14

Gas prices to drop in 2013, U.S. agency and AAA say. Sun-Sentinel 1/14

FTC Fires Back at Microsoft, et al. Regarding Google Antitrust Ruling. Daily Tech 1/14

CONSUMER PROTECTION

Fate of Herbalife's Stock May Lie With Government Agencies. NY Times 1/14 (blog)

Harry Reid Disavows Report Linking Him to Bribery Case. Roll Call 1/13

Sen. Reid denies involvement, knowledge of Utah businessman's claims about attorney general. WaPo 1/14

Mobile Developer Settles With FTC Over Background-Check App. Media Post 1/14

Minnesota looks to toughen laws for pugnacious bill collectors. Star Tribune 1/15

FTC's proposed used-car rule a lemon, critics claim. NBC News 1/15

Robo Calls, Do-Not-Call Violations a Target of FTC, Lawsuit. NBC Los Angeles 1/14

FTC Proposes Revised EnergyGuide Label Rules. Courthouse News Service 1/14

OF INTEREST

Zaxby's: Data breach could affect customers at more than 40 Ga. Stores. Atlanta Business Chronicle 1/14

Critics attack Coke's anti-obesity ad. USAT 1/14

VIDEO: Computer scam accuses you of viewing child porn. USAT 1/15

UPS Quits Takeover in Europe. WSJ 1/14 (pasted below)

TWEETS

Filaquarian

@mediapost: Mobile Developer Settles With FTC Over Background-Check App: Two Minnesota companies have agreed to take... http://bit.ly/TWlo7d (45,750+ followers)

Email Scam

@WXYZDetroit: #SCAM ALERT: Don't be the next victim. The FTC warns of an email scam going around: http://t.co/dSWqjNPR #EarlyRisers (30,800+ followers)

Antitrust

@compplicyint: US: @FTC adjusts threshold at which companies must report #mergers http://bit.ly/V6inDY (900+ followers)

@Corp_Laws: FTC Announces Increases to Thresholds for Pre-Merger Notification and Limitations on... bit.ly/V058RE | by @DWTLaw (500+ followers)

Google

From @CNNMoney: The FTC opted to allow #Google to continue on with the evolution of #Search. Where will that lead? ow.ly/gNHG0 (350+ followers)

THE WALL STREET JOURNAL

UPS Quits Takeover in Europe
By ROBIN VAN DAALEN, VANESSA MOCK and BETSY MORRIS

UPS -0.21%United Parcel Service Inc. UPS -0.21%abandoned a nearly $7 billion bid for Dutch parcel-delivery company TNT Express NV, TNTE.AE +5.68%after encountering stiff objections to the deal from European antitrust regulators.

The acquisition would have been the biggest in UPS's 105-year history, and relinquishing it is a strategic retreat for the Atlanta-based company. A deal would have strengthened UPS's global reach, bringing new operational mass to its delivery business outside Asia and the U.S.

UPS revised its €5.2 billion proposal—which was announced last March—three times in a bid to overcome concerns from the European Commission, and still wasn't satisfying the demands.

The regulator was worried the overnight-parcel-delivery market would effectively become a duopoly between the combined UPS-TNT business and DHL, a unit of Deutsche Post DPW.XE -0.74%AG. The regulator also worried that other parcel-delivery companies, including U.S. rival FedEx Corp., FDX +0.29%could be shut out of the market.

Both DHL and FedEx lobbied against the deal being approved.

The deal is the latest in a series of high-profile transactions to be challenged by Europe's antitrust regulator. In February, the commission rejected a $17 billion merger between NYSE Euronext NYX -0.67%and Deutsche Börse DB1.XE +0.15%AG. In September, Universal Music Group agreed to sell many treasured record labels to win approval for its $1.9-billion purchase of rival EMI Group Ltd.

The commission is due to announce its decision by Feb. 5, but UPS said after a meeting with the regulator that it expects the commission to block the deal.

"We are extremely disappointed with the EC's position," said UPS Chief Executive Scott Davis. "We proposed significant and tangible remedies designed to address the EC's concerns with the transaction."

The news surprised UPS employees; they had been executing plans to bring TNT into the fold right up until they discovered the deal had fallen apart, according to a person familiar with the situation.

Once the commission's decision is announced, UPS said it will pay TNT a €200 million ($267 million) termination fee. UPS had originally expected to receive approval after a preliminary antitrust review.

UPS had hoped that a plan to sell some of its assets, together with some TNT assets, could have created a new pan-European overnight-parcel-delivery competitor, or integrator. The assets' proposed buyer, parcel-delivery company DPD, is controlled by French state-owned postal group La Poste.

"The commission and the merging parties had two very different visions of the logistics industry," said David Anderson, a Brussels-based partner at law firm Berwin Leighton Paisner. "The commission has identified only four integrators in the market, and two of those were merging here, while UPS and TNT see a wide spectrum of service providers competing and putting competitive pressure on the merging parties and others in the market."

Although the commission had taken an uncompromising stance on the need for a new rival to be created out of the merger, its officials appeared surprised by UPS's statement that it didn't expect the deal to be cleared.

A person familiar with the commission's thinking said it had sought binding guarantees that DPD could fill the gap in the marketplace and that it wanted this anchored in a contract, as some of the last concessions put forward earlier this month by UPS had been filed "too late" and were "too complex" to be tested thoroughly prior to any commission decision on the deal.

"The commission spelled out during the meeting on Friday what it needed," the person said. "Maintaining competition in the express delivery sector was key. And there was still willingness to find a way forward." That deal also would have needed to address regulators' outstanding concerns, notably whether any agreement would have provided DPD with sufficient long-term access to air transportation. However, UPS didn't move to meet those demands, the person said.

FedEx is unlikely to step in and offer its own bid, people close to the company said. The Memphis-based arch rival to UPS has said it wasn't interested, believing the deal to be too pricey, they said. FedEx "is one of the few companies with the balance sheet to pull off a deal," Helane Becker, analyst with Dahlman Rose, said in a report Monday. But Ms. Becker added that FedEx is focused instead on expanding in Europe through smaller, "tuck in" acquisitions.

FedEx officials declined to comment.

UPS offered €9.50 a share for TNT, which was split from Dutch postal company PostNL NV PNL.AE +1.82%in 2011 under pressure from shareholders who argued the express business would be an interesting acquisition target. PostNL, TNT's biggest shareholder with nearly 30%, said it plans to sell its stake, assuming the deal with UPS doesn't proceed.

TNT's shares fell amid news of UPS's decision to call off its takeover attempt. The stock fell 41% to €4.84 in Amsterdam on Monday on Monday. PostNL shares sank 36% to €1.82, also in Amsterdam. Shares in UPS rose 1.7% to $79.24 at 4 p.m. Monday in composite trading on the New York Stock Exchange.

TNT said it would pursue a future as an independent company. "Now we'll focus on our stand-alone strategy, which we presented in February," Chief Executive Bernard Bot said in a telephone interview on Monday.

European Commission officials declined to comment, saying only that they would issue their official verdict by Feb. 5. UPS -0.21%

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COMPETITION

Gas prices near January record, but there are some positive signs. LA Times 1/24

CONSUMER PROTECTION

Operators of alleged time-share scam settle with government. LA Times 1/24

Recognize foreclosure scams for what they are. Chicago Tribune 1/24

Icahn Says No Respect for Bill Ackman After Herbalife Bet. Bloomberg 1/25

FTC Warns of New E-mail Scam. Kiplinger 1/24

Federal Trade Commission holds forums on avoiding fraud. Portland Press Herald 1/24

US FTC study taking aim at marketing of booze on social media. Reuters (via GMA News) 1/25

Sony Slapped With $390,000 U.K. Data Breach Fine. Information Week 1/42

OF INTEREST

Record Foreign Takeovers Mean Scrutiny for Davos Bankers. Bloomberg 1/25

TWEETS

Timeshare

@FinnLawGroup: #FTC goes after timeshare resale companies. | consumeraffairs.com/news/timeshare... (1,000+ followers)

Privacy

@netcaucusac: Audio of #BigData Panel at State of the Net: @Neustar @bde Senate Commerce @paulohm (w/ @FTC) & @nancyscola: http://bit.ly/USO8uQ #SOTN (650 followers)

COPPA

Privacy Update: Complying With COPPA Under The FTC's New Children's Online Privacy... http://t.co/BtihqtpJ | by @polsinelli (10,200+ followers)

@arentfox: FTC Tech Blog Suggests Solution for Plug-In COPPA Compliance: http://t.co/6zBF453l (650+ followers)

Miscellaneous

@bostinnovation: Yelp's Revenue Model? Extortion, Say Nearly 700 FTC Complaints http://t.co/TKKBaLlg (20,100 followers)

Gregory J. Wilcox: Federal Trade Commission growing skittish over sale of Pratt & Whitney Rocketdyne: There is o... bit.ly/TuNxEE (300+ followers)

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COMPETITION

Pfizer, Lilly profit hurt by generic competition. USAT 1/29

CONSUMER PROTECTION

FTC Says: Pyramid Scheme, Prepare To Be Busted. WSJ 1/28 (pasted below)

Federal, state regulators shut down Fortune Hi-TechUSA Today 1/28

Direct-Seller Fortune Hi-Tech Marketing Accused of FraudBloomberg BusinessWeek

1/28

Fortune Hi-Tech Marketing shut down as pyramid scheme Reuters/Chicago Tribune1/28

Madigan, other AGs, sue Kentucky company for pyramid schemeChicago Sun-Times 1/28

Cord blood bank to improve data security. Reuters 1/28

Blood bank settles FTC charges for failing to protect personal information. The Hill 1/28

FTC Online Privacy Protection Campaign Kicks Into High Gear. CIO.com 1/28

FOIA release from FTC outs Yelp as 'Internet Mafia'. Daily Caller 1/28

Law firm: Google faces class action suit in UK over secret tracking of Apple users. WaPo 1/28

FTC: Put an end to unsolicited mail, calls, e-mail. Daily Journal 1/29 (blog)

Who can stop robocalls? FTC tries to crowdsource a solution but falls flat. The Verge 1/28

TWEETS

Fortune Hi-Tech Marketing
@CNBC: ALERT: FTC has charged Fortune Hi-Tech Marketing with running a pyramid scheme. #FHTM (999,550+ followers)

@CNBC: Source: FTC Press Conference at 1p ET is not about Herbalife. (via @herbgreenberg) $HLF (999,550+ followers)

@JimCramer: @herbgreenberg This Fortune Hi-Tech story is killing $HLF (616,650+ followers)

@herbgreenberg: Fortune Hi-Tech's website now replaced w/this: http://t.co/3cQgGrJ2 (40,650+ followers)

Fortune Hi-Tech gave big contribution last year to GOP outside group http://t.co/9WtKT92P via @sharethis (600+ followers)

Federal, state regulators shut down Fortune Hi-Tech http://t.co/cFUckfaE (2,800+ followers)

Data Security/Cbr
@pogowasright: @HHSGov & @FTC took action when devices with unencrypted PII/PHI were stolen from cars. Keep reminding employees not to leave PII in cars #n (2,800+ followers)

@pogowasright: Glad to see @FTC went after entity where #privacy policy promised one thing, but PII was left in & stolen from car: http://j.mp/Wxvt8v #n (2,800+ followers)

@pogowasright: @PogoWasRight: @FTC action against CBR shows that #privacy policies do matter, and they'll

hold you to yours. databreaches.net/?p=26773 #infosec #privchat #n

Privacy
FTC Online Privacy Protection Campaign Kicks Into High Gear #privacy #FTC @kencorbin shar.es/CxreH via @CIOonline (900+ followers)

9/11 Coins
Private mint to pay FTC $750,000 settlement: By Jeff Starck An issuer of commemorative coins and me... bit.ly/VmwF00 #coin #news

Miscellaneous
@OM: It is time FTC/DOJ anti-trust to start investigation Facebook practices on abusing its platform, like Microsoft in 90s http://t.co/5Yhaa1Yy (1,329,600+ followers)

@digiphile: "It may be that the robocall problem is simply too tough to crowdsource"-@adrjeffries on @FTC contest http://bit.ly/WMeNLC (175,200 followers)

TV HITS

Fortune Hi-Tech Marketing

WCBS-NY radio

WLEX (NBC) Lexington

WPSD (NBC) Paducah

CNBC

WTVF (CBS) Nashville

WDKY (FOX) Lexington

THE WALL STREET JOURNAL

FTC Says: Pyramid Scheme, Prepare To Be Busted
By Tom Gara
January 28 2013

(This post has been updated – see below)

From this morning's FTC announcement:

> The Federal Trade Commission will co-host a press conference in Lexington, KY, today at 1 p.m. ET (Noon Central Time), with the Kentucky Attorney General's office, to announce a major action against an allegedly illegal pyramid scheme.
>
> Steve Baker, Director of the FTC's Midwest Region Office, and Kentucky Attorney General Jack Conway will be available to answer reporters' questions.

So who is in the FTC's cross hairs? We'll have to wait until 1 p.m to find out (the announcement will be webcast here). Companies recently in the spotlight for their direct selling model are trading down this morning: shares in HerbalifeHLF -0.30%are down almost 10% this, and fellow direct marketer Nu SkinNUS +2.08%is down 5%. CNBC are flashing a headline saying the announcement is not about Herbalife, but nobody has yet suggested who is is about.

Update: From the Lexington Herald Leader in Kentucky:

> Officials with Kentucky Attorney General Jack Conway's office and the Federal Trade Commission were inside the Lexington headquarters of Fortune Hi-Tech Marketing Monday morning, sending employees of the multi-level marketing firm home.
>
> Conway is scheduled to hold a news conference with FTC Midwest region director Steve Baker at 1 p.m.

to "announce actions relating to an alleged global pyramid scheme operating in Kentucky."

Baker and other officials at the company's headquarters, located at 880 Corporate Drive, declined to comment. Lexington police were seen leaving the building at 11:45 a.m., along with people unloading boxes marked with the FTC logo.

Here's a lengthy USA Today piece on Fortune's business model, and the complaints against it, from back in 2010.

Update II: In its press conference, the FTC has confirmed the case is being filed against Fortune. "Today is the beginning of the end for one of the most prolific pyramid schemes," it said.

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COMPETITION

AMA, AARP Back FTC In Pay-For-Delay Antitrust Fight. LAW360 1/30 (Blog)

FTC Revises Hart-Scott-Rodino Thresholds for 2013. Lexology 1/30

Google's Increased Lobbying Belies Cut in Total Spending. Bloomberg 1/30

CONSUMER PROTECTION

Data privacy -- not always as 'private' as you think. KOMO News 1/31

Mobile Health Unlikely to Face Much Regulatory Scrutiny, Lawyer Says.

Wall Street Journal 1/30 (blog)

FTC Blames Banks for Faulty Debt Collection Docs.American Banker 1/30

(pasted below)

Collectors hound consumers for a million disputed debts per year, FTC study finds.

National Law Journal 1/30

8 Things We Learned From FTC Report On Debt-Buyers. Consumerist 1/30 (blog)

There's bad debt, then there's bad debt (blog). Allentown Morning Call 1/30

Settlement for breach involving 300,000. Healthcare IT News 1/30

Seeds of Truth from the Pom Wonderful FTC Case. Natural Products Insiders 1/30

Jeremy Johnson: John Swallow shook me down. FOX 13 (Salt Lake City) 1/30

DeWine warns businesses about fake FTC emails. Cantonrep.com 1/30

Ackman Ahead in Herbalife Bet. New York Post 1/31

OF INTEREST

My Turn: Why the Federal Trade Commission? Washington Post 1/30

Validity of Consumer Bureau at Stake in Legal Challenge. Bloomberg 1/31

TWEETS

Debt Buyers Report

@consumerist: 8 Things We Learned From FTC Report On Debt Buyers - http://t.co/pefvlGsw (35,800+ followers)

COPPA

@McAfeeNews: Blog: 5 Ways to Ensure Online Privacy for Kids: Congress and the Federal Trade Commission (FTC) have taken speci... http://bit.ly/11l52oK

(11,450+ followers)

Privacy

@JuliaAngwin: AKA Julie & Julia: My interview with FTC Commissioner Julie Brill on Technology and Privacy bit.ly/

SUsUQN (10,300+ followers)

Miscellaneous

@digiphile: Eventually, the SEC & FTC will have to hire (more?) people who can audit algorithms. http://t.co/3JeqpzyP #bigdata (175,450+ followers)

@sustainbrands: Four Key Takeaways from the FTC's Recent Crackdown | http://t.co/U6Zyv9Ub (17,350+ followers)

Persuade The FCC/FTC To Force The Cell Phone Carriers To Unlock All Smart Phones Purchased With A Contract Or ETF Paid. wh.gov/V6k2 (250+ followers)

Please submit comments to the FTC opposing the amendment. It will help MLM and harm consumers http://t.co/Zbwrv2qL (850+ followers)

TV HITS

Fake FTC emails

WLWT-CIN (NBC) Cincinnati, OH

Made in USA

Fox Business Network

Debt Buyer Study

KTNV-LV (ABC) Las Vegas, NV

WTVA (NBC) Columbus, MS

Credit Reports

(This clip appeared on eight TV stations around the country)

Jeremy Johnson

KSTU-SLC (FOX) Salt Lake City, UT

AMERICAN BANKER

FTC Blames Banks for Faulty Debt Collection Docs

By Jeff Horwitz, January 30, 2013

Consumer debt buyers rarely get thorough documentation of the defaulted loans they purchase, a Federal Trade Commission report found. The conclusion could lead to greater scrutiny of how banks recoup charged off debts by selling them to collectors.

The FTC report — billed as the first comprehensive picture of the market for defaulted consumer debts — looked at all debts, from medical to utility bills. But defaulted credit card debts dominate the debt buying market, the FTC found, with more than $55 billion in such accounts selling every year. These debts — which sell for an average of 4 cents on the dollar — make up more than 70% of the total debt sales market.

Notably, the FTC aimed some of its harshest criticism at banks and other original creditors — not the large debt buyers themselves.

Banks and other creditors generally dictate the debts and records that are sold and the terms of the sale, the FTC report found. But they rarely provide thorough documentation, sometimes sell debt too old to be collected through the legal system, and regularly disavow the underlying accuracy of their own files, the FTC found.

These practices are especially problematic because according to FTC estimates consumers dispute around 3.5% of all debts, around a million a year. The commission's study did not delve into determining how often banks and other creditors sold incorrect debts, but called the sheer number of contested collection attempts a "significant consumer protection concern."

"We know enough from our law enforcement experience that of the million debts disputed, a large number are debts on which there are problems," says Thomas Pahl, assistant director of the FTC's Bureau of Consumer Protection.

That conclusion was met by immediate protest from industry attorneys such as Chris Willis, an attorney for Ballard Spahr who has advised banks and debt buyers on sale practices.

"My clients report routinely that they get a lot of those dispute letters downloaded off the Internet and mailed in," says Willis, arguing that many borrowers are simply trying to delay or stop collections by contesting the validity of

debts.

The FTC's report should worry banks all the same, Willis says. "The biggest concern they identify, the amount of information sold to the buyer, is solely controlled by the banks."

With the exception of American Express, all of the major banks sell at least a portion of their defaulted credit card debts.

The FTC's report acknowledges significant limitations. It did not survey small debt buyers, which turn out to buy more controversial accounts, such as those that are old enough to be time-barred or those of consumers in bankruptcy. Moreover, it did not obtain information about debts that the debt buyers outsourced to other collection companies.

But the scope of the review, which included 5,000 portfolios of defaulted debt with a face value of $143 billion, vastly exceeds any research to date. In a 2012 series raising questions about the quality of banks' consumer debt records, American Banker published a handful of debt sale agreements. The FTC's report confirms that the terms of the sales — which sometimes disavowed the collectability of debts and sometimes even the accuracy of banks' own files — are similar across the industry.

Only 13% of the sold accounts reviewed by the FTC were accompanied by any account documents. Thirty-seven percent of the accounts sold failed to identify how much of the alleged debt was principal rather than interest or fees, essential information for collection purposes.

"Most purchase and sale agreements provided very limited, if any, right for debt buyers to put back debts to debt sellers on the grounds that information from debt sellers was missing or inaccurate," the report states. "No contracts required credit issuers (or subsequent resellers) to notify consumers that their debts had been sold to a debt buyer."

Beyond the FTC's general displeasure with the terms of debt sales and the paucity of documentation given to the buyer, the commission stressed concern about how banks have treated so called time-barred debts, which are too old to legally enforce.

Such debts are not inherently illegal to pursue — though consumer advocates and the FTC have long been skeptical that consumers would pay them if collectors disclosed they were legally invalid.

Most contracts "were either silent about out of statute debts or expressly stated that sellers' inclusion of out of statute debts was not a breach of the contract."

Time barred debt could be a regulatory flashpoint, Pahl and Willis say.

"The commission has never gone so far as to say that you shouldn't sell time barred debt," Pahl says. "But if you are going to sell it and collect on it, there are a lot of consumer risks that are created."

In the near-term, the report may shift the scrutiny on debt buying issues onto banks from the major debt collection firms to the creditors that supply them with claims. Although the report didn't delve into the controversial topic of how major debt buyers use collections litigation, it did find that the big firms met the minimum standards of the fair debt collections act and refrained from selling disputed debts.

"The conventional wisdom as to how bad they are was probably too strong for this class of debt buyers," Pahl says, referring to the largest purchasers.

In a statement, the Debt Buyers Association, a trade association for companies that purchase defaulted debt, said it was working with its members on standards requiring certain documentation at the time of purchase.

The FTC analysis comes at a time when numerous state and federal agencies are looking at debt collection and documentation issues.

The report called on states to strengthen their laws governing debt collection, and commission staff has kept the Consumer Financial Protection Bureau's staff abreast of its research, Pahl says.

"The CFPB is very interested and debt collection and debt buying issues, and it is really well designed to tackle this kind of problem," he says. "A couple folks over there are former members of the industry, and really the idea is that we intend to keep pursuing this."

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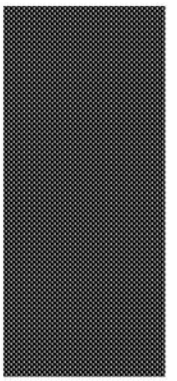

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COMPETITION

U.S. Clears DNA Firm's Acquisition by Chinese.NYT 12/30

Some of J&J's McNeil Brands Likely Joining Sanofi's Chattem, Inc.Philly.com 12/31

Senate Approves Baer to Head Justice Department's Antitrust Team.Reuters 12/30
(Also appears in WSJ)

William Baer Confirmed as Justice Department Antitrust Chief. NYTDealBook 12/30 (Blog)

Baer Confirmed as U.S. Justice Department Antitrust Chief.Bloomberg 12/30

Top 10 Business Stories of 2012: Auto Recovery Leads the Way.Equities.com 12/30

FTC Investigation Regarding The Vitamin Shoppe's Planned Acquisition of Super Supplements.Noodls 12/31

CONSUMER PROTECTION

Frustrations With Robocalls, and the Joy of the Ordinary.NYT 12/28 (Opinion)

Thanks, Internet, for the 2012 Memories. WSJ (Opinion) 12/30 (pasted below)
New Rules on Debit-Card Processing Start to Pinch Small Banks, Credit Unions.
Washington Post 12/30
Facebook Feature Allowed Strangers To Read And Delete Private Messages.
Business Insider 12/31

Payday Lender Settles Charges with Minnesota.ConsumerAffairs 12/30

Children's Privacy Rule Could Have Wider Effect.Star Tribune 12/30

PSU: Social Security Numbers Compromised due to Malware.GantDaily.com 12/31

State Warns of Charity Scams Related to Newtown Tragedy.Greenwich-Post 12/31

OF INTEREST

Source Still Optimistic Clyburn Could Be Confirmed this Congress.Multichannel News 12/30

TWEETS

Privacy
FTC To Investigate What Info Data Brokers Are Collecting & Selling About Consumers – The Consumeristhttp://t.co/R2NW1skf (68,700+ followers)

Green Guides
@CSRwire: The #FTC finally clarified what language is acceptable for #marketers of #green productshttp://t.co/1G6gjFhK (18,400+ followers)

Food Marketing
@preventioninst: Empty!http://t.co/iHzOU9kX MT @MarionNestle FTC's latest report on food marketing to kids: glass half full or empty (4,450+ followers)

COPPA
@adtech: FTC restricts behavioral targeting of kids; new rules go into effect next July:http://t.co/PEZciJjF via @Adweek #adtech #advertising... (26,050+ followers)

Miscellaneous
Would be great if @FTC investigated false ads for unlimited datahttp://www.zdnet.com/blog/cell-phones/be-careful-with-mvno-plans-their-unlimited-plans-are-limited-too/7513 … Have they made public statements on this topic?
(2,350+ followers)

Wonder how many NPEs actually 3rd party entities for big companies suing small frys to hide anti-competitiveness?http://po.st/slvgCE (1,200+ followers)

Gotta love how @Panasonic avoids mentioning their horrible MTS format in cameras specs. Too bad @FTC guys are too busy. (1,100+ followers)

What is the @FTC doing to address the Herbalife allegations as laid out by Bill Ackman? "http://www.factsaboutherbalife.com " (100+ followers)

Vitamin Shoppe Inc. / FTC Investigation Regarding The Vitamin Shoppe's Planned Acquisition of Super Supplements:...bit.ly/XaprQA (14 followers)

TV HITS

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WFIE (NBC) - Evansville, IN
WJAR-PVD (NBC) - Providence, RI
WSYM (FOX) -Lansing, MI
KALB (NBC) -Alexandria, LA
KMOT (NBC) - Minot, ND
WMC-MEM (NBC) - Memphis, TN

Food Marketing
KOKI (FOX) - Tulsa, OK

Privacy
CSPAN2 - U.S. Cable

Kids Mobile Apps
YNN -Binghamton, NY

Health Claims
CHSJ -Canada National

Of Interest
CSPAN3 - U.S. Cable

THE WALL STREET JOURNAL

Thanks, Internet, for the 2012 Memories
Federal judge Richard Posner dismissed as 'silly' the patent spat between Apple and Google.

By L. GORDON CROVITZ, December 30, 2012

On behalf of the two billion people now online, a look back at 2012, with thanks where it's due:

• To low capital-gains taxes: The low rates on profits made from investing in sometimes speculative ideas funded many years of entrepreneurial activity. Money flowed into U.S. venture capital as returns were taxed at a modest 15% rate—though this is still 15% higher than in countries with no capital gains taxes, such as South Korea and New Zealand. It looks like next year will bring higher taxes, including on capital gains. Expect less capital to fund the next new things.

• To Ecuador and Russia Today: WikiLeaks founder Julian Assange became a self-caricature, seeking asylum in Ecuador's Embassy in London rather than face criminal charges in Sweden, and doing television shows for Russia Today, a network run byVladimir Putin's government. For any remaining fans, this clarified that he is no journalist or friend of freedom. His now-dormant WikiLeaks simply made it easy for a low-level military officer-turned-traitor to leak U.S. intelligence.

• To the United Nations: When the International Telecommunications Union, a U.N. agency, held its conference in Dubai, its leaders promised not to claim power over the Internet and pledged to operate by consensus, not by voting. Late one night, there was a vote of 89 authoritarian regimes against 55 free countries to give governments the U.N.'s blessing to censor the Internet, monitor traffic and lock up online troublemakers.

The U.S. walked out. It is unregulated engineers at private companies who run the tens of thousands of networks that make up the Internet. Keeping an open Internet is more valuable than continuing any U.N. agency.

• To President Obama's campaign staff: The Federal Trade Commission threatened to issue do-not-track regulations for the Internet, which would have sacrificed free, ad-supported services online for a supposed privacy right. Then the Obama campaign became a sophisticated user of online "cookies" to track tens of millions of voters—dropping more cookies on people's computers to track their behavior and preferences even than doesBest Buy .

By combining online tracking with data from the biggest consumer-marketing companies, the campaign delivered highly customized political pitches. Luckily for people who prefer making their own privacy trade-offs online rather than relying on some new law, it became too embarrassing for the administration's FTC regulators to prohibit the marketing tactics that helped Mr. Obama win re-election.

• To President Obama: When he briefly tried out the campaign theme of "you didn't build that," he inadvertently reminded everyone who did build the Internet. He said: "The Internet didn't get invented on its own. Government research created the Internet so that all companies could make money off the Internet." Actually, government's limited role was funding the private companies that built the Internet. The government's purpose wasn't to build an Internet for commercial opportunities. Indeed, it took new laws to allow commercial uses beyond the original government-approved academic and military uses.

• To Judge Richard Posner: When one of the many software-patent cases was heard by this federal jurist, he declared that the patent emperor has no clothes. Judge Posner dismissed as "silly" lawsuits and countersuits between Apple andGoogle over the 250,000 claimed patents in today's smartphones. "Patents in the field of information technology," he said, "often have little if any value except defensively." Congress should get the hint and start treating patents in different industries differently.

• To YouTube: This subsidiary of Google protected the First Amendment by refusing a White House demand that it remove an anti-Muslim video the administration blamed for sparking the violence that led to the death of an ambassador and other American officers in Benghazi, Libya. The video played no part in the attack by an Islamist terror group.

• To optimistic entrepreneurs: We still don't have the personalized jetpacks featured in the 1960s television show "The Jetsons," but imaginative technologists made progress in other jaw-dropping areas. Self-driving cars are speeding to reality, with several auto makers testing vehicles and some states approving their use. We could soon be wearing glasses with built-in computer displays. Electronic health records may finally bring health care into the modern era.

• Finally, to the many foreign-born people with technology degrees now living in visa limbo in the U.S.: Thanks for being patient while Washington dithers on more open immigration. One quarter of U.S. high-tech companies have at least one foreign-born founder, and an immigrant or a first-generation American created 40% of the Fortune 500 companies. But there was a decline in the percentage of Silicon Valley firms started by foreigners—the first time this happened. People grew impatient and went home to be entrepreneurs. American policy always returns to its roots of open immigration, at least eventually. Let's make more-open immigration the top New Year's resolution for 2013.

Note: The Office of Public Affairs compiles the FTC's Daily Clips. An archive of previous versions ofDaily Clips is available in PDF format on the intranet.

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Sent: Tuesday, January 29, 2013 2:17 PM
To: Worthman, Katherine <kworthman@ftc.gov>
Subject: FW: Daily Clips 01.29.13

See first few stories in BCP matters. The USAToday story is the best one.

More on Herbalife:
http://www.npr.org/blogs/money/2013/01/16/169468312/the-fight-over-herbalife
http://www.businessinsider.com/herbalife-shares-fall-below-ackman-short-2013-1

From: Federal Trade Commission [mailto:subscribe@subscribe.ftc.gov]
Sent: Tuesday, January 29, 2013 12:13 PM
To: Matties, Deborah J.
Subject: Daily Clips 01.29.13

FTC Daily Clips Banner

January 29, 2013 (Tuesday)

Today's Clips Alert is available at https://ftcintranet.ftc.gov/clips/pdfs/Clips 012913.pdf

COMPETITION

Pfizer, Lilly profit hurt by generic competition. USAT 1/29

CONSUMER PROTECTION

FTC Says: Pyramid Scheme, Prepare To Be Busted. WSJ 1/28 (pasted below)

Federal, state regulators shut down Fortune Hi-Tech USA Today 1/28

Direct-Seller Fortune Hi-Tech Marketing Accused of Fraud Bloomberg BusinessWeek 1/28

Fortune Hi-Tech Marketing shut down as pyramid scheme Reuters/Chicago Tribune 1/28

Madigan, other AGs, sue Kentucky company for pyramid schemeChicago Sun-Times 1/28

Cord blood bank to improve data security. Reuters 1/28

Blood bank settles FTC charges for failing to protect personal information. The Hill 1/28

FTC Online Privacy Protection Campaign Kicks Into High Gear. CIO.com 1/28

FOIA release from FTC outs Yelp as 'Internet Mafia'. Daily Caller 1/28

Law firm: Google faces class action suit in UK over secret tracking of Apple users. WaPo 1/28

FTC: Put an end to unsolicited mail, calls, e-mail. Daily Journal 1/29 (blog)

Who can stop robocalls? FTC tries to crowdsource a solution but falls flat. The Verge 1/28

TWEETS

Fortune Hi-Tech Marketing

@CNBC: ALERT: FTC has charged Fortune Hi-Tech Marketing with running a pyramid scheme. #FHTM (999,550+ followers)

@CNBC: Source: FTC Press Conference at 1p ET is not about Herbalife. (via @herbgreenberg) $HLF (999,550+ followers)

@JimCramer: @herbgreenberg This Fortune Hi-Tech story is killing $HLF (616,650+ followers)

@herbgreenberg: Fortune Hi-Tech's website now replaced w/this: http://t.co/3cQgGrJ2

(40,650+ followers)

Fortune Hi-Tech gave big contribution last year to GOP outside group http://t.co/9WtKT92P via @sharethis (600+ followers)

Federal, state regulators shut down Fortune Hi-Tech http://t.co/cFUckfaE (2,800+ followers)

Data Security/Cbr

@pogowasright: @HHSGov & @FTC took action when devices with unencrypted PII/PHI were stolen from cars. Keep reminding employees not to leave PII in cars #n (2,800+ followers)

@pogowasright: Glad to see @FTC went after entity where #privacy policy promised one thing, but PII was left in & stolen from car: http://j.mp/Wxvt8v #n (2,800+ followers)

@pogowasright: @PogoWasRight: @FTC action against CBR shows that #privacy policies do matter, and they'll hold you to yours. databreaches.net/?p=26773 #infosec #privchat #n

Privacy

FTC Online Privacy Protection Campaign Kicks Into High Gear #privacy #FTC @kencorbin shar.es/CxreH via @CIOonline (900+ followers)

9/11 Coins

Private mint to pay FTC $750,000 settlement: By Jeff Starck An issuer of commemorative coins and me... bit.ly/VmwF00 #coin #news

Miscellaneous

@OM: It is time FTC/DOJ anti-trust to start investigation Facebook practices on abusing its platform, like Microsoft in 90s http://t.co/5Yhaa1Yy (1,329,600+ followers)

@digiphile: "It may be that the robocall problem is simply too tough to crowdsource"-@adrjeffries on @FTC contest http://bit.ly/WMeNLC (175,200 followers)

TV HITS

Fortune Hi-Tech Marketing

WCBS-NY radio

WLEX (NBC) Lexington

WPSD (NBC) Paducah

CNBC

WTVF (CBS) Nashville

WDKY (FOX) Lexington

THE WALL STREET JOURNAL

FTC Says: Pyramid Scheme, Prepare To Be Busted

By Tom Gara

January 28 2013

(This post has been updated – see below)

From this morning's FTC announcement:

> The Federal Trade Commission will co-host a press conference in Lexington, KY, today at 1 p.m. ET (Noon Central Time), with the Kentucky Attorney General's office, to announce a major action against an allegedly illegal pyramid scheme.
>
> Steve Baker, Director of the FTC's Midwest Region Office, and Kentucky Attorney General Jack Conway will be available to answer reporters' questions.

So who is in the FTC's cross hairs? We'll have to wait until 1 p.m to find out (the announcement will be webcast here). Companies recently in the spotlight for their direct selling model are trading down this morning: shares in Herbalife HLF -0.30%are down almost 10% this, and fellow direct marketer Nu Skin NUS +2.08%is down 5%. CNBC are flashing a headline saying the announcement is not about Herbalife, but nobody has yet suggested who is is about.

Update: From the Lexington Herald Leader in Kentucky:

> Officials with Kentucky Attorney General Jack Conway's office and the Federal Trade Commission were inside the Lexington headquarters of Fortune Hi-Tech Marketing Monday morning, sending employees of the multi-level marketing firm home.
>
> Conway is scheduled to hold a news conference with FTC Midwest region director Steve Baker at 1 p.m. to "announce actions relating to an alleged global pyramid scheme operating in Kentucky."
>
> Baker and other officials at the company's headquarters, located at 880 Corporate Drive, declined to comment. Lexington police were seen leaving the building at 11:45 a.m., along with people unloading boxes marked with the FTC logo.

Here's a lengthy USA Today piece on Fortune's business model, and the complaints against it, from back in 2010.

Update II: In its press conference, the FTC has confirmed the case is being filed against Fortune. "Today is the beginning of the end for one of the most prolific pyramid schemes," it said.

Note: *The Office of Public Affairs compiles the FTC's Daily Clips. An archive of*

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Sent: Wednesday, January 23, 2013 1:40 PM
To: Wagman, Jillian <jwagman@ftc.gov>
Subject: Fw: Issues from Davos

Not Responsive

From: Harwood, Charles A.
Sent: Wednesday, January 23, 2013 01:05 PM
To: Matties, Deborah J.; Kaufman, Daniel; Hippsley, Heather
Subject: RE: Issues from Davos

(b)(5)

CH

Charles Harwood
Federal Trade Commission, Bureau of Consumer Protection
202-326-2280 | charwood@ftc.gov

From: Matties, Deborah J.
Sent: Wednesday, January 23, 2013 1:03 PM
To: Harwood, Charles A.; Kaufman, Daniel; Hippsley, Heather
Subject: RE: Issues from Davos

Thanks Chuck.

(b)(5)

Not Responsive

From: Matties, Deborah J. </O=FTCEXCHANGE/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=DMATTIES>
Sent: Thursday, January 24, 2013 11:06 AM
To: Dorman, Frank <fdorman@ftc.gov>
Subject: Fw: Jan. 28 press event media plan
Attach: FHTM media plan.docx

(b)(5)

-- Debbie

From: DeLorme, Christine Lee
Sent: Thursday, January 24, 2013 10:56 AM
To: Matties, Deborah J.
Subject: FW: Jan. 28 press event media plan

(b)(5)

From: Dorman, Frank
Sent: Thursday, January 24, 2013 10:53 AM
To: Baker, Steven; Harwood, Charles A.; O'Toole, David A.; Bhimani, Rozina C.; Kossow, Todd M.; DeLorme, Christine Lee; Kingsland, Gail M.H.; Custer, Richard; Benway, Kathleen
Subject: Jan. 28 press event media plan

(b)(5)

From: Google Alerts <googlealerts-noreply@google.com>
Sent: Friday, January 11, 2013 4:11 PM
To: Matties, Deborah J. <DMATTIES@ftc.gov>
Subject: Google Alert - "Federal Trade Commission" FTC

News **10** new results for **"Federal Trade Commission" FTC**

Taiwan's Fair Trade Commission slaps Samsung with a small fine for misleading ...
Android Authority
Samsung is in trouble with the **FTC** once again. It seems that the Taiwanese **Federal Trade Commission** has now slapped the company with a small fine due to a misleading advertisement. To be honest, the sum charged was pretty paltry at just NT$300,000, ...
See all stories on this topic »

Did Google's Promise to 'Do No Evil' Persuade the **FTC** to Do Nothing About Its ...
TIME
Has the **Federal Trade Commission** (**FTC**) been seduced by Google's famous promise to "do no evil"? That's the question a lot of critics are asking in the wake of the Internet search giant's antitrust settlement with the FTC last week. The problem, critics ...
See all stories on this topic »

Joshua Wright begins term at the **FTC** #thecircuit
Washington Post (blog)
FTC's Wright begins term: Joshua Wright started his term at the **Federal Trade Commission** Friday, replacing outgoing **FTC** commissioner J. Thomas Rosch. Wright, formerly a professor of law at George Mason University, has previously served as a visiting ...
See all stories on this topic »

FTC Sues to Shut Down Alleged $220 Million Scam
Bloomberg
The **Federal Trade Commission** sued to shut down an alleged $220 million telemarketing scheme operating out of the Empire State Building, saying it has victimized thousands of people, including the elderly and disabled. The Tax Club Inc. has duped ...
See all stories on this topic »

FTC Clears Google for Monopoly Abuse, But Will the EU?
Business 2 Community
Last week the **Federal Trade Commission** (**FTC**) announced that it would not be taking legal action against Google for monopolistic abuses provided that Google changed some of its business practices relating to mobile patents. Interestingly, it found that ...
See all stories on this topic »

FTC shows restraint in probing Google's product promotion
Boston Globe
The **Federal Trade Commission** showed a wise level of restraint last week when it ended an antitrust investigation of Google without filing a lawsuit against the company. The commission's 5-0 decision to let Google off doesn't mean that the Internet ...
See all stories on this topic »

Economists with Charles River Associates (CRA) Assist Google with Closing ...
PYMNTS.com
... in providing economic, financial, and management consulting services, today announced that economists in the Antitrust & Competition Economics Practice assisted Google in its response to the **Federal Trade Commission's** (**FTC**) antitrust investigation.
See all stories on this topic »

Amazon, Macy's, Sears Fined For False Bamboo Claims
SustainableBusiness.com
The **Federal Trade Commission** (**FTC**) seems to be serious about stopping false green marketing claims - it fined four high-profile retailers for falsely claiming that clothing, fabrics and textiles were made from bamboo fiber. Amazon.com, Leon Max, Macy's ...
See all stories on this topic »

Background Screening Industry Focused on Accuracy after Stories of ...
ESR NEWS
This increased attention included a **Federal Trade Commission** (**FTC**) report recommending regulations on data brokers and the FTC charging companies with alleged Fair Credit Reporting Act (FCRA) violations. In March 2012, the FTC, the nation's chief ...
See all stories on this topic »

Herbalife Defends Itself Against Pyramid Allegations. But Does the Market ...
TIME
... presentation during which he accused Herbalife of being nothing more than a complex pyramid scheme that would either collapse under the weight of its own fraudulence or fall apart due to regulatory action by the **Federal Trade Commission** (**FTC**).
See all stories on this topic »

Blogs **2** new results for **"Federal Trade Commission" FTC**

Liveblog: ABA Panel on **FTC** Google Settlement | Firedoglake

By Jane Hamsher
Jonathan M. Jacobson, Wilson Sonsini, Goodrich & Rosati, New York, NY; Geoffrey A. Manne, Lewis & Clark Law School, Portland, OR; Gary L. Reback, Carr & Ferrell LLP, Menlo Park, CA; J. Thomas Rosch, *Federal Trade Commission*, **...**
Firedoglake

Telemarketers Stole $200 Million, **FTC** Says - Courthouse News **...**

... Telemarketers working out of the Empire State Building defrauded elderly and disabled people of $200 million by promising to help them start Internet-based businesses, the *FTC* claims in court. The *Federal Trade Commission* sued the Tax **...**
Courthouse News Service

Web **1** new result for **"Federal Trade Commission" FTC**

FTC to Consumers - **Federal Trade Commission**

FTC to Consumers: You May be Due a Refund for Dietary Supplements. FTC Challenged Marketers' Claims that Products could Cause Weight Loss or Treat and **...**
www.ftc.gov/opa/2013/01/iovaterefund.shtm

Tip: Use quotes ("like this") around a set of words in your query to match them exactly. Learn more.

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Sent: Monday, January 28, 2013 10:49 PM
To: Matties, Deborah J. <DMATTIES@ftc.gov>
Subject: Google Alert - "Federal Trade Commission" FTC

News **3** new results for **"Federal Trade Commission" FTC**

FTC Goes After MLM Fortune Hi-Tech Marketing; Is Herbalife Next?
Benzinga
The **Federal Trade Commission** (**FTC**) announced that it had seized the assets of Fortune Hi-Tech Marketing on Monday. The FTC called the company a "classic pyramid scheme." FHTM describes itself as "direct selling company." On its website, it states that **...**
See all stories on this topic »

Madigan joins FTC, states to shut down global pyramid scheme
The Rock River Times
CHICAGO — Joining the U.S. **Federal Trade Commission** (**FTC**) and attorneys general from Kentucky and North Carolina, Illinois Attorney General Lisa Madigan (D) announced Jan. 28 legal action against Fortune Hi-Tech Marketing (FHTM), an alleged **...**
See all stories on this topic »

Herbalife, NuSkin Drop Ahead of FTC Pyramid Scheme Announcement
Benzinga
The **Federal Trade Commission** (**FTC**) will host a press conference later today in Kentucky to announce a major action against an allegedly illegal pyramid scheme. Bill Ackman of Pershing Square has called Herbalife a "well-managed pyramid scheme" and **...**
See all stories on this topic »

Blogs **1** new result for **"Federal Trade Commission" FTC**

Following FTC fines, UK iPhone users sue Google for bypassing ...
By Jordan Kahn
Following *FTC* fines, UK iPhone users sue Google for bypassing Safari privacy settings · Google agreed to pay a record $22.5 million *Federal Trade Commission* fine in August following an investigation into whether it bypassed mobile Safari **...**
9to5Mac

Web **3** new results for **"Federal Trade Commission" FTC**

FTC Brings Seventh Action in Three Months Against Debt Relief ...
FTC Brings Seventh Action in Three Months Against Debt Relief Companies **...**
www.ftc.gov/opa/2013/01/innwealth.shtm

FTC bars POM juice's health claims - IFT.org
According to the Los Angeles Times, the U.S. **Federal Trade Commission** (**FTC**) has upheld a judge's finding that the owners of POM Wonderful pomegranate **...**
www.ift.org/food.../ftc-bars-pom-juices-health-claims.aspx

FTC Closes Antitrust Investigation of Google - Wilson Sonsini ...
On January 3, 2013, the **Federal Trade Commission** (**FTC**) announced that it has closed its 19-month investigation of Google, with the five commissioners **...**
www.wsgr.com/WSGR/Display.aspx?SectionName=clients/...

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Sent: Thursday, January 10, 2013 6:39 PM
To: JDL <JDL@ftc.gov>
Subject: Herbalife - SEC Investigation?

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http://www.reuters.com/article/2013/01/10/us-herbalife-investors-idUSBRE9090UK20130110

At the very end of the article it says, "Separately, the U.S. Securities and Exchange Commission's enforcement division has opened an investigation into Herbalife, a source familiar with the matter said."

(b)(5)

Debbie Matties
Attorney Advisor
Office of Chairman Jon Leibowitz
Federal Trade Commission
dmatties@ftc.gov
(202) 326-2047(office)
(202) 758-7697 (mobile)

From: Matties, Deborah J. </O=FTCEXCHANGE/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=DMATTIES>
Sent: Wednesday, January 16, 2013 2:01 PM
To: O'Toole, David A. <DOTOOLE@ftc.gov>
Subject: NPR this morning

Just fyi - http://www.npr.org/blogs/money/2013/01/16/169468312/the-fight-over-herbalife

Debbie Matties
Attorney Advisor
Office of Chairman Jon Leibowitz
Federal Trade Commission
dmatties@ftc.gov
(202) 326-2047(office)
(202) 758-7697 (mobile)

From: Matties, Deborah J. </O=FTCEXCHANGE/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=DMATTIES>

Sent: Wednesday, January 9, 2013 12:56 PM

To: JDL <JDL@ftc.gov>

Cc: Prewett, Cecelia <cprewett@ftc.gov>; Kaplan, Peter P. <pkaplan@ftc.gov>; Lupovitz, Joni <JLUPOVITZ@ftc.gov>; DeLorme, Christine Lee <cdelorme@ftc.gov>

Subject: Pyramid Scheme case

(b)(5)

Debbie Matties
Attorney Advisor
Office of Chairman Jon Leibowitz
Federal Trade Commission
dmatties@ftc.gov
(202) 326-2047(office)
(202) 758-7697 (mobile)

From: Matties, Deborah J. </O=FTCEXCHANGE/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=DMATTIES>
Sent: Wednesday, January 23, 2013 5:08 PM
To: Harwood, Charles A. <charwood@ftc.gov>; Kaufman, Daniel <DKAUFMAN@ftc.gov>; Hippsley, Heather <HHIPPSLEY@ftc.gov>
Subject: Re: Issues from Davos

(b)(5)

-- Debbie

From: Harwood, Charles A.
Sent: Wednesday, January 23, 2013 01:00 PM
To: Matties, Deborah J.; Kaufman, Daniel; Hippsley, Heather
Subject: RE: Issues from Davos

Not Responsive

(b)(5)

CH

Charles Harwood
Federal Trade Commission, Bureau of Consumer Protection
202-326-2280 | charwood@ftc.gov

Not Responsive

From: Dorman, Frank </O=FTCEXCHANGE/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=FDORMAN>
Sent: Thursday, January 24, 2013 2:27 PM
To: Matties, Deborah J. <DMATTIES@ftc.gov>
Subject: RE: Jan. 28 press event media plan

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From: O'Toole, David A. </O=FTCEXCHANGE/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=DOTOOLE>
Sent: Wednesday, January 16, 2013 2:25 PM
To: Matties, Deborah J. <DMATTIES@ftc.gov>
Subject: RE: NPR this morning

Thanks, I heard it on the way into the office this morning. (b)(5)
(b)(5)

http://www.slate.com/articles/business/moneybox/2013/01/herbalifea_pyramid_scheme_bill_ackman_and_daniel_loeb_go_to_war_over_the.html

Duplicate

From: Matties, Deborah J. </O=FTCEXCHANGE/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=DMATTIES>
Sent: Wednesday, January 16, 2013 6:17 PM
To: O'Toole, David A. <DOTOOLE@ftc.gov>
Subject: Re: NPR this morning

Thanks - good article. Will be interesting to see what kind of coverage we get.

-- Debbie

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From: NYTimes.com <nytdirect@nytimes.com>
Sent: Thursday, January 10, 2013 3:54 AM
To: Matties, Deborah J. <DMATTIES@ftc.gov>
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January 10, 2013

Today's Headlines

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TOP NEWS

New York Is Moving Quickly to Enact Tough Curbs on Guns
By DAVID M. HALBFINGER and THOMAS KAPLAN
The dash to put new gun controls in place made New York the first flash point in the battles over firearm restrictions that are expected to consume several state capitals this year.

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Flu Widespread, Leading a Range of Winter's Ills
By DONALD G. MCNEIL Jr. and NATHARINE Q. SEELYE
Public health officials say the flu season is off to an early start with an unusually aggressive virus.

DEALBOOK
Fund Titans Battle Over Herbalife
By MICHAEL J. DE LA MERCED and ANDREW ROSS SORKIN
Daniel S. Loeb's Third Point disclosed that it had acquired more than 6.2 percent of the nutritional supplements company. That puts him at odds with his friend William A. Ackman.

• NYTimes.com Home Page »

QUOTATION OF THE DAY

"Anyone who has a sash, bring it along, because tomorrow the people will be invested as president of the republic, because the people are Chávez."

DIOSDADO CABELLO, president of Venezuela's National Assembly, on plans for the inauguration of Hugo Chávez, who will not be able to attend.

HOME & GARDEN

SLIDE SHOW: **Where Cats Run Free**
In Pittsboro, N.C., Iglinda Scarpa has turned her home into an animal sanctuary.

Related Article

OPINION

OP-ED CONTRIBUTOR
The Debt Ceiling's Escape Hatch
By EDWARD D. KLEINBARD
The president has a plausible way to work around the nation's borrowing limit. The sooner Congress knows that, the better.

WORLD

Chávez, or at Least His Sash, Is Set for Venezuela Inauguration
By WILLIAM NEUMAN
President Hugo Chávez's health crisis and decision to proceed on Thursday with a quasi-presidential inauguration that he is unable to attend is producing a stream of bizarre developments and national angst about who is in charge.

Activists Convicted in Vietnam Crackdown on Dissent
By SETH MYDANS
A Vietnamese court on Wednesday convicted 14 democracy activists of plotting to overthrow the government and sentenced them to jail terms ranging from 3 to 13 years.

At Once Catholic and Secular, France Debates Gay Marriage
By STEVEN ERLANGER
There appears to be broad support for gay unions in France, but when it comes to marriage, it may be another matter.

• More World News »

U.S.

Cash for Hay Driving Thieves to Move Bundles
By JACK HEALY
Drought and grass fires have pushed the price of hay to near records, making it an increasingly irresistible target for thieves or desperate farmers.

Pap Test Could Help Find Cancers of Uterus and Ovaries
By DENISE GRADY
The presence of genetic material from two other cancers in Pap smears, used to detect cervical cancer, suggests it may become possible to look for three diseases with one test.

Washington National Cathedral Announces It Will Hold Same-Sex Weddings
By LAURIE GOODSTEIN
The cathedral's dean said on Wednesday that they wanted to give gay and transgender people "the same tools for living their lives faithfully that straight people have always had."

• More U.S. News »

POLITICS

Obama's Pick for Treasury Is Said to Be His Chief of Staff
By JACKIE CALMES
President Obama will announce on Thursday that he intends to elevate Jacob J. Lew to be the next secretary of Treasury, officials familiar with the decision said.

Solis Stepping Down as Labor Secretary

Economic Blog: A New Scribble on Your Dollar Bill

Law on Key Issues

Public Goals, Private Interests in Debt Campaign
By NICHOLAS CONFESSORE
Close to half of the members of Fix the Debt's board and steering committee have ties to companies that have engaged in lobbying on taxes and spending.

Biden, Meeting Gun Control Advocates, Vows Action
By MICHAEL D. SHEAR
Vice President Joseph R. Biden Jr., who will meet Thursday with gun proponents, hinted that his panel was not likely to recommend an all-or-nothing approach to gun violence.

• More Political News »

BUSINESS

U.S. Consumer Watchdog to Issue Mortgage Rules
By EDWARD WYATT
In an attempt to prevent future housing crises, the Consumer Financial Protection Bureau has issued new laws for lenders.

DEALBOOK
Deep Cuts Raise Questions About Morgan Stanley
By SUSANNE CRAIG
Whether Morgan Stanley can avoid shrinking further and revive its fixed-income trading business will have significant ripple effects in the financial world.

DEALBOOK
A.I.G. Says It Will Not Join Lawsuit Against Government
By MICHAEL J. DE LA MERCED and BEN PROTESS
The board of the American International Group was weighing a suit arguing that shareholders lost tens of billions of dollars because of onerous terms on the insurer's federal bailout.

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TECHNOLOGY

Delegation From U.S. Urges Web Access in North Korea
By THE ASSOCIATED PRESS
The group, which includes Google's executive chairman and Bill Richardson, a former governor of New Mexico, also called on North Korea to put a moratorium on missile launchings.

BITS BLOG
Do People Actually Shop on Phones? The Answer Is Decidedly Yes
By CLAIRE CAIN MILLER
In 2012, consumers spent $95 billion, or 11 percent of e-commerce dollars, while shopping on mobile devices, particularly tablets, according to data from eMarketer.

• More Technology News »

SPORTS

Bonds (and Everyone) Strikes Out
By TYLER KEPNER
In the most resounding referendum yet on the legacy of steroids in baseball, voters for the Hall of Fame emphatically rejected the candidacies of Barry Bonds and Roger Clemens in balloting results announced Wednesday.

Hall of Fame Has Always Made Room for Infamy

Questions of Strategy as Griffin Has Surgery
By JUDY BATTISTA
The injury to Robert Griffin III has cast doubt over his availability next season and also called into question whether his dynamic style of play can, or should, be continued when he returns.

Despite No Direct Tie to Steroids, Piazza Falls Short
By DAVID WALDSTEIN
Mike Piazza hit more home runs as a catcher than any player in baseball, but suspicion about performance-enhancing drugs may have prevented him from being elected to the Hall of Fame.

On Baseball: A Voting Process Overdue for Reform

• More Sports News »

ARTS

CRITIC'S NOTEBOOK
Where Modernity Frames Tradition
By MICHAEL KIMMELMAN
With London enduring a case of Skyscrapers Gone Wild, the new headquarters for Rothschild Bank, at a mere 15 stories, still manages to cut a distinguished profile.

THE CARPETBAGGER
Oscar Memories of the Last, or First, Time
By MELENA RYZIK
Christoph Waltz, Rachel Weisz, Sally Field, Kathryn Bigelow and others share thoughts on a moment in the Academy Awards spotlight.

Video: Academy Award Memories

Where Pills and Crime Collide
By MICHAEL CIEPLY
It was only a matter of time before Hollywood, where antidepressants are common as after-dinner mints, turned them into a high-stakes movie thriller.

• More Arts News »

NEW YORK / REGION

Cuomo Calls for State to Return to Progressive Ideals
By DANNY HAKIM
Gov. Andrew M. Cuomo, who spent his first two years in office establishing himself as a fiscal conservative, turned left in his third annual address to the Legislature.

Newtown Shooting Dominates Opening of Connecticut Legislative Session
By PETER APPLEBOME
In an emotional State of the State address, Gov. Dannel P. Malloy reflected on Sandy Hook and said that "more guns are not the answer."

Several Dozen Injured in Ferry Crash in Lower Manhattan
By MATT FLEGENHEIMER and COLIN MOYNIHAN
The cause of the accident was not immediately clear, though officials said the ferry had been traveling at over 10 miles per hour just before the crash.

• More New York / Region News »

FASHION & STYLE

Generation LGBTQIA
By MICHAEL SCHULMAN
The new vanguard of gender activists wants a broad, inclusive way to describe sexual minorities.

From England, Fashion's Latest Darling
By BEE-SHYUAN CHANG
The carefree style of the singer Rita Ora, a Jay-Z protégée, appeals to designers, with a blend of hip-hop, bling and '90s Gwen Stefani.

Video: Shopping With Rita Ora

Slide Show

Easygoing Tailoring and Tweeds in Prefall Collections
By CATHY HORYN
As a sign of the shows' importance, creative directors attended, as did store chiefs, editors and a few celebrities.

Slide Show

• More Fashion & Style »

EDITORIALS

EDITORIAL
Democracy in the House
To block extremists, Speaker John Boehner should open up votes to lawmakers of both parties.

EDITORIAL
Gov. Cuomo's Wish List
The governor offered many ambitious plans for New York, but he should start with real gun control, a minimum-wage increase and campaign finance reform.

EDITORIAL
A Step Backward in Bank Regulations
New watered-down rules suggest banks are again dictating public policy in ways that could risk another crisis.

• More Opinion »

OP-ED

OP-ED COLUMNIST
In Defense of Hagel for Defense
By NICHOLAS D. KRISTOF
Chuck Hagel, with his Vietnam combat experience, would be an excellent defense secretary.

Columnist Page | Blog

OP-ED COLUMNIST
The Woes of Roe
By B.R. COLLINS
Forty years after the Supreme Court handed down the great abortion rights decision, Americans remain permanently uncomfortable with the issue.

Columnist Page

OP-ED COLUMNIST
Reframing the Gun Debate
By CHARLES M. BLOW
This time, something must be done about gun laws. And it looks as if something will.

Columnist Page

• More Opinion »

ON THIS DAY
On Jan. 10, 1946, the first General Assembly of the United Nations convened in London.

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Ref # 47397428 7/29/12

1400838
Federal Trade Commission
Received
JUL 25 2013

Chairwoman Ramirez

(b)(6)

July 16, 2013

Ms. Edith Ramierez
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

Dear Chairwoman Ramirez,

As someone who immigrated to this country and was fortunate to become a United States citizen, I deeply appreciate the freedom to pursue happiness through hard work, thrift and risk. Like many who come here from foreign lands, I view the ability to work freely as a basic right.

That is why I am so concerned and hope your commission will look into the rampant abuse by the company called Herbalife, which promotes itself as a way for people to make easy money selling supplements. Herbalife Ltd. is a complex and abusive pyramid scheme. Numerous independent reports suggest that Herbalife makes illegal and false income claims in order to recruit new sellers and causes significant harm among people in vulnerable communities.

Herbalife representatives promise financial success for only a few hours of work. We know there are no free lunches or easy money in this world and sadly many people fall prey to these false claims. Herbalife's direct sellers most often end up in significant debt, not financial freedom.

According to an expert analysis of Herbalife's "Statement of Average Gross Compensation" from 2012, the top 1% of Herbalife distributors receives 66% of all commission payments. And even worse, 96% of Herbalife's Sales Leaders receive compensation less than half the equivalent to a minimum wage job. After purchase costs and business expenses are deducted, the Sales Leaders' compensation is actually a net loss.[1] Although it is true that direct sellers can be their own boss, the real profits from their work end up in the hands of a small group of people at the top of the pyramid scheme.

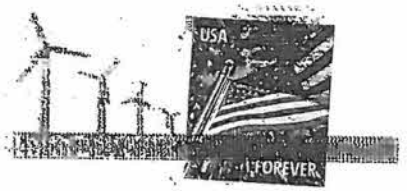
If these allegations are true and, as the evidence suggests, Herbalife makes grossly false income claims to recruit new sellers, then the FTC needs to take action. I strongly urge you to open a thorough investigation into Herbalife and its false income claims.

Sincerely,

(b)(6)

(b)(6)

HARTFORD CT 061
20 JUL 2013 PM 5 L



Ms. Edith Ramierez
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

20580

Ref # 473973340 7/24/13

14008630
Federal Trade Commission
Received
JUL 23 2013

Chairwoman Ramirez

July 9, 2013

The Honorable Edith Ramirez
Chairwoman
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

Re: Herbalife targets minorities

Dear Chairwoman Ramirez,

I am writing to urge the Federal Trade Commission (FTC) to open an investigation into allegations that the multi-level marketing company Herbalife Ltd. is a complex and abusive pyramid scheme. These allegations—which have already been raised by many, including Congresswoman Linda Sanchez and the Hispanic Federation—suggest that Herbalife unfairly targets minority groups and falsely markets itself as an easy business opportunity. Instead of selling nutrition products, Herbalife sells these opportunities to people in vulnerable communities.

Herbalife executives have already admitted to targeting minority groups, openly boasting about the company's "African American initiative" and "Latino business". By recruiting vulnerable people in these communities with little or no business experience, Herbalife convinces new sellers to ignore the risks and high costs of their program. Herbalife's recruitment techniques promise financial freedom with only a few hours of work, an enticing offer to immigrants and others struggling to find a job.

Due to Herbalife's crushing, above-average costs, it is hard for these people to sell enough of the product in order to realize a significant return on investment.

I hope the FTC will open a full investigation into Herbalife's recruitment tactics. If they prove to be biased and unfair, Herbalife would be responsible for personal harm and financial distress throughout minority communities.

Sincerely,

(b)(6)

CC: Connecticut Attorney General George Jepsen

[redacted]

HARTFORD CT 061
17 JUL 2013 PM 4 L

The Honorable Edith Ramirez
Chairwoman
Federal Trade Commission
600 Pennsylvania Ave NW
Washington DC 20580

Ref # 47397318 7/29/13

14008618
Federal Trade Commission
Received
JUL 22 2013

Chairwoman Ramirez

July 9, 2013

The Honorable Edith Ramirez
Chairwoman
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

Re: Herbalife targets minorities

Dear Chairwoman Ramirez,

I am writing to urge the Federal Trade Commission (FTC) to open an investigation into allegations that the multi-level marketing company Herbalife Ltd. is a complex and abusive pyramid scheme. These allegations—which have already been raised by many, including Congresswoman Linda Sanchez and the Hispanic Federation—suggest that Herbalife unfairly targets minority groups and falsely markets itself as an easy business opportunity. Instead of selling nutrition products, Herbalife sells these opportunities to people in vulnerable communities.

Herbalife executives have already admitted to targeting minority groups, openly boasting about the company's "African American initiative" and "Latino business". By recruiting vulnerable people in these communities with little or no business experience, Herbalife convinces new sellers to ignore the risks and high costs of their program. Herbalife's recruitment techniques promise financial freedom with only a few hours of work, an enticing offer to immigrants and others struggling to find a job.

Due to Herbalife's crushing, above-average costs, it is hard for these people to sell enough of the product in order to realize a significant return on investment.

Given these facts, I hope the FTC will open a full investigation into Herbalife's recruitment tactics. If they prove to be biased and unfair, Herbalife would be responsible for personal harm and financial distress throughout minority communities.

Sincerely

(b)(6)

CC: Connecticut Attorney General George Jepsen

(b)(6)

HARTFORD CT 061
17 JUL 2013 PM 3 L

The Honorable Edith Ramirez
Chairwoman
Federal Trade Commission
600 Pennsylvania Ave NW
Washington DC 20580

20580

Ref# 47390992 7/29/13

14008580
Federal Trade Commission
Received
JUL 16 2013

Chairwoman Ramirez

(b)(6)

June 27, 2013

The Honorable Edith Ramirez
Chairwoman
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

Dear Chairwoman Ramirez,

I am writing to request that the Federal Trade Commission (FTC) investigate the tactics of Herbalife Ltd., a multi-level marketing company which I believe unfairly targets Latinos in a pyramid scheme. Herbalife Ltd's practices result in the loss of funds by countless families who already live in difficult financial situations. This corporation attracts Latino distributors by selling itself as an easy money maker but, in fact, requires each distributor to lay out a significant personal investment upfront. Often, these are funds that the family can ill afford to lose, yet the majority of them never recover their initial investment.

Herbalife executives have already admitted to targeting minority groups, openly boasting about the company's "African American initiative" and "Latino business". By recruiting vulnerable people in these communities with little or no business experience, Herbalife convinces new sellers to ignore the risks and high costs of their program. Herbalife's recruitment techniques promise financial freedom with only a few hours of work, an enticing offer to immigrants and others struggling to find a job. Unfortunately, once new recruits become sellers they most often end up in debt and unable to make a profit. Due to Herbalife's above average costs, it is difficult for these people to sell enough of the product in order to realize a significant return on investment.

These allegations have already been raised by many, including the Hispanic Federation and Congresswoman Linda Sanchez and I join them in their effort to stop Herbalife Ltd's unfair and abusive practices.

Given the above allegations, I strongly urge the FTC to open a full investigation into Herbalife's recruitment tactics. I thank you in advance for your prompt attention to this matter.

Sincerely,

(b)(6)

(b)(6)

HARTFORD CT 061
09 JUL 2013 PM 1

The Hon. Edith Ramirez
Chairwoman
Federal Trade Commission
600 Pennsylvania Ave, NW
Washington, D.C. 20580

20580

Ref# 47391051 7/29/13

1400858/
Federal Trade Commission
Received
JUL 16 2013

Chairwoman Ramirez

July 9, 2013

The Honorable Edith Ramirez
Chairwoman
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

Dear Chairwoman Ramirez,

I am writing to urge the Federal Trade Commission (FTC) to open an investigation into allegations that the multi-level marketing company Herbalife Ltd. is a complex and abusive pyramid scheme. These allegations suggest that Herbalife unfairly targets minority groups and falsely markets itself as an easy business opportunity. Instead of selling nutrition products, Herbalife sells these opportunities to people in vulnerable communities. As a businessman, I try and maintain a high standard of ethics when dealing with my customers. I think Herbalife has stretched the rules to benefit themselves at the expense of some who are trying to make a living.

Herbalife executives have already admitted to targeting minority groups, openly boasting about the company's "African American initiative" and "Latino business". By recruiting vulnerable people in these communities with little or no business experience, Herbalife convinces new sellers to ignore the risks and high costs of their program. Herbalife's recruitment techniques promise financial freedom with only a few hours of work, an enticing offer to immigrants and others struggling to find a job.

Due to Herbalife's crushing, above-average costs, it is hard for these people to sell enough of the product in order to realize a significant return on investment.

Given these facts, I hope the FTC will open a full investigation into Herbalife's recruitment tactics. If they prove to be biased and unfair, Herbalife would be responsible for personal harm and financial distress throughout minority communities.

Sincerely,

(b)(6)

CC: Connecticut Attorney General George Jepsen

(b)(6)

SOUTHERN CT 064

10 JUL 2013 PM 4 L

The Honorable Edith Ramirez
Chairwoman
F.T.C.
600 Pennsylvania Ave NW
Washington DC 20580

20580

Ref # 47551610 8/6/2013 of 42

July 13, 2013

1400858
Federal Trade Commission
Received
JUL 30 2013
Chairwoman Ramirez

The Honorable Edith Ramirez
Chairwoman
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

Dear Chairwoman Ramirez,

I am writing to urge the Federal Trade Commission (FTC) to open an investigation into allegations that the multi-level marketing company Herbalife Ltd. is a complex and abusive pyramid scheme. These allegations—which have already been raised suggest that Herbalife unfairly targets minority groups and falsely markets itself as an easy business opportunity. Instead of selling nutrition products, Herbalife sells these opportunities to people in vulnerable communities.

As someone who is a small business owner, I understand how difficult it is to be effective in retail sales. That is why what Herbalife is doing needs investigation. Too often, these types of business take advantage of people who don't have the skills – yet – to meet the requirements of this product.

Herbalife executives have already admitted to targeting minority groups, openly boasting about the company's "African American initiative" and "Latino business". By recruiting vulnerable people in these communities with little or no business experience, Herbalife convinces new sellers to ignore the risks and high costs of their program. Herbalife's recruitment techniques promise financial freedom with only a few hours of work, an enticing offer to immigrants and others struggling to find a job. Due to Herbalife's crushing, above-average costs, it is hard for these people to sell enough of the product in order to realize a significant return on investment.

I hope the FTC will open a full investigation into Herbalife's recruitment tactics. If they prove to be biased and unfair, Herbalife would be responsible for personal harm and financial distress throughout minority communities.

Sincerely,

(b)(6)

(b)(6)

CC: Connecticut Attorney General George Jepsen

[redacted]

HARTFORD CT 061

24 JUL 2013 PM 1 L

forever

THE HONORABLE EDITH RAMIREZ
CHAIRWOMAN
FEDERAL TRADE COMMISSION
600 PENNSYLVANIA AVENUE, NW
WASHINGTON, DC 20580

20580

Ref # 47551647 8/6/13 AM

14008651
Federal Trade Commission
Received
JUL 29 2013
Chairwoman Ramirez

(b)(6)

(b)(6)

July 16, 2013

The Honorable Edith Ramirez
Chairwoman- Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

Dear Chairwoman Ramirez,

I am writing to urge the Federal Trade Commission (FTC) to open an investigation into allegations that the multi-level marketing company Herbalife Ltd. is a complex and abusive pyramid scheme. These allegations suggest that Herbalife unfairly targets minority groups and falsely markets itself as an easy business opportunity. Instead of selling nutrition products, Herbalife sells these opportunities to people in vulnerable communities.

As someone who is a small business owner, I understand how difficult it is to be effective in retail sales. That is why what Herbalife is doing needs investigation. Too often, these types of business take advantage of people who don't have the skills – yet – to meet the requirements of this product.

Herbalife executives have already admitted to targeting minority groups, openly boasting about the company's "African American initiative" and "Latino business". By recruiting vulnerable people in these communities with little or no business experience, Herbalife convinces new sellers to ignore the risks and high costs of their program. Herbalife's recruitment techniques promise financial freedom with only a few hours of work, an enticing offer to immigrants and others struggling to find a job. Due to Herbalife's crushing, above-average costs, it is hard for these people to sell enough of the product in order to realize a significant return on investment.

I hope the FTC will open a full investigation into Herbalife's recruitment tactics. If they prove to be biased and unfair, Herbalife would be responsible for personal harm and financial distress throughout minority communities.

Sincerely,

(b)(6)

cc: Connecticut Attorney General George Jepsen

(b)(6)

HARTFORD CT 061
17 JUL 2013 PM 3 L

FOREVER

The Honorable Edith Ramirez
Chairman - Federal Trade
600 Pennsylvania Ave NW
Washington DC 20580

20580

Rq#47689079 8/9/13 AL

Court of Common Council

CITY OF HARTFORD
550 MAIN STREET
HARTFORD, CONNECTICUT 06103

14008683
Federal Trade Commission
Received
AUG 5 - 2013
Chairwoman Ramirez

OFFICE OF MINORITY LEADER LARRY DEUTSCH
19 JULY 2013

The Honorable Edith Ramirez
Chairwoman, Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

Re: Herbalife targets minorities

Dear Chairwoman Ramirez,

As an elected official in a city with a large 'minority' population and burdened with a high rate of unemployment, I write you to urge the Federal Trade Commission (FTC) to open an investigation into allegations of an abusive pyramid scheme. Allegations regarding the company Herbalife Ltd —which have already been raised by many, including Congresswoman Linda Sanchez and the Hispanic Federation marketing — suggest that Herbalife unfairly targets minority groups and falsely markets itself as an easy business opportunity. Apparently, instead of selling nutrition products, Herbalife sells these opportunities to people in vulnerable communities. *I have been personally approached to buy products in this fashion.*

As a physician and public health researcher, I note that this situation is not unique, often including established drugs and medications as well as "health" products such as those sold by Herbalife. Just like certain cigarette brands, it can be shown that there are schemes for targeting minority groups, openly boasting about the company's "African American initiative" and "Latino business". By recruiting vulnerable people in these communities with little or no business experience, Herbalife convinces new sellers to ignore the risks and high costs of their program. Herbalife's recruitment techniques promise financial freedom to immigrants and others struggling to find a job.

We are public officials, with responsibility to expose and make illegal these practices which victimize some or all of our people. We must insist that the FTC open a full investigation into Herbalife's recruitment tactics. If they prove to be biased and unfair, Herbalife would be responsible for personal harm and financial distress throughout minority communities. We and the FTC have a duty to protect these consumers.

Thank you.

Sincerely,

Larry Deutsch, MD, MPH
Minority Leader, Hartford City Council

Cc:
George Jepsen, Attorney General
Carter Johnson, V.P. Global Strategies Group
Shawn Wooden, President Hartford City Council

COURT OF COMMON COUNCIL
MUNICIPAL BUILDING
HARTFORD, CONNECTICUT 06103

PRESORTED FIRST CLASS

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0004237021 JUL 25 2013
MAILED FROM ZIP CODE 06103

The Honorable Edith Ramirez
Chair - Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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Ref# 47688824 8/9/13 [illegible]

(b)(6) [redacted]

(b)(6) [redacted]

14008684

Federal Trade Commission
Received
AUG 5 - 2013
Chairwoman Ramirez

July 16, 2013

The Honorable Edith Ramirez
Chairwoman- Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

Dear Chairwoman Ramirez,

I hope your commission will look into a matter of concern to anyone who supports a fair, free market system. It is the reported abusive marketing techniques of Herbalife, the diet supplement company. From what one reads in the media, it is clear Herbalife has been selling a bill of goods to those it seeks to contract as its prime sales force. Sadly, the sellers get the goods but are unable to pay the bill. Meanwhile, Herbalife continues to stay one step ahead in paying others from the exorbitant sales fees it charges new prospects.

It appears Herbalife focuses on the Hispanic community to move its products. Many of these citizens don't have the skills or training to make the initial sales necessary to pay off their startup debt. That is why what Herbalife is doing needs investigation

Herbalife executives have already admitted to targeting minority groups, openly boasting about the company's "African American initiative" and "Latino business". By recruiting vulnerable people in these communities with little or no business experience, Herbalife convinces new sellers to ignore the risks and high costs of their program.

Due to Herbalife's crushing, above-average costs, it is hard for these people to sell enough of the product in order to realize a significant return on investment. Furthermore, there is little evidence that this product causes significant sustained weight loss.

Please open a full investigation into Herbalife's recruitment tactics. If they prove to be biased and unfair, Herbalife would be responsible for personal harm and financial distress throughout minority communities.

Sincerely,

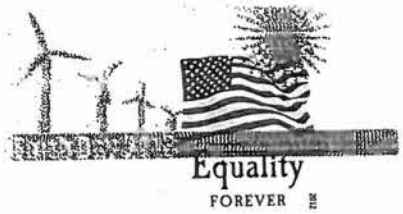
(b)(6) [redacted]

CC: Connecticut Attorney General George Jepsen

(b)(6)

HARTFORD CT 061

31 JUL 2013 PM 3 1



Hon. Edith Ramirez
Chairwoman - FTC
600 Pennsylvania ave, NW
Washington, D.C. 20580

20580

14008794

Federal Trade Commission
Received
SEP 3 - 2013

Chairwoman Ramirez

July 13, 2013

The Honorable Edith Ramirez
Chairwoman
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

Dear Chairwoman Ramirez,

I am writing to urge the Federal Trade Commission (FTC) to open an investigation into allegations that the multi-level marketing company Herbalife Ltd. is a complex and abusive pyramid scheme. These allegations—which have already been raised suggest that Herbalife unfairly targets minority groups and falsely markets itself as an easy business opportunity. Instead of selling nutrition products, Herbalife sells these opportunities to people in vulnerable communities.

As someone who is a small business owner, I understand how difficult it is to be effective in retail sales. That is why what Herbalife is doing needs investigation. Too often, these types of business take advantage of people who don't have the skills – yet – to meet the requirements of this product.

Herbalife executives have already admitted to targeting minority groups, openly boasting about the company's "African American initiative" and "Latino business". By recruiting vulnerable people in these communities with little or no business experience, Herbalife convinces new sellers to ignore the risks and high costs of their program. Herbalife's recruitment techniques promise financial freedom with only a few hours of work, an enticing offer to immigrants and others struggling to find a job. Due to Herbalife's crushing, above-average costs, it is hard for these people to sell enough of the product in order to realize a significant return on investment.

I hope the FTC will open a full investigation into Herbalife's recruitment tactics. If they prove to be biased and unfair, Herbalife would be responsible for personal harm and financial distress throughout minority communities.

Sincerely,

(b)(6)

CC: Connecticut Attorney General George Jepsen

(b)(6)

Edith Ramirez
F. Trade Commission
600 Pennsylvania Ave. N.W
Washington D.C 20580

MANA
A National Latina Organization

August 29, 2013

The Honorable Edith Ramirez
Chairwoman
Federal Trade Commission
600 Pennsylvania Avenue, Northwest
Washington, D.C. 20580

Dear Chairwoman Ramirez,

The principle mission of MANA – A Latina Organization, is to support and empower Latinas through leadership development, community service and advocacy. MANA's membership is wide ranging from young up- and- coming middle school Latinas who want to make a difference to 70 year old- plus "abuelitas" who have advocated for their communities their whole lives. Together, we have proudly served the Latino community for almost forty years, providing and expanding access to educational, health, and leadership opportunities.

As our economy continues to experience steady but slow progress, we understand first hand our community's desire to seek out reliable, alternative ways to supplement their incomes. Furthermore, as a woman of color and the past national executive director of Federally Employed Women, Inc., a nonprofit working to improve the status of women employed by the Federal government, I am well aware of the punishing wage gap that many Latinas in this country face. These wage gaps can cost Latinas critical income annually that could be better used to help meet their families' daily fundamental needs. This is why I write today, to urge the Commission to conduct a full investigation of the multi-level marketing company Herbalife and their deceptive business practices and abuses.

Herbalife is very popular among Latinas throughout the U.S. and throughout Latin America, and has historically won distributors over with the guarantee of an exciting business opportunity, by making unattainable promises of wealth and success. Herbalife claims it is both a product company and a business opportunity, but clearly this is a deceptive claim since the majority of Herbalife distributors make little or no income. According to Herbalife's own 2012 data, 88 percent of their participants received no payments from the company at all. I firmly believe this company benefits mainly from its far reaching network of hierarchically organized independent sales people, who recruit others and in turn make a profit off of them. On a personal level, I believe they prey on our most vulnerable, and I have seen some of my own friends in my home state of Texas fall victim to these terrible practices.

As a community, Latinas are always looking for ways to advance, get ahead, support our families and achieve our own piece of the American dream. There have been far too many troubling claims about Herbalife this year and with more conflicting issues continuing to come up, we strongly encourage the Commission to carry out a full investigation and thoroughly examine this company's practices as soon as possible. An investigation like this will serve an educational tool for many of our organization's members and their families who may have fallen prey to these schemes in the past.

Thank you for your prompt attention to this matter.

Sincerely,

Alma Morales Riojas

Alma Morales Riojas
President and CEO
MANA, A National Latina Organization

MANA, A NATIONAL LATINA ORGANIZATION
1140 19th Street, NW, Suite 550, Washington, DC 20036 • 202-525-5113 • www.hermana.org

THE WHITE HOUSE

WASHINGTON

August 11 2000
DATE

MEMORANDUM

FOR: FIC - 15

FROM: HELEN S. CASTLEMAN HSC
DIRECTOR, OFFICE OF AGENCY LIAISON

SUBJECT: REFERRAL CF CASEWORK IN BULK

An unprecedented number of individuals still write the President and the First Lady for help. I know that this has meant a far greater volume of mail for your agency than ever before. I appreciate your continuing cooperation in our efforts to be as responsive as possible.

The attached letters have not received a White House Staff response. I am forwarding this correspondence to your agency for any appropriate action.

Please return the original incoming letter, along with a copy cf any written or telephone response, to me at the address belsw. I also would appreciate your sending a copy of your agency's log of the names and addresses of these individuals. *Any* misreferrals should be returned to my office. If you have questions you can reach ne *at* 202/456-7486.

Mrs. Helen S. Castleman
Director, Office of Agency Liaison
Room 6, OEOB
The White Hcuse
Washington, G.C. 20502

Again, thank you for ycur continuing help.

July 24, 2000

Bill Clinton
White House
Washington, D.C.

President Bill:

Can you help me? I ani deaf and disability. I join member of Purchase Plus Buyer's Group on March 14, 2000. They said me that I will be **back** $400 each 90 days return to me. Rut they never did. That agreement on contract **said** me that I shall get back money each of 90 days. They said more time delay due new all officers. I feel not comfortable this situation sound to me seem like they are on corrupt and scam on me.

Since 20 years I had been member of Amway, Nutrition For Life and Herbalife was no luck but I was on frustrated diose year to year like they **play** on me and too corrupt and scam.

Will you could investigate them cause I lost my money about $10,000 for nothing. Please check all these their business are eligible license allow sell for MLM to all customer.

Also they are selling with vary of Herbs which under no approval by FDA. I had been in hospital last year which cost me more than $25,000 for observant by **doctor** found my stomach was hurt due to Fiber too much. So I decided stop use the Herbs cause my stomach like awful pain killer. I couldn't stop pain for **2 weeks.**

I advise you better check up all diose business in USA stop sell from the Herb need pay attention to FDA. The Herablife owner by Hugh family his mother died due by Herb. And what more Hugh died last 2 months ago too. I fear **anyone** could be happen to them die cause by Herbs.

I **ask** you if you try join member for Purchase Plus Buyer's Group. I believe they will scare about from you. Please see attachment paper. If you will be glad support me on sponsor from me. Thank you.

Amway
from Michigan
Herbalife
from Los Angeles, Calif.
Purchase Plus Buyer's Group
from Westerville, Ohio
Nutrition For Life
from Houston, Texas

Truly

(b)(6)

(b)(6)

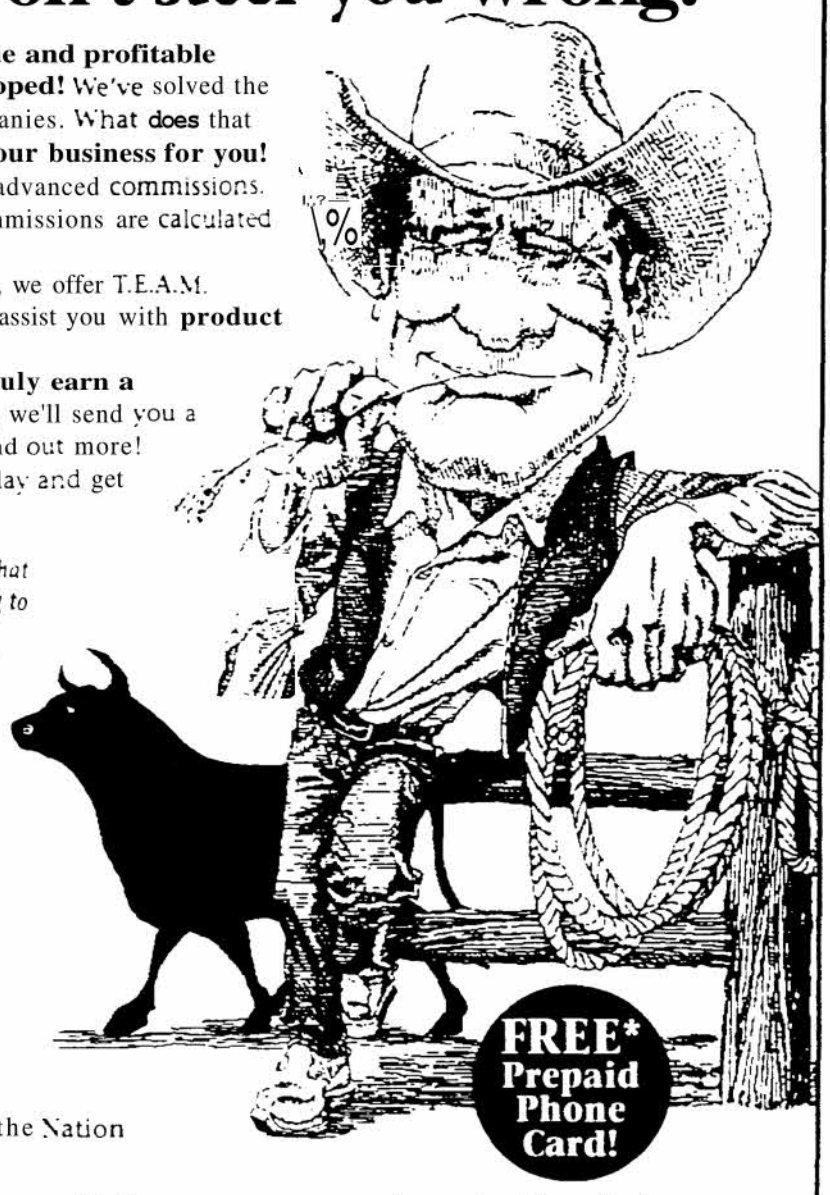
Tired Of The Bull?

Come to us, we won't steer you wrong!

Take advantage of one of the most unique and profitable formulas for creating wealth ever developed! We've solved the major problems of traditional marketing companies. What does that mean? **That means we'll help you build your business for you!** And, you'll have access to great products and advanced commissions. You will receive your money on time, and commissions are calculated and checks mailed every week.

And, unlike any other marketing company, we offer T.E.A.M. (Together Everyone Achieves More). They can assist you with **product selling and associate recruiting.**

Our program is so unique; you may truly earn a rewarding income! And, for a limited time, we'll send you a fret pre-paid phone card' just for calling to find out more! Sc don't wait 'tilthe cows come home -call today and get on your way to a better future!



"What I have really enjoyed during the year and a half that I have been involved with PURCHASE PLUS is not having to listen to a bunch of hype. My commissions are great and every check has been on time. I am certainly glad I hired PURCHASE PLUS to help build my business!"
— ED JORDAN, Associate

Our Cnique Program Includes:

- Advance Commissions
- T.E.A.M. Marketing Support
- Simplified Marketing Plan
- 100% Money Back Guarantee. Less Commissions Paid - So Time Limit**
- Great Products
- National Advertising
- No Meetings and No Hype
- One of the Fastest Growing Companies in the Nation
- Bonus Positions Available

Does not apply to Utah Associates

Purchase Plus
Official Member
BUYER'S GROUP, INC.
Purchasing With Us Is A Plus

Get on your way to a better future

Call 1-800-404-0269

Purchase Plus Buyer's Group, Inc.

for a FREE Info Pack and Prepaid Phone Card

Reference Code:

or visit our website at www.ppbg.com

* One free phone card per household. Purchase Plus employees, affiliated divisions, and preexisting Associates are not eligible for offer

'Purchasing With Us Is A Plus'

Together Everyone Achieves **More**

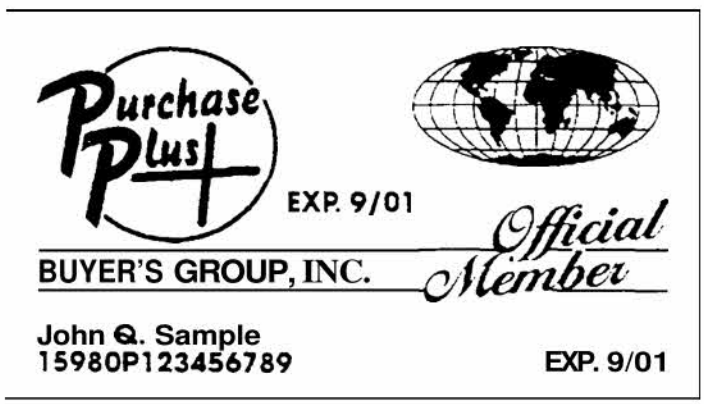
The following pages are the detailed explanation of how Purchase Plus can Dramatically Change Your Life.

Purchase Plus is now over 3 years old! A Company that is still breaking Industry Norms to bring customers Outstanding Products and Services unlike the typical hype products seen in most marketing companies today. **We have compiled a Benefits Package for our Membership Customers that provides Fantastic Values!**

WE WILL WORK SIDE BY SIDE WITH YOU!

The Purchase Plus T.E.A.M. helps you as an Associate, and you will be paid Advance Commissions In approximately 90 days. **After experiencing the Purchase Plus Program, we believe you will know that Purchase Plus** has **one of the Most Lucrative Compensation Programs in America** ***and...***

Together Everyone Achieves More!



FINALLY!!
THE SALES PLAN DESIGNED FOR YOU!!

Purchase Plus Buyers Group, Inc.®
Corporate Offices: 975 Eastwind Drive, $190 • Westerville, OH 43081
Phone: (614) 890-1638 / (800)*877-3186* **Fax: (614) 890-1630 / (800) 890-1630**

Revised 12/08/99

"Purchasing With Us Is A Plus"

Purchase Plus Products

OUR UNIQUE ASSOCIATE PROGRAM INCLUDES...

- ✓ Simplified **Marketing** Plan. Our Marketing Plan is easy to understand and build.
- ✓ Great Products **and** Benefits. You have your choice of ***6*** great Products that Retail for $199 each, and Wholesale for $149 each. All 6 provide outstanding Customer Benefits.
- ✓ Purchase **Plus can assist your** recruiting.
- ✓ Just Earnings. No meetings – No Advertising – No Hype.
- ✓ Satisfaction Guaranteed. 100% Money Back Refund Policy (less commissions) if you are n satisfied.*
- ✓ **Advanced Commissions.** You receive a $400 Advance Commission if you have purchased tional marketing assistance. You receive a $600.00 Advance Commission if you Personally Recruit 3 Associates who make Wholesale Purchases. This Advance will be paid in 12-18 days.
- ✓ Receive Residual Override **Money Fast.** Our Program is a true 3 x 5 Forced Matrix so yc can receive your Commissions steadily and continuously.
- ✓ Commissions Paid **On** Time. Your Commissions will be Calculated and Paid on Time.

PRODUCTS (All Products have a Suggested Retail Price **of $199.00 with** a Wholesale Price **of $14**

PPBG MEMBERSHIP

The PPBG Membership includes S o New Cost for Prepaid Legal, Healthlink Network, and Great American Trave: Reg ion for special Member Pricing ai Golf Courses. Hotel & Motels, Recreation and Amusement Parks. etc. Upon receipt by Purcr. . Plus of your Membership Registration Form you are registered as a Purchase Plcs Member. See the followuing page for more inf tion on these superb Member values.

PPBC WEB PAGE

The PPBC Web Page helps to build and expand any Business by connecting it to the Internet. You will receive your own ?age where you can Advertise and Expand Your Sphere of Influence. This can include links to the Purchase Plus Home Page. Curr odates, and more. A PPBG Web Page is also a great way to keep in touch with family and friends across the World.

PPBG PRE-PAID CALLING CARDS

Have you ever needed to make a call but found yourself without change? Have you ever heard the excuse from Your Teenager or College Student that they had no money to call home? You and Your Customers eliminate these problems. and others like them. . purchasing PPBG Pre-Paid Calling Cards. Choose from one (1) 500-Minute Calling Card: four (4) 120-Minute Calling **Cards:** or rty (40) 10-Minute Calling Cards .

PPBG INTERNATIONAL CALLINC CARDS

PPBG now meets the nerds of our World Travelers with Calling Cards for use outside of the United States Rates will vary according to the Country the call originates from and the Country the call is placed to (i.e.: Rates that apply when calling from Sweden to Germany).

PPBG VOICEMAIL (TelTrax)

TelTrax Personal Voice Mail Systems includes the followuing features: Send and Receive Messages. **Have** Group Lists. Personal Fax-on-Demand. Attach Faxes to Messages. COMING SOON: One Button Distribution of Messages. Associates can even access Company Messages (Opportunity Message, Rebroadcast of Company Conference Calls. etc.. Training Seminars. Leader Updates. Testimonials. etc.), keep in touch with your Organization's Leaders and Fax-on-Demand (Forms. InfoPack, Meeting Schedules, etc.).

PPBC POSTCARDS

Purchase Plus offers fabulous Direct Mailing Pieces. These attention-getting Post Cards ar esigned to help promote and build businesses You will receive a sample of a Company Designed or Custom Designed Post Card extra charge) with its own Reference Code. So sit back and enjoy this incredible Direct Mailing Opportunity. For our Associates. we also utilize a Customized Mailing List. which includes Mailing Distribution and Postage that helps promote your Business by post card.

*Does not apply to Utah Associates

"Purchasing With Us Is A Plus"

Purchase Plus "Membership Product" Benefits

Now you can stretch your dollars by becoming a Member of Purchase Plus Buyer's Group. Inc. We have joined with some of the largest Corporations in America to provide special .Membership rates. (Suggested Retail Price of $199 - Associate Price is $149.00)

Membership Privileges Include Special Member Pricing in the Following:

Health Care Network*

- ✓ Chiropractic Care – Initial Consultation FREE – Low Rates on Diagnostic and Treatment Services
- ✓ Dental Care – Low costs at over 16,000 Providers
- ✓ Hearing Aids – Real Values
- ✓ Prescription Drugs – Low Rates at 35,000 National Pharmacies
- ✓ Vision Care – Bargain Prices at 7,000 Locations Sationwide
- ✓ 24 Hour NurseLine – Your Round-the-clock Resource for Health Information
- ✓ FREE Medical Emergency Data Card with Membership – Stores Viral Health Information on Your Medical History
- ✓ Low. Low Rates on Mail Order Prescriptions

Recreation & Entertainment Sen-ices

- ✓ AMC Theater Movie Tickets - $4.50 each
- ✓ Amusement Parks and Recreation Areas – Member Prices at Over 1,500 locations
- ✓ Cruises – Bargain Prices with Carnival, Royal Caribbean. Premier Cruise Lines. and Holland America Cruise Lines
- ✓ Golf Courses – Bargain Prices at over 2,000 locations
- ✓ Hotels and Motels – Over 6.000 locations – Corporate Rate at Hilton. Sheridan. Radisson. Marriott, Holiday Inn. and more
- ✓ Special Rates at All Choice Hotels – Sleep. Comfort. Quality, Clarion Inns. Econolodge. and more
- ✓ SKI RESORTS Membership Price at 1,200 Domestic and International Resorts
- ✓ Reduced Rates on Select Vacation Packages – Virgin Islands, Mexico. London, Tokyo. and many more

Insurance Services**

- ✓ Low cost Auto Insurance
- ✓ Low cost Group Health Insurance
- ✓ Low cost Homeowner & Rental Insurance
- ✓ Low cost Dental Insurance

Automotive & Automotive Services

- ✓ Excellent Prices on Automotive Repair at Penske Automotive, and BP ProCare Centers
- ✓ Members Purchase their Vehicles at Dealer Invoice- Chrysler – Ford – Hyundai – Isuzu – Jeep/Eagle – Mazda – Mitsubishi – Nissan (All Foreign Vehicles are 1% over Dealer Invoice)
- ✓ Auto Club Membership for $36/year – 24hour Road Side Assistance. Custom Trip Routing, $50 Ambulance Service Reimbursement $500 Emergency Travel Expense Reimbursement. $500 Legal Defense Reimbursement and $1000 Car Theft Reward – Covers all Family Members and Vehicles

Specialized Services***

- ✓ Federal Credit Union Membership
- ✓ Great Values at FTD Florists
- ✓ Reduced Rates on Office Supplies and Furniture

Telecommunications Services

- ✓ Calling Cards at 15.9 cents per minute – No Surcharges
- ✓ Long Distance 8.9cents per minute - 24 Hours/7-Days-Week
- ✓ Toll Free Sumbers – 8.9 cents/minute

Legal Services

- ✓ So Cost Prepaid Legal – Free Will – Free Consultations – Unlimited Legal Matters (Reduced Hourly Rates)

Travel Senices

- ✓ Airline Check; - 51300 at So Extra Cost
- ✓ Group Pricing on Rental Cars from Avis, Alamo, Budget, Hertz, Sational, and Thrifty
- ✓ Group Pricing on RV Rentals Sationwide
- ✓ Member Prices on Truck Rentals from Ryder. Penske or Budget

These Benefits will come to you in a beautiful Leatherette Tri-fold. packed witb Colorful Brochures, Easy Access Toll Free Numbers and Guides to aid you io using Your Money Saving Benefits

Prescription Service is not available in rhr State of Washington. Chiropractic Carr. Dental care, and Vision Care not available in the States of California, North Dakota. South Carolina. and Wasbington. Healthcare Professionals providing Chiropractic Care. Dental Cart and Vision Care receive no reimbursement from Purchase Plus or any other source otber than patient payment. Purchnre Plus assumes no liability or risk for payment for services to the Healthcare Providers. The Health Carc Network is not Insurance and is a program designed to reduce Healthcare Costs to people through Networks of Prosiders.

** Purchase Plus does not provide Insurance, all Insurance issuance is handled directly with licensed Insurance Companies. Purchase Plus assumes no liability or risk with regard io Insurance Services and neither receives nor processes Premiums or Claims and receives no commissions with regard to Insurance issued.

*** Federal Credit Union Membership undertaken directly between Members and the Federal Credit Union. All fees and costs associated with Federal Credit Union Membership are charged by the Federal Credit Union and paid by Member directly to the Federal Credit Union. No access to Credit in any form is offered through a Purchase Plus Membership. all matters of Credit depend upon Member qualifying under the requirements of the Federal Credit Union.

Revised 12/08/99

"PurchasingWith Us Is A Plus"

T.E.A.M. Program

HOW DO I GET STARTED?

1 - **Fill out the Application.** 2 – **Choose Wholesale purchase level** of S149.00 or S715.00 or S1,490.00. **3 - You may also choose from three** *(3)* **Optional Marketing Assistance Plans with advance commissions** – **(A) Basic Plan (single pack)** for S400.00 (your first Business Center activated includes **the** Purchase Plus Sales Packet), T.E.A.M. Marketing Fee (S251), and the Wholesale Product you choose (S149); **(B) Business Plan (5-pack)** which is 5 Basic Plans for S1,950.00, giving you a S50.00 savings; or **(C) Executive Pack (IO-pack)** which is 10 Basic Plans for S3,800.00, giving you a savings of S200.00. See the followuing page for Compensation of the 3 different Plans. **4 - Choose your Wholesale Product** now or when you are ready. – **(A)** the PPBG Membership; **(B)** the PPBG Web Page; (C) the PPBG Pre-Paid Calling Card(s); (D) the PPBG International Origination Calling Caid: **(E)** the PPBG Voicemail (TelTrax) Service; or **(F)** the PPBG Company Designed Post Cards. **5 - Submit your completed form** and if purchasing you may Fax it with Check or Credit Card Information to Purchase Plus a! (800) 890-1630. See the followuing page for Compensation of the 3 different Plans. ***SO*** **INITIAL PURCHASE IS REQUIRED.** Marketing Services a-e Optional. Commissions Activated upon first Wholesale Purchase and Receipt of Sales Report.

MONEY IS MONTHS NOT YEARS

Purchase Plus has developed a Cnique Money Making Opportunity. Most people do not make decent money in the traditional Network Marketing Companies because the people they Sponsor Do Not Have the Time or the Ability to Sponsor other people. Most people Do Not Have the Expertise to do National Advertising. Purchase Plus has solved both of these problems. (T.E.A.M. is a Xlarketing Program that has been approved by Purchase Plus to help build sales and sales organizations exclusively for Purchase Plus Associates.) The T.E.A.M. Program provides a marketing representative to assist you. This is probably one of the most Unique, Profitable, and Proven Formulas for Creating Wealth Ever Developed. Associates taking advantage of the Optional Xlarketing Services actively participate by the Making of Required Retail Sales, participate with T.E.A.M. Personnel in determining and pursuing Recruitment of Associate Prospect Referrals, and in working regularly and continuously with assigned Marketing Services Personnel in all aspects of the building of the Associate's Business.

ADVANCE COMMISSIONS – OPTIONAL PLANS

You make the choice! Choice #1.) You can hire T.E.A.M. Marketing to work with you and receive an Advance Commission of S400.00 per Business Center in approximately 90 days. **Choice #2.)** You may sponsor 3 Purchasing Associates on your own within 45 days of Activation and receive a S600 Advance Commission in approximately 2 weeks after sponsoring the third Associate. **All Advance Commissions, (S400 With marketing assistance, S600 With 3 Personally Activated Recruits), Administration Fee (595). and Computer Maintenance Fee (S75), will be subtracted from regular Commissions Earned.** (Utah Associates will receive advanced commissions equal to the discounted cos: of the Business Plan or Executive Plan that was purchased.)

BONUS COMMISSIONS

You can also earn immediate income by personally sponsoring Associates, who activate having purchased Optional Business Plans or Executive Plans. The Bonus Commissions you will receive are as follows: **a)** Business Plan - S250, **b)** Executive Plan - S500.

HOW DOES MARKETING SERVICES WORK?

A representative of T.E.A.M. Marketing Services will assist you throughout the entire process of building your organization. Our Representatives will be in contact with you and work with you on a regular basis. **"Remember, we cannot process** Commission **Payments to you until Purchase** Plus **has received your Associate Sales Report demonstrating that you have sold a portion of the Wholesale Products which you purchased from us, to Non-Associate Consumers.** The applicable retail sales for each Plan are as follows: Basic Plan - 2 units; Business Plan– 10 units; Executive Plan– 20 units."

"Purchasing With Us Is A Plus"

Associate Compensation

The Following Commissions are Based on the Wholesale Product Purchased. Potential Commissions as Shown in the Charts Below.

BASIC PLAN

(With optional marketing assistance)

$400.00

(Single Pack)

$400 Advance in approximately 90 days after activation

Levels	# of Associates and Sales (1 each)	% of Commission	Maximum Commission*
1	3	5%	$ 22.35
2	9	5%	$ 67.05
3	27	10%	$ 402.30
4	81	15%	$ 1,810.35
5	243	25%	$ 9,051.75
TOTALS	**363**	**60%**	**$ 11,353.80**

BUSINESS PLAN**

(With optional marketing assistance)

$1,950.00

(5 - Pack)

$2,000.00 Advance in approximately 90 days after activation

Levels	# of Sales	% of Commission	Maximum Commission*
1	15	5%	$ 111.75
2	45	5%	$ 335.25
3	135	10%	$ 2,011.50
4	405	15%	$ 9,051.75
5	1215	25%	$ 45,258.75
TOTALS	**1815**	**60%**	**$ 56,769.00**

EXECUTIVE PLAN**

(With optional marketing assistance)

$3,800.00

(10 - Pack)

$4,000.00 Advance in approximately 90 days after activation

Levels	# of Sales	% of Commission	Maximum Commission*
1	30	5%	$ 223.50
2	90	5%	$ 670.50
3	270	10%	$ 4,023.00
4	810	15%	$ 18,103.50
5	2430	25%	$ 90,517.50
TOTALS	3630	60%	$ 113,538.00

*The Above Charts Demonstrate How the Purchase Plus Compensation Plan Works and Is Not Intended to State or Infer That A Purchase Plus Associate May, Can o Will Achieve Any Certain Sales Organization or Income. No Average or Typical Sales Organization or Income Has Yet Been Established for Purchase Plus Associates

** Plan Associates will receive advanced commissions equal to the discounted cost of the Business Plan or Executive Plan that was purchased.

FOR THOSE WHO DESIRE TO ACTIVELY WORK THE PROGRAM, THERE ARE LEADERSHIP BONUSES AVAILABLE!

"Purchasing With Us Is A Plus"

Leadershiu Bonus Program

Due to Our Unique pro-gam, We Take Pride In the Fact That All of Our Associates Can Enjoy Success With Purchase Plus. You can pay us to help you do the marketing! **However, if you are one of those that desires to excel with your Home-based Business. We Want You To Join Our LEADERSHIP TEAM!!!**

Bonus	Qualifications
* Receive 5% of all $149 Wholesale Purchases by the 6th level of each Business Center activated, in addition to the commissions from levels 1 - 5.	* Personally Recruit **and** Develop 51 Activated Business Centers * Any combination of Basic, Business, and Executive Plans

Bonus	Qualifications
* Receive 5% of all $149 Wholesale Purchases by the 6th and 7th level of each Business Center activated, in addition to the commissions from levels 1 - 5.	* Must be a Director * Personally Recruit and Develop 5 Directors * Have 300 Purchasing Associates in your 6 level Sales Organization

Regional Vice President

Bonus	Qualifications
* Receive 5% of all $149 Wholesale Purchases by the 6th and 7th level of each Business Center activated, in addition to the commissions from levels 1 - 5. * Receive 1% of all $149 Wholesale Purchases by levels 8-13 of each Business Center activated * 1/2% override on all $149 Wholesale Purchases below 12th level until another R.V.P. is reached * $600/month *Car* Allowance for 1 year * $2,000 - $4,000/month Expense Allowance for approved Travel and Accommodations (some restrictions apply)	* Must be an Executive Directors * Personally Recruit and Develop 5 Executive Directors * Have 1500 Purchasing Associates in your 7 level Sales Organization

We're looking for **Dynarnic. Hardworking, and Business-Minded Professionals To Join** Our **LEADERSHIP TEAM**. We want Leaders committed to building strong National Sales Organizations with the most Exciting' Opportunity in Marketing Distribution Today! **As** a Member of our Team, we're committed to providing you the finest Support necessary to help you attain a Level of success and a Way of Life perhaps beyond all expectations! Our Company is on the Verge of Tapping Into' even Larger Markets. Creating even Greater Opportunities **and** Providing Amazing Futures! Be **a part** of our **Success Story..Join Us Today!**

"Purchasing With Us Is A Plus"

PPBG Questions and Answers

Q. Must I retail Purchase Plus Products?
A. Yes. You must sell Purchase Plus products to non- associate consumers. 2 of every three of the Products you purchase at Wholesale must be sold to Non-Associate Consumers.

Q. I am not a good Recruiter! How can this Program Work for Me?
A. You are like 98% of Network Marketers. You can see a great concept, but feel you could not make it work for lack of ability or desire to Sell or Recruit. You may have had an unpleasant experience in Networking before. Whatever the *case*. Our Program allows you to pay T.E.A.M. Xlarketing to help you recruit and sell.

Q. What happens if I am only able to personally (without assistance) sponsor 2 Purchasing Associates in my first 45 days?
A. The Company will still Advance you $400 once a third Business Center is Activated in your first level. If you are able to Sponsor 3 in those 45 dahs. the Company will send you a 5600 Advance Commission in 12 – 18 days.

Q. What happens if my personally sponsored Associates on my first level buy 1 Basic Plan. 1 Business Plan, and 1 Executive Plan?
A. You will receive a $600 Advance Cornmission (for having 3 Purchasing Associates on your 1st level in your initial 45 days). You will also receive Bonus Commissions of $250 for the Business Plan, and $500 for the Executive Plan. This gives you a Total of *$1.350!!*

Q. How can Purchase Plus help build my Organization?
A. Purchase Plus has combined forces with T.E.A.M. Marketing. At your request. they Hill assist in every aspect of your business.

Q. How are Commissions paid?
A. Commissions are Paid Monthly (Weekly on your Personally Sponsored Associates Wholesale Purchases) and are based on the Sals of Wholesale ($149) Purchase Plus klemberships and other Products. UP to 75% is available *to* be paid to the Associates on each Wholesale Purchase. See Charts under Associate Compensation.

Q. How long will it take to build my Organization?
.A We estimate that it will take approximately 12 to 24 months to significantly fill your Organization. However, you *can* start receiving E. Commission Checks quickly. If you personally sponsor Associates without assistance. this Hill help your Organization grow faster.

Q. Do I have to start over once my Organization is completed?
A No. All Associates will receive a Renewal Notice to renew their Associate status in one year. Because your Organization is already being developed, you only need to purchase an applicable Wholesale Product or another Optional Plan.

Q. How do I Renew year after year? Will I continue to receive Commissions from my Organization?
.A It is easy to Renew. Simply buy a Wholesale product for each Business Center to be renewed. You will receive the same Commissions shown on the .Associate compensation Chart (page 5) each year as you and the Associates in your Organization Renew

Q. If I purchase a Business Plan or an Executive Plan, can I mix the Products I receive?
A Yes The First Product Recommended is the PPBG Membership and then you may choose any Combination of Calling Cards. Web Page. TelTrax Voice Mail. Company Designed Post Cards. Custom Designed Post Cards. and or any ocher Product that has been introduced.

Q. How do I get started?
A Fill out the Application and mail it in with applicable funds by Check or Credit Card number to the address listed on the Application; or Fax the Application with Credit Card number or Check by Fax Form to (800) 890-1630.

Independent Associate Application

P.O. Box 6115 • Westerville, OH 43086
Phone: (614)890-1638/ (800) 877-3286 Fax: (614)890-1630/ (800) 690-1630

Print entire form clearly and accurately - illegible or incomplete *forms* will be returned!

Social Security # | Federal I.D. # | Today3 Date | Leadership #

Name (Last, First, Initial) (This is your personal name or business name. Recognition and *checks* will be in this name) | Date of Birth

Name of Principal Person if different from Associate Name (Last, First, Initial)

Mailing Address (If this is a *2C* Box, please complete the shipping section below.) | Apt. # | E-mail address

City, Town | State | Zip Code

Shipping Address (if different than Mailing Address) This must be a street address. No shipments will be made to P.O. Boxes

(Area Code) Residence Home Phone | (Area Code) Business Phone

Name on Associate's Preferred Benefits Membership Card

Applicant's Signature I have read and understand the Terms & Conditions found on page 2. | Name (First, Middle Initial, Last) *Please Print*

Please read and sign Terms & Conditions found on the reverse side of this form. Submit signed Terms & Conditions with your Application.

Sponsor's Name (b)(6) | Sponsor's Phone (b)(6) | Sponsor's PPBG, SS# or Fed I.D.# (b)(6)

SPONSOR NOTE: The name listed above as Sponsor will be the sponsor of the Business Center listed on this application. Sponsor will be paid any commissions due from this application. If application is filled with the wrong Sponsor Name and commissions are paid, placement changes and commission adjustments will not be made. NO EXCEPTIONS. This Business Center will be placed under Sponsor's next available Business Center.

NO PURCHASE IS REQUIRED WITH APPLICATION. New Associates have one year year to acquire at least one Business Center in order to start their Associate business. Your wholesale product purchase volume determines the number of Business Centers you will receive. Commission qualification, including advance commissions, requires retail distribution of more than 50% of wholesale products ordered and must be evidenced by a Associate Sales Report provided to the company. Commissions are paid on wholesale product purchases only. An info pack is available free of cost at www.ppbg.com or from Info-On-Demand at 1-415-273-3934.

Plan Type		Product	Marketing Services (Optional)	Total Product & Optional Marketing	Quantity	Total U.S. Dollars
START UP BASIC PLAN* Single Pack		$149	$300	$449		$
START UP BUSINESS PLAN* 5 Pack		$745	$1,254	$1,999		$
START UP EXECUTIVE PLAN* 10 Pack		$1,490	$2,359	$3,849		$
* Note: T.E.A.M. Marketing for the 2C1 Business Center includes Associate Kit with Preferred Benefits Membership and Buyers Plus Catalog						
AFTER YOUR INITIAL SELECTION, OR CURRENT ASSOCIATE ORDER, THE FOLLOWING WILL APPLY:						
BASIC PLAN Single Pack	–	$149	$251	$400		$
BUSINESS PLAN 5 Pack	1 Bonus Center**	$745	$1,205	$1,950		$
EXECUTIVE PLAN 10 Pack	2 Bonus Centers**	$1,490	$2,310	$3,800		$
Spouse card for membership product _____ Spouse's Name				$20		$
				Subtotal		$
				Total Sales Tax (Only Residents Add 5.75% Sales Tax)		
				Shipping & Handling		$10.00
				Total		$

Business Plan gets 1 Bonus Business Center
Executive Plan gets 2 Bonus Business Centers
** Advance Commissions are not paid on Bonus Business Centers

Product Options

Choose 1 product for each Business Center activated.
All product options include 5 Preferred Mini-Benefits Cards.

___ Package of 2 - 300 Minute Prepaid Phone Cards
___ Package of 5 - 120 Minute Prepaid Phone Cards
___ 6 Buyers Plus Catalogs
___ International Origination Calling Card
___ Preferred Benefits Membership
___ Prepaid Vacation Package- *Includes Florida Flying & Prepaid Vacation Card*
___ 4 Preferred Mini-Benefits Cards

___ Total **Number** of Products Ordered
5 pack = 5 Business Centers
10 pack = 10 Business Centers

T.E.A.M. Marketing Assistance Request: I hereby request and order optional Marketing Assistance for each of my Business Centers. I understand that Marketing Assistance requires my active and ongoing participation with my PPBG marketing representatives and includes my responsibility to: 1) Sell more than 50% of wholesale products purchased by me to non-Associate customers. 2) File a Sales Report of my retail sales which is necessary for me to receive commissions. 3) Actively assist in the sponsoring of new Associates and assist in the activation of their Business Centers. 4) Direct my efforts in conjunction with my PPBG marketing representatives. 5) Regularly contact and provide assistance to Associates in my organization.

Signature X _____
Date _____

Payment Method

❑ Credit card ❑ Money order ❑ Check# _____ $ _____
All payments must be in United States dollars • One form of payment per application • No third-party payments

Amount Charged $ _____ *Cardholder must be the applicant • One credit card per order*

❑ Visa Card ❑ Master Card

Card Number | Expiration Date | Name (*Printed as it appears on card*)

X _____
Authorized Signature must be the applicant

❑ If credit card address is different than application address above, please complete bottom.

Address _____ City _____ State ____ Zip _____ Phone # (____) _____

Associate Terms & Conditions

1 I am of legal age in the state of my residency. I agree that I am an independent contractor, responsible for determining my own business activities and not an agent, employee or legal representative of the company, and that I am responsible for the payment of all federal and state self-employment taxes, and any other tax required by any federal, state, or regulatory taxing agency. I am responsible to pay all sales taxes. This position does not constitute the sale of a franchise or of a distributorship and no fee or purchase for participation, as an associate has been required of me. This agreement shall be deemed in effect upon its receipt and acceptance by Purchase Plus Buyer's Group, Inc., at its Home Offices, in Westerville, Ohio.

2 I agree that as a Purchase Plus Buyer's Group Associate, I shall place primary emphasis upon the selling of company products to ultimate consumers. Associates residing in the States of Maine, North Dakota, Michigan, Indiana, Iowa, and West Virginia are limited to $495.00 in purchases as an Associate from the Company during the first six months of Associate status. Permissible Associate purchases shall be automatically modified to comply with the exemption requirements set forth in any state's law regulating business opportunities.

3 In presenting Purchase Plus Buyer's Group products and the Associate positions to prospects, I agree that such presentations shall be strictly according to the following format and that I will be terminated as an Associate if I fail to comply fully with the following:

a. I will inform all prospects that no initial fee or initial purchase is required to become a Purchase Plus Buyer's Group Associate.

b. I will make no false or misleading statements about Purchase Plus Buyer's Group, Inc., the Purchase Plus Buyer's Group Associate positions, Company products, or Sales and Commission Opportunities.

c. I will promote my Associate business, use the Company name, or the Company trade names, logos, sales materials, Company literature, trademarks, Independent Associate websites or service marks of Purchase Plus Buyer's Group, Inc., only in materials provided by the Company or approved in writing by Purchase Plus Buyer's Group, Inc., prior to their use by me. I understand that unauthorized use or duplication of trademarked or copyrighted materials are a violation of federal law.

d. PPBG is the owner of numerous trademarks, including "Purchase Plus" which is a registered trademark of PPBG as set forth on Schedule A which will be supplied upon request (the "Trademarks"). During Associate's association with PPBG, PPBG hereby grants a limited license for Associate to use the Trademarks of PPBG, subject to the terms and conditions of this Agreement. Associate recognizes the value of the goodwill associated with the Trademarks and acknowledges that, hereafter, the Trademarks and all rights therein and goodwill pertaining thereto belong exclusively to PPBG. Associate agrees that the goods and services identified by the Trademarks provided by it shall be of high standard, appearance and quality as may be adequate and suited for the best advantage, protection and enhancement of the Trademarks and the goodwill pertaining thereto, that services provided by Associate under the Trademarks will be supplied in accordance with applicable Federal, State and local laws, and that the same shall not reflect adversely upon the good name of PPBG or the Trademarks. Associate further agrees to cooperate with PPBG in defending the title to the Trademarks against any lawful claim and demand whatsoever, provided PPBG reimburses Associate all reasonable expenses (including its reasonable attorney's fees) incurred by Associate in such defense. Associate agrees that its every use of the Trademarks under the limited license granted herein shall inure to the benefit of PPBG and that Associate shall not at any time acquire any rights to the Trademarks by virtue of any use it may make of it.

e. If I am found to be spamming in connection with my activities as an Associate, my position with PPBG will be terminated immediately. My Business Centers and Residual Override Commissions will be forfeited.

f. Although PPBG permits the separate ownership of business centers by spouses and other dependents of legal age living within the same household, for purposes of consistent enforcement of these terms and conditions PPBG reserves the right to impose disciplinary action, including termination of Associate status in appropriate situations, against all members of the same household based upon violation of these terms and conditions by any one member of the household.

4 I agree that I shall sell over 60% of the wholesale products ordered of my wholesale product orders to non-Associate consumers prior to reordering product. Retail sale records shall be maintained and subject to review and verification. Submission of required Associate Sales Reports is a condition to receiving commissions.

In order to maintain a viable Marketing Program and to comply with changes in federal, state, and local laws and economic conditions, Purchase Plus Buyer's Group, Inc. may provide additional Terms and Conditions to its Associates from time to time, as well as to modify its Associate Compensation Program. Such additions and modifications shall become a binding part of this Agreement upon publication in the official Purchase Plus Buyer's Group Associate News letter. I understand that no attorney general or other regulatory authority ever reviews, endorses or approves any product, compensation program or company, and I will make no such claim to others.

6 I understand that my Associate position can be inherited or bequeathed, but cannot be transferred or assigned during my lifetime. Business licenses may be required of an Associate. Associate will determine and obtain all required licenses, including re-marketing license if applicable to Associate's sales activities. I also agree to abide by all local, state, and federal laws that apply to my Associateship and my marketing of Purchase Plus Products.

I agree to maintain monthly communication and support to those Associates I sponsor into the program and in my commissionable organization by way of any of the following, or combination thereof: Personal contact, telephone communication, written communication, and attendance at Associate meetings.

8 Purchase Plus Buyer's Group, Inc. is responsible for the following fulfillment to its Associates: A new Associate's sales packet of literature whether or not an optional plan is purchased; shipment of ordered sales aids and products within ten days of receipt of order and clearance of funds, subject to availability of items ordered, calculation and payment of Associate commissions. Payment terms on Associate purchases: check, money order or credit card with order. No credit purchases or C.O.D.'s are available. Commissions are payable to Associates according to the Associate Compensation Plan which is incorporated herein by reference.

9 Display of commission checks and making of income projections to prospective Associates is prohibited. Change of original sponsor is not permitted. Associate and customer lists and names are owned by company and may never be used for any commercial purpose without prior written consent of company. During the term of this agreement and for 90 Days thereafter, Associate shall not, directly or indirectly, solicit Associates or customers of Purchase Plus Buyer's Group, Inc. to other network marketing organizations, except as to personally sponsored Associates/customers.

10 This agreement is governed under the laws of the State of Ohio. The parties agree that any claim, dispute or other differences between them shall be exclusively resolved by binding arbitration pursuant to the Commercial Arbitration Rules of the American Arbitration Association with arbitration to occur at Westerville, Ohio. Louisiana Associates arbitrate at New Orleans, Louisiana.

Associates may return literature and products (custom orders final when order is completed) in re-saleable condition, and may obtain refund of marketing assistance costs at any time, and receive 100% refund less commissions paid. Shipping costs for returned items shall be borne by Associate. Payment will be made within thirty days of actual receipt of returned items.

12 I understand Purchase Plus Buyer's Group, Inc. will deduct annually per Business Center a $35 Administration Fee and an Organization Maintenance Fee (one of the following as it applies to my title: (1) $75 from an Associate; (2) $175 from a Director; (3) $275 from an Executive Director; or (4) $375 from a Regional Vice President, from commissions earned. These fees are subject to change. All non-U.S. Associate selling product in the U.S. or having U.S. Citizens in his/her sales organization must apply for a U.S. Taxpayer Identification Number and provide a copy of their taxpayer identification number to PPBG. These forms and instructions for their use are available from PPBG at the request of every non-U.S. Associate.

13 I understand and agree that this Agreement constitutes the entire agreement between the Associate Applicant and Purchase Plus Buyer's Group, Inc. (the parties), and that no other representations, agreements, promises or guarantees have been made nor shall any others be valid unless in writing and signed by the parties hereto, and that if any part of this Agreement shall be declared invalid by a court of competent jurisdiction, the remaining parts shall remain in force and effect.

14 Associates purchasing optional marketing services have an ongoing responsibility to work with those providing marketing services to them. There is no guarantee of specific income, or of any specific or completed organization. Associate understands and agrees that advance commissions are prepaid earned commissions based on sales. PPBG reserves the right to adjust payment dates and amounts of advance commissions from time-to-time based on overall actual sales experience.

15 I agree that each Business Center that is activated will be automatically renewed during that Business Center's anniversary month (i.e. Business Center's activated in May, 2000 will automatically renew in May, 2001). I understand that the renewal cost is $199 per Business Center which consists of $149 for the product of my choice (all #001 Business Centers will be provided with PPBG's "Membership" product) and $50 as the renewal fee (subject to change at the company's discretion). I understand that I am under no obligation to renew, however, I must notify PPBG in writing of my intent not to renew at least 60 days prior to that Business Center's anniversary month. I understand that my decision not to renew will result in my Business Centers being cancelled.

A party participating in network marketing can have a right to cancel at any time, regardless of reason. Cancellation must be in writing to the company at its principal business address. My Sponsor has informed me that no fee or initial purchase is required or is a means by which to become a Purchase Plus Buyer's Group Associate. NOTE: Your signature below indicates that you have carefully read this agreement and that you willingly accept all the terms and conditions on both Page 1 and Page 2.

Applicant Signature X_____ Date _____

Associate Check by Fax Payment Form

975 **Eastwind** Drive, Suite 190 • Westerville. OH 43081
Phone: (614) 890–1638 / (800)877-3286

"*Purchasing With Us Is A Plus*"

Fax: (614) 890-1630 / *(800)*890-1630

Please place your personal or business check in the space **below** and **fax** to Purchase Plus along with your Independent Associate Application and/or Associate Material Order Form.
*All material orders must **be** paid for separately*

*By using **this** form, **we can not accept** the following **checks":***

- *J money orders*
- *J investment account checks*
- *J any loan account checks*
- *✓ travelers checks*
- *✓ equity line account checks*
- *J money market account checks*
- *✓ credit card checks*

• If you are going to use any of these checks, **we** will need **the** *original* check to process your order.

*Personal or Business Check **Only***

→ tape check here →

Follow these 4 easy steps:

1. Fill out your check neatly **and** completely (amount. date, payable to: PPBG, INC., etc.)
2. Tape a copy of your check to this form within the space provided.
3. Fax this form with your check attached. along with your completed application(s) and/or Associate Material Order Form (if available, use the "fine quality" setting on your *fax* machine).
4. Either destroy your check or keep it on file for your records. Purchase Plus does not need your original check. Purchase Plus will create an ACH entry from the faxed copy of your check for payment. If a challenge occurs, Purchase Plus will contact you.

Tape Check Here

Do not mail in your original check
unless otherwise requested by our Accounting Department!

← tape check here ←

Agreement:
I hereby authorize Purchase Plus Buyer's Group. Inc., hereinafter called PPBG, to initiate a debit entry to my checking account indicated above and the depository named above to **debit** the same to such account. I understand that PPBG will keep a copy of my faxed check for their protection. I certify that the above information is accurate and complete I will not hold PPBG legally liable for any lack of correctness on my part.

Amount Authorized: S	Date:
Signature:	Phone: ( )
Name: *(Please Print)*	Fax: ( )
Routing #: *(First set of numbers listed on your check)*	Account #: *(Second **set** of numbers **listed** on your check)*

P+1005.01

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,

Dione J. Stearns
Assistant General Counsel

Enclosed: consumer complaints

CONSUMER

NETWORK

Law enforcement'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	CA|CA
Company Address, State Name	California|California
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 an 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)||
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	PALM COAST||
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	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 indivdual 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/gtltbgt 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...didnapost know there was a return policy...got PROMISED a refund for my product amp only got refunded MY shipping money! --- Additional Comments: I want my money back for the product amp 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	

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	

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	

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	

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 donâÂ?Â?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 donâÂ?Â?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 donâÂ?Â?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	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.'
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	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 Chistmas, 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'
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	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'
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	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 misleaded 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
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 alloted 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 cancalled 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	

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	

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	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 promted 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!'
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	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

	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	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

	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	

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	

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	

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 joind the company to sell, and after delving more into the company, I decided against it, and asked for a refund on my registation 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	

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	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' anad 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) --- Additional Comments: I just want a refund nothing more.'
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	

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	
	My disrtibutor # 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 rin MY OWN internet business. I purchased the pakage and was then scheduled a follow up apointment. 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 shceduled 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 pqack where I then found put it was Herbalife. They company Herbalife has been amking 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 suprvisor. In my nieve state I did that. I

Complaint Info Comments	asked her how much that would cost and she said 1299.00 plusw shipping and handlin.g 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 2was told I had to purchase recruiting leads if I was to Truley be successful and that that is where u 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 w2as 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 nedded 9.95 LESS 29.95 PER ORDER. I quickly beagn to realize I got dupped into a pyramid wscheme and immediatly resigned my distributorship. I contacted my so called Mentor Ana arias and she was so upset with me because I was so so good at this. What I was good at was giving countless dollars to a wscam 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 there money back..in the end I have to refund them thus losing more money. The process entailed using an auto dailing system called Lead Blazer. It sends mass emails (spam) and harrassing voice messages recorded of scripts that u are not allowed to divert from basically conning people the way I was conned. It involed 12 to 14 hours of what is know as hourly dails 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 oodls 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	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. --- 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)
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	

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	

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	

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	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.

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	I'm recieving 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 recieved 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 persue 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.',
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	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. --- 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.',
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	
Consumer Fax, Area Code	
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 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	http://www.herbalife.com
Company Rep First Name	Stephen
Company Rep Middle Name	
Company Rep Last Name	Whittington
Company Rep Salutation	
Company Rep Comments	Contact
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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 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 scottand 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

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 becouse 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 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 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

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 (indpendent 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.

Provided by the Federal Trade Commission

CONSUMER

NETWORK

Law enforcement's source 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

	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.
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	

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	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

	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 meetting, 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	lkilpratrick
Entered Date	07/16/2008
Updated By	lkilpratrick
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 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.
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	Here is the body of the SPAM email in its entirety. It was unsoolicited, 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 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) Herbalife Distributors (b)(6) www.SoLongInches.com
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	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.
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	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)
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 unopned 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@millect.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	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

	$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	
	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 monthe, 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 Distribuitors 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

Complaint Info Comments	Carson, CA wherehouse: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 availabe 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, ans she refused to help me, too. No other client was at the window six. I begged this woman to sale me only the two items I needed for a cliente 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 at 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 yieling 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	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.
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 wouldcause 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	USA|USA
Company Address, Country Name	UNITED STATES|UNITED 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.com|dougcraycarft@theonlinebusiness.com
Company Website	www.partnerwithpaul.com|www.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 shippment 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	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

	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	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)

	(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	California|Arizona|
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	$10.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	this transaction was done online as a credit card. How did this guy make it a debit transaction? am i at risk of him knowing more? For the record the package i received was less than one pound. with it no real information of what it was supposed to contain. i told tom peters i was not interested in the work at home buissness, after i found out herbalife was the company. wick they withhold that information until the package had arrived at my house. then the supposed bulkiness mentor calls to see if i have watched the dvd and to say that mi ready for the next step wick will cost me 149.00$. 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

	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	
	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

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

	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
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	
	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,

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. Hmmm...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 CAN'T. 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	
	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 that 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

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-depending 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	

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	
	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

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	
	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

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 ACTUALY 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 SOEMTHING 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 YOUR DO NOT SEND BACK WITHIN 2 WEEKS, YOU ARE CHARGED AN ADDITIONAL $39.95 FOR THE PACKET. IT STATES THAT IF DIS-SATISFIED 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	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 IDETIFIED 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 TELEPJHONE 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

	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 occassions 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	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

	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.
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	Cythia Robinson uses high pressure imature selling-business practices. I never seen in business this kind of nonsence. 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 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	
Consumer Fax, Area Code	
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	Online Herbalife Recruiter
Company Address, Line 1	225 E Santa Inez Ave, Apt 6
Company Address, Line 2	
Company Address, Line 3	
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	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.onlineinfopack.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	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	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!'
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	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 it 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 vary 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 knowledgable staff with nutritional

	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	
	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

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 relized 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 leverls 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	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

	for the amount of $39.95 that was in no way authorized by me or anyone representing me. I have attempted to contact _____ buy phone (877-684-6457)and buy email with no response at all. I have since closed out the debit card used it the original transaction but I was informed that there maybe 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 a 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	-